

Preparing



Machineable Mail

IMPORTANT UPDATES

| DESCRIPTION OF CHANGE | | LOCATION |
|--|------------------------------------|---|
| Revision v1.1 | Posted on May 17, 2019 | Effective on May 17, 2019 |
| Added a link to the Find a Deposit Location Tool | | Section "Stacking Pallets or Monotainers" |
| Amendment v1.0 | Posted on November 16, 2018 | Effective on January 14, 2019 |
| Added the recommendation to print the Order (Statement of Mailing) number on all labels for containers, monotainers and pallets. | | Labelling Containers |

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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PREPARING

The Preparing module provides all the details you need to prepare your Machineable Mail items prior to depositing your mailing at a Canada Post facility. Information in this module includes general preparing requirements, acceptable containers and shipping units, container fill and labelling requirements.

It is your obligation to meet all the requirements outlined in your Customer Agreement.

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

INTRODUCTION

Machineable Mail is a mail preparation option for Standard and Oversize mailings.

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

Brick-piled Mail (available for Oversize Incentive Lettermail annual/financial reports only)

is a method used to secure mail items without containers onto a pallet or in a monotainer. See [Appendix A: Brick-piled Mail Items](#).

ORDERING EQUIPMENT

You may enquire about or order our equipment (containers and shipping units) by contacting the National Empty Container Facility (NECF) order desk by phone 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 our equipment depends on conditions and availability. When our 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 | Québec | Montréal: Tel: 514-345-7369 Fax: 514-345-7388 |
| Huron Rideau | Ottawa: Tel: 613-734-1431 Email: equipmentline.ompp@canadapost.ca Hamilton: National Empty 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 Empty Container Facility (NECF): Tel: 905-565-0480 Fax: 905-564-6830 Email: necfteo@canadapost.ca | Pacific | Vancouver: Tel: 604-276-5538 |

Our equipment may be used only when you use Canada Post 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 is acceptable.

ACCEPTABLE CONTAINERS

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

Canada Post-Supplied Containers

Letterflatainer (LFT) for **Standard** items

Container Weight (**without lid**)
0.995 kg (2.2 lb.)

Length - 15.6 in. (394 mm)
Width - 9.6 in. (244 mm)
Height - 6.1 in. (156 mm) [with lid]

Max. weight (**including mail, container and lid**)
22.7 kg (50 lb.)

Note: LFTs are designed to work without lids.

Flats Tubs for **Oversize** items

Container Weight (**without lid**)
1.7 kg (3.7 lb.)

Length - 15.9 in. (405 mm)
Width - 9.4 in. (240 mm)
Height - 11.9 in. (303 mm)

Max. weight (**including mail, container and lid**)
22.7 kg (50 lb.)

Note: Flats Tubs should be deposited with lids. In the event lids are not available, we recommend placing cardboard separators between each level of Flats Tubs to protect your items.

Customer-Supplied Containers

Standard and Oversize

Customer-supplied cardboard containers must:
- meet the requirements in this guide
- be completely sealed and sturdy enough to withstand handling during processing

ACCEPTABLE SHIPPING UNITS

Monotainer

Weight - 97 kg (213.8 lb.)
Length - 52 in. (1.322 m)
Width - 42 in. (1.067 m)
Height - 43.8 in. (1.115 m)
Max. weight (including mail and shipping unit)
900 kg (1,984.2 lb.)

**Pallet (Plastic and Wood)**

Weight (plastic) - 9 kg (19.8 lb.) - min. ordering quantity is 40 units.
Length - 48 in. (1.22 m)
Width - 40 in. (1.02 m)
Height - 59 in. (1.5 m)
Max. weight (including mail and shipping unit)
900 kg (1,984.2 lb.)

For information on how to construct your pallet, please see [Appendix C: Pallet Construction Specifications](#).

