



Canada Post Corporation eLink Program

Approval requirements for Customer Developed shipping systems

Version 4
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1 Summary

Canada Post Corporation (CPC) has developed this eLink approval document (EAD) to assist customers who are developing and seeking approval as a Customer automated shipping system (CDSS) to support their parcel preparation. This document will outline the process to obtain approval as well as Canada Post's commitment of service and response expectations during the approval process.

The approval process is designed to ensure shipping systems outputs conform to our specifications and to allow for efficient mail handling, traceability and accurate billing. The following outputs are required based on current specifications available:

1. Shipping label – Domestic, USA or International services
2. Manifest data file
3. Paper manifest

Please note that specifications are updated to accommodate new services and options offered by Canada Post. A minimum of 90 days will be provided when changes are required and samples must be submitted with required changes for approval.

In order to facilitate efficient delivery and traceability, the label produced by a shipping system must have the appropriate addressing, service required, delivery options and a bar code. A paper manifest must be prepared and accompany all mailings in order to meet transportation regulations. We also require an electronic data file to be posted to our **secure SFTP** site to initiate tracking capabilities as well as to provide accurate electronic billing.

In order to engage CPC's approval process please e-mail cenauto@canadapost.ca and provide the following information:

- Legal Business name
- Canada Post Customer and Contact number
- Contact Name and telephone number

Upon receipt of this e-mail, a Customer Profile template will be provided which will identify product services and option desired to be approved for. This profile will be used to provide:

- Appropriate label and manifest specifications
- eLink data format file specification
- Access to a testing environment
- Developer contacts for approval
- Business contact for day to day support

1.1 Services Provided

CPC will strive to provide customers with the highest level of service in the following areas:

- Shipping Label approval (Domestic, USA or International services)
- Paper Manifest approval (Summary and Detailed)
- eLink data file approval
- Development support
- Progress monitoring

1.2 Hours of Coverage

Approval department contacts will be available between 8:00 A.M. and 6:00 P.M. (Eastern Standard Time) Monday through Friday.

1.3 Non Compliant Impact

Customers who do not obtain appropriate approvals as outlined in this document will not be eligible for an automation discount and may lose their contracted volume discount (see www.canadapost.ca or your Customer Guide for details).

1.4 Approval Process Contacts

For issues or concerns relating to this Agreement, please contact maureen.einboden@canadapost.ca

2 Shipping Label Approval

2.1 Mailing Address

The labels produced by automated shipping systems must meet the minimum requirements as outlined in the specifications document in order to obtain CPC approval. Samples should be mailed to:

ORDER ACCEPTANCE – eLink approval program
2701 RIVERSIDE DRIVE
SUITE N0168
OTTAWA ON K1A 0B1

Properly prepared shipping labels ensure timely delivery of parcels. Labels not meeting the mandatory requirements can cause delays in delivery or result in mail items being returned.

2.1.1 Approval requirements:

- Ensure bar code meets scanning requirement on all labels supplied. Please note, scanning requirements **must be met** or labels will be returned without further validation.
- Provide physical printed labels (no photocopies, pdf images or faxes for final approval).
- Provide labels based on test cases supplied for each service requesting approval for (i.e. Priority, Xpresspost, Expedited and Regular Parcel) This will also include the following mandatory options:
 - Delivery Confirmation
- Options cubed (CU), oversize (O/S) are conditional options based on dimensions provided.
- Labels must include unique sequential tracking numbers in order to validate check digit calculation.
- Customer Number must be a valid number with billing privileges (used in the indicia and tracking barcode).
- Labels provided for evaluation should be printed using the printer that will be used in the production environment.
- If using window envelopes, provide samples of envelopes with inserts in accordance with the above stipulations.

Refer to Appendix A for Label Submission Checklist.

2.1.2 CPC Responsibilities

- Provide development support (phone, email, conference calls) to review or clarify specification documents.
- Acknowledgement of receipt and scanning requirements via email. If scan levels are not met of a grade B or better, the labels will be returned without further validation.
- Perform detailed analysis of the bar code content.
- Provide a Shipping Label Verification report that will outline all of the requirements of the labels with a Pass or Fail grade as well as an explanation of failures.
- Additional requirement must be met for window envelopes (if applicable).
- Test the print quality of the bar code through the window (glare and reflectance can affect the quality if applicable).
- Perform a "tap test" (if applicable) to ensure that the content does not shift.

