

# Service Overview



## Neighbourhood Mail™ (Unaddressed Admail™)

## IMPORTANT UPDATES

Any description of change is provided for reference and convenience purposes only. The description of change does not form part of the Agreement between the customer and Canada Post.

### Important Updates:

DESCRIPTION OF CHANGE		LOCATION
<b>Revision v1.1</b>	<b>Posted on December 18, 2015</b>	<b>Effective on January 11, 2016</b>
Introduced Letterflatainer (LFT) as an acceptable container.		Section 5 "Mail Preparation" and Section 6.1 "Where to deposit"
<b>Amendment v1.0</b>	<b>Posted on November 20, 2015</b>	<b>Effective on January 11, 2016</b>
This Customer Guide has been redesigned from the ground up and divided into modules to present product information in a new and simplified format. The modules are presented in a way customers plan and prepare their mailings.		

### Reminder of 2015 Updates:

DESCRIPTION OF CHANGE		LOCATION
<b>Revision v1.3</b>	<b>Posted on September 21, 2015</b>	<b>Effective on September 21, 2015</b>
Renamed Unaddressed Admail to Neighbourhood Mail.		Throughout document.
<b>Revision v1.2</b>	<b>Posted on June 30, 2015</b>	<b>Effective on July 31, 2015</b>
Reformatted the terms and conditions section.		Section 6.2 "General terms and conditions"
<b>Revision v1.1</b>	<b>Posted on May 13, 2015</b>	<b>Effective on June 1, 2015</b>
Clarified that if a single deposit date is specified on the Partial Mailing Order ( <i>Statement of Mailing</i> ) and the mailing is deposited over multiple dates, the delivery date will be adjusted to reflect the date of the last deposit.		Section 4.1.2.1 "Partial mailings"
<b>Amendment v1.0</b>	<b>Posted on November 14, 2014</b>	<b>Effective on January 12, 2015</b>
Clarified that community newspaper must be a newspaper and not a newsletter.		Section 1.8 "Community newspapers"
Clarified the instructions for Partial Mailings.		Section 4.1.2.1 "Partial mailings"
Renamed Downstream Shipments to Downstream Deposits and clarified the instructions for Downstream Deposits.		Section 4.1.2.2 "Downstream deposits"

**NOTE:** This revision updates the January 11, 2016 version 1.0 guide.

Please note that when there is an amendment or a revision to the document, the version number will be modified as follows:

- an amendment increases the first digit in the version (e.g., version, 3.0)
- a revision increases the second digit in the version (e.g., version 1.1, 1.2)
- the version number restarts at 1.0 every January of a given year.

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## PURPOSE OF THIS SERVICE OVERVIEW

This *Service Overview* is an outline of the *Canada Post's Neighbourhood Mail™ (Unaddressed Admail™) Customer Guide* available at [canadapost.ca/cpnmguides](http://canadapost.ca/cpnmguides).

The *Customer Guide* forms part of the Agreement between the customer and Canada Post. It explains the qualifications and other terms and conditions under which this service is provided. Customers should ensure they are using the most current version of the *Customer Guide*, including all amendments and other applicable documents. It is the customer's obligation to meet all the requirements outlined in the Neighbourhood Mail Agreement.

**NOTE:** Some words and expressions used in this document have a specific meaning. See "Paying and Terms" module, *General Terms and Conditions*, Section 1 "Definitions" or the *Glossary* for the definition of specific terms referenced throughout this document and this Agreement.

## SERVICE OVERVIEW

The "Service Overview" module is a quick reference document that provides a summary of key information pertaining to this service including, qualifying criteria, options, delivery standards, pricing, designing and mail preparation. This module can be used by customers, mail service providers and agencies to ensure that their mailing needs and expectations are met.

### 1 WHAT IS NEIGHBOURHOOD MAIL SERVICE?

Neighbourhood Mail is one of Canada Post's targeted direct mail services. It consists of printed and non-printed matter such as product samples that are not addressed to specific delivery addresses in Canada. Our Neighbourhood Mail service delivers advertising messages to more than 15.7 million mailboxes served by Canada Post. Neighbourhood Mail provides geographic, demographic and lifestyle information to target mailings to neighbourhoods or localities that have the highest potential audience – without a customer database.