MAIL PREPARATION

THE MAIL PREPARATION PROCESS REQUIRES:

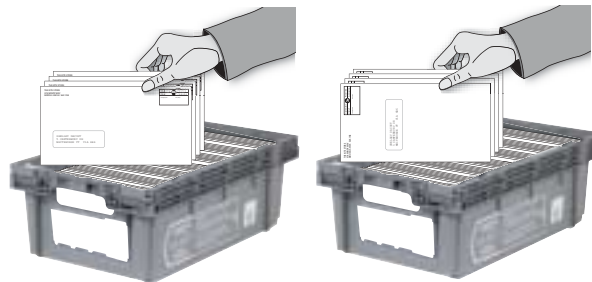
- Placing Mail Items in Acceptable Containers
- Labelling Containers
- Placing Containers in Shipping Units
- Labelling Shipping Units

PLACING MAIL ITEMS IN ACCEPTABLE CONTAINERS

- Ensure all items face the same direction. For Standard Mail items, the destination address facing the front (label side) of the container must face the same direction.
- In order to help facilitate mail processing, customers should not fill containers to full capacity. Space should be left for an operator to insert both hands in the container to remove the mail.
- Ensure the items do not stick together as they may be damaged during processing or jam and/or damage the equipment.
- Only the last container may be less than full. To maintain the integrity of the mail in the last container, we recommend using packing material to protect mail items from shifting in the container.
- Container dimensions are the measurements inside the container. Imperial equivalents are provided for your convenience.

PLACEMENT OF STANDARD ITEMS IN A LETTERFLATAINER (LFT)

For **horizontal** address orientation, the Postal indicia must appear in the upper right-hand corner.
For **vertical** address orientation, the Postal indicia must appear in the upper left-hand corner.



PLACEMENT OF OVERSIZE MAIL ITEMS IN A FLATS TUB

For items too wide to fit, place the mail standing **horizontally**.

Mail can be placed within the container **laying flat**.

Mail can be placed **standing vertically**, facing the narrow side of the flats tub.



LABELLING CONTAINERS

All containers must be labelled. Labelling individual containers is not required only if all containers are placed in monotainers or on pallets (see [Placing Containers in Shipping Units](#)). For label specifications, visit canadapost.ca/labels.

For Incentive Lettermail, all containers within a mixed Lettermail services monotainer must have labels (see [Appendix B: Preparing Monotainers with Mixed Lettermail Services](#)).

NOTE: Large-volume mailers may choose between producing labels individually or in continuous strips (1 up, 2 up, etc.) as best suited to the intended overprinting process

Routing Information

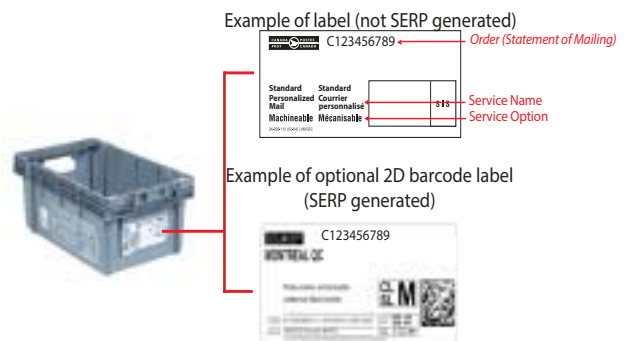
- Service name (e.g., Incentive Lettermail/Poste-lettres à tarifs préférentiels; Personalized Mail/Courrier personnalisé; Publications Mail/Poste-publications)
- Service size/item (Standard Machineable or Oversize Machineable/Standard Courier personnalisé Mécanisable)

Example of container label

- If you are using Canada Post-supplied containers, insert your container label into the label holder prior to depositing your mailing.

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.

We recommend that the *Order (Statement of Mailing)* number be written on the label. For customers wishing to include other internal directives on the shipping containers, a label colour different than white is recommended.



