

Preparing



Neighbourhood Mail™

IMPORTANT UPDATES

DESCRIPTION OF CHANGE		LOCATION
Revision v1.1	Posted on March 22, 2017	Effective on March 22, 2017
Added - We recommend that the Order (Statement of Mailing) number be written on the label.		Section 3.4.4 "Labelling shipping units"
Amendment v1.0	Posted on November 18, 2016	Effective on January 16, 2017
Discontinued Lettertainers and Large Flexipack pouches as container options.		Section 2.4 "Containerization"

Changes and enhancements introduced in 2016:

DESCRIPTION OF CHANGE		LOCATION
Revision v1.2	Posted on April 1, 2016	Effective on April 1, 2016
Updated the Letterflatainer (LFT) height dimension and added Customer-supplied container dimensions.		Section 2.4.1 "Acceptable container options"
Revision v1.1	Posted on December 18, 2015	Effective on January 11, 2016
Introduced Letterflatainer (LFT) as an acceptable container.		Section 2.4.1 "Acceptable container options" and Section 3.4.1 "Filling shipping units"

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 2.0, 3.0)
- a revision increases the second digit in the version (e.g., version 1.1, 1.2)
- the version number restarts at 1.0 every January of a given year.

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PREPARING

The “Preparing” module provides detailed information that you will need when preparing your mail items prior to depositing your mailings at a Canada Post facility. Please ensure you are using the most recent version of this guide and other support documents that detail our requirements, qualifications, terms and conditions, and pricing.

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

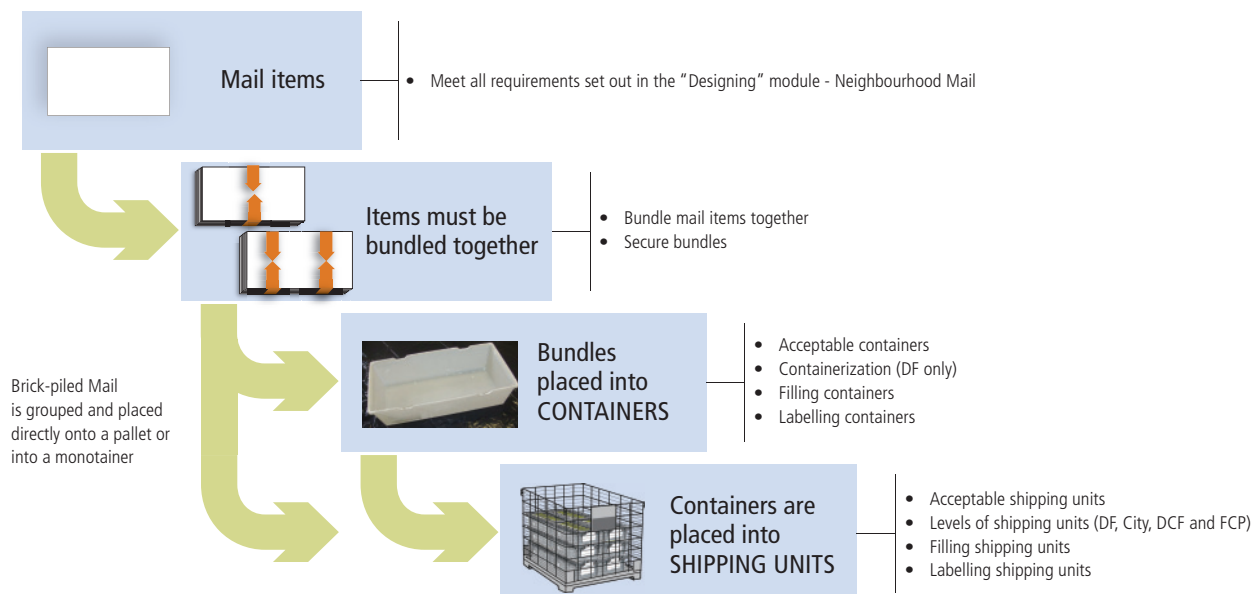
NOTE: The figures in this document are used for illustration only.

