



## IMPORTANT UPDATES

Posted on November 16, 2018	Effective on January 14, 2019		
DESCRIPTION OF CHANGE	LOCATION		
	Module	Amend. / Rev.	Section Number
Updated to reflect 2019 prices.	Pricing	v1.0	<a href="#">Section 1</a>

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.

# INTRODUCTION

The Service Overview is an outline of each module. The details within each module form the *Customer Guide* and is part of the Agreement between the customer and Canada Post. It is the customer's obligation to meet all requirements outlined in the Agreement.

MODULES	
<b>Service Overview</b>	The Service overview summarizes key information such as qualifying criteria, options, delivery standards, pricing, designing and mail preparation.
<b>Data and Targeting</b>	The Data and Targeting module provides a more in-depth look at Canada Post Data and Targeting Solutions as a component of Smartmail Marketing™. This module is available for Personalized Mail and Neighbourhood Mail services.
<b>Pricing</b>	The Pricing module provides detailed information on pricing for service options such as Standard and Oversize related to address accuracy, phantom pricing, incentives, item and order level surcharges and adjustments (if applicable).
<b>Designing</b>	The Designing module provides all the details you need to design and create your mail item. This module includes mandatory requirements to ensure that we can process your mail efficiently avoiding delays and surcharges.
<b>Preparing</b>	The Preparing module provides all the details you need to prepare your mail items prior to depositing your mailings at a Canada Post facility.
<b>Creating an Order</b>	The Creating an order module tells you what you will need before you deposit your mail.
<b>Depositing</b>	The Depositing module tells you about the documents you will need at the time of deposit. This section will help ensure that your mail is deposited at a location that is properly equipped and capable of handling your mail on time.
<b>Paying and Terms</b>	The Paying and Terms module has two sections. The paying for your mailing section describes the different payment and proof of payment options available for the service you have chosen. The terms section contains the general terms and conditions of your agreement.

Customers should ensure they are using the most current version of the *Customer Guide*, including all amendments and other applicable documents, which are posted on the Canada Post website at:

- Business Reply Mail™ – [canadapost.ca/brmguides](http://canadapost.ca/brmguides)
- Incentive Lettermail™ – [canadapost.ca/ilmguides](http://canadapost.ca/ilmguides)
- International Incentive Letter-post™ – [canadapost.ca/ilpguides](http://canadapost.ca/ilpguides)
- Neighbourhood Mail™ – [canadapost.ca/cpnmguides](http://canadapost.ca/cpnmguides)
- Personalized Mail™ – [canadapost.ca/cppmguides](http://canadapost.ca/cppmguides)
- Postal Code Targeting - [canadapost.ca/pctguides](http://canadapost.ca/pctguides)
- Publications Mail™ – [canadapost.ca/pmguides](http://canadapost.ca/pmguides)

## Communicating with Canada Post

FOR ENQUIRIES REGARDING	WEBSITE	CALL
<b>General Information on products and services</b>	<a href="http://canadapost.ca/postalservices">canadapost.ca/postalservices</a>	Commercial Service Network 1-866-757-5480
<b>Electronic Shipping Tools (EST)</b>	<a href="http://canadapost.ca/newuser">canadapost.ca/newuser</a>	Technical Help Line 1-877-376-1212
<b>Payment and Account Information</b>	email <a href="mailto:cmg@canadapost.ca">cmg@canadapost.ca</a>	Credit Management Group 1-800-267-7651

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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](http://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](http://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 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

The Pricing module provides detailed information on pricing for service options. It also includes information on the minimum volume commitment of phantom pricing.

### 1 PRICES

To access International Incentive Letter-post prices, you must meet all applicable requirements for this service, including specifications, as well as those for mail preparation.

Please contact your Sales Representative for your applicable International Incentive Letter-post Price Sheet.

### 2 MINIMUM VOLUME COMMITMENT OF PHANTOM PRICING

You may deposit less than the minimum volume requirement provided that the difference between the actual volume and the minimum volume is entered and paid at the applicable phantom price.

Regardless of destination, the phantom price for each phantom item of:

CATEGORY	WILL BE CHARGED AT THE THEN CURRENT:
<b>Premium Incentive</b>	U.S.A. Premium Incentive, "Up to 50 g", Standard per item price
<b>Standard Incentive</b>	U.S.A. Standard Incentive, "Up to 50 g", Standard per item price
<b>Per Item Incentive</b>	U.S.A. Per Item Incentive, "Up to 30 g" Per item price

### 3 POSTAL INDICIA

A postal indicia is a marking that identifies the service name and your customer number. It must be printed on or applied to each mail item when paying by commercial account. You must create your indicia with Canada Post-supplied artwork.

Detailed postal indicia requirements, specifications and artwork can be downloaded from [canadapost.ca/indicia](http://canadapost.ca/indicia).

# DESIGNING

This Design module is intended to help you and your suppliers create mail items (Standard or Oversize) that can be processed by Canada Post's automated equipment. Compliance with these specifications is required.

To be eligible for International Incentive Letter-post service, the items mailed must meet the specific criteria related to content, format and physical characteristics.

## 1 MARKINGS

For Premium, Per Item and Standard Letter-post, you may only use Canada Post postage indicia, logos, trademarks or markings if you have obtained the prior written consent of Canada Post. Any unauthorized use is an offence under the [Canada Post Corporation Act and Regulations](#).

Each item must bear the approved Canada Post Postal Indicia (see [canadapost.ca/indicia](http://canadapost.ca/indicia)), including the your account number. Each item must also bear on the front of the item in an area specified by Canada Post, the applicable service indicator as follows:

- Premium and Per Item: "AIR MAIL/PAR AVION"
- Standard: "NON-PRIORITY".

An item will be considered non-mailable matter if, on the outside, it is marked or labelled with any of the following that were not provided or authorized by Canada Post:

- any design likely to be mistaken for a postage stamp, meter impression, service label or any other mark suggesting that postage has been paid
- any label or endorsement implying that it will be given special handling, delivered faster or be provided with any service that has not been purchased by the customer. However, customers may include labels on items that are directed to the addressee as an instruction that is clearly related only to the enclosure and would not otherwise result in the item being non-mailable matter. (Examples of acceptable wording include "URGENT", "RUSH" and "IMPORTANT COMMUNICATION ENCLOSED"), and
- any facsimile of any label, endorsement or marking used by Canada Post that might cause confusion so as to affect its handling, e.g., confusion as to the service the customer has paid for.

It is your obligation to obtain approval for any proposed endorsement or other markings from Canada Post prior to printing.

### 1.1 Non-mailable matter

Generally, non-mailable matter means any item that:

- is prohibited by law (e.g., illegal, obscene, fraudulent)
- is non-mailable due to the fact that it fails to meet certain physical characteristics or marking requirements
- contains products or substances that could:
  - injure a person handling the mail
  - damage postal equipment or other items
  - trap other items.

Any item bearing a modified postage stamp in contravention of the [Canada Post Corporation Act](#) Section 52, or bearing a word or mark in contravention of Section 58, is also non-mailable.

It is your obligation to ensure an item does not constitute non-mailable matter (further to Canada Post's *Non-mailable Matter Regulations*) and is otherwise acceptable for mailing. For information on how non-compliant items will be handled, refer to the Terms and Conditions with a "Standing Offer Agreement" in the Payment and Terms module.

Visit [Non-mailable Matter](http://canadapost.ca/postalguide) at [canadapost.ca/postalguide](http://canadapost.ca/postalguide) for more information.

### 1.1.1 SOLICITATIONS BY MAIL

Solicitations (offers) having the general appearance of a bill, invoice, or statement of account where there is no obligation to make a payment in relation to the offer unless accepted, must adhere to the regulatory obligations detailing wording and format requirements. For the official requirements of the *Solicitations by Mail Regulations* made under the *Canada Post Corporation Act*, go to <http://laws.justice.gc.ca/en/showtdm/cr/C.R.C.-c.1295>.

## 2 MEASUREMENTS - SIZE AND WEIGHT

Imperial equivalents are provided for your convenience. The longest dimension is the “length”, the second longest is the “width”.

