

# Registered Mail (U.S. and International)

Last updated: August 1, 2023

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# 1. Overview

Registered Mail™ is a service we offer at the post office to those who need proof of mailing.

Buy Registered Mail to the U.S. through Xpresspost™ – USA service and you receive:

- A mailing receipt with the date of your purchase
- The name of the person who accepted the delivery (signature image available upon request)
- Tracking and delivery confirmation showing the date when the item was delivered

Buy Registered Mail – International service and you receive:

- A mailing receipt with the date of your purchase
- An option to buy an Advice of Receipt card that the receiver can mail back to you

Items that we may accept as Registered Mail include:

- Letter-post (Standard and Other Letter-post) to international destinations (excluding the U.S.)
- Literature for the Blind
- Xpresspost – USA (to the U.S. only)

## 2. Unacceptable items

A Registered Mail™ (U.S. and International) item is unacceptable if:

- It's used to send non-document items
- It contains items prohibited by law or defined as dangerous goods in Canada or the destination country
- It's used to send surface mail

You can't combine any of these services with Registered Mail (U.S. and International):

- Xpresspost™ – International
- Expedited Parcel™ – USA
- Tracked Packet™ – USA
- Tracked Packet™ – International

- International Parcel – Air
- International Parcel – Surface
- International Incentive Letter-post™
- Small Packet™ – USA (Air)
- Small Packet™ – International (Air)
- Small Packet™ – International (Surface)

### 3. Size and weight requirements

Each Registered Mail™ item must meet the size and weight specifications shown below.

#### Registered Mail – U.S.

<i>Requirement</i>	<i>Minimum</i>	<i>Maximum</i>
<i>Length</i>	210 mm	380 mm
	8.3 inches	15.0 inches
<i>Width</i>	140 mm	270 mm
	5.5 inches	10.6 inches
<i>Thickness</i>	1 mm	20 mm
	0.04 inches	0.8 inches
<i>Weight</i>	Not applicable	500 g
		17.6 ounces

## Registered Mail – International Standard letter

<i>Requirement</i>	<i>Minimum</i>	<i>Maximum</i>
<i>Length</i>	140 mm	245 mm
	5.5 inches	9.6 inches
<i>Width</i>	90 mm	156 mm
	3.5 inches	6.1 inches
<i>Thickness</i>	0.18 mm	5 mm
	0.007 inches	0.2 inches
<i>Weight</i>	Not applicable	50 g
		1.8 ounces

## Registered Mail – International Standard card or postcard

<i>Requirement</i>	<i>Minimum</i>	<i>Maximum</i>
<i>Length</i>	140 mm	235 mm
	5.5 inches	9.2 inches
<i>Width</i>	90 mm	120 mm

<i>Requirement</i>	<i>Minimum</i>	<i>Maximum</i>
	3.5 inches	4.7 inches
<i>Thickness</i>	0.18 mm 0.007 inches	Not applicable
<i>Weight</i>	Not applicable	50 g 1.8 ounces

## Registered Mail – International Other Letter-post

<i>Requirement</i>	<i>Minimum</i>	<i>Maximum</i>
<i>Length</i>	140 mm 5.5 inches	380 mm 15.0 inches
<i>Width</i>	90 mm 3.5 inches	270 mm 10.6 inches
<i>Thickness</i>	0.18 mm 0.007 inches	20 mm 0.8 inches
<i>Weight</i>	Not applicable	500 g

<i>Requirement</i>	<i>Minimum</i>	<i>Maximum</i>
		17.6 ounces

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## 4. Pricing

You can find pricing information on our [Pricing page](#) for:

- Registered Mail™ – U.S. (on our Xpresspost™ – USA price sheet)
- Registered Mail™ – International (on our Letter-post – International price sheet)

## 5. Acceptable methods of payment

If you're a contract customer, you can pay for Registered Mail™ (U.S. and International) by:

- Account
- Business cheque
- Certified cheque
- Cash
- Credit card <sup>1</sup>
- Debit card (where available)
- Money order

If you're a consumer, you can pay for Registered Mail™ (U.S. and International) by:

- Cash
- Credit card (where available)
- Debit card (where available)
- Money order

**Please note:** Some restrictions or conditions may apply.

<sup>1</sup>Payment by credit card is only available to customers who electronically transmit their order or buy labels online.

## 6. How to prove you paid

We accept several different methods for proof of payment.

