

Lettermail

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1. Overview

Lettermail™ is a convenient and cost-effective way to send items in Canada including:

- Personal messages
- Business correspondence
- Invoices
- Billing statements

Examples of Lettermail:

- Letters, cards (including postcards), or similar communications and self-mailers
- Annual, semi-annual, or quarterly reports
- Receipts or invoices (or similar documents containing financial information)
- Notices of voting for federal, provincial, or municipal events
- CDs or DVDs (you must submit these to us for testing and approval)
- Flexible magnets
- Dry biological specimens (see [ABCs of mailing](#) for how to package and wrap items)
- Any other mail you choose to send which meets the applicable qualifications

Lettermail falls into two categories:

- Standard Lettermail is mail that meets our requirements as discussed in the [Size requirements section](#).
- Other (Non-standard and Oversize Lettermail) is mail that doesn't qualify as Standard Lettermail and doesn't exceed the maximum requirements shown in the [Size requirements section](#).

Please note: Lettermail with a postal indicia and tendered with an Order (Statement of Mailing) is subject to the General Terms and Conditions.

2. Non-standard Lettermail

You can't mail the following items as Standard Lettermail™. You can only mail these items as Other (Non-standard and Oversize) Lettermail (and the applicable price will be charged):

- Bottle caps

• 1

- Foodstuffs
- Glass
- Jewellery
- Keys
- Liquids
- Pencils
- Pens
- Powders
- Seeds
- Anything fragile or perishable
- Anything that may soil or damage other mail or postal equipment
- Anything that can cause injuries to people handling it

¹ We can accept coins as Standard Lettermail if they're properly enclosed. For commercial customers, please refer to the [Designing section of the Incentive Lettermail customer guide \(PDF\)](#).



Please note:

- To qualify for Standard Lettermail prices, you must place either a punched or perforated card or a self-mailer with a pin-feed hold strip inside the envelope or envelopes and seal them
- Staples aren't allowed on the outside of a Standard Lettermail item

3. Where Lettermail is delivered

We can deliver Lettermail™ items:

- To the door
- To a group mailbox
- To apartments and condominiums
- To a community mailbox
- To a rural mailbox
- To a post office box

- Through General Delivery
- Through a container

Please note: Some exceptions apply.

4. Getting started

You can buy postage for Lettermail™ at any post office. If enough postage (stamp or meter impression) is affixed to the item, you may deposit it:

- In a street letter box
- At any post office
- In a community mailbox
- At a deposit location (commercial customers only)

Items with a postal indicia must only be deposited at a deposit location.



Please note:

We consider an item deposited on the next business day if:

- You deposit the item after the last collection time on the street letter box
- or
- You deposit the item after the postal facility cut-off time (commercial customers only)

5. How to address Lettermail

Keep these guidelines in mind when you're addressing your Lettermail™ item.

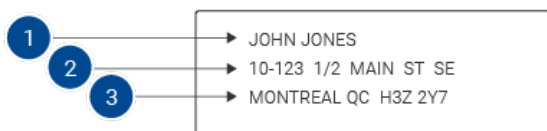
In this section

- Civic address

- Civic address with additional delivery information
- Civic address in a rural area
- Postal Box address
- Postal Box address with civic address and additional delivery information
- Rural Route address
- Rural Route address with civic address
- Rural Route address with additional address information
- General Delivery address
- Bilingual addresses
- Military addresses

Civic address

Civic addresses should contain:



1. The addressee (first line)
2. Civic address (second line)
3. Municipality name, province or territory, and postal code (third line)

Civic address with additional delivery information

If you wish to include additional delivery information, it should appear between the first line (the addressee) and the third line (the civic address).

Civic addresses with additional delivery information should contain:



1. The addressee (first line)
2. Additional delivery information (second line)
3. Civic address (third line)
4. Municipality name, province or territory, and postal code (fourth line)

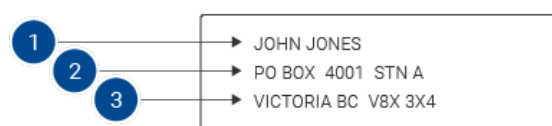
Civic address in a rural area

Civic addresses are also commonly used in rural areas (with rural postal codes).



