

Surcharge Structure/Descriptions Effective January 15, 2007

Due to the limited space on the invoice, surcharge details are abbreviated. The following tables identify:

- amount of the surcharge;
- abbreviated description of the anomaly (as it will appear on the invoice) linked to further online information; and
- quick reference description details

5¢ NON-COMPLIANCE SURCHARGE PER ITEM*

Invoice description (alphabetical order)	Description details
<u>Address elements/format issues</u>	Address elements or Address format had elements that did not meet the addressing requirements
<u>Audit code issues</u>	Audit code did not meet standard for formatting and location or is outdated
<u>Basic ID missing/misplaced</u>	Basic Identification information is missing or misplaced in Publications Mail item
<u>Bundle separation issues</u>	The method used for separating the bundles is not as per the specifications
<u>Bundle thickness issues</u>	The bundle thickness is not as per the specifications
<u>Container fill not met</u>	Container(s) not filled as per the specifications
<u>Container issues</u>	Approved container was not used and/or was not properly sealed, secured or wrapped.
<u>Container labels missing</u>	Container labels are missing on one or more container
<u>Container weight not met</u>	The weight of the container exceeded the weight allowed
<u>DMC missing/incorrect</u>	Delivery Mode Code is either missing or incorrectly placed
<u>DMC is not visible</u>	Delivery Mode Code is not visible
<u>DMC (urban) missing</u>	Urban Delivery Mode Code is missing
<u>Detailed ID missing/misplaced</u>	Publications Mail Detailed Identifying Information (Agreement number and return address) is missing or misplaced
<u>Encl bearing indicia</u>	Publications Mail enclosures must not have an indicia
<u>Enclosure non-compliance</u>	Publications Mail enclosures or inserts do not meet the specifications
<u>ID info missing on BUC</u>	Detailed Identifying Information is missing on the Bundles of Unaddressed Copies (BUC) of Publications Mail
<u>Mail pieces improperly faced</u>	All mail within a container is not faced in the same direction
<u>Min pieces per bundle not met</u>	Requirement for the minimum number of pieces per bundle is not met
<u>Plastic wrapper issues</u>	Wrapper exceeds contents by more than allowable as per specifications
<u>Strapping issues</u>	Strapping used to secure the bundles is non-compliant

* Classification and amount of surcharge subject to change at any time immediately upon Notice to the Customer.

10¢ NON-COMPLIANCE SURCHARGE PER ITEM*

Invoice description (alphabetical order)	Description details
<u>Address template issues</u>	Address is not in the Address zone as indicated on machineable mail template
<u>Address labels not secured</u>	Labels used for address are not secured to the mail piece
<u>Address slips from window</u>	Content has slipped within the window of the envelope making the address not possible to read
<u>BRM artwork element incorrect</u>	One or more elements of the Business Reply Mail artwork is incorrect
<u>BRM artwork element missing</u>	One or more elements of the Business Reply Mail artwork is missing
<u>BRM specs non-compliance</u>	Business Reply Mail specifications are non-compliant
<u>Brick-piling issues</u>	Brick-piling specifications have not been met
<u>Bundle sequencing issues</u>	Bundles have been incorrectly sequenced within a container
<u>Bundle labelling issues</u>	Bundles have been incorrectly labelled
<u>Clear zone around add block</u>	Clear zone around the address block has been compromised
<u>Clear zone -19mm not met</u>	19mm clear zone at bottom of envelope has been compromised
<u>Container labels incorrect</u>	Container labels used do not match the content of the container
<u>Content moves within envelope</u>	Content has slipped within the envelope
<u>Notation missing on BUC</u>	Publications Mail "Direct Bundle to this Address" notation is missing on Bundles of Unaddressed Copies (BUC)
<u>Envelope window issues</u>	Window of the envelope is not to specification
<u>Pieces improperly sealed</u>	Mail pieces are not properly or fully sealed.
<u>Flexibility issues</u>	Mail does not meet flexibility specifications
<u>Flexural strength issues</u>	Flexural strength of the mail piece is not to specification
<u>IBRM artwork element incorrect</u>	One or more elements of the International Business Reply Mail artwork is incorrect
<u>IBRM artwork element missing</u>	One or more elements of the International Business Reply Mail artwork is missing
<u>IBRM specs non-compliance</u>	International Business Reply Mail specifications are non-compliant
<u>Ink absorption issues</u>	The envelope paper does not meet the specifications and is unable to absorb ink
<u>Mail separation non-compliance</u>	Mail separation specifications not met
<u>Mail sequencing issues</u>	Mail sequencing specifications not met
<u>Pallet size/wrap issues</u>	Issues with the pallet size or pallet wrapping
<u>Pieces sticking together</u>	Mail pieces are sticking together
<u>Product shape non-compliance</u>	Shape of the mail piece is not to specification.
<u>Wrapper blocks address</u>	The wrapper sealing line blocks the address

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