The Neighbourhood Mail service provides unduplicated coverage of both urban and rural markets. Customers who are mailing with Canada Post's Neighbourhood Mail service can select and target the areas and neighbourhoods of their best prospects based on demographic and geographic information, using Canada Post's database, Statistics Canada data and a combination of other data sources.

With Canada Post's targeting tools, customers can determine the number of items required to reach their audience (by Forward Sortation Area [FSA] and delivery mode [e.g., Letter Carrier Walk LC0001]) and the postal facility that will be delivering their Neighbourhood Mail.

To qualify as Neighbourhood Mail service, mailings must:

- be mailed in Canada for delivery in Canada
- meet the minimum volume requirements:
  - the complete distribution of a given route; or
  - the complete distribution to only houses, apartments, farms, businesses, or any combination, on a given route.
- meet all Canada Post requirements outlined in the Neighbourhood Mail Agreement.

#### 1.1 What is acceptable as Neighbourhood Mail?

Items must be unaddressed but may bear wording, such as "HOUSEHOLDER", "OCCUPANT", "RESIDENT", "BUSINESS OWNER", "MARKETING MANAGER", "PURCHASING MANAGER" or "BOXHOLDER" without any further address. In order to provide maximum flexibility and choice, the customer's advertising piece can take on a variety of forms and content, including, but not limited to:

- |             |                 |                          |
|-------------|-----------------|--------------------------|
| • flyers    | • newspapers    | • community newspapers   |
| • cards     | • coupons       | • co-op mailings         |
| • envelopes | • catalogues    | • inserts and enclosures |
| • brochures | • single sheets | • CDs and DVDs           |
| • samples   | • magazines     |                          |

## 1.2 What is unacceptable as Neighbourhood Mail?

Items submitted as Neighbourhood Mail that do not meet the requirements specified for Neighbourhood Mail and the various mail preparation and other requirements outlined in this Agreement, may not qualify for Neighbourhood Mail service and prices.

For information on unacceptable items, see [Non-mailable Matter](#) of the *Canada Postal Guide* at [canadapost.ca/nonmailable](http://canadapost.ca/nonmailable) or refer to the *Canada Post Corporation Act and Regulations*.

## 1.3 Delivery standards

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 will vary based on the options selected (i.e., Canada Post transportation and physical characteristics). These delivery standards are not guaranteed. Visit [canadapost.ca/transportationtime](http://canadapost.ca/transportationtime) for additional information.

Delivery standards are comprised of two components:

DEFINITIONS	
<b>Transportation Time</b>	Transportation time is the number of business days required to move items from the Canada Post facility where the customer deposits to the Canada Post facility from which the items will be delivered. If the customer deposits their mailing by 11:00 am at the same facility from where items will be delivered, transportation time does not apply.
<b>Delivery Cycle</b>	The delivery cycle reflects the number of business days normally required to complete delivery of mail items. The delivery cycle varies based on the weight and size of the item, as well as the type of route (Letter Carrier or Non-Letter Carrier) targeted. The delivery cycle must be added to the transportation time.

The delivery standard is determined by adding the transportation time + delivery cycle:

Transportation Time	LOCAL*	PROVINCIAL	NATIONAL**
	2 business days	3 - 4 business days	3 - 7 business days

\* Within major centres, local means the geographic area served by the main Canada Post facility of that major centre. When Neighbourhood Mail items are deposited at this facility, the transportation time applies to moving the items to the other facilities within that geographic area. In all other areas (e.g., rural), local means the specific delivery office from which the items will be delivered.

\*\* Excludes non-major urban centres, northern regions and remote areas.

Delivery Cycle	CATEGORY	WEIGHT	DELIVERY CYCLE
Letter Carrier routes	Standard	up to 115 g (4.1 oz.)	3 business days
		over 115 g up to 230 g (4.1 oz. - 8.1 oz.)	5 business days
	Oversize	up to 230 g (up to 8.1 oz.)	5 business days
Non-Letter Carrier routes	Standard and Oversize	up to 500 g (17.6 oz.)	1 business day
		over 500 g up to 1,000 g (17.6 oz. - 35.3 oz.)	3 - 5 business days

Most urban and suburban areas are served by Canada Post Letter Carriers (Letter Carrier routes). Many rural areas or rapidly growing suburban areas are served by Rural and Suburban Mail Carriers with somewhat different delivery cycles (Non-Letter Carrier routes). Customers can consult the residential and business delivery area counts and maps at [canadapost.ca/precisiontargeter](http://canadapost.ca/precisiontargeter) to determine which delivery standard applies to their mailing.