CATEGORY SIZE / ITEM		LENGTH	WIDTH	THICKNESS	LENGTH TO WIDTH RATIO	WEIGHT
<b>Standard</b>	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.)
<b>Postcards</b>	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.)
<b>Oversize</b>	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.

All Standard items or postcards that exceed any one of the applicable maximum dimensions becomes an Oversize item. All Standard items and postcards must be rectangular in shape. If a postcard is not rectangular in shape, it must be enclosed in a rectangular envelope.

With the exception of rectangular promotional postcards (must have no projecting or raised relief parts), and self-mailers (without an attached pin-feed strip), Premium and Per Item items must be in a sealed envelope.

Standard items must be securely closed (e.g., tabbed, spot-sealed or in a wrapper), but easy to open and close again to allow for inspection.

### 3 STANDARD AND POSTCARDS ITEMS

MACHINEABILITY	<b>Shape</b>	Rectangular
	<b>Material</b>	<ul style="list-style-type: none"> <li>• Must be paper; items cannot be made of plastic or wrapped in plastic.</li> <li>• Minimum paper weight for               <ul style="list-style-type: none"> <li>▸ <b>envelope:</b> 75 gsm (approx. 20 lb. bond)</li> <li>▸ <b>folded self-mailer:</b> 90 gsm (approx. 60 lb. text)</li> <li>▸ <b>card and postcard:</b> 160 gsm (approx. 60 lb. cover)</li> </ul> </li> <li>• Must be sufficiently flexible to bend; items cannot be rigid.</li> <li>• 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.</li> </ul>
	<b>Enclosures</b>	<ul style="list-style-type: none"> <li>• Any paper enclosure is acceptable.</li> <li>• For <b>Premium, Per Item</b> and <b>Standard</b>, no attachments are acceptable except those that are necessary for the purpose of addressing, payment of postage, service endorsements and customs requirements.</li> </ul>
	<b>Sealing</b>	<ul style="list-style-type: none"> <li>• <b>Envelopes</b> must be closed and sealed with adhesive, with no more than 35 mm of the flap unsealed on each end. To prevent envelopes from sticking together, do not apply an excessive amount of adhesive. Envelopes must not be sealed with staples, clasps or other similar devices.</li> </ul>
READABILITY	<b>Addressing</b>	<ul style="list-style-type: none"> <li>• <b>Address zone</b> Whether vertically or horizontally oriented, the complete address must appear inside the following area:               <ul style="list-style-type: none"> <li>▸ 35 mm from the top</li> <li>▸ 10 mm from the bottom, left and right edges</li> </ul>               Address labels and windows must be within the address zone.             </li> <li>• <b>Quiet zone</b> <ul style="list-style-type: none"> <li>▸ Around the address block, leave at least 5 mm clear of printing and dark colours.</li> <li>▸ For window envelopes, ensure that the entire address remains fully visible through the window, even if the enclosure shifts within the envelope.</li> </ul> </li> </ul>
	<b>Postage zone</b>	<ul style="list-style-type: none"> <li>• The top-right area is reserved for postage, measuring 74 mm wide and 35 mm high (100 mm width for postage meters).</li> <li>• The indicia must be placed on the same side as the destination address (the front).</li> <li>• If the indicia is placed outside the postage zone it must be located above and to the right of the address.</li> <li>• Mail items paid by postal indicia may have graphics inside the postage zone as long as Canada Post workers can read the postal indicia.</li> <li>• For postal indicia specifications and artwork, refer to <a href="http://canadapost.ca/indicia">canadapost.ca/indicia</a>.</li> </ul>
	<b>Return address zone</b>	<ul style="list-style-type: none"> <li>• The preferred location is on the front of the item above the address zone (35 mm from the top).</li> <li>• Must be the same orientation as the destination address.</li> <li>• A minimum separation of 15 mm is required between the bottom of the return address and the top of the destination address.</li> </ul>
	<b>Fonts</b>	<p>Use commercially available fonts that people can read and where the font characters are well defined and:</p> <ul style="list-style-type: none"> <li>▸ Do not overlap with the line above or below</li> <li>▸ Do not contain text effects (i.e. shadow, emboss, etc.)</li> <li>▸ Do not contain random heights within characters</li> <li>▸ Are not calligraphy style fonts (i.e. <i>The quick brown fox jumps over the lazy dog</i>).</li> <li>▸ Provide good contrast between address and background. Fonts must be a dark colour (preferably black) on a white or light coloured background.</li> </ul>

## 4 OVERSIZE ITEMS

MACHINEABILITY	
<b>Shape</b>	Must be rectangular.
<b>Material</b>	<ul style="list-style-type: none"> <li>• Envelopes must be produced from paper - minimum paper weight 90 gsm (approx. 24 lb.).</li> <li>• Windows must be covered with transparent material (max haze of 75%, 159 gloss unit or less).</li> <li>• Plastics and similar transparent wrappings are acceptable - must be at least 0.03 mm thick.</li> <li>• Items can be packaged in flexible or rigid material.</li> <li>• Transparent plastic envelopes (also referred to as polybags) are acceptable for movement of International Incentive Letter-post. Polybag must be completely sealed for the movement of Premium Incentive and Per Item Incentive items.</li> </ul>
<b>Enclosures</b>	<ul style="list-style-type: none"> <li>• Must be uniform in thickness</li> <li>• Must closely fit the size of the envelope (no more than 15 mm smaller than the envelope).</li> <li>• For <b>Premium Incentive</b>, <b>Per Item Incentive</b> and <b>Standard Incentive Letter-post</b>, no attachments are acceptable except those that are necessary for the purpose of addressing, payment of postage, service endorsements and customs requirements.</li> </ul>
<b>Sealing</b>	<ul style="list-style-type: none"> <li>• <b>Envelopes</b> must be closed and sealed with adhesive, with no more than 35 mm of the flap unsealed on each end. To prevent envelopes from sticking together, do not apply an excessive amount of adhesive. Envelopes must not be sealed with staples, clasps or other similar devices.</li> </ul>
READABILITY	
<b>Addressing</b>	<ul style="list-style-type: none"> <li>• <b>Address zone</b> Whether vertically or horizontally oriented, the complete address must appear inside the following area: <ul style="list-style-type: none"> <li>▸ three-quarter (horizontal address orientation) / four-fifth (vertical address orientation) of the total width from the bottom</li> <li>▸ 10 mm from the bottom, left and right edges Address labels and windows must be within the address zone.</li> </ul> </li> <li>• <b>Quiet zone</b> <ul style="list-style-type: none"> <li>▸ Clear of printing and dark colours, above the top line of the address block, leave at least 6 mm; 10 mm to the left, right and below of the address block.</li> <li>▸ For window envelopes, ensure that the entire address remains fully visible through the window, even if the enclosure shifts within the envelope.</li> </ul> </li> </ul>
<b>Postage zone</b>	<ul style="list-style-type: none"> <li>• The top-right area is reserved for postage, measuring 74 mm wide and 35 mm high (100 mm width for postage meters).</li> <li>• The indicia must be placed on the same side as the destination address (the front).</li> <li>• If the indicia is placed outside the postage zone it must be located above and to the right of the address.</li> <li>• Mail items paid by postal indicia may have graphics inside the postage zone as long as Canada Post workers can read the postal indicia.</li> <li>• For postal indicia specifications and artwork, refer to <a href="http://canadapost.ca/indicia">canadapost.ca/indicia</a>.</li> </ul>
<b>Return address zone</b>	<ul style="list-style-type: none"> <li>• The preferred location is on the front of the item above the address zone [one-quarter (horizontal) / one-fifth (vertical) from the top].</li> <li>• Must be the same orientation as the destination address.</li> <li>• A minimum separation of 18 mm is required between the bottom of the return address and the top of the destination address.</li> </ul>
<b>Fonts</b>	<p>Use commercially available fonts that people can read, where the font characters are well defined and:</p> <ul style="list-style-type: none"> <li>▸ Do not overlap with the line above or below</li> <li>▸ Do not contain text effects (i.e. shadow, emboss, etc.)</li> <li>▸ Do not contain random heights within characters</li> <li>▸ Are not calligraphy style fonts (i.e. The quick brown fox jumps over the lazy dog).</li> <li>▸ Providing good contrast between address and background. Fonts must be a dark colour (preferably black) on a white or light coloured background.</li> </ul>

## 5 FORMAT

ADDRESSING	
<b>Destination address</b>	Every item in a deposit of International Incentive Letter-post must be addressed to a specific individual or company and include the complete mailing address, with the country of destination which must be spelled in full and printed alone on the last line, in capital letters, in English or French.
<b>Return address</b>	For Premium, Per Item and Standard items, there must be only one return address on the outside of each item, and that return address must be Canadian.