Postal Box address

Postal Box addresses should contain:

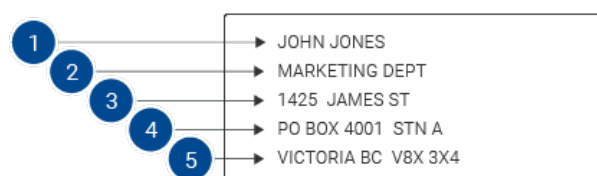


1. The addressee (first line)
2. Postal Box number and station information (second line)
3. Municipality name, province or territory, and postal code (third line)

Postal Box address with civic address and additional delivery information

If you wish to include additional delivery information, it should appear under the first line. If you wish to include the civic address, it should appear above the Postal Box number and station information.

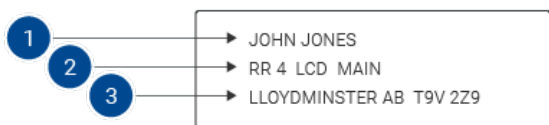
Postal Box addresses with civic address and additional delivery information should contain:



1. The addressee (first line)
2. Additional delivery information (second line)
3. Civic address (third line)
4. Postal Box number and station information (fourth line)
5. Municipality name, province or territory, and postal code (fifth line)

Rural Route address

Rural Route addresses should contain:

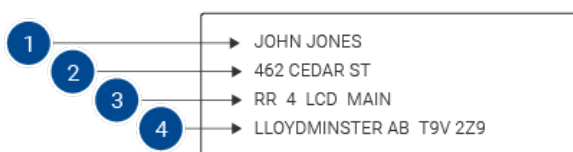


1. The addressee (first line)
2. Rural Route identifier and station information (second line)
3. Municipality name, province or territory, and postal code (third line)

Rural Route address with civic address

If you wish to include additional delivery information, it should appear under the addressee. If there's a civic address for the rural area, it should appear above the Rural Route identifier and station information.

Rural Route addresses with civic address should contain:

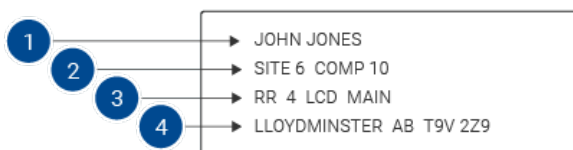


1. The addressee (first line)
2. Civic address (second line)
3. Rural Route identifier and station information (third line)
4. Municipality name, province or territory, and postal code (fourth line)

Rural Route address with additional address information

Rural addresses that don't contain a civic address may need additional address information. The additional address information should appear above the Rural Route identifier and station information.

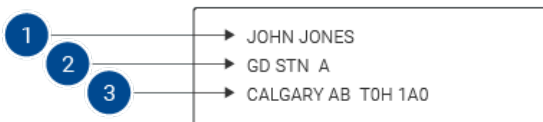
Rural Route addresses with additional address information should contain:



1. The addressee (first line)
2. Additional address information (second line)
3. Rural Route identifier and station information (third line)
4. Municipality name, province or territory, and postal code (fourth line)

General Delivery address

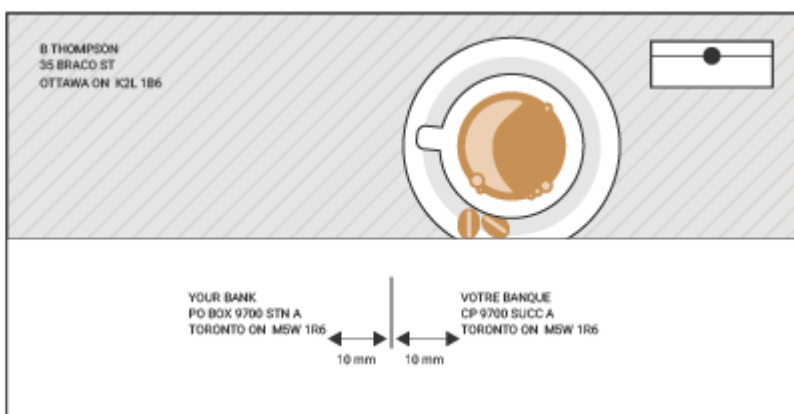
General Delivery addresses should contain:



