

Service Overview



International Incentive Letter-post™

IMPORTANT UPDATES

DESCRIPTION OF CHANGE		LOCATION
Amendment v1.0	Posted on November 16, 2018	Effective on January 14, 2019
Updated to reflect 2019 prices.		Section 2 "International Incentive Letter-post pricing"

When the document is amended or revised, 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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PURPOSE OF THIS SERVICE OVERVIEW

This *Service Overview* is an outline of the *International Incentive Letter-post Customer Guide* available at canadapost.ca/ilpguides.

The *Customer Guide* forms part of the Agreement between you, the customer, and Canada Post. It explains the qualifications and other terms and conditions under which this service is provided. Be sure to use the most current version of the *Customer Guide*, including all amendments and other documents, which help you meet the requirements in the Agreement.

Some words and expressions in this document and the Agreement have specific meanings. See Paying and Terms module, *General Terms and Conditions*, Section 1 "Definitions" or the *Glossary* for definitions.

SERVICE OVERVIEW

The Service Overview summarizes key information such as qualifying criteria, options, delivery standards, pricing, designing and mail preparation.

1 WHAT IS INTERNATIONAL INCENTIVE LETTER-POST?

International Incentive Letter-post provides Canadian-based mailers with a competitive, incentive-based Premium, Per Item or Standard service for mail destined to the United States and other international destinations. In order to access International Incentive Letter-post and prices, you must enter into an appropriate Agreement with Canada Post.

International Incentive Letter-post must be posted in Canada for delivery outside Canada.

There are six categories of International Incentive Letter-post:

- U.S.A. Premium Incentive
- U.S.A. Per Item Incentive
- U.S.A. Standard Incentive
- International Premium Incentive
- International Per Item Incentive
- International Standard Incentive

Except where the product names are identified in full, throughout this document the categories of services will be referred to as Premium, Per Item and Standard.

Premium and **Per Item** are air mail services that feature direct return of undeliverable mail items at no extra charge, provided there is a Canadian return address on the outside of the mail item. Mail forwarded to the addressee is dependent on the practices and requirements of the receiving destination postal administration.

Standard service is an economy service that provides non-priority transportation to destinations outside Canada. It is ideal for printed matter where price, rather than speed, is important. Undeliverable items of Standard Incentive will be disposed of or recycled locally, as determined by Canada Post.

1.1 What is acceptable as International Incentive Letter-post?

International Incentive Letter-post is mail that is composed of paper or other material with the general characteristics of paper, falling within the minimum and maximum dimensions and weight, and otherwise meeting the applicable requirements.

The following items must be mailed using **Premium** or **Per Item**:

- letters
- cards
- postcards
- self-mailers (must be sealed or glued on all four sides)
- receipts
- invoices or similar financial documents

Standard can only be used to send qualifying mail which does not include any information specific or relevant to the addressee. **Standard** consists of printed matter that has been reproduced in several identical copies by means of a mechanical or a photographic process, such as:

- magazines
- newspapers and newsletters
- pamphlets and other promotional literature
- advertising and promotional postcards or self-mailers

1.2 What is unacceptable as International Incentive Letter-post?

The following items may not be sent as International Incentive Letter-post (Premium, Per Item and Standard):

- items that do not meet the product specifications or otherwise meet the requirements for International Incentive Letter-post, such as:
 - mail items that do not include the service indicator
 - goods
 - films, audio or video recordings (e.g., CDs, DVDs).

You must ensure that the contents of an item can be shipped under law. Canadian legislation, including but not limited to the *Criminal Code*, the *Canada Post Corporation Act and Regulations* (including, in particular, the *Non-mailable Matter Regulations* and *International Letter-post Regulations*), the *Tobacco Act* and the *Transportation of Dangerous Goods Act*, may prohibit the mailing of certain items. Restricted and prohibited items also vary by country.

