

Preparing



Machineable Mail

IMPORTANT UPDATES

DESCRIPTION OF CHANGE		LOCATION
Revision v1.1	Posted on March 22, 2017	Effective on March 22, 2017
Clarified that Brick-piled Mail is available for Oversize Incentive Lettermail annual/financial reports only.		Section 1 "Mail Preparation Option for Machineable Mail"
Amendment v1.0	Posted on November 18, 2016	Effective on January 16, 2017
Updated the requirements for placing mail items into containers.		Section 3.1 "Placing mail items in containers"
Removed the requirement to include the destination plant where the mailing will be deposited on containers and shipping labels.		Throughout document

Changes and enhancements introduced in 2016:

DESCRIPTION OF CHANGE		LOCATION
Revision v1.3	Posted on May 30, 2016	Effective on May 30, 2016
Removed the terra cotta colour requirement on the container labels/tags for Time-committed "J" Publications Mail.		Section 3.2 "Labelling containers"
Revision v1.2	Posted on April 1, 2016	Effective on April 1, 2016
Updated the Letterflatainer (LFT) height dimension.		Section 2.1.1 "Acceptable containers"
Revision v1.1	Posted on February 12, 2016	Effective on February 12, 2016
Updated "Preserving Integrity of Mail Preparation".		Section 3.1 "Placing mail items in containers"
Removed "for local" and "for forward" when Brick-piling Machineable Mail.		Section 3.3.1 "Filling shipping units" Section 3.3.3 "Preparing pallets or monotainers for Brick-piling"

When there is an amendment or a revision to the document, 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.

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PREPARING

The “Preparing” module provides detailed information you will need when preparing 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

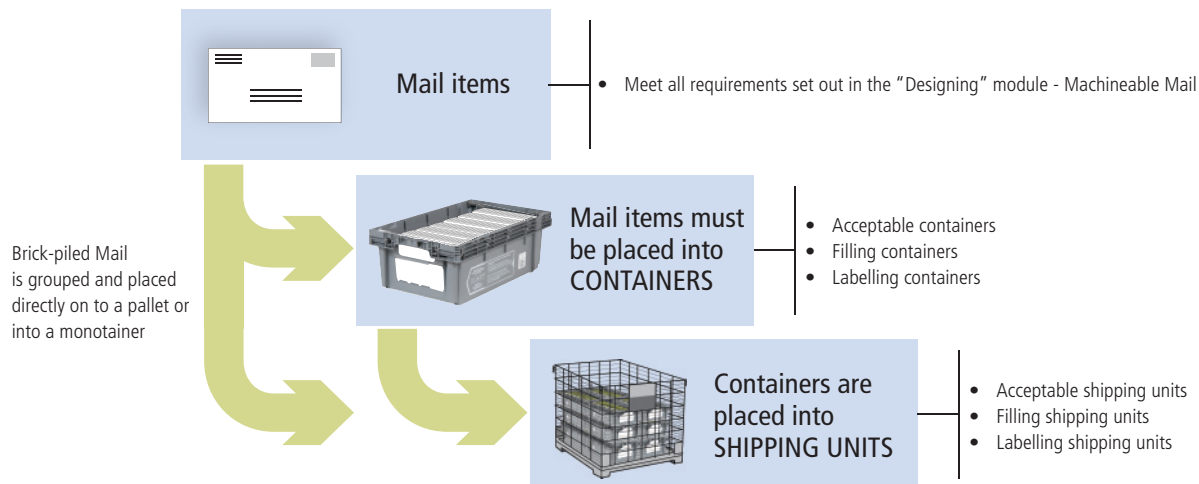
Machineable Mail is a mail preparation option for Standard and Oversize mailings.

Mail Preparation is the process of facing and containerizing mail items and labelling containers. 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 (Statement of Mailing)*:
 - 500 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 into containers suitable for handling through Canada Post's processes. These containers are then placed into shipping units (pallets or monotainers) suitable for handling through our transportation network.

