



IMPORTANT UPDATES

Posted on November 20, 2017	Effective on January 15, 2018		
DESCRIPTION OF CHANGE	LOCATION		
	Module	Amend. / Rev.	Section Number
Updated to reflect 2018 prices.	Pricing	v1.0	Section 1
Removed the Best Practices for Optimal Processing section.	Designing Machineable Mail		now in Quick Links
Increased thickness of Dimensional mail items from 55 cm to 60 cm.	Designing Special Handling		Size and Weight
Reduced the minimum volume requirement of 500 items to 400 items.	Preparing Machineable Mail		Section 1.1

When the document is amended or revised, the version number will be modified as follows:

- an amendment increases the first digit in the version (e.g., version 2.0, 3.0)
- a revision increases the second digit in the version (e.g., version 1.1, 1.2)
- the version number restarts at 1.0 every January of a given year.

INTRODUCTION

The Service Overview is an outline of each module. The details within each module form the *Customer Guide* and is part of the Agreement between the customer and Canada Post. It is the customer's obligation to meet all requirements outlined in the Agreement.

MODULES	
Service Overview	The Service overview summarizes key information such as qualifying criteria, options, delivery standards, pricing, designing and mail preparation.
Data and Targeting	The Data and Targeting module provides a more in-depth look at Canada Post Data and Targeting Solutions as a component of Smartmail Marketing™. This module is available for Personalized Mail and Neighbourhood Mail services.
Pricing	The Pricing module provides detailed information on pricing for service options such as Standard and Oversize related to address accuracy, phantom pricing, incentives, item and order level surcharges and adjustments (if applicable).
Designing	The Designing module provides all the details you need to design and create your mail item. This module includes mandatory requirements to ensure that we can process your mail efficiently avoiding delays and surcharges.
Preparing	The Preparing module provides all the details you need to prepare your mail items prior to depositing your mailings at a Canada Post facility.
Creating an Order	The Creating an order module tells you what you will need before you deposit your mail.
Depositing	The Depositing module tells you about the documents you will need at the time of deposit. This section will help ensure that your mail is deposited at a location that is properly equipped and capable of handling your mail on time.
Paying and Terms	The Paying and Terms module has two sections. The paying for your mailing section describes the different payment and proof of payment options available for the service you have chosen. The terms section contains the general terms and conditions of your agreement.

Customers should ensure they are using the most current version of the *Customer Guide*, including all amendments and other applicable documents, which are posted on the Canada Post website at:

- Business Reply Mail™ – canadapost.ca/brmguides
- Incentive Lettermail™ – canadapost.ca/ilmguides
- International Incentive Letter-post™ – canadapost.ca/ilpguides
- Neighbourhood Mail™ – canadapost.ca/cpnmguides
- Personalized Mail™ – canadapost.ca/cppmguides
- Postal Code Targeting - canadapost.ca/pctguides
- Publications Mail™ – canadapost.ca/pmguides

Communicating with Canada Post

FOR ENQUIRIES REGARDING	WEBSITE	CALL
General Information on products and services	canadapost.ca/postalservices	Commercial Service Network 1-866-757-5480
Electronic Shipping Tools (EST)	canadapost.ca/newuser	Technical Help Line 1-800-277-4799
Payment and Account Information	email cmg@canadapost.ca	Credit Management Group 1-800-267-7651

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PURPOSE OF THIS SERVICE OVERVIEW

This *Service Overview* is an outline of the *Canada Post Personalized Mail™ Customer Guide* available at canadapost.ca/cppmguides.

The *Customer Guide* forms part of the Agreement between you, the customer, and Canada Post. It explains the qualifications and other terms and conditions under which this service is provided. Be sure to use the most current version of the *Customer Guide*, including all amendments and other documents, which help you meet the requirements in the Agreement.

Some words and expressions in this document and the Agreement have specific meanings. See Paying and Terms module, *General Terms and Conditions*, Section 1 "Definitions" or the *Glossary* for definitions.

SERVICE OVERVIEW

The Service Overview summarizes key information such as qualifying criteria, options, delivery standards, pricing, designing and mail preparation.

1 WHAT IS PERSONALIZED MAIL SERVICE?

The Personalized Mail service is a proven and effective direct marketing and advertising medium that offers customers the ability to personalize their mailing and tailor their promotional messages to specific consumers or prospects.

1.1 What is acceptable as Personalized Mail?

Personalized Mail mailings are acceptable when:

- all items have the same purpose and goal, even if the content is not identical. The primary intention (main messaging) of the mail items is to motivate an individual to take action by:
 - promoting a product, service, program or event
 - soliciting donations or contributions
 - reporting on financial performance, primarily for promotional purposes, or
 - supporting your loyalty card program. This includes all mailings relating to loyalty card programs, but excludes credit and/or debit cards with or without reward points.

Mini-catalogues are acceptable as Personalized Mail. A mini-catalogue is defined as printed matter with a list of items for sale containing item description, item numbers and/or prices. Mini-catalogues must contain a minimum of 8 pages or panels and meet Machineable Standard Personalized Mail service requirements.

To qualify as Personalized Mail service, mailings must:

- be deposited and paid for in Canada for delivery in Canada
- meet the Personalized Mail definition
- consist of a minimum of 400 items for Machineable Mail or 1,000 items for Special Handling mail.

1.2 What is unacceptable as Personalized Mail?

Items with the primary intent to provide businesses and consumers with educational material, transactional or informational communications are unacceptable as Personalized Mail.

- Educational material may include: updates to professional handbooks, opinion surveys and census.
- Transactional communications may include: invoices, receipts, tax forms, proxies, fulfillment of products or services, paid subscriptions, replacement or renewal of cards (i.e., credit and/or debit cards), identification cards and thank you mailings that are not a part of a loyalty program.
- Informational communications may include: recycling or waste calendars, recall notices, annual reminders, notifications of changes, renewal notices and election (voting) notices.

NOTE: The above examples are not meant to be exhaustive.

1.3 Delivery standards

Delivery standards are estimates of how long it will take for the mail to be delivered from the point of deposit to the destination points. Delivery standards are not guaranteed.

	IN BUSINESS DAYS		
	LOCAL	PROVINCIAL	NATIONAL*
Machineable Mail - Standard	3	4	5
Machineable Mail - Oversize / Special Handling	3	3 - 5	4 - 8

* Excludes non-major urban centres, northern regions and remote areas.

For detailed information, visit [Delivery Standards](#) of the *Canada Postal Guide*.

1.4 Service features

A feature is provided as part of the basic service.

1.4.1 MAIL FORWARDING

Items that cannot be delivered as originally addressed because the addressee has moved will be forwarded to the addressee at no extra charge while there is a Mail Forwarding request in effect.

Mail bearing the name of the addressee followed by the words "OR OCCUPANT" or similar wording, or mail bearing a non-personalized descriptor, such as "OCCUPANT", will not be forwarded. In such cases, the item will be delivered to the original destination address.

Mail Forwarding is not available for items in the Dimensional Personalized Mail category.

1.5 Service options

An option is a service enhancement that is not provided automatically as part of the basic service.

1.5.1 RETURN TO SENDER

Personalized Mail items that cannot be delivered as originally addressed will be returned to the sender if:

- the Return to Sender option was selected and paid for at the time the *Order (Statement of Mailing)* was created
- the item carries the correct Return Postage Guaranteed postal indicia. Visit canadapost.ca/indicia for more information regarding this postal indicia
- the item is addressed to an address which does not have a *Mail Forwarding* request in effect for that addressee, and
- only one return address appears on the outside of the item and that address is Canadian.

If there is no *Mail Forwarding* service in effect for the addressee and if the item does not bear the correct Return Postage Guaranteed postal indicia, the item will be treated as undeliverable and disposed of or recycled, as determined by Canada Post.

Mail bearing the name of the addressee followed by the words "OR OCCUPANT" or similar wording, or mail bearing a non-personalized descriptor, such as "OCCUPANT", will not be returned to the sender. In such cases, the item will be delivered to the original destination address.

Return to Sender is not available for Dimensional Personalized Mail or for metered items. Those items will be treated as undeliverable.

1.5.1.1 Return address

If a return address is used, there must be only one return address showing and it must be Canadian. Dual return addresses are also acceptable as long as there is one Canadian return address.

Canada Post does not return items to addresses outside of Canada.

The return address printed on the item may vary provided the mailing originates from the same mail owner (e.g. customer number must be the same on all items).

1.6 Undeliverable Personalized Mail items

Items are treated as undeliverable if:

- the item does not bear a complete and valid address
- the item is addressed to a non-existent address
- the addressee refusing the item
- delivery is prohibited by law
- the item cannot otherwise be delivered to the address.

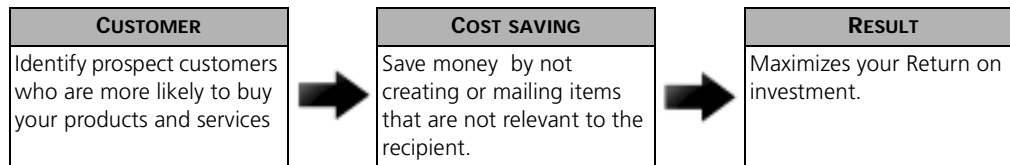
We will either dispose of or recycle Undeliverable Personalized Mail items at our discretion. Consult the [Undeliverable Mail](#) section of the *Canada Postal Guide* for more detail.

DATA AND TARGETING

The Data and Targeting module provides a more in-depth look at Canada Post Data and Targeting Solutions as a component of Smartmail Marketing™. Canada Post can help you use data to maximize the impact of your message through data analysis, list hygiene, and more. We recommend using data so you can target top customers/prospects, get your brand directly into the right hands and boost response rates in a cost-effective way.

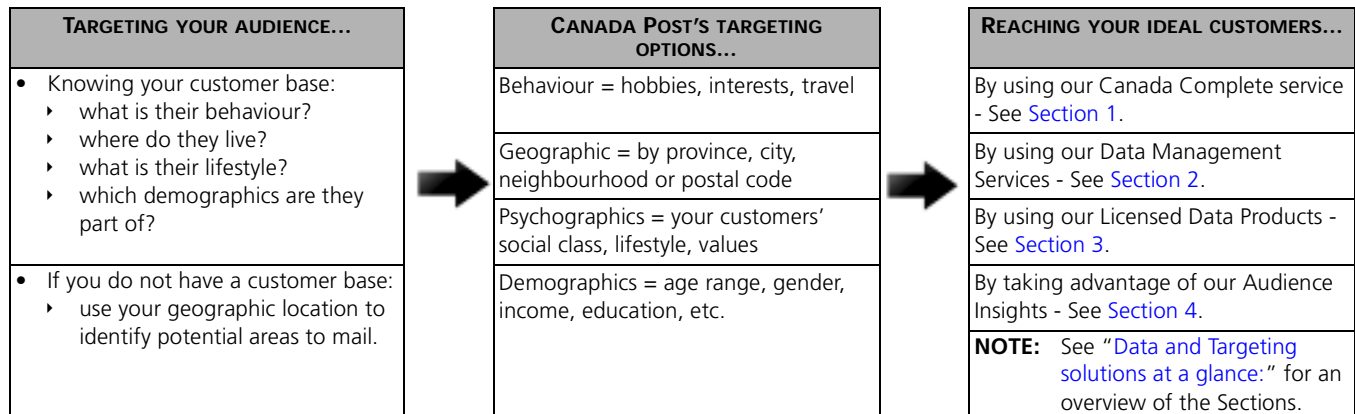
INTRODUCTION

Personalized Mail service is a proven and effective direct marketing medium that offers you the ability to personalize your mailing and tailor your promotional messages to specific customers or prospects. If you do not have a customer list, our targeting solutions can help you target prospects at the postal code level (using addresses), with the added benefit of accessing accurate lists of Canadian residential, multi-unit building/apartment, small office/home office (SOHO) and business addresses.



HOW TO USE DATA AND TARGETING

Canada Post's targeting tools/solutions can help you find your target customer by selecting and targeting neighbourhoods or locations with the highest potential to respond to an offer based on their characteristics.



DATA AND TARGETING SOLUTIONS AT A GLANCE:

Our targeting solutions can help you find your target audience using our data options to reach your ideal customer.

Solutions	Definition
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Canada Complete™

List rentals from Canada Post offer you the ideal combination of accuracy, reach and targeting. With more than 14 million addresses available, you can send a campaign from coast to coast in Canada, or to specific high-potential customers close to your business. Choose to exclude your existing customers to maximize the value of your acquisition campaigns.

<ul style="list-style-type: none"> Consumer lists Business lists (SOHO also available) 	Cost-effective and accurate targeting of prospects based on a set of geographic, demographic, psychographic and behaviour criteria. Canada Complete lists provide access to Canadian residential, multi-unit building/apartment, and business addresses. Customers can choose from two Canada Complete list options: Consumers and Business (with the added option to target only Home Offices).
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Data Management Services

Canada Post Data Management Services correct and enhance the data hygiene of your mailing list. Start with Address Accuracy and then select additional data cleansing features to suit your business needs and budget.

<ul style="list-style-type: none"> Standard Services Premium Services 	Corrects, completes and standardizes mailing addresses on your list. When your addresses are accurate, more of your mail can be delivered and reach the intended audience. Our Premium Services offer missing suite information (suite infill), name and address validation and other services that can increase deliverability and in turn drive a higher return on investment.
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Licensed Data Products

These provide geographic information to support your business objectives. Licensed Data Products let you work with the most current and updated monthly copy of Canada Post's address database. You can license it for use within your company or as part of a product or service you offer.

<ul style="list-style-type: none"> Postal Code Address Data Point of Call Address Data Postal Code Latitude/ Longitude Data Postal Outlet Data Municipal Amalgamation Data 	Helps your business do many things, such as validate addresses for mailing and data hygiene purposes, presort your mail to save on postage, or connect demographic and location data to gather business insights. With the most accurate, complete, and up-to-date data available, you can use Canada Post Licensed Data Products for so much more than sorting mail.
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Audience Insights

These give you the ability to gain insights into your customer database, your target market and trade area as well as review your marketing campaign performance.

<ul style="list-style-type: none"> Profile Analysis Response Analysis Penetration Analysis Maps 	Helps with competitive positioning and overall market strategies.
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CANADA COMPLETE™

1 WHAT IS CANADA COMPLETE?

Canada Complete provides access to Canada's most comprehensive lists from a database that meets Canada Post's addressing standards and Address Accuracy requirements, combined, where available, with consumer and business name information. Enhance the targeting in your list by pinpointing specific audiences based on geographic, demographic and lifestyle criteria that best match your prospects.

Customers can choose from two Canada Complete lists:

MASTERFILE	DEFINITION
Consumer	A list of residential addresses that allows for the best market penetration with the option to personalize with consumer names.
Business	A list that targets active Canadian businesses with the option to include business names, contacts, and titles (including Small Office Home Office [SOHO]).

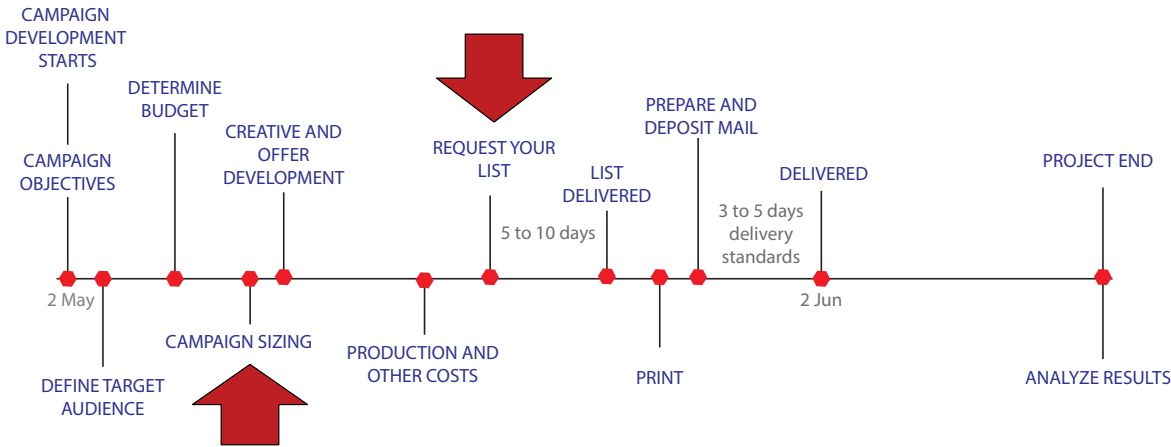
1.1 How can it help your marketing campaign?

We reach more than 14 million households and businesses. You can design highly targeted campaigns with Canada Complete as it provides geographic, demographic and lifestyle information. Canada Complete allows you to create a list of potential customers that resembles your existing customers or target audience, driving a better return on investment.

1.2 Where does it fit in your marketing plan?

When planning a Canada Complete mailing, there are two important steps that should be included in a campaign timeline after objectives and budgets are allocated:

- Campaign sizing:** Request a count of the target market and criteria that you plan to mail to. This step takes approximately three to five business days. A counts request provides you with an estimate of the number of mail items that should be printed.
- Request your list:** Request a mailing list to match your count request. This step should be made well in advance of the print date leaving at least five to 10 business days to complete.



1.3 List select options

Canada Complete lists from Canada Post help you reach the right audience when you are planning a Personalized Mail campaign. Business and Consumer Lists targeting criteria ensures your campaign targets your best prospects:

LISTS SELECTS	LINK
Business lists targeting criteria	canadapost.ca/listoptions-b
Consumer lists targeting criteria	canadapost.ca/listoptions-c
E-commerce shoppers	
E-commerce recipients	Reach online shoppers by targeting areas that receive the highest number of parcels from Canada Post's parcel delivery database.
Other consumer lists	
Automotive	Customize your messaging with information on a household's vehicle type, make and year.
Interests	Target prospects who have indicated their interests through self-reported information.
Lifestyle (PRIZM5)	This list classifies neighbourhoods by 68 lifestyle types, providing insight into consumer behaviour.

1.4 Pricing

Canada Complete prices are available for business and consumer target audiences.

- [Business](#)
- [Consumer](#)

1.5 List rental specification

LIST RENTAL	
Minimum order quantity	5,000 records
List validity period	90 days
List orders greater than 100,000 records	are eligible for additional savings
Address standardization and address accuracy for the output file	included
Suppression of CMA's "Do not mail" addresses	included (not applicable for businesses)
Deceased suppression on addresses with consumer names	included
Suppression of previous order (up to 12 months from file delivery)	included
Inter-dupe lists within one order	included
Re-use option	available for a fee
Targeting criteria	available for a fee
Phone numbers (Phone numbers are only available as a supplement to a mailing list order. They cannot be rented as a stand-alone list)	available for a fee
Suppression of other lists you provide	available for a fee (up to a maximum of \$5,000)
Suppression of the 'Do not call' phone list	available for a fee (not applicable for Business Direct)
Repeat customers with list orders greater than 40,000 records	are eligible for additional volume pricing

1.6 How to access list rental

Canada Complete five-step process:

STEP 1: CONTACTING THE DATA AND TARGETING EXPERTS

You can contact the Business Specialty Team by email at data.targetingsolutions@canadapost.ca, call 1-877-281-4137 or submit an online enquiry and you will be contacted within 24 hours.

- When discussing your list needs, we will ask who you would like to target, including: geographical parameters; how many addresses you would like in your list; what demographic or other criteria you would like to use to reach your best prospects; if you have a list of existing customers to suppress, etc.
- You will need:
 - A commercial customer number "ACCOUNT" status and credit in good standing
 - Information about your third-party mail service provider.
- Campaign sizing - request a count of the target market and criteria that you plan to mail to.
- Request your data - request data to match your count request.

STEP 2: SUBMITTING YOUR FILES AND RECEIVING A QUOTE

Send us your targeted list(s) of postal codes and suppression file(s) for an estimate of available addresses:

- You can provide up to five files with your target postal codes and up to five suppression files in the same file format
- File delivery and pickup will be facilitated using a secure service.

	POSTAL CODE FILE(S)	SUPPRESSION FILE(S)
File format	<ul style="list-style-type: none"> • Excel, Comma Separated Value (CSV), Tab delimited, Dbase (DBF), MS Access (MDB), ASCII fixed length (TXT) • Character encoding: UTF-8 	<ul style="list-style-type: none"> • Excel, Comma Separated Value (CSV), Tab delimited, Dbase (DBF), MS Access (MDB), ASCII fixed length (TXT) • Character encoding: UTF-8
File structure	<ul style="list-style-type: none"> • No column title • One column non-case sensitive 6-digit postal codes, with or without a space between the FSA and LDU components (Examples: A1B 2C3 or A1B2C3 or a1B 2c3) <p>Example: R2E1E9 R2G1H1 R2G1H8 R2G1J2 R2G1P8</p> <p>NOTE: If you do not have a Postal Code file, we can help - Using our targeting services, we will work with you to identify the geographic, demographic and lifestyle/business characteristics of your target prospects, then identify the Postal Codes that offer the best match (delivery routes do not apply and are not accepted).</p>	<ul style="list-style-type: none"> • No column title • Single to multiple columns • Header information: <ol style="list-style-type: none"> 1. Unparsed address form (# h/unparsed) Address Muni Prov PC Example: 22 RANCH RD WINNIPEG MB R2G3E1 2. Unparsed address form with two address lines (# h/unparsed2) Address1 Address2 Muni Prov PC Example: 18 RANCH RD UNIT 201 WINNIPEG MB R2G3E1 3. Residential address in parsed form (# h/civicparsed) Unit Type Unit Number Street Number Street Number Suffix Street Name Street Type Street Direction Municipality Province Postal Code Example: 20 GLOUCESTER ST MONCTON NB E1A4E6 <p>The customer suppression file(s) shall in no event, disclose the identity of any customer, or in any other way disclose personal information, including names.</p>
Address Accuracy Program	<ul style="list-style-type: none"> • Participation in the Address Accuracy Program is mandatory for all mailings greater than 5,000 items. 	

STEP 3: FINALIZING YOUR ORDER

To have your order processed:

- The Business Speciality Team will help you finalize your *Order* and you will receive an estimate.
- As soon as you approve the *Order* and agree to pricing, you will sign the Canada Complete List Rental Agreement.
- Your authorized third-party must also sign the Canada Complete Third-Party Mail Service Provider License Agreement
 - If phone numbers are selected and you are leveraging a third-party telemarketing company to call on your behalf, they must also sign the Canada Complete Telemarketer License Agreement.

Your *Order* will be processed only once we have all the signed agreements and the final targeted postal code and/or suppression file(s) from you.

STEP 4: YOUR ORDER IS READY

Your list is delivered to your authorized third-party mail service provider:

- The Canada Complete list will be ready in a minimum of 5 - 10 business days from the time your *Order* is finalized.
- We will deliver your list through *epost Connect™*, in the following format:
 - File Format: .TXT, pipe-delimited
 - Character encoding: UTF-8
 - File structure:
 - Header information (#lh/unparsed)
 - No column title
 - 5-8 columns depending on the list type ordered (including global addressee or consumer/business name column). Note that only one generic descriptor in the addressee column can be used for the output file.

Consumer masterfile Global Addressee Address Muni Prov PC Example: ADDRESSEE 22 RANCH RD WINNIPEG MB R2G3E1	Business masterfile (with business name) Business Name Address Muni Prov PC Example: BUSINESS NAME 22 RANCH RD WINNIPEG MB R2G3E1
OR	OR
Consumer masterfile (with consumer name) First Name Last Name Address Muni Prov PC Example: FIRST NAME LAST NAME 22 RANCH RD WINNIPEG MB R2G3E1	Business masterfile (with business name and contact name) First Name Last Name Business Name Address Muni Prov PC Example: FIRST NAME LAST NAME BUSINESS NAME 22 RANCH RD WINNIPEG MB R2G3E1
OR	OR
Business masterfile Global Addressee Address Muni Prov PC Example: ADDRESSEE 22 RANCH RD WINNIPEG MB R2G3E1	Business masterfile (with business name, contact name and title) First Name Last Name Business Name Address Muni Prov PC Example: FIRST NAME LAST NAME TITLE BUSINESS NAME 22 RANCH RD WINNIPEG MB R2G3E1

- Your file will be available to your third-party service provider for 10 days (after which time the file will be removed).
- The list is valid for 90 days from the time it is delivered by us. This means that you have 90 days to send mail using this list.
- With each list rental, we will provide your authorized service provider with a Statement of Accuracy (with an accuracy rate of at least 95%).
- **If phone numbers are selected as a supplement to your mailing list order:** we will deliver 1 output phone list through *epost Connect*, to either you or your authorized third-party telemarketer in the following format:
 - File Format: .TXT, pipe-delimited
 - Character encoding: UTF-8
 - File structure:
 - Header information (#lh/unparsed)
 - 5-8 columns depending on the list type ordered

Consumer masterfile City/Province/FSA/Phone Number Example: WINNIPEG/MB/R2G/4165551234	Business masterfile City/Province/FSA/Phone Number Example: WINNIPEG/MB/R2G/4165551234
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Consumer names, business names, contact and title will be included in the phone list file if they were selected in the address mailing file.

Payment Terms

- The only method of payment available to customers for list services (both options) is “ACCOUNT”.

STEP 5: CREATING AN ORDER AND DEPOSITING YOUR MAIL

You are ready to mail:

Detailed information can be found in the modules listed:

MODULE	LIST ORDERS
Creating an Order	Statement of Mailing <ul style="list-style-type: none"> • All <i>Orders</i> should be prepared and submitted using the Electronic Shipping Tools (EST) either the online or desktop versions (EST 2.0) Manual <i>Orders</i> are not accepted.
Pricing	Address Accuracy <ul style="list-style-type: none"> • All <i>Orders</i> greater than 5,000 items must include an address accuracy percentage as provided by us on the Statement of Accuracy.
Depositing	<ul style="list-style-type: none"> • Mailing must be deposited within 90 days from the date the list is provided by us.
Pricing	<ul style="list-style-type: none"> • Applicable postage is due upon deposit.

1.7 Canada Complete - Terms and Conditions

The Canada Complete Agreement is subject to the [List Rental](#) Terms and Conditions (Supplement Terms and Conditions - [Phone List Rental](#)). The delivery of your mailing is subject to the General Terms and Conditions found in the “Paying & Terms” module.

DATA MANAGEMENT SERVICES

2 WHAT ARE DATA MANAGEMENT SERVICES?

Canada Post **Data Management Services** corrects and enhances the data hygiene of your mailing list. Start with Address Accuracy and then select additional data cleansing features to suit your business needs and budget.

