Preparing

Special Handling Mail

IMPORTANT UPDATES

DESCRIPTION OF CHANGE		LOCATION
Amendment v1.0	**Posted on November 18, 2016**	**Effective on January 16, 2017**
No updates.		

Changes and enhancements introduced in 2016:

DESCRIPTION OF CHANGE		LOCATION
Revision v1.1	**Posted on April 1, 2016**	**Effective on April 1, 2016**
Updated the Letterflatainer (LFT) height dimension.		Section 2.2.1 "Acceptable containers"

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 that you will need when preparing your Special Handling mail items prior to depositing 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 outlined in your Customer Agreement.

NOTE 1: The figures in these sections are used for illustration only.

2: 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 to 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.

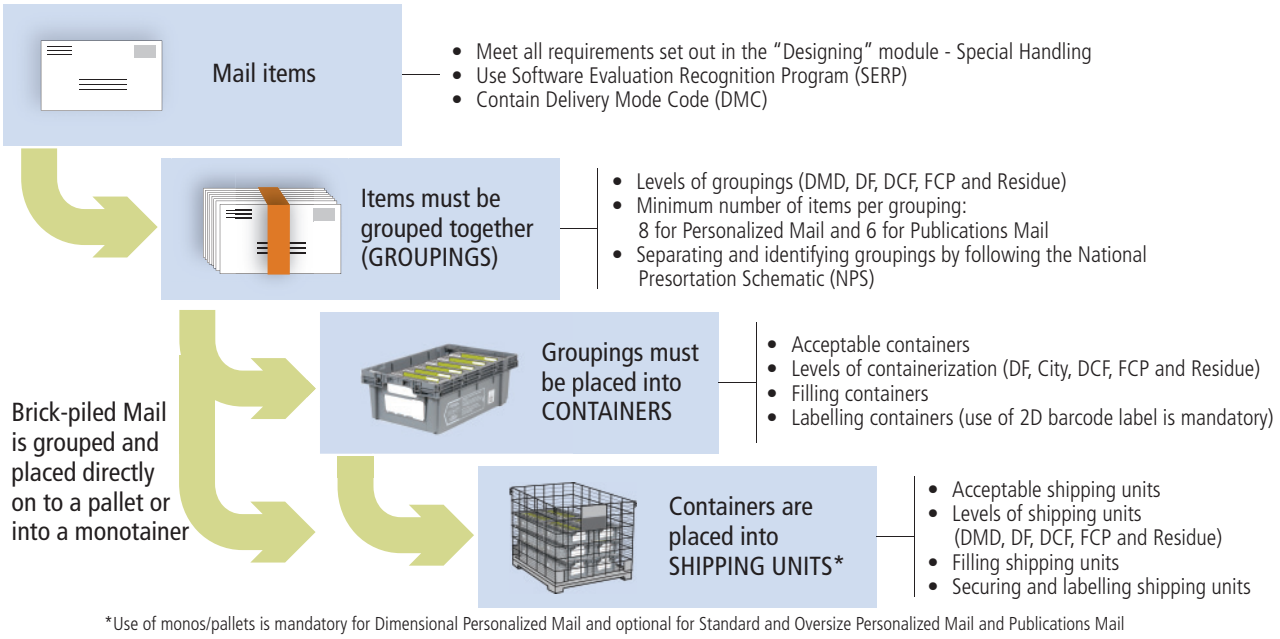
Mail Presortation is the process of sorting and grouping mail items bound for a common destination. Mail presortation is based on the National Presortation Schematic (NPS) and is performed using presortation software recognized by Canada Post [Software Evaluation Recognition Program (SERP)].

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 in them 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 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 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
• 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 deposit is mandatory.
• 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

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 approved software vendors by Canada Post, please visit canadapost.ca/presortationsoftware.

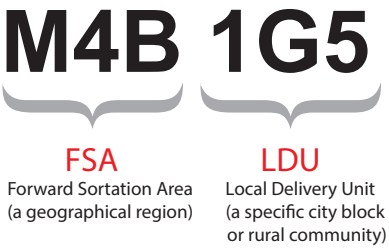
The software does the following:

- 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.

