

# Designing requirements



Service overview



Pricing



Designing requirements



Preparing requirements



Creating an Order



Depositing



Paying and terms

## Designing Machineable Mail – Standard items

### Mandatory requirements – Publications Mail and Incentive Lettermail

Standard Items*	Length	Width	Thickness	Aspect Ratio (L/W)	Weight
Minimum	140 mm (5.6 in.)	90 mm (3.6 in.)	0.18 mm (0.007 in.)	1.3:1	2 g (0.07 oz.)
Maximum	245 mm (9.6 in.)	156 mm (6.1 in.)	5 mm (0.2 in.)	2.6:1	50 g (1.76 oz.)

\* Square envelopes are acceptable, minimum 140 mm x 140 mm x 0.18 mm (5.6 in. x 5.6 in. x 0.007 in.) and maximum 156 mm x 156 mm x 5 mm (6.1 in. x 6.1 in. x 0.2 in.).

#### Machineability

##### Shape

Rectangular (square envelopes are acceptable).

##### Material

- Must be paper; items cannot be made or wrapped in plastic.
- Minimum paper weight for:
  - envelope: 75 gsm (approx. 20 lb. bond)
  - folded self-mailer: minimum 90 gsm (approx. 60 lb. text)
  - cards: minimum 160 gsm (approx. 60 lb. cover)
- Must be sufficiently flexible to bend; items cannot be rigid.

##### Enclosures

- Any paper enclosure is acceptable.
- Flexible magnets, single coin, key tags and plastic cards are acceptable when firmly attached.
- Liquids, powders and gels are unacceptable unless tested and approved by Canada Post prior to deposit.

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## Sealing (see [illustrated examples](#))

**Envelopes:** Must be closed and sealed with adhesive, with no more than 35 mm (1.4 in.) of the flap unsealed on each end.

**Self-mailers:** Must have the fold or continuous seal along the bottom edge.

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## Creative features

Items with the following features must be tested and approved by us prior to deposit:

- alternative sealing locations
- die-cuts placed along the top, leading or trailing edge
- zipper seals/perforations on the exterior items
- decorative and creative font
- non-paper enclosures within a self-mailer
- square self-mailers and cards
- tip-on placed on a card.

Once tested and approved, the service ticket # must be written on the Order at the time of deposit ([Assess your Machineable Standard or Oversize mail items](#)).

## Readability

### Postage zone (see [postal indicia](#))

- The indicia must be placed on the front of the item (same side as the destination address).
  - The top-right area is reserved for postage, measuring a width of 74 mm (2.9 in.) and a height of 35 mm (1.4 in.).
  - The top-right area is reserved for postage meters, measuring a width of 100 mm and a height of 35 mm (1.4 in.).
  - If the indicia is placed outside the postage zone it must be located above and to the right of the address.
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### Destination address

Each item must bear a complete address which includes an individual, company or non-personalized descriptor (e.g., “OCCUPANT”), street address, municipality, province and a valid postal code.

#### Address zone

Whether vertically or horizontally oriented, the complete address must appear inside the following area:

- 35 mm (1.4 in.) from the top
- 10 mm (0.4 in.) from the bottom, left and right edges.

Address labels and windows must be within the address zone.

#### Quiet zone

- Around the address block, leave at least 5 mm (0.2 in.) clear of text, graphics and dark colours.
- For window envelopes, ensure that the entire address remains fully visible through the window, even if the enclosure shifts within the envelope.

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## Return address zone

- The preferred location is on the front of the item above the address zone (35 mm [1.4 in.] from the top).
- Must be the same orientation as the destination address.
- A minimum vertical separation of 15 mm (0.6 in.) is required between the bottom of the return address and the top of the destination address.

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## Address fonts

Commercially available fonts should be easy to read, have well-defined characters and:

- Not overlap to the line above or below
- Not contain text effects (i.e., shadow, emboss, etc.)
- Not contain random heights within characters
- Not include calligraphy styles (i.e., *The quick brown fox jumps over the lazy dog*).

Fonts must be a dark colour (preferably black). There should be good contrast between address and background.

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## 2D barcode requirements

The 2D barcoded Postal Indicia requirements can be found at [canadapost.ca/postal-indicia](https://canadapost.ca/postal-indicia)

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Failure to meet these mandatory requirements may result in mail delays or surcharges. Not all creative designs and sealing options are mentioned above, assessment of your physical mail item is recommended ([Assess your Machineable Standard or Oversize mail items](#)).