1 MAIL PREPARATION OPTION FOR NEIGHBOURHOOD MAIL

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 as urban or rural delivery facility where the containers will be delivered.

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

1.1 Neighbourhood Mail Overview



The **minimum volume** for distribution is:

- the complete distribution of a given route; or
- the complete distribution to only houses, apartments, farms, businesses, or any combination, on a given route.
- when mailing to more than one route:
 - less than full coverage of a given route is permitted (these items will be delivered in no particular order until depleted).

2 BEFORE YOU START

Neighbourhood Mail items must be bundled and containerized as per the selected mailing and distribution plan.

2.1 Distribution and Mailing plans

Before preparing the mailing, a distribution plan or a mailing plan is required. These plans will guide the number of containers for each delivery facility and the labelling.

2.2 Residential and business delivery area counts and maps

DELIVERY AREA COUNTS

Information about the delivery areas served by Canada Post's delivery offices is segmented into the number of houses, apartments, farms and business points of call that help customers determine the number of items needed for their mailing.

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/data for Individual Householder Counts, which are available free of charge or send an email to data.targetingsolutions@canadapost.ca or contact a Canada Post Representative at 1-800-363-3459.

FSA MAPS	ROUTE MAPS
The FSA Maps identify the specific geographic boundaries for every FSA in Canada. The maps will assist in determining sales territories, plan coverage for a marketing campaign, or study new locations for a retail store or business.	Residential and Business Delivery Area Maps provide the actual routes (walks), covered by the Letter Carriers. This is particularly useful for targeting local neighbourhoods.

Visit canadapost.ca/precisiontargeter to view the FSA Maps online.

2.2.1 DELIVERY MODES

METHODS OF DELIVERY

- | | |
|---|---|
| <ul style="list-style-type: none"> Letter Carrier Route (LC) Call For (CF) Direct (DIR) General Delivery (GD) | <ul style="list-style-type: none"> Rural Route (RR) Lock Boxes (PO Box) Suburban Services (SS) Motorized Route (MR) |
|---|---|

2.3 National Presortation Schematic

The Non-Lettermail National Presortation Schematic (NPS) is used for Neighbourhood Mail service and indicates how mail is distributed through specific Canada Post facilities. It lists all Forward Sortation Areas (FSAs) and shows how to consolidate containers into shipping units. The four NPS levels of consolidation are:

NPS LEVEL 1 - DF	NPS LEVEL 2 - CITY	NPS LEVEL 3 - DCF	NPS LEVEL 4 - FCP
Delivery Facility	City	Distribution Centre Facility	Forward Consolidation Point

Canada Post updates the NPS monthly to reflect the changing inventory of Canadian addresses. In order to avoid delays and extra handling charges, the current version of the National Presortation Schematic must be used. For more detailed information, please visit canadapost.ca/nps.

2.4 Containerization

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

NOTE: Containers are not used when Brick-piling Mail. Mail items are secured directly onto a pallet or in a monotainer. Brick-piling can only be used to transport items directly to an Urban Delivery Facility or to a Rural Delivery Facility (NPS Level 1).

You may enquire about or order our equipment (containers and shipping units) by contacting the National Equipment Container Facility (NECF) order desk, by telephone at 905-565-0480, by fax at 905-564-6830, by email at necfteo@canadapost.ca or through a Regional Equipment Coordinator.




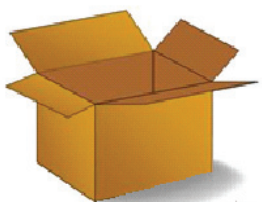
The supply of Canada Post equipment is dependent on conditions and availability. In instances where Canada Post equipment is not available, Canada Post pre-approved customer-supplied containers (e.g.: cardboard boxes) and/or pallets must be used.