2.2 Label Approval Notification

Labels received for approval will be provided to the Engineering group at Canada Post for evaluation. We strive to provide evaluation reports within **2 business days** of receipt via email.

Approved labels will remain on file at Canada Post for a period of 1 year.

Customer must not make changes to labels once approval has been granted. Prior to incorporating any additional services and/or options, the customer is required to submit the new label for approval process as described in this Agreement.

Tracking numbers must not be re-used for a period of 365 days.

Canada Post will communicate mandatory changes to the specification 90 days in advance of implementation.

2.3 Review and Monitoring

In order to ensure that the proper labels have been successfully moved into production, CPC will collect actual label samples from the customer site on the first day of shipping (this can be via photocopy, fax or PDF). Samples will be validated.

3 Data File Approval

3.1 Roles and Responsibilities

In order to ensure that customers' benefit from accurate electronic billing, shipping systems must meet the requirements as outlined in the Specifications document in order to obtain CPC approval.

3.1.1 Approval requirements:

- Provide test file (comma-delimited text file) containing the data results based on Test Cases provided.
- Provide item details for each of the services that will be used (i.e. Priority™, Xpresspost™, Expedited Parcel™, Regular Parcel™, etc.)
- Provide test file containing correct tombstone information (i.e. Customer Number, Contract Number, Induction Site, etc.)
- Provide test file containing information that is provided in Test case scenarios that will include:
 - Varying address information.
 - Actual weights and items using volumetric equivalent weights.
 - Mandatory options that will be used.
 - Sequential Manifest Numbers to demonstrate that Manifest Numbers are sequential and are in the correct format.
 - Voided items to demonstrate that the transaction data is still provided in the eLink Data File with a "1" in the "Status" field.
 - Sequential Manifest Line Numbers that correspond with the data on the printed Manifest.
 - Mailing Date of March 1, 2006 to demonstrate that the Mailing Date within the file is in the correct format (must be **DDMMYYYY**, for example "01032006" and not "132006")
 - Sequential Item Numbers. Item Numbers must not be skipped and only used once.
 - Provide evidence that the customer has developed processes to ensure that a manifest file is uploaded to coincide with each induction of packages.

3.1.2 CPC Responsibilities

- Provide development support (phone, e-mail, conference calls) to review or clarify specification documents
- Create the customer profile in CPC internal systems for testing and production
- Provide correct tombstone data (site id, Customer number, contract number, induction site number)
- Complete detailed analysis of eLink data file
- Provide a test finding report that will outline all of the requirements of the eLink data file with a Pass or Fail grade as well as an explanation of failures.

Note: Manifests that are sent electronically will have the rates calculated based on CPC's calculations. eLink manifests can be provided to Canada Post with or without rates. Unless requested, rates provided in the test files will not be validated. This includes both the shipping and options fees.

3.2 Approval Notification

Approval notification will be issued via e-mail within **2 business days** of acknowledgement of receipt and may be provided with other output approvals. Approved eLink data files will remain on file at Canada Post. Evaluation reports on non-conforming eLink data file will be e-mailed within **2 business days** of acknowledgement of receipt.

All eLink Data files are to be posted to the customer's unique mailbox on Canada Post's **secure SFTP** site (sftp.cpmlink.ca). The username and password will be provided to the customer directly.

3.3 Review and Monitoring

Customers will notify their assigned eLink coordinator when they are ready to submit their first eLink data file. Canada Post will test the file and if there are no errors, the site will be taken off hold, allowing the manifest to be processed for billing. Canada Post will continue to monitor the site and will report any anomalies to the customer.

Canada Post is committed to communicate future mandatory changes of specifications 90 days in advance of implementation.

It is mandatory that the eLink data file is submitted electronically at time of induction or pick up.

Canada Post requires all Customers participating in the eLink program to keep a copy of all production eLink data files for a minimum of 90 days.