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

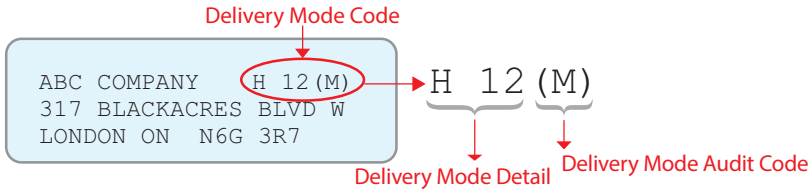


For more detailed information, please visit Section 5 of Addressing Guidelines in the *Canada Postal Guide*.

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 was used to prepare a mailing.

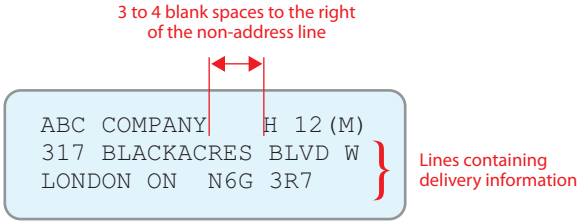
The DMC must be printed and placed in the address block of every item.

2.1.2.1 Delivery Mode Code Placement

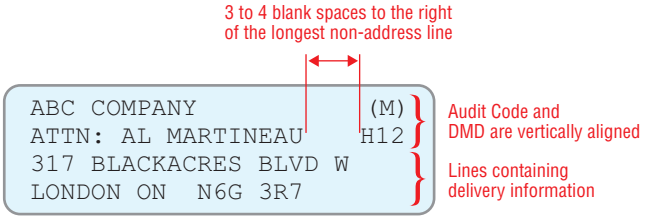
The DMC may appear on any non-address line in or above the address block, that is, on any line that does not contain delivery information. When placed on the same line as street addresses, city or province names, or Postal Codes a 10 mm space between the delivery address information line and the DMC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

DMC PLACEMENT ON ADDRESSES...

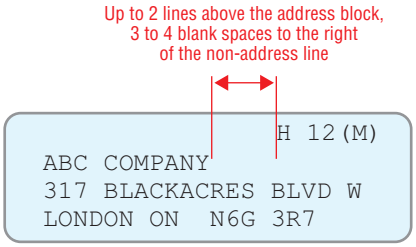
WITH THREE OR MORE LINES



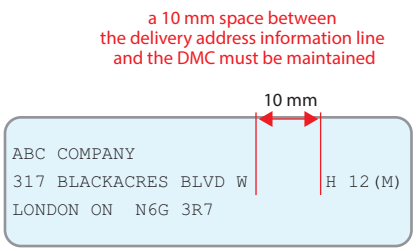
WITH FOUR OR MORE LINES



ABOVE THE ADDRESS BLOCK



ON THE SAME LINE



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

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

Canada Post updates the NPS monthly to reflect the changing inventory of Canadian addresses. These monthly updates also appear in presortation software recognized by Canada Post. In order to receive optimal service and avoid surcharges, you must ensure that you are using the most current version of both the Delivery Mode Data and the recognized presortation software. For more detailed information, please visit canadapost.ca/nps.

2.2 Containerization

Containerization is the process of packaging the mail for shipment. Mail item groupings are placed into containers suitable for handling through Canada Post's processes. These containers are then labelled and 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 3.3.4 "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 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.

2.2.1 Acceptable containers

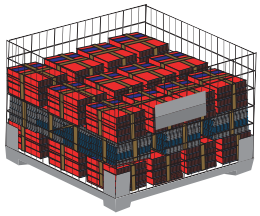
Container dimensions are the measurements inside the container. Imperial equivalents are provided for convenience only.

