



LETTERMAIL

- Standard Lettermail
- Non-standard Lettermail
- Oversize (O/S) Lettermail

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.

Customers should ensure they are using the most current version of the *Postal Standards*, including all amendments and other applicable documents, which are posted on the Canada Post website. See in particular, canadapost.ca/postalservices for key support documents.

Important Updates Effective January 16, 2012:

DESCRIPTION OF CHANGE	LOCATION
No changes for January 2012.	

NOTE : This amendment updates the January 17, 2011 version 1.0 guide.

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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INTRODUCTION

PURPOSE OF THIS GUIDE

This guide is intended to help mailers and their suppliers create mail items that can be processed by Canada Post's automated equipment.

Customers should ensure they are using the most current version of the *Postal Standards* and other applicable documents, which are posted on the Canada Post website. See in particular, canadapost.ca/postalservices for key documents.

NOTE : Some words and expressions used in this document have a specific meaning. Please refer to [section 1 "Definitions"](#) of the General Terms and Conditions for the definition of specific terms referenced throughout this document and the Agreement.

WHO SHOULD USE THIS GUIDE?

This guide contains the requirements that will enable letter-size items to qualify as Lettermail service in Canada.

The following options are available to Customers when preparing Lettermail:

- **Standard Lettermail** – is mail that meets the requirements as described in "[Standard Lettermail™](#)".
- **Non-standard Lettermail** – is mail that does not meet one or more of the requirements for Standard Lettermail as described in "[Standard Lettermail™](#)", but meets the requirements for Oversize (O/S) as described in O/S Lettermail.
- **Oversize (O/S) Lettermail** – is mail whose size and/or thickness exceed(s) those of Standard Lettermail but meets the requirements for Oversize (O/S) Lettermail as described in "[Oversize \(O/S\) Lettermail™](#)".
- **Incentive Lettermail** – is a category of Lettermail that consists of identical items of Standard and Oversize (O/S). Please refer to the [Machineable Postal Standards](#) guide for Incentive Lettermail requirements (Machineable and Presort).

STANDARD LETTERMAIL™

1 DESCRIPTION

Standard Lettermail can be in the form of envelopes, self-mailers and cards (includes postcards).

2 PHYSICAL CHARACTERISTICS

2.1 Size and Weight

Each item of Standard Lettermail must meet the following size and weight specifications.

Table 1: Size and Weight

CATEGORY		LENGTH	WIDTH	THICKNESS	ASPECT RATIO	WEIGHT
Envelopes/Self-mailers	max.	245 mm	156 mm	5 mm	2.6 : 1	50 g
	min.	140 mm	90 mm	0.18 mm	1.3 : 1	3 g
Cards	max.	235 mm	120 mm	5 mm	2.6 : 1	N/A
	min.	140 mm	90 mm	0.18 mm	1.3 : 1	

* Aspect ratio is the relationship between the length and the width.

2.2 Shape

Standard Lettermail must be rectangular.

2.3 Flexibility

Items must have sufficient flexural strength and flexibility so that they:

- sag no more than 22 mm when freely supported between two level supports that are located 10 mm from their left and right edges
- can be bent around a 140 mm radius without being damaged.

3 ADDRESSING REQUIREMENTS

The following format and location guidelines apply to all addresses whether they are on the item, on a label, or on an insert that shows through an address window.

For more information on addressing, visit the *Canada Postal Guide* at canadapost.ca/postalguide under Addressing Guidelines.

3.1 Location of the Destination Address

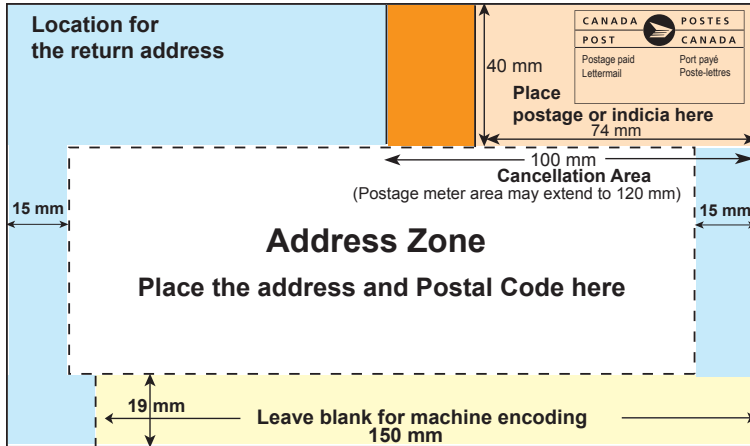
3.1.1 STANDARD LETTERMAIL ITEMS

Place the address and postal code:

- parallel to the length of the mail item with a maximum skew of five degrees
- on the side of the envelope without the closing flap

- within the Address Zone:
 - 40 mm from the top
 - 19 mm from the bottom
 - 15 mm in from the left and right sides.

Figure 1: Location of the Destination Address



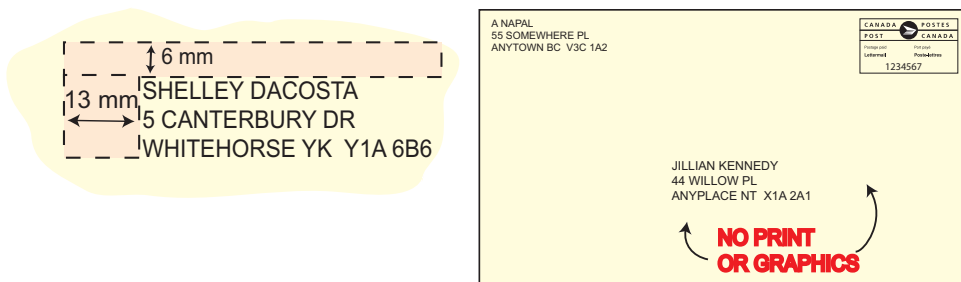
NOTE : The cancellation mark may cover print in the cancellation area.

3.1.1.1 Quiet Zones

Leave the following areas around the address block free of printing (as shown in Figure 2):

- 13 mm on the left side
- 6 mm above the top line
- all the areas to the right of the address block
- all the area below the address block
- 19 mm high by 150 mm long, measured from the right edge along the bottom.

Figure 2: Quiet Zones on Standard Envelopes

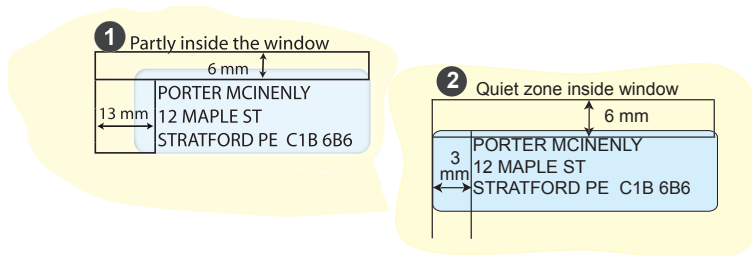


3.1.2 WINDOW ENVELOPES

The window must be located within the Address Zone.

The quiet zones around the address when inside a window must be similar to those around an address without a window (as shown in [Figure 3](#)). These zones are as follows:

Figure 3: Quiet Zones on Window Envelopes



NOTE : When using window envelopes, ensure that the complete address is visible and the quiet zones are maintained.

3.1.2.1 Non-address Areas

Ensure the following areas are free of address information:

- the postage or indicia area (74 mm wide by 40 mm high in the upper right corner)
- the area for the bar code (19 mm high along the entire bottom of the item)
- a border of 15 mm on each side.