# PREPARING

The Preparing module provides the details you will need to prepare your International Incentive Letter-post mail items before you deposit your mailing at a Canada Post facility. Information in this module includes brick-piling, 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 this document are used for illustration only.

## 1 WHAT IS MAIL PREPARATION?

**Mail Preparation** is the process of facing and containerizing mail items and labelling containers. It helps ensure machineability of mail, protection of mail, quick identification of the type of mail and easy handling.

### 1.1 Mail Preparation Overview



#### Requirements

- be accompanied by an *Order (Statement of Mailing)* that was prepared, transmitted electronically and submitted using Canada Post's Electronic Shipping Tools (EST).
- a minimum of 100 items per single deposit\*.

\* A single deposit refers to all items you deposit for one *Order (Statement of Mailing)* at one location.

## 2 BEFORE YOU START

Proper mail preparation is important to ensure that International Incentive Letter-post items are processed and delivered efficiently.

## 2.1 Ordering Equipment

Containerization is the process of packaging the mail for shipment. Mail items are placed into containers suitable for handling through Canada Post's processes. These containers are then placed into shipping units (pallets or monotainers) suitable for handling through our transportation network.

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](mailto: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			
<b>Atlantic</b>	<b>Nova Scotia/ PEI:</b> Halifax Tel: 902-494-4001 EXT 44707 <b>New Brunswick:</b> Moncton Tel: 506-381-5347 Saint John Tel: 506-653-5270	<b>Québec</b>	<b>Montréal:</b> Tel: 514-345-7369 Fax: 514-345-7388
<b>Huron Rideau</b>	<b>Ottawa:</b> Tel: 613-734-1431 Email: <a href="mailto:equipmentline.ompp@canadapost.ca">equipmentline.ompp@canadapost.ca</a> <b>Hamilton:</b> National Empty Container Facility (NECF): Tel: 905-565-0480 Fax: 905-564-6830 Email: <a href="mailto:necfteo@canadapost.ca">necfteo@canadapost.ca</a> <b>London:</b> Tel: 519-473-6738	<b>Prairie</b>	<b>Winnipeg:</b> Tel: 204-987-5100 EXT 72045 <b>Edmonton:</b> Tel: 780-945-2600 Ext 53292 Fax: 780-945-2608 <b>Calgary:</b> Tel: 403-974-2000 EXT 42170
<b>Greater Toronto Area</b>	National Empty Container Facility (NECF): Tel: 905-565-0480 Fax: 905-564-6830 Email: <a href="mailto:necfteo@canadapost.ca">necfteo@canadapost.ca</a>	<b>Pacific</b>	<b>Vancouver:</b> 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.

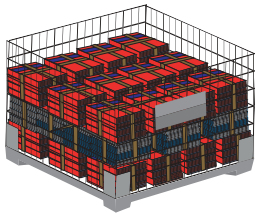

Acceptable containers

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

CANADA POST-SUPPLIED CONTAINERS		CUSTOMER-SUPPLIED CONTAINERS
LETTERFLATAINER (LFT)	FLATS TUB	
<p><b>For Standard items</b></p>  <p>Letterflatainers (LFTs) are designed to work without lids.</p>	<p><b>For Oversize items</b></p>  <p>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.</p>	<p><b>For Standard and Oversize items</b></p> 
Size and Weight		
<p><b>Container Weight (without lid)</b> 0.995 kg (2.2 lb.)</p> <p><b>Length</b> - 15.6 in. (394 mm) <b>Width</b> - 9.6 in. (244 mm) <b>Height</b> - 6.1 in. (156 mm) [with lid]</p> <p><b>Max. weight (including mail, container and lid)</b> 22.7 kg (50 lb.)</p>	<p><b>Container Weight (without lid)</b> 1.7 kg (3.7 lb.)</p> <p><b>Length</b> - 15.9 in. (405 mm) <b>Width</b> - 9.4 in. (240 mm) <b>Height</b> - 11.9 in. (303 mm)</p> <p><b>Max. weight (including mail, container and lid)</b> 22.7 kg (50 lb.)</p>	<p>Customer-supplied cardboard containers must:</p> <ul style="list-style-type: none"> <li>• meet the requirements in this guide</li> <li>• be completely sealed and sturdy enough to withstand handling during processing</li> <li>• meet the dimensions outlined for LFTs or Flats tub.</li> </ul>

### 2.1.1 ACCEPTABLE SHIPPING UNITS

Imperial equivalents are provided for your convenience.

ACCEPTABLE SHIPPING UNITS	
MONOTAINER	PALLET (PLASTIC AND WOOD)
	
Size and Weight	
<p><b>Weight</b> - 97 kg (213.8 lb.)</p> <p><b>Length</b> - 52 in. (1.322 m) <b>Width</b> - 42 in. (1.067 m) <b>Height</b> - 43.8 in. (1.115 m)</p> <p><b>Max. weight (including mail and shipping unit)</b> 900 kg (1,984.2 lb.)</p>	<p><b>Weight (plastic)</b> - 9 kg (19.8 lb.) - min. ordering quantity is 40 units.</p> <p><b>Length</b> - 48 in. (1.22 m) <b>Width</b> - 40 in. (1.02 m) <b>Height</b> - 59 in. (1.5 m)</p> <p><b>Max. weight (including mail and shipping unit)</b> 900 kg (1,984.2 lb.)</p>



**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 to allow for safe loading and unloading of mail without tipping or sliding

## 3 MAIL PREPARATION

In all instances, the customer must complete and sign a corresponding *Order (Statement of Mailing)* for presentation with the items and separate International Incentive Letter-post items by:

- ▶ destination (either U.S.A. or International); and
- ▶ service (U.S.A. Premium Incentive, International Premium Incentive, U.S.A. Per Item Incentive, International Per Item Incentive, U.S.A. Standard Incentive or International Standard Incentive);

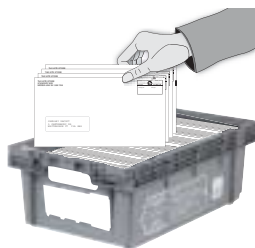
Premium, Per Item or Standard services may not be combined on the same *Order*.

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 those International Incentive Letter-post items and *Order* at the designated Canada Post facility.

### 3.1 Placing mail items in containers

Follow these guidelines when placing mail items in containers:

1. For Standard mail, ensure all items face the same direction, with the destination address facing the front (label side) of the container.

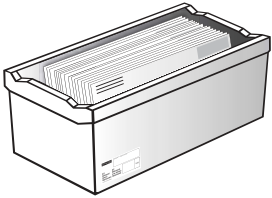

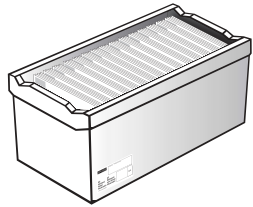
**PLACEMENT OF STANDARD MAIL ITEMS****WITH HORIZONTAL ADDRESS ORIENTATION**

Postal indicia must appear in the upper right-hand corner.

**WITH VERTICAL ADDRESS ORIENTATION**

Postal indicia must appear in the upper left-hand corner.

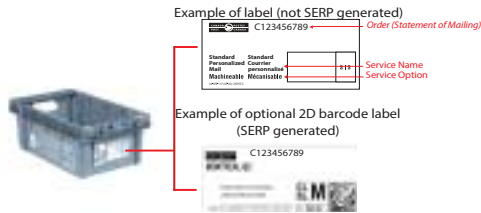
2. For Oversize mail, ensure all items face the same direction.