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.)
Flats tub: For Oversize and Dimensional items  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.	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					
Cardboard Box: For Standard, Oversize and Dimensional items 	Customer-supplied cardboard containers must: • meet the requirements outlined in this guide • be completely sealed and be sturdy to withstand handling during processing • meet the dimensions outlined above.				

2.2.2 Acceptable shipping units

The use of pallets or monotainers is:	
Mandatory	**Optional**
• Dimensional items • Brick-piled items	• Containerized Standard and Oversize items

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)	
Monotainer 	97 kg (213.8 lb.)	1.322 m (52 in.)	1.067 m (42 in.)	Height: Weight:	1.115 m (43.8 in.) 900 kg (1,984.2 lb.)
Pallet (plastic and wood) 	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: Weight:	1.5 m (59 in.) 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 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 into 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 into 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 (a DMD grouping).
NPS Level 1 - Delivery Facility (DF)	Group all items delivered from the same postal station or letter carrier depot (a DF grouping).
NPS Level 3 - Distribution Centre Facility (DCF)	Group all items delivered in the same area, such as a city and surrounding area (a DCF grouping).
NPS Level 4 - Forward Consolidation Point (FCP)	Group all items delivered in the same province (an FCP grouping).
Residue	Place all remaining items into a Residue grouping.

NOTE: Oversize Publications Mail items that are larger than 28.9 cm x 40.5 cm (11.4 in. x 15.9 in.) 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	100 mm (4 in)	eight for Personalized Mail six for Publications Mail
Oversize and Dimensional	200 mm (8 in)	

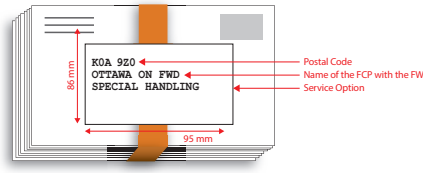
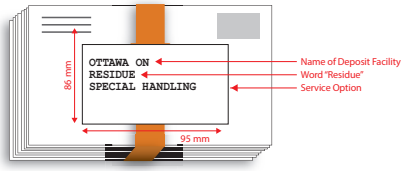
When a bundle exceeds the maximum thickness and there are sufficient items to create a full second bundle, it is preferable to split the total number of items into two equal bundles, rather than create one full bundle and one very small bundle. For example, if there is a Standard bundle of 52 items with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

NOTE: 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		
• Postal Code of the DCF, as per the NPS (e.g. K0K 9Z0) • name of the DCF (e.g., BELLEVILLE ON DCF) • service size / item (Special Handling)	• Postal Code of the FCP, as per the NPS (e.g., K0A 9Z0) • name of the FCP with the forward abbreviation FWD (e.g., OTTAWA ON FWD) • service size / item (Special Handling)	• 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:

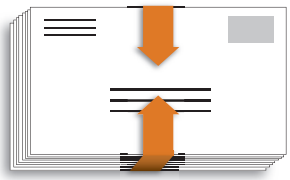
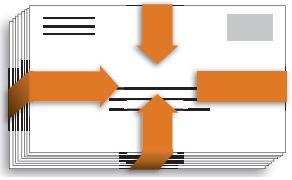
- consolidation information is printed on the top line of the address block or label
- font type and size is identical to that of the address (an UPPERCASE font is recommended), and
- is visible if positioned within a window.

DCF	FCP	Residue
K0A 9Z0 OTTAWA ON DCF C. SMITH H15(C) 362 KELLY LANE CUMBERLAND ON K4C 1A7	K0A 9Z0 OTTAWA ON FWD T. CHARLES H5(C) 423 SARAH STREET HAWKESBURY ON K6A 2A5	OTTAWA ON RESIDUE T. CHARLES XX12(C) 123 MAIN STREET CORNWALL ON K6B 1B5

