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# REGISTERED MAIL™ (DOMESTIC)

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## 1 WHAT IS REGISTERED MAIL?

Registered Mail is a service offered to Customers who require proof of mailing and/or proof of delivery. The service secures the signature of the addressee or the addressee's representative and provides the sender with a mailing receipt, a copy of the signature and the date upon delivery of the item.

Registered Mail may include:

- Lettermail
- documents
- coins, jewellery, manufactured and non-manufactured precious metals, precious stones, cancelled or uncanceled postage stamps, banknotes, stocks, bonds, coupons or other securities negotiable by the bearer, lottery tickets or traveller's cheques (no indemnity payable on these items)
- Literature for the Blind.

### Customers with a Standing Offer Agreement

Canada Post offers a Prepaid Registered Mail (PRM) envelope that include all of the features and options of a Registered Mail item, with the exception of the Additional Coverage option.

**NOTE:** Products and services are subject to the terms and conditions outlined in the [General Terms and Conditions](#). See in particular, the section entitled "Entire Agreement".

## 2 UNACCEPTABLE ITEMS

Registered Mail may not be used to send items prohibited by law in Canada or defined as dangerous goods. See [Non-mailable Matter](#) for more information.

**NOTE:** *Priority™ Next A.M.*, *Xpresspost™*, *Expedited Parcel™* and *Regular Parcel™* cannot be combined with Registered Mail.

## 3 SIZE AND WEIGHT

Each Registered Mail item must meet the size and weight specifications shown in Table 1.

**Table 1: Registered Mail Size and Weight**

CATEGORY		LENGTH	WIDTH	THICKNESS	WEIGHT	ASPECT RATIO
Standard	max.	245 mm	156 mm	5 mm	50 g	2.6:1
	min.	140 mm	90 mm	0.18 mm	3 g	1.3:1
Oversize	max.	380 mm	270 mm	20 mm	500 g	–
	min.	140 mm	90 mm	0.18 mm	5 g	–
<b>Prepaid Envelopes</b>						
Standard Letter		240 mm	150 mm	–	50 g	–
Other Letter		318 mm	241 mm	–	200 g	–

**NOTE:** The aspect ratio is the relationship between the length and the width. Standard Lettermail must be rectangular in shape. Items that do not meet this ratio (e.g. square items) are subject to Other Lettermail prices.

## 4 PRICING INFORMATION

To obtain information on pricing:

- see [Canada Post Prices](#).

**NOTE:** Prepaid Registered Mail envelopes are priced as following:

- › Registered Mail fee plus postage for Standard Lettermail up to 50 g for Standard letter format
- › Registered Mail fee plus postage for Other Lettermail up to 200 g for Other letter format

## 5 PAYMENT OPTIONS

### 5.1 Proofs of Payment

Table 2 lists the acceptable Proofs of payment for Registered Mail items. Some restrictions or conditions may apply.

**Table 2: Registered Mail Proofs of Payment**

CONTRACT CUSTOMER	CONSUMER
<ul style="list-style-type: none"> <li>meter impression</li> <li>postage stamp</li> <li>postal indicia</li> </ul>	<ul style="list-style-type: none"> <li>postage stamp</li> </ul>

### 5.2 Methods of Payment

Table 3 lists the acceptable methods of payment for Registered Mail items. Some restrictions or conditions may apply.

**Table 3: Registered Mail Methods of Payment**

CONTRACT CUSTOMER	CONSUMER
<ul style="list-style-type: none"> <li>account</li> <li>business cheque</li> <li>cash*</li> <li>credit card (where available)</li> <li>debit card (where available)*</li> <li>meter</li> <li>money order*</li> <li>postage stamp</li> </ul>	<ul style="list-style-type: none"> <li>cash</li> <li>certified cheque</li> <li>credit card (where available)</li> <li>debit card (where available)</li> <li>money order</li> <li>postage stamp</li> <li>traveller's cheque</li> </ul>

\* Payment by cash, debit card or Money Order is available only to Customers paying at a post office.

For more information, see [Paying For Your Mailing](#).

## 6 DELIVERY STANDARDS AT A GLANCE

The delivery standards are estimates of how long it will take for the mail to be delivered. These delivery standards are not guaranteed.

**Table 4: Delivery Standards for the Registered Mail Service**

DELIVERY ZONE	LOCAL	WITHIN PROVINCE	NATIONAL
<b>Major Urban Centres</b>	2 days	3 days	4 days
<b>Non-major Urban Centres</b>	2 days	3 days	4 days
<b>Northern Regions and Remote Centres</b>	2 days	up to 6 days	up to 8 days

For more details on the delivery standards for Registered Mail, see [section 2.6 Registered Mail of Delivery Standards](#).

## 7 FEATURES

A feature is something that is provided as part of the basic service. The available features are described below.

### 7.1 Signature

A signature is secured upon delivery of the item, free of charge. The signature of the person who signed upon delivery is available, usually by noon on the business day following delivery, on the Canada Post website at [canadapost.ca/cpotools/apps/track/personal/findByTrackNumber?execution=e3s1](http://canadapost.ca/cpotools/apps/track/personal/findByTrackNumber?execution=e3s1) or by contacting Customer Service at 1.888.550.6333. Some exceptions apply in smaller centres.