There are two types of service offerings:

- **Standard services** - services that are available throughout the “List and Data” industry. Also available through Canada Post:
 - recognized Service Bureaus: canadapost.ca/ncoa.
 - recognized software vendors: canadapost.ca/presortationsoftware
- **Premium services** - services that go above and beyond to validate the accuracy of the mailing list and in some cases are unique to Canada Post.

STANDARD SERVICES

STANDARD SERVICES	
Address Accuracy	<ul style="list-style-type: none"> Validates and corrects key mailing address elements in your records.
Duplicate identification	<ul style="list-style-type: none"> Identifies address duplicates or name and address duplicates.
National Change of Address (NCOA)	<ul style="list-style-type: none"> Identifies consumers (including deceased estates) and businesses that have purchased the <i>Mail Forwarding for Moves</i> service within the last 6 years, and who have granted permission to share their addresses with organizations with whom they do business.
CMAs Do Not Contact suppression	<ul style="list-style-type: none"> Identifies records of people on the Canadian Marketing Association’s Do Not Contact list.

PREMIUM SERVICES

PREMIUM SERVICES	
Name and address validation	<ul style="list-style-type: none"> Validates consumer or business name and address records against a proprietary Canada Post database, providing insights on whether an individual or business has received mail within the last 90 days.
Suite infill	<ul style="list-style-type: none"> Identifies consumer or business name and address records with missing suite numbers and appends missing suite information, where available.
Residential rural to civic conversion	<ul style="list-style-type: none"> Identifies rural addresses that have been converted to civic addressing and appends the new civic address, where available.
Deceased suppression	<ul style="list-style-type: none"> Identifies deceased contacts in your name and address records by matching it to a master database of deceased Canadians.
Data append	<ul style="list-style-type: none"> The overlaying of name, telephone number, demographic and/or interest data on to a customer file to gain a deeper understanding of a consumer’s, household’s or business’ characteristics, such as the number of mail items received by a particular address.

NOTE 1: All Standard and Premium services are fee-based.

2: Address Accuracy is a pre-requisite and mandatory for all Standard and Premium services.

3: Repeat customers can leverage an existing Canada Post Address Accuracy report for any Standard and/or Premium services within 30 days of Canada Post providing a Statement of Accuracy. Standard Address Accuracy fees will apply after 30 days.

2.1 Service option details

SERVICE	PRE-REQUISITE	TURN-AROUND TIME (UP TO 3M RECORDS)	NAME OF ADDRESSEE REQUIRED	AVAILABILITY (RESIDENTIAL/BUSINESS)	RUN PROCESS
Address Accuracy	None	3 - 5 days	No	Both	All records
NCOA	Address Accuracy	3 - 5 days	Yes	Both	All records
Duplicate identification	Address Accuracy	3 - 5 days	No	Both	All records
CMA suppression	Address Accuracy	3 - 5 days	No	Residential	Valid records
Name and address validation	Address Accuracy	5 - 7 days	Yes	Both	Valid records
Suite infill	Address Accuracy	5 - 7 days	Yes	Both	All records
Rural to civic conversion	Address Accuracy	5 - 7 days	Yes	Residential	Valid records
Deceased suppression	Address Accuracy	5 - 7 days	Yes	Residential	All records
Data append	Address Accuracy	5 - 7 days	No	Both	Valid records

2.2 Pricing

Prices will vary depending on the size of your list and the number of data cleansing features you select. [Contact us](#) or call 1-877-281-4137 to discuss your needs and request a quote.

2.3 How to order 4-step process

STEP 1: CONTACT THE DATA AND TARGETING EXPERTS

- You can contact your Canada Post representative or our Business Speciality Team at 1-877-281-4137 or email at data.targetingsolutions@canadapost.ca.

STEP 2: FINALIZE THE DETAILS OF YOUR ORDER

To have your order processed:

- The Business Speciality Team will help you finalize your order and you will receive an estimate.
- As soon as you approve the *Order* and agree to pricing, you will be asked to sign the Data Management Services Agreement.

Your order will be processed once we have all signed agreements and final customer data file(s) from you.

STEP 3: TRANSMIT YOUR FILE

- Send us your customer data file using our *epost Connect™* service. File delivery and pickup will be facilitated using a secure service.

If more than one file is transmitted, additional fees will be applied per file. You can provide up to five files in the same file format.

- Your customer file must have a minimum of the following data columns:
 - ID number (it does not have to be unique)
 - Address line 1
 - City
 - Province
 - Postal Code
- An additional 10 columns of data are acceptable
- Acceptable file formats:

FILE FORMAT	ADDRESS FORMAT	DESCRIPTION	SAMPLE (USING PIPE DELIMITED FILE TYPE)
Excel, Comma delimited (.csv) with string qualifier, Dbase (.dbf), Tab delimited (.txt), Pipe-delimited (.txt)	Civiciparsed*	Record with address in parsed format	Record ID Unit Type Unit Number Street Number Street Number Suffix Street Name Street Type Street Direction Municipality Province Postal Code First Name Last Name
	Unparsed	Record with unparsed address form	Record ID Address Muni Prov PC First Name Last Name
	Unparsed2	Record with unparsed address form 2	Record ID Address1 Address2 Muni Prov PC First Name Last Name

* To achieve the most accurate output files, all the output files will be in the Address Format of Unparsed or Unparsed2.

Files that are not provided in the acceptable formats may incur additional charges.

STEP 4: YOUR ORDER IS READY

- Your customer file will be ready in 3 - 5 business days for Standard services and 5 - 7 business days for Premium services (up to 3 million records) from the time your order is finalized. For customer files greater than 3 million records, we will provide a quote for estimated file delivery.
- Canada Post will deliver output files through a secure service, in the following format:

FILE FORMAT	ADDRESS FORMAT	DESCRIPTION	SAMPLE (USING PIPE DELIMITED FILE TYPE)
txt, pipe-delimited, character encoding: UTF-8, header information	Unparsed	Record with unparsed address form	Record ID new_add1 new_city new_prv new_pstcde First Name Last Name Misc... Status NCOA NCOA_cntry Duplicates CMA Deceased Rural_to_Civic Name_Address_Validation Suite_Infilled old_add1 old_city old_prv old_pstcde
	Unparsed2	Record with unparsed address form 2	Record ID new_add1 new_add2 new_city new_prv new_pstcde First Name Last Name Misc... Status NCOA NCOA_cntry Duplicates CMA Deceased Rural_to_Civic Name_Address_Validation Suite_Infilled old_add1 old_city old_prv old_pstcde

File and Address formats that require a different final output file than Unparsed or Unparsed2 may incur additional charges.

For additional information on Address Accuracy and your Statement of Accuracy, please refer to the Pricing module.

2.4 Data Management Services - Terms and Conditions

The Data Management Services Agreement is subject to the [Data Management Services](#) Terms and Conditions. The delivery of your mailing is subject to the General Terms and Conditions found in the "Paying & Terms" module.

LICENSED DATA PRODUCTS

3 WHAT ARE LICENSED DATA PRODUCTS?

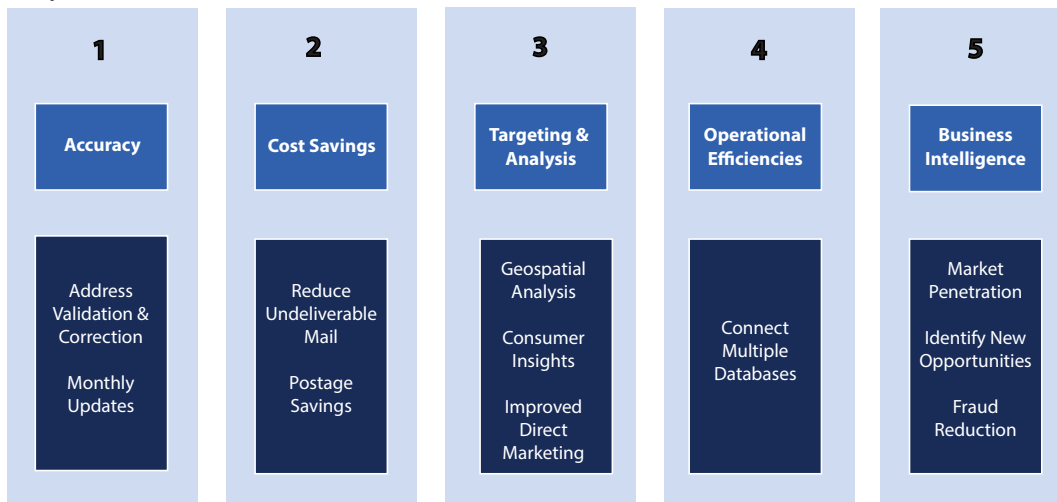
Licensed Data Products provide geographic information to support your business objectives. They can be used internally for address verification, or for many other business purposes. Licensed Data Products enable your business to work with the most current and updated monthly copy of Canada Post's address database. This is available in six products to suit a variety of business needs, including location intelligence, business analysis, address verification and more. The six database products are Postal Code Address Data (PCAD), Point of Call Data (POC), Postal Code Latitude/Longitude Data, Postal Outlet Data, Delivery Mode Data and Municipal Amalgamation Data.

3.1 Database products

SERVICE	DESCRIPTION	IDEAL FOR																																										
Postal Code Address Data (PCAD)	<ul style="list-style-type: none"> A list of all postal codes in the country and the range of addresses associated with each one (e.g., K1S 1A1 addresses range from 1 Main Street to 19 Main Street). <table border="1"> <thead> <tr> <th>Civic Range</th> <th>Street Name</th> <th>Suite Range</th> <th>Street Direction</th> <th>Municipality</th> <th>Province</th> <th>Postal Code</th> </tr> </thead> <tbody> <tr> <td>1 - 19</td> <td>Main Street</td> <td></td> <td>East</td> <td>Ottawa</td> <td>Ontario</td> <td>K1S 1A1</td> </tr> <tr> <td>1 - 17</td> <td>Main Street</td> <td></td> <td>West</td> <td>Ottawa</td> <td>Ontario</td> <td>K1S 1A3</td> </tr> <tr> <td>1 - 61</td> <td>Clydesdale Drive</td> <td></td> <td></td> <td>North York</td> <td>Ontario</td> <td>M2J 3N2</td> </tr> <tr> <td>2370 - 2370</td> <td>Bayside Road</td> <td>1101-1135</td> <td>SW</td> <td>Ottawa</td> <td>Ontario</td> <td>T4B 0M9</td> </tr> </tbody> </table>	Civic Range	Street Name	Suite Range	Street Direction	Municipality	Province	Postal Code	1 - 19	Main Street		East	Ottawa	Ontario	K1S 1A1	1 - 17	Main Street		West	Ottawa	Ontario	K1S 1A3	1 - 61	Clydesdale Drive			North York	Ontario	M2J 3N2	2370 - 2370	Bayside Road	1101-1135	SW	Ottawa	Ontario	T4B 0M9	<ul style="list-style-type: none"> checking and validating addresses to improve data hygiene overlying other data to gain customer intelligence 							
Civic Range	Street Name	Suite Range	Street Direction	Municipality	Province	Postal Code																																						
1 - 19	Main Street		East	Ottawa	Ontario	K1S 1A1																																						
1 - 17	Main Street		West	Ottawa	Ontario	K1S 1A3																																						
1 - 61	Clydesdale Drive			North York	Ontario	M2J 3N2																																						
2370 - 2370	Bayside Road	1101-1135	SW	Ottawa	Ontario	T4B 0M9																																						
Point of Call Data (POC)	<ul style="list-style-type: none"> The most comprehensive address database available in Canada, with more than 13 million residential addresses. It is the best foundation for all location-based intelligence for companies, and the premium source of addresses in Canada. It contains urban addresses in Canada, including individual suite information for urban and suburban apartments, and PO boxes for rural addresses (where available). It offers a unique identifier (Master Address Key) for each individual address that does not change. For your businesses, internal use only. 	<ul style="list-style-type: none"> offering a competitive edge via location-based marketing intelligence to link different or unique data from across numerous data sets to provide better analytics 																																										
Postal Code Latitude / Longitude Data	<ul style="list-style-type: none"> Allows organizations to determine geographic coordinates at the Postal Code level. It also includes the number of houses and apartments served by the postal code. For rural areas (where available), centroid (center point) is identified at the town or city level. <table border="1"> <thead> <tr> <th>Postal Code</th> <th>Latitude</th> <th>Longitude</th> <th>Confidence Score</th> <th>FSA</th> <th>Community Name</th> <th>Province</th> </tr> </thead> <tbody> <tr> <td>L5J 1W8</td> <td>43.50</td> <td>-79.64</td> <td>1</td> <td>L5J</td> <td>Toronto</td> <td>ON</td> </tr> <tr> <td>A0A 1V0</td> <td>47.48</td> <td>-53.16</td> <td>4</td> <td>A0A</td> <td>Bacon Cove</td> <td>NL</td> </tr> <tr> <td>T9G 1N4</td> <td>53.36</td> <td>-113.71</td> <td>2</td> <td>T9G</td> <td>Devon</td> <td>AB</td> </tr> <tr> <td>N5P 1A2</td> <td>42.77</td> <td>-81.21</td> <td>2</td> <td>N5P</td> <td>London</td> <td>ON</td> </tr> <tr> <td>L5J 1W8</td> <td>43.50</td> <td>-19.64</td> <td>1</td> <td>L5J</td> <td>Mississauga</td> <td>ON</td> </tr> </tbody> </table>	Postal Code	Latitude	Longitude	Confidence Score	FSA	Community Name	Province	L5J 1W8	43.50	-79.64	1	L5J	Toronto	ON	A0A 1V0	47.48	-53.16	4	A0A	Bacon Cove	NL	T9G 1N4	53.36	-113.71	2	T9G	Devon	AB	N5P 1A2	42.77	-81.21	2	N5P	London	ON	L5J 1W8	43.50	-19.64	1	L5J	Mississauga	ON	<ul style="list-style-type: none"> conducting analysis linking demographics with locations gathering business intelligence for analysis
Postal Code	Latitude	Longitude	Confidence Score	FSA	Community Name	Province																																						
L5J 1W8	43.50	-79.64	1	L5J	Toronto	ON																																						
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N5P 1A2	42.77	-81.21	2	N5P	London	ON																																						
L5J 1W8	43.50	-19.64	1	L5J	Mississauga	ON																																						
Postal Outlet Data	<ul style="list-style-type: none"> Outlines all the postal outlets that are open, closed or amalgamated in Canada, with their respective serving delivery installation name and postal outlet address. It includes insights into PO Box management, and potential for Convenience PO Box, versus Primary delivery mode PO Boxes. 	<ul style="list-style-type: none"> reducing fraud within your business gathering business intelligence for analysis 																																										
Delivery Mode Data	<ul style="list-style-type: none"> Provides all the information you need to sort your mail and get the best price for your mailing. The file contains postal codes and their related delivery modes. 	<ul style="list-style-type: none"> preparing Personalized Mail campaigns 																																										
Municipal Amalgamation Data	<ul style="list-style-type: none"> Provides updated address information whenever municipal areas are merged. The data cross-references old and new addresses and helps you to keep your customer database current and clean. 	<ul style="list-style-type: none"> ensuring addresses are updated when municipalities merge reducing undeliverable mail 																																										

3.2 Using address data in your organization

Accurate and complete **address data can deliver many benefits** to help your organization improve its customer intelligence and targeting abilities. When planning a Direct Mail Marketing Campaign, for example, the offer and creative are important, but if your message is not delivered to the right customers, the campaign will not be as successful as it could otherwise be. Mining address data to identify your best opportunities is the smart way to market and the best way to mail.



3.3 Choosing the right data licensing option

By licensing Canada Post data, you get access to a database that can be mined several ways for information that you can use to plan marketing campaigns. Data is a critical component of **Smartmail Marketing** because it allows you to tap into information about your customers to reach the right people and increase your effectiveness. Work with the most accurate information available for your campaign to improve your customer list and improve response rates.

Here are some other examples of how a data licence can meet your needs:

BUSINESS NEED	LICENCE RECOMMENDATION
Boost the performance of your address list by ensuring it's accurate, can identify new prospects and connect your database through unique mailing ID's for each address	Point of Call Data (POC)
Gather location-based intelligence to establish premiums, improve market penetration, and make better-informed business decisions	Postal Code Address Data (PCAD)
Validate and correct customer addresses	Postal Code Address Data (PCAD) Point of Call Data (POC)
Develop applications, gain insights into customer locations and preferences, and conduct customer analysis	Postal Code Address Data (PCAD) Postal Code Latitude/Longitude Data
Use data in a product or service for third parties	Point of Call Data (POC)
Reduce the level of invalid addresses and undeliverable mail items	Postal Code Address Data (PCAD)
Gather enhanced location-based intelligence to have the largest competitive edge when prospect targeting	Point of Call Data (POC)
Ensure address lists are completely up-to-date and inclusive of municipal changes	Municipal Amalgamation Data

3.4 How do I license Canada Post data and determine pricing?

Subscribing to a Licensed Data Product from Canada Post is easy. Follow three simple steps:

1. **Complete and submit** a Scope of Usage form describing how you plan to use the data.
 - a) Complete the form found online at: canadapost.ca/cpo/mc/assets/pdf/business/pcdp_scopeofusage_en.pdf
 - b) Submit the completed form to our Business Speciality Team via email at data.targetingsolutions@canadapost.ca, or by fax at **416-204-4410**.

If you have questions you can call us at **1-877-281-4137**.

2. An agent will review your submission and **provide a quote**.
3. We will supply you with the appropriate license agreement based on the Data Product and intended usage outlined for your business. We will then **send you the data** by secure FTP transfer, as well as monthly updates.

3.5 When does Canada Post upload data files?

We make new data files available every month to ensure that you are always using the most up-to-date address database information. Once a Data License Agreement has been completed and signed, we will provide you with the FTP Portal information for future data pick-ups.

3.5.1 2018 DATA SCHEDULE

DATA POSTED TO FTP SITE	DATA SHIPPED TO CUSTOMERS	RESTRUCTURE IMPLEMENTATION DATE	VALID FOR MAILINGS FROM...TO...
December 8, 2017	December 11, 2017	January 15, 2018	January 12 to February 15, 2018
January 5, 2018	January 8, 2018	February 19, 2018	February 16 to March 15, 2018
February 9, 2018	February 12, 2018	March 19, 2018	March 16 to April 12, 2018
March 9, 2018	March 12, 2018	April 16, 2018	April 13 to May 10, 2018
April 6, 2018	April 9, 2018	May 14, 2018	May 11 to June 14, 2018
May 4, 2018	May 7, 2018	June 18, 2018	June 15 to July 12, 2018
June 8, 2018	June 11, 2018	July 16, 2018	July 13 to August 16, 2018
July 6, 2018	July 9, 2018	August 20, 2018	August 17 to September 13, 2018
August 10, 2018	August 13, 2018	September 17, 2018	September 14 to October 11, 2018
September 7, 2018	September 10, 2018	October 15, 2018	October 12 to November 15, 2018
October 5, 2018	October 9, 2018	November 19, 2018	November 16 to December 13, 2018
November 9, 2018	November 13, 2018	December 17, 2018	December 14 to January 10, 2019
December 7, 2018	December 10, 2018	January 14, 2019	January 11 to February 14, 2019

3.5.2 OVERVIEW OF TECHNICAL SPECIFICATIONS AND SAMPLE DATA FILES

Technical specifications include - general specifications, file descriptions and record descriptions.

TECHNICAL SPECIFICATIONS	DOWNLOAD SAMPLE DATA
Postal Code Address Data	Sample data
Postal Code Latitude/Longitude Data	Sample data
Postal Outlet Data	Sample data
Delivery Mode Data	Sample data
If you have questions, you can call us at 1-877-281-4137.	

There are no technical specifications or sample data for Point of Call or Municipal Amalgamation Data Licenses.

AUDIENCE INSIGHTS

4 WHAT ARE AUDIENCE INSIGHTS?

Our **Audience Insights** provides you insights that can help you plan and analyze a marketing campaign. We can help you:

- Profile your database or your trade area
- Determine market penetration
- See a trade area through mapping
- Measure campaign results

4.1 How can it help your Personalized Mail marketing campaign?

Audience Insights can help you make decisions to plan an effective campaign and then analyze its performance.

PROFILE ANALYSIS:

Understand the unique attributes of your customers. Profiling analysis features include:

- Trade area characteristics - find out who lives in and around your business for better targeting
- Customer demographic analysis - tailor your message by audience life stage, lifestyle, ethnic origin, etc.

RESPONSE ANALYSIS:

- The response analysis report helps quantify the success of your marketing campaign and provide insight into the attributes that differentiate higher responding consumers (responders vs the target list)
- You can also do your own Response Analysis with a Postal Code/FSA Summary Report
 - Included with the delivery of Canada Complete mailing files
 - Report containing mailed and suppressed counts by postal code
 - Mail Service Provider or customer can match back respondents to mailed postal codes, tag respondents and inform/optimize future campaigns.

PENETRATION ANALYSIS:

- Point of Call to Route: percentage of households that you have in a database file for each route
- Postal Code to Route: percentage of postal codes in a database for each route

MAPS:

- Map only - a map identifying specific FSAs can help visualize the Smartmail Marketing coverage.
- Map with route information - this type of map helps businesses with their own customer databases to map those points of call.

PRICING

The Pricing module provides detailed information on pricing for service options such as Standard, Oversize, Machineable and Special Handling, related to address accuracy, phantom pricing, item and order level surcharges and adjustments.

1 PRICES

To access Personalized Mail prices, you must meet all applicable requirements for this service, including specifications, Address Accuracy and those for mail preparation.

Category	Price per Item					
Machineable	Standard ¹ Up to 50 g			Oversize Up to 500 g		
	\$0.48			\$0.72 + \$0.0034 per g over 50 g		
Special Handling	Standard		Oversize		Dimensional	
	Up to 50 g	Over 50 g up to 100 g	Up to 500 g	Over 500 g up to 1.36 kg	Up to 500 g	Over 500 g up to 1.36 kg
	\$0.53	\$0.58	\$0.67 + \$0.0034 per g over 50 g	\$2.61 + \$0.0040 per g over 500 g	\$1.49 + \$0.0018 per g over 50 g	\$2.90 + \$0.0040 per g over 500 g
	Price per Item					
Option						
Return to Sender ²	\$0.01					

¹ Machineable Standard price also applies to Machineable Mini-catalogue.

² Return to Sender fee per item applies upfront to the entire volume declared in the Order (Statement of Mailing).

Qualifying customers may have access to lower prices by signing an Agreement. All prices are subject to applicable rebates, discounts, fees, surcharges, adjustments and taxes.

1.1 Incentives

Qualifying customers may be offered discounts and/or rebates from time to time as part of promotional campaigns or in exchange for providing us with a testimonial about how our Personalized Mail service helped them meet their business goals.

1.2 Minimum volume commitment of phantom pricing

You may deposit less than the minimum volume requirement provided that the difference between the actual volume and the minimum volume is paid at the applicable phantom price.

The phantom price is applied to the difference between 400 items for Machineable Mail or 1,000 items for Special Handling mail and the actual volume deposited if fewer than 400 items for Machineable Mail or 1,000 items for Special Handling mail. The price charged will equal the lowest price in the category of Personalized Mail that is being accessed.

The phantom price is only available for single deposits (not available for partial mailing deposits). The difference in postage paid between the actual volume mailed and the minimum volume may be paid by postage meter impression or will be invoiced.

1.3 Progressive pricing

Progressive pricing is a pricing process that allows graduated prices when items exceed the Machineable base weight of 50 g or the Special Handling base weight of 100 g. The process applies a charge per gram in addition to the base price for the portion of the weight that exceeds the 50 g or 100 g base weight.

POSTAL INDICIA

A Postal Indicia is a marking that identifies the service name and your customer number. It must be printed on or applied to each mail item. You must create your indicia with Canada Post-supplied artwork.

You can download detailed postal indicia requirements, specifications and artwork from canadapost.ca/indicia.

CUSTOMIZED POSTAL INDICIA

Customized Postal Indicia gives you the opportunity to leverage the upper-right corner of an item for marketing purposes. We reserve the right to refuse any Customized Postal Indicia design that it, at its sole discretion, deems non-mailable (see [Non-mailable Matter](#) in the *Canada Postal Guide*).

All Postal Indicia items must be accompanied by an *Order (Statement of Mailing)*. They must also be deposited at a Canada Post facility, not in a street letterbox.

ADDRESS ACCURACY PROGRAM

Address Accuracy is a program designed to improve delivery by encouraging you to accurately address mail. Every item must be addressed to a specific individual or company. Each item must have a complete mailing address, including any required suite or unit information as well as the valid postal code for that address. If the mailing address is not complete, the mail may be delayed or returned. Consistent and accurate addressing eliminates the need for extra handling and/or redelivery. For you, this means more efficient service and lower costs. Accurate addressing helps ensure your mail is delivered on time, every time.

Participation in the *Address Accuracy Program* is mandatory for all mailings greater than 5,000 items.

The standard for Address Accuracy is 95%. This means that 95% of the addresses on your database are valid when compared to our database. This is done by using [Canada Post-recognized software](#) that performs address validation and/or address validation and correction or by using a mail service provider who offers this service. If the percentage on the *Statement of Accuracy (SOA)* produced by the software is less than 95%, we will apply an adjustment to the mailing.

ADJUSTMENTS ARE CALCULATED AS FOLLOWS*:

Volume of Mail x (95% minus customer's actual Address Accuracy %) x 0.05 = Total Adjustment

For example, on a mailing of 12,000 items with an Address Accuracy rate of 91%, the adjustment would be:
 $12,000 \times (95\% - 91\%) \times \$0.05 = \$24.00$ adjustment added to the cost of the mailing

* For illustration purposes only.

We encourage you to use our Data Management Services to clean and standardize your address lists while removing addresses that are undeliverable, duplicated, incorrect, or where occupants have requested to not be contacted. For more information visit canadapost.ca/datamanagementservices.

A *Statement of Accuracy (SOA)* is used to report the percentage of accurate addresses on a mailing list. The SOA must be generated at least once a year but is encouraged more frequently to help reduce the number of undeliverable mail items. A *Statement of Accuracy (SOA)* includes the following information:

STATEMENT OF ACCURACY (SOA)	
1. Customer Name and Address	<ul style="list-style-type: none"> Your company name and mailing address.
2. Canada Post Customer Number	<ul style="list-style-type: none"> The seven-digit number found on your Canada Post contract.
3. Total Number of Records Processed	<ul style="list-style-type: none"> The total number of records (or addresses) included in the evaluation, which must be equal to or greater than the number of items being deposited.
4. Address Accuracy Level	<ul style="list-style-type: none"> The percentage of accurate urban and rural addresses. This percentage is always calculated to one decimal place.
4.1 Questionable Apartment Addresses	<ul style="list-style-type: none"> If a mailing address does not have a unit number and there are no unit numbers available in our database, the address is recognized as Valid but reported as Questionable.
4.2 Questionable Rural Addresses	<ul style="list-style-type: none"> If the mailing address is recognized as Valid based solely on the Postal Code, the address is reported as Questionable. In order to be complete, rural addresses must include delivery mode (e.g. RR), civic/street range or PO Box.