## Additional requirements

### Scented or allergen items

Ensure each item is mailable and consider the following:

- Scented items must be sealed in such a manner that prevents the scent from escaping. Similarly, liquids and powders must be packaged appropriately. A scented item produced using micro-encapsulated scent infused ink/lacquers does not need to be sealed provided the scented area is covered or contained within the mailed item.
- If an item contains a common allergen such as peanuts, sesame seeds, tree nuts (e.g., almonds, walnuts) or eggs, it must be packaged and labelled to minimize the potential for allergic reactions.

### Promoting cannabis, accessories (including vaping products)

Ensure the design and content of your item is mailable, meets the requirements outlined in the [Cannabis Act](#) and adheres to the federal, provincial and territorial regulations. Detailed information can be found in [Promotion of Cannabis](#) – ABCs of mailing of the *Canada Postal Guide*.



## Illustrated examples – Machineable Mail standard items

Templates to help you design envelopes, self-mailers and cards are available in our [Machineable Mail Advisor tool](#).

### 1 Postage zone

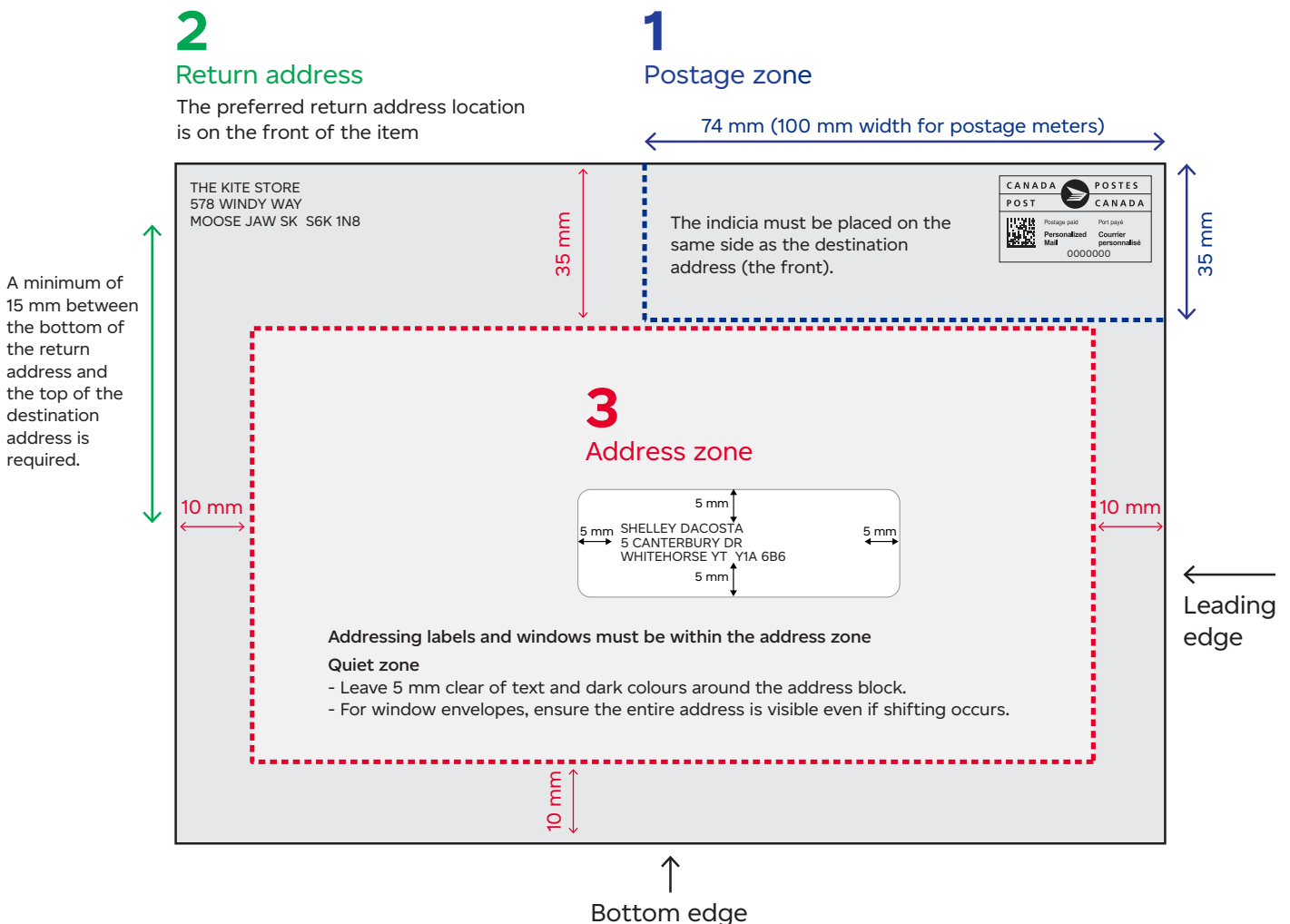
Measures from the upper right corner 74 mm (2.9 in.) wide (100 mm [3.4 in.] width for postage meters) by 35 mm (1.4 in.) high. The indicia must be placed on the same side as the destination address (the front).