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 WHO CAN I TARGET?

Customers can target specific geographically defined areas in Canada, either locally or nationally, directing the message to an area as small as a single postal route, and target the message to homes, apartments, farms or businesses, or any combination of the four.

**NOTE:** Target areas may include multiple types of points of call. For example, customers can maximize their reach of home owners by selecting farms and homes on a targeted postal route.

### 1.4.2 CONSUMERS' CHOICE

Customers can target more effectively by respecting the wishes of consumers who indicate, through a self-produced notice on their mailbox or mail receptacle, that they do not wish to receive unaddressed material. The only exemptions are materials from Elections Canada and Provincial Chief Electoral Officers, House of Commons mailings, material from municipal election officials (or the Deputy returning officer) and community newspapers who can target total point of call. Therefore, the item is received by consumers who want to receive it. Visit our Householder Data, which is available online at [canadapost.ca/precisiontargeter](http://canadapost.ca/precisiontargeter) for the breakdown of delivery points with and without these notices.

### 1.4.3 RESIDENTIAL AND BUSINESS DELIVERY AREA COUNTS AND MAPS

Delivery areas served by Canada Post's delivery offices are segmented by houses, apartments, farms and business points of call to help customers determine the number of items needed for their mailing. The delivery areas listed below are defined as follows:

HOUSEHOLDER TYPE	DESCRIPTION
<b>Houses:</b>	Include residential dwellings that may be: detached, semi-detached or attached in a row. These dwellings have separate entrances and may be horizontal (in a row) or vertical (one on top of the other). If a business is operated from a house that is also used as a residence, the point of call is to be classified as a house.
<b>Apartments:</b>	Include self-contained residential units within a high-rise or low-rise multiple-unit building of three or more such units that share a common main entrance to the building. If a business is operated from an apartment which is also used as a residence, the point of call is to be classified as an apartment.
<b>Businesses:</b>	Include buildings and structures where the primary activity is commercial, industrial or institutional (institutional includes but is not limited to churches, hospitals, nursing homes, and schools). If a business is operated from a house or apartment which is also used as a residence, it is to be classified as a house or apartment.
<b>Farms:</b>	Include residential and business buildings associated with a defined area of land (ex. fields) used to grow crops, raise animals or fish. The point of call does not necessarily have to belong to any farming association to be classified as a farm.

**NOTE:** The national database of Householder Counts is available on CD-ROM or by download from a secured Canada Post FTP site on a 12-month subscription basis, which includes monthly updates. Visit [canadapost.ca/precisiontargeter](http://canadapost.ca/precisiontargeter) to view the residential and business delivery area counts and maps.

### 1.4.4 DATA & TARGETING SOLUTIONS

Professional targeting services that help customers select and target areas and neighbourhoods containing their best prospects, based on demographic and geographic information. For example, if customers are looking for neighbourhoods of affluent families, young couples or neighbourhoods in which consumers are more likely to purchase cars, then Data & Targeting Solutions can help you find the areas with concentrations of these target groups. More information can be obtained by contacting a Canada Post Sales Representative.

## 1.5 Service options

An option is a service enhancement that is not provided automatically as part of the basic service.

### 1.5.1 TRANSPORTATION

If customers wish to deposit the entire mailing at a single deposit location, Canada Post will transport these items to the delivery offices for a fee. Alternatively, the transportation fee will not apply when customers transport their items directly to the appropriate delivery facility(ies). When a customer deposits their Neighbourhood Mail item(s) at a Distribution Centre Facility (DCF) for delivery to a Letter Carrier delivery office located in the same facility, transportation fees will not apply.

### 1.5.2 SPECIFIED DELIVERY START DATE

If a customer wishes to specify a delivery start date for their entire mailing (i.e. begin delivery on the same day in all delivery installations), they must select this option when creating their Order in EST.