1. The addressee (first line)
2. General Delivery Identifier and station information (second line)
3. Municipality name, province or territory, and postal code (third line)

Bilingual addresses

Bilingual addresses must have a solid black vertical line (at least 0.7 mm thick) separating the two addresses. There must be an empty space about 10 mm wide on either side of the black line.



Military addresses

We define military mail as mail sent between the Department of National Defence, Canadian Forces personnel, their dependents, and civilians attached to Canadian Forces. We serve them all through Canadian Forces Post Offices and Fleet Mail Offices. See [Canadian Forces Postal Service](#) for more information about addressing guidelines for military mail.



Please note:

Additional regulatory requirements apply to Standard Lettermail paid by postage meter or postal indicia. For more information, please consult the [Lettermail Regulations](#).

6. Pricing

You may apply standard postage rates by using a combination of stamps totaling the required value indicated in the tables below or pay the exact cost by going in to the post office.

Standard Lettermail prices (consumer)

<i>Weight</i>	<i>Single stamp or stamps</i>	<i>Stamps in booklets/coils/panes</i>
<i>0 g up to 30 g</i>	\$1.15	\$0.99
<i>Over 30 g up to 50 g</i>	\$1.40	\$1.40

Other (Non-standard and Oversize) Lettermail prices (consumer)

<i>Weight</i>	<i>Single stamp or stamps</i>	<i>Stamps in booklets/coils/panes</i>
<i>0 g up to 100 g</i>	\$2.09	\$2.09
<i>Over 100 g up to 200 g</i>	\$3.43	Not applicable
<i>Over 200 g up to 300 g</i>	\$4.78	Not applicable
<i>Over 300 g up to 400 g</i>	\$5.48	Not applicable
<i>Over 400 g up to 500 g</i>	\$5.89	Not applicable

Standard Lettermail prices (customer)

<i>Weight</i>	<i>Postal indicia</i>	<i>Postage meter</i>
<i>0 g up to 30 g</i>	\$0.99	\$0.98
<i>Over 30 g up to 50 g</i>	\$1.40	\$1.40

Other (Non-standard and Oversize) Lettermail prices (customer)

<i>Weight</i>	<i>Postal indicia</i>	<i>Postage meter</i>
<i>0 g up to 100 g</i>	\$2.09	\$2.09
<i>Over 100 g up to 200 g</i>	\$3.43	\$3.43
<i>Over 200 g up to 300 g</i>	\$4.78	\$4.78
<i>Over 300 g up to 400 g</i>	\$5.48	\$5.48
<i>Over 400 g up to 500 g</i>	\$5.89	\$5.89

7. Acceptable methods of payment

If you're a contract customer you can pay by:

- Account
- Business cheque
- Cash ²
- Credit card (where available)
- Debit card (where available) ²
- Meter
- Money order ²
- Postage stamp ¹

If you're a consumer you can pay by:

- Cash
- Certified cheque
- Credit card (where available)
- Debit card (where available)
- Money order ²
- Postage stamp

¹Customers using the Electronic Shipping Tool (EST) can't pay by postage stamp.

²Payment by cash, debit card, or money order is only available to customers paying at a post office.

Related documents

[Paying for your mailing](#)

8. Acceptable proofs of payment

If you're a contract customer you can use the following items as proof of payment:

- Meter impression
- Postage stamp ¹
- Postal indicia

If you're a consumer you can only use the following as proof of payment:

- Postage stamp

¹Customers using the Electronic Shipping Tool (EST) can't pay by postage stamp.