PLACEMENT OF OVERSIZE MAIL ITEMS IN A FLATS TUB		
WITH HORIZONTAL ADDRESS ORIENTATION	LAYING FLAT	STANDING VERTICALLY
 <p>For items too wide to fit, place the mail standing horizontally.</p>	 <p>Mail can be placed within the container laying flat.</p>	 <p>Mail can be placed standing vertically, facing the narrow side of the flats tub.</p>

- To help facilitate mail processing, you 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 your items do not stick together as that may cause damage during processing or jam and/or damage the equipment.
- Only your last container may be partially 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.

### 3.2 Labelling containers

All containers must be labelled. For label specifications, visit [canadapost.ca/labels](http://canadapost.ca/labels).

ROUTING INFORMATION	Example of container label
<ul style="list-style-type: none"> <li>the service name (e.g., International Premium Incentive, U.S.A Premium Incentive, International Standard Incentive, U.S.A. Standard Incentive)</li> <li>the service option (Standard or Oversize).</li> </ul> <p>We recommend that the <i>Order (Statement of Mailing)</i> number be written on the labels.</p>	<p>If you are using Canada Post-supplied containers, insert container labels into the label holder prior to depositing your mailing.</p>  <p>Example of label (not SERP generated)</p> <p>Example of optional 2D barcode label (SERP generated)</p> <p>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 <a href="http://canadapost.ca/obc">canadapost.ca/obc</a> under form number 33-086-732 or by calling at 1-888-550-6333.</p>

### 3.3 Placing containers on or in shipping units

Shipping units (monotainers and pallets, which are also called “skids”) are used to group containers 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 handling and helps ensure timely delivery.

#### 3.3.1 FILLING SHIPPING UNITS

TYPE OF SHIPPING UNIT	FILLING SHIPPING UNITS REQUIREMENTS		
	DESTINATION	MINIMUM	MAXIMUM
Pallet	Any (when using containers)	<ul style="list-style-type: none"> <li>No minimum requirement</li> </ul>	<ul style="list-style-type: none"> <li>48 letterflatainers (LFTs), or</li> <li>32 flats tubs, or</li> <li>1.5 m (including height of pallet)</li> </ul>
Monotainer	Mail destined within and outside the province of deposit	<ul style="list-style-type: none"> <li>No minimum requirement</li> </ul>	<ul style="list-style-type: none"> <li>48 letterflatainers (LFTs) (40 letterflatainers with lids), or</li> <li>24 flats tubs or contents may be piled up to 25 mm below the top of the monotainer</li> </ul>

### 3.3.2 PREPARING PALLETS FOR CONTAINERS

#### PALLETS

All pallets must be securely fastened and structurally sound. To preserve the integrity of your mailing, apply:

- 3 layers of stretch-wrapping are applied around the pallet and its load, or
- cross-strapping.

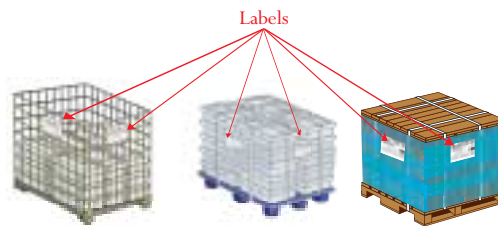
If you use plastic pallets, we recommend that you apply 4 cross straps around both the pallet bottom and the containers. Metal strapping is not permitted.



### 3.3.3 LABELLING SHIPPING UNITS

All pallets and monotainers must be labelled. This will ensure that your mail is directed to the appropriate facility within the Canada Post network. We recommend that the *Order (Statement of Mailing)* number be written on the labels.

#### TWO SIDES OF THE PALLET OR MONOTAINER MUST BE LABELLED



If you wish to include other internal directives on the shipping containers, we recommend using a label colour different than white.

## CREATING AN ORDER

The Creating an Order module tells you what you will need before deposit your mail. It includes scheduling requirements and information regarding Electronic Shipping Tools (EST).

### 1 SCHEDULING

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

### 2 CREATING AN ORDER (*STATEMENT OF MAILING*)

An *Order (Statement of Mailing)* must be properly completed and 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 (Statement of Mailing)* that are not transmitted electronically may be subject to a surcharge.

To access International Incentive Letter-post prices, you must use the EST to prepare and transmit *Orders (Statements of Mailing)*. 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.

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

#### 2.1 Electronic Shipping Tools (EST)

You have the option of using either the EST Online version or the EST 2.0 version. The EST 2.0 can be downloaded to prepare and transmit *Orders (Statements of Mailing)*.

The EST software is free and can be accessed through the Canada Post website at [canadapost.ca/newuser](http://canadapost.ca/newuser). For technical enquiries, customers can call the Technical Help Line at 1-877-376-1212.

# DEPOSITING

The Depositing module tells you about the documents you will need at the time of deposit. This section will help ensure that your mail is deposited at a location that is properly equipped and capable of handling your mail on time.

## 1 DEPOSITING THE MAIL

Items must be deposited in accordance with the requirements set out in the Agreement and its supporting documentation.

If mail items are deposited under a particular preparation option and do not meet the requirements, the customer may choose to:

- pay a surcharge, if applicable
- re-work the mailing so as to meet the requirement, or
- use another appropriate Canada Post service.

## 2 AT THE TIME OF DEPOSIT

Each *Order (Statement of Mailing)* must be accompanied by:

- two printed copies of the electronically prepared and transmitted *Order* or the original of a manually prepared *Order*

Your signature on the *Order* confirms that you have acknowledged and have read the Terms and Conditions found on the back of the paper *Orders* or included with electronic *Orders*.

### 2.1 Where to deposit

Canada Post facilities are designed to ensure that your mail is handled efficiently to avoid unnecessary delays.

All items must be deposited with an authorized representative at the deposit location selected on the *Order (Statement of Mailing)*. Items cannot be deposited into 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](https://canadapost.ca/depositlocations) will help you identify the right deposit location for your mailing based on Postal Code<sup>OM</sup>, mail type and quantity. The tool will provide you more helpful information such as the deposit location address and hours.

Items deposited after the deposit location cut-off times will be considered deposited on the next business day. Visit [canadapost.ca/cutofftimes](https://canadapost.ca/cutofftimes) for a list of deposit location cut-off times.

## PAYING FOR YOUR MAILING

### 1 APPLICATION

The information found in *Paying for Your Mailing* applies to the following products and services: Personalized Mail™, Business Reply Mail™, Incentive Lettermail™, International Incentive Letter-post™, Publications Mail™ and Neighbourhood Mail™.

### 2 PAYMENT METHOD OPTIONS

The following describes various payment method options acceptable to Canada Post. However, not all options may be accepted at all Canada Post facilities.

#### 2.1 Use of Account

##### 2.1.1 PERSONALIZED MAIL™, INCENTIVE LETTERMAIL™, INTERNATIONAL INCENTIVE LETTER-POST™, POSTAL CODE TARGETING, PUBLICATIONS MAIL™ AND NEIGHBOURHOOD MAIL™

- Customers with pre-approved credit terms may elect "ACCOUNT" as a method of payment if the mailing is to be invoiced and charged to the customer's Account and for applicable credit terms to apply. See [Section 3 "Pre-Approved Credit Terms - Account"](#) for details.
- Customers who do not qualify for credit terms must provide full payment at the time of mailing. Otherwise, the mailing will not be accepted. See [Section 4 "Payment at Time of Mailing – No Credit Terms"](#) for details.

##### 2.1.2 BUSINESS REPLY MAIL

Customers must use an Account to access and pay for Business Reply Mail services. See [Section 3 "Pre-Approved Credit Terms - Account"](#) for details.

### 3 PRE-APPROVED CREDIT TERMS - ACCOUNT

#### 3.1 Use of Account

Customers with pre-approved credit terms may elect "ACCOUNT" as a method of payment if the mailing is to be invoiced and charged to the customer's Account and for applicable credit terms to apply or if Business Reply Mail services are used. Following approval by Canada Post and continued credit worthiness as determined by Canada Post, at its discretion, credit terms of net 15 days from date of invoice will apply.