STATEMENT OF ACCURACY (SOA)

5. Address Accuracy Expiry Date: yyyy/mm/dd	<ul style="list-style-type: none"> The expiry date of the Address Accuracy percentage is always one year from the date the SOA was produced.
6. Software Company Name and Software Version	<ul style="list-style-type: none"> The name of the software company used to evaluate the database, and the software version, are required. Only current versions produced by recognized software vendors are accepted.
7. Canada Post Address Data Used: yyyy/mm/dd	<ul style="list-style-type: none"> The effective date of the Address Data used (current version required).

You must record your Address Accuracy percentage and expiry date obtained from the *Statement of Accuracy* (SOA) on your *Order (Statement of Mailing)*. Failure to do so will result in an adjustment to the cost of the mailing using 56% as the Address Accuracy percentage.

We ask that you keep a copy of the *Statement of Accuracy* (SOA) on file in the event that we request a copy.

More information on the *Address Accuracy Program* can be found at canadapost.ca/am or from a Canada Post Representative.

ADJUSTMENTS AND SURCHARGES

2 OVERVIEW

As per the *Terms and Conditions, Section 5 Criteria for Qualification*, items presented to Canada Post for mailing may be verified to determine compliance with applicable terms and conditions. Items determined to have anomalies that may result in additional handling or expense to Canada Post or that may affect our quality of service may, at the discretion of Canada Post, be:

- returned at the customer's expense, to be reworked by the customer, where possible
- processed and charged at the next or most appropriate Product or Service category, where available
- subjected to a surcharge; or
- refused for mailing.

The following sections provide detailed information on the adjustments and surcharges that may apply to your mailings if they do not meet the service requirements stipulated in this guide and your Agreement. This list is not meant to be exhaustive.

3 ADJUSTMENTS

Adjustments will apply in situations where inaccuracies are noted on an *Order (Statement of Mailing)* or during processing such as:

- errors in volume, weight, or service type selected
- failure to use the Electronic Shipping Tools (EST) software when mandatory for the declared service, or
- Address Accuracy requirements are not met.

3.1 Address Accuracy Requirements

If the percentage on the *Statement of Accuracy* (SOA) produced by Canada Post-recognized software is less than 95%, we will apply an adjustment to the mailing at the time the *Order (Statement of Mailing)* is transmitted electronically using EST or deposited at Canada Post.

ADJUSTMENTS ARE CALCULATED AS FOLLOWS:

Total Volume x (95% - customer's actual Address Accuracy %) x 5¢ = Total Adjustment

Failure to record the Address Accuracy percentage and expiry date on the *Order (Statement of Mailing)* will result in an adjustment to the cost of the mailing using the National Average Address Accuracy percentage of 56%.

4 ITEM LEVEL SURCHARGES

If mailings presented to Canada Post are found to be non-compliant and are subject to a surcharge, we will apply either a 5¢ or 10¢ surcharge to all items in a given mailing. In the case of multiple mailing anomalies, only one surcharge (the higher) will be applied.

Canada Post will send you an invoice regarding any applicable adjustments and surcharges along with a description of the non-compliance issue. If we identify other areas of non-compliance, up to four additional non-compliance matters will be indicated on the invoice so you can take corrective actions and reduce the risk of future surcharges. We will continue to contact you if mailing anomalies greater than \$100 are identified.

Surcharges are applied to each non-compliant service category based on the “actual” versus “declared” volumes indicated on the *Order (Statement of Mailing)* and are billed to the “paid by” account as per the original *Order*.

4.1 Surcharges Structure/Descriptions

Due to the limited space on the invoice, surcharge details are abbreviated. The following tables identify:

- the amount of the surcharge
- the abbreviated description of the anomaly (as it will appear on your invoice) and
- quick reference description details.

5¢ NON-COMPLIANCE SURCHARGE PER ITEM	
INVOICE DESCRIPTION (ALPHABETICAL ORDER)	DESCRIPTION DETAILS
Address elements/format issues	Address elements or format did not meet the addressing requirements
Basic ID missing/misplaced	Basic Identification information is missing or misplaced in Publications Mail item
Bundle labelling issues	Bundles have been incorrectly labelled
Bundle requirements not met	Requirement for the minimum number of items or for the thickness per bundle is not met
Bundle separation issues	The method used for separating the bundles (i.e separator cards, edgemarking) does not meet the specifications
Bundle thickness issues	The bundle thickness does not meet the specifications
Cdn. Return Add. issue on BUC	Canadian Return Address is missing on the Bundles of Unaddressed Copies (BUC) of Publications Mail
Cdn. Return Address issues	Canadian Return Address is not correct, is missing or is misplaced
Container fill not met	Container(s) not filled as per the specifications
Container issues	Appropriate container was not used secured or wrapped and/or lid was not secured to the container
Container labels missing	Container labels are missing on one or more container
DMC code issues	Delivery Mode Code did not meet the standard for formatting and location, or is not valid, or is not visible
Enclosure non-compliance	Enclosures or inserts do not meet the specifications
Graphics/printing issue	Placement of unacceptable markings and/or graphics on a mail piece
Indicia placement issues	Requirement for Postal Indicia placement was not met
Label missing 2D barcode	Barcoded container/shipping unit labels do not depict 2D barcode
Label spec. not met	Label size and paper stock requirement not met
Mail items improperly faced	All mail within a container is not faced in the same direction
Mailing Plan missing	The Presort Mailing Plan has not been imported or the mailing summary is not provided
Mono/Pallet missing label	Monotainers/pallets labels are missing on one or more shipping unit
Plastic wrapper issues	Wrapper exceeds contents by more than allowable distance as per specifications
Strapping issues	Strapping used to secure the bundles is non-compliant

The classification and amount of surcharges can be subject to change at any time immediately upon notice to you. This list is not meant to be exhaustive.

10¢ NON-COMPLIANCE SURCHARGE PER ITEM	
INVOICE DESCRIPTION (ALPHABETICAL ORDER)	DESCRIPTION DETAILS
2D barcode incorrect match	2D barcode information doesn't match contents of container or Presort Mailing Plan
Address labels not secured	Labels used for address are not secured to the mail piece
Address slips from window	Content slipped within the window of the envelope making the address not possible to read
Address template issues	Address is not in the address zone as per the product's addressing template requirement
Brick-piling issues	Brick-piling specifications have not been met

10¢ NON-COMPLIANCE SURCHARGE PER ITEM	
INVOICE DESCRIPTION (ALPHABETICAL ORDER)	DESCRIPTION DETAILS
Bundle sequencing issues	Bundles have been incorrectly sequenced within a container
Container labels incorrect	Container labels do not match the content of the container
Envelope window issues	Window of the envelope does not meet specification
Flexibility issues	Mail does not meet flexibility specifications
Items improperly sealed	Mail items not properly or fully sealed or unwrapped items are not properly sealed to support processing
Items sticking together	Mail items sticking together
Mail separation non-compliance	Mail separation specifications not met
Mail sequencing issues	Mail sequencing specifications not met
Minimum item size not met	Mail piece minimum size requirement not met
Minimum item weight not met	Mail piece minimum weight requirement not met
Mono/Pallet 2D barcode issue	2D barcode information doesn't match contents of monotainer/pallet
Mono/Pallet labels incorrect	Monotainer/pallet labels do not match the content of the container, are missing information or contain incorrect information
Notation missing on BUC	"Publications Mail Bundle to this Address" notation is missing on Bundles of Unaddressed Copies (BUC)
Pallet size/wrap issues	Issues with the pallet size or pallet wrapping
Product shape non-compliance	Shape of the mail piece does not meet specification
Quiet zone around add block	Quiet zone around the address block has been compromised

The classification and amount of surcharges can be subject to change at any time immediately upon notice to you. This list is not meant to be exhaustive.

5 ORDER (STATEMENT OF MAILING) LEVEL SURCHARGE

\$45.00 NON-TRANSMITTED ORDER	
INVOICE DESCRIPTION	DESCRIPTION DETAILS
Non-transmitted <i>Order</i> surcharge	<i>Order (Statement Of Mailing)</i> not transmitted prior to deposit of mailing

The classification and amount of surcharges can be subject to change at any time immediately upon notice to you. This list is not meant to be exhaustive.

DESIGNING

The Designing module provides all the details you need to design and create your machineable mail item. This section includes mandatory requirements such as address placement, postage zone, sealing, dimensions and weight to ensure that we can process your mail items with our automated equipment to avoid delays and surcharges.

INTRODUCTION

The Machineable Mail section of the Designing module has been developed to help you and your suppliers create mail items (Standard or Oversize) that can be processed by our automated equipment efficiently and without delay.

This guide consists of the following sections:

General Design Requirements - Must be met to use the service.

Mandatory Requirements (Standard or Oversize) - All requirements in this section must be met to access the machineable mail option and avoid surcharges. To help you become more familiar with our services and tools, you can view our "How to videos" at canadapost.ca/howtovideos.

Best Practices for Optimal Processing (Standard or Oversize) - Specifications that are recommended for optimal performance in our machines can be found under the applicable service in the Quick Links at canadapost.ca/postalservices.

Please note that the graphics in this document are used for illustration only and are not exhaustive.

GENERAL DESIGN REQUIREMENTS

1 MARKINGS

Customers may use the "Delivered by" logo on items delivered by Canada Post with the prior written consent of the Director, Marketing and Brand or her/his designate. They can be contacted at info.brand@canadapost.ca. Visit canadapost.ca/logo for available artwork.

Customers may use Canada Post postal indicia on items delivered by Canada Post without prior authorization. See canadapost.ca/indicia for the requirements, artwork and the specifications.

Any unauthorized use is an offence under the Canada Post Corporation Act and Regulations as well as being an infringement of Canada Post's trade-marks and official marks.

An item will be considered non-mailable if, on the outside, it is marked or labelled with any of the following that were not provided or authorized by Canada Post:

- certain markings that could be confused with Canada Post's designators, services, or indicia. These must not be used. Some examples include:
 - any design likely to be mistaken for a postage stamp, meter impression, service label or any other mark suggesting that postage has been paid
 - any label or endorsement implying that it will be given special handling, delivered faster, such as Priority Mail, Express Mail, or be provided with any service that has not been purchased by the customer. (However, customers may include labels on items that are directed to the addressee as an instruction that is clearly related only to the enclosure and would not otherwise result in the item being non-mailable matter. Examples of acceptable wording include "URGENT", "RUSH" and "IMPORTANT COMMUNICATION ENCLOSED"), and
 - any facsimile of any label, endorsement or marking used by Canada Post that might cause confusion so as to affect its handling, e.g., confusion as to the service the customer has paid for.

It is your obligation to obtain approval for any proposed endorsement or other markings from Canada Post prior to printing.

1.1 Non-mailable matter

Generally, non-mailable matter means any mail that:

- is prohibited by law (e.g., illegal, obscene, fraudulent)
- is non-mailable due to the fact that it fails to meet certain physical characteristics or marking requirements
- contains products or substances that could:
 - injure a person handling the mail
 - damage postal equipment or other items
 - trap other items
- contains sexually explicit material unless it is sent in an opaque envelope with the words “ADULT MATERIAL” or similar wording. Solicited Publications Mail items only require opaque wrapping.

Sexually explicit material is defined as images or representations of nudity that suggest sexual activity; images or representations of sexual intercourse, or written text that describes sexual acts in a way that is more than plainly factual. Images or text which contain or suggest violence or degradation are not permissible.

Any item bearing a modified postage stamp in contravention of Section 52, or bearing a word or mark in contravention of Section 58 of the [Canada Post Corporation Act and Regulations](#) is also non-mailable matter.

Dangerous substances or articles prohibited by law are not acceptable.

It is your obligation to ensure an item does not constitute non-mailable matter (further to Canada Post's *Non-mailable Matter Regulations*) and is otherwise acceptable for mailing.

For information on unacceptable items, please refer to the [Non-mailable Matter](#) section of the *Canada Postal Guide*.

1.1.1 SOLICITATIONS BY MAIL

Solicitations (offers) having the general appearance of a bill, invoice, or statement of account where there is no obligation to make a payment in relation to the offer unless accepted, must adhere to the regulatory obligations detailing wording and format requirements. For the official requirements of the Solicitations by Mail Regulations made under the Canada Post Corporation Act, go to http://lois-laws.justice.gc.ca/eng/regulations/C.R.C.,_c._1295.

UNDERSTANDING MACHINE PROCESSING

In order to successfully process your mail through our sorting equipment, the mail item must be machineable and readable.

Our **machineability** requirements ensure that your mail items can efficiently travel through our automated equipment. These requirements include size and weight, aspect ratio as well as elements of the mail item's construction (such as its strength, flexibility and sealing). To help you become more familiar with our services and tools, you can view our “How to videos” at canadapost.ca/howtovideos.

Our **readability** requirements ensure that our automated equipment can find and read the address on each of your mail items. These requirements include the location and printing of addresses, postage and quiet zones.

Our automated equipment must be able to read at least 95% of the addresses on Standard mail items and 85% of the addresses on Oversize mail items in any given mailing. If the mailing does not meet this expectation, we may request that you redesign future mail items.

Markings on your mail item may occur during processing in our automated equipment.

We offers free evaluation services that will assess the machineability and readability of your mail items.

See [Section 2](#) for more information.

MANDATORY REQUIREMENTS - STANDARD

SIZE / ITEM	LENGTH	WIDTH	THICKNESS	ASPECT RATIO (LENGTH/WIDTH)	WEIGHT	
Standard*	Minimum	5.6 in. (140 mm)	3.6 in. (90 mm)	0.007 in. (0.18 mm)	1.3:1	2 g (0.07 oz.)
	Maximum	9.6 in. (245 mm)	6.1 in. (156 mm)	0.2 in. (5 mm)	2.6:1	50 g (1.76 oz.)

* Square envelopes are acceptable - min. 140 mm x 140 mm x 0.18 mm and max. 156 mm x 156 mm x 5 mm.

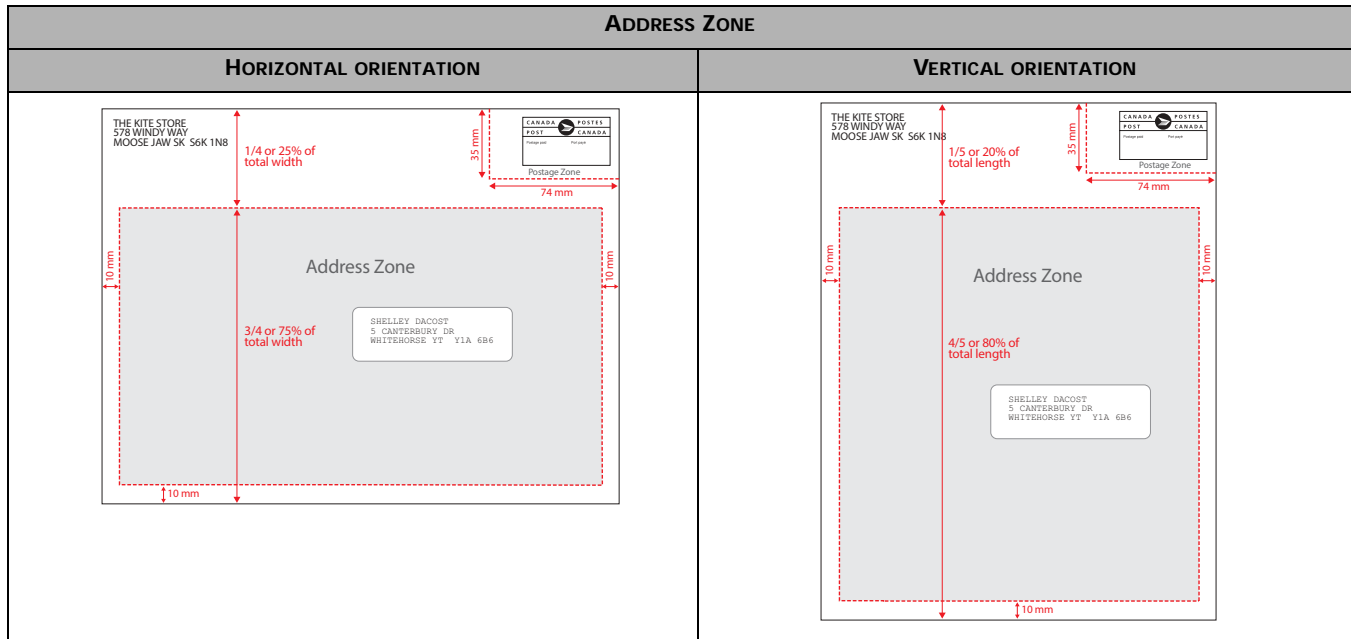
MACHINEABILITY	Shape	Rectangular cards and self-mailers. Envelopes that do not meet the square dimensions must be rectangular.			
	Material	<ul style="list-style-type: none"> • Must be paper; items cannot be made of plastic or wrapped in plastic. • Minimum paper weight for: <ul style="list-style-type: none"> ▸ envelope: 75 gsm (approx. 20 lb. bond) ▸ folded self-mailer: 90 gsm (approx. 60 lb. text) ▸ card and postcard: 160 gsm (approx. 60 lb. cover) • Must be sufficiently flexible to bend; items cannot be rigid. 			
	Enclosures	<ul style="list-style-type: none"> • Any paper enclosure is acceptable. • Flexible magnets, CD/DVD, single coin, key tags and plastic cards are acceptable when firmly attached. • Liquids, powders and gels are unacceptable unless tested and approved by Canada Post prior to deposit. 			
	Sealing	<ul style="list-style-type: none"> • Envelopes must be closed and sealed with adhesive, with no more than 35 mm of the flap unsealed on each end. To prevent envelopes from sticking together, do not apply an excessive amount of adhesive. Envelopes must not be sealed with staples, clasps or other similar devices. • Folded self-mailers: (See reverse side for illustrated examples.) <table border="1" style="width: 100%; margin-top: 5px;"> <thead> <tr> <th style="width: 50%; text-align: center;">Single-sheet self-mailers</th> <th style="width: 50%; text-align: center;">Multiple-sheet self-mailers</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Are formed by a single sheet of paper, folded once or multiple times into panels. • Must have the fold or continuous seal along the bottom edge plus a clip/spot seal on top. </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Contain multiple sheets of paper, folded once or multiple times into panels and are bound / stitched together. • Must have the fold or continuous seal along the bottom edge and either: <ul style="list-style-type: none"> ▸ a clip/spot seal on top and leading edge; or ▸ two clip/spot seals on the leading edge. </td> </tr> </tbody> </table> 	Single-sheet self-mailers	Multiple-sheet self-mailers	<ul style="list-style-type: none"> • Are formed by a single sheet of paper, folded once or multiple times into panels. • Must have the fold or continuous seal along the bottom edge plus a clip/spot seal on top.
Single-sheet self-mailers	Multiple-sheet self-mailers				
<ul style="list-style-type: none"> • Are formed by a single sheet of paper, folded once or multiple times into panels. • Must have the fold or continuous seal along the bottom edge plus a clip/spot seal on top. 	<ul style="list-style-type: none"> • Contain multiple sheets of paper, folded once or multiple times into panels and are bound / stitched together. • Must have the fold or continuous seal along the bottom edge and either: <ul style="list-style-type: none"> ▸ a clip/spot seal on top and leading edge; or ▸ two clip/spot seals on the leading edge. 				
Creative Features	<p>Items with the following features must be tested and approved by us prior to deposit:</p> <table style="width: 100%;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • alternative sealing locations • zipper seals / perforations on the exterior items • non-paper enclosures within a self-mailer • tip-on placed on a card </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • square self-mailers and cards • die-cuts placed along the top, leading or trailing edge • decorative and creative font. </td> </tr> </table> <p>Once tested and approved, the service ticket # must be written on the <i>Order (Statement of Mailing)</i> at the time of deposit.</p>	<ul style="list-style-type: none"> • alternative sealing locations • zipper seals / perforations on the exterior items • non-paper enclosures within a self-mailer • tip-on placed on a card 	<ul style="list-style-type: none"> • square self-mailers and cards • die-cuts placed along the top, leading or trailing edge • decorative and creative font. 		
<ul style="list-style-type: none"> • alternative sealing locations • zipper seals / perforations on the exterior items • non-paper enclosures within a self-mailer • tip-on placed on a card 	<ul style="list-style-type: none"> • square self-mailers and cards • die-cuts placed along the top, leading or trailing edge • decorative and creative font. 				
READABILITY	Addressing	<p>Each item must bear a complete address which includes an individual, company or non-personalized descriptor (e.g., "OCCUPANT"), a street address, municipality, province and a valid Postal Code^{OM}.</p> <ul style="list-style-type: none"> • Address zone Whether vertically or horizontally oriented, the complete address must appear inside the following area: <ul style="list-style-type: none"> ▸ 35 mm from the top ▸ 10 mm from the bottom, left and right edges <p>Address labels and windows must be within the address zone.</p> <ul style="list-style-type: none"> • Quiet zone <ul style="list-style-type: none"> ▸ Around the address block, leave at least 5 mm clear of printing and dark colours. ▸ For window envelopes, ensure that the entire address remains fully visible through the window, even if the enclosure shifts within the envelope. 			
	Postage zone	<ul style="list-style-type: none"> • The top-right area is reserved for postage, measuring a width of 74 mm and a height of 35 mm (100 mm width for postage meters). • The indicia must be placed on the same side as the destination address (the front). • If the indicia is placed outside the postage zone it must be located above and to the right of the address. 			
	Return address zone	<ul style="list-style-type: none"> • The preferred location is on the front of the item above the address zone (35 mm from the top). • Must be the same orientation as the destination address. • A minimum vertical separation of 15 mm is required between the bottom of the return address and the top of the destination address. 			
	Fonts	<p>Commercially available fonts should be easy to read, have well-defined characters and:</p> <ul style="list-style-type: none"> ▸ Not overlap to the line above or below ▸ Not contain text effects (i.e. shadow, emboss, etc.) ▸ Not contain random heights within characters ▸ Not include calligraphy styles (i.e. The quick brown fox jumps over the lazy dog). ▸ Fonts must be a dark colour (preferably black). There should be good contrast between address and background. 			

Failure to meet these mandatory requirements may result in mail delays or surcharges. Not all creative designs and sealing options are mentioned above, assessment of your physical mail item is recommended.

MANDATORY REQUIREMENTS - OVERSIZE

SIZE / ITEM	LENGTH	WIDTH	THICKNESS	WEIGHT	
Oversize	Minimum	5.6 in. (140 mm)	3.6 in. (90 mm)	0.007 in. (0.18 mm)	10 g (0.4 oz.)
	Maximum	14.9 in. (380 mm)	10.6 in. (270 mm)	0.8 in. (20 mm)	500 g (17.6 oz.)

	SIZE / ITEM	LENGTH	WIDTH	THICKNESS	WEIGHT	
MACHINEABILITY	Shape	Must be rectangular or square.				
	Material	<ul style="list-style-type: none"> • Must be paper or plastic • Minimum paper weight for: <ul style="list-style-type: none"> ▸ envelope: 90 gsm (approx. 60 lb. text) ▸ folded self-mailer: 90 gsm (approx. 60 lb. text) ▸ card and postcard: 160 gsm (approx. 60 lb. cover) • Minimum plastic requirements (wrapper): <ul style="list-style-type: none"> ▸ covered with transparent or opaque material (max. haze of 75%, 159 gloss unit or less) ▸ must be at least 0.03 mm thick and be low-slip coated • Items can be packaged in flexible or rigid material • Items must remain horizontal when held by the edge in one hand (optional for Other Lettermail) • Unwrapped item cover pages are strong enough to withstand machine processing without damage (at least twice as thick as the inside pages). 				
	Enclosures	<ul style="list-style-type: none"> • Any paper enclosure is acceptable. • Flexible magnets, CD/DVD, single coin, key tags and plastic cards are acceptable when firmly attached. • Liquids, powders and gels are unacceptable unless tested and approved by Canada Post prior to deposit. • Enclosures within a wrapper/envelope, must closely fit the outer wrapper/envelope. 				
	Sealing	Envelopes and wrapped items must be closed and sealed with adhesive, with no more than 35 mm of the flap unsealed on each end. To prevent items from sticking together, do not apply an excessive amount of adhesive. Envelopes must not be sealed with staples, clasps or other similar devices.				
	Creative Features	Items with the following features must be tested and approved by us prior to deposit: <ul style="list-style-type: none"> <li style="width: 50%;">• alternative sealing locations <li style="width: 50%;">• square self-mailers and cards <li style="width: 50%;">• zipper seals / perforations on the exterior items <li style="width: 50%;">• die-cuts placed along the top, leading or trailing edge <li style="width: 50%;">• non-paper enclosures within a self-mailer <li style="width: 50%;">• decorative and creative fonts. <li style="width: 50%;">• tip-on placed on a card Once tested and approved, the service ticket # must be written on the <i>Order (Statement of Mailing)</i> at the time of deposit.				
READABILITY	Addressing	Each item must bear a complete address which includes an individual, company or non-personalized descriptor (e.g., "OCCUPANT"), a street address, municipality, province and a valid Postal Code ^{OM} . <ul style="list-style-type: none"> • Address zone Whether vertically or horizontally oriented, the complete address must appear inside the following area: <ul style="list-style-type: none"> ▸ 10 mm from the bottom, left and right edges; ▸ for horizontal address orientation, one-quarter of the items height measured from the top edge down ▸ for vertical address orientation, one-fifth of the items length measured from the edge above the address down. Address labels and windows must be within the address zone. • Quiet zone <ul style="list-style-type: none"> ▸ Clear of printing and dark colours, above the top line of the address block, leave at least 6 mm; 10 mm to the left, right and below of the address block. ▸ For window envelopes, ensure that the entire address remains fully visible through the window, even if the enclosure shifts within the envelope. For Publications Mail items, the basic identifying information may be placed above the addressing information, as part of the address block, or in the area 35 mm high by 100 mm long in the upper right corner of the mail item.				
	Postage zone	<ul style="list-style-type: none"> • The top-right area is reserved for postage, measuring a width of 74 mm and a height of 35 mm (100 mm width for postage meters). • The indicia must be placed on the same side as the destination address (the front). • If the indicia is placed outside the postage zone it must be located above and to the right of the address. 				
	Return address zone	<ul style="list-style-type: none"> • The preferred location is on the front of the item above the address zone (one-quarter [horizontal] / one-fifth [vertical] from the top). • Must be the same orientation as the destination address. • A minimum vertical separation of 18 mm is required between the bottom of the return address and the top of the destination address. 				
	Fonts	Commercially available fonts should be easy for people to read, contain well-defined characters and: <ul style="list-style-type: none"> ▸ Not overlap with the line above or below ▸ Not contain text effects (i.e. shadow, emboss, etc.) ▸ Not contain random heights within characters ▸ Not contain calligraphy styles (i.e. The quick brown fox jumps over the lazy dog). ▸ Fonts must be a dark colour (preferably black). There should be good contrast between address and background. 				
		Failure to meet these mandatory requirements may result in mail delays or surcharges. Not all creative designs and sealing options are mentioned above, assessment of your physical mail item is recommended.				