LIST OF REGIONAL EQUIPMENT COORDINATORS			
Atlantic	Nova Scotia/ PEI: Halifax Tel: 902-494-4001 EXT 44707 New Brunswick: Moncton Tel: 506-381-5347 Saint John Tel: 506-653-5270 St. John's NL: wayne.power@canadapost.ca sharilee.way@canadapost.ca	Québec	Montréal: Tel: 514-345-7369 Fax: 514-345-7388
Huron Rideau	Ottawa: Tel: 613-734-1431 Fax: 613-734-1479 Email: equipmentline.ompp@canadapost.ca Hamilton: National Equipment Container Facility (NECF): Tel: 905-565-0480 Fax: 905-564-6830 Email: necfteo@canadapost.ca London: Tel: 519-473-6738	Prairie	Winnipeg: Tel: 204-987-5100 EXT 72045 Edmonton: Tel: 780-945-2600 Ext 53292 FAX: 780-945-2608 Calgary: Tel: 403-974-2000 EXT 42170
Greater Toronto Area	National Equipment Container Facility (NECF): Tel: 905-565-0480 Fax: 905-564-6830 Email: necfteo@canadapost.ca	Pacific	Vancouver: Tel: 604-276-5538

NOTE: Canada Post's equipment may only be used when using Canada Post's 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 accepted.

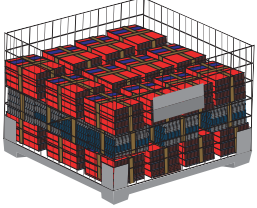

2.4.1 ACCEPTABLE CONTAINER OPTIONS

When targeting multiple delivery facilities in a mailing, customers may vary the type of containers used, provided the same type of container is used for each delivery facility. Container dimensions are the measurements inside the container. Imperial equivalents are provided for convenience only.

CANADA POST-SUPPLIED CONTAINERS	SIZE AND WEIGHT				
	CONTAINER WEIGHT (WITHOUT LID)	LENGTH	WIDTH	HEIGHT	MAX. WEIGHT (INCLUDING MAIL, CONTAINER AND LID)
Letterflatainer (LFT): For Standard items.  Letterflatainers (LFTs) are designed in such a way that lids are not required.	0.995 kg (2.2 lb.)	394 mm (15.6 in.)	244 mm (9.6 in.)	156 mm (6.1 in.) [with lid]	22.7 kg (50 lb.)
Flats tub: For Oversize items 	1.7 kg (3.7 lb.)	405 mm (15.9 in.)	240 mm (9.4 in.)	303 mm (11.9 in.)	22.7 kg (50 lb.)
Flats tubs should be deposited with lids. In the event lids are not available, we recommend cardboard separators be used between each level of flats tubs to protect your mail items.					
ACCEPTABLE CANADA POST-SUPPLIED CONTAINERS	SIZE AND WEIGHT				
	CONTAINER WEIGHT (WITHOUT LID)	LENGTH	WIDTH	HEIGHT	MAX. WEIGHT (INCLUDING MAIL, CONTAINER AND LID)
Flexipack Pouch Small (241558) 	N/A	N/A	406 mm (16 in.)	305 mm (12 in.)	6 kg (13 lb.)
ACCEPTABLE CUSTOMER-SUPPLIED CONTAINERS	SIZE AND WEIGHT				
	CONTAINER	LENGTH	WIDTH	HEIGHT	WEIGHT
Cardboard Containers 	Box - max.	535 mm (21.06 in.)	251 mm (9.8 in.)	303 mm (11.9 in.)	22.7 kg (50 lb.)
Customer-supplied cardboard containers must: <ul style="list-style-type: none"> • meet the requirements outlined in this guide • be completely sealed and be sturdy to withstand handling during processing. 					

2.4.2 ACCEPTABLE SHIPPING UNIT OPTIONS

Imperial equivalents are provided for convenience only.