#### 3.2 Invoice

For Personalized Mail, Incentive Lettermail, International Incentive Letter-post, Postal Code Targeting, Publications Mail and Neighbourhood Mail, if Account was selected to pay for a mailing, Canada Post will provide the customer with an invoice that summarizes the charges posted to their account. The charges reflected on the invoice are a summary of the mailings/*Orders (Statements of Mailing)* that a customer has submitted to Canada Post with the following exceptions:

- a) Customers who elect to pay for services via credit card will not receive an invoice. However, Canada Post does provide details for credit card transactions via epost™. Visit [epost.ca](http://epost.ca) to sign up for epost or for more details on this service. For more information on credit card as a payment option, see [Section 4.2 "Credit card"](#).
- b) Manual *Orders (Statements of Mailing)* for Neighbourhood Mail items submitted at a post office and depot (locations approved to accept Neighbourhood Mail) are not reflected on the invoice.
- c) Customer's can access a copy of their invoice through our free online service. See [Section 3.6 "Manage My Accounts"](#) for further information.

**For Business Reply Mail**, Canada Post will provide the customer with an invoice for Business Reply Mail that summarizes the charges posted to their account. The charges reflected on the invoice are either of the annual fee and/or of a summary of the Business Reply Mail items returned to the customer. Large volume receivers of Business Reply Mail are eligible to receive their invoices on a weekly basis. To qualify, customers must receive over 35,000 items of Business Reply Mail annually.

To sign up for weekly invoicing, please contact the Credit Management Group at 1-800-267-7651.

**For all services**, the customer should advise the Credit Management Group at 1-800-267-7651 of any discrepancies. Invoice/billing discrepancies must be brought to Canada Post's attention within 90 days of the date of the invoice, after which time such invoice will be deemed accepted by the customer.

In the event that Canada Post is requested to respond to any invoicing discrepancy initiated by, (i), the customer or, (ii), any third-party on behalf of customer within the period mentioned above, Canada Post reserves the right to charge the customer an adjustment and/or investigation fee(s) (the investigation fees will apply in cases where Canada Post determines that disputed charges were correctly calculated on the original invoice or *Order*).

Canada Post reserves the right, at its sole discretion, to refuse a request for a refund or credit of charges for any *Order* when such request is made by any party other than the payer.

#### 3.3 Account settlement

Accounts may be settled using one of the following:

- Pre-authorized bank payment
- Pre-authorized credit card payment, upon Canada Post approval
- Online payment (see [Section 3.6](#))
- Payment by cheque or money order.

Customers wishing to sign up for pre-authorized or online payment need to complete and submit the applicable form, which can be obtained at [canadapost.ca/caf](http://canadapost.ca/caf) or from a Canada Post Representative.

Cheques or money orders must be made payable to "CANADA POST CORPORATION", include the Canada Post customer number and be accompanied by the remittance information. Payment must be sent to the following address:

PAYMENT PROCESSING  
CANADA POST  
2701 RIVERSIDE DR  
OTTAWA ON K1A 1L7

Customers should allow up to three business days for payment processing.

### 3.4 Past due amounts and administration fees

#### 3.4.1 LATE PAYMENT

Past due amounts will be subject to a late payment fee. The late payment fee will be calculated at a rate of 1.5% per month (18% per annum). Canada Post may amend the late payment fee rate at any time upon Notice to the customer.

If an amount becomes past due, Canada Post may elect to apply any money otherwise received from the customer or any money due to the customer by Canada Post towards bad debts first. Such right of set off shall be without prejudice and in addition to any other rights Canada Post may have.

No interest will be paid by Canada Post on any funds held in the customer's account.

#### 3.4.2 ACCOUNT ADMINISTRATION FEES

**Return payments:** An administrative fee will be applied on any payment that is dishonoured for any reason, including a payment returned due to Non Sufficient Funds (NSF). The customer agrees to reimburse Canada Post for all costs, including legal fees and bank charges, incurred as a result of late or dishonoured payments.

**Document copies:** Customer's requiring duplicate copies of invoices, may access them through our free online service. See [Section 3.6](#) for further information. Requests for duplicate invoices or other documentation [e.g. *Order (Statement of Mailing)*, Packing Slips, etc.] fulfilled through our Account Management Group are subject to service fees for items up to six months from their creation date. Additional fees will apply for items older than six months, if available.

**Corrections:** Customers requiring corrections to *Orders*, invoices, or customers transmitting invalid or late electronic *Orders*, where Canada Post is not responsible, are subject to additional service fees.

Canada Post reserves the right to amend administration fees at any time without prior notification. A list of account administration fees is available upon customer request by contacting the Credit Management Group at 1-800-267-7651.

**Investigations:** In the event Canada Post is requested to investigate invoice discrepancies (including, but not limited to service guarantee failures), Canada Post may apply an additional fee for the number of disputed items submitted which Canada Post investigates and determines to be correctly charged as originally invoiced.

### 3.5 Statement of Account (SOA)

A Statement of Account (SOA) will be provided monthly to the customer if the customer used their Account to pay for their mailing or for Business Reply Mail services. Such a *Statement of Account* (SOA) will summarize each of the invoices processed and any related adjustments and payments made during the month, as well as any balance owing at the end of the month.

### 3.6 Manage My Accounts

The "Manage My Accounts" section available on our "Online Business Centre (OBC)" at [canadapost.ca/obc](http://canadapost.ca/obc) provides a convenient and secure environment through which:

- Customers can access their account information online
- Customers may view the status of their accounts and make payment online through the "Manage My Accounts" page
- Customers can update credit card information online through "Manage My Accounts" under "Manage My Profile".

Visit [canadapost.ca/obc](http://canadapost.ca/obc) or call the Credit Management Group at 1-800-267-7651 to obtain a user ID and password for access to Manage My Accounts.

## 4 PAYMENT AT TIME OF MAILING – NO CREDIT TERMS

This section applies to Personalized Mail, Incentive Lettermail, International Incentive Letter-post, Publications Mail and Neighbourhood Mail. For Business Reply Mail, please refer to [Section 2.1.2 "Business Reply Mail"](#) and [Section 3 "Pre-Approved Credit Terms - Account"](#).

### 4.1 Overview of payment method options at time of mailing

For customers without pre-approved credit terms, full payment at the time of mailing must be made by:

- certified business cheque (payment by uncertified business cheque is subject to approval by Canada Post)
- cash (post offices only)
- money order
- credit card (some conditions apply). See [Section 4.2 "Credit card"](#). For updating credit card information only, please refer to [Section 3.6 "Manage My Accounts"](#)
- debit card (some conditions apply)
- meter (some conditions apply). See [Section 4.3 "Postage meter"](#).

## 4.2 Credit card

VISA, MasterCard and American Express credit cards may be available as a method of payment option:

- when the Canada Post Electronic Shipping Tools (EST) is used and the customer chooses credit card. The credit card will be charged at the time of mailing
- as set out in the *Canada Postal Guide* or other material published by Canada Post and of general application to Canada Post's customers, as amended from time to time.

**NOTE 1:** Some conditions and restrictions apply.

- 2: With the exception of customers enrolled for pre-authorized credit card payment, credit cards are not accepted in payment of invoices or for settlement of Account balances.
- 3: Credit cards are accepted at Canada Post facilities only where credit card authorization facilities are available.

## 4.3 Postage meter

Payment by postage meter impression is an available method of payment only for the following:

- ▶ Personalized Mail (Standard Machineable 50 g and Standard Special Handling up to 100 g - excluding Dimensional Personalized Mail)
- ▶ Standard Lettermail
- ▶ Other Lettermail (Non-Standard and Oversize)
- ▶ Incentive Lettermail (Standard up to 50 g and Oversize up to 100 g).
- ▶ U.S.A. Standard Letter-post
- ▶ U.S.A. Other Letter-post (Non-Standard and Oversize)
- ▶ International Standard Letter-post
- ▶ International Other Letter-post (Non-Standard and Oversize).

**NOTE 1:** Payment by postage meter impression on the item cannot be used to pay for Publications Mail, International Incentive Letter-post or Neighbourhood Mail items.

- 2: The Return to Sender service options are not available if postage meter payment is used.

The customer may elect "METER" as a method of payment for qualifying items by placing a postage meter impression on each item to sufficiently cover the cost of mailing.

**Personalized Mail** Items need only the month and the year (the day can be omitted from the date stamp) shown as six numeric characters in the format YYYY.MM. The name of the service must appear to the left of the postage meter impression in English and French.