PLACING CONTAINERS 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.

| FILLING SHIPPING UNITS | | | |
|------------------------|-----------------------------|--|--|
| SHIPPING UNIT | DESTINATION | MINIMUM | MAXIMUM |
| Pallet | Any (when using containers) | <ul style="list-style-type: none"> No minimum requirement | <ul style="list-style-type: none"> 48 letterflatainers (LFTs), or 32 flats tubs, or 1.5 m (including height of pallet) |
| Monotainer | Any | <ul style="list-style-type: none"> No minimum requirement | <ul style="list-style-type: none"> 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 |

Preparing pallets for container

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.



STACKING PALLETS OR MONOTAINERS

Multiple pallets going to the same destination, as per the National Presentation 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).

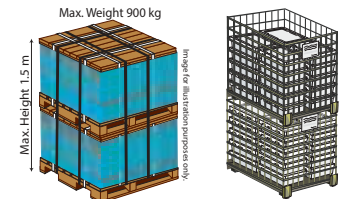
Pallets:

- Two pallets strapped together must not exceed 1.5 m in height or 900 kg in weight.

Monotainers:

- Two monotainers stacked together must not exceed 1,800 kg; each monotainer must not exceed 900 kg.

NOTE: Not all locations are equipped to process mail received in monotainers or pallets that are double-stacked. See the Find a Deposit Location tool at canadapost.ca/depositlocations to ensure the deposit location is properly equipped and capable of handling your mail.



LABELLING SHIPPING UNITS

All pallets and monotainers must be labelled. This will ensure that your mail is directed to the appropriate facility within Canada Post's network. For customers using SERP software to prepare their Machineable Mail, a 2D barcoded shipping unit label is available and optional.

LABELS SPECIFICATIONS

Labels must be white and meet the following requirements:

- measure 8.5 in. high by 11 in. wide (216 mm x 279 mm) in letter landscape or letter portrait format. Labels may also be prepared in legal portrait format 8.5 in. x 14 in. (216 mm x 355 mm)
- 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.

Labels
Two sides of the pallet or monotainer **must** be labelled

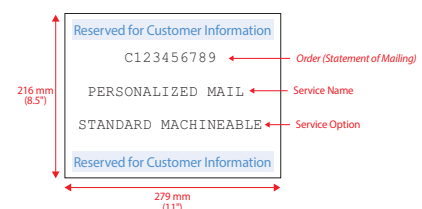


Routing Information

- Service name (e.g., Incentive Lettermail/Poste-lettres à tarifs préférentiels; Personalized Mail/Courrier personnalisé; Publications Mail/Poste-publications)
- Service size/item (Standard Machineable or Oversize Machineable)

We recommend that the *Order (Statement of Mailing)* number be written on the label.

For customers wishing to include other internal directives on the shipping containers, a label colour different than white is recommended.



APPENDIX A: BRICK-PILED MAIL ITEMS

Items available for brick-piling are:

- Oversize Incentive Lettermail
 - Applicable only to annual/financial reports.

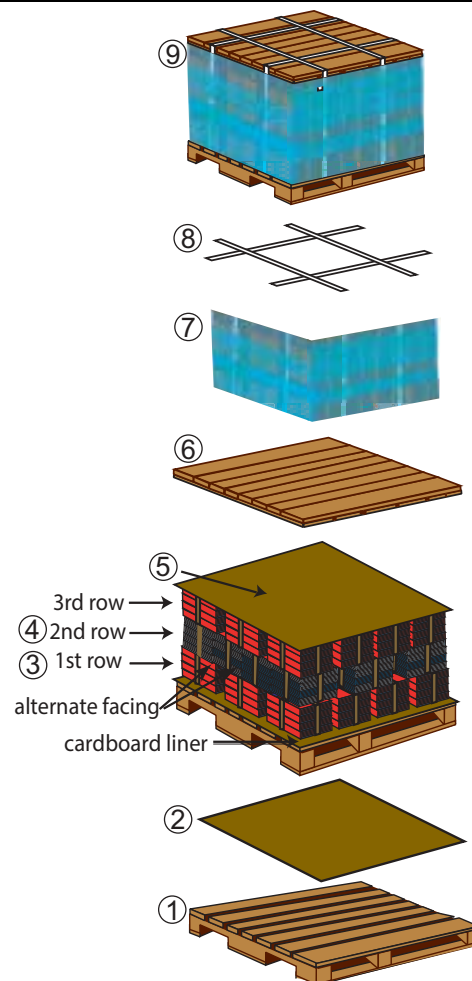
Brick-piled Mail is a way used to secure mail items without containers onto a pallet or in a monotainer. You can use pallets and monotainers for transportation (as a single unit) of mail items from your location to an approved Canada Post facility where the mail will be deposited.