3.1.3 CARDS (INCLUDES POSTCARDS)

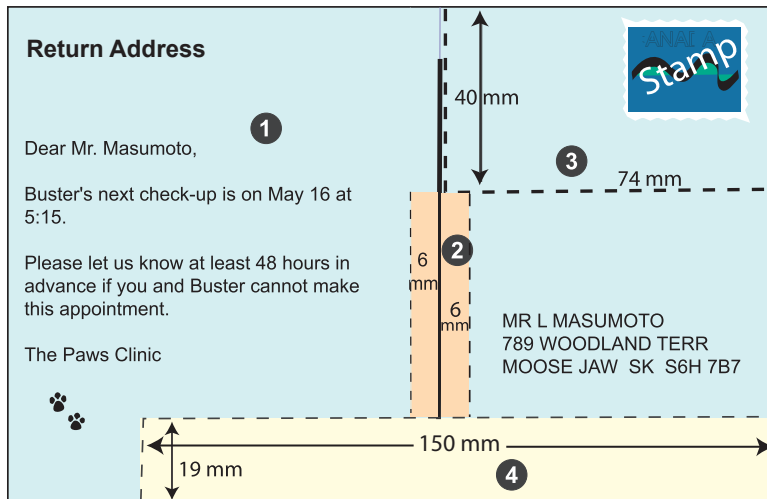
Lay out postcards/cards like envelopes, or as follows (as shown in [Figure 4](#)):

- divide the postcard by a solid line at least 0.5 mm thick with a clear space of 6 mm on either side
- place the address on the right side of the postcard within an area that is:
 - 74 mm from the right side
 - 19 mm from the bottom.

3.1.3.1 Non-address Area

Ensure the following areas are free of address information:

- the area to the left of the middle dividing line (see (1) in [Figure 4](#))
- 6 mm to the right of the middle dividing line (see (2) in [Figure 4](#))
- the postage or indicia area, 74 mm wide by 40 mm high, in the upper right corner (see (3) in [Figure 4](#))
- 19 mm x 150 mm across the bottom (see (4) in [Figure 4](#)).

Figure 4: Non-address Area on Cards

3.2 Alternative Postal Code Locations

If the postal code cannot be on the last line of the address, follow the direction in [Table 2](#).

Table 2: Alternative Postal Code Locations for Standard Lettermail

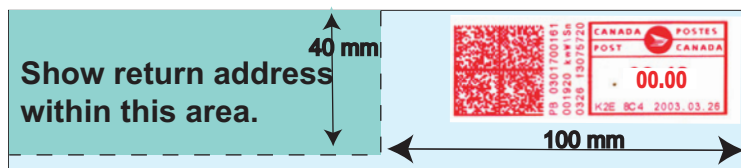
IF...	THEN PLACE THE POSTAL CODE...
the last line of the address has more than 40 characters	<ul style="list-style-type: none"> on the last line by itself
it is not possible or desirable to have the postal code on the same line as the city and province	<ul style="list-style-type: none"> with its left margin aligned to the other address lines.

3.3 Return Address Location

The return address should preferably appear on the front of the item, but it can also appear on the back.

On the front – The return address should be in the upper left corner (as shown in [Figure 5](#)) within an area that:

- extends from the left edge to within 100 mm of the right edge
- is 40 mm from the top edge.

Figure 5: Return Address Location on Front of the Item

NOTE : If the item is paid by postage meter, the return address can also be located in the meter impression.

On the back – The return address can appear near the top edge, centered between the left and right edges.

3.3.1 FORMAT

The following formatting requirements apply to return addresses:

- only one Canadian return address is permitted
- the return address must be Canadian
- place the return address in the same direction as the destination address
- ensure the return address is identical in format to the mailer's delivery address

- if postage is paid by postage meter, the return address may be printed as part of the slogan or advertising to the left of the postmark impression
- if the item is paid by postage meter, the return address may be placed in the meter impression.

4 PRINTING

4.1 Preferred Methods

Machine-print or type in black on a white background.

4.2 Recommended Fonts and Sizes

STANDARD ONLY FONT SIZE 10	STANDARD AND OVERSIZE	
	FONT SIZE 10 - 12	FONT SIZE 11 - 12
Arial	Copy Pica, Elite, Pica, Letter Gothic, Lotus Line Draw, MS Line Draw, Alpha Gothic, Helvetica, Arial, News Gothic, Univers (W1), Universal	Courier, Courier New
	OCR B special font in only one size	

4.3 What to Avoid

Avoid the following for the destination address:

- decorative fonts
- script fonts
- text in italics
- underlined text
- bolded text.

5 CHARACTER REQUIREMENTS

5.1 Size

Print all characters in the lines containing address information in a font of the same height.

The optimum height is between 2.3 mm and 3.3 mm but is acceptable between 2 mm and 5 mm.

5.2 Number

Show on each line at least the number of characters required to cover a length of 7.68 mm. At 10 CPI (characters per inch), three characters will meet this requirement.

Limit the number of characters in one line to preferably less than 30, but no more than 40.

Limit the number of addressing lines to no more than 6.

Ensure the gap between addressing lines is 0.5 mm or more.

5.3 Legibility

Characters should:

- be clear, with no smudges and fill ins
- have strokes with consistent thickness
- not be printed in bold print.

NOTE : The postal code must always be printed in upper case characters.

6 ENCLOSURES

6.1 Size and Slippage

If an enclosure is more than 1 mm thick, then it must be no more than 15 mm shorter or narrower than its envelope.

6.1.1 WINDOW ENCLOSURES THAT SHOW THE ADDRESS

Ensure that enclosures that show the destination address through a window:

- show the complete address at any insert position
- do not show other print to the right or below the address in the window
- do not show print in the quiet zones above and to the left of the address.

6.1.2 THICKNESS VARIATION

Enclose items that are uniform in thickness, allowing for only the following variation:

- no greater than 2 mm in thickness except in the area 15 mm from the top and sides of the envelopes.

6.2 Restrictions

See “Non-mailable Matter” in the *Canada Postal Guide* at canadapost.ca/postalguide for information.

7 ADVERTISING AND SERVICE INSTRUCTIONS

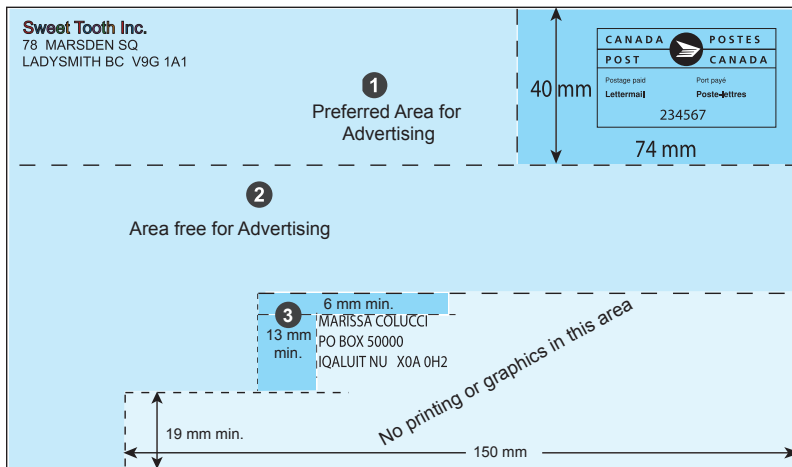
7.1 Advertising Location

On the front – The preferred location is the 40 mm band across the top of the item from the area reserved for the indicia to the left edge of the item, including the space for the return address (see (1) in Figure 6).

Advertising may be placed anywhere above and to the left of the address (see (2) in Figure 6) as long as it is not in the following quiet zones around the address (see (3) in Figure 6):

- 6 mm above the top line
- 13 mm on the left side
- 19 mm x 150 mm along the bottom edge.

Advertising may also be part of a meter impression.

Figure 6: Advertising Location on Standard Lettermail

On the back – Advertising can appear anywhere. However, for more proficient mechanized processing, the Video Encoding Area (VES), 15 mm high by 140 mm long, in the bottom left-hand corner should be kept clear of any graphics or printing for the application of a bar code.

Figure 7: VES Bar code Area on the Back of Standard Lettermail Items

7.2 Prohibited Markings

Markings that could be confused with Canada Post designators, services or indicia must not be used. Some examples include:

- fluorescent ink anywhere on the mail item
- designs that may be mistaken for postage stamps, franking impressions, or service labels

For a full list of prohibited markings and designs, refer to “Non-mailable Matter” at canadapost.ca/postalguide.

7.3 Service Instructions

Show service instructions such as “AIR MAIL” as explained in Table 3.