**Incentive Lettermail** The name of the service must appear to the left of the postage meter impression in English and French.

**NOTE:** For more information on postage meter impressions, visit Paying For Your Mailing, [Section 2.2 "Postage Meter Impression"](#) of the *Canada Postal Guide*. See [Section 5 "Proof of Payment and Use of Postal Indicia"](#) for additional information.

## 5 PROOF OF PAYMENT AND USE OF POSTAL INDICIA

Personalized Mail, Incentive Lettermail and Business Reply Mail items must bear the appropriate postal indicia on the addressed side of each item for all methods of payment options, unless the items are being paid using a postage meter impression. Payment by postage meter refers to payment by placing a postage meter impression on each item of mail qualifying for meter payment (see [Section 4.3 "Postage meter"](#)).

For Publications Mail, the use of a postal indicia or the applicable "Basic Identifying Information" is required as a proof of payment.

A postal indicia cannot be used for Neighbourhood Mail items (refer to the Neighbourhood Mail, Service Overview Module [Section 1.1.3.1 "No postal indicia"](#)).

**NOTE 1:** Postal Indicia requirements and artwork can be obtained through a Canada Post Representative or electronically at [canadapost.ca/indicia](http://canadapost.ca/indicia).

- 2: Business Reply Mail artwork can be obtained at [canadapost.ca/obc](http://canadapost.ca/obc) through the Business Reply Mail Artwork Online tool, which includes the postal indicia.

## 6 AUTHORIZED USERS

The customer may wish to allow another party to use their Agreement or customer number. Please refer to the *Agreement Activation Form* and to [Section 1 "Definitions"](#) and [Section 9 "Authorized Users \(excludes Business Reply Mail™ service\)"](#) in the General Terms and Conditions. A Canada Post Representative can explain under what conditions this is possible and who may be considered as an Authorized User.

**NOTE:** For the Business Reply Mail (BRM) service: authorized users are not permitted.



## GENERAL TERMS AND CONDITIONS WITH A STANDING OFFER AGREEMENT

Canada Post is in the business of providing mail and other related delivery products and services. The parties wish to set out the terms by which Canada Post will provide and the Customer will use such products and services. In consideration of the mutual obligations specified in this Agreement, the parties agree to the following:

### 1 DEFINITIONS

#### 1.1

“**Affiliate**” means an affiliated body corporate as defined by the *Canada Business Corporations Act* as amended from time to time.

#### 1.2

“**Agreement**” has the meaning set out in [section 13](#).

#### 1.3

“**Agreement Year**” means 12 consecutive calendar months falling between two anniversary dates.

#### 1.4

“**Applicable Published Prices**” means, with respect to each Product and Service, the applicable prices, including any applicable fees, charges or surcharges, and less any applicable rebates, set by Canada Post and in effect at the time of mailing, as published and/or made available by Canada Post for general application to its Customers, as amended from time to time.

#### 1.5

“**Authorized User**” means a party designated by the Customer and who is approved by Canada Post to have access to the Products and Services offered under this Agreement. Unless otherwise specified in this Agreement, an Authorized User has full access to the Products and Services offered under this Agreement.

#### 1.6

“**Business Day**” means a day other than Saturday, Sunday, a statutory holiday and any day normally observed as a holiday by Canada Post.

#### 1.7

“**Customer-Developed/Third-Party Shipping system**” means the suite approved by Canada Post, which allows for automated preparation of shipping documentation, including labels, and contains other features to facilitate shipping with Canada Post, and which is further described at [canadapost.ca/eLink](http://canadapost.ca/eLink).

#### 1.8

“**Customer Guide**” means the document of the same name issued by Canada Post for each of the Products and Services, as amended from time to time.

#### 1.9

“**Electronic Goods**” means electronic devices or their mechanisms, memory and all ancillary or related data storage devices, including but not limited to computers, televisions, tablets, cellular phones, audio equipment, media recording devices, cameras, camcorders, GPS and car audio equipment.

#### 1.10

“**Electronic Shipping Tools (EST)**” means the software system made available under license by Canada Post or a third party shipping system approved by Canada Post, which allows for automated preparation of shipping documentation including labels, and contains other features to facilitate shipping with Canada Post, and which is further described at [canadapost.ca/est](http://canadapost.ca/est).

#### 1.11

“**Fragile Items**” means items of an inherently fragile nature such as, but not limited to, glass, framed glass, mirrors, crystal, ceramics, pottery, porcelain and china, perishable items or items requiring refrigeration or temperature-controlled transport.

#### 1.12

“**Item**” means a single item or mail piece prepared and mailed using one of the Products and Services in accordance with this Agreement.

#### 1.13

“**Products and Services**” means any of the Products and Services, with the exception of Priority™ Worldwide service, offered for sale as described in the *Canada Postal Guide* or other Canada Post publication of application to commercial Customers generally, including the applicable *Customer Guide*.

#### 1.14

“**Subsidiary**” means a subsidiary body corporate as defined by the *Canada Business Corporations Act* as amended from time to time.

#### 1.15

“**Term**” means the period set out in the *Customer Guide* for each Product or Service.

#### 1.16

**Other** terms not specifically defined in this Agreement have the meanings defined in the applicable *Customer Guide*, the *Canada Postal Guide* or other Canada Post publication of application to customers generally.

## **2 CANADA POST'S OBLIGATIONS**

### **2.1**

Canada Post agrees to deliver Items of each Product and Service mailed under this Agreement according to the applicable delivery standards set out in the *Customer Guide* or [canadapost.ca/deliverystandards](http://canadapost.ca/deliverystandards) and of general application to Canada Post's Customers, as amended from time to time. Unless expressly stated in this Agreement, delivery standards established by Canada Post for its Products and Services are not performance guarantees.

### **2.2**

Canada Post agrees to provide or make available to the Customer upon execution of this Agreement, the *Canada Postal Guide* or other material published by Canada Post, including the *Customer Guide* corresponding to a particular Product or Service of general application to Customers, and any subsequent amendment thereto.

## **3 CUSTOMER'S OBLIGATIONS**

### **3.1**

The Customer agrees to prepare and mail Items in accordance with this Agreement.

### **3.2**

The Customer agrees to purchase and pay for the Products and Services at the Applicable Published Prices specified in the *Price Sheet*, subject to any applicable rebates plus all applicable fees, charges, surcharges and taxes. The Applicable Published Prices charged are subject to verification, correction and adjustment for any applicable fees, charges, surcharges and taxes.

### **3.3**

The Customer agrees to pay for the Products and Services purchased using the payment method(s) specified in the applicable *Customer Guide*.

### **3.4**

If so specified in the Agreement, the Customer agrees to meet the minimum volume of Items required per deposit or per annual commitment for each Product and Service.

### **3.5**

If so specified in the Agreement for a Product or Service, the Customer shall include an electronic order, in such form as approved or stipulated by Canada Post, with each mailing.

### **3.6**

#### **Use of Marks and Indemnification Obligation**

Except as specifically provided for in this Agreement, no party shall use any trademarks, trade names, official marks and any other rights of another party ("the Marks") without the prior written authorization of such other party. Nothing contained in this Agreement is intended as an assignment or grant of any right, title or interest in or to the Marks. The Customer warrants that it is the owner or licensed user of the Marks, and has the authority to and does grant Canada Post and its Designated Representative the right to use such Marks as required to perform under this Agreement. Any use by the Customer of Canada Post's intellectual property or third-party intellectual property used under licence by Canada Post, including, but not limited to usage of any Canada Post logos or trade names must be approved in writing in advance by Canada Post.

The Customer shall indemnify Canada Post from any and all claims, demands, loss or damage suffered by Canada Post and its Designated Representative as a result of, or in any way connected with the artwork (including Marks) provided by or on behalf of the Customer.

### **3.7**

#### **Customized Postal Indicia**

##### **Use of Images**

The image submitted must be suitable for family audiences.

The image cannot contain any trademarks, trade names, official marks and any other rights of another party ("the Marks") without the prior written authorization of such other party. The Customer warrants that it is the owner or licensed user of the Marks, and has the authority to and does grant Canada Post and its agents the right to use such Mark's as required in performing its obligations.