ACCEPTABLE SHIPPING UNITS	SIZE AND WEIGHT				MAX. HEIGHT AND WEIGHT (INCLUDING MAIL AND SHIPPING UNIT)
	WEIGHT	LENGTH	WIDTH		
Monotainer 	97 kg (213.8 lb.)	1.322 m (52 in.)	1.067 m (42 in.)	Height:	1.115 m (43.8 in.)
				Weight:	900 kg (1,984.2 lb.)
Pallet (plastic and wood) 	9 kg (19.8 lb.)	1.22 m (48 in.)	1.02 m (40 in.)	Height:	1.5 m (59 in.)
	Is the weight of a plastic pallet supplied by Canada Post. The minimum ordering quantity for plastic pallets is 40 units.			Weight:	900 kg (1,984.2 lb.)

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 their 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 side

Openings for forks must be:

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

Critical dimensions of mail handling equipment:

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

ADDITIONAL WOODEN PALLET REQUIREMENTS

- the block design is recommended
- must be able to withstand temperatures of -40°C to 40°C, and severe weather conditions
- must not have critical defects (i.e. exposed nails, significant splits, missing wood, decay or damaged parts)
- the top surface must be flat allowing for safe loading and unloading of mail without tipping or sliding

3 MAIL PREPARATION

The mail preparation process requires:

1. **Bundling** - For Brick-piling mail items, step 2 (Placing bundles into containers) is not required.
2. **Placing bundles into containers.**
3. **Labelling containers** - Correct labelling ensures that mail is sent to the correct Delivery Facility.
4. **Placing containers or Brick-piled mail items in shipping units.**

3.1 Bundling

A “bundle” describes a number of mail items secured together, including inserts and samples.

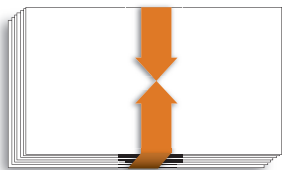
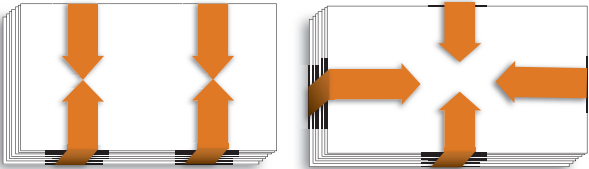
All bundles must contain equal quantities (bundles of 25, 50, 100), except the last bundle of a mailing for each Delivery Facility which may be smaller and is referred as the Residue bundle. Neighbourhood Mail items, including inserts and samples, must be bundled securely to prevent from breaking open during handling or while in transit to the delivery facility responsible for delivery.

The maximum height takes precedence over the number of items.

BUNDLING SPECIFICATIONS			
WEIGHT CATEGORIES	ITEMS DELIVERED BY:	MAX. HEIGHT OF EACH BUNDLE	MAX. NUMBER OF ITEMS PER BUNDLE
Items weighing less than 500 g (17.6 oz.)	Letter Carriers and Non-Letter Carriers	15.24 cm (6 in.)	200 items
Items weighing 500 g to 1,000 g (17.6 - 35.3 oz.)	Non-Letter Carriers	20.0 cm (8 in.)	200 items

Each Delivery Facility targeted by your mailing will receive at least one bundle. Use the distribution plan generated by Canada Post Electronic Shipping Tools (EST) or Precision Targeter as a reference.

3.1.1 SECURING BUNDLES

STRAPPING	
The strapping material must be strong and tight enough to hold the bundle together, without the contents sliding, when held vertically.	
TYPE OF STRAPPING	STRAPPING REQUIREMENT
Single strapping: <ul style="list-style-type: none"> • Plastic or paper strapping material • Elastic bands when placed in hardsided containers or customer supplied boxes • It is recommended, but not mandatory, to have the strapping applied to the shorter dimension of the bundle. 	 Single strapping
Double strapping: <ul style="list-style-type: none"> • Strings or manually-applied plastic straps. 	 Double strapping

3.2 Placing bundles into containers

Neighbourhood Mail must be placed in one or more containers for each Delivery Facility.

3.2.1 FILLING CONTAINERS

All containers are to be filled according to the container label, without exceeding 22.7 kg. There are no minimum fill requirements when hardsided containers with lids are used. Lids are recommended when containers are less than 50% full, subject to availability.