Restrictions change from time to time, therefore you must ensure the contents meet all current applicable requirements. When shipping outside Canada, you must ensure the items meet all current applicable requirements of the destination country and that all properly completed customs documentation is provided. Visit the International Destination Listing at canadapost.ca/internationallistings for more information.

In addition, customers cannot ship items that:

- contain products or substances that could harm Canada Post employees
- can soil and damage equipment
- expose a person to danger
- emit an offensive odour
- are prohibited by law.

Commingling is not permitted. Commingling occurs when a number of separate and notably different mailings are combined to achieve the minimum deposit. See module Payment and Terms, *General Terms and Conditions with a Standing Offer Agreement*, [Section 25 Ownership of Mail](#).

1.3 Delivery standards

You must comply with the scheduling requirements specified in [Scheduling](#) to help ensure proper delivery arrangements are in place to meet your delivery requests.

Delivery standards are estimates of how long it will take for the mail to be delivered from the point of deposit to the destination points. Delivery standards are not guaranteed.

CATEGORY	DELIVERY STANDARD
U.S.A. Premium Incentive and U.S.A. Per Item Incentive	4 - 6 business days
International Premium Incentive/International Per Item Incentive	4 - 7 business days
U.S.A. Standard Incentive	5 - 7 business days
International Standard Incentive	4 - 6 weeks

All items shipped outside Canada will be delivered in accordance with the requirements of the international destination.

For detailed information, visit [Delivery Standards](#) of the *Canada Postal Guide*.

1.4 Service features

A feature is provided as part of the basic service.

1.4.1 MAIL FORWARDING

Items that cannot be delivered as originally addressed because the addressee has moved will be forwarded to the addressee based on the practices and requirements of the receiving destination postal administration.

1.4.2 RETURN TO SENDER

This feature applies only to Premium and Per Item. All undeliverable items of Premium and Per Item with a Canadian return address on the outside of the item are returned directly to the customer at no extra charge. When the return address is on the inside of the mail item, the item may be returned to the customer for a fee.

1.4.3 PICKUP

Pick-up is available to International Incentive Letter-post customers at no additional charge, in certain locations. Customers can arrange for pick-up by contacting the Customer Relationship Network at 1-888-550-6333.

1.5 Service options

There are no options available for International Incentive Letter-post.

PRICING

2 INTERNATIONAL INCENTIVE LETTER-POST PRICING

To access International Incentive Letter-post prices, contact a Canada Post Sales Representative.

DESIGNING

3 DESIGNING INTERNATIONAL INCENTIVE LETTER-POST

To be eligible as International Incentive Letter-post service, the items mailed must meet the criteria (content, format and physical characteristics).

3.1 Measurements - Size and weight

Items within a given mailing can have different sizes, weights and thickness provided the items remain within the same weight category. Imperial equivalents are provided for your convenience. The longest dimension is the "length", the second longest is the "width".

SIZE / ITEM		LENGTH	WIDTH	THICKNESS	LENGTH TO WIDTH RATIO	WEIGHT
Standard	min.	5.6 in. (140 mm)	3.6 in. (90 mm)	0.007 in. (0.18 mm)	1.3:1	3 g* (0.11 oz.)
	max.	9.6 in. (245 mm)	6.1 in. (156 mm)	0.2 in. (5 mm)	2.6:1	50 g (1.76 oz.)
Postcards	min.	5.6 in. (140 mm)	3.6 in. (90 mm)	0.007 in. (0.18 mm)	1.3:1	3 g* (0.11 oz.)
	max.	9.2 in. (235 mm)	4.7 in. (120 mm)	0.2 in. (5 mm)	2.6:1	50 g (1.76 oz.)
Oversize	min.	5.6 in. (140 mm)	3.6 in. (90 mm)	0.007 in. (0.18 mm)	–	3 g* (0.11 oz.)
	max.	14.9 in. (380 mm)	10.6 in. (270 mm)	0.8 in. (20 mm)	–	1,000 g (35 oz.)

* Recommended by Canada Post.

3.2 Designing requirements

These requirements are intended to help you and your suppliers in creating mail items that are suitable for efficient processing by Canada Post.