Securing Bundle Options

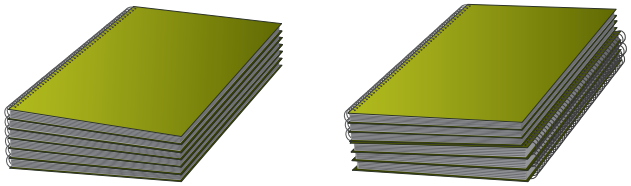
Option 1 - Strapping

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
• Standard items • Oversize items [only for bundles placed in Level 1 (DF) containers]	 Single strapping
• Oversize and Dimensional **NOTE:** Except for bundles placed in Level 1 (DF) containers	 Double strapping

Option 2 - Shrink-wrapping

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

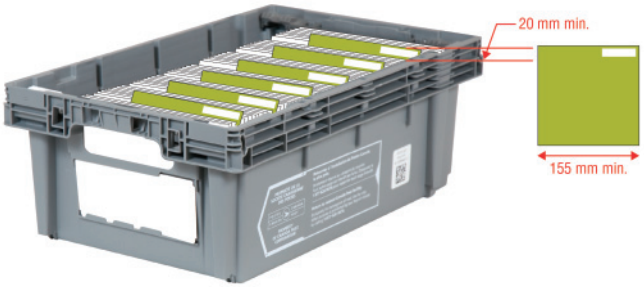
Shrink-wrapping Requirement	
• The plastic used for shrink-wrapping must be strong enough to ensure the bundles remain secured during handling.	If your mail items are bound using spines, to create an even bundle, you may place the bottom half of the bundle with its spines facing the opposite way than the top half of the bundle.  Acceptable Preferred

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.



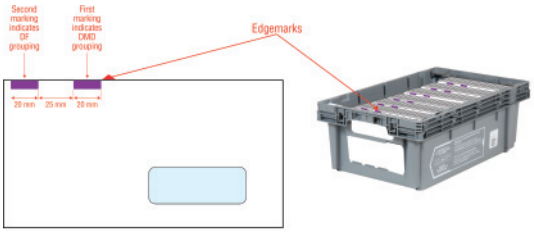
When using **separator cards** as a separation method, each DCF, FCP and Residue grouping must be identified on the part of the separator card visible above the mail items. The following information must be provided:

For DCF Groupings	For FCP Groupings	For Residue Groupings
• Postal Code of the DCF, as per the NPS (e.g., K0K 9Z0) • name of the DCF (e.g., BELLEVILLE ON DCF), and • the service size / item Special Handling.	• Postal Code of the FCP, as per the NPS (e.g., K0A 9Z0) • name of the FCP with the forward abbreviation FWD (e.g., OTTAWA ON FWD) • the service size / item Special Handling.	• 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.



NOTE: 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.

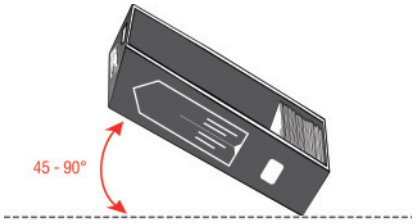
Groupings inside containers must be physically separated by one of the three acceptable methods - bundling, separator cards, or edgemarking.

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

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.



Preserving integrity of mail preparation

For any container with less than 95% of capacity, when using:

- **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.

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

- 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):
  - 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).

NOTE: Ensure that the content of the label matches that of the container.

Example of label

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.

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 - 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**
Oversize items	• all spines are faced in the same direction (when applicable) • each bundle is shrink-wrapped or double-strapped • the height of each bundle cannot exceed: ‣ 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. **NOTE:** If containers are not consolidated within the shipping units as per the NPS, then the shipping unit label must be identified as Residue.
NPS Level 2 - City	
NPS Level 3 - Distribution Centre Facility (DCF)	
NPS Level 4 - Forward Consolidation Point (FCP)	
Residue	

* Containers prepared in a Level 1 (DF) monotainer may be nested and deposited without lids. In such case, 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