2 ASSESS YOUR MAIL ITEMS BEFORE MAILING

To ensure that your mailing can be processed on our machines and that your mail items meet the requirements for Machineable Mail, we offer free evaluation services.

You have several assessment options:

Standard Self-Assessment Tool	Complete your own self-assessment by using our “ Standard Self-Assessment Tool ” found in the Quick Links.
Electronic sample evaluation	<p>Contact a Commercial Service Network (CSN) representative at 1-866-757-5480 to provide an electronic sample (PDF format) of your mail item. The electronic sample must clearly show how the item will be constructed, and include:</p> <ul style="list-style-type: none"> finished item size (e.g.: length, width, thickness and approximate weight) paper basis weight fold locations (self-mailers) sealing location and sealing method (self-mailers and envelopes) window location (if applicable) and address location. <p>Our CSN representative may request additional testing if the electronic sample does not provide enough information. Physical approval testing is required when Creative Features are used (see the Mandatory Requirements section for details).</p>
Physical approval testing	<p>Customers requiring a physical test of their mail items on our mail processing equipment must send 200 samples of the final version of the mailing to a CSN representative at 1-866-757-5480 (a service ticket number and the address to send your samples to will be provided). This process is optional, unless your mail item utilizes Creative Features defined in the Mandatory Requirements section. To test readability, your mail items must be addressed. You can use the same address on all items. Any valid Canadian address is acceptable.</p> <p>When 200 samples are not available for physical testing, the Mail Standards and Testing team can provide feedback on a to-scale mock-up (prototype). To have your prototype evaluated, contact the CSN at 1-866-757-5480.</p> <p>We cannot provide approval on a prototype. This service is meant to provide feedback on designs prior to producing 200 items for physical testing.</p>

DESIGNING

The Designing module provides all the details you need to design and create your Special Handling (including Publications Mail Delivery Facility Presort) mail item. This section includes requirements for general design, dimensions and weight, recommendations for address placement and postage zone to ensure we can process your mail items.

GENERAL DESIGN REQUIREMENTS

1 MARKINGS

Customers may use the “Delivered by” logo on items delivered by Canada Post with the prior written consent of the Director, Marketing and Brand or her/his designate. They can be contacted at info.brand@canadapost.ca. Visit canadapost.ca/logo for available artwork.

Customers may use Canada Post postal indicia on items delivered by Canada Post without prior authorization. See canadapost.ca/indicia for the requirements, artwork and the specifications.

Any unauthorized use is an offence under the Canada Post Corporation Act and Regulations as well as being an infringement of Canada Post's trade-marks and official marks.

An item will be considered non-mailable if, on the outside, it is marked or labelled with any of the following that were not provided or authorized by Canada Post:

- certain markings that could be confused with Canada Post's designators, services, or indicia. These must not be used. Some examples include:
 - any design likely to be mistaken for a postage stamp, meter impression, service label or any other mark suggesting that postage has been paid
 - any label or endorsement implying that it will be given special handling, delivered faster, such as Priority Mail, Express Mail, or be provided with any service that has not been purchased by the customer. (However, customers may include labels on items that are directed to the addressee as an instruction that is clearly related only to the enclosure and would not otherwise result in the item being non-mailable matter. Examples of acceptable wording include “URGENT”, “RUSH” and “IMPORTANT COMMUNICATION ENCLOSED”), and
 - any facsimile of any label, endorsement or marking used by Canada Post that might cause confusion so as to affect its handling, e.g., confusion as to the service the customer has paid for.

It is your obligation to obtain approval for any proposed endorsement or other markings from Canada Post prior to printing.

1.1 Non-mailable matter

Generally, non-mailable matter means any mail that:

- is prohibited by law (e.g., illegal, obscene, fraudulent)
- is non-mailable due to the fact that it fails to meet certain physical characteristics or marking requirements
- contains products or substances that could:
 - injure a person handling the mail
 - damage postal equipment or other items
 - trap other items
- contains sexually explicit material unless it is sent in an opaque envelope with the words “ADULT MATERIAL” or similar wording. Solicited Publications Mail items only require opaque wrapping.

Sexually explicit material is defined as images or representations of nudity that suggest sexual activity; images or representations of sexual intercourse, or written text that describes sexual acts in a way that is more than plainly factual. Images or text which contain or suggest violence or degradation are not permissible.

Any item bearing a modified postage stamp in contravention of Section 52, or bearing a word or mark in contravention of Section 58 of the [Canada Post Corporation Act and Regulations](#) is also non-mailable matter.

Dangerous substances or articles prohibited by law are not acceptable.

It is your obligation to ensure an item does not constitute non-mailable matter (further to Canada Post's *Non-mailable Matter Regulations*) and is otherwise acceptable for mailing.

For information on unacceptable items, please refer to the [Non-mailable Matter](#) section of the *Canada Postal Guide*.

1.1.1 SOLICITATIONS BY MAIL

Solicitations (offers) having the general appearance of a bill, invoice, or statement of account where there is no obligation to make a payment in relation to the offer unless accepted, must adhere to the regulatory obligations detailing wording and format requirements. For the official requirements of the Solicitations by Mail Regulations made under the Canada Post Corporation Act, go to http://lois-laws.justice.gc.ca/eng/regulations/C.R.C.,_c._1295.

SIZE AND WEIGHT

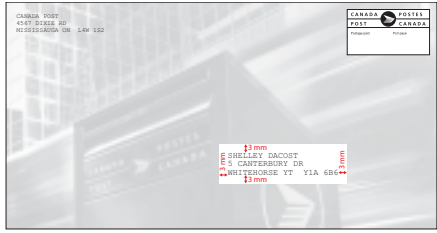
Imperial equivalents are provided for your convenience.

PERSONALIZED MAIL™ SIZE / ITEM		LENGTH	WIDTH	THICKNESS	WEIGHT
Standard	Min.	3.9 in. (100 mm)	2.8 in. (70 mm)	0.007 in. (0.18 mm)	N/A
	Max.	9.6 in. (245 mm)	6.1 in. (156 mm)	0.2 in. (5 mm)	100 g (3.5 oz.)
Oversize	Min.	3.9 in. (100 mm)	2.8 in. (70 mm)	0.007 in. (0.18 mm)	N/A
	Max. (flexible)	14.9 in. (380 mm)	14.9 in. (380 mm)	1.4 in. (35 mm)	1.36 kg (3 lb.)
	Max. (rigid)	14.9 in. (380 mm)	5.1 in. (130 mm)	1.4 in. (35 mm)	1.36 kg (3 lb.)
Dimensional	Min.	3.9 in. (100 mm)	2.8 in. (70 mm)	1.4 in. (35 mm)	N/A
	Max.	14.9 in. (380 mm)	5.1 in. (130 mm)	2.6 in. (60 mm)	1.36 kg (3 lb.)
PUBLICATIONS MAIL SIZE / ITEM		LENGTH	WIDTH	THICKNESS	WEIGHT
Standard	Min.	3.9 in. (100 mm)	2.8 in. (70 mm)	0.007 in. (0.18 mm)	N/A
	Max.	9.6 in. (245 mm)	6.1 in. (156 mm)	0.2 in. (5 mm)	100 g (3.5 oz.)
Oversize	Min.	3.9 in. (100 mm)	2.8 in. (70 mm)	0.007 in. (0.18 mm)	N/A
	Max.	14.9 in. (380 mm)	14.9 in. (380 mm)	2.2 in. (55 mm*)	1.36 kg (3 lb.)

* Newspaper rolls cannot exceed 130 mm in thickness

2 QUIET ZONES

Quiet zones are areas on a mail item that must be left clear of printing, graphics, images and dark colours. This is to ensure that Canada Post's employees can easily find and read addressing and proof of payment information.

REQUIREMENTS	
Within and around the address block	<p>Leave the area within the address block and at least 3 mm around the address block clear of printing, images and dark colours.</p> 

3 MATERIAL

We recommend using the following specifications:

OUTER COVER MATERIAL

Paper weights:

- **Envelope / Sleeve** - at least 60 gsm (approx. 16 lb.)
 - **Self-mailer** - at least 60 gsm (approx. 16 lb.)
 - **Card / Postcard** - at least 135 gsm (approx. 50 lb.)
- Any paper type may be used for the outer covering of the mail item. The following are examples:

- coated paper
- paper containing:
 - raised or special effect printing
 - background patterns or watermarks
 - bright colours.

Transparent wrapping

Recommended thickness:

- **Plastic bag** - at least 0.05 mm
- **Plastic film** - at least 0.02 mm

Plastic or similar outer covers may be used on Special Handling mail items. If the address label is affixed to the item under the transparent wrapper, ensure that the transparent material allows enough visibility with a maximum haze of 75%.

For details on how transparent wrappers must be constructed, please see [Section 4 “Construction of the Item”](#).

WINDOW MATERIAL

If you are using window envelopes with a transparent material, ensure it has:

- enough transparency to allow visibility with a maximum haze of 75%
- uniform clarity
- no wrinkles, creases or blemishes
- a gloss reading (on the side facing out) of 159 gloss units or less.

FLEXIBILITY

Outer cover material may be flexible or rigid.

Mail items may be packaged in material such as paperboard, corrugated cardboard, cardboard boxes, plastic wrappers or boxes, or CD/DVD jewel cases.

Oversize items exceeding 380 mm x 130 mm in size should be flexible in order to fit into mail receptacles.

Mail items must be firm enough to allow efficient handling and processing and prevent loss or damage to the integrity of the items.

4 CONSTRUCTION OF THE ITEM

FORMAT OPTIONS

Envelope	<p>Envelopes must be sealed. Sealing methods may include buttons, strings, or other similar devices provided they do not prevent smooth handling and processing of the items. If staples are used, they must be properly clinched, and sharp ends must be fully concealed.</p> <p>The sealing flaps may be located on the front (the address side) or the back of the envelope.</p> <p>For Window Envelope construction:</p> <p>Windows can be covered or uncovered.</p> <p>In addition to the main address window, other (auxiliary) windows may appear on the front and/or the back of the mail item. Ensure that the destination address window is easy to identify, and that it's large enough to show the entire destination address.</p> <p>If an enclosure must be read through an envelope window but is not secured to the envelope, it could shift and become unreadable. To prevent this, make sure it is no more than 15 mm smaller than the envelope in either length or width.</p>
Self-mailer	<p>Self-mailers may be sent sealed, spot sealed, or unsealed. Sealing methods may include buttons, strings, or other similar devices provided they do not prevent smooth handling and processing of the items. If staples are used, they must be properly clinched, and sharp ends must be fully concealed.</p> <p>For unsealed multi-page self-mailers, ensure that:</p> <ul style="list-style-type: none"> • all pages are securely bound together • the top page doesn't lift more than 20 mm from the preceding page when the item is placed flat. If it does, seal it or add a closing tab on the longest edge of the self-mailer. <p>Single-page folded self-mailers may be left unsealed provided that the top folded page doesn't lift more than 20 mm when the item is placed flat.</p>

FORMAT OPTIONS	
Sleeve	<p>Ensure that sleeves:</p> <ul style="list-style-type: none"> fit reasonably tight around the item to prevent excessive movement and slippage are securely glued or tabbed with the close line on the back of the item are positioned around the center of the item do not obscure the address.
Card / Postcard	If perforation is used, ensure that it won't tear easily during handling and delivery.
Transparent wrapper	<p>Ensure that:</p> <ul style="list-style-type: none"> the address label is firmly attached to the outside of the wrapper, or, if affixed to the contents under the wrapper, is clearly visible the sealing line of the wrapper is on the back of the mail item. If placed on the front, it must not obscure the address, even if the contents shift the wrapper fits reasonably tight in order to prevent excessive movement of the contents. The wrapper must not exceed the length or the width of the contents by more than 40 mm if it is not possible to write on the wrapper, it has either a 20 mm wide opaque band on its front (the address side), or an address label attached to the outside of the wrapper that is large enough for postal endorsements*. <p>* An example of a postal endorsement is "NO SUCH ADDRESS" written by a letter carrier on the band or label.</p>
Unwrapped item	<p>Mail items may be sent without a wrapper. Open items, such as brochures, catalogues, magazines and booklets, may be sent unsealed. The cover pages must be produced from paper stock that meets the requirements outlined in Section 3 "Material". All pages must be securely bound using staples, glue, stitches, spring spines, or other binding methods. Items may be bound along the longest or the shortest edge.</p> <p>Newspapers must be folded in such a way to preserve the integrity of the item during processing and delivery. Loose-leaf newsletters and publications must be enclosed in an envelope or plastic wrapper.</p>

5 ENCLOSURES

KEY REQUIREMENTS

For efficient handling and processing, ensure that enclosures:

- cannot damage other mail or cause injury to postal employees (magnets, for example, must not be so strong that they cause mail items to stick to each other)
- won't tear through their envelope or wrapping during handling and delivery (Liquids and powders must be packaged to prevent the contents from escaping.)
- allow efficient mail preparation, such as grouping and containerization
- do not bear postal indicia (for Publications Mail item Basic Identifying Information) or second destination address for another product that is visible on the outside of the mail item.

If enclosures are used in unwrapped items, they must be securely attached to the mail item.

NOTE: In order to confirm that an enclosure is an integral part of your unwrapped mail item a "pinch test" must be performed. Place the middle of the item's fold (or spine) in the palm of your hand, between your thumb and fingers. Grasp the item tightly, and shake it back and forth (horizontally) with its open end facing downward.

EXAMPLES OF ACCEPTABLE NON-PAPER ENCLOSURES

- | | |
|--|---|
| <ul style="list-style-type: none"> CDs and DVDs coins foodstuffs / product samples jewellery keys | <ul style="list-style-type: none"> magnets pens and pencils plastic cards seeds video-in-print / digital advertising |
|--|---|

ADDRESSING THE MAIL ITEM

6 ADDRESSING

Each item must be addressed to a specific individual or company name or to a non-personalized descriptor, including "OCCUPANT" or similar wording. Each item must include the complete mailing address, including the valid Postal Code^{OM} for that address.

Use the following guidelines when printing addresses:

- there should be good contrast between the address and the background
- the address should be well-defined and easy for people to read.

The Delivery Mode Code (DMC) must be included in the address to qualify for the Special Handling option (not required for Publications Mail Delivery Facility Presort). Requirements are found in the applicable "Preparing" module.

The destination address must be complete and in the format shown in the [Addressing Guidelines](#) section of the *Canada Postal Guide*.

6.1 Addressing labels

If using address labels, ensure that they are:

- firmly affixed to the item within the address zone
- white or a light colour.

6.2 Address, Postage and Return Address Zones

Specific layout standards apply for address and postage information to easily process the mail. These standards focus on three key areas:

1. Address zone (including Quiet zone)
2. Postage zone, and
3. Return address zone.

6.2.1 ADDRESS ZONE

ADDRESS ZONE	
On envelopes	<p>The destination address may be positioned parallel to the longest edge of the mail item (horizontal address orientation) or perpendicular to the longest edge (vertical address orientation).</p> <p>We recommend printing the destination address anywhere in the space below the top 35 mm of the mail item and at least 10 mm from the left, right and bottom edges.</p> <p>In some cases, to preserve the integrity of your mail item's design, you may place the destination address within the top 35 mm of the item provided we can easily identify it and it would not be mistaken for the return address.</p> <p>The Destination address must always be positioned:</p> <ul style="list-style-type: none"> • at least 10 mm from all the edges of the mail item • to the right and below the return address when a return address is used • outside the recommended return address zone when there is no return address • on the same side as the indicia • to the left of the indicia and NOT above it • at least 10 mm from the indicia. <div data-bbox="587 1108 1211 1444" data-label="Image"> </div> <p>NOTE: For Publications Mail items the Basic Identifying Information may be used in lieu of the postal indicia.</p>
On wrapped or unwrapped mail items	<p>Ensure that the destination address is completely visible. The destination address must appear on or in the transparent wrapper, on the sleeve or on the insert and be located at least 10 mm from all edges.</p> <p>Magazines - The destination address may be positioned parallel (horizontal address orientation) or perpendicular (vertical address orientation) to the longest edge of the magazine.</p> <p>Newspapers - The address must be positioned parallel to the folded edge (final fold) of the newspaper.</p>

6.2.2 POSTAGE ZONE

Proof of payment is required for processing mail items, including handling of undeliverable Publications Mail items. Proof of payment (indicia or meter impression) must be located on the same side of the mail item as the destination address and have the same orientation (horizontal or vertical) as the destination address. Proof of payment may appear in the form of:

POSTAL INDICIA

We recommend printing the indicia in the area 35 mm high by 74 mm long in the upper right corner of the mail item. The indicia may also be placed in any other area provided that it can easily be identified. The indicia must always be to the right of the destination address and NOT below it and at least 10 mm from the destination address. Mail items paid by indicia may have graphics inside the postage zone as long as the indicia are easy for people to read.

For specifications and artwork, please refer to canadapost.ca/indicia.

NOTE: Publications Mail may use Basic Identifying Information in lieu of postal indicia.

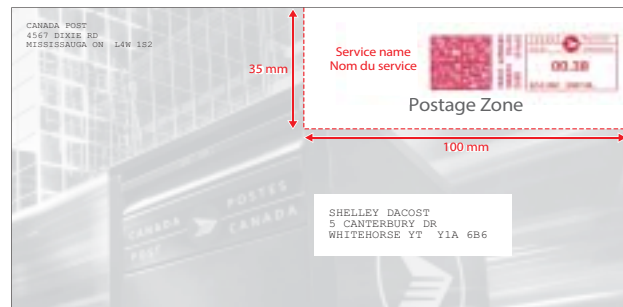


METER IMPRESSION (EXCLUDING DIMENSIONAL PERSONALIZED MAIL AND PUBLICATIONS MAIL)

We recommend applying the meter impression in the area 35 mm high by 100 mm long in the upper right corner of the mail item. Mail items paid by meter impression must not have any graphics or dark colours inside the postage zone.

For more information on postage meter impressions, please refer to Paying For Your Mailing, [Section 2.2 "Postage Meter Impression"](#) of the *Canada Postal Guide*.

For illustration purposes only.



BASIC IDENTIFYING INFORMATION (PUBLICATIONS MAIL ONLY)

If Basic Identifying Information is used as proof of payment, we recommend printing the Basic Identifying Information on or near the address label.

The Basic Identifying Information may also be printed anywhere on the outside of the Publications Mail item provided that it is clearly visible and can be easily identified. Options include:

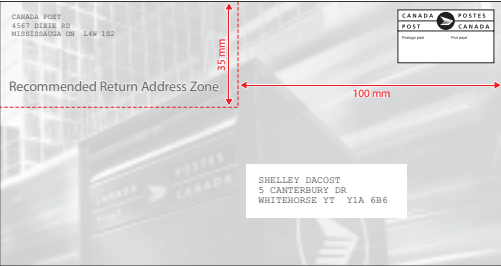
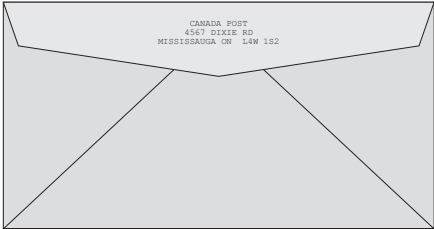
- on the cover (front, back or spine) of a magazine
- on the front or back page of a newspaper/newsletter
- on an address label or address carrier.

PM12345678



PM is the abbreviation for Publications Mail.
The Agreement number is assigned by Canada Post.

6.2.3 RETURN ADDRESS ZONE

RETURN ADDRESS	
On mail items	<p>The return address, if present, may appear on either the front or back of the mail item. The return address must have the same orientation (horizontal or vertical) as the destination address.</p> <p>If the return address is located on the front, we recommend printing it in the upper left corner of the mail item within 35 mm from the top edge and at least 100 mm away from the right edge.</p>  <p>If the return address is located on the back, we recommend printing it near the top edge, centered between the left and right edges.</p> <p>Other areas of the mail item are also acceptable for printing the return address, provided that it is placed above and to the left of the destination address and it cannot be mistaken for the destination address. Ensure that it can be easily identified. This is especially important if the Return to Sender indicia is used.</p> 
When mail item is wrapped	The return address, if present, must be clearly visible on or through the wrapper. It may appear on either the front (the address side) or the back of the item.
When mail item is unwrapped	<p>The return address, if present, may appear in one of the following locations:</p> <ul style="list-style-type: none"> • on one of the first five pages of the host publication • on the first page of the table of contents of the host publication • in the masthead of the host publication • on a clearly identifiable insert card securely enclosed in the host publication • on the outside of the host publication.

7 OTHER CONSIDERATIONS

APPLICATION OF REPOSITIONABLE NOTES (RPNs)

RPNs may only be applied to paper-based coverings, such as envelopes, self-mailers and cards. They may not be used on plastics or polybags.

RPNs may:

- be square, rectangular or any other shape that does not have long protruding edges
- be any size, as long as they fit within the area available for the application of RPNs; however, the recommended maximum size is 3 in. x 3 in. (76.2 mm x 76.2 mm)
- be applied in up to:
 - three sheets on top of each other in one specified location, or
 - two different locations if only single sheets are used.

RPNs must:

- be applied by machine, not manually, and only in a specific area
- have glue strips that cover at least one-third of the total width of the note [e.g., a 1 in. (25.4 mm) glue strip on a 3 in. (76.2 mm) note].

Also, ensure that the glue strip is positioned across:

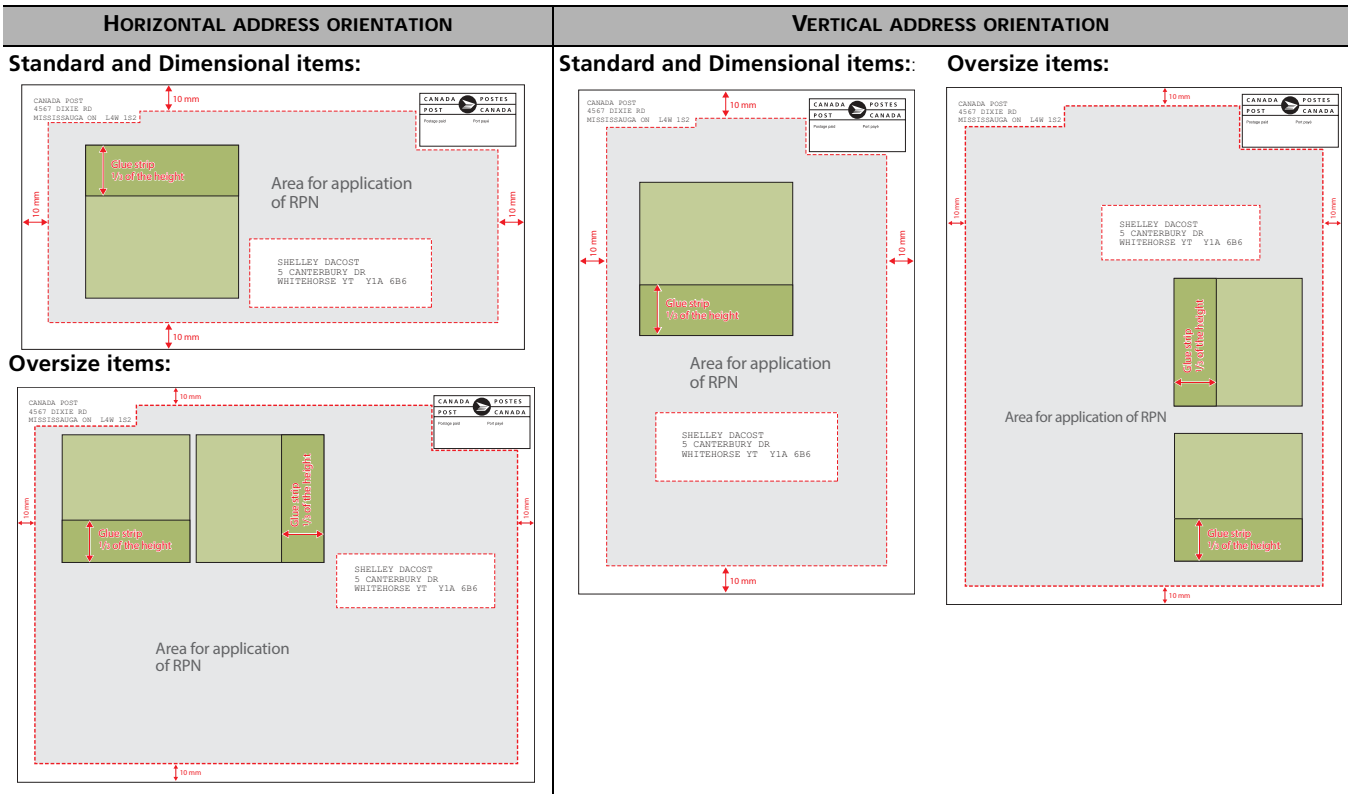
- the top edge of the RPN on Standard and Dimensional items with horizontal address orientation
- the bottom edge of the RPN on Standard and Dimensional items with vertical address orientation
- the bottom or toward the right edge of the mail item on Oversize and Dimensional items with horizontal address orientation
- the bottom or toward the left edge of the mail item on Oversize and Dimensional items with vertical address orientation.

PLACEMENT OF RPNs

RPNs may be placed on the front (the address side) or the back of the item.

If placed on the front, ensure that RPNs appear in the area shown, located:

- at least 6 mm from the top and 10 mm from the bottom, left and right edges of the address block
- at least 10 mm from the top, bottom, left and right edges
- outside the postage zone (see [Section 6.2.2 "Postage zone"](#)) if paid by postal indicia or meter impression
- outside the return address zone (see [Section 6.2.3 "Return address zone"](#)) if the return address is present.