To maximize the use of container fill, for uneven bundles, items can be placed width wise or length wise in the container. When preparing containers, ensure items do not exceed the maximum height.

3.3 Labelling containers

All containers must be labelled to their destination based on the Householder Counts or the NPS (Level 1 – Delivery Facility). Canada Post's shipping tool will generate container labels that meet Canada Post requirements.

LABEL INFORMATION REQUIREMENTS

Container labels must be bilingual and include the service name. The label serves to identify the Delivery Facility; the mailing; and the service requirements. The following information is required:


Mailed by	Indicate the name and mailing address of the company preparing the mailing for deposit
Mailed on behalf of	The name and mailing address of the company that owns the mail item
Delivery Facility	The name of the Canada Post Delivery Facility as defined in the Canada Post Householder counts information or the NPS Level 1
Number of containers	Indicate the number of containers going to the same Delivery Facility in the format provided (e.g., 2 of 3 means that the container is the second of three containers for the Delivery Facility)
Delivery start date	Indicate the date that delivery is to begin

There are two options for producing labels:

PRODUCING LABELS

Generated automatically when using	the "Fully Featured" (EST Online or EST 2.0), Precision Targeter application and "Express Order Entry" using blank paper (minimum 20 lb. paper stock) or using Canada Post supplied blank self-adhesive label form. When printing container labels ensure the print setting are set to "Actual Size".
Customer-generated or manually prepared	the customer prepares the labels using a preprinted label form available through Canada Post.

ORDERING LABELS

DESCRIPTION	FORM NUMBER
Blank self-adhesive label form For use with Fully Featured, Precision Targeter application and Express Order Entry	#33-086-813 (printed with black ink) 

PRODUCING LABELS

Preprinted label form

For use with Flexipack pouches or customer-supplied containers such as boxes

#33-086-523 (overprint with black ink)

Tractor Feed

When using the Neighbourhood Mail adhesive label (# 33-086-523), with Canada Post-supplied hardsided containers, do not remove adhesive label from the protective backing, simply detach the tractor feed and insert the label into the label holder.

Order online at canadapost.ca/obc or by calling 1-888-550-6333 or 1-800-260-7678.

Labels must fit (or be folded to fit) into label holders without removing the adhesive label from the protective backing and be easily extracted from the label holders.

- **Canada Post containers:** labels must be placed in the label holder before depositing at a Canada Post facility.
- **Customer-supplied containers or Flexipack pouches:** labels must be placed in the same location on each container, either on the top or the side. For Flexipack pouches, affix the label on the designated area on each pouch.

NOTE: It is possible to ship Neighbourhood Mail containers using other shipping service options, such as the Canada Post Parcel Services (Priority™, Xpresspost™ or Expedited Parcel™). The Neighbourhood Mail container label must be used along with the shipping label (the specification for the maximum container weight of 22.7 kg applies). The Neighbourhood Mail container label provides mail processing and delivery instructions for your items to the delivery facility. Both the container label and the shipping label must be visible, affixed flat and wrinkle-free, positioned side by side on the flap of the box or on the largest side of the container.

3.4 Placing containers or Brick-piled mail items in shipping units

Shipping units (monotainers and pallets, which are also referred to as skids) are used to group containers or to Brick-pile Mail.

Shipping units to group containers can be used to hold all the mail that is part of one *Order (Statement of Mailing)* or to combine mail bound for the same destination (i.e. all mail going to Vancouver could be on one pallet). This reduces the handling and helps ensure timely delivery. When pallets are used to consolidate *Flexipack* pouches, Gaylord-type packaging must be used to stabilize the pallets.