	Standard Items (including postcards)	Oversize Items
Shape	Rectangular, as per size specifications. With the exception of rectangular promotional postcards (must have no projecting or raised relief parts), and self-mailers (without an attached pin-feed strip).	As per size specifications
Address orientation	Horizontal or vertical orientation	Horizontal or vertical orientation
Material	Paper, no glossy finish. Transparent plastic envelopes (also referred to as polybags) are acceptable for movement of International Incentive Letter-post. The polybag must be completely sealed for the movement of Premium Incentive and Per Item Incentive items.	For paper, some requirements apply, even though coating is acceptable. Transparent plastic envelopes (also referred to as polybags) are acceptable for movement of International Incentive Letter-post. The polybag must be completely sealed for the movement of Premium Incentive and Per Item Incentive items.
Graphics/colours	Limited, some location on printing of destination and use of markings	Any
Sealing	Sealed on all sides (clip or spot seal acceptable for Standard Incentive Letter-post items only)	Must be sealed (envelopes/wrapper)
Quiet zones	Within and around the address block, inside the postage zone for meter impression	Within and around the address block and inside the postage zone for meter impression
Address fonts and types	Some requirements apply	Some requirements apply
Flexibility and firmness	Must be flexible and firm	May be flexible or rigid. Must be firm
Enclosures	Must meet size and weight specifications. For Premium Incentive , Per Item Incentive and Standard Incentive Letter-post , no attachments are acceptable except those that are necessary for the purpose of addressing, payment of postage, service endorsements and Customs requirements.	

PREPARING

4 MAIL PREPARATION

Proper mail preparation is important to ensure that we can process and deliver your mailing. Adjustments and/or surcharges may be applied to improperly prepared mailings. You are responsible for meeting all the requirements. See the Paying and Terms Module, *General Terms and Conditions - Section 5 "Criteria for Qualification"*.

Mail preparation is the process of facing and containerizing the items and labelling the containers. It helps ensure machineability of mail, protection of mail, identification of the type of mail and ease of handling.

In certain locations, a contractor prepares and applies the approved Canada Post Letter-post indicia and the applicable service indicator to customers' items of International Incentive Letter-post (Premium, Per Item and Standard). At dispatch time, the contractor deposits the customer's International Incentive Letter-post items and *Order (Statement of Mailing)* at the designated Canada Post facility.

Here is a summary of the key requirements for preparing your mailing.

	PREMIUM	STANDARD	PER ITEM
Minimum items per deposit*	100	100	100
Service indicator placed on each item	"AIR MAIL"	"NON-PRIORITY"	"AIR MAIL"
Container type	Standard: Letterflatainer Oversize: Flats Tub	Standard: Letterflatainer Oversize: Flats Tub	Standard: Letterflatainer Oversize: Flats Tub
Labelling containers	"INTERNATIONAL PREMIUM INCENTIVE" or "U.S.A. PREMIUM INCENTIVE", as appropriate.	"INTERNATIONAL STANDARD INCENTIVE" or "U.S.A. STANDARD INCENTIVE", as appropriate.	"INTERNATIONAL PREMIUM INCENTIVE" or "U.S.A. PREMIUM INCENTIVE", as appropriate.
Containerization	U.S.A. and International Premium Incentive mail cannot be combined within the same container. Premium Incentive customers cannot access the Per Item Incentive service.	U.S.A. and International Standard Incentive mail cannot be combined within the same container.	U.S.A. and International Per Item Incentive mail cannot be combined within the same container. Per Item Incentive Customers cannot access the Premium Incentive service.
Labelling shipping units (if using shipping units)	Mandatory	Mandatory	Mandatory

* A single deposit refers to all items deposited by the customer for one *Order (Statement of Mailing)* at one location.

CREATING AN ORDER

5 CREATING AN ORDER (STATEMENT OF MAILING)

An *Order (Statement of Mailing)* must be properly completed and transmitted electronically using the Electronic Shipping Tools (EST). *Orders* that are not transmitted electronically may be subject to a surcharge.