Related documents

[Paying for your mailing](#)

9. Size requirements

Each Lettermail™ item must meet our size and weight specifications.

There are two main categories of Lettermail that determine how much it will cost to send your item:

- Standard Lettermail (50 g or less)
- Other (Non-standard and Oversize) Lettermail (0 g to 500 g)

Minimum dimensions for all items are 140 mm x 90 mm x 0.18 m m (5.6 inches x 3.6 inches x 0.007 inches).

If your letter is larger than the maximum dimensions below, you must use our Parcel Services.

Standard Lettermail (50 g or less)

Use a single stamp for items that are in the standard weight and size range.

Minimum weight for:

- Standard - 2 g

Maximum dimensions

- 245 mm x 156 mm x 5 mm (9.6 inches x 6.1 inches x 0.2 inches)

Other (Non-standard and Oversize) Lettermail (0 g to 500 g)

Oversize or Non-standard size envelopes and postcards will cost you more (see [Prices](#)).

Minimum weight for:

- Non-standard - 3 g
- Oversize - 5 g

Maximum dimensions

- 380 mm x 270 mm x 20 mm (14.9 inches x 10.6 inches x 0.8 inches)
- Any item that exceeds the maximum size or weight of Non-standard and Oversize Lettermail no longer qualifies as Lettermail

10. Enclosures

Enclosures are acceptable as long as they're securely wrapped to prevent:

- Loss or damage to the items
- Damage to postal equipment or other mail
- Injury to people handling the items

You may enclose a Business Reply Mail™ item in Lettermail™, if you've signed the appropriate Agreement with us.

Repositionable Notes (RPNs) is an option that allows you to affix an adhesive note to the outside of a Lettermail item (excluding polybags).



Please note:

Commercial customers must follow the enclosure guidelines in the [Incentive Lettermail customer guide](#).

11. Delivery standards

Delivery standards are estimates of how long it will take for the mail to be delivered. They're not guaranteed.

Delivery standards for regular letters

Please note: These delivery times exclude the day of mailing.

<i>Region</i>	<i>Delivery standard (in business days)</i>
<i>Local (in a city)</i>	2
<i>Provincial</i>	3
<i>National</i>	4



Delivery standards are estimates of how long it will take for the mail to be delivered. Although we make every effort to meet these delivery standards, they're not guaranteed.

Things to keep in mind

- For specific delivery standards, see the Lettermail™, Incentive Lettermail™, Registered Mail™, and Business Reply Mail™ sections of [Delivery standards](#).
- Delivery standards for items deposited at Canada Post Receipt Verification Unit (RVU) sites are subject to [cut-off times](#). We consider mail deposited after the cut-off time as deposited on the next business day.

12. Requirements

Standard Lettermail™ envelopes and self-mailers must be fully sealed on all sides. Customers mailing envelopes or brochures, fanfolds, or newsletters not enclosed in envelopes are subject to Other Lettermail prices.

Standard Lettermail may not sag more than 22 mm in the middle when supported by two level supports located no more than 10 mm from the left and right edges.

The location of graphics or other printing on a Standard Lettermail item must not be:

- less than 19 mm high (measured from the right edge along the bottom)
- in the area prescribed for postage

Lettermail must be securely wrapped to prevent:

- Loss of or damage to the item
- Damage to postal equipment or other mail
- Injury to people handling the item

Additional regulatory requirements apply to Standard Lettermail paid by postage meter or postal indicia. Visit the [Lettermail Regulations](#) for more information.



Please note:

Standard and Oversize Lettermail tendered with an Order (Statement of Mailing) must be containerized as set out in the [Preparing section of the Incentive Lettermail customer guide](#).

13. Features

A feature is something that's provided as part of the basic service.

The available features are described below.

Mail Forwarding

While there is a Mail Forwarding request in effect, we'll forward Lettermail™ items that we can't deliver as originally addressed to the addressee.

Return to Sender

For Lettermail items that are undeliverable, or for which no Mail Forwarding request is in effect, we'll return these items to the sender if a Canadian return address appears on the outside of the item. When the return address is on the inside of the item, we'll return it to the customer for a fee.