NOTE: 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 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 telephone 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 Canada Post equipment is dependent on conditions and availability. In instances where Canada Post equipment is not available, Canada Post pre-approved customer-supplied containers (e.g.: cardboard boxes) and/or pallets must be used.


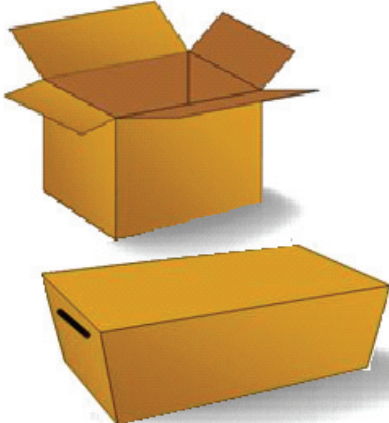
LIST OF REGIONAL EQUIPMENT COORDINATORS			
Atlantic	Nova Scotia/ PEI: Halifax Tel: 902-494-4001 EXT 44707 New Brunswick: Moncton Tel: 506-381-5347 Saint John Tel: 506-653-5270 St. John's NL: wayne.power@canadapost.ca sharilee.way@canadapost.ca	Québec	Montréal: Tel: 514-345-7369 Fax: 514-345-7388
Huron 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

NOTE: Canada Post's equipment may only be used when using Canada Post's 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 accepted.

2.1.1 ACCEPTABLE CONTAINERS

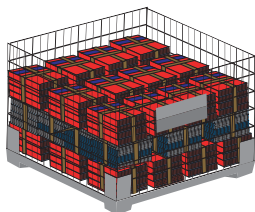
Container dimensions are the measurements inside the container. Imperial equivalents are provided for convenience only.


ACCEPTABLE CANADA POST-SUPPLIED CONTAINERS	SIZE AND WEIGHT				
	CONTAINER WEIGHT (WITHOUT LID)	LENGTH	WIDTH	HEIGHT	MAX. WEIGHT (INCLUDING MAIL, CONTAINER AND LID)
Letterflatainer (LFT): For Standard items.  Letterflatainers (LFTs) are designed in such a way that lids are not required.	0.995 kg (2.2 lb.)	394 mm (15.6 in.)	244 mm (9.6 in.)	156 mm (6.1 in.) [with lid]	22.7 kg (50 lb.)

ACCEPTABLE CANADA POST-SUPPLIED CONTAINERS	SIZE AND WEIGHT				
	CONTAINER WEIGHT (WITHOUT LID)	LENGTH	WIDTH	HEIGHT	MAX. WEIGHT (INCLUDING MAIL, CONTAINER AND LID)
<p>Flats tub: 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>	1.7 kg (3.7 lb.)	405 mm (15.9 in.)	240 mm (9.4 in.)	303 mm (11.9 in.)	22.7 kg (50 lb.)
ACCEPTABLE CUSTOMER-SUPPLIED CONTAINERS					
<p>Cardboard Boxes: For Standard and Oversize items.</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 above. 				

2.1.2 ACCEPTABLE SHIPPING UNITS

Imperial equivalents are provided for convenience only.

ACCEPTABLE SHIPPING UNITS	SIZE AND WEIGHT				
	WEIGHT	LENGTH	WIDTH	MAX. HEIGHT AND WEIGHT (INCLUDING MAIL AND SHIPPING UNIT)	
<p>Monotainer</p> 	97 kg (213.8 lb.)	1.322 m (52 in.)	1.067 m (42 in.)	Height:	1.115 m (43.8 in.)
				Weight:	900 kg (1,984.2 lb.)