Table 3: Service Instructions

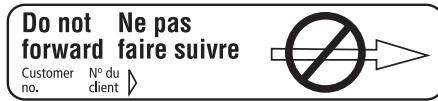
IF...	THEN PLACE THE INSTRUCTIONS...
there is room within the top 40 mm on the front of the item	below the return address
there is not sufficient space below the return address	to the right of the return address
neither of the above locations is possible	below the return address and no closer than 45 mm from the bottom edge

7.3.1 DO NOT FORWARD

Do Not Forward is an option whereby a Lettermail item, which cannot be delivered as addressed because the addressee has filed a *Change of Address Notification* (COAN) with Canada Post, shall be returned to the sender and not forwarded to the addressee.

Do Not Forward endorsement must be applied (see [Figure 8](#)) to the front of each mail item (placed to the left and above the destination address, or in the upper left-hand corner below the return address). The Do Not Forward endorsement can be downloaded from canadapost.ca/indicia

Figure 8:



8 APPLICATION OF REPOSITIONABLE NOTES (RPNs) ON STANDARD ITEMS

8.1 Application

Mailings with RPN notes may only be inducted at an RVU; they can not be dropped off in SLBs (street letter boxes) or at Retail outlets.

8.2 Characteristics of RPNs

Size: 76.2 mm x 76.2 mm (3" x 3") maximum.

Glue strips must be a minimum of 1/3rd of the total width of a Note, e.g. one inch wide on a three inch label.

RPNs must be applied by machine, not manually.

Fluorescent or phosphorescent ink may not be used.

RPNs may be applied in only one layer in the specified locations (as shown in [Figure 9](#)).

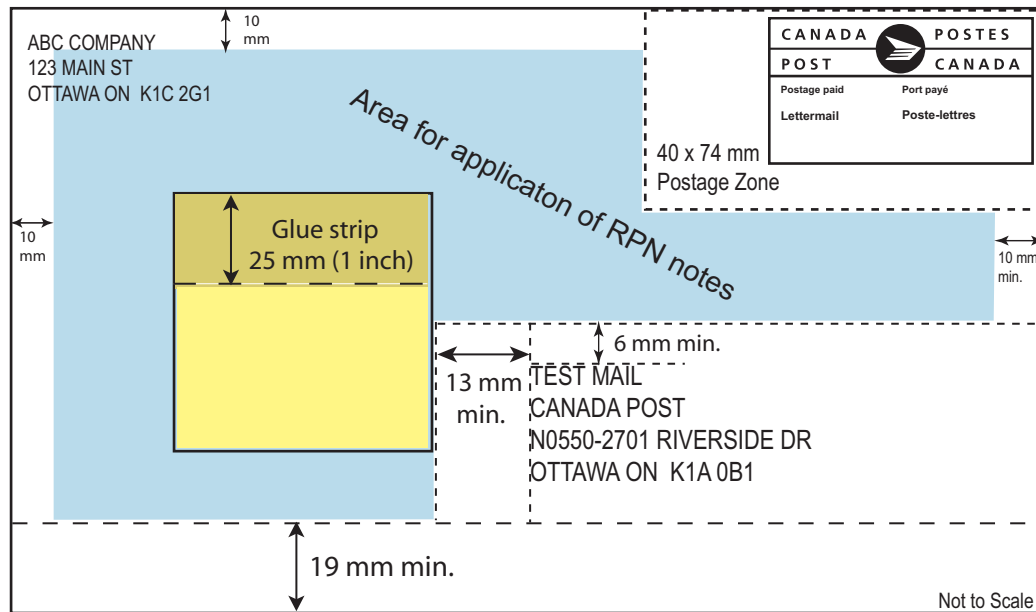
RPNs may not display specific addressing information.

8.3 Short and Long (S/L)

Place RPNs in the area as shown in [Figure 9](#):

- only one Note can be applied on a S/L item
- must be placed on the left side of the address block, or above it
- not closer than 10 mm to the left edge and at least 19 mm up from the bottom edge of the mail item
- no closer than 13 mm to the left edge of the address block (or 6 mm above the top)
- the glue strip must be oriented across the top edge of the label.

NOTE : RPNs cannot be placed anywhere to the right or below the address block (or window).

Figure 9: Application of RPNs on Standard Items

OVERSIZE (O/S) LETTERMAIL™

1 DESCRIPTION

Oversize (O/S) Lettermail can be in the form of envelopes, self-mailers and wrapped items (paper and transparent).

2 PHYSICAL CHARACTERISTICS

2.1 Size and Weight

Each item of Oversize (O/S) Lettermail must meet the following size and weight specifications.

Table 1: Size and Weight

CATEGORY		LENGTH	WIDTH	THICKNESS	ASPECT RATIO	WEIGHT
Oversize (O/S)	max.	380 mm	270 mm	20 mm	N/A	500 g
	min.	140 mm	90 mm	0.18 mm		5 g

2.2 Shape

Oversize Lettermail (O/S) can be rectangular or square in shape, but for more efficient processing should be rectangular.

2.3 Flexibility

Oversize (O/S) Lettermail items must have sufficient strength to remain horizontal when the edge of the item is held in one hand.

These items do not have to bend. They may be packaged in either flexible or rigid material such as paperboard or corrugated cardboard.

3 ADDRESSING REQUIREMENTS

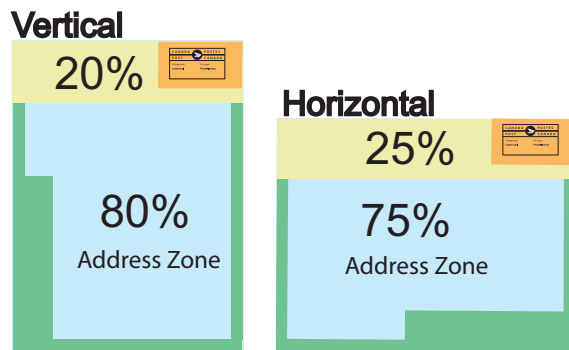
The following format and location guidelines apply to all addresses whether they are on the item, on a label, or on an insert that shows through an address window.

For more information on addressing, visit canadapost.ca/postalguide under Addressing Guidelines.

3.1 Location of the Destination Address

If the return address is also shown, the destination address should be placed off-centre in the bottom right corner of the item and either:

- vertical to the longest side of the mail piece and in the bottom 80% of the item
- parallel to the longest side of the mail piece and in the bottom 75% of the item with a maximum skew of five degrees

Figure 1: Location of the Destination Address

3.1.1 QUIET ZONES

Leave the following areas around the address block free of printing:

- 10 mm on the left, right and below the address
- 6 mm above the top line.

3.1.2 NON-ADDRESS AREAS

The following areas must be free of address information:

- the postage or indicia area, 74 mm wide by 40 mm high, in the upper right corner (see (3) in [Figure 2](#))
- a border of 10 mm (see (4) in [Figure 2](#)) around the bottom 80 or 75% of the item (depending on the address orientation of the item)
- a space 35 mm by 150 mm (see (5) in [Figure 2](#)) in the bottom left corner on items with a vertically-oriented address
- a space 150 mm by 35 mm (see (5) in [Figure 2](#)) in the bottom right corner on items with a horizontally-oriented address.

3.2 Alternative Postal Code Locations

If the postal code cannot be on the last line of the address, follow the directions in [Table 2](#).

Table 2: Alternative Postal Code Locations for Oversize (O/S) Lettermail

IF...	THEN PLACE THE POSTAL CODE...
the mail piece has graphics	no more than a blank line away from the last line of the address
the mail piece does not have graphics	no more than two blank lines away from the last line of the address
the postal code is to the right of the address block	no more than four character spaces from the longest line of the address

3.3 Return Address Location

The return address should preferably appear on the front of the item, but it can also appear on the back.

On the front – The return address should be in the upper left corner within an area that is:

- clearly separated from the destination address
- outside of the postage zone, unless part of the meter impression

NOTE : If the return address is on the same label as the destination address:

- the destination address has to be of better quality than the return address
- limit the risk of the return address being read by the scanners as the destination address by using a font that is more difficult to read such as italics or script
- the return address should be placed in the left corner above the destination address.