14. Options

An option is a service enhancement which isn't included automatically as part of the basic service. You must select these options by checking a box or affixing an extra label or sticker. Most options are available for an additional fee.

Registered Mail

Registered Mail™ secures the signature of the addressee (or representative) and provides you with a proof of mailing, a copy of the signature, and the date upon delivery of the item.

Barcoded shipping labels allow you to track Registered Mail items. Delivery information is available, usually by noon on the business day after delivery. The information is available on our website or by contacting Customer Service at 1-888-550-6333. Some exceptions apply in smaller centres.

Registered Mail offers signature copy, delivery confirmation, and coverage for loss or damage (included up to \$100).

For detailed information, see [Registered Mail \(Canada\)](#).

Forward Under Cover

Letters forwarded under cover to a postmaster with a request for reposting must be endorsed with the following:

"POSTED AT _____ UNDER COVER TO THE POSTMASTER AT _____".

Items containing Lettermail prepaid by postage stamps that are sent under cover to the postmaster must bear the words:

"POSTMASTER, PLEASE OPEN FOR CANCELLATION AND PROCESSING"

We process these items in the usual manner. The item containing the Lettermail must have the correct postage.

Do Not Forward

Do Not Forward is an option whereby a Lettermail™ item, which can't be delivered as addressed because the addressee has filed a Mail Forwarding request with Canada Post, will be returned to the sender. We won't forward these items to the addressee.

Customers wishing to use the Do Not Forward option must:

- Use Electronic Shipping Tools (EST) 2.0 or EST Online to add the Do Not Forward option to an Order (Statement of Mailing).
- Apply the Do Not Forward endorsement 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).

You can download the Do Not Forward endorsement from our [Postal indicia tool](#).

15. Deposit locations (for commercial customers)

The [Find a deposit location tool](#) is available to help you find the right deposit location for your mailing based on postal code, mail type, or quantity.

The tool will offer you more helpful information, such as the deposit location address and deposit location cut-off times.

We consider items deposited after the deposit location cut-off times as deposited on the next business day.

Deposit location types

We've assessed the abilities of our deposit locations to make sure they're properly equipped and able to handle your mail efficiently and on time. We outline the type and volume of mail we can accept at these facilities for each deposit location type.

Receipt Verification Units (RVUs)

Receipt Verification Units (RVUs) can accept all products and all volumes. Not all RVUs can accept all types of Machineable Mail.

Commercial Deposit Centres (CDCs)

Commercial Deposit Centres (CDCs) accept, verify, and process commercial mailings except for Machineable Publications Mail (we'll refer customers to the nearest RVU). We'll continue to process commercial mailings deposited at a CDC at one of our mail

processing plants. We'll refer customers exceeding the maximum volumes to the nearest RVU.

Corporate post offices

Corporate post offices accept all commercial products except Machineable Publications Mail. We'll refer customers exceeding the maximum volumes to the nearest CDC or RVU.

Where to deposit your item

All items must be deposited with an authorized representative at the deposit location chosen on the Order. Items can't be deposited in street letter boxes or other mail receptacles.

Daily maximum volumes of mail apply for certain types of deposit locations:

Daily maximum deposits based on deposit location

<i>Deposit location</i>	<i>Daily maximum</i>
<i>Receipt Verification Unit</i>	No maximum
<i>1</i>	
<i>Level 1</i>	<i>2</i>
<i>Level 2</i>	<i>2</i>
<i>Level 3</i>	<i>2</i>
<i>Corporate post office</i>	

<i>Deposit location</i>	<i>Daily maximum</i>
<i>Level 1</i>	5 containers
<i>Level 2</i>	12 containers

¹ Commercial Deposit Centres aren't equipped to process mail received in monotainers or pallets that are double-stacked.

² A monotainer can accommodate about 48 letterflatainers (LFTs) (40 letterflatainers with lids) or 24 flats tubs.