Automated notification emails are generated automatically for your information when production data files suspend, data is changed or files are rejected. It is the customer's responsibility to correct data issues to ensure future data files don't fail.

4 Paper Manifest Approval

4.1 Roles and Responsibilities

A paper manifest must always accompany shipments either at time of pick up or induction at a Canada Post Facility. The paper manifest must meet the requirements as outlined in *The Guide to producing paper manifests - eLink program*.

4.1.1 Approval requirements

- The Paper manifest must contain the same mandatory data elements that are displayed in the data file including line number.
- The Shipment date should reflect the actual date of the mailing.
- All paper manifests must include a bar code that contains the manifest number.

4.1.2. Canada Post Responsibilities

- Provide development support (phone, e-mail, conference calls) to review or clarify specification documents
- Complete detailed review of the manifest where details will be verified against the actual data in the submitted eLink data file.
- Provide a Test findings report that will outline all of the requirements of the paper manifest with a Pass or Fail grade as well as an explanation of the failures.

4.2 Approval Notification

Approval notification will be issued via e-mail within **2 business days** of receipt via email and may be included with other outputs submitted for approval.

Approved paper manifests will remain on file at Canada Post for a period of 1 year. Evaluation reports on non-conforming paper manifests will be e-mailed within 2 business days of receipt via email.

Customers must not make any changes to the paper manifest once approved by Canada Post. Prior to incorporating any changes, the customer is required to go through the paper Manifest approval process as described in this Agreement.

Canada Post commits to communicate future mandatory changes of specification 90 days in advance of implementation.

4.3 Review and Monitoring

The customer will provide a copy of their first manifest (this will be accepted via fax or e-mail) the details of the manifest will be validated against the data in the eLink data file.

5 Appendix A – Label Submission Checklist

For your convenience, when submitting labels for approval, please include this checklist for approval.

Mailing Address

ORDER ACCEPTANCE – eLink Approval Program

Canada Post Corporation
2701 RIVERSIDE DRIVE
SUITE N0168
OTTAWA ON K1A 0B1

6 Appendix B- eLink Data file submission Checklist

Canadian Services

Customer Number:	Date:	
	Quantity of Records Provided	Not Supported
Services (Domestic)		
Priority		<input type="checkbox"/>
Xpresspost		<input type="checkbox"/>
Expedited Parcel		<input type="checkbox"/>
Regular Parcel		<input type="checkbox"/>
Total:		
Options (Domestic)		
Additional Coverage (also known as Insurance)		<input type="checkbox"/>
Oversized		<input type="checkbox"/>
Unpackaged		<input type="checkbox"/>
Delivery Confirmation		<input type="checkbox"/>
Signature		<input type="checkbox"/>
Additional Coverage		<input type="checkbox"/>
COD		<input type="checkbox"/>
Proof of Age		<input type="checkbox"/>
Card for Pick up		<input type="checkbox"/>
Do Not Safe Drop		<input type="checkbox"/>
Leave at Door (Do not Card)		<input type="checkbox"/>
Deliver to Door		<input type="checkbox"/>
Total:		

USA and International Services

	Quantity of Records Provided	Not Supported
Services (USA)		
Expedited Parcel USA		<input type="checkbox"/>
Priority Worldwide		<input type="checkbox"/>
Small Packets - USA		<input type="checkbox"/>
Xpresspost - USA		<input type="checkbox"/>
Total:		
Options (USA)		
Delivery Confirmation		<input type="checkbox"/>
Additional Coverage		<input type="checkbox"/>
Total:		
Services (International)		
International Parcel - Surface		<input type="checkbox"/>
International Parcel - Air		<input type="checkbox"/>
Small Packets - International Air		<input type="checkbox"/>
Small Packets - International Surface		<input type="checkbox"/>
Xpresspost International		<input type="checkbox"/>
Priority Worldwide		<input type="checkbox"/>
Total:		
Options (International)		
Delivery Confirmation		<input type="checkbox"/>
Additional Coverage		<input type="checkbox"/>
Total:		
Total:		

Appendix C Procedure flowchart