Separate *Orders*, including the respective Agreement number must be completed for each category of International Incentive Letter-post (Premium, Per Item and Standard).

Delivery standards are calculated from the day of deposit (day 0) plus the number of business days required for delivery. The number of days excludes the day of mailing, weekends and statutory holidays. Weekend and statutory holiday deposits are considered deposited on the following business day.

5.1 Electronic Shipping Tools (EST)

An *Order (Statement of Mailing)* must be properly completed, electronically transmitted using the Electronic Shipping Tools (EST) and submitted at the time of mailing for each single deposit of Premium Incentive, Per Item Incentive or Standard Incentive Letter-post. These services may not be combined on the same *Order*.

To access International Incentive Letter-post prices, the use of the EST to prepare and transmit *Orders (Statements of Mailing)* is mandatory. Manually prepared *Orders (Statements of Mailing)* will be priced at the applicable Meter or Postal Indicia Letter-post prices in effect at the time of mailing.

You must submit two printed copies of the electronically prepared and transmitted *Order (Statement of Mailing)* at the time of mailing.

The EST software is free and can be accessed online or downloaded (EST 2.0) through the Canada Post website at canadapost.ca/newuser. For technical enquiries, customers can call the Technical Help Line at 1-800-277-4799.

SUMMARY OF KEY REQUIREMENTS	MACHINEABLE MAIL REQUIREMENTS
Mailing Plan Import File	Optional
Electronic Shipping Tools (EST)	Mandatory
Minimum volume per deposit	100 items (or phantom pricing will apply)
<i>Order (Statement of Mailing)</i>	Mandatory

DEPOSITING

6 DEPOSITING THE MAILING

International Incentive Letter-post must be deposited in accordance with the requirements set out in the Agreement and its supporting documentation. If International Incentive Letter-post items do not meet the requirements, you may choose to:

- pay a surcharge, if applicable
- re-work the mailing so as to meet the requirement
- have the mail processed using another option, if the items qualify; or
- use another appropriate Canada Post service.

6.1 Prior to depositing

6.1.1 SCHEDULING

You must give 24 hours notice of any planned deposit of 20,000 items or more so we can arrange for necessary transportation. This information will help ensure efficient deposit and processing of your mailings.

6.2 Required at the time of deposit

6.2.1 WHERE TO DEPOSIT

All items must be deposited with an authorized representative at the deposit location selected on the *Order (Statement of Mailing)*. Items cannot be deposited in street letter boxes or other mail receptacles.

Daily maximum volumes of mail apply for certain types of deposit locations.

RECEIPT VERIFICATION UNIT (RVU)	COMMERCIAL DEPOSIT CENTRES (CDC)*			CORPORATE POST OFFICE*		DELIVERY FACILITY
	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 1	LEVEL 2	
No maximum	2 shipping units**	3 shipping units** (monotainers/pallets)	7 shipping units**	5 containers	12 containers	N/A

* This location type is not equipped to process mail received in monotainers or pallets that are double-stacked.

** A monotainer can accommodate approximately 48 letterflatainers (LFTs) (40 letterflatainers with lids) or 24 flats tubs.

The **Find a Deposit Location** tool is available at canadapost.ca/depositlocations to help you identify the right deposit location for your mailing based on Postal Code^{OM}, mail type and quantity. The tool will provide you more helpful information, such as the deposit location address and deposit location cut-off times.

Items deposited after the deposit location cut-off times will be considered deposited on the next business day.

PAYING AND TERMS

7 PAYMENT TERMS AND TERMS AND CONDITIONS

Understanding your agreement - Learn more about fees, flexible payment options and terms and conditions to get the most from your agreement with Canada Post.

PAYMENT TERMS	TERMS AND CONDITIONS (CANADAPOST.CA/GENERALTERMS)
Paying For Your Mailing	With a "Standing Offer Agreement" (for customers who have signed an Agreement Activation Form)