For specific deposit requirements, see the “Depositing” module, Section 1.1 “When to deposit”.

## PRICING

## 2 NEIGHBOURHOOD MAIL PRICING

In order to access Neighbourhood Mail prices, the customer must meet all applicable requirements, including size and weight specifications, and mail preparation requirements for Neighbourhood Mail service.

	Price per Item	
Weight	Standard	Oversize
Up to 50 g	15.8¢	17.1¢
Over 50 g up to 100 g	18.1¢	19.7¢
Over 100 g	27.4¢ + 0.24¢ per g over 100 g	28.6¢ + 0.24¢ per g over 100 g
Options	Standard	Oversize
Transportation	1.0¢	1.0¢
Specified Delivery Start Date	1.0¢	No charge

Qualifying Customers may have access to lower prices by signing an Agreement. For further details contact the Commercial Service Network. All prices are subject to any applicable rebates, discounts, fees, surcharges, adjustments and taxes.

For further information, visit the “Pricing” module at [canadapost.ca/cpnmguides](http://canadapost.ca/cpnmguides).

# DESIGNING

## 3 DESIGNING NEIGHBOURHOOD MAIL

To be eligible as Neighbourhood Mail, the items mailed must meet the criteria specified for the Neighbourhood Mail service and must be prepared for mailing in such a manner as to prevent loss or damage to any item and permit easy verification of each item.

Items submitted as Neighbourhood Mail that do not meet the content, format and physical characteristics outlined below and other requirements as defined in your Agreement.

### 3.1 Measurements - Size and weight

Items delivered by Canada Post Letter Carrier Routes have different size and weight specifications than those delivered on Non-Letter Carrier delivery routes.

Each Neighbourhood Mail item must meet the applicable size and weight requirements as outlined below.

**NOTE 1:** The metric unit is the official measure. Imperial equivalents are provided for reference and convenience only.

**2:** Measurements include all inserts and enclosures.

ITEMS DELIVERED ON LETTER CARRIER ROUTES*					
CATEGORY		LENGTH	WIDTH	THICKNESS	WEIGHT
<b>Minimum size</b>		70 cm <sup>2</sup> area (10.9 in. <sup>2</sup> )		0.18 mm (0.007 in.)	N/A
<b>Standard</b>	max.	30.50 cm (12 in.)	15.24 cm (6 in.)	1.91 cm ** (0.75 in.)	230 g (8.1 oz.)
<b>Oversize</b>	max.	30.50 cm (12 in.)	22.85 cm (9 in.)	1.91 cm ** (0.75 in.)	230 g (8.1 oz.)

\* The delivery mode that falls under the specifications of Letter Carrier Routes is simply "LC" (for Letter Carrier).

\*\* The thickness of a Neighbourhood Mail item must be measured at the thickest area of the item.

ITEMS DELIVERED ON NON-LETTER CARRIER ROUTES*					
CATEGORY		LENGTH	WIDTH	THICKNESS	WEIGHT
<b>Standard</b>	max.	30.50 cm (12 in.)	15.24 cm (6 in.)	3.81 cm (1.5 in.)	1,000 g (35.3 oz.)
<b>Oversize</b>	max.	35.56 cm (14 in.)	28 cm (11 in.)	3.81 cm (1.5 in.)	1,000 g (35.3 oz.)

**NOTE:** For mailings destined to Non-Letter Carrier routes containing items weighing over 500 g and up to 1,000 g, the customer must schedule the mailing by contacting a Canada Post representative or calling the Commercial Service Network at 1-866-757-5480.

\* All other delivery modes, which include RR (rural routes), SS (suburban services), GD (general delivery), LB (lock boxes), CF (call for), MR (motorized routes) and DIR (directs) fall under the specifications for "Non-Letter Carrier Routes".



## 3.2 Creative options

Neighbourhood Mail service enables customers to be creative with their direct mail campaigns. It consists of printed matter and non-printed matter such as product samples for delivery that are not addressed to a specific address in Canada.

The following creative options may increase response rates of your direct mail campaigns. These guidelines should be considered when creating an item. Customers should confirm with a Canada Post representative regarding the specification requirements to be followed in order to ensure the item is acceptable for the Neighbourhood Mail service.