| TYPE OF SHIPPING UNIT | FILLING SHIPPING UNITS REQUIREMENTS | |
|-----------------------|--|--|
| | MINIMUM | MAXIMUM |
| Pallet | <ul style="list-style-type: none"> • No minimum requirement | <ul style="list-style-type: none"> • Height: 1.5 m • Weight: 900 kg (Canada Post pallet weighs 9 kg) |
| Monotainer | <ul style="list-style-type: none"> • No minimum requirement | <ul style="list-style-type: none"> • Brick-piled mail - Height: 1.115 m; • Weight: 900 kg |

PALLETS AND HOW TO BUILD ROWS ON PALLETS OR IN MONOTAINERS

1. Ensure the pallet is right side up.
 2. Cover the holes of the pallet with a suitable cardboard liner.
 3. First row: place bundles of mail lengthwise along the length of the pallet or monotainer to fully cover the entire pallet. The centre of the pallet must not be left empty.

NOTE: Each bundle must be loosely piled, cannot be strapped and cannot exceed 200 mm (8 in.).
 4. Second row: place bundles of mail lengthwise along the width of the container/pallet and alternate the direction of the bundles to ensure an even and stable load during handling.
 5. Pallets with loads that exceed 500 mm in height must have a cardboard liner at the halfway mark. When using a cardboard liner, face the bundles above and below the cardboard liner the same way instead of opposite length/width-wise.
 - Mail with spines: requires a cardboard liner for each new row for pallets and monotainers. Alternate the facing of spines for each row. Turn the books 180 degrees instead of 90 degrees as with other mail types.
 - Maximum height including base and pallet cap is 1.5 m (pallet cap can be made of wood or sturdy paper/cardboard).
 6. Completed pallets are to be capped on top of the load.
 - Monotainers do not require caps if brick-piled properly.
 - All pallets must be securely fastened and structurally sound.
 7. Three layers of stretch-wrapping is to be applied around the pallet and its load **or**
 8. 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.
9. Completely secured pallet.



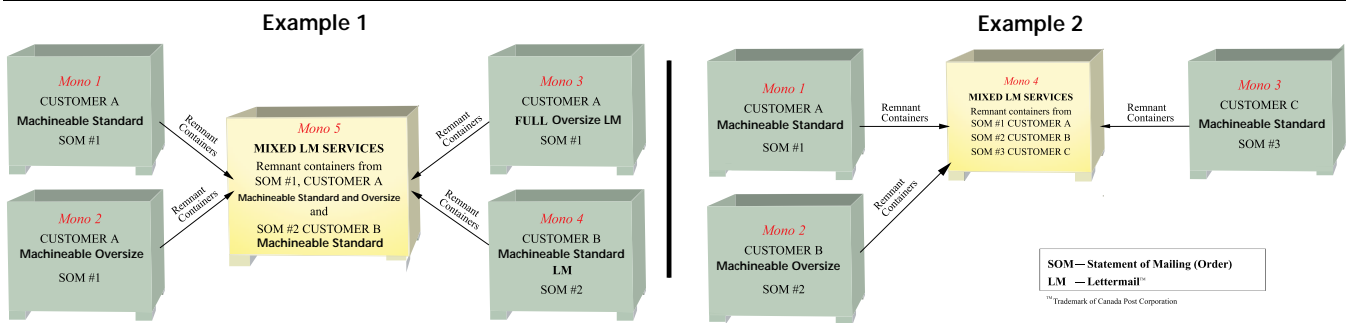
APPENDIX B: PREPARING MONOTAINERS WITH MIXED LETTERMAIL SERVICES

MIXING LETTERMAIL SERVICES

Customers with small numbers of remnant containers for different Lettermail service category:

- ▶ Standard and Oversize Machineable Incentive Lettermail and
 - ▶ Standard and Other Lettermail [Meter or Postal Indicia]) may place the containers within the same monotainer* provided the following requirements are met:
 - only **one mixed monotainer** is permissible per deposit and per *Order (Statement of Mailing)*. If there are enough containers to make one full mixed services monotainer, the monotainer must be filled to capacity before starting another mixed services monotainer
 - the containers for each service must be physically separated within the monotainer (e.g. by corrugated plastic or cardboard that covers the entire surface area of the monotainer)
 - customers should identify the number of containers per *Order (Statement of Mailing)* in the EST if they are mixing mail from different *Orders (Statements of Mailing)* in the last monotainer. If the number of containers to be used with the mailing is unknown at the time the EST *Order (Statement of Mailing)* is created, it may be hand written in the appropriate container box on the *Order (Statement of Mailing)* prior to induction of the mailing to Canada Post
 - must be properly labelled with the Lettermail service and option names. In addition, if the mail is from various *Orders (Statements of Mailing)*, the *Order number(s)* of the mail contained therein must be indicated on each container label.
 - Mixed Lettermail services monotainers must have labels that clearly indicate:
 - ▶ an *Order (Statement of Mailing)* number(s)
 - ▶ types of the Lettermail services included in the monotainer (service name and service option).
 - if items are brick-piled within the mixed services monotainer (only allowed for annual financial reports - Oversize Incentive Lettermail, Standard items in Letterflatainers [LFTs]) can be placed on top of brick-piled mailings.
- * In cases where monotainers are not available from Canada Post, pallets (skids) will be accepted, as long as the pallet (skid) is clearly marked as per the requirements above and the containers are securely placed on the pallet (skid).

EXAMPLES OF ACCEPTABLE MIXED LETTERMAIL SERVICES MONOTAINERS:



LABELLING CONTAINERS WITHIN THE MIXED LETTERMAIL SERVICES MONOTAINERS

All containers within the mixed Lettermail services monotainer must be properly labelled with the Lettermail service and option names. In addition, if the mail is from various *Orders (Statements of Mailing)*, the *Order number(s)* of the mail contained therein must be indicated on each container label.

LABELLING MONOTAINERS CONTAINING MIXED LETTERMAIL SERVICES

Mixed Lettermail services monotainers must have labels that clearly indicate:

- an *Order (Statement of Mailing)* number(s)
- types of the Lettermail services included in the monotainer (service name and service option).

| | |
|--|--|
| LETTERMAIL STANDARD MACHINEABLE SOM # C123456789 | LETTERMAIL STANDARD MACHINEABLE SOM # C234567899 |
| LETTERMAIL OVERSIZE MACHINEABLE SOM # C345678899 | LETTERMAIL OVERSIZE MACHINEABLE SOM # C987654321 |

APPENDIX C: PALLET CONSTRUCTION SPECIFICATIONS

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 the 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 sides.

Openings for forks must be:

- ▶ at least 4 in. (102 mm) in height on the sides of the pallet without bottom deck boards; and
- ▶ at least 3.5 in. (89 mm) in height on the sides with bottom deck boards

Critical dimensions of mail handling equipment:

- ▶ distance across forks: max. 27 in. (686 mm)
- ▶ distance between forks: min. 8 in. (204 mm)
- ▶ height of the lowered fork: max. 3.5 in. (89 mm)

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