ACCEPTABLE SHIPPING UNITS	SIZE AND WEIGHT			
	WEIGHT	LENGTH	WIDTH	MAX. HEIGHT AND WEIGHT (INCLUDING MAIL AND SHIPPING UNIT)
 <p>Pallet (plastic and wood)</p>	9 kg (19.8 lb.) Is the weight of a plastic pallet supplied by Canada Post. The minimum ordering quantity for plastic pallets is 40 units.	1.22 m (48 in.)	1.02 m (40 in.)	Height: 1.5 m (59 in.) Weight: 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 their 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 side

Openings for forks must be:

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

Critical dimensions of mail handling equipment:

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

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

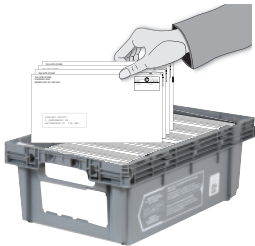
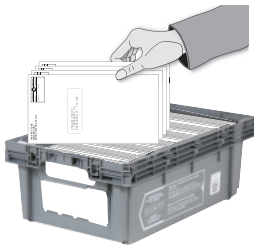
The mail preparation process requires:

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

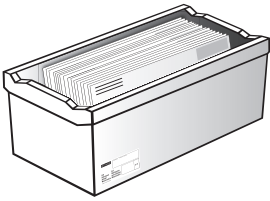
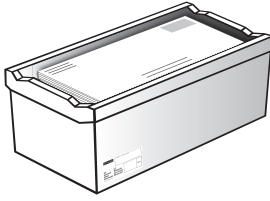
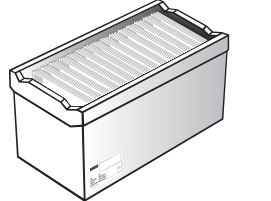
3.1 Placing mail items in containers

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>

3. 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.

NOTE: Ensure the items do not stick together as they may be damaged during processing or jam and/or damage the equipment.


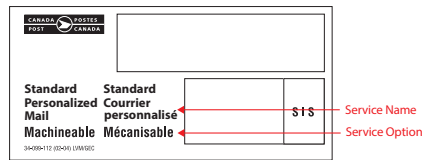
4. Only the last container may be less than full. To maintain the integrity of the mail in the last container, we recommend using packing material to protect mail items from shifting in the container.

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 or Brick-piled mail items 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	OPTIONAL 2D BARCODED LABEL (SERP GENERATED)
<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>Labelling the container with a 2D barcoded label is optional.</p>
	<p>Example of Label (not SERP generated)</p> 

PLACEMENT OF LABEL ON A CONTAINER

If you are using Canada Post-supplied containers, insert container labels into the label holder prior to depositing your mailing.



NOTE: 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.

3.3 Placing containers or Brick-piled mail items 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.

Brick-piled Mail 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.

BRICK-PILED MAIL ITEMS	
CATEGORY	SPECIFICATIONS
Machineable Oversize Incentive Lettermail	<ul style="list-style-type: none"> applicable only to annual/financial reports

3.3.1 FILLING SHIPPING UNITS

TYPE OF SHIPPING UNIT	FILLING SHIPPING UNITS REQUIREMENTS		
	DESTINATION	MINIMUM	MAXIMUM
Pallet	Any (when using containers) Brick-piled Mail	<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) Height: 1.5 m Weight: 900 kg (Canada Post pallet weighs 9 kg)
Monotainer	Mail destined within and outside the province of deposit	<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 Brick-piled mail - Height: 1.115 m; Weight: 900 kg

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.

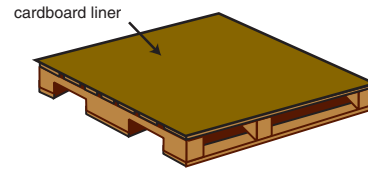
NOTE: If using plastic pallets, it is recommended to apply four cross straps encompassing both the pallet bottom and the containers. Metal strapping is not permitted.



3.3.3 PREPARING 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.

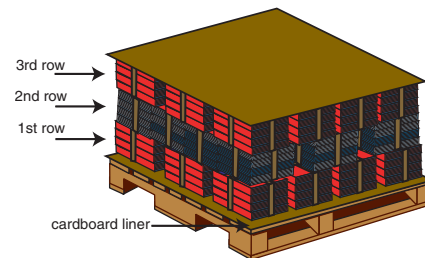


BUILDING ROWS ON PALLETS OR IN MONOTAINERS

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:

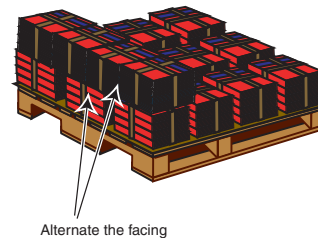
Pallets with loads that exceed 500 mm in height must have a cardboard liner at the halfway mark to prevent load separation during transport. If a load is only 500 mm, it should be stable enough that a halfway liner is not necessary. When a cardboard liner is used, face the bundles above and below the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

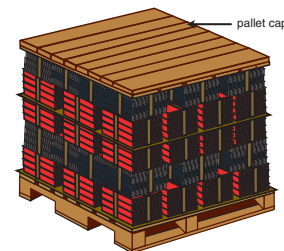
To ensure a stable load for mail with spines, a cardboard liner is required for each new row, whether pallets or monotainers are being used. Alternate the facing of spines for each row; that is, turn the books 180 degrees instead of 90 degrees as with other types of mail. Keep adding rows until they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

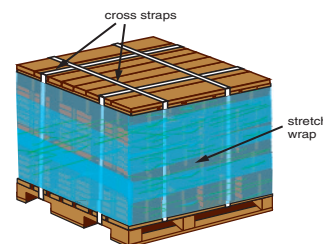
NOTE: The design of monotainers makes it unnecessary to further secure the contents if the bundles have been brick-piled properly.



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. We recommend that the *Order (Statement of Mailing)* number be written on the label.

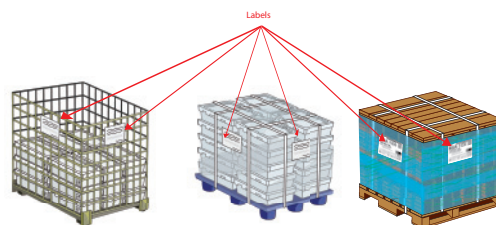
LABELS SPECIFICATIONS

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 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) 	

TWO SIDES OF THE PALLET OR MONOTAINER MUST BE LABELLED



NOTE: 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

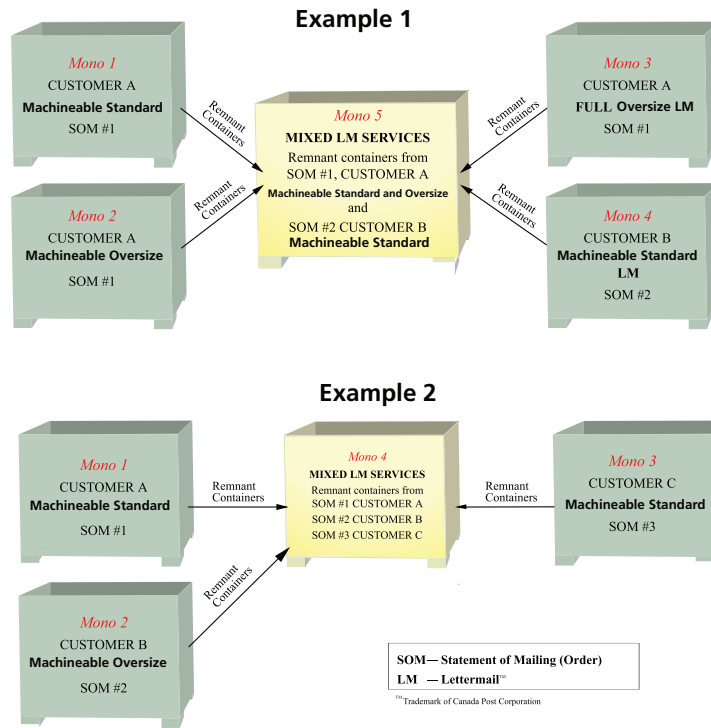
3.3.5.1 *Mixing Lettermail services*

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 (Statement of Mailing) number(s) of the mail contained therein must be indicated on each container label and/or the Orders (Statements of Mailing) and the associated container labels are to be colour-coded for identification purposes. The colour identifier must be clearly visible from a distance of 1.5 m and a colour other than green or red.

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
<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>
	