8 HAVE YOUR MAIL ITEMS ASSESSED

If you wish to ensure that your mail items meet all the requirements outlined in this guide, please contact a Commercial Service Network (CSN) representative at 1-866-757-5480.

PREPARING

The Preparing module provides all the details you need to prepare your Machineable Mail items prior to depositing your mailing at a Canada Post facility. Information in this module includes brick-piling, acceptable containers and shipping units, container fill and labelling requirements.

It is your obligation to meet all the requirements outlined in your Customer Agreement.

NOTE: The figures in these sections are used for illustration only.

1 MAIL PREPARATION OPTION FOR MACHINEABLE MAIL

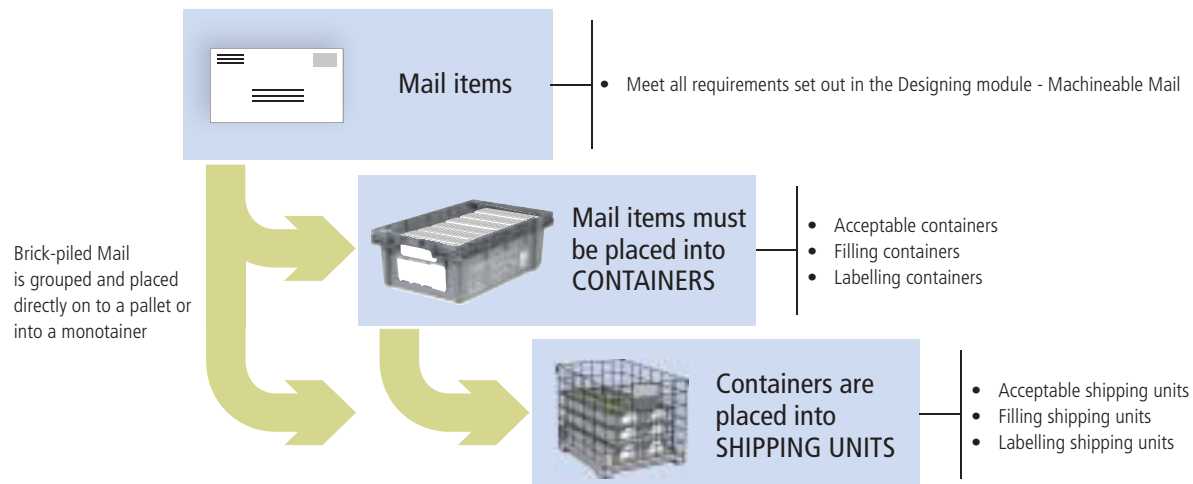
Machineable Mail is a mail preparation option for Standard and Oversize mailings.

Mail Preparation is the process of facing and containerizing your mail items and labelling containers and shipping units. It helps ensure machineability of mail, protection of mail, identification of the type of mail and ease of handling.

Brick-piled Mail (available for Oversize Incentive Lettermail annual/financial reports only)

is a method used to secure mail items without containers onto a pallet or in a monotainer. Pallets and monotainers can be used for transportation (as a single unit) of mail items from the customer's location to an approved Canada Post facility where the mail will be deposited.

1.1 Machineable Mail Overview



Requirements

- be accompanied by an *Order (Statement of Mailing)* prepared, transmitted electronically and submitted using Canada Post's Electronic Shipping Tools (EST).
- For each *Order*:
 - 400 items* for Personalized Mail and Publications Mail
 - 1,000 items* for Incentive Lettermail.
- Sample of mail item at time deposit is mandatory (not applicable for Incentive Lettermail).
- Address Accuracy: required for over 5,000 items.
- Deposited in Canada for delivery in Canada.

* You may deposit less than the minimum volume required provided that the difference is paid at the applicable phantom price. The phantom price is only available for single deposits - it is not available on partial mailings.

2 BEFORE YOU START

Machineable Mail items must meet our machineability and readability requirements so they can be processed by our automated equipment. We must be able to machine-read at least 95% of addresses in a Standard mailing and at least 85% of addresses in an Oversize mailing or we may request future mailing be redesigned.

2.1 Containerization

Containerization is the process of packaging the mail for shipment. Mail items are placed in containers suitable for handling through our processes. These containers are then placed in shipping units (pallets or monotainers) suitable for handling through our transportation network.

Containers are not used when Brick-piling Mail. Mail items are secured directly onto a pallet or in a monotainer - See [Section 3.3.3 "Preparing shipping units for brick-piled mail items"](#).

You may enquire about or order our equipment (containers and shipping units) by contacting the National Equipment Container Facility (NECF) order desk by phone at 905-565-0480, by fax at 905-564-6830, by email at necfteo@canadapost.ca or through a Regional Equipment Coordinator.




The supply of our equipment depends on conditions and availability. When our equipment is not available, Canada Post pre-approved customer-supplied containers (e.g.: cardboard boxes) and/or pallets must be used.

LIST OF REGIONAL EQUIPMENT COORDINATORS			
Atlantic	Nova Scotia/ PEI: Halifax Tel: 902-494-4001 EXT 44707 New Brunswick: Moncton Tel: 506-381-5347 Saint John Tel: 506-653-5270 St. John's NL: wayne.power@canadapost.ca sharilee.way@canadapost.ca	Québec	Montréal: Tel: 514-345-7369 Fax: 514-345-7388
Huron Rideau	Ottawa: Tel: 613-734-1431 Fax: 613-734-1479 Email: equipmentline.ompp@canadapost.ca Hamilton: National Equipment Container Facility (NECF): Tel: 905-565-0480 Fax: 905-564-6830 Email: necfteo@canadapost.ca London: Tel: 519-473-6738	Prairie	Winnipeg: Tel: 204-987-5100 EXT 72045 Edmonton: Tel: 780-945-2600 Ext 53292 Fax: 780-945-2608 Calgary: Tel: 403-974-2000 EXT 42170
Greater Toronto Area	National Equipment Container Facility (NECF): Tel: 905-565-0480 Fax: 905-564-6830 Email: necfteo@canadapost.ca	Pacific	Vancouver: Tel: 604-276-5538

Our equipment may be used only when you use Canada Post products or services. It remains our exclusive property. Personal use is not permitted. You are responsible for ensuring that the equipment remains in good condition; reasonable wear-and-tear is acceptable.

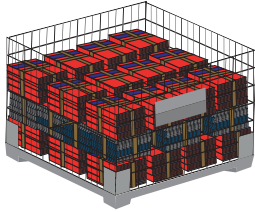

2.1.1 ACCEPTABLE CONTAINERS

Container dimensions are the measurements inside the container. Imperial equivalents are provided for your convenience.

CANADA POST-SUPPLIED CONTAINERS		CUSTOMER-SUPPLIED CONTAINERS
LETTERFLATAINER (LFT)	FLATS TUB	
For Standard items  <p>Letterflatainers (LFTs) are designed to work without lids.</p>	For Oversize items  <p>Flats tubs should be deposited with lids. In the event lids are not available, we recommend placing cardboard separators between each level of flats tubs to protect your items.</p>	For Standard and Oversize items 
Size and Weight		
Container Weight (without lid) 0.995 kg (2.2 lb.) Length - 15.6 in. (394 mm) Width - 9.6 in. (244 mm) Height - 6.1 in. (156 mm) [with lid] Max. weight (including mail, container and lid) 22.7 kg (50 lb.)	Container Weight (without lid) 1.7 kg (3.7 lb.) Length - 15.9 in. (405 mm) Width - 9.4 in. (240 mm) Height - 11.9 in. (303 mm) Max. weight (including mail, container and lid) 22.7 kg (50 lb.)	Customer-supplied cardboard containers must: <ul style="list-style-type: none"> • meet the requirements in this guide • be completely sealed and sturdy enough to withstand handling during processing • meet the dimensions outlined for LFTs or Flats tub.

2.1.2 ACCEPTABLE SHIPPING UNITS

Imperial equivalents appear for your convenience.

ACCEPTABLE SHIPPING UNITS	
MONOTAINER	PALLET (PLASTIC AND WOOD)
	
Size and Weight	
Weight - 97 kg (213.8 lb.) Length - 52 in. (1.322 m) Width - 42 in. (1.067 m) Height - 43.8 in. (1.115 m) Max. weight (including mail and shipping unit) 900 kg (1,984.2 lb.)	Weight (plastic) - 9 kg (19.8 lb.) - min. ordering quantity is 40 units. Length - 48 in. (1.22 m) Width - 40 in. (1.02 m) Height - 59 in. (1.5 m) Max. weight (including mail and shipping unit) 900 kg (1,984.2 lb.)

PALLET CONSTRUCTION SPECIFICATIONS

Pallets must conform to:

- ▶ ASTM - D1185 - [Standard Test Methods for Pallets and related Structures Employed in Materials Handling and Shipping](#)
- ▶ ISO-8611 - [Pallets for Materials Handling - Flat Pallets - Part 3: Maximum Working Loads](#)
- ▶ [Uniform Standard for Wood Pallets by National Wooden Pallet & Container Association \(USA\)](#).

Pallet must be built so the bottom deck boards do not obstruct entry by a forklift; should be accessible by a forklift on all four sides and by a hand jack on two sides.

Openings for forks must be:

- ▶ at least 4 in. (102 mm) in height on the sides of the pallet without bottom deck boards; and
- ▶ at least 3.5 in. (89 mm) in height on the sides with bottom deck boards

Critical dimensions of mail handling equipment:

- ▶ distance across forks: max. 27 in. (686 mm)
- ▶ distance between forks: min. 8 in (204 mm)
- ▶ height of the lowered fork: max. 3.5 in. (89 mm)

ADDITIONAL WOODEN PALLET REQUIREMENTS

- the block design is recommended
- must be able to withstand temperatures of -40°C to 40°C, and severe weather conditions
- must not have critical defects (i.e. exposed nails, significant splits, missing wood, decay or damaged parts)
- the top surface must be flat allowing for safe loading and unloading of mail without tipping or sliding

3 MAIL PREPARATION

The mail preparation process requires:

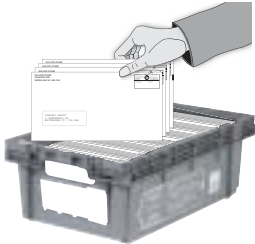
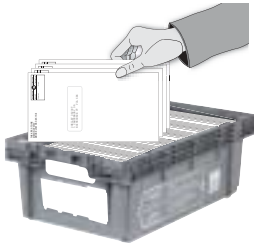
- **Placing mail items in containers**
- **Placing containers in shipping units** - containers or Brick-piled mail items with a common destination are placed into shipping units (monotainers or pallets).

3.1 Placing mail items in containers

Follow these guidelines when placing mail items in containers:

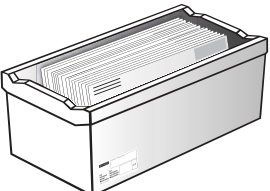

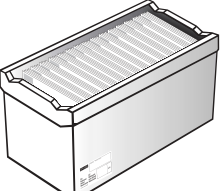
1. For Standard mail, ensure all items face the same direction with the destination address facing the front (label side) of the container.

PLACEMENT OF STANDARD MAIL ITEMS

WITH HORIZONTAL ADDRESS ORIENTATION	WITH VERTICAL ADDRESS ORIENTATION
 <p>Postal indicia must appear in the upper right-hand corner.</p>	 <p>Postal indicia must appear in the upper left-hand corner.</p>

2. For Oversize mail, ensure all items face the same direction.

PLACEMENT OF OVERSIZE MAIL ITEMS IN A FLATS TUB

WITH HORIZONTAL ADDRESS ORIENTATION	LAYING FLAT	STANDING VERTICALLY
 <p>For items too wide to fit, place the mail standing horizontally.</p>	 <p>Mail can be placed within the container laying flat.</p>	 <p>Mail can be placed standing vertically, facing the narrow side of the flats tub.</p>


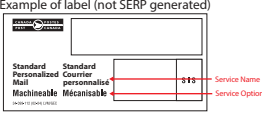

- In order to help facilitate mail processing, customers should not fill containers to full capacity. Space should be left for an operator to insert both hands in the container to remove the mail.
Ensure the items do not stick together as they may be damaged during processing or jam and/or damage the equipment.
- Only the last container may be less than full. To maintain the integrity of the mail in the last container, we recommend using packing material to protect mail items from shifting in the container.

3.2 Labelling containers

All containers must be labelled. Labelling individual containers is not required only if all containers are placed in monotainers or on pallets (see [Section 3.3 "Placing containers in shipping units"](#)). For label specifications, visit canadapost.ca/labels.

For Incentive Lettermail, all containers within a mixed Lettermail services monotainer must have labels (see [Section 3.3.5 "Preparing monotainers with mixed Lettermail services"](#)).

NOTE: Large-volume mailers may choose between producing labels individually or in continuous strips (1 up, 2 up, etc.) as best suited to the intended overprinting process.

ROUTING INFORMATION	EXAMPLE OF CONTAINER LABEL
<ul style="list-style-type: none"> the service name (e.g., Incentive Lettermail/Poste-lettres à tarifs préférentiels; Personalized Mail/Courrier personnalisé; Publications Mail/Poste-publications) the service size / item (Standard Machineable or Oversize Machineable) 	<p>If you are using Canada Post-supplied containers, insert your container label into the label holder prior to depositing your mailing.</p> <div style="text-align: center;">  </div> <div style="text-align: center;"> <p>Example of label (not SERP generated)</p>  <p>OR</p> <p>Example of optional 2D barcode label (SERP generated)</p>  </div> <p>If you are using customer-supplied cardboard containers, affix a container label on the side of each container. You can order self-adhesive labels online at canadapost.ca/obc under form number 33-086-732 or by telephone at 1-888-550-6333.</p>

3.3 Placing containers in shipping units

Shipping units (monotainers and pallets - also referred to as skids) are used to group containers or to Brick-pile Mail intended for one *Order (Statement of Mailing)* or bound for the same destination (e.g., all mail items for Vancouver arrive on one pallet). This reduces the handling and helps ensure timely delivery.

3.3.1 FILLING SHIPPING UNITS

TYPE OF SHIPPING UNIT	FILLING SHIPPING UNITS REQUIREMENTS		
	DESTINATION	MINIMUM	MAXIMUM
Pallet	Any (when using containers)	<ul style="list-style-type: none"> No minimum requirement 	<ul style="list-style-type: none"> 48 letterflatainers (LFTs), or 32 flats tubs, or 1.5 m (including height of pallet)
Monotainer	Any	<ul style="list-style-type: none"> No minimum requirement 	<ul style="list-style-type: none"> 48 letterflatainers (LFTs) (40 letterflatainers with lids), or 24 flats tubs or contents may be piled up to 25 mm below the top of the monotainer

3.3.2 PREPARING PALLETS FOR CONTAINERS

PALLETS

All pallets must be securely fastened and structurally sound. To preserve the integrity of your mailing, ensure that:

- three layers of stretch-wrapping are applied around the pallet and its load, or
- cross-strapping is applied.

NOTE: If using plastic pallets, it is recommended to apply four cross straps encompassing both the pallet bottom and the containers. Metal strapping is not permitted.



3.3.3 PREPARING SHIPPING UNITS FOR BRICK-PILED MAIL ITEMS

Brick-piled Mail is a way used to secure mail items without containers onto a pallet or in a monotainer. You can use pallets and monotainers for transportation (as a single unit) of mail items from your location to an approved Canada Post facility where the mail will be deposited.

Items acceptable for Brick-piling:

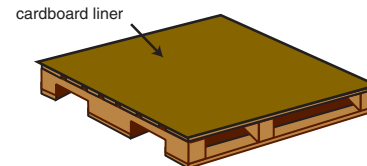
Oversize Incentive Lettermail

- applicable only to annual/financial reports

TYPE OF SHIPPING UNIT	FILLING SHIPPING UNITS REQUIREMENTS	
	MINIMUM	MAXIMUM
Pallet	<ul style="list-style-type: none"> • No minimum requirement 	<ul style="list-style-type: none"> • Height: 1.5 m • Weight: 900 kg (Canada Post pallet weighs 9 kg)
Monotainer	<ul style="list-style-type: none"> • No minimum requirement 	<ul style="list-style-type: none"> • Brick-piled mail - Height: 1.115 m; Weight: 900 kg

PALLETS

Place a pallet right side up and line the bottom of the pallet with a suitable cardboard liner to cover the holes.

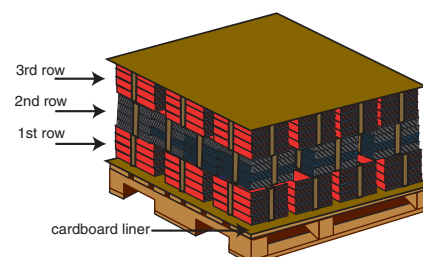


BUILDING ROWS ON PALLETS OR IN MONOTAINERS

In the first row, place bundles of mail lengthwise along the length of the pallet or monotainer. The entire pallet must be covered by bundles of mail. The centre of the pallet must not be left empty. In the second row, place bundles of mail lengthwise along the width of the container

Continue alternating the direction of the bundles in each row to ensure that the bundles maintain an even surface and to ensure the load remains stable during handling:

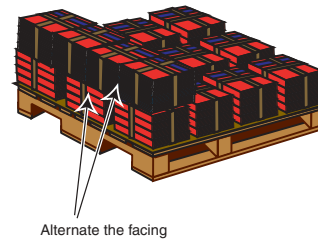
Pallets with loads that exceed 500 mm in height must have a cardboard liner at the halfway mark to prevent load separation during transport. If a load is only 500 mm, it should be stable enough that a halfway liner is not necessary. When a cardboard liner is used, face the bundles above and below the cardboard liner the same way instead of opposite length/width-wise.



NOTE: Level 2 Brick-piling must have a separator sheet between delivery facilities.

BUILDING ROWS ON PALLETS OR IN MONOTAINERS

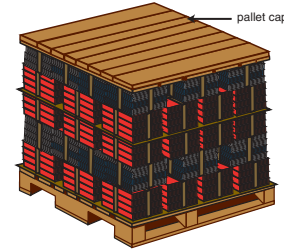
To ensure a stable load for mail with spines, a cardboard liner is required for each new row, whether pallets or monotainers are being used. Alternate the facing of spines for each row; that is, turn the books 180 degrees instead of 90 degrees as with other types of mail. Keep adding rows until they reach the maximum height or the maximum weight, whichever comes first. For a pallet load, the maximum height including base and pallet cap is 1.5 m. A pallet cap should be made of wood (sturdy paper or cardboard is also acceptable).



SECURE THE PALLET

Completed pallets are to be capped on top of the load.

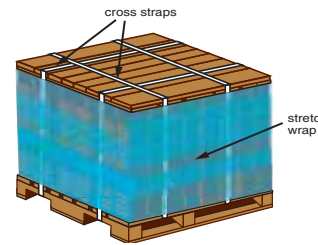
NOTE: The design of monotainers makes it unnecessary to further secure the contents if the bundles have been brick-piled properly.



All pallets must be securely fastened and structurally sound. To preserve the integrity of your mailing, ensure that:

- three layers of stretch-wrapping are applied around the pallet and its load, or
- cross-strapping is applied (Metal strapping is not permitted).

NOTE: When the mail items are irregularly shaped or have a glossy finish and may slide around, four cross straps must be applied encompassing both the pallet cap and bottom to ensure the load is secure. For all other mailings, the four cross straps are optional, but highly recommended for additional security of all loads.



3.3.4 LABELLING SHIPPING UNITS

All pallets and monotainers must be labelled. This will ensure that your mail is directed to the appropriate facility within Canada Post's network. For customers using SERP software to prepare their Machineable Mail, a 2D barcoded shipping unit label is available and optional.

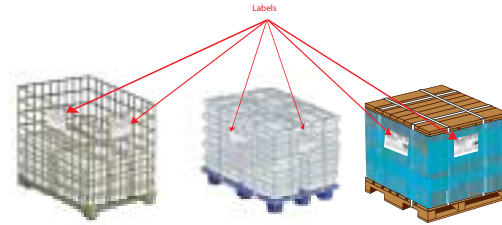
LABELS SPECIFICATIONS

Labels must be white and meet the following requirements:

- measure 8.5 in. high by 11 in. wide (216 mm x 279 mm) in letter landscape or letter portrait format. Labels may also be prepared in legal portrait format 8.5 in. x 14 in. (216 mm x 355 mm)
- be printed in black in a font size large enough to occupy the entire label
- prominently display the facility name (which must be visibly larger than all other information)
- be visible on two sides on the pallet or monotainer.

ROUTING INFORMATION	EXAMPLE OF LABEL
<ul style="list-style-type: none"> • the service name (e.g., Incentive Lettermail/Poste-lettres à tarifs préférentiels; Personalized Mail/Courrier personnalisé; Publications Mail/Poste-publications) • the service size / item (Standard Machineable or Oversize Machineable) <p>We recommend that the <i>Order (Statement of Mailing)</i> number be written on the label.</p>	

TWO SIDES OF THE PALLET OR MONOTAINER MUST BE LABELLED



For customers wishing to include other internal directives on the shipping containers, a label colour different than white is recommended.

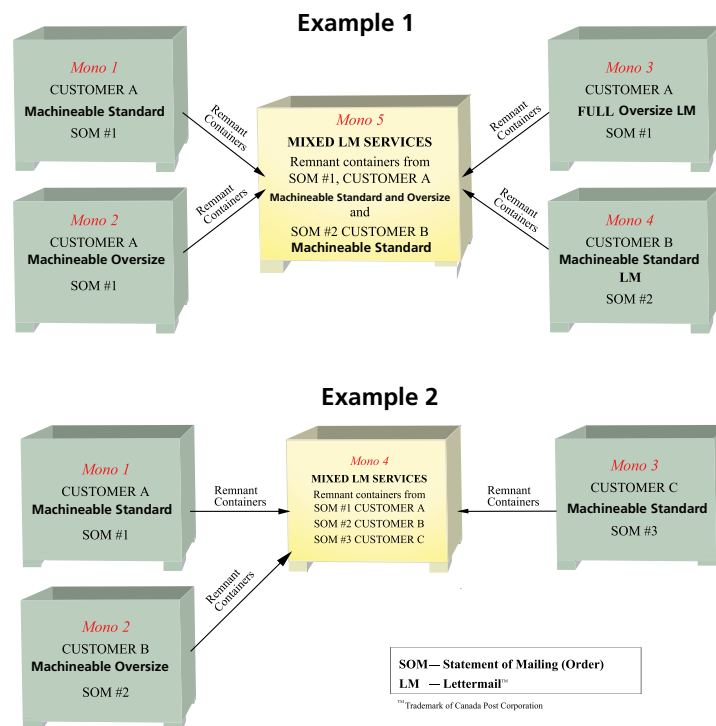
3.3.5 PREPARING MONOTAINERS WITH MIXED LETTERMAIL SERVICES

3.3.5.1 Mixing Lettermail services

Customers with small numbers of remnant containers for different Lettermail service categories (e.g. Standard and Oversize Machineable Incentive Lettermail and Standard and Other Lettermail [Meter or Postal Indicia]) may place the containers within the same monotainer* provided the following requirements are met:

- only one mixed monotainer is permissible per deposit and per *Order (Statement of Mailing)*. If there are enough containers to make one full mixed services monotainer, the monotainer must be filled to capacity before starting another mixed services monotainer
- the containers for each service must be physically separated within the monotainer (e.g. by corrugated plastic or cardboard that covers the entire surface area of the monotainer)
- customers should identify the number of containers per *Order (Statement of Mailing)* in the EST if they are mixing mail from different *Orders (Statements of Mailing)* in the last monotainer. If the number of containers to be used with the mailing is unknown at the time the EST *Order (Statement of Mailing)* is created, it may be hand written in the appropriate container box on the *Order (Statement of Mailing)* prior to induction of the mailing to Canada Post
- if items are brick-piled within the mixed services monotainer (only allowed for annual financial reports - Oversize Incentive Lettermail, Standard items in Letterflatainers [LFTs]) can be placed on top of brick-piled mailings.
 - * In cases where monotainers are not available from Canada Post, pallets (skids) will be accepted, as long as the pallet (skid) is clearly marked as per the requirements above and the containers are securely placed on the pallet (skid).

Examples of acceptable mixed Lettermail services monotainers



3.3.5.2 Labelling monotainers containing mixed Lettermail services

Mixed Lettermail services monotainers must have labels that clearly indicate:

- an *Order (Statement of Mailing)* number(s)
- types of the Lettermail services included in the monotainer (service name and service option).

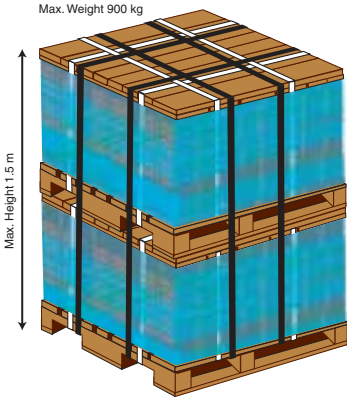
LETTERMAIL STANDARD MACHINEABLE SOM # C123456789	LETTERMAIL STANDARD MACHINEABLE SOM # C234567899
LETTERMAIL OVERSIZE MACHINEABLE SOM # C345678899	LETTERMAIL OVERSIZE MACHINEABLE SOM # C987654321

3.3.5.3 Labelling containers within the mixed Lettermail services monotainers

All containers within the mixed Lettermail services monotainer must be properly labelled with the Lettermail service and option names. In addition, if the mail is from various *Orders (Statements of Mailing)*, the *Order* number(s) of the mail contained therein must be indicated on each container label.

3.3.6 STACKING PALLETS OR MONOTAINERS

Multiple pallets going to the same destination, as per the National Presortation Schematic (NPS), may be stacked on top of each other as long as they are secured together with straps. Stacking during storage and transportation uses warehouse space more efficiently. For example, where there are two pallets – one going to Vanier Station and one going to Merivale depot – these two pallets may be strapped together and identified to Ottawa (City Consolidation).

PALLET	MONOTAINER
Two pallets strapped together must not exceed 1.5 m in height or 900 kg in weight.	Two monotainers stacked together must not exceed 1,800 kg; each monotainer must not exceed 900 kg.
	

PREPARING

The Preparing module provides the details you'll need to prepare your Special Handling mail items before you deposit your mailings at a Canada Post facility. Information in this module includes grouping and bundling of your items, acceptable containers and shipping units, container fill and labelling requirements and brick-piling.

It is your obligation to meet all the requirements in your Customer Agreement.

The figures in these sections are used for illustration only.

Software developers may obtain more detailed information about our requirements by consulting our *Presortation Technical Specifications* (PTS). If developers of presortation software find any discrepancy between this module and the *Presortation Technical Specifications* (PTS), the information in the PTS takes precedence.