The Customer shall indemnify Canada Post from any and all claims, demands, loss or damage suffered by Canada Post and its agents as a result of, or in any way connected with the artwork (including Marks) provided by or on behalf of the Customer.

In the event that an image depicts one or more individuals is submitted, the customer represents and warrants that it has the permission of the individual(s) depicted to use the image. In the case of an image of a celebrity or an image that appears to have been taken without the knowledge of the individual being depicted, the customer may be asked to provide written proof of permission (by way of email or mail) to use the image.

Canada Post reserves the right to refuse any proposed Customized Postal Indicia design that it, at its sole discretion, deems unsuitable for any reason.

Items with Customized Postal Indicia are not considered postage paid and must be inducted with an *Order (Statement of Mailing)* at a Canada Post facility.

Customized Postal Indicia products designs are subject to change without notice.

## 4 EXCLUSIVE PRIVILEGE

### 4.1

The Customer acknowledges that Canada Post has, pursuant to and in accordance with the *Canada Post Corporation Act* and *Regulations*, the sole and exclusive privilege of collecting, transmitting and delivering letters within Canada. Without prejudicing any other rights or remedies Canada Post may otherwise have, the Customer agrees that Canada Post may terminate the Agreement if the Customer, or any Authorized User of the Customer, directly or indirectly contravenes this privilege. If the Agreement is terminated for contravention of this privilege, then, in addition to any amounts otherwise due, the Customer shall pay to Canada Post an amount equal to the difference between the amount paid or payable for all Items mailed up to the date of termination and the amount that would have been payable for that volume, at current undiscounted prices, that would have been payable, but for this Agreement.

## 5 CRITERIA FOR QUALIFICATION

### 5.1

The Customer is responsible for ensuring that all Items comply with the requirements set out in this Agreement and, except for Priority™ Worldwide services, the *Canada Post Corporation Act* and *Regulations*; and, for international Items, the Universal Postal Union (UPU) requirements and any receiving postal administration or designated operator requirements and the laws of the country of destination, all as may be amended from time to time. Items not complying with these requirements may not be mailed under this Agreement. Canada Post retains the right to refuse to accept any Item that it, in its sole discretion, deems unacceptable.

### 5.2

Mailings not previously approved by Canada Post and assessed by the Customer, or on behalf of the Customer, are subject to pricing verification and correction by Canada Post.

### 5.3

Items presented for mailing to Canada Post may be verified to determine compliance with applicable Terms and Conditions. Items determined not to be compliant may, at the discretion of Canada Post, be:

- a) returned at the Customer's expense, to be made compliant by the Customer, where possible;
- b) processed and charged at the next or most appropriate Product or Service category, where available;
- c) subject to a surcharge; or
- d) refused for mailing.

### 5.4

Canada Post may correct the Customer's order documentation if it contains incomplete or incorrect information.

### 5.5

Canada Post shall not be responsible for meeting any delivery standards, where applicable, for delays arising from the mailing of non-compliant Items.

## 6 SURCHARGES

### 6.1

Items mailed under this Agreement may be subject to one or more of the following surcharges:

- Surcharges for non-compliance with mail specification or preparation requirements;
- Fuel surcharge;
- Mailing tube surcharge;
- Oversize (OS) surcharge;
- Unpackaged surcharge;
- Non-transmitted Order surcharge;
- Non-manifested Item surcharge.

Details regarding such surcharges are set out in the applicable *Customer Guide*. Canada Post may amend the surcharges at any time immediately upon Notice to the Customer.

### 6.2 Receiving Postal Administration or Designated Surcharge

The Customer agrees to reimburse Canada Post for any incremental terminal dues costs such as, but not limited to, bulk mail and remail charges that are applied by the receiving postal administration or designated operator, as specified in the Universal Postal Union Convention.

## 7 CURRENCY

### 7.1

Unless expressly noted to the contrary, all monetary amounts are stated and shall be paid in Canadian currency.

## 8 AUDITS

### 8.1

On request, the Customer shall permit Canada Post and its authorized representatives access to its premises and, if applicable, those of Authorized Users and the Mailer, On Behalf Of the Customer, during the Term, and for a reasonable period of time after the expiry or earlier termination of this Agreement. The Customer agrees to facilitate Canada Post's access, examination and audit of the records, databases and information relating to the Items mailed under this Agreement and the Customer's obligations, including, if applicable, those of Authorized Users and the Mailer, On Behalf Of the Customer, under this Agreement.

## **9 AUTHORIZED USERS (EXCLUDES BUSINESS REPLY MAIL™ SERVICE)**

All references to the Customer include the Customer's Authorized Users and any actions taken by an Authorized User are deemed to be the actions of the Customer. The designation of Authorized User is subject to the approval of Canada Post. The List of Authorized Users is set out in an appendix to this Agreement.

The Customer may amend the List of Authorized Users upon consent of Canada Post.

An Authorized User who ceases to be an Affiliate, Subsidiary or a franchisee of the Customer will no longer be entitled to mail Items under this Agreement as of the date upon which it ceases to be an Affiliate, Subsidiary or franchisee of the Customer. In the event that an Authorized User ceases to be an Affiliate, Subsidiary or a franchisee of the Customer, the Customer shall give Notice to Canada Post within 30 calendar days of such change in relationship.

The Customer is responsible for the compliance by each Authorized User with this Agreement. In the event that an Authorized User fails to pay for Products or Services provided under this Agreement, the Customer shall pay the amount owing.

## **10 MAILERS, ON BEHALF OF**

### **10.1**

Canada Post will accept Items mailed by another party on behalf of the Customer, provided that the mailing of such Items complies with the Terms and Conditions of this Agreement. The Customer shall require a Mailer, On Behalf Of, to abide by the Agreement. The actions taken by the Mailer, On Behalf Of, are deemed to be the actions of the Customer.

## **11 RESALE OR INTERLINING**

### **11.1**

The Customer agrees that any Products and Services purchased under this Agreement are for the Customer's own use as an end user or for the use of an Authorized User. Unless otherwise expressly permitted by Canada Post, the Customer will not sell or permit the resale of any services or supplies received from Canada Post, nor use the Products and Services offered under this Agreement for the purposes of interlining. Interlining is the process in which a carrier uses another carrier's transportation service in the course of a continuous freight movement.

## **12 ASSIGNMENT**

### **12.1**

The Customer shall not assign this Agreement without the prior written consent of Canada Post and any purported assignment without prior consent is void. Canada Post may assign the benefits of this Agreement or make any arrangements that would result in the performance, in whole or in part, of the obligations of Canada Post under this Agreement by a person other than Canada Post.

### **12.2**

If the Customer amalgamates, merges or enters into a similar business combination with any other entity, including without limitation by means of

- a) acquisition of all or substantially all of the assets of another entity; or
- b) the sale of all or substantially all of the assets to another party, then, for the purpose of this Agreement, such amalgamation, merger or combination will be deemed to be an assignment requiring the prior written consent of Canada Post.

## **13 ENTIRE AGREEMENT AND ALTERATIONS**

### **13.1**

All references to this Agreement shall be deemed to include:

- a) The *Agreement Activation Form(s)*;
- b) These General Terms and Conditions;
- c) The applicable *Customer Guide(s)*;
- d) The applicable *Price Sheet(s)*;
- e) The *Credit Application Form*, if applicable;
- f) The *Canada Postal Guide*;
- g) Any appendices and any documents referenced therein;

all as may be amended from time to time.

### **13.2**

Without limiting the generality of the above, in the event of any inconsistency between this Agreement, and any document other than the *Canada Post Corporation Act* or its *Regulations*, the terms of this Agreement shall prevail and be interpreted in the order of priority listed above.

### **13.3**

No representations, warranties, negotiations or conditions, either verbal or written, will bind the parties except as expressly set out in this Agreement. Except as set out in the section on "[Waiver](#)" below, no agent or representative of either party to this Agreement has authority to alter the provisions of this Agreement, and any such purported alteration shall not be binding.

## 14 WAIVER

### 14.1

Except as specifically stated in this Agreement, no waiver or amendment of this Agreement shall be binding unless executed in writing by the appropriate party's authorized representative. No waiver of any provision of this Agreement shall constitute a continuing waiver unless otherwise expressly provided. Acceptance of Items for mailing shall not constitute a waiver by Canada Post of the Customer's obligations under this Agreement.

