

## Approval of Customer Generated Shipping / Container Labels

Commercial customers with unique processing requirements may elect to develop their own shipping / container labels instead of printing labels using our Electronic Shipping Tool (EST). As part of this process it would include generating shipping / container labels according to our most recent specifications. All customer generated shipping / container labels are subject to review and approval by Canada Post.

The approval process is designed to ensure custom system outputs conform to our specifications and provide efficient mail handling, accurate billing tracking and timely delivery. The labels produced by a custom system must produce the appropriate addressing formats, service identifiers, delivery options and a properly encoded formatted barcode.

The shipping / container labels produced by custom systems must meet the minimum requirements as outlined in the appropriate shipping / container label specification document in order to obtain Canada Post approval. Canada Post must approve additions and/or changes to the layout of data that appears on the shipping / container label. Barcode encoding cannot be modified.

Physical labels must be submitted for testing and will be evaluated for barcode data content, print quality and overall label layout.

Please contact Order Acceptance at [cenauto@canadapost.ca](mailto:cenauto@canadapost.ca) to access label specifications and have your labels approved.

Label samples being submitted by Third-Party System vendors or Custom or Customer Developed Systems:

**ELINK PROGRAM  
ORDER ACCEPTANCE  
CANADA POST CORPORATION  
2701 RIVERSIDE DRIVE - N0440  
OTTAWA ON K1A 0B1**

Label samples being submitted by SERP Vendors for formal SERP recognition:

**SERP ADMINISTRATOR  
ORDER ACCEPTANCE  
CANADA POST CORPORATION  
2701 RIVERSIDE DRIVE - N0520  
OTTAWA ON K1A 0B1**