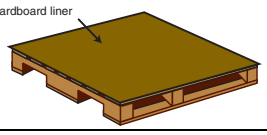
Type of Shipping Unit	Filling Shipping Units Requirements		
	Destination	**Minimum**	**Maximum**
Pallet	Any (when using containers)	• 18 letterflatainers (LFTs), or • 12 flats tubs, or • 500 mm (excluding height of pallet)	• 48 letterflatainers (LFTs), or • 32 flats tubs, or • 1.5 m (including height of pallet)
	Brick-piled Mail	• for Local - height 150 mm - one row or weight 90 kg • for Forward - height 300 mm or weight 180 kg	• Height: 1.5 m • Weight: 900 kg (Canada Post pallet weighs 9 kg)
Monotainer	Mail destined within the province of deposit	• 18 letterflatainers (LFTs), or • 12 flats tubs • Brick-piled mail - 50% of the height	• 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	• 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. **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.

3.3.4 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.



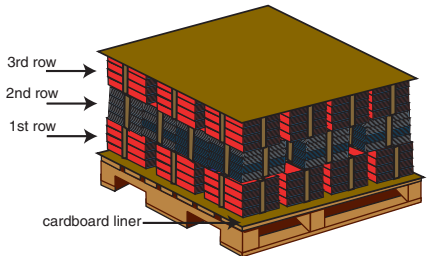
BUILDING ROWS ON PALLETS OR IN MONOTAINERS

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.

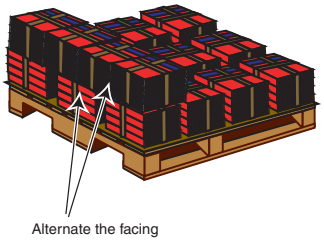


* delivery and induction are performed within the same province.

NOTE: 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 books 180 degrees instead of 90 degrees as with other types of mail.

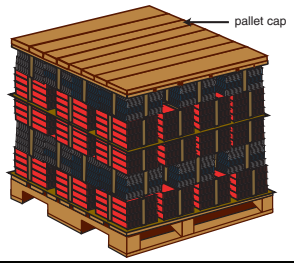
Keep adding rows until they reach the maximum height or the maximum weight, whichever comes first. For a pallet load, the maximum height including base and pallet cap is 1.5 m. A pallet cap should be made of wood (sturdy paper or cardboard is also acceptable).



SECURE THE PALLET

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

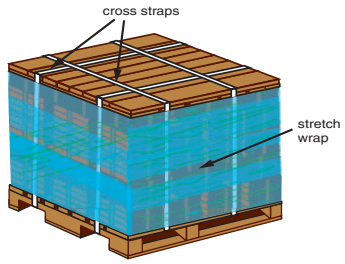
NOTE: The design of monotainers makes it unnecessary to further secure the contents if the bundles have been brick-piled properly.



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.



3.3.5 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

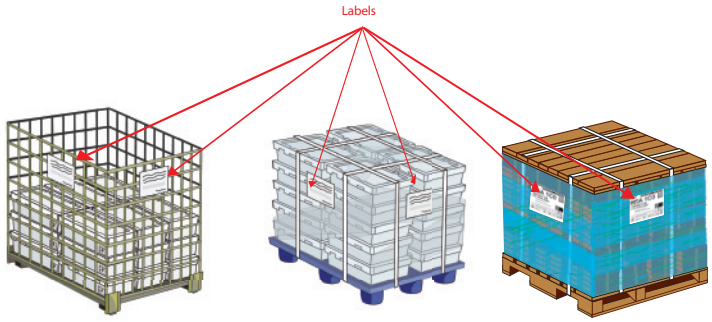
Labels must be white and meet the following requirements:

- 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 on the pallet or monotainer.

Routing Information	Example of 2D barcoded label

• the service name (Personalized Mail/Courrier personnalisé; Dimensional Personalized Mail/Courrier personnalisé extradimensionelle, 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):
  ‣ the Postal Code of the Canada Post deposit facility (e.g., K0A 9Z0)
  ‣ the name of the facility (e.g., OTTAWA)
  ‣ the province, in abbreviated form (e.g., ON), and the routing designation (e.g., DCF)
NOTE: 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."
	

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.

3.3.6 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.