Table 3: Return Address Location on Front of Item

IF THE DESTINATION ADDRESS IS LOCATED...	THEN THE RETURN ADDRESS IS LOCATED IN...
Parallel to the longest edge of the item	The top 25% of the total height of the item
Vertical to the longest edge of the item.	The top 20% of the total length of the item.

On the back – The return address can appear near the top edge, centered between the left and right edges.

4 PRINTING

4.1 Preferred Methods

Machine-print or type in black on a white background.

4.2 Recommended Fonts and Sizes

STANDARD AND OVERSIZE (O/S)	
FONT SIZE 10 - 12	FONT SIZE 11 - 12
Copy Pica, Elite, Pica, Letter Gothic, Lotus Line Draw, MS Line Draw, Alpha Gothic, Helvetica, Arial, News Gothic, Univers (W1), Universal	Courier, Courier New
OCR B special font in only one size	

4.3 What to Avoid

Avoid the following:

- decorative fonts
- script fonts

- text in italics
- underlined text
- bolded text.

5 CHARACTER REQUIREMENTS

5.1 Size

Print all characters in the lines containing address information in a font of the same height.

The optimum height is between 2.3 mm and 3.3 mm but is acceptable between 2 mm and 5 mm.

5.2 Number

Show on each line at least the number of characters required to cover a length of 7.68 mm. At 10 CPI (characters per inch), three characters will meet this requirement.

Limit the number of characters in one line to preferably less than 30, but no more than 40.

5.3 Legibility

Characters should:

- be clear, with no smudges and fill ins
- have strokes with consistent thickness
- not be printed in bold print.

NOTE : The postal code must always be printed in upper case characters.

6 ENCLOSURES

6.1 Size and Slippage

If an enclosure is more than 1.5 mm thick, as well as more than 25 mm shorter or narrower than its envelope, then secure it to another enclosure that is not more than 25 mm shorter or narrower than its envelope.

6.1.1 WINDOW ENCLOSURES THAT SHOW THE ADDRESS

Ensure that enclosures that show the destination address through a window:

- show the complete address at any insert position
- do not show other print in the quiet zones (10 mm) to the right, left or below the address in the window
- do not show print in the quiet zone (6 mm) above the address.

6.1.2 THICKNESS VARIATION

Every item of Lettermail shall be securely wrapped with sufficient cushioning and reinforcing material as required to prevent loss of or damage to the item, damage to postal equipment or other mail and injury to persons handling the item. Please ensure Lettermail items that include enclosures are not lumpy or have protrusions.

6.2 Plastic Wrappers

The overhang of plastic wrappers must be no more than:

- 20 mm in length and width
- 40 mm in length and 10 mm in width.

Figure 4: Plastic Wrapped Item Conditions



6.3 Restrictions

See “Non-mailable Matter” in the *Canada Postal Guide* at canadapost.ca/postalguide for information.

7 ADVERTISING AND SERVICE INSTRUCTIONS

7.1 Advertising Location

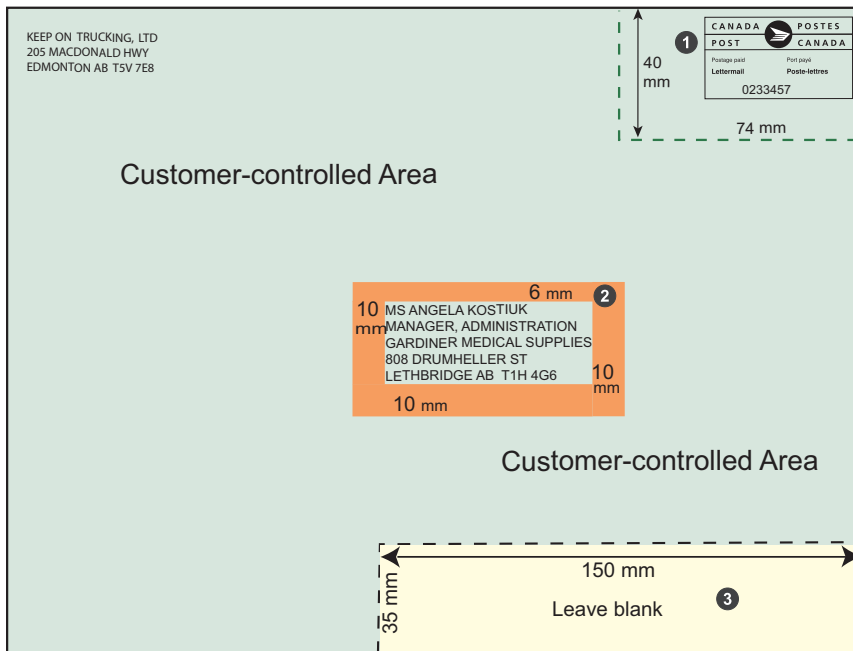
On the front – Ensure there is no advertising in the following areas:

- indicia or indication of postage paid area (see (1) in Figure 5)

Exception: the advertising is part of the meter impression.

- around the address block, in an area of at least 10 mm on both sides and bottom, and 6 mm on top (see (2) in Figure 5)
- an area 35 mm up from the bottom and 150 mm in from the right side on items without a Customer bar code (see (3) in Figure 5); any advertising in this area may be obliterated by a bar code or a Canada Post-applied label.

On the back – Place advertising anywhere on the back of the item.

Figure 5: Address Location

7.2 Prohibited Markings

Markings that could be confused with Canada Post designators, services, or indicia must not be used. Some examples include:

- designs that may be mistaken for postage stamps, franking impressions, or service labels
- terms that sound like a Canada Post service, such as Priority Mail, Express mail, and others.

7.3 Service Instructions

Service instructions must appear to the left of and above the destination address, or in the upper left hand corner below the return address.

8 APPLICATION OF REPOSITIONABLE NOTES (RPNs) ON OVERSIZE ITEMS

8.1 Application

RPNs may only be applied to paper-based coverings, such as envelopes; they may not be used on plastics or polybags.

Mailings with RPN notes may only be inducted at an RVU; they can not be dropped off in SLBs (street letter boxes) or at Retail outlets.

8.2 Characteristics of RPNs

Size: 76.2 mm x 76.2 mm (3" x 3") maximum.

Glue strips must be a minimum of 1/3rd of the total width of a Note, e.g. one inch wide on a three inch label.

RPNs must be applied by machine, not manually.

Fluorescent or phosphorescent ink may not be used.

RPNs may be applied in only one layer in the specified locations (as shown in [Figure 6](#) and [Figure 7](#)).

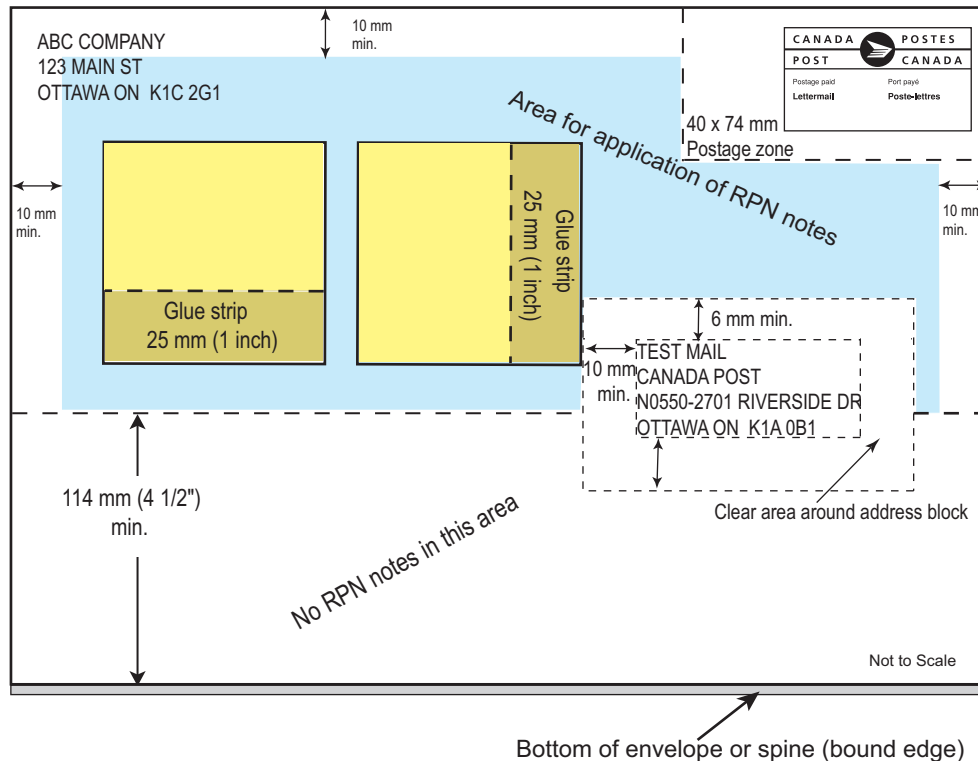
RPNs may not display specific addressing information.