### Acceptable proofs of payment

If you're a contract customer, you can prove you paid for Registered Mail™ (U.S. and International) by:

- Meter impression
- Postage stamp
- Postal indicia

If you're a consumer, you can prove you paid for Registered Mail (U.S. and International) by:

- Postage stamp

Some restrictions or conditions may apply.

## 7. Delivery standards

### *For Registered Mail™ – U.S.*

Xpresspost™ – USA delivery standards apply.

### *For Registered Mail™ – International*

Letter-post delivery standards apply.

**Please note:** Except where the On-Time Delivery Guarantee applies, all delivery standards are estimates only and aren't guaranteed. See [Delivery standards](#) for more information.

## Delivery

Registered Mail items will be delivered per the delivery procedures of the destination country.

## 8. Features

A feature is something that we provide as part of the basic service.

### Proof of Mailing

Registered Mail™ provides confirmation that we received the item for delivery to the addressee. We'll give the sender a date stamped official registration receipt when they buy Registered Mail at a post office.

- For items mailed to the U.S. the sender will receive an Xpresspost™ – USA receipt
- For items mailed to an international destination, the sender will receive a Registered Mail registration receipt

### Liability coverage

We include liability coverage of up to \$60 for items mailed to the U.S. and to other International destinations.

We'll have no liability for loss, damage, or rifling of Registered Mail (U.S. and International) items containing:

- Banknotes
- Stocks
- Bonds
- Coupons or other securities negotiable by the bearer
- Lottery tickets
- Travellers' cheques
- Coins
- Jewellery
- Manufactured and non-manufactured precious metals
- Precious stones
- Gold bullion
- Gold dust
- Cancelled or uncancelled postage stamps



You may not claim indemnity for expenses incurred by the sender in submitting the indemnity claim or for the fees paid for the option.

**Please note:** Additional liability coverage isn't available. Terms and conditions apply.

## Additional features available to items mailed to the U.S.

- On-Time Delivery Guarantee
- Tracking and Delivery Confirmation
- Signature

## 9. 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 added fee.

### Advice of Receipt

#### ***Registered Mail™ – U.S.***

We deliver Registered Mail – U.S. through Xpresspost™ – USA service. The Advice of Receipt card isn't needed as signature is automatically included in the service at no extra charge. Signature ensures that a personal hand-off of the item occurs at delivery and provides proof of this activity. The name of the person signing is recorded as well as the signature. You can get the signatory name by calling [customer service](#) (exceptions may apply in some areas).

#### ***Registered Mail™ – International***

If you're a Registered Mail – International customer, you have the option to buy an Advice of Receipt card at time of mailing. The Advice of Receipt card provides proof of delivery to the destination.

### Literature for the Blind

You may send materials for the use of the blind in Canada for delivery to the U.S. or any other country free of charge.

Some restrictions or conditions may apply. See [Literature for the Blind](#) for more information.

## 10. Labels and documentation

When you send Registered Mail™ items you must:

- Make sure you prepare the items according to the applicable category of mail
- Seal items and have them date stamped along the seals (a part of the date stamp must be on the tape and the rest on the wrapper or envelope flap)

If you're sending Registered Mail to the U.S. you must:

- Use a barcoded Xpresspost™ – USA shipping label, or a barcoded shipping label produced by the Electronic Shipping Tools (EST) or by a third-party shipping system

If you're sending Registered Mail to an international destination (excluding the U.S.) you must:

- Have a Registered Mail label placed so that the R appears on the addressed side (you must place one barcode near the R on the addressed side of the item)

### Dutiable items

Registered items may be subject to customs duty.

#### ***Registered Mail – U.S.***

When sending Registered Mail to the U.S., the Xpresspost™ – USA shipping label includes customs information, which you must properly complete.

#### ***Registered Mail – International***

When sending Registered Mail to an international destination, dutiable Letter-post items require a CN22/CN23 customs label affixed to the item. When the declared value of a Letter-post item exceeds CAN\$500, you must also complete a Customs Declaration form and affix it to the wrapper.

For information on customs forms and how to complete them, see [Customs requirements](#).

Related documents

[Registered Mail product page](#)

[Electronic Shipping Tools \(EST\) page](#)

## 11. Packaging requirements

You must package all items according to standard packaging for the original service used.

For international mail, addresses written in pencil or composed of initials aren't acceptable.

## 12. Addressing requirements

Registered Mail™ addresses must be legible, complete, include the correct postal code or ZIP code, and include the name of the country of destination in English or French.

See our [Addressing guidelines](#) for more information.

## 13. Depositing

You can deposit U.S. and International Registered Mail™ items at a:

- Post office
- Processing facility