1 MAIL PRESORTATION AND PREPARATION OPTION FOR SPECIAL HANDLING

Special Handling is a mail preparation and presortation option that allows mailers to sort their mail items for specific letter carrier walks (or other delivery routes) using presortation software recognized by Canada Post. When you prepare and presort mail to meet our specifications, your mail will bypass various processing steps and mail distribution facilities within our network.

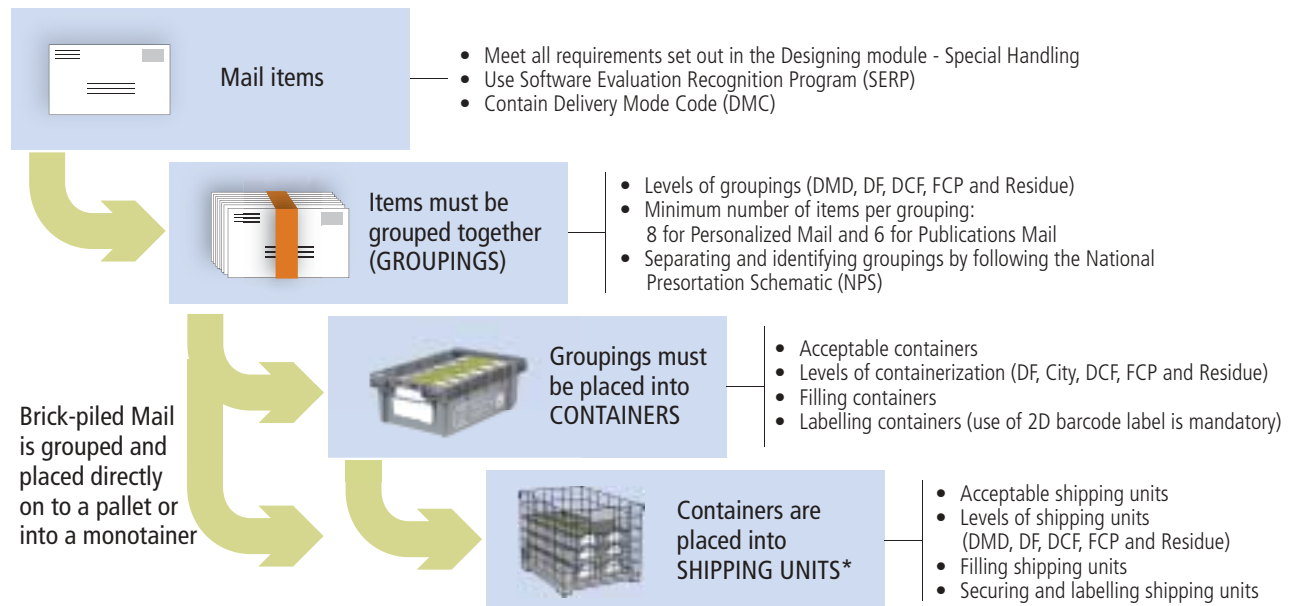
Mail Presortation is the process of sorting and grouping mail items bound for a common destination. Mail presortation is based on the National Presortation Schematic (NPS) and is performed using presortation software recognized by Canada Post through the Software Evaluation Recognition Program (SERP).

When you prepare your mail, you must use presortation software recognized by Canada Post. This software evaluates information from input files (such as mailing lists) to determine the groupings, containers and shipping units that can be created from them while meeting all our specifications for the service. The software also determines the appropriate sequence of mail items so you can arrange all groupings and mail items accordingly.

Mail Preparation is the process of preparing containers and shipping units for a common destination. It involves labelling groupings, containers and shipping units in such a way that Canada Post can bypass various processing steps and facilities within its mail distribution network.

Brick-piled Mail is a way used to secure mail items without containers onto a pallet or in a monotainer. You can use pallets and monotainers for transportation (as a single unit) of mail items from your location to an approved Canada Post facility where the mail will be deposited.

1.1 Special Handling Overview



*Use of monos/pallets is mandatory for Dimensional Personalized Mail and optional for Standard and Oversize Personalized Mail and Publications Mail

Requirements

- Mail items must be accompanied by an *Order (Statement of Mailing)* prepared, transmitted electronically and submitted using Canada Post's Electronic Shipping Tools (EST).
- At least 1,000 items* per *Order (Statement of Mailing)*.
- Sample of mail item at time of deposit is mandatory.
- Address Accuracy: required for mailing over 5,000 items.
- Deposited in Canada for delivery in Canada.

* You may deposit less than the minimum volume required provided that the difference is paid at the applicable phantom price. The phantom price is only available for single deposits - it is not available on partial mailings.

2 BEFORE YOU START

Special Handling mail must be presorted, grouped and containerized using an approved software under the Software Evaluation Recognition Program.

2.1 Software Evaluation Recognition Program (SERP)

Our Software Evaluation and Recognition Program (SERP) exists to evaluate the accuracy of presortation software programs. SERP is open to all in-house or commercial software developers who would like their software to be recognized by Canada Post.

For more information, to have your software evaluated or to find a list of our approved software vendors, please visit canadapost.ca/presortationsoftware.

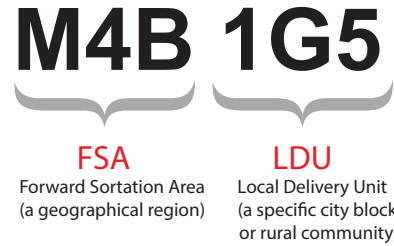
The software does the following:

- sorts mail items:
 - by their **Postal Code^{OM}**, and
 - according to the delivery route identified by the **Delivery Mode Code (DMC)**
- groups mail items by a common destination according to the **National Presortation Schematic (NPS)**.

2.1.1 POSTAL CODE

The Postal Code is a six-character alphanumeric code in the form of ANA NAN, in which “A” represents a letter of the alphabet, and “N” represents a number. It is an integral part of every postal address in Canada, and was designed to help sort mail, both mechanically and manually.

Rural areas are identified by a zero in the FSA (e.g., M0L 3K2).

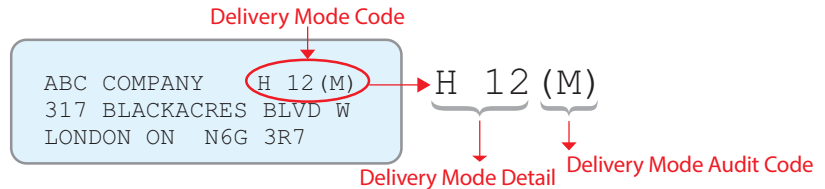


For more detailed information, please visit [Section 5 of Addressing Guidelines](#) in the *Canada Postal Guide*.

2.1.2 DELIVERY MODE CODE (DMC)

The Delivery Mode Code is an identifier of a specific delivery route (also known as mode) for an individual address.

The DMC consists of two parts, a Delivery Mode Audit Code (DMAC) and a Delivery Mode Detail (DMD).



The Delivery Mode Detail (DMD)

identifies the letter carrier route or delivery mode as well as the letter carrier responsible for delivery.

The Delivery Mode Audit Code (DMAC) identifies which version of the National Presortation Schematic (NPS) and Delivery Mode Data Product (DMAC) was used to prepare a mailing.

The DMC must be printed and placed in the address block of every item.

2.1.2.1 Delivery Mode Code Placement

The DMC may appear on any non-address line in or above the address block, that is, on any line that does not contain delivery information. When placed on the same line as street addresses, city or province names, or Postal Codes, a 10 mm space between the delivery address information line and the DMC must be maintained.

DMC PLACEMENT ON ADDRESSES...	
WITH THREE OR MORE LINES	WITH FOUR OR MORE LINES
<p>3 to 4 blank spaces to the right of the non-address line</p> <p>ABC COMPANY H 12 (M) 317 BLACKACRES BLVD W LONDON ON N6G 3R7</p> <p>Lines containing delivery information</p>	<p>3 to 4 blank spaces to the right of the longest non-address line</p> <p>ABC COMPANY (M) ATTN: AL MARTINEAU H12 317 BLACKACRES BLVD W LONDON ON N6G 3R7</p> <p>Audit Code and DMD are vertically aligned Lines containing delivery information</p>
ABOVE THE ADDRESS BLOCK	ON THE SAME LINE
<p>Up to 2 lines above the address block, 3 to 4 blank spaces to the right of the non-address line</p> <p>ABC COMPANY H 12 (M) 317 BLACKACRES BLVD W LONDON ON N6G 3R7</p>	<p>a 10 mm space between the delivery address information line and the DMC must be maintained</p> <p>ABC COMPANY 317 BLACKACRES BLVD W H 12 (M) LONDON ON N6G 3R7</p> <p>10 mm</p>

2.1.3 NATIONAL PRESORTATION SCHEMATIC (NPS)

The National Presortation Schematic (NPS) indicates how mail is distributed through specific Canada Post facilities. It lists all Forward Sortation Areas (FSAs) and shows how to consolidate mail into groupings and containers. The four NPS levels of consolidation are:

LEVEL 1 - DF	LEVEL 2 - CITY	LEVEL 3 - DCF	LEVEL 4 - FCP
Delivery Facility	City	Distribution Centre Facility	Forward Consolidation Point

Any mail items that cannot be consolidated into one of these four levels will be consolidated as Residue.

Canada Post updates the NPS monthly to reflect the changes in Canada's addresses. These monthly updates also appear in presortation software recognized by Canada Post. To avoid delays and extra handling charges, you must use the current version of both the Delivery Mode Data and the recognized presortation software. For detailed information, visit canadapost.ca/nps.

2.2 Containerization

Containerization is the process of packaging the mail for shipment. Mail item groupings are placed in containers suitable for handling through our processes. These containers are then labelled and placed in shipping units (pallets or monotainers) suitable for handling through our transportation network.

Containers are not used when Brick-piling mail. Mail items are secured directly on a pallet or in a monotainer - see [Section 3.3.4 "Preparing pallets or monotainers for Brick-piling"](#).

You may enquire about or order our equipment (containers and shipping units) by contacting the National Equipment Container Facility (NECF) order desk by phone at 905-565-0480, by fax at 905-564-6830, by email at necfteo@canadapost.ca or through a Regional Equipment Coordinator.




The supply of our equipment depends on conditions and availability. When our equipment is not available, Canada Post pre-approved customer-supplied containers (e.g.: cardboard boxes) and/or pallets must be used.

LIST OF REGIONAL EQUIPMENT COORDINATORS			
Atlantic	Nova Scotia/ PEI: Halifax Tel: 902-494-4001 EXT 44707 New Brunswick: Moncton Tel: 506-381-5347 Saint John Tel: 506-653-5270 St. John's NL: wayne.power@canadapost.ca sharilee.way@canadapost.ca	Québec	Montréal: Tel: 514-345-7369 Fax: 514-345-7388
Huron Rideau	Ottawa: Tel: 613-734-1431 Fax: 613-734-1479 Email: equipmentline.ompp@canadapost.ca Hamilton: National Equipment Container Facility (NECF): Tel: 905-565-0480 Fax: 905-564-6830 Email: necfteo@canadapost.ca London: Tel: 519-473-6738	Prairie	Winnipeg: Tel: 204-987-5100 EXT 72045 Edmonton: Tel: 780-945-2600 Ext 53292 Fax: 780-945-2608 Calgary: Tel: 403-974-2000 EXT 42170
Greater Toronto Area	National Equipment Container Facility (NECF): Tel: 905-565-0480 Fax: 905-564-6830 Email: necfteo@canadapost.ca	Pacific	Vancouver: Tel: 604-276-5538

Our equipment may be used only when you use Canada Post products or services. It remains our exclusive property. Personal use is not permitted. You are responsible for ensuring that the equipment remains in good condition; reasonable wear-and-tear is acceptable.

2.2.1 ACCEPTABLE CONTAINERS

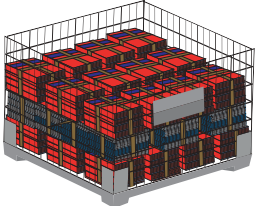

Container dimensions are the measurements inside the container. Imperial equivalents are provided for convenience only.

CANADA POST-SUPPLIED CONTAINERS		CUSTOMER-SUPPLIED CONTAINERS
LETTERFLATAINER (LFT)	FLATS TUB	
<p>For Standard items</p>  <p>Letterflatainers (LFTs) are designed in such a way that lids are not required.</p>	<p>For Oversize items</p>  <p>Flats tubs should be deposited with lids. In the event lids are not available, we recommend cardboard separators be used between each level of flats tubs to protect your mail items.</p>	<p>For Standard and Oversize items</p> 
Size and Weight		
<p>Container Weight (without lid) 0.995 kg (2.2 lb.)</p> <p>Length - 15.6 in. (394 mm) Width - 9.6 in. (244 mm) Height - 6.1 in. (156 mm) [with lid]</p> <p>Max. weight (including mail, container and lid) 22.7 kg (50 lb.)</p>	<p>Container Weight (without lid) 1.7 kg (3.7 lb.)</p> <p>Length - 15.9 in. (405 mm) Width - 29.4 in. (40 mm) Height - 11.9 in. (303 mm)</p> <p>Max. weight (including mail, container and lid) 22.7 kg (50 lb.)</p>	<p>Customer-supplied cardboard containers must:</p> <ul style="list-style-type: none"> • meet the requirements outlined in this guide • be completely sealed and be sturdy to withstand handling during processing • meet the dimensions outlined for LFTs or Flats tub.

2.2.2 ACCEPTABLE SHIPPING UNITS

THE USE OF PALLETS OR MONOTAINERS IS:	
MANDATORY	OPTIONAL
<ul style="list-style-type: none"> • Dimensional items • Brick-piled items 	<ul style="list-style-type: none"> • Containerized Standard and Oversize items

Imperial equivalents are provided for your convenience.

ACCEPTABLE SHIPPING UNITS	
MONOTAINDER	PALLET (PLASTIC AND WOOD)
	
Size and Weight	
<p>Weight - 97 kg (213.8 lb.)</p> <p>Length - 52 in. (1.322 m) Width - 42 in. (1.067 m) Height - 43.8 in. (1.115 m) [with lid]</p> <p>Max. weight (including mail and shipping unit) 900 kg (1,984.2 lb.)</p>	<p>Weight (plastic) - 9 kg (19.8 lb.) - min. ordering quantity is 40 units.</p> <p>Length - 48 in. (1.22 m) Width - 40 in. (1.02 m) Height - 59 in. (1.5 m)</p> <p>Max. weight (including mail and shipping unit) 900 kg (1,984.2 lb.)</p>

PALLET CONSTRUCTION SPECIFICATIONS

Pallets must conform to:

- ▶ ASTM - D1185 - [Standard Test Methods for Pallets and related Structures Employed in Materials Handling and Shipping](#)
- ▶ ISO-8611 - [Pallets for Materials Handling - Flat Pallets - Part 3: Maximum Working Loads](#)
- ▶ [Uniform Standard for Wood Pallets by National Wooden Pallet & Container Association \(USA\)](#).

Pallets must be built so the bottom deck boards do not obstruct entry by a forklift; they should be accessible by a forklift on all four sides and by a hand jack on two sides.

Openings for forks must be:

- ▶ at least 4 in. (102 mm) in height on the sides of the pallet without bottom deck boards; and
- ▶ at least 3.5 in. (89 mm) in height on the sides with bottom deck boards

Critical dimensions of mail handling equipment:

- ▶ distance across forks: max. 27 in. (686 mm)
- ▶ distance between forks: min. 8 in (204 mm)
- ▶ height of the lowered fork: max. 3.5 in. (89 mm)

ADDITIONAL WOODEN PALLET REQUIREMENTS

- the block design is recommended
- must be able to withstand temperatures of -40°C to 40°C, and severe weather conditions
- must not have critical defects (i.e. exposed nails, significant splits, missing wood, decay or damaged parts)
- the top surface must be flat to allow for safe loading and unloading of mail without tipping or sliding

3 MAIL PREPARATION AND PRESORTATION

The mail presortation and preparation process requires:

1. **Grouping and identifying mail items** for a common destination and placing them in a specific (address-based) order. For Brick-piling mail items, step 2 is not required.
2. **Placing groupings in containers** - groupings with a common destination are placed in containers in a specific order.
3. **Placing containers or Brick-piled mail items in shipping units** - containers or Brick-piled mail items with a common destination are placed in shipping units (monotainers or pallets).

3.1 Grouping and identifying mail items

All items in a mailing must be part of a grouping. All groupings (except Residue) must have a minimum of eight items for Personalized Mail mailings or a minimum of six items for Publications Mail mailings. If this minimum requirement is not met, the items are consolidated to the next level.

3.1.1 LEVELS OF GROUPINGS

The presortation software will determine which groupings are possible for a given mailing.

TYPE OF GROUPINGS	THE PRESORTATION SOFTWARE WILL GROUP TOGETHER MAIL ITEMS THAT HAVE A COMMON DESTINATION AND/OR SORTATION
Delivery Mode Direct (DMD)	Group all items delivered by the same letter carrier .
NPS Level 1 - Delivery Facility (DF)	Group all items delivered from the same postal station or letter carrier depot .
NPS Level 3 - Distribution Centre Facility (DCF)	Group all items delivered in the same area, such as a city and surrounding area.
NPS Level 4 - Forward Consolidation Point (FCP)	Group all items delivered in the same province.
Residue	Place all remaining items into a Residue grouping.

Oversize Publications Mail items that are larger than 11.4 in. x 15.9 in. (28.9 cm x 40.5 cm) and do not fit within a Flats tub may be Brick-piled up to level 5 (Residue) when depositing at a Receipt Verification Unit (RVU). Customers must ensure that the pallet is labelled as "Residue" and submit the container labels with the *Order (Statement of Mailing)* when depositing the mail.

The software begins by creating all possible DMD groupings. Then:

- if not enough items remain to create a DMD grouping, it will create all possible DF groupings
 - if not enough items remain to create a DF grouping, it will create all possible DCF groupings
 - if not enough items remain to create a DCF grouping, it will create all possible FCP groupings
 - for all items that cannot be grouped at any other level, it will create Residue groupings.

For each grouping it creates, the software also determines the sequence of the mail items within the grouping.

3.1.2 SEPARATING AND IDENTIFYING GROUPINGS

Once your mail has been presorted, make sure it can withstand handling. Preserve the integrity of your groupings by separating them in their containers, using one of the following acceptable methods:

- Bundling
- Separator cards
- Edgemarking

Mail items within groupings must all face the same direction.

3.1.2.1 Bundling

A bundle is a group of mail items identified and secured together by strapping (e.g., elastic bands, string, or plastic straps) or by shrink-wrapping. Shrink-wrapping is an acceptable method of bundling for Oversize and Dimensional items only.

BUNDLING REQUIREMENTS		
TYPE OF MAILING	MAX. BUNDLE THICKNESS	MIN. NUMBER OF ITEMS PER BUNDLE
Standard	4 in. (100 mm)	8 for Personalized Mail 6 for Publications Mail
Oversize and Dimensional	8 in. (200 mm)	

When a bundle exceeds the maximum thickness and there are sufficient items to create a full second bundle, it is preferable to split the total number of items into two equal bundles, rather than create one full bundle and one very small bundle. For example, if there is a Standard bundle of 52 items with a thickness of 125 mm, make two bundles of 26 items. When bundles exceed the maximum thickness of 200 mm, it is preferable to make two evenly divided bundles.

The maximum thickness takes precedence over the minimum number of items. The last Residue bundle has no minimum number of items, although it still must follow the specifications for maximum thickness per bundle.

IDENTIFYING BUNDLE OPTIONS

OPTION 1 - BUNDLING LABELS

When using **bundling** as a separation method, DCF, FCP and Residue bundles must be identified with a bundle label (also called a facing slip). DMD and DF bundles do not require labels.

DCF	FCP	RESIDUE

ROUTING INFORMATION ON BUNDLE LABELS

<ul style="list-style-type: none"> • Postal Code of the DCF, as per the NPS (e.g. KOK 920) • name of the DCF (e.g., BELLEVILLE ON DCF) • service size / item (Special Handling) 	<ul style="list-style-type: none"> • Postal Code of the FCP, as per the NPS (e.g., KOA 920) • name of the FCP with the forward abbreviation FWD (e.g., OTTAWA ON FWD) • service size / item (Special Handling) 	<ul style="list-style-type: none"> • name of the deposit facility (e.g., OTTAWA ON) • the word "RESIDUE" • service size / item (Special Handling)
--	---	--

Additional information may appear above or below the routing information as long as the routing information is more prominent.

OPTION 2 - OPTIONAL ENDORSEMENT LINE (OEL)

OELs can be generated by the presortation software and printed directly onto the first mail item in each bundle.
 OELs must meet the following requirements:

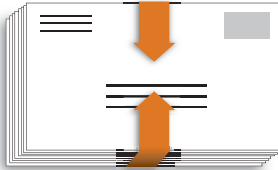
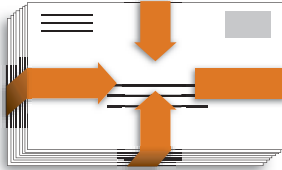
- consolidation information is printed on the top line of the address block or label
- font type and size are identical to that of the address (an UPPERCASE font is recommended), and
- is visible if positioned within a window.

DCF	FCP	RESIDUE
<p style="border: 1px solid red; border-radius: 15px; display: inline-block; padding: 2px;">K0A 9Z0 OTTAWA ON DCF</p> C. SMITH H15(C) 362 KELLY LANE CUMBERLAND ON K4C 1A7	<p style="border: 1px solid red; border-radius: 15px; display: inline-block; padding: 2px;">K0A 9Z0 OTTAWA ON FWD</p> T. CHARLES H5(C) 423 SARAH STREET HAWKESBURY ON K6A 2A5	<p style="border: 1px solid red; border-radius: 15px; display: inline-block; padding: 2px;">OTTAWA ON RESIDUE</p> T. CHARLES XX12(C) 123 MAIN STREET CORNWALL ON K6B 1B5

SECURING BUNDLE OPTIONS

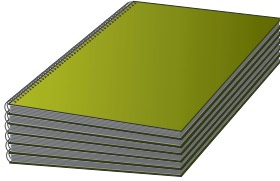
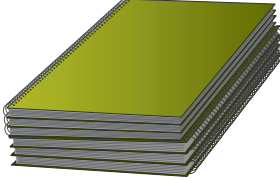
OPTION 1 - STRAPPING

The **strapping material** must be strong and tight enough to hold the bundle together, without the contents sliding, when held vertically.

SIZE / ITEM	STRAPPING REQUIREMENT
<ul style="list-style-type: none"> • Standard items • Oversize items [only for bundles placed in Level 1 (DF) containers] 	 <p>Single strapping</p>
<ul style="list-style-type: none"> • Oversize and Dimensional <p>NOTE: Except for bundles placed in Level 1 (DF) containers</p>	 <p>Double strapping</p>

OPTION 2 - SHRINK-WRAPPING

Shrink-wrapping is an acceptable method of bundling for Oversize and Dimensional items.

SHRINK-WRAPPING REQUIREMENT	
<ul style="list-style-type: none"> • The plastic used for shrink-wrapping must be strong enough to ensure the bundles remain secured during handling. 	<p>If your mail items are bound using spines, to create an even bundle, you may place the bottom half and top half of the bundle with their spines facing in opposite directions.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Acceptable</p> </div> <div style="text-align: center;">  <p>Preferred</p> </div> </div>

3.1.2.2 Separator cards

A separator card is used to indicate breaks between groupings.

SEPARATOR CARDS MUST:

- be made of thin, rigid cardboard of any colour (a weight of 120 to 160 grams per square metre)
- extend at least 20 mm above the mail items
- be at least 155 mm wide
- be placed in front of the first mail item in each grouping. If a grouping is too large to fit into one container, a second separator card is required at the front of the second container.



When using **separator cards** as a separation method, you must identify each DCF, FCP and Residue grouping on the part of the separator card visible above the mail items. The following information must be provided:

FOR DCF GROUPINGS	FOR FCP GROUPINGS	FOR RESIDUE GROUPINGS
<ul style="list-style-type: none"> • Postal Code of the DCF, as per the NPS (e.g., KOK 9Z0) • name of the DCF (e.g., BELLEVILLE ON DCF), and • the service size / item Special Handling. 	<ul style="list-style-type: none"> • Postal Code of the FCP, as per the NPS (e.g., KOA 9Z0) • name of the FCP with the forward abbreviation FWD (e.g., OTTAWA ON FWD) • the service size / item Special Handling. 	<ul style="list-style-type: none"> • name of the deposit facility (e.g., OTTAWA ON) • the word "RESIDUE" • the service size / item Special Handling.

3.1.2.3 Edgemarking

Edgemarking is an acceptable way of separating groupings within a container. Edgemarking means applying ink or paint to the top edge of a mail item. Edgemarks are only applied to the first item in each grouping.

EDGEMARKING REQUIREMENTS

The following requirements must be met:

- their colour significantly contrasts with that of the mail item
 - the same colour is used for edgemarking the entire mailing
 - the edgemarking begins approximately 40 mm from the upper-right edge of the mail item.
- The edgemarks should be approximately 20 mm long, separated by a gap of approximately 25 mm:

- the marking nearest the upper-right edge indicates a Delivery Mode Direct (DMD) grouping
- the additional markings indicate Delivery Facility (DF), Distribution Centre Facility (DCF) and Forward Consolidation Point (FCP) groupings.



It is acceptable for DCF and FCP groupings to have only two marks, but the marks must be in the DMD and DF locations.

3.2 Placing groupings in containers

Special Handling groupings must be deposited in containers. Groupings in containers must all face the same direction.

3.2.1 LEVELS OF CONTAINERS

The presortation software will determine which container levels are possible for a given mailing.

LEVELS OF CONTAINERS (ALSO REFERRED TO AS CONSOLIDATION LEVELS)	CONTAINERS ARE CREATED BY PUTTING TOGETHER GROUPINGS THAT HAVE A COMMON DESTINATION AND/OR SORTATION
NPS Level 1 - Delivery Facility (DF)	Groupings to be delivered on routes in the same letter carrier depot.
NPS Level 2 - City	Groupings to be delivered in the same area, such as a city and surrounding area.
NPS Level 3 - Distribution Centre Facility (DCF)	Groupings to be delivered in the same area, such as a city and surrounding area.
NPS Level 4 - Forward Consolidation Point (FCP)	Groupings to be delivered in the same province.
Residue	Remaining groupings.

The software begins by creating all possible DF containers. Then:



- if not enough groupings remain to create a DF container, it will create all possible City or DCF containers
 - if not enough groupings remain to create City or DCF containers, it will create all possible FCP containers
 - for groupings that cannot be containerized at any other level, it will create Residue containers.