8.3 Oversize (O/S) - Horizontal Position

Place RPNs in the area as shown in Figure 6:

- at least 114 mm (4 ½") up from the bottom edge of a mail item
- no closer than 10 mm to any of the outside edges of the item
- no closer than 10 mm to any sides of the address block (or above the top)
- with the glue strip at the bottom, or towards the right edge of the leading edge of the mail item.

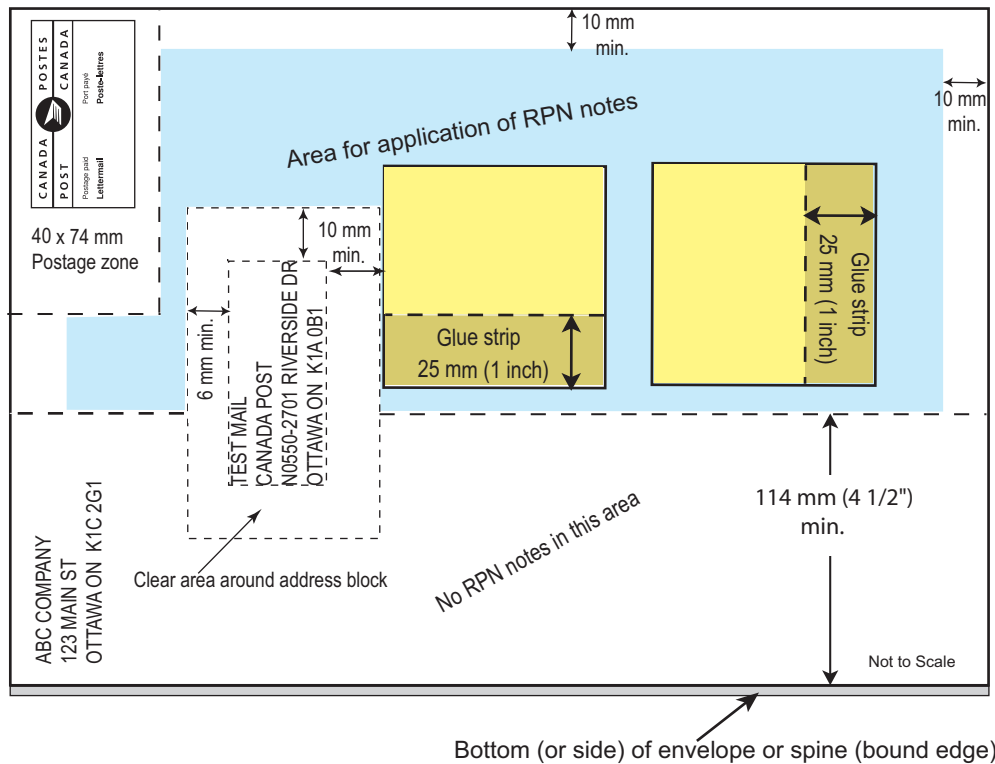
Figure 6: Application of RPNs on Oversize (O/S) and Horizontal Items



8.4 Oversize (O/S) - Vertical Orientation

Place RPNs in the area as shown in Figure 7:

- at least 114 mm (4 ½") up from the bottom edge (longest edge) of the mail item
- no closer than 10 mm to any of the outside edges
- no closer than 10 mm to any sides of the address block (or 6 mm above the top)
- with the glue strip at the bottom, or towards the right edge of the leading edge of the mail item.

Figure 7: Application of RPNs on Oversize (O/S) and Vertical Items

ENVELOPE CONSTRUCTION

1 NON-WINDOW ENVELOPES

1.1 Envelope Paper

For envelope construction, use the following grammage (basis weight) for paper stock:

- standard envelopes: 75 gm² minimum
- oversize envelopes: 90 gm² minimum.

NOTE : Transparent envelopes may not be used for S/L or Standards mail.

1.1.1 CARDS AND POSTCARDS

Cards and Postcards must meet the following requirements:

- must be at least 0.18 mm (0.007") thick
- may not have any holes or perforations

1.2 Envelope Flap

1.2.1 LOCATION

The preferred location of the sealing flap is on the top edge of the back side of an envelope (may also be placed on the front side).

1.2.2 ADHESIVE

The portion of the envelope flap that does not have adhesive will not extend more than the values explained in Table 1.

Table 1: Envelope Flap Adhesive Requirements

CATEGORY	FROM THE BOTTOM FOLD...	FROM THE RIGHT OR LEFT EDGE...
Standard	13 mm	19 mm
	vice versa	
Oversize	19 mm	25 mm
	vice versa	

1.2.3 SPLIT GUMMING ON STANDARD ITEMS

- there should be gum at the top of pointed flaps
- the gum must cover 60% of the fold line
- the maximum width of untreated splits is 19 mm.

1.3 Sealing

All items must be fully sealed around all the sides.

1.3.1 METHODS

If the item is not glued, tape may be used for closing. Do not use clasps, metal eyelets, hook fastenings, staples, or string and buttons.

NOTE : For Oversize items, staples may be used provided that the staples are properly clinched and covered with tape.

1.4 Seams

1.4.1 TRANSPARENT WRAPPERS FOR OVERSIZE LETTERMAIL

If the address is below the transparent wrapper, then the seam of a transparent wrapper should be located:

- outside of the areas for the destination address or bar code
- preferably on the side opposite the destination address.

NOTE : Transparent wrappers may not be used for Standard items.

2 WINDOW ENVELOPES

2.1 Window Size and Location

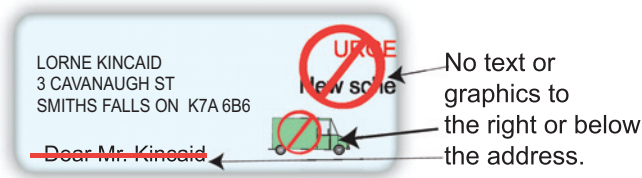
2.1.1 STANDARD LETTERMAIL

On Standard Lettermail items, addressing windows must:

- be covered by a transparent panel
- be large enough to show all of the destination address at any insert position
- be rectangular
- be at least 15 mm from the right and left edges
- be at least 19 mm from the bottom edge
- be at least 40 mm down from the top edge

- not show other print (text or graphics) to the right or below the address
- not show print in the quiet zones to the left and above the address.

Figure 1: Standard Lettermail Window Envelope Location and Requirements



2.1.2 OVERSIZE LETTERMAIL

On Oversize Lettermail items, windows must:

- be covered by a transparent panel
- be large enough to show all of the destination address at any insert location
- be located inside the Address Zone (see [section 3 "Addressing Requirements"](#) of "" for more information).