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

3.4.1 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"> 18 letterflatiners (LFTs), or 12 flats tubs, or 500 mm (excluding height of pallet) 	<ul style="list-style-type: none"> 48 letterflatiners (LFTs), or 32 flats tubs, or 1.5 m (including height of pallet)
	Brick-piled Mail	<ul style="list-style-type: none"> for Local - height 100 mm - one row for Forward - height 200 mm- two rows 	<ul style="list-style-type: none"> Height: 1.5 m Weight: 900 kg (Canada Post pallet weighs 9 kg)
Monotainer	Mail destined within the province of deposit	<ul style="list-style-type: none"> 18 letterflatiners (LFTs), or 12 flats tubs Brick-piled mail - 50% of the height 	<ul style="list-style-type: none"> 48 letterflatiners (LFTs) (40 letterflatiners with lids), or 24 flats tubs or contents may be piled up to 25 mm below the top of the monotainer Brick-piled mail - Height: 1.115 m; Weight: 900 kg
	Mail destined outside the province of deposit	<ul style="list-style-type: none"> 27 letterflatiners (LFTs), or 18 flats tubs Brick-piled mail - 75% of the height 	

NESTING OF HARSDSIDED CONTAINERS WITHOUT LIDS

Customers preparing mailings in hardsided containers for a direct Urban Delivery Facility or a Rural Delivery Facility (both Level 1) monotainer may nest hardsided containers without lids. It is recommended that full monotainers be covered with cardboard to protect the load. When using pallets (Canada Post reusable plastic pallets or wooden pallets), lids must be used and nesting of hardsided containers is not acceptable.

3.4.2 PREPARING PALLETS FOR CONTAINERS

PALLETS

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

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

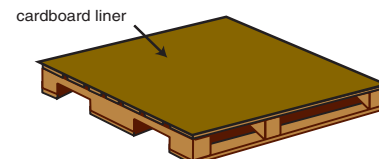
NOTE: If using plastic pallets, it is recommended to apply four cross straps encompassing both the pallet bottom and the containers. Metal strapping is not permitted.



3.4.3 PREPARING PALLETS OR MONOTAINERS FOR BRICK-PILING

PALLETS

Place a pallet right side up and line the bottom of the pallet with a suitable cardboard liner to cover the holes.

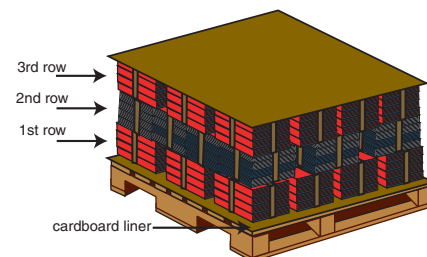


BUILDING ROWS ON PALLETS OR IN MONOTAINERS

In the first row, place bundles of mail lengthwise along the length of the pallet or monotainer. The entire pallet must be covered by bundles of mail. The centre of the pallet must not be left empty. In the second row, place bundles of mail lengthwise along the width of the container.

Continue alternating the direction of the bundles in each row to ensure that the bundles maintain an even surface and to ensure the load remains stable during handling.

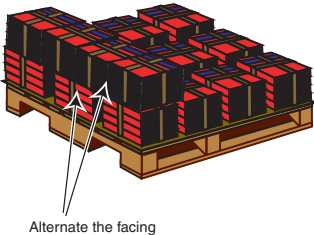
Pallets with loads that exceed 500 mm in height must have a cardboard liner at the halfway mark to prevent load separation during transport. If a load is only 500 mm, it should be stable enough that a halfway liner is not necessary. When a cardboard liner is used, face the bundles above and below the cardboard liner the same way instead of opposite length/width-wise.



BUILDING ROWS ON PALLETS OR IN MONOTAINERS

To ensure a stable load for mail with spines, a cardboard liner is required for each new row, whether pallets or monotainers are being used. Alternate the facing of spines for each row; that is, turn the books 180 degrees instead of 90 degrees as with other types of mail.

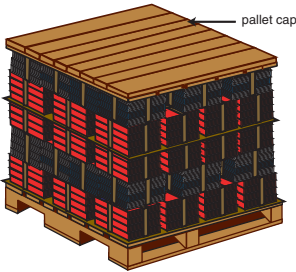
Keep adding rows until they reach the maximum height or the maximum weight, whichever comes first. For a pallet load, the maximum height including base and pallet cap is 1.5 m. A pallet cap should be made of wood (sturdy paper or cardboard is also acceptable).