### 7.2 Proof of Mailing

Registered Mail provides confirmation that the item was received by Canada Post for delivery to the addressee. Canada Post will provide the sender with a date stamped official registration receipt

**NOTE:** On Prepaid Registered Mail (PRM) envelopes a detachable tracking number constitutes a proof of registration (PRMs are only available to Commercial Customers).

### 7.3 Delivery Confirmation (Tracking)

Registered Mail provides confirmation that the item has arrived at its destination. Upon delivery, or attempted delivery, the item ID number is scanned and the date captured. The date of delivery is available the next business day after delivery on the internet at [canadapost.ca](http://canadapost.ca) or using the automated phone response system at 1.888.550.6333.

### 7.4 Coverage for Loss or Damage

Coverage for up to \$100 is included. Certain exceptions apply.

Canada Post shall have no liability for loss or damage of Registered Mail items containing banknotes, stocks, bonds, coupons or other securities negotiable by the bearer, lottery tickets, travellers' cheques, coins, jewellery, manufactured and non-manufactured precious metals, precious stones, gold bullion, gold dust or cancelled or uncanceled postage stamps. Indemnity may not be claimed for expenses incurred by the sender in submitting the indemnity claim or for the fees paid for the option.

### 7.5 Return to Sender

Registered Mail items will be returned to the sender if they cannot be delivered, as long as they have a return address, or a *Change of Address Notification* has been filed for an address outside Canada.

**NOTE:** If the return address is located on the inside of the item as opposed to the outside, Canada Post will return the item for a fee.

### 7.6 Redirection

Registered Mail items will be redirected if the addressee has filed a *Change of Address Notification* and if the new address is within Canada.

## 8 OPTIONS

An option is a service enhancement which is not included automatically as part of the basic service. The Customer must select the option by checking a box or affixing an additional label or sticker. Most options are available for an additional fee. The available options are described below.

### 8.1 Signature Copy

A secured image of the signature of the person who signed for the delivery is available, at no charge, on Canada Post's website. A hard copy of the signature is also available, for a fee, by contacting Customer Service at 1.888.550.6333. The Signature Copy will be sent to the Customer via Lettermail or by facsimile within three business days of the Customer's request.

### 8.2 Additional Coverage

Additional Coverage is available for domestic Registered Mail items up to \$5,000, for a fee. Certain exceptions apply.

Canada Post shall have no liability for loss or damage of Registered Mail items containing banknotes, stocks, bonds, coupons or other securities negotiable by the bearer, lottery tickets, travellers' cheques, coins, jewellery, manufactured and non-manufactured precious metals, precious stones, gold bullion, gold dust or cancelled or uncanceled postage stamps.

**NOTE:** Additional coverage is not available for prepaid Registered Mail envelopes.

### 8.3 Literature for the Blind

Literature for the Blind is free of charge for surface and air mail.

## 9 LABELS AND DOCUMENTATION REQUIRED

Items must have a Registered Mail bar code that allows the item to be tracked.

Registered Mail can be prepared by:

1. Applying a Registered Mail label on the front of each item.
2. Using prepaid, pre-barcoded Registered Mail envelopes.
3. Creating and printing Registered mail bar code and artwork on the mail item itself, on a label or an envelope.

Commercial Customers can create and print a Registered Mail tracking barcode on the mail item itself (showing through envelope window), on a label or on an envelope.

After preparing your registered mail items, you can import the registered mail barcodes directly into the Electronic Shipping Tools 2.0.

Using the Electronic Shipping Tools 2.0 Machineable Mail import file, you can:

- reduce data entry by automating the completion of the *Order (Statement of Mailing)*
- captures each of your Registered Mail tracking identifiers in our tracking system and associates with each with the *Order (SOM)* number
- Gain an additional tracking event for each item imported
- Track your items by SOM number using the "Manifest Search" option within the Online Business Centre.

For more information, visit [canadapost.ca/registeredmail](http://canadapost.ca/registeredmail) or contact your sales representative.

## 10 PACKAGING

All items must be packaged according to standard domestic packaging for the original service used.

## 11 ADDRESSING

Addresses must be legible, complete and include the name of the addressee and the correct Postal Code. See [Addressing Guidelines](#) for more information.

## 12 DEPOSIT OF REGISTERED MAIL

The Customer can deposit domestic Registered Mail items at the following locations:

- at a post office
- at a processing facility.

All Registered Mail must be deposited at an authorized post office, or given to a rural mail carrier. Such items are not to be dropped into a street mailbox or mail receptacle. The sender is provided with a proof of mailing at the time of mailing.

**NOTE:** Only Prepaid Registered Mail (PRM) envelopes may be deposited into a street letter box (PRMs are only available to Commercial Customers). For Prepaid Registered Mail (PRM) envelopes a detachable tracking number is considered a proof of mailing.

Items deposited after the Canada Post-approved postal facility cut-off time are considered as being deposited on the next business day. Visit [canadapost.ca/ilmsupportdocuments](http://canadapost.ca/ilmsupportdocuments) for the list of facility cut-off times.

## 13 DELIVERY OF REGISTERED MAIL

Where mail is normally delivered to the addressee's door, the Registered Mail item will be delivered to the door, provided there is someone available to sign for the item. If no one is available, a *Delivery Notice* card will be left in the mailbox. Registered Mail delivered to a group mailbox, community mailbox, rural mailbox, post office box, or via general delivery, will be automatically carded with a *Delivery Notice* card.

A signature is mandatory before delivering Registered Mail. If the addressee or their representative refuse to sign for a Registered Mail item, the item will be returned to sender.