2.2 Auxiliary Windows

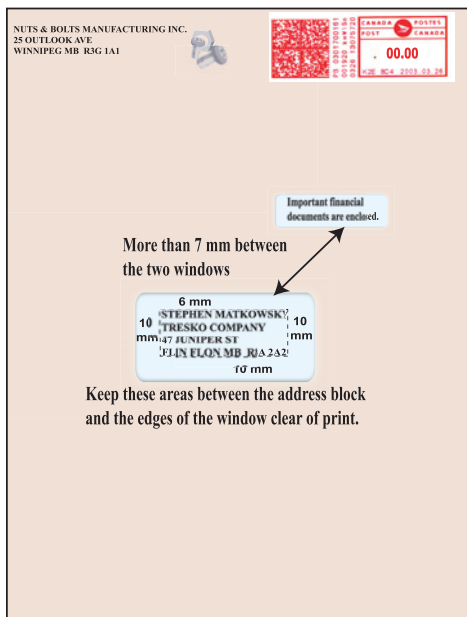
On standard window envelopes – Only one other window can be used in addition to the destination address window. The auxiliary window can appear either on the:

- front, provided that it appears:
 - at least 45 mm from the bottom edge;
 - outside the Address Zone and the reserved areas.
- back, provided that it appears:
 - not less than 15 mm from the top and bottom edges; and
 - 15 mm from the left and right edges.

NOTE : All return address windows must be located fully within the top 40 mm area of the envelope.

On oversize window envelopes – A maximum of two auxiliary windows, in addition to the main address window. The auxiliary windows may be located on either side of the item except in the postage or bar code zone. Address information must only appear in the front window, not in the back window of the item.

The auxiliary window on the front of the items must be separated from the destination address window by a minimum of 7mm (as shown in [Figure 2](#)).

Figure 2: Auxiliary Window Location

2.3 Window Material Characteristics

All address windows and auxiliary windows must be covered with material that has:

- sufficient transparency to allow a transmission with a maximum haze of 75%
- uniform clarity
- no wrinkles, creases or blemishes
- a gloss reading on the side facing out of 159 gloss units or less.

3 OUTER COVER REQUIREMENTS

3.1 Transparent Oversize Wrappers and Polybags

Plastics and similar transparent wrappings are permitted for oversized mail if they are strong enough to withstand mechanized processing and meet all of the following requirements:

- a gloss reading of 159 or less
- a low-slip coating
- a maximum haze of 75% (if the wrapping covers the address)
- a thickness of at least .03 mm
- has undergone antistatic treatment and has an electrostatic charge retention of less than 2.0 KV; using method D1003 American Society of Testing and Materials (ASTM).

NOTE : Machineable S/L sized mail items enclosed in transparent wrappers, must be processed as Oversize mail.

3.1.1 ENDORSEMENT AREA

If the plastic wrapper does not take a lasting impression, then use a white opaque band or an outside label large enough for a postal endorsement.

3.1.2 OVERSIZE PAPER WRAPPERS

Oversize Paper wrappers must be secured with adhesive or the open seams must be taped.

NOTE : Plastics and similar wrappers are not permitted for Standard Lettermail.

3.2 Outer Cover Characteristics – Colours

Lightly coloured envelopes should be used (e.g., light beige, light blue, or a similar light shade as shown in Figure 3). However, colours such as dark blue, red, black, dark green and dark brown should be avoided.

Figure 3: Envelope and Outer Cover Accepted and Refused Colours



Envelopes and outer covers must meet the reflectance requirements. These requirements apply to outer covering paper, labels and inserts visible through windows.

See [section 3.3 “Physical Properties of Paper”](#) for information on the physical properties of paper that apply to Standard Lettermail and Oversize Lettermail items.

3.3 Physical Properties of Paper

CRITERIA	REQUIREMENTS
Ink Absorbency – Standard Lettermail	<p>General Requirements – A reading of not more than 86%.</p> <p>Minimum Requirement Compliance:</p> <ul style="list-style-type: none"> On Standard Lettermail Items: <ul style="list-style-type: none"> 19 mm x 150 mm along the bottom front 15 mm high x 140 mm wide on the bottom back <p>This requirement does not apply to Oversize Lettermail items.</p> <p>NOTE : Glossy, and some matte papers usually do not meet this requirement because their coating prevents an absorption of the bar code ink during processing.</p>
Luminescence – Standard Lettermail	<p>General Requirements – The address (and bar code) must be easily readable by a human or optical character reader. A UV content level of less than 1%, or lower luminescence than either “Century Premium Opaque Cover” or “Mayfair Cover Antique Britewhite” when compared under a UV light.</p> <p>NOTE : A higher level of luminescence can be permitted, contact Canada Post for further details.</p>
Opacity – Standard and Oversize Lettermail	<p>General Requirements – An opacity of 80% or greater of outer coverings.</p> <p>Minimum Requirement Compliance:</p> <ul style="list-style-type: none"> On Standard Lettermail items: <ul style="list-style-type: none"> the front of the envelope or paper cover On Oversize Lettermail items: <ul style="list-style-type: none"> The area of the address and 10 mm around it

CRITERIA	REQUIREMENTS
Smoothness – Standard Lettermail	General Requirements – A measurement of between 55 and 380 Sheffield Smoothness Units (presently under review). NOTE : Avoid using paper with raised or projected areas for item covers and wrappings or for postcards.
Reflectance – Standard and Oversize Lettermail	General Requirements – A reflectance between 45 and 96%, so that both people and machines can easily read addresses and bar codes. Minimum Requirement Compliance: <ul style="list-style-type: none"> On Standard Lettermail items: <ul style="list-style-type: none"> the address and 13 mm around it 74 mm wide by 40 mm high in the upper right corner 140 mm wide by 15 mm high on the back 19 mm along the bottom front On Oversize Lettermail items: <ul style="list-style-type: none"> the address and 10 mm around it

4 SELF-MAILERS

4.1 Preparation

Pin Feed Holes – Pin feed hold strips must be removed before mailing the item.

Tear-off Strips – Tear-off strips must be located to the left of the front (address) side of the item.

Perforations – Perforations in mail items must be prepared by:

- ensuring no paper is punched out in the process
- arranging the layers of the mailer so that one line of perforations does not fall exactly on top of another.

4.2 Return Envelope – Self-mailer

Perforations – The self-mailer must have a perforation line for opening within the body of the envelope.

Sealing – The self-mailer should be sealed such that:

- The sealing flap must be folded to the back of the item
- It is preferable to locate the sealing flap on the top edge of the item or on either side of it.

4.3 Multi-web Self-mailer

Paper – Paper that meets flexural strength requirements is preferred.

Sealing – Sealing should be on all four edges of the items so that there are no spaces without sealing greater than 1 mm.

4.4 Fold-over Self-mailer

Paper – Paper of sufficient basis weight that meets flexural strength requirements is preferred.

Folding – Refer to [Table 2](#).

Table 2: Folding Fold-over Self-mailers

IF THE ITEM IS FOLDED...	THEN THE FOLD SHOULD BE LOCATED ON...
Horizontally	the bottom edge of the item

Sealing – All four sides of the item should be sealed according to the following requirements:

- the lead and trail edges should be completely sealed so that there are no spaces without sealing greater than 1 mm
- the top edge should be spot-sealed with the distance between the centres of the spots not exceeding 20 mm.

4.5 Reusable Mail Piece (Two-way Mailer)

A reusable mail piece is an envelope or self-mailer designed for two-way movement. In the first instance, the sender sends it to the receiver, then the receiver reconfigures it to send a response back to the sender.

Outgoing Portion – Provide sufficient instructions on the cover for the recipient to be able to use the item as return mail.

Returning Portion – The front and back must be completely covered so that there is no “show through” of the following:

- the original destination and return address
- the original indication of postage paid and extraction bars (if any)
- the fluorescent orange bar codes on the front and on the back of the original item (if any).

Pin Feed Holes – Pin feed hold strips (if used) must be removed before mailing the item.

5 CDs, DVDs AND MAGNETS

CDs, DVDs and Magnets may be mailed if properly packaged and mailed in Canada Post approved envelopes.