OPTIONS	REQUIREMENTS
<b>Enclosures and attachments</b>	Inserts such as samples, magnets and Business Reply Mail can be placed in a newspaper, magazine, catalogue, envelope or self-mailer. Refer to designing module for acceptable requirements.
<b>Die-Cut mail</b>	We require a minimum of 7-point card stock to prevent the item from bending. Items can be non-printed matter such as rubber, plastic, laminate, vinyl, leather or wood (subject to testing and approval).
<b>Application of tip-ons</b>	Must be firmly affixed with glue and does not separate from the item during processing. Lie flat on the item and if magnetized, must be weak enough to be handled without de-magnetizing the contents of other items (e.g. credit cards).
<b>Repositionable notes (RPN)</b>	Must be applied with a glue strip that must be a minimum of a third (1/3) of the total width of a repositionable note (e.g. 26 mm wide for a 76 mm label).
<b>Scented admail items</b>	Acceptable criteria: <ul style="list-style-type: none"> <li>• Unsealed mail items containing micro-encapsulated inks and lacquers. To prevent premature release of the scent, the scented patch must be covered or contained within the mail item.</li> <li>• Sealed mail items containing scents that are not micro-encapsulated inks and lacquers.</li> </ul>
<b>Variable printing</b>	Items that contain variable printing, such as different offers or business locations, and do not require specific delivery instructions, are acceptable for delivery provided that the item's customer identification, physical dimensions, and advertised products or services remain the same. These items will be distributed at random and do not require special bundling and labelling requirements.

**NOTE:** To be eligible the items mailed must meet the criteria specified for the Neighbourhood Mail service and must be prepared for mailing in such a manner as to prevent loss or damage to any item and permit easy verification of each item. See module “[Designing](#)” for detailed requirements.

For further information, visit the “[Designing](#)” module at [canadapost.ca/cpnmguides](http://canadapost.ca/cpnmguides).

## CREATING AN ORDER

### 4 CREATING AN ORDER (STATEMENT OF MAILING)

An *Order (Statement of Mailing)* must be properly completed and transmitted electronically using the Electronic Shipping Tools (EST). Non-transmitted *Orders (Statements of Mailing)* may be subject to a surcharge. For information on surcharges, visit the “Pricing” module at [canadapost.ca/cpnmguides](http://canadapost.ca/cpnmguides).

The use of the EST Online, Precision Targeter, or the EST 2.0 version of EST to prepare and transmit *Orders (Statements of Mailing)* is mandatory to access Contract prices. Manually prepared *Orders (Statements of Mailing)* are subject to Non-contract prices - A *Neighbourhood Mail Delivery Slip* - formerly known as *Unaddressed Admail Delivery Slip (ADS)* is required when using a manual *Order (Statement of Mailing)*.

**NOTE 1:** Delivery standards are calculated from the day of deposit (day 0) plus the number of business days required for delivery. The number of days excludes the day of mailing, weekends and statutory holidays. Weekend and statutory holiday deposits are considered deposited on the following business day.

**2:** Customers are required to provide a copy of the *Order (Statement of Mailing)* to an authorized Canada Post representative at every deposit location (i.e. RVU and CDC) at the time of mailing or before transporting the items to a delivery facility.

The following reference table provides a summary of the key requirements when creating an order.

REQUIREMENTS	
<b>Electronic Shipping Tools (EST)</b>	Mandatory for Contract Customers (otherwise non-contract prices apply).
<b>Minimum volume per deposit</b>	<p>The minimum volume for distribution is:</p> <ul style="list-style-type: none"> <li>the complete distribution of a given route; or</li> <li>the complete distribution to only houses, apartments, farms, businesses, or any combination, on a given route.</li> </ul> <p>When mailing to more than one route:</p> <ul style="list-style-type: none"> <li>less than full coverage of a given route is permitted, however these items will be delivered until depleted (in no particular order).</li> </ul>
<b>Order (Statement of Mailing)</b>	Mandatory
<b>Mailing Plan Import File</b>	Optional
<b>Version specific</b>	Optional
<b>Partial Mailing or Downstream Deposits</b>	Optional

For further information, visit the “Creating an Order” module at [canadapost.ca/cpnmguides](http://canadapost.ca/cpnmguides).

