

# Standard (S/L) Lettermail™



From anywhere... to anyone

Posted January 16, 2012

Effective January 16, 2012

The information below is provided to assist our Customers in avoiding some of the common errors in preparing Standard Lettermail™ that may result in unnecessary delays or surcharges. This is not an exhaustive listing. Complete details can be found at [canadapost.ca/lmsupportdocuments](http://canadapost.ca/lmsupportdocuments).

✓ <b>STANDARD (S/L) LETTERMAIL SERVICE REQUIREMENTS</b>																												
<b>Mail Item Design Requirements</b>																												
<input type="checkbox"/>	<p><b>The dimensions and weight meet the following requirements:</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">CATEGORY</th> <th style="width: 5%;">LENGTH</th> <th style="width: 15%;">WIDTH</th> <th style="width: 15%;">THICKNESS</th> <th style="width: 15%;">WEIGHT</th> <th style="width: 20%;">LENGTH TO WIDTH RATIO</th> </tr> </thead> <tbody> <tr> <td><b>Envelopes/Self-mailers</b></td> <td>max.</td> <td>245 mm (9.6 in)</td> <td>156 mm (6.1 in)</td> <td>5 mm (0.2 in)</td> <td>50 g (1.75 oz)</td> <td>2.6 : 1</td> </tr> <tr> <td><b>Cards</b></td> <td>max.</td> <td>235 mm</td> <td>120 mm</td> <td>5 mm</td> <td>See Note*</td> <td>2.6 : 1</td> </tr> <tr> <td><b>Envelopes, cards and Self-mailers</b></td> <td>min.</td> <td>140 mm (5.6 in)</td> <td>90 mm (3.6 in)</td> <td>0.18 mm (0.007 in)</td> <td>3 g (0.11 oz)</td> <td>1.3 : 1</td> </tr> </tbody> </table> <p>* Postcards must be rigid enough to withstand postal equipment (machine) processing.</p>	CATEGORY	LENGTH	WIDTH	THICKNESS	WEIGHT	LENGTH TO WIDTH RATIO	<b>Envelopes/Self-mailers</b>	max.	245 mm (9.6 in)	156 mm (6.1 in)	5 mm (0.2 in)	50 g (1.75 oz)	2.6 : 1	<b>Cards</b>	max.	235 mm	120 mm	5 mm	See Note*	2.6 : 1	<b>Envelopes, cards and Self-mailers</b>	min.	140 mm (5.6 in)	90 mm (3.6 in)	0.18 mm (0.007 in)	3 g (0.11 oz)	1.3 : 1
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<input type="checkbox"/>	<p><b>The item has no “lumpy” inserts such as coins, liquids, powders etc. that can damage postal equipment or cause injury to persons handling the item.</b></p> <ul style="list-style-type: none"> <li>Certain items such as coins or glass cannot be mailed as Standard Lettermail. For a complete list of unacceptable items visit <a href="http://canadapost.ca/tools/pg/manual/PGletterml-e.asp">canadapost.ca/tools/pg/manual/PGletterml-e.asp</a></li> </ul>																											
<input type="checkbox"/>	<p><b>The destination address is within the Address Zone and parallel to the longest side:</b></p> <ul style="list-style-type: none"> <li>40 mm from the top</li> <li>19 mm from the bottom</li> <li>15 mm in from the left and right sides</li> <li>If address is in a window, it must be completely visible through the window.</li> </ul> <div style="text-align: center;"> </div>																											
<input type="checkbox"/>	<p><b>The address format meets the following requirements:</b></p> <ul style="list-style-type: none"> <li>Postal Code<sup>OM</sup> is in upper case letters and in the correct format (ANA NAN)</li> <li>Municipality, province (or territory) and Postal Code are placed the on the same line OR Postal Code is located on the last line of the address</li> <li>If on the same line:                         <ul style="list-style-type: none"> <li>the municipality must be separated from the province (or territory) with <b>one</b> space;</li> <li>the province (or territory) must be separated from the Postal Code with <b>two</b> spaces.</li> </ul> </li> </ul> <p style="text-align: center;">                     JOHN JONES                      ABC COMPANY                      10-123 1/2 MAIN ST NW                      MONTREAL QC H3Z 2Y7                 </p>																											
<input type="checkbox"/>	<p><b>The return address is Canadian and is located :</b></p> <ul style="list-style-type: none"> <li>On the front of the item not lower than 40 mm from the top edge OR</li> <li>On back flap of the mail item</li> </ul>																											
<input type="checkbox"/>	<p><b>All items are fully sealed on four sides.</b></p>																											

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<p><input type="checkbox"/> <b>Quiet zones are kept clear of printing or graphics:</b>  <b>On the front side of the envelope:</b></p> <ul style="list-style-type: none"> <li>• all the area to the right of and below the address block</li> <li>• 19 mm high by 150 mm wide area along the bottom right edge</li> <li>• area reserved for postage (74 by 40 mm in the upper right corner)</li> </ul> <p><b>On the back side of the envelope:</b></p> <ul style="list-style-type: none"> <li>• 15 mm high by 140 mm wide from the bottom left edge.</li> </ul> <p><b>NOTE:</b> Dark colour envelopes such as dark red, dark green or black should not be used.</p>	
<input type="checkbox"/>	Words such as “priority” and “expedited” are not used on the envelopes.
<b>Proof of payment</b>	
<input type="checkbox"/>	Meter impressions are not stale-dated (i.e. not more than 24 hours old).
<input type="checkbox"/>	Indicia has a correct service name ( i.e. Lettermail) and a customer number that matches the customer number on the <i>Order (Statement of Mailing)</i> .
<b>Containerization Requirements</b>	
<input type="checkbox"/>	All items are placed in containers with the address facing in the same direction and orientation.
<input type="checkbox"/>	If containers are placed in monotainers, each monotainer has a label indicating service name (Lettermail) and service option (Standard, S/L).
<input type="checkbox"/>	Standard Lettermail, Other Lettermail and U.S.A. and International Letter-post items are not mixed together and are instead placed in separate containers.
<input type="checkbox"/>	Mail is not sticking together.
<b>Order requirements (only applicable to mailings with an <i>Order (Statement of Mailing)</i></b>	
<input type="checkbox"/>	A copy of an <i>Order (Statement of Mailing)</i> for the mailing is provided to Canada Post with the mailing at a time of induction.
<input type="checkbox"/>	Volumes declared on an <i>Order (Statement of Mailing)</i> match the volumes submitted.
<input type="checkbox"/>	Each weight category (e.g. Up to 30 g and Over 30 g up to 50 g) is properly declared on the <i>Order (Statement of Mailing)</i> .
<input type="checkbox"/>	U.S.A. and International Letter-post volume and weight categories are declared on the <i>Order (Statement of Mailing)</i> .
<input type="checkbox"/>	If paying on account or credit card, sufficient credit exists on the Canada Post customer account to cover the mailing cost.
For additional information on Lettermail, visit <a href="http://canadapost.ca/lettermail">canadapost.ca/lettermail</a>	