5.1 CDs and DVDs

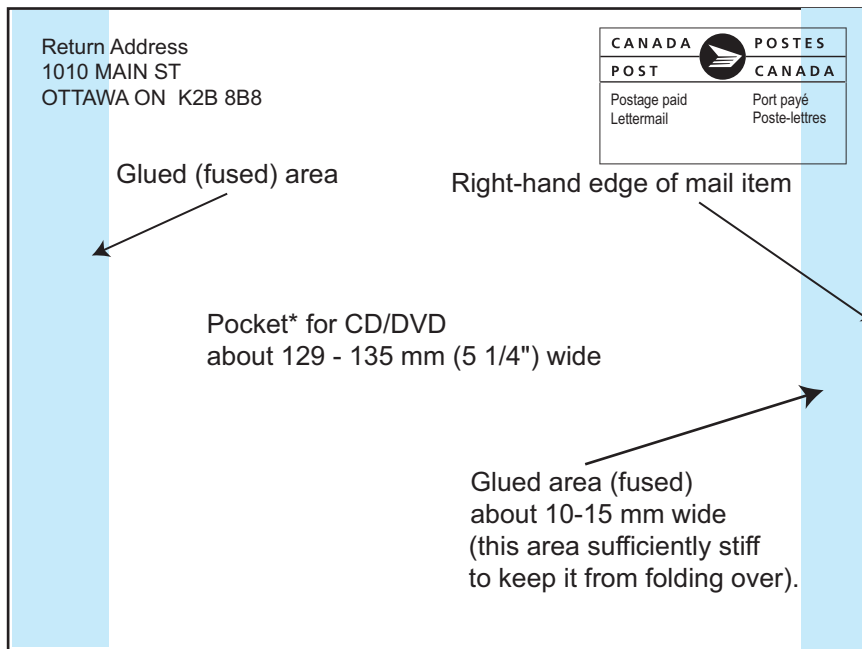
CDs and DVDs must be inserted in a soft, flexible envelope (if used) and placed within a pocket within the envelope. This “pocket” is created by gluing the trailing and leading edge of the envelope (as shown in [Figure 4](#)). The minimum length of the envelope must be adhered to for proper machine processing:

- maximum dimensions: 174 mm x 136 mm
- minimum dimensions: 170 mm x 129 mm
- leading edge: glued (fused together) along its entire height by a width of 10-15 mm
- pocket: 129 mm - 135 mm wide for the CD/DVD
- trailing edge: glued along its entire height for the remaining length of the envelope.

An alternative method is to fasten the CD/DVD by glue spots to prevent it from moving.

NOTE 1: Only one (1) CD or DVD is allowed per envelope.

2: Any other designs that deviate from the above must be submitted for approval.

Figure 4: CD or DVD Mailer (Envelope)

5.2 Magnets

Magnets inside envelopes must be:

- be flexible
- be attached by glue or tape to an enclosure
- be inserted so that the non-magnetized (picture or printed) side faces the addressing side of the envelope.

BAR CODING

1 CUSTOMER OWNED BAR CODES

Customers may apply bar codes to the left and above the address block on S/L and Oversize items as follows:

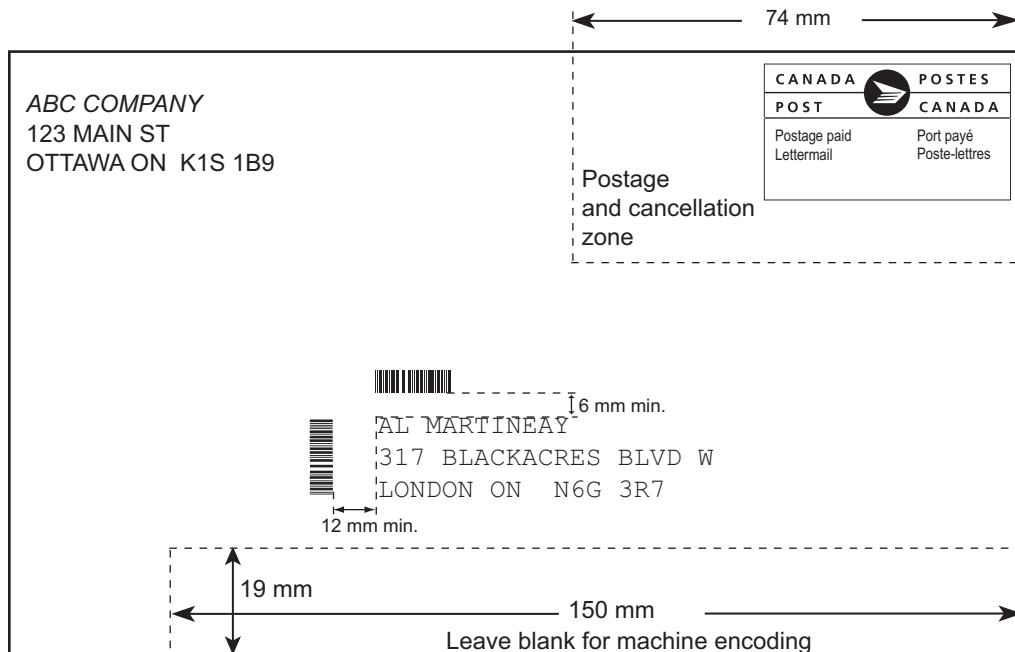
If placed vertically to the left of the address block

- 12 mm from the left edge of the address block

If placed horizontally above the address block:

- at least 6 mm above the top line of the address block, or may also form part of the address block by being placed directly above the top line of the address.

Figure 1: Location of customer owned bar codes on mail items



2 CANADA POST'S 4-STATE BAR CODE

Canada Post's 4-State Bar code contains addressing as well as customer-specific information and can be instrumental in controlling the movement of the mail piece through Canada Post's integrated distribution system.

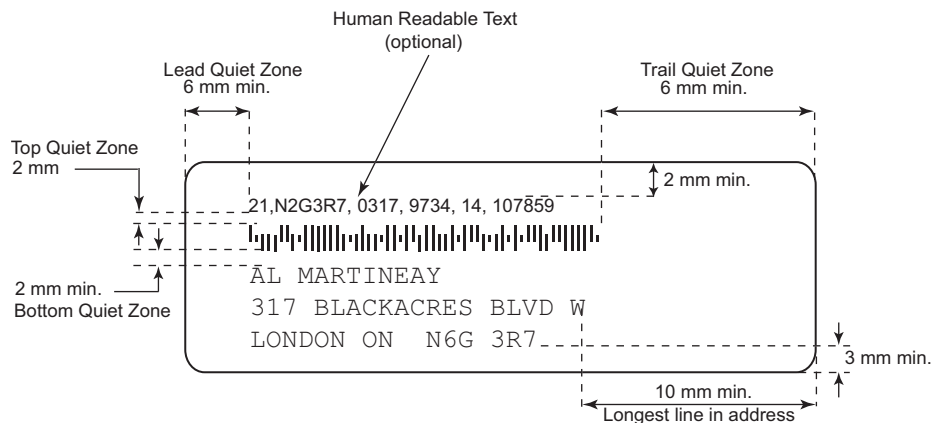
Basic information for the positioning and layout of the 4-State Bar code on S/L and Oversize mail items is shown here. For more specific technical information and to obtain the Encoding Module software, please contact your Canada Post service Representative.

2.1 4-State Bar code Print Location

The location for the 4-State Bar code is directly above the address as part of the address block.