The software will also determine the appropriate order of groupings within each container.

Groupings inside containers must be physically separated by one of the three acceptable methods - bundling, separator cards, or edgemarking.

3.2.2 FILLING CONTAINERS

MINIMUM REQUIREMENTS FOR FILLING CONTAINERS			
CONSOLIDATION LEVEL	IF ONLY 1 CONTAINER TO A DESTINATION,	IF MULTIPLE CONTAINERS TO A DESTINATION	
	FILL TO A CAPACITY OF:	ALL CONTAINERS EXCEPT THE LAST, FILL TO A CAPACITY OF:	LAST CONTAINER, FILL TO A CAPACITY OF:
Level 1 - DF	50%	95%	No Minimum
Level 2 - City	70%		
Level 3 - DCF	70%		
Level 4 - FCP	50%		
Residue	No Minimum		

ASSESSING CONTAINER FILL	PRESERVING INTEGRITY OF MAIL PREPARATION
<p>To assess how full your container is, tip it on its short end at a 45-90° angle. Once its contents have been compressed by their own weight, measure the length of space occupied against the total length of the container. Express this ratio as a percentage, then compare it with our minimum requirements for that type of container.</p> 	<p>For any container with less than 95% of capacity, when using:</p> <ul style="list-style-type: none"> • separator cards or edgemarking as a separation method, you must use packing. • bundle with strapping as a separation method, we recommend adding packing. 

3.2.3 LABELLING CONTAINERS

All containers must be labelled with their destination details using routing information from the National Presortation Schematic (NPS). Correctly labelling your containers will ensure your mail is directed to the appropriate work centre within a Canada Post facility.

NOTE: The use of 2D barcoded container labels for Special Handling mailings is mandatory. The presortation software will provide the information you need to print on container labels. These labels must be bilingual and must include the following details:

ROUTING INFORMATION	EXAMPLE OF CONTAINER LABEL
<ul style="list-style-type: none"> • the service name (e.g., Personalized Mail/ Courrier personnalisé) • the service size / item (Special Handling/ Manutention spéciale) • the following NPS routing information (on all but Residue containers): <ul style="list-style-type: none"> ▸ the facility Postal Code (e.g., K1G 2C0) ▸ the facility name (e.g., OTTAWA) ▸ the province, in abbreviated form (e.g., ON), and the routing destination (e.g., LCD Centretown). <p>NOTE: Ensure that the content of the label matches that of the container.</p>	<p>If you are using Canada Post-supplied containers, insert container labels into the label holder prior to depositing your mailing.</p> <div style="text-align: center;">  </div> <p>If you are using customer-supplied cardboard containers, affix a container label on the side of each container. You can order self-adhesive labels online at canadapost.ca/obc under form number 33-086-732 or by telephone at 1-888-550-6333</p>

BARCODED CONTAINER LABELS

For 2D barcode label specification visit canadapost.ca/labels

Physical labels must be submitted for testing and will be evaluated for barcode data content, print quality and overall label layout.

SERP ADMINISTRATOR
ORDER ACCEPTANCE
CANADA POST CORPORATION
2701 RIVERSIDE DRIVE - N0520
OTTAWA ON K1A 0B1

3.3 Placing containers or Brick-piled mail items in shipping units

Shipping units (monotainers and pallets which are also called “skids”) are used to group containers or to Brick-pile mail intended for one *Order (Statement of Mailing)* or bound for the same destination (e.g., all mail items for Vancouver arrive on one pallet). This reduces the handling and helps ensure timely delivery.

Brick-piled Mail is a way used to secure mail items without containers onto a pallet or in a monotainer. You can use pallets and monotainers for transportation (as a single unit) of mail items from your location to an approved Canada Post facility where the mail will be deposited.

BRICK-PILED MAIL ITEMS	
CATEGORY	SPECIFICATIONS
Oversize items	<ul style="list-style-type: none"> • all spines face the same direction (when applicable) • each bundle is shrink-wrapped or double-strapped • the height of each bundle cannot exceed: <ul style="list-style-type: none"> ▸ 200 mm (8 inches) for Oversize mail

3.3.1 LEVELS OF SHIPPING UNITS

Canada Post encourages the consolidation of containers to monotainers or pallets, as per the National Presortation Schematic (NPS).

LEVELS OF CONSOLIDATION	
NPS Level 1 - Delivery Facility (DF)*	The presortation software will determine the consolidation levels that can be created for a given mailing, based on the number of containers. Containers in shipping units must meet the consolidation requirements set out in the National Presortation Schematic (NPS). The level of consolidation will vary depending on the destination of the container.
NPS Level 2 - City	
NPS Level 3 - Distribution Centre Facility (DCF)	
NPS Level 4 - Forward Consolidation Point (FCP)	
Residue	If containers are not consolidated within the shipping units as per the NPS, then the shipping unit label must be identified as Residue.

- * Containers prepared in a Level 1 (DF) monotainer may be nested and deposited without lids. In such cases, we recommend covering monotainers with cardboard to protect the load.

The software begins by creating all possible DF shipping units. Then:

- if not enough containers remain to create a full DF shipping unit, it will create all possible City or DCF shipping units
 - if not enough containers remain to create City or DCF shipping units, it will create all possible FCP shipping units
 - for all remaining containers that cannot be consolidated to any NPS level, it will create Residue shipping units.

3.3.2 FILLING SHIPPING UNITS

TYPE OF SHIPPING UNIT	FILLING SHIPPING UNITS REQUIREMENTS		
	DESTINATION	MINIMUM	MAXIMUM
Pallet	Any (when using containers)	<ul style="list-style-type: none"> 18 letterflatainers (LFTs), or 12 flats tubs, or 500 mm (excluding height of pallet) 	<ul style="list-style-type: none"> 48 letterflatainers (LFTs), or 32 flats tubs, or 1.5 m (including height of pallet)
	Brick-piled Mail	<ul style="list-style-type: none"> for Local - height 150 mm - one row or weight 90 kg for Forward - height 300 mm or weight 180 kg 	<ul style="list-style-type: none"> Height: 1.5 m Weight: 900 kg (Canada Post pallet weighs 9 kg)
Monotainer	Mail destined within the province of deposit	<ul style="list-style-type: none"> 18 letterflatainers (LFTs), or 12 flats tubs Brick-piled mail - 50% of the height 	<ul style="list-style-type: none"> 48 letterflatainers (LFTs) (40 letterflatainers with lids), or 24 flats tubs or contents may be piled up to 25 mm below the top of the monotainer Brick-piled mail - Height: 1.115 m; Weight: 900 kg
	Mail destined outside the province of deposit	<ul style="list-style-type: none"> 27 letterflatainers (LFTs), or 18 flats tubs Brick-piled mail - 75% of the height 	

3.3.3 PREPARING PALLETS FOR CONTAINERS

PALLETS

All pallets must be securely fastened and structurally sound. To preserve the integrity of your mailing, ensure that:

- three layers of stretch-wrapping are applied around the pallet and its load, or
- cross-strapping is applied.

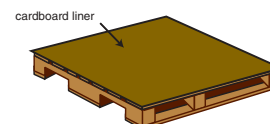
If you use plastic pallets, we recommend that you apply four cross straps around both the pallet bottom and the containers. Metal strapping is not permitted.



3.3.4 PREPARING PALLETS OR MONOTAINERS FOR BRICK-PILING

PALLETS

Place a pallet right side up and line the bottom of the pallet with a suitable cardboard liner to cover the holes.



BUILDING ROWS ON PALLETS OR IN MONOTAINERS

In the first row, place bundles of mail lengthwise along the length of the pallet or monotainer. The entire pallet must be covered by bundles of mail. The centre of the pallet must not be left empty. In the second row, place bundles of mail lengthwise along the width of the container.

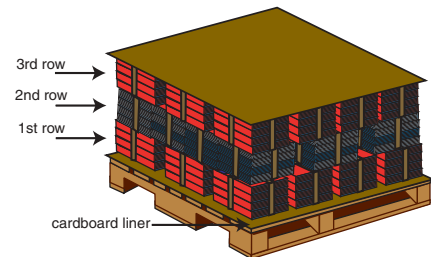
Continue alternating the direction of the bundles in each row to ensure that the bundles maintain an even surface and to ensure the load remains stable during handling:

- Keep adding rows of bundles until they reach at least 150 mm (Local)* or 300 mm (Forward), not including the pallet.

Pallets with loads that exceed 500 mm in height must have a cardboard liner at the halfway mark to prevent load separation during transport. If a load is only 500 mm, it should be stable enough that a halfway liner is not necessary. When a cardboard liner is used, face the bundles above and below the cardboard liner the same way instead of opposite length/width-wise.

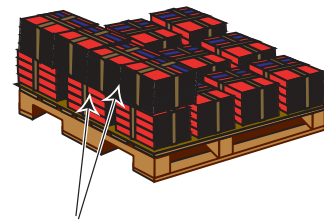
- * Delivery and induction are performed within the same province.

Level 2 Brick-piling must have a separator sheet between delivery facilities.



To ensure a stable load for mail with spines, a cardboard liner is required for each new row, whether pallets or monotainers are being used. Alternate the facing of spines for each row; that is, turn the mail with spines 180 degrees instead of 90 degrees as with other types of mail.

Keep adding rows until they reach the maximum height or the maximum weight, whichever comes first. For a pallet load, the maximum height including base and pallet cap is 1.5 m. A pallet cap should be made of wood (sturdy paper or cardboard is also acceptable).

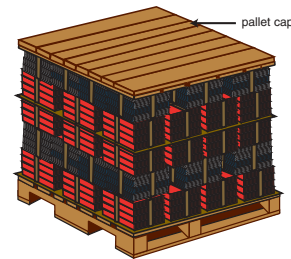


Alternate the facing

SECURE THE PALLET

Completed pallets are to be capped on top of the load.

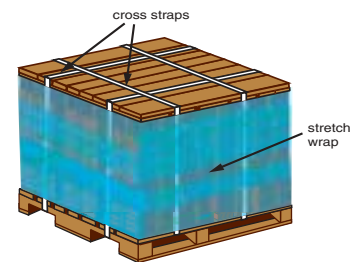
The design of monotainers makes it unnecessary to further secure the contents if the bundles have been brick-piled properly.



All pallets must be securely fastened and structurally sound. To preserve the integrity of your mailing, ensure that:

- 3 layers of stretch-wrapping are applied around the pallet and its load, or
- cross-strapping is applied (metal strapping is not permitted).

When the mail items are irregularly shaped or have a glossy finish and may slide around, 4 cross straps must be applied around both the pallet cap and bottom to ensure the load is secure. For all other mailings, the 4 cross straps are optional, but highly recommended to secure the loads.


**3.3.5 LABELLING SHIPPING UNITS**

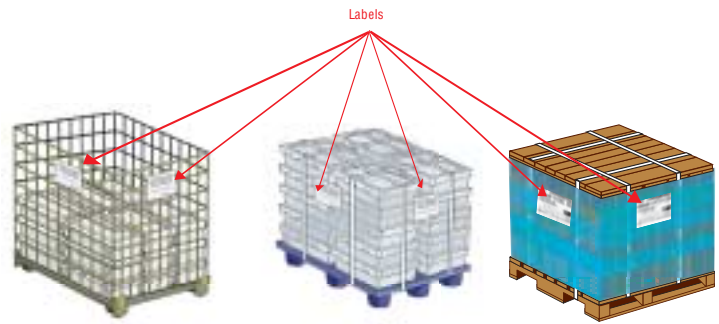
All pallets and monotainers must be labelled. SERP generated labels may contain an optional 2D barcode. This will ensure that your mail is directed to the appropriate facility within Canada Post's network. We recommend that the *Order (Statement of Mailing)* number be written on the label.

LABELS SPECIFICATIONS

Labels must be white and meet the following requirements:

- measure 216 mm high by 279 mm wide (8.5 in. x 11 in.) in letter landscape or letter portrait format. Labels may also be prepared in legal portrait format 216 mm x 355 mm (8.5 in. x 14 in.)
- be printed in black in a font size large enough to occupy the entire label
- prominently display the facility name (which must be visibly larger than all other information)
- be visible on two sides of the pallet or monotainer.

ROUTING INFORMATION	EXAMPLE OF 2D BARCODED LABEL
<ul style="list-style-type: none"> the service name (Personalized Mail/Courrier personnalisé; Dimensional Personalized Mail/Courrier personnalisé extradimensionnelle, or Publications Mail/Poste-publications) the service size / item (Special Handling/Manutention spéciale) the following NPS routing information (on all but Residue pallets or monotainers): <ul style="list-style-type: none"> the Postal Code of the Canada Post deposit facility (e.g., KOA 9Z0) the name of the facility (e.g., OTTAWA) the province, in abbreviated form (e.g., ON), and the routing designation (e.g., DCF) <p>Labels for Residue monotainers or pallets and all labels generated without the use of SERP software must display the name of the deposit facility and the word "Residue."</p>	
TWO SIDES OF THE PALLET OR MONOTAINDER MUST BE LABELLED	



For customers wishing to include other internal directives on the shipping containers, a label colour other than white is recommended.

3.3.6 STACKING PALLETS OR MONOTAINDERS

Multiple pallets going to the same destination, as per the National Presentation Schematic (NPS), may be stacked on top of each other as long as they are secured together with straps. Stacking during storage and transportation uses warehouse space more efficiently. For example, where there are two pallets – one going to Vanier Station and one going to Merivale depot – these two pallets may be strapped together and identified to Ottawa (City Consolidation).

PALLET	MONOTAINDER
<p>Two pallets strapped together must not exceed 1.5 m in height or 900 kg in weight.</p>	<p>Two monotainers stacked together must not exceed 1,800 kg; each monotainer must not exceed 900 kg.</p>
	

CREATING AN ORDER

The Creating an Order module tells you what you will need before you deposit your mail. It includes requirements for providing a sample, paperwork, partial mailings and using weighted average weight when creating your *Order*.

1 PROVIDE A SAMPLE

You must submit for review one representative sample of each item with different physical characteristics (weight, size) on deposit.

You are encouraged to have mail items verified for compliance prior to depositing them. This can be done by contacting a Commercial Service Network (CSN) Representative at 1-866-757-5480.

2 CREATING AN ORDER (STATEMENT OF MAILING)

An *Order (Statement of Mailing)* must be properly completed and transmitted electronically using the Electronic Shipping Tools (EST). *Orders* that are not transmitted electronically may be subject to a surcharge. There's more information on surcharges in the Pricing module at canadapost.ca/cppmguides.

The use of the EST to prepare and transmit *Orders (Statements of Mailing)* is mandatory.

Machineable Mail may be included on the same *Order (Statement of Mailing)* as Special Handling.

Delivery standards are calculated from the day of deposit (day 0) plus the number of business days required for delivery. The number of days excludes the day of mailing, weekends and statutory holidays. Weekend and statutory holiday deposits are considered deposited on the following business day.

2.1 Electronic Shipping Tools (EST)

You have the option of using either the EST Online version or the EST 2.0 version. The EST 2.0 can be downloaded to prepare and transmit *Orders (Statements of Mailing)*.

The EST software is free and can be accessed through our website at canadapost.ca/newuser. For technical enquiries, you can call the Technical Help Line at 1-800-277-4799.

2.1.1 MAILING SUMMARY AND MAILING DETAILS

The *Mailing Summary* includes general information regarding you and the presortation software used for mailing. The *Mailing Details* document includes a breakdown of the mail preparation and presortation information.

Canada Post and the SERP (Software Evaluation and Recognition Program) vendors have developed a file import functionality, the Presort Mailing Plan Import Program, which reduces the amount of data that you need to enter when preparing *Orders (Statements of Mailing)*.

The functionality allows you to import your Mailing Plans directly into the EST, using both the EST 2.0 and the EST Online versions. The SERP software will also generate the hard copy *Mailing Summary* and *Mailing Details* reports which will only be required upon request by us.

Visit canadapost.ca/presortationsoftware for a list of recognized presortation software vendors. Information on how to create a machineable mail import file (optional) is available at canadapost.ca/est.

2.1.2 PARTIAL MAILINGS

If a mailing is deposited in more than one day:

- you must select the **Partial Mailing** option if using the EST or check the appropriate box on the manual *Order (Statement of Mailing)*
- the total mailing cost must be declared on the *Order (Statement of Mailing)* for the entire mailing accompanying the first portion of the mailing. We will invoice you for the total mailing as declared on the *Order*
- the *Order (Statement of Mailing)*, along with one representative sample of each item, must be deposited with the first partial mailing

- each subsequent partial mailing must be accompanied by the applicable copy of the *Order* for the deposit location identified on the *Order*
- each partial mailing must meet the minimum volume requirement of 400 items for Machineable Mail and 1,000 items for Special Handling mail
- all partial mailings within an *Order* must be deposited in full no later than 15 business days from the first deposit date.

2.1.3 WEIGHTED AVERAGE WEIGHT

A mailing may be comprised of items of varying weights (including items above and below the base weight). In such cases, you may enter information on the *Order (Statement of Mailing)* using the weighted average weight per item.

Separate average weights can either be calculated by the EST 2.0 or manually and entered on the *Order* for the following weight categories:

CATEGORIES	SIZE / ITEM	WEIGHT CATEGORIES	
Machineable	Standard	up to 50 g	N/A
	Oversize	up to 500 g	N/A
Special Handling	Standard	up to 50 g	over 50 g up to 100 g
	Oversize	up to 500 g	over 500 g up to 1.36 kg
	Dimensional	up to 500 g	over 500 g up to 1.36 kg

When you enter the individual weights in the EST 2.0, the application determines the appropriate weight bands. In the *Order* one line is created for each weight band with the proper quantity and average weight. The *Order* displays both the actual weight and the calculated average weight. You still have the option to enter an average weight.

Example: A customer has a mailing of 5,000 items of Special Handling - Standard. The mailing is comprised of various weights above and below 50 g. In this example, two calculations of average weight must be completed and entered separately on the *Order* for pricing purposes: one entry for the portion of the mailing up to 50 g and one entry for the portion over 50 g.

Weighted average weight calculation – up to 50 g

SPECIAL HANDLING	A	B	C	D
	NUMBER OF ITEMS	WEIGHT PER ITEM	TOTAL WEIGHT	TOTAL (C) DIVIDED BY TOTAL (A) = WEIGHTED AVERAGE WEIGHT
	1,500	30 g	45,000 g	
	500	45 g	22,500 g	
Total	2,000		67,500 g	33.8 g

Weighted average weight calculation – over 50 g

SPECIAL HANDLING	A	B	C	D
	NUMBER OF ITEMS	WEIGHT PER ITEM	TOTAL WEIGHT	TOTAL (C) DIVIDED BY TOTAL (A) = WEIGHTED AVERAGE WEIGHT
	1,000	55 g	55,000 g	
	2,000	60 g	120,000 g	
Total	3,000		175,000 g	58.3 g

DEPOSITING

The Depositing module tells you about the documents you will need at the time of deposit. This section will help ensure that your mail is deposited at a location that is properly equipped and capable of handling your mail on time.

1 DEPOSITING THE MAIL

Items must be deposited in accordance with the requirements set out in the Agreement and its supporting documentation. If mail items are deposited under a particular preparation option (Machineable Mail and Special Handling) and do not meet the requirements for that option, you may choose to:

- pay a surcharge, if applicable
- re-work the mailing so as to meet the requirement
- have the mail processed using another option, if the items qualify, or
- use another appropriate Canada Post service.

2 AT THE TIME OF DEPOSIT

Each *Order (Statement of Mailing)* must be accompanied by:

- two printed copies of the electronically prepared and transmitted *Order* or the original of a manually prepared *Order*
- sample(s) of the item, including all enclosures, attachments and wrapping, identical to the item being mailed.

Each deposit of Special Handling mail must include the exportable file of Mailing Plans generated and imported into the EST.

You are not required to complete an Agreement but must fill out an *Order (Statement of Mailing)* for each deposit. Your signature on the *Order* confirms that you have acknowledged and have read the Terms and Conditions found on the back of the paper *Orders* or included with the electronic *Orders*.

2.1 Deposit location types

We have assessed the capabilities of our deposit locations to ensure they are properly equipped and capable of handling your mail efficiently and on time. The type and volume of mail which can be accepted at these facilities is outlined for each Deposit Location Type:

DEPOSIT LOCATION TYPE	DEFINITION
Receipt Verification Units (RVUs)	Accept all products and all volumes with the exception of machineable mail (i.e.: mail prepared in accordance with the Machineable Mail Specifications). Not all RVUs can accept all types of Machineable Mail.
Commercial Deposit Centres (CDCs)	Accept, verify, and process commercial mailings with the exception of Machineable Publications Mail (customers will be referred to the nearest RVU). Commercial mailings deposited at a CDC will continue to be processed at a Canada Post mail processing plant. Customers exceeding the maximum volumes will be referred to the nearest RVU.
Corporate Post Offices	Accepts all commercial products except Machineable Publications Mail. These deposit locations can accept up to the equivalent of five containers. Customers exceeding the maximum volumes will be referred to the nearest CDC or RVU.
Delivery Facilities	Accept Neighbourhood Mail™ for local delivery (to a maximum of full coverage for the Delivery facility).

2.2 Where to deposit

All items must be deposited with an authorized representative at the deposit location selected on the *Order (Statement of Mailing)*. Items cannot be deposited in street letter boxes or other mail receptacles.

Daily maximum volumes of mail apply for certain types of deposit locations.

RECEIPT VERIFICATION UNIT (RVU)	COMMERCIAL DEPOSIT CENTRES (CDC)*			CORPORATE POST OFFICE*		DELIVERY FACILITY
	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 1	LEVEL 2	
No maximum	2 shipping units**	3 shipping units** (monotainers/pallets)	7 shipping units**	5 containers	12 containers	N/A

* This location type is not equipped to process mail received in monotainers or pallets that are double-stacked.

** A monotainer can accommodate approximately 48 letterflainers (LFTs) (40 letterflainers with lids) or 24 Flats tubs.

The **Find a Deposit Location** tool is available at canadapost.ca/depositlocations to help you identify the right deposit location for your mailing based on Postal Code^{OM}, mail type and quantity. The tool will provide you more helpful information, such as the deposit location address and deposit location cut-off times.

Items deposited after the deposit location cut-off times will be considered deposited on the next business day.

PAYING FOR YOUR MAILING

1 APPLICATION

The information found in *Paying for Your Mailing* applies to the following products and services: Personalized Mail™, Business Reply Mail™, Incentive Lettermail™, International Incentive Letter-post™, Publications Mail™ and Neighbourhood Mail™.

2 PAYMENT METHOD OPTIONS

The following describes various payment method options acceptable to Canada Post. However, not all options may be accepted at all Canada Post facilities.

2.1 Use of Account

2.1.1 PERSONALIZED MAIL™, INCENTIVE LETTERMAIL™, INTERNATIONAL INCENTIVE LETTER-POST™, POSTAL CODE TARGETING, PUBLICATIONS MAIL™ AND NEIGHBOURHOOD MAIL™

- Customers with pre-approved credit terms may elect "ACCOUNT" as a method of payment if the mailing is to be invoiced and charged to the customer's Account and for applicable credit terms to apply. See [Section 3 "Pre-Approved Credit Terms - Account"](#) for details.
- Customers who do not qualify for credit terms must provide full payment at the time of mailing. Otherwise, the mailing will not be accepted. See [Section 4 "Payment at Time of Mailing – No Credit Terms"](#) for details.

2.1.2 BUSINESS REPLY MAIL

Customers must use an Account to access and pay for Business Reply Mail services. See [Section 3 "Pre-Approved Credit Terms - Account"](#) for details.

3 PRE-APPROVED CREDIT TERMS - ACCOUNT

3.1 Use of Account

Customers with pre-approved credit terms may elect "ACCOUNT" as a method of payment if the mailing is to be invoiced and charged to the customer's Account and for applicable credit terms to apply or if Business Reply Mail services are used. Following approval by Canada Post and continued credit worthiness as determined by Canada Post, at its discretion, credit terms of net 15 days from date of invoice will apply.

3.2 Invoice

For Personalized Mail, Incentive Lettermail, International Incentive Letter-post, Postal Code Targeting, Publications Mail and Neighbourhood Mail, if Account was selected to pay for a mailing, Canada Post will provide the customer with an invoice that summarizes the charges posted to their account. The charges reflected on the invoice are a summary of the mailings/*Orders (Statements of Mailing)* that a customer has submitted to Canada Post with the following exceptions:

- a) Customers who elect to pay for services via credit card will not receive an invoice. However, Canada Post does provide details for credit card transactions via epost™. Visit epost.ca to sign up for epost or for more details on this service. For more information on credit card as a payment option, see [Section 4.2 "Credit card"](#).
- b) Manual *Orders (Statements of Mailing)* for Neighbourhood Mail items submitted at a post office and depot (locations approved to accept Neighbourhood Mail) are not reflected on the invoice.
- c) Customer's can access a copy of their invoice through our free online service. See [Section 3.6 "Manage My Accounts"](#) for further information.

For Business Reply Mail, Canada Post will provide the customer with an invoice for Business Reply Mail that summarizes the charges posted to their account. The charges reflected on the invoice are either of the annual fee and/or of a summary of the Business Reply Mail items returned to the customer. Large volume receivers of Business Reply Mail are eligible to receive their invoices on a weekly basis. To qualify, customers must receive over 35,000 items of Business Reply Mail annually.

To sign up for weekly invoicing, please contact the Credit Management Group at 1-800-267-7651.

For all services, the customer should advise the Credit Management Group at 1-800-267-7651 of any discrepancies. Invoice/billing discrepancies must be brought to Canada Post's attention within 90 days of the date of the invoice, after which time such invoice will be deemed accepted by the customer.

In the event that Canada Post is requested to respond to any invoicing discrepancy initiated by, (i), the customer or, (ii), any third-party on behalf of customer within the period mentioned above, Canada post reserves the right to charge the customer an adjustment and/or investigation fee(s) (the investigation fees will apply in cases where Canada Post determines that disputed charges were correctly calculated on the original invoice or *Order*).

Canada Post reserves the right, at its sole discretion, to refuse a request for a refund or credit of charges for any *Order* when such request is made by any party other than the payer.

3.3 Account settlement

Accounts may be settled using one of the following:

- Pre-authorized bank payment
- Pre-authorized credit card payment, upon Canada Post approval
- Online payment (see [Section 3.6](#))
- Payment by cheque or money order.

Customers wishing to sign up for pre-authorized or online payment need to complete and submit the applicable form, which can be obtained at canadapost.ca/caf or from a Canada Post Representative.