## 15 AMENDMENTS

### 15.1

Canada Post reserves the right to modify, discontinue Products or Services, or otherwise amend this Agreement, including prices, by giving the Customer 30 calendar days' written Notice as specified in this Agreement.

### 15.2

Canada Post reserves the right to amend the *Canada Postal Guide* without Notice to the Customer.

## 16 SURVIVAL

### 16.1

The termination or expiry of this Agreement will not affect the survival and enforceability of any provision of this Agreement that is expressly or implicitly intended to remain in force after such termination or expiry.

## 17 SEVERABILITY

### 17.1

If any part of the Agreement is unenforceable or invalid for any reason whatsoever, such part shall be severable from the remainder of the Agreement and its unenforceability or invalidity shall not affect the enforceability or validity of the remaining parts of the Agreement.

## 18 GOVERNING LAW

### 18.1

This Agreement is made subject to and in accordance with the *Canada Post Corporation Act* (the "Act"), R.S.C. 1985, c. C-10, as amended from time to time, and any of the *Regulations*, which are or may be from time to time made under the *Act*.

### 18.2

If the Customer's address is not in a Canadian province or territory, this Agreement shall be governed by, and interpreted under, the laws in force in the province of Ontario, Canada. The forum for any legal proceedings shall be the province of Ontario, Canada.

## 19 EXCUSABLE DELAY

### 19.1

Except for the Customer's payment obligations, neither party shall be liable to the other for any failure to perform, or delay in the performance of, any obligation under the Agreement due to causes beyond its reasonable control, including, but not limited to, acts of God, epidemics, labour disruptions, failures or fluctuations in electrical power, heat, light, air conditioning or telecommunications equipment or lines, or other equipment if applicable, delays caused by customs authorities, provided that the party experiencing such circumstances immediately notifies the other party in writing of the circumstances and minimizes, to the extent reasonably practicable, the impact of such circumstances on the performance of the obligations under the Agreement.

## 20 LIMITATION OF LIABILITY

### 20.1

Canada Post reserves the right to independently review and verify any and all claims made by the Customer arising from missed delivery and/or service commitments.

### 20.2

Except as specified in the *Customer Guide* for the Product or Service, Canada Post shall not be responsible for any direct, indirect, general, special or consequential damages arising out of the Agreement regardless of whether such damages result from loss, mishandling or delay in delivery of any Item.

## 21 TERMINATION

### 21.1

Either party may terminate this Agreement at any time, without cause, by giving 30 calendar days' written Notice to the other.

### 21.2

Either party may immediately terminate this Agreement upon written Notice to the other party if at any time during the Term:

- a) either party ceases to carry on business or makes a sale in bulk of all or substantially all of its assets; or
- b) either party becomes insolvent or bankrupt, or files any proposal or makes any assignment for the benefit of creditors; or
- c) a receiver, trustee or other person with like powers is appointed to handle the affairs or property of either party; or
- d) an order is made for the winding up or liquidation of either party; or
- e) either party continues to be in default of any of its obligations after being provided 30 calendar days' Notice of the default.

### 21.3

Should the Customer fail to purchase Products and Services under this Agreement for a period of more than 12 consecutive months, Canada Post may terminate the Agreement or amend the List of Authorized Users without notice.

### 21.4

Termination of this Agreement shall be without prejudice to any rights of the Customer or Canada Post that have accrued prior to the date of termination.

### 21.5

Neither party shall have a right to damages as a result of termination of this Agreement.

## 22 NOTICES

### 22.1

Any Notice given by either party shall be in writing and delivered personally, by Registered Mail, by Priority™ or by Xpresspost™. Alternatively, Notices regarding Amendments to this Agreement by Canada Post may be sent to the Customer via email or by Canada Post posting such changes on Canada Post's website ([canadapost.ca/notice](http://canadapost.ca/notice)), including in particular [canadapost.ca/customerguides](http://canadapost.ca/customerguides), which will be deemed received upon posting.

#### Notices to Canada Post shall be sent to:

AGREEMENT MONITORING  
CANADA POST CORPORATION  
2701 RIVERSIDE DR SUITE B0230  
OTTAWA ON K1A 0B1

Notices to the Customer shall be sent to the Customer's general contact at the mailing or email address set out in the *Agreement Activation Form*.

### 22.2

Notices delivered personally shall be deemed received at the time of delivery, Notices sent by Registered Mail shall be deemed received on the fourth Business Day following the date of mailing, and Notices sent by Priority™ or Xpresspost™ shall be deemed received on the second Business Day following the date of mailing. Weekend and statutory holiday mailings will count as originating on the following Business Day.

### 22.3

Either party may change its address by giving Notice to the other party.

### 22.4

The Customer agrees that Canada Post may update the Customer's address information obtained from any source, including any *Mail Forwarding* request form submitted to Canada Post, for the purpose of contacting the Customer with respect to this Agreement.

## 23 CONFIDENTIALITY

### 23.1

Definition of "Confidential Information": Means all information, whether disclosed in written, oral or visual form, which is identified as confidential at the time of disclosure or that a reasonable person would consider, from the nature of the information or circumstances of disclosure, as being confidential. Confidential Information includes, but is not limited to, customer lists, including Personal Information under the *Privacy Act*, as amended, information relating to the research, development, technology, pricing, finances, marketing or business plans and general affairs of the other party or any subsidiary of such other party.

#### 23.1.1

For clarity, Confidential Information does not include such observations and general knowledge of consumer and business trends in the purchase and sale of goods and services as a party to this Agreement may learn in providing or receiving any product or service under this Agreement and uses in the development and sale of new products and services.

### 23.2

Each party to this Agreement (the "Receiving Party") agrees to hold all Confidential Information of the other party (the "Disclosing Party") in confidence and not use any Confidential Information other than permitted by this Agreement. The Receiving Party shall not disclose any Confidential Information of the Disclosing Party without the prior written consent of the Disclosing Party, other than to those employees, agents, subcontractors or representatives of the Receiving Party who have a need to know such Confidential Information for the purposes contemplated in this Agreement.

### 23.3

Section 23.2 will not apply to any information which:

- a) is publicly available;
- b) is independently developed by the Receiving Party;
- c) is known by the Receiving Party without restriction on disclosure prior to its initial disclosure by the Disclosing Party;
- d) is lawfully received from a third party on a non-confidential basis; or
- e) is required to be disclosed by government or court order or other legal process, provided that the Receiving Party will promptly notify the disclosing Party of such requirement and will take reasonable steps to permit the Disclosing Party to prevent or limit such disclosure.

#### **23.4**

The Confidential Information shall be maintained by the Receiving Party in the same manner as the Receiving Party keeps its own Confidential Information of a similar nature and in any event shall be kept in accordance with the same care as a reasonable and prudent person would care for such Information.

#### **23.5**

Canada Post has policies and procedures in place to protect the Confidential Information and Personal Information, as defined in the *Privacy Act* that it handles. Canada Post is subject to the federal *Privacy Act* and the *Canada Post Corporation Act*. Any third parties who are involved in handling Confidential Information on behalf of Canada Post are required to agree to appropriate contractual provisions.

#### **23.6**

Upon execution of the Agreement, any confidentiality obligations set out in any other agreement, relating in any way to parcel services, entered into by the parties shall be subject to these General Terms and Conditions, including, without limitation, the limitation of liability in Section D. In the event of any conflict or inconsistency between the terms and conditions of such agreement and these General Terms and Conditions, these General Terms and Conditions shall prevail to the extent of the conflict or inconsistency.

### **24 LANGUAGE**

#### **24.1**

It is the express wish of the parties that this Agreement, as well as all related documents, be written in the English language. *Les parties ont demandé expressément que la présente ainsi que tout document afférent soient rédigés en anglais.*

### **25 OWNERSHIP OF MAIL (EXCLUDES BUSINESS REPLY MAIL™ SERVICE)**

The Customer agrees that Items mailed under this Agreement will be mailed only on the Customer's or its Authorized User's behalf, and that Items will not include commingled mail, being consolidated mail of a type or from sources other than those approved by Canada Post.