## PREPARING

### 5 MAIL PREPARATION

Proper mail preparation is important to ensure that Neighbourhood Mail items are processed and delivered efficiently. The customer is responsible to meet all applicable requirements.

**Mail preparation** is the process of bundling mail items securely, placing them in Canada Post supplied containers, *Flexipack*™ pouches, or customer-supplied boxes pre-approved by Canada Post, and labelling the containers with the urban or rural delivery facility where the containers will be delivered.

The following reference table provides a summary of the key requirements when preparing your mailing.

STANDARD AND OVERSIZE REQUIREMENTS	
Maximum n° of items per bundle	200 items
Container type	Standard: Lettertainers, Letterflatainers (LFTs) and Flexipacks Oversize: flats tubs (In the event lids are not available, we recommend cardboard separators be used between each level to protect your mail items)
Shipping unit types	Monotainers and pallets
Placing bundles in containers	Mandatory
Labelling containers	Mandatory
Labelling shipping units	Mandatory

The supply of Canada Post equipment is dependent on conditions and availability. In instances where Canada Post equipment is not available, Canada Post pre-approved customer-supplied containers (e.g.: cardboard boxes) and/or pallets must be used.

For further information, visit the “Preparing” module at [canadapost.ca/cpnmguides](http://canadapost.ca/cpnmguides).

## DEPOSITING

### 6 REQUIRED AT TIME OF DEPOSIT

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

- two printed copies of the electronically prepared and transmitted *Order (Statement of Mailing)* or the original of a manually prepared *Order (Statement of Mailing)*
- sample(s) of the item, including all enclosures, attachments and wrapping, identical to the item being mailed.

Customers are not required to complete an Agreement but must fill out an *Order (Statement of Mailing)* for each deposit. The customer's signature on the *Order (Statement of Mailing)* confirms that the customer has acknowledged and read the Terms and Conditions on the back of the paper *Orders (Statements of Mailing)* or included with the electronic *Order (Statement of Mailing)*.

**NOTE:** Customers are required to provide a copy of the *Order (Statement of Mailing)* to an authorized Canada Post representative at every deposit location (i.e., RVU and CDC) at the time of mailing or before transporting the items to a delivery facility.

## 6.1 Where to deposit

All items must be deposited with an authorized representative at the deposit location selected on the *Order (Statement of Mailing)*.

Daily maximum volumes of mail have been implemented 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**	7 shipping units**	5 containers	12 containers	No maximum at the delivery facility responsible for local delivery.***
	(monotainers/pallets)					

\* 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.

\*\*\* Not applicable for mailings requiring transportation to another delivery facility.

**NOTE:** Parliamentary mailings using Neighbourhood Mail are to be deposited only in Ottawa at the House of Commons Post Office.

A look-up tool called **Find a Deposit Location** is available at [canadapost.ca/depositlocations](http://canadapost.ca/depositlocations) to help you identify the right deposit location for your mailing based on Postal Code<sup>OM</sup>, mail type and quantity. In addition, this tool will provide further information such as the deposit location address and hours of deposit.

**NOTE:** Items deposited after the deposit location cut-off times are considered as being deposited on the next business day. Visit [canadapost.ca/cutofftimes](http://canadapost.ca/cutofftimes) for a list of select deposit location cut-off times.

For further information, visit the "Depositing" module at [canadapost.ca/cpnmguides](http://canadapost.ca/cpnmguides).

## PAYING AND TERMS

### 7 PAYMENT TERMS AND TERMS AND CONDITIONS

Various payment method options are acceptable to Canada Post however, not all options are available to all customers and not all options are accepted at all Canada Post facilities. Refer to the Payment Terms for complete details.

Canada Post will provide, and the Customer will use, mail products and services specified in the Terms and Conditions for customers with a "Standing Offer Agreement" or the General Terms and Conditions for customers without a "Standing Offer Agreement". Refer to the applicable Terms and Conditions ([canadapost.ca/generalterms](http://canadapost.ca/generalterms)).

PAYMENT TERMS	TERMS AND CONDITIONS	
<a href="#">Paying For Your Mailing</a>	<a href="#">With a "Standing Offer Agreement"</a>	<a href="#">Without a "Standing Offer Agreement"</a>