Cheques or money orders must be made payable to "CANADA POST CORPORATION", include the Canada Post customer number and be accompanied by the remittance information. Payment must be sent to the following address:

PAYMENT PROCESSING
CANADA POST
2701 RIVERSIDE DR
OTTAWA ON K1A 1L7

Customers should allow up to three business days for payment processing.

3.4 Past due amounts and administration fees

3.4.1 LATE PAYMENT

Past due amounts will be subject to a late payment fee. The late payment fee will be calculated at a rate of 1.5% per month (18% per annum). Canada Post may amend the late payment fee rate at any time upon Notice to the customer.

If an amount becomes past due, Canada Post may elect to apply any money otherwise received from the customer or any money due to the customer by Canada Post towards bad debts first. Such right of set off shall be without prejudice and in addition to any other rights Canada Post may have.

No interest will be paid by Canada Post on any funds held in the customer's account.

3.4.2 ACCOUNT ADMINISTRATION FEES

Return payments: An administrative fee will be applied on any payment that is dishonoured for any reason, including a payment returned due to Non Sufficient Funds (NSF). The customer agrees to reimburse Canada Post for all costs, including legal fees and bank charges, incurred as a result of late or dishonoured payments.

Document copies: Customer's requiring duplicate copies of invoices, may access them through our free online service. See [Section 3.6](#) for further information. Requests for duplicate invoices or other documentation [e.g. *Order (Statement of Mailing)*, Packing Slips, etc.] fulfilled through our Account Management Group are subject to service fees for items up to six months from their creation date. Additional fees will apply for items older than six months, if available.

Corrections: Customers requiring corrections to *Orders*, invoices, or customers transmitting invalid or late electronic *Orders*, where Canada Post is not responsible, are subject to additional service fees.

Canada Post reserves the right to amend administration fees at any time without prior notification. A list of account administration fees is available upon customer request by contacting the Credit Management Group at 1-800-267-7651.

Investigations: In the event Canada Post is requested to investigate invoice discrepancies (including, but not limited to service guarantee failures), Canada Post may apply an additional fee for the number of disputed items submitted which Canada Post investigates and determines to be correctly charged as originally invoiced.

3.5 Statement of Account (SOA)

A Statement of Account (SOA) will be provided monthly to the customer if the customer used their Account to pay for their mailing or for Business Reply Mail services. Such a *Statement of Account (SOA)* will summarize each of the invoices processed and any related adjustments and payments made during the month, as well as any balance owing at the end of the month.

3.6 Manage My Accounts

The "Manage My Accounts" section available on our "Online Business Centre (OBC)" at canadapost.ca/obc provides a convenient and secure environment through which:

- Customers can access their account information online
- Customers may view the status of their accounts and make payment online through the "Manage My Accounts" page
- Customers can update credit card information online through "Manage My Accounts" under "Manage My Profile".

Visit canadapost.ca/obc or call the Credit Management Group at 1-800-267-7651 to obtain a user ID and password for access to Manage My Accounts.

4 PAYMENT AT TIME OF MAILING – NO CREDIT TERMS

This section applies to Personalized Mail, Incentive Lettermail, International Incentive Letter-post, Publications Mail and Neighbourhood Mail. For Business Reply Mail, please refer to [Section 2.1.2 "Business Reply Mail"](#) and [Section 3 "Pre-Approved Credit Terms - Account"](#).

4.1 Overview of payment method options at time of mailing

For customers without pre-approved credit terms, full payment at the time of mailing must be made by:

- certified business cheque (payment by uncertified business cheque is subject to approval by Canada Post)
- cash (post offices only)
- money order
- credit card (some conditions apply). See [Section 4.2 "Credit card"](#). For updating credit card information only, please refer to [Section 3.6 "Manage My Accounts"](#)
- debit card (some conditions apply)
- meter (some conditions apply). See [Section 4.3 "Postage meter"](#).

4.2 Credit card

VISA, MasterCard and American Express credit cards may be available as a method of payment option:

- when the Canada Post Electronic Shipping Tools (EST) is used and the customer chooses credit card. The credit card will be charged at the time of mailing
- as set out in the *Canada Postal Guide* or other material published by Canada Post and of general application to Canada Post's customers, as amended from time to time.

NOTE 1: Some conditions and restrictions apply.

- 2: With the exception of customers enrolled for pre-authorized credit card payment, credit cards are not accepted in payment of invoices or for settlement of Account balances.
- 3: Credit cards are accepted at Canada Post facilities only where credit card authorization facilities are available.

4.3 Postage meter

Payment by postage meter impression is an available method of payment only for the following:

- ▶ Personalized Mail (Standard Machineable 50 g and Standard Special Handling up to 100 g - excluding Dimensional Personalized Mail)
- ▶ Standard Lettermail
- ▶ Other Lettermail (Non-Standard and Oversize)
- ▶ Incentive Lettermail (Standard up to 50 g and Oversize up to 100 g).
- ▶ U.S.A. Standard Letter-post
- ▶ U.S.A. Other Letter-post (Non-Standard and Oversize)
- ▶ International Standard Letter-post
- ▶ International Other Letter-post (Non-Standard and Oversize).

NOTE 1: Payment by postage meter impression on the item cannot be used to pay for Publications Mail, International Incentive Letter-post or Neighbourhood Mail items.

- 2: The Return to Sender service options are not available if postage meter payment is used.

The customer may elect "METER" as a method of payment for qualifying items by placing a postage meter impression on each item to sufficiently cover the cost of mailing.

Personalized Mail Items need only the month and the year (the day can be omitted from the date stamp) shown as six numeric characters in the format YYYY.MM. The name of the service must appear to the left of the postage meter impression in English and French.

Incentive Lettermail The name of the service must appear to the left of the postage meter impression in English and French.

NOTE: For more information on postage meter impressions, visit Paying For Your Mailing, [Section 2.2 "Postage Meter Impression"](#) of the *Canada Postal Guide*. See [Section 5 "Proof of Payment and Use of Postal Indicia"](#) for additional information.

5 PROOF OF PAYMENT AND USE OF POSTAL INDICIA

Personalized Mail, Incentive Lettermail and Business Reply Mail items must bear the appropriate postal indicia on the addressed side of each item for all methods of payment options, unless the items are being paid using a postage meter impression. Payment by postage meter refers to payment by placing a postage meter impression on each item of mail qualifying for meter payment (see [Section 4.3 "Postage meter"](#)).

For Publications Mail, the use of a postal indicia or the applicable "Basic Identifying Information" is required as a proof of payment.

A postal indicia cannot be used for Neighbourhood Mail items (refer to the Neighbourhood Mail, Service Overview Module [Section 1.1.3.1 "No postal indicia"](#)).

NOTE 1: Postal Indicia requirements and artwork can be obtained through a Canada Post Representative or electronically at canadapost.ca/indicia.

- 2: Business Reply Mail artwork can be obtained at canadapost.ca/obc through the Business Reply Mail Artwork Online tool, which includes the postal indicia.

6 AUTHORIZED USERS

The customer may wish to allow another party to use their Agreement or customer number. Please refer to the *Agreement Activation Form* and to [Section 1 "Definitions"](#) and [Section 9 "Authorized Users \(excludes Business Reply Mail™ service\)"](#) in the General Terms and Conditions. A Canada Post Representative can explain under what conditions this is possible and who may be considered as an Authorized User.

NOTE: For the Business Reply Mail (BRM) service: authorized users are not permitted.

GENERAL TERMS AND CONDITIONS WITH A STANDING OFFER AGREEMENT

Canada Post is in the business of providing mail and other related delivery products and services. The parties wish to set out the terms by which Canada Post will provide and the Customer will use such products and services. In consideration of the mutual obligations specified in this Agreement, the parties agree to the following:

1 DEFINITIONS

1.1

"Affiliate" means an affiliated body corporate as defined by the *Canada Business Corporations Act* as amended from time to time.

1.2

"Agreement" has the meaning set out in [section 13](#).

1.3

"Agreement Year" means 12 consecutive calendar months falling between two anniversary dates.

1.4

"Applicable Published Prices" means, with respect to each Product and Service, the applicable prices, including any applicable fees, charges or surcharges, and less any applicable rebates, set by Canada Post and in effect at the time of mailing, as published and/or made available by Canada Post for general application to its Customers, as amended from time to time.

1.5

"Authorized User" means a party designated by the Customer and who is approved by Canada Post to have access to the Products and Services offered under this Agreement. Unless otherwise specified in this Agreement, an Authorized User has full access to the Products and Services offered under this Agreement.

1.6

"Business Day" means a day other than Saturday, Sunday, a statutory holiday and any day normally observed as a holiday by Canada Post.

1.7

"Customer-Developed/Third-Party Shipping system" means the suite approved by Canada Post, which allows for automated preparation of shipping documentation, including labels, and contains other features to facilitate shipping with Canada Post, and which is further described at canadapost.ca/eLink.

1.8

"Customer Guide" means the document of the same name issued by Canada Post for each of the Products and Services, as amended from time to time.

1.9

"Electronic Goods" means electronic devices or their mechanisms, memory and all ancillary or related data storage devices, including but not limited to computers, televisions, tablets, cellular phones, audio equipment, media recording devices, cameras, camcorders, GPS and car audio equipment.

1.10

"Electronic Shipping Tools (EST)" means the software system made available under license by Canada Post or a third party shipping system approved by Canada Post, which allows for automated preparation of shipping documentation including labels, and contains other features to facilitate shipping with Canada Post, and which is further described at canadapost.ca/est.

1.11

"Fragile Items" means items of an inherently fragile nature such as, but not limited to, glass, framed glass, mirrors, crystal, ceramics, pottery, porcelain and china, perishable items or items requiring refrigeration or temperature-controlled transport.

1.12

"Item" means a single item or mail piece prepared and mailed using one of the Products and Services in accordance with this Agreement.

1.13

"Products and Services" means any of the Products and Services, with the exception of Priority™ Worldwide service, offered for sale as described in the *Canada Postal Guide* or other Canada Post publication of application to commercial Customers generally, including the applicable *Customer Guide*.

1.14

"Subsidiary" means a subsidiary body corporate as defined by the *Canada Business Corporations Act* as amended from time to time.

1.15

"Term" means the period set out in the *Customer Guide* for each Product or Service.

1.16

Other terms not specifically defined in this Agreement have the meanings defined in the applicable *Customer Guide*, the *Canada Postal Guide* or other Canada Post publication of application to customers generally.

2 CANADA POST'S OBLIGATIONS

2.1

Canada Post agrees to deliver Items of each Product and Service mailed under this Agreement according to the applicable delivery standards set out in the *Customer Guide* or canadapost.ca/deliverystandards and of general application to Canada Post's Customers, as amended from time to time. Unless expressly stated in this Agreement, delivery standards established by Canada Post for its Products and Services are not performance guarantees.

2.2

Canada Post agrees to provide or make available to the Customer upon execution of this Agreement, the *Canada Postal Guide* or other material published by Canada Post, including the *Customer Guide* corresponding to a particular Product or Service of general application to Customers, and any subsequent amendment thereto.

3 CUSTOMER'S OBLIGATIONS

3.1

The Customer agrees to prepare and mail Items in accordance with this Agreement.

3.2

The Customer agrees to purchase and pay for the Products and Services at the Applicable Published Prices specified in the *Price Sheet*, subject to any applicable rebates plus all applicable fees, charges, surcharges and taxes. The Applicable Published Prices charged are subject to verification, correction and adjustment for any applicable fees, charges, surcharges and taxes.

3.3

The Customer agrees to pay for the Products and Services purchased using the payment method(s) specified in the applicable *Customer Guide*.

3.4

If so specified in the Agreement, the Customer agrees to meet the minimum volume of Items required per deposit or per annual commitment for each Product and Service.

3.5

If so specified in the Agreement for a Product or Service, the Customer shall include an electronic order, in such form as approved or stipulated by Canada Post, with each mailing.

3.6

Use of Marks and Indemnification Obligation

Except as specifically provided for in this Agreement, no party shall use any trademarks, trade names, official marks and any other rights of another party ("the Marks") without the prior written authorization of such other party. Nothing contained in this Agreement is intended as an assignment or grant of any right, title or interest in or to the Marks. The Customer warrants that it is the owner or licensed user of the Marks, and has the authority to and does grant Canada Post and its Designated Representative the right to use such Marks as required to perform under this Agreement. Any use by the Customer of Canada Post's intellectual property or third-party intellectual property used under licence by Canada Post, including, but not limited to usage of any Canada Post logos or trade names must be approved in writing in advance by Canada Post.

The Customer shall indemnify Canada Post from any and all claims, demands, loss or damage suffered by Canada Post and its Designated Representative as a result of, or in any way connected with the artwork (including Marks) provided by or on behalf of the Customer.

3.7

Customized Postal Indicia

Use of Images

The image submitted must be suitable for family audiences.

The image cannot contain any trademarks, trade names, official marks and any other rights of another party ("the Marks") without the prior written authorization of such other party. The Customer warrants that it is the owner or licensed user of the Marks, and has the authority to and does grant Canada Post and its agents the right to use such Mark's as required in performing its obligations.

The Customer shall indemnify Canada Post from any and all claims, demands, loss or damage suffered by Canada Post and its agents as a result of, or in any way connected with the artwork (including Marks) provided by or on behalf of the Customer.

In the event that an image depicts one or more individuals is submitted, the customer represents and warrants that it has the permission of the individual(s) depicted to use the image. In the case of an image of a celebrity or an image that appears to have been taken without the knowledge of the individual being depicted, the customer may be asked to provide written proof of permission (by way of email or mail) to use the image.

Canada Post reserves the right to refuse any proposed Customized Postal Indicia design that it, at its sole discretion, deems unsuitable for any reason.

Items with Customized Postal Indicia are not considered postage paid and must be inducted with an *Order (Statement of Mailing)* at a Canada Post facility.

Customized Postal Indicia products designs are subject to change without notice.

4 EXCLUSIVE PRIVILEGE

4.1

The Customer acknowledges that Canada Post has, pursuant to and in accordance with the *Canada Post Corporation Act and Regulations*, the sole and exclusive privilege of collecting, transmitting and delivering letters within Canada. Without prejudicing any other rights or remedies Canada Post may otherwise have, the Customer agrees that Canada Post may terminate the Agreement if the Customer, or any Authorized User of the Customer, directly or indirectly contravenes this privilege. If the Agreement is terminated for contravention of this privilege, then, in addition to any amounts otherwise due, the Customer shall pay to Canada Post an amount equal to the difference between the amount paid or payable for all Items mailed up to the date of termination and the amount that would have been payable for that volume, at current undiscounted prices, that would have been payable, but for this Agreement.

5 CRITERIA FOR QUALIFICATION

5.1

The Customer is responsible for ensuring that all Items comply with the requirements set out in this Agreement and, except for Priority™ Worldwide services, the *Canada Post Corporation Act and Regulations*; and, for international Items, the Universal Postal Union (UPU) requirements and any receiving postal administration or designated operator requirements and the laws of the country of destination, all as may be amended from time to time. Items not complying with these requirements may not be mailed under this Agreement. Canada Post retains the right to refuse to accept any Item that it, in its sole discretion, deems unacceptable.

5.2

Mailings not previously approved by Canada Post and assessed by the Customer, or on behalf of the Customer, are subject to pricing verification and correction by Canada Post.

5.3

Items presented for mailing to Canada Post may be verified to determine compliance with applicable Terms and Conditions. Items determined not to be compliant may, at the discretion of Canada Post, be:

- a) returned at the Customer's expense, to be made compliant by the Customer, where possible;
- b) processed and charged at the next or most appropriate Product or Service category, where available;
- c) subject to a surcharge;
- d) refused for mailing; or
- e) deemed undeliverable; undeliverable items will be disposed of in accordance with the Canada Post Corporation Act and Regulations.

5.4

Canada Post may correct the Customer's order documentation if it contains incomplete or incorrect information.

5.5

Canada Post shall not be responsible for meeting any delivery standards, where applicable, for delays arising from the mailing of non-compliant Items.

6 SURCHARGES

6.1

Items mailed under this Agreement may be subject to one or more of the following surcharges:

- Surcharges for non-compliance with mail specification or preparation requirements;
- Fuel surcharge;
- Mailing tube surcharge;
- Oversize (OS) surcharge;
- Unpackaged surcharge;
- Non-transmitted Order surcharge;
- Non-manifested Item surcharge.

Details regarding such surcharges are set out in the applicable *Customer Guide*. Canada Post may amend the surcharges at any time immediately upon Notice to the Customer.

6.2 Receiving Postal Administration or Designated Surcharge

The Customer agrees to reimburse Canada Post for any incremental terminal dues costs such as, but not limited to, bulk mail and remail charges that are applied by the receiving postal administration or designated operator, as specified in the Universal Postal Union Convention.

7 CURRENCY

7.1

Unless expressly noted to the contrary, all monetary amounts are stated and shall be paid in Canadian currency.

8 AUDITS

8.1

On request, the Customer shall permit Canada Post and its authorized representatives access to its premises and, if applicable, those of Authorized Users and the Mailer, On Behalf Of the Customer, during the Term, and for a reasonable period of time after the expiry or earlier termination of this Agreement. The Customer agrees to facilitate Canada Post's access, examination and audit of the records, databases and information relating to the Items mailed under this Agreement and the Customer's obligations, including, if applicable, those of Authorized Users and the Mailer, On Behalf Of the Customer, under this Agreement.

9 AUTHORIZED USERS (EXCLUDES BUSINESS REPLY MAIL™ SERVICE)

All references to the Customer include the Customer's Authorized Users and any actions taken by an Authorized User are deemed to be the actions of the Customer. The designation of Authorized User is subject to the approval of Canada Post. The List of Authorized Users is set out in an appendix to this Agreement.

The Customer may amend the List of Authorized Users upon consent of Canada Post.

An Authorized User who ceases to be an Affiliate, Subsidiary or a franchisee of the Customer will no longer be entitled to mail Items under this Agreement as of the date upon which it ceases to be an Affiliate, Subsidiary or franchisee of the Customer. In the event that an Authorized User ceases to be an Affiliate, Subsidiary or a franchisee of the Customer, the Customer shall give Notice to Canada Post within 30 calendar days of such change in relationship.

The Customer is responsible for the compliance by each Authorized User with this Agreement. In the event that an Authorized User fails to pay for Products or Services provided under this Agreement, the Customer shall pay the amount owing.

10 MAILERS, ON BEHALF OF

10.1

Canada Post will accept Items mailed by another party on behalf of the Customer, provided that the mailing of such Items complies with the Terms and Conditions of this Agreement. The Customer shall require a Mailer, On Behalf Of, to abide by the Agreement. The actions taken by the Mailer, On Behalf Of, are deemed to be the actions of the Customer.

11 RESALE OR INTERLINING

11.1

The Customer agrees that any Products and Services purchased under this Agreement are for the Customer's own use as an end user or for the use of an Authorized User. Unless otherwise expressly permitted by Canada Post, the Customer will not sell or permit the resale of any services or supplies received from Canada Post, nor use the Products and Services offered under this Agreement for the purposes of interlining. Interlining is the process in which a carrier uses another carrier's transportation service in the course of a continuous freight movement.

12 ASSIGNMENT

12.1

The Customer shall not assign this Agreement without the prior written consent of Canada Post and any purported assignment without prior consent is void. Canada Post may assign the benefits of this Agreement or make any arrangements that would result in the performance, in whole or in part, of the obligations of Canada Post under this Agreement by a person other than Canada Post.

12.2

If the Customer amalgamates, merges or enters into a similar business combination with any other entity, including without limitation by means of

- a) acquisition of all or substantially all of the assets of another entity; or
- b) the sale of all or substantially all of the assets to another party, then, for the purpose of this Agreement, such amalgamation, merger or combination will be deemed to be an assignment requiring the prior written consent of Canada Post.

13 ENTIRE AGREEMENT AND ALTERATIONS

13.1

All references to this Agreement shall be deemed to include:

- a) The *Agreement Activation Form(s)*;
- b) These General Terms and Conditions;
- c) The applicable *Customer Guide(s)*;
- d) The applicable *Price Sheet(s)*;
- e) The *Credit Application Form*, if applicable;
- f) The *Canada Postal Guide*;
- g) Any appendices and any documents referenced therein;

all as may be amended from time to time.

13.2

Without limiting the generality of the above, in the event of any inconsistency between this Agreement, and any document other than the *Canada Post Corporation Act* or its *Regulations*, the terms of this Agreement shall prevail and be interpreted in the order of priority listed above.

13.3

No representations, warranties, negotiations or conditions, either verbal or written, will bind the parties except as expressly set out in this Agreement. Except as set out in the section on "Waiver" below, no agent or representative of either party to this Agreement has authority to alter the provisions of this Agreement, and any such purported alteration shall not be binding.

14 WAIVER

14.1

Except as specifically stated in this Agreement, no waiver or amendment of this Agreement shall be binding unless executed in writing by the appropriate party's authorized representative. No waiver of any provision of this Agreement shall constitute a continuing waiver unless otherwise expressly provided. Acceptance of Items for mailing shall not constitute a waiver by Canada Post of the Customer's obligations under this Agreement.

15 AMENDMENTS

15.1

Canada Post reserves the right to modify, discontinue Products or Services, or otherwise amend this Agreement, including prices, by giving the Customer 30 calendar days' written Notice as specified in this Agreement.

15.2

Canada Post reserves the right to amend the *Canada Postal Guide* without Notice to the Customer.

16 SURVIVAL

16.1

The termination or expiry of this Agreement will not affect the survival and enforceability of any provision of this Agreement that is expressly or implicitly intended to remain in force after such termination or expiry.

17 SEVERABILITY

17.1

If any part of the Agreement is unenforceable or invalid for any reason whatsoever, such part shall be severable from the remainder of the Agreement and its unenforceability or invalidity shall not affect the enforceability or validity of the remaining parts of the Agreement.

18 GOVERNING LAW

18.1

This Agreement is made subject to and in accordance with the *Canada Post Corporation Act* (the "Act"), R.S.C. 1985, c. C-10, as amended from time to time, and any of the *Regulations*, which are or may be from time to time made under the Act.

18.2

If the Customer's address is not in a Canadian province or territory, this Agreement shall be governed by, and interpreted under, the laws in force in the province of Ontario, Canada. The forum for any legal proceedings shall be the province of Ontario, Canada.

19 EXCUSABLE DELAY

19.1

Except for the Customer's payment obligations, neither party shall be liable to the other for any failure to perform, or delay in the performance of, any obligation under the Agreement due to causes beyond its reasonable control, including, but not limited to, acts of God, epidemics, labour disruptions, failures or fluctuations in electrical power, heat, light, air conditioning or telecommunications equipment or lines, or other equipment if applicable, delays caused by customs authorities, provided that the party experiencing such circumstances immediately notifies the other party in writing of the circumstances and minimizes, to the extent reasonably practicable, the impact of such circumstances on the performance of the obligations under the Agreement.

20 LIMITATION OF LIABILITY

20.1

Canada Post reserves the right to independently review and verify any and all claims made by the Customer arising from missed delivery and/or service commitments.

20.2

Except as specified in the *Customer Guide* for the Product or Service, Canada Post shall not be responsible for any direct, indirect, general, special or consequential damages arising out of the Agreement regardless of whether such damages result from loss, mishandling or delay in delivery of any Item.

21 TERMINATION

21.1

Either party may terminate this Agreement at any time, without cause, by giving 30 calendar days' written Notice to the other.

21.2

Either party may immediately terminate this Agreement upon written Notice to the other party if at any time during the Term:

- a) either party ceases to carry on business or makes a sale in bulk of all or substantially all of its assets; or

- b) either party becomes insolvent or bankrupt, or files any proposal or makes any assignment for the benefit of creditors; or
- c) a receiver, trustee or other person with like powers is appointed to handle the affairs or property of either party; or
- d) an order is made for the winding up or liquidation of either party; or
- e) either party continues to be in default of any of its obligations after being provided 30 calendar days' Notice of the default.

21.3

Should the Customer fail to purchase Products and Services under this Agreement for a period of more than 12 consecutive months, Canada Post may terminate the Agreement or amend the List of Authorized Users without notice.

21.4

Termination of this Agreement shall be without prejudice to any rights of the Customer or Canada Post that have accrued prior to the date of termination.

21.5

Neither party shall have a right to damages as a result of termination of this Agreement.

22 NOTICES

22.1

Any Notice given by either party shall be in writing and delivered personally, by Registered Mail, by Priority™ or by Xpresspost™. Alternatively, Notices regarding Amendments to this Agreement by Canada Post may be sent to the Customer via email or by Canada Post posting such changes on Canada Post's website (canadapost.ca/notice), including in particular canadapost.ca/customerguides, which will be deemed received upon posting.

Notices to Canada Post shall be sent to:

AGREEMENT MONITORING
CANADA POST CORPORATION
2701 RIVERSIDE DR SUITE B0230
OTTAWA ON K1A 0B1

Notices to the Customer shall be sent to the Customer's general contact at the mailing or email address set out in the *Agreement Activation Form*.

22.2

Notices delivered personally shall be deemed received at the time of delivery, Notices sent by Registered Mail shall be deemed received on the fourth Business Day following the date of mailing, and Notices sent by Priority™ or Xpresspost™ shall be deemed received on the second Business Day following the date of mailing. Weekend and statutory holiday mailings will count as originating on the following Business Day.

22.3

Either party may change its address by giving Notice to the other party.

22.4

The Customer agrees that Canada Post may update the Customer's address information obtained from any source, including any *Mail Forwarding* request form submitted to Canada Post, for the purpose of contacting the Customer with respect to this Agreement.

23 CONFIDENTIALITY

23.1

Except as may be required by law or for those Terms and Conditions that have been made publicly available by Canada Post, neither party nor their employees (including directors and officers) or agents shall disclose to any third party, with the exception of Authorized Users, prices or any other Terms or Conditions contained in this Agreement.

23.2

Canada Post has policies and procedures in place to protect the confidential information that it handles. Canada Post is subject to the federal *Privacy Act* and the *Canada Post Corporation Act*. Any third parties who are involved in handling confidential information on behalf of Canada Post are required to agree to appropriate contractual provisions.

24 LANGUAGE

24.1

It is the express wish of the parties that this Agreement, as well as all related documents, be written in the English language. *Les parties ont demandé expressément que la présente ainsi que tout document afférent soient rédigés en anglais.*

25 OWNERSHIP OF MAIL (EXCLUDES BUSINESS REPLY MAIL™ SERVICE)

The Customer agrees that Items mailed under this Agreement will be mailed only on the Customer's or its Authorized User's behalf, and that Items will not include commingled mail, being consolidated mail of a type or from sources other than those approved by Canada Post.