SECURE THE PALLET

Completed pallets are to be capped on top of the load.

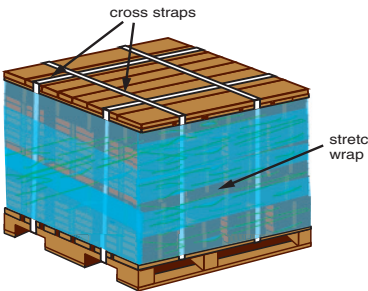
NOTE: The design of monotainers makes it unnecessary to further secure the contents if the bundles have been brick-piled properly.



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

- three layers of stretch-wrapping are applied around the pallet and its load, or
- cross-strapping is applied (Metal strapping is not permitted).

NOTE: When the mail items are irregularly shaped or have a glossy finish and may slide around, four cross straps must be applied encompassing both the pallet cap and bottom to ensure the load is secure. For all other mailings, the four cross straps are optional, but highly recommended for additional security of all loads.



Canada Post may refuse improperly secured pallets.

3.4.4 LABELLING SHIPPING UNITS

All pallets and monotainers must be labelled. Labels are generated by Canada Post's shipping tools. We recommend that the *Order (Statement of Mailing)* number be written on the label.

LABELS SPECIFICATIONS

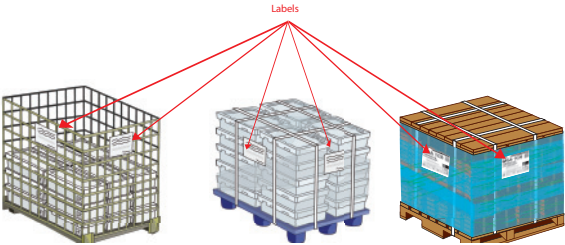
Labels must be white and meet the following requirements:

- measure 216 mm high by 279 mm wide (8.5 in. x 11 in.) in letter landscape or letter portrait format.
- be printed in black in a font size large enough to occupy the entire label
- prominently display the facility name (which must be visibly larger than all other information)
- be visible on two sides on the pallet or monotainer.

ROUTING INFORMATION	EXAMPLE OF LABEL
<ul style="list-style-type: none">• the service name (Neighbourhood Mail/Courrier de quartier)• NPS routing information, as follows:<ul style="list-style-type: none">▸ facility Postal Code (e.g. K0A 9Z0)▸ facility name (e.g., OTTAWA)▸ province abbreviation (e.g., ON), and▸ routing designation (e.g., DCF).	<p>The diagram shows a rectangular label with dimensions 216 mm (8.5") in height and 279 mm (11") in width. The label content is as follows:</p> <ul style="list-style-type: none">Top left: "Reserved for Customer Information" (with an arrow pointing to a blank space)Top center: "NEIGHBOURHOOD MAIL" (in large, bold, all-caps)Bottom center: "K0A 9Z0" (Facility Postal Code)Bottom center: "OTTAWA ON DCF" (Facility Name, Province Abbreviation, and Routing Designation) <p>Labels on the right side of the diagram point to the corresponding fields: "Service Name" points to the top right, "Facility Postal Code" points to "K0A 9Z0", "Facility Name" points to "OTTAWA", "Routing Designation" points to "DCF", and "Province Abbreviation" points to "ON".</p>

LABELS SPECIFICATIONS

TWO SIDES OF THE PALLET OR MONOTAINDER MUST BE LABELLED



3.4.5 STACKING PALLETS OR MONOTAINDERS

For increased efficiency and easier processing, multiple pallets going to the same destination, as per the National Presortation Schematic (NPS), may be stacked on top of each other as long as they are securely attached with straps. For example, two pallets - each serving different stations - may be strapped together and sent to the same depot, providing the depot serves both stations.

PALLET	MONOTAINDER
Two pallets strapped together must not exceed 1.5 m in height or 900 kg in weight.	Two monotainers stacked together must not exceed 1,800 kg; each monotainer must not exceed 900 kg.
	