2.1.1 BAR CODE WITHIN A WINDOW OR ON ADDRESSING LABELS, MUST BE POSITIONED WITHIN THE CLEAR AREAS AS SHOWN IN FIGURE 2.

Figure 2: 4-State Bar code Placed inside a window or on an addressing label

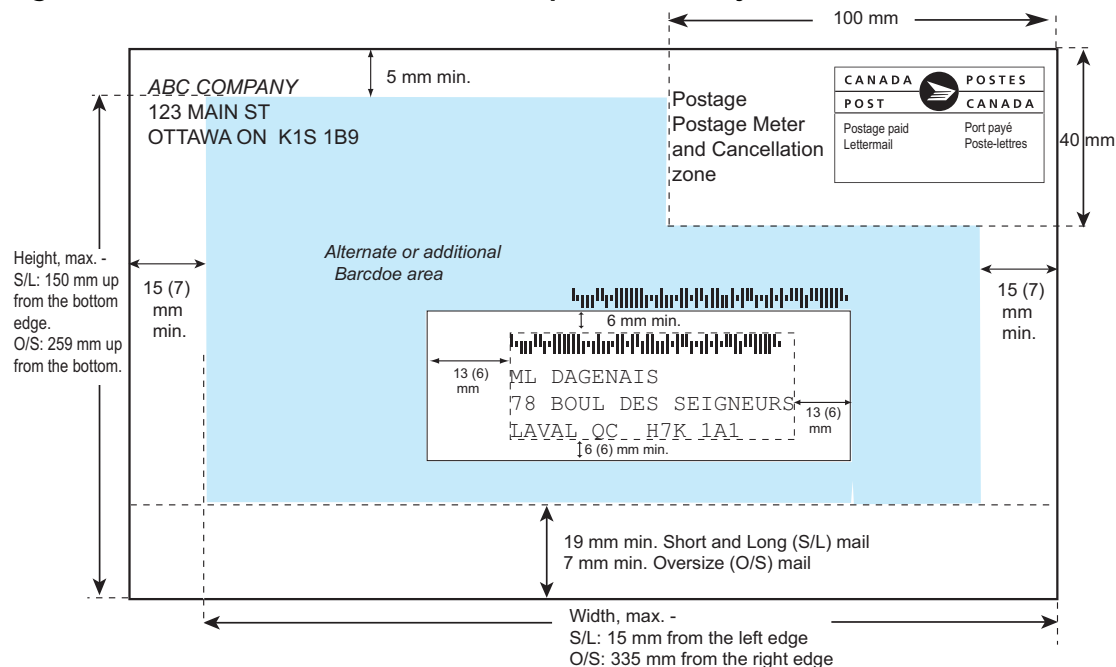


2.1.2 BAR CODE LOCATION ON A S/L OR OVERSIZE ITEM

The bar code may be placed as part of the address block or in the shaded area as shown in Figure 3.

NOTE : Note: Oversize locations are shown in brackets.

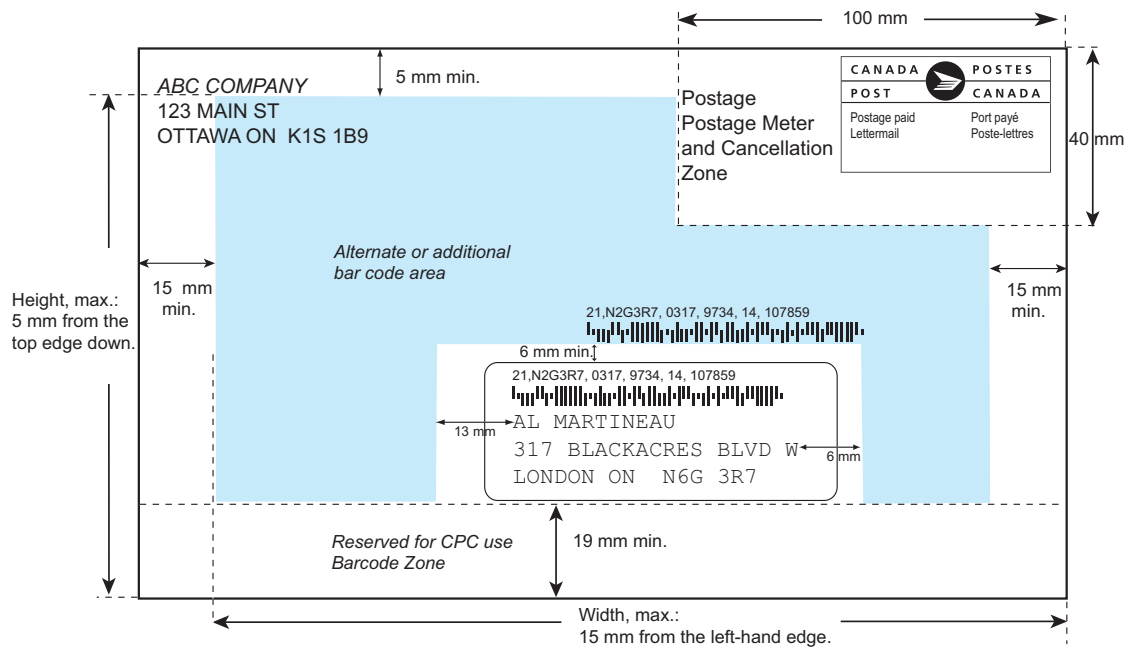
Figure 3: 4-State Bar code location when printed directly on a S/L or Oversized (in brackets) item



2.1.3 4-STATE BAR CODE LOCATION ON A S/L ITEM WITH A WINDOW OR ADDRESSING LABEL

Bar code may be placed inside a window or label, or on the cover as shown in Figure 4.

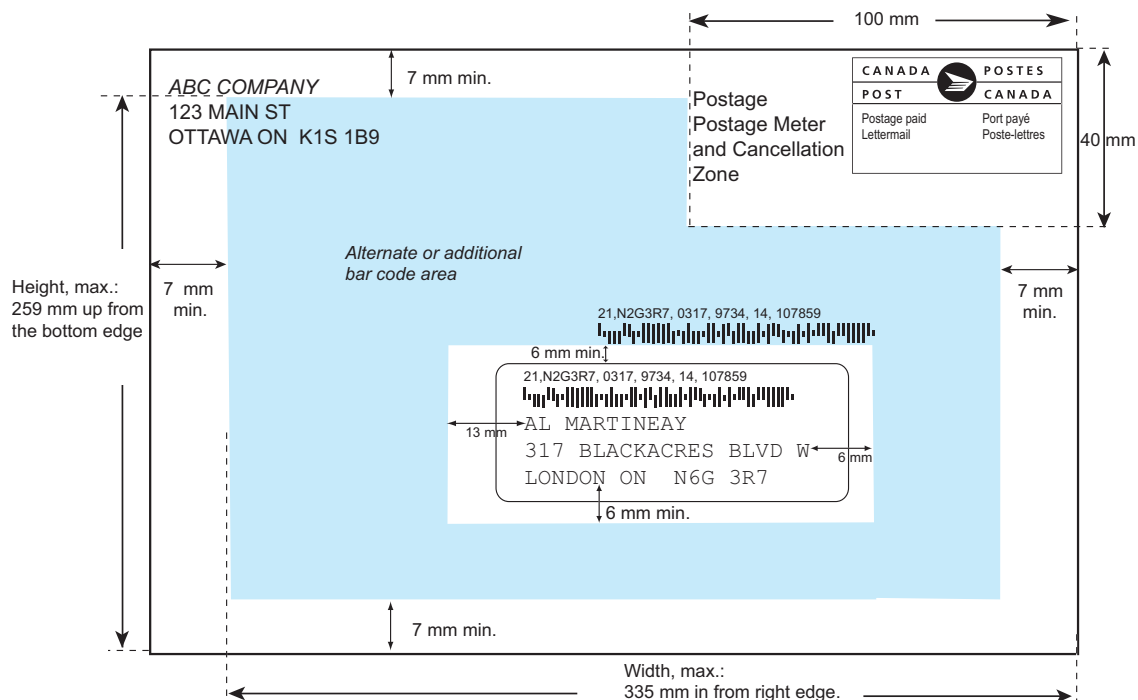
Figure 4: 4-State Bar code location on a S/L item with a window or a label



2.1.4 BAR CODE LOCATION ON OVERSIZE ITEMS

Bar codes may be placed inside a window or label, or on the cover as shown in Figure 5.

Figure 5: 4-State Bar code location on an Oversize item with a window or a label



3 OTHER RESOURCES

For more information and useful tools specifically designed to assist in creating machineable items, please refer to:

- [Addressing Guidelines](#)
- [Artwork for postal indicia](#)
- [Machineable Mail Template for Standard Envelopes and Self-Mailers](#)
- [Machineable Mail Template for Standard Cards and Postcards](#)
- [Machineable Mail Advisor](#).

For more information on how to prepare mailings for induction at approved Canada Post facilities, please refer to the applicable Mail Preparation and Presortation guide:

- [Machineable Mail - Mail Preparation guide](#)
- [Lettermail Presort - Mail Preparation and Presortation guide](#).

For more information on product features and requirements, please refer to the applicable Canada Post Customer Guide:

- [Incentive Lettermail Customer Guide](#).