### 2 Return address

The preferred return address location is on the front of the item. Measured from the upper left corner of the envelope. A minimum of 15 mm (0.6 in.) between the bottom of the return address and the top of the destination address is required.

Images are for illustration purposes only.

### Horizontal orientation



## Vertical orientation

**2**

Return address

**1**

Postage zone

## For vertical orientation

### 1 Postage zone

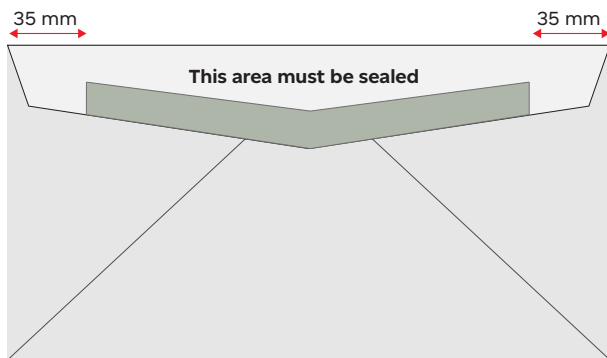
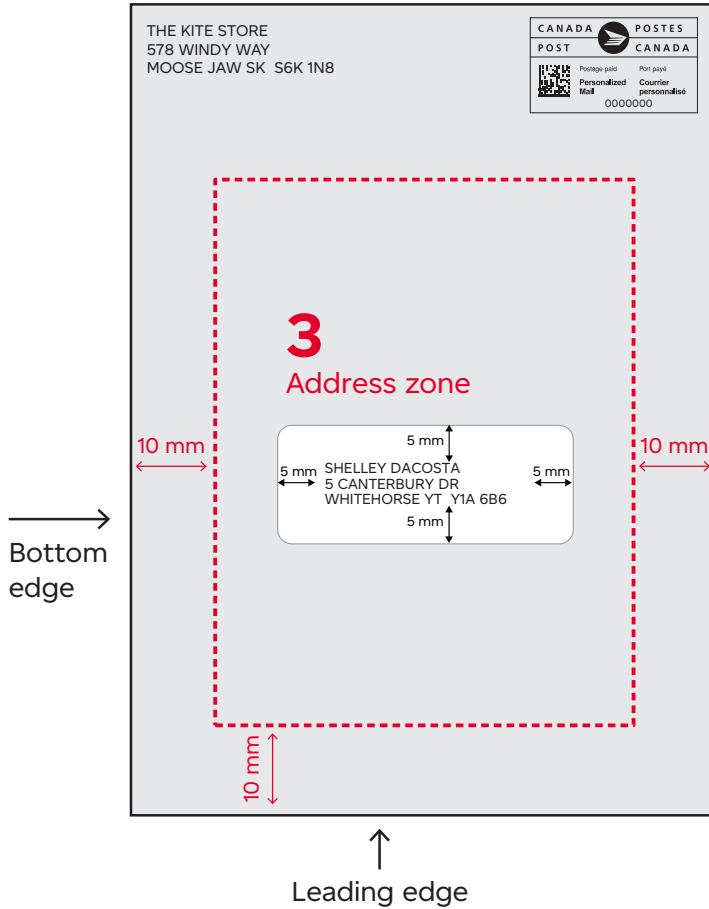
Located in the upper right hand corner.

### 2 Return address

Measures from the upper left corner.

### 3 Address zone

Must be 10 mm (0.4 in.) from the bottom, right and leading edges of the envelope. Leave 5 mm (0.2 in.) clear of text and dark colours around the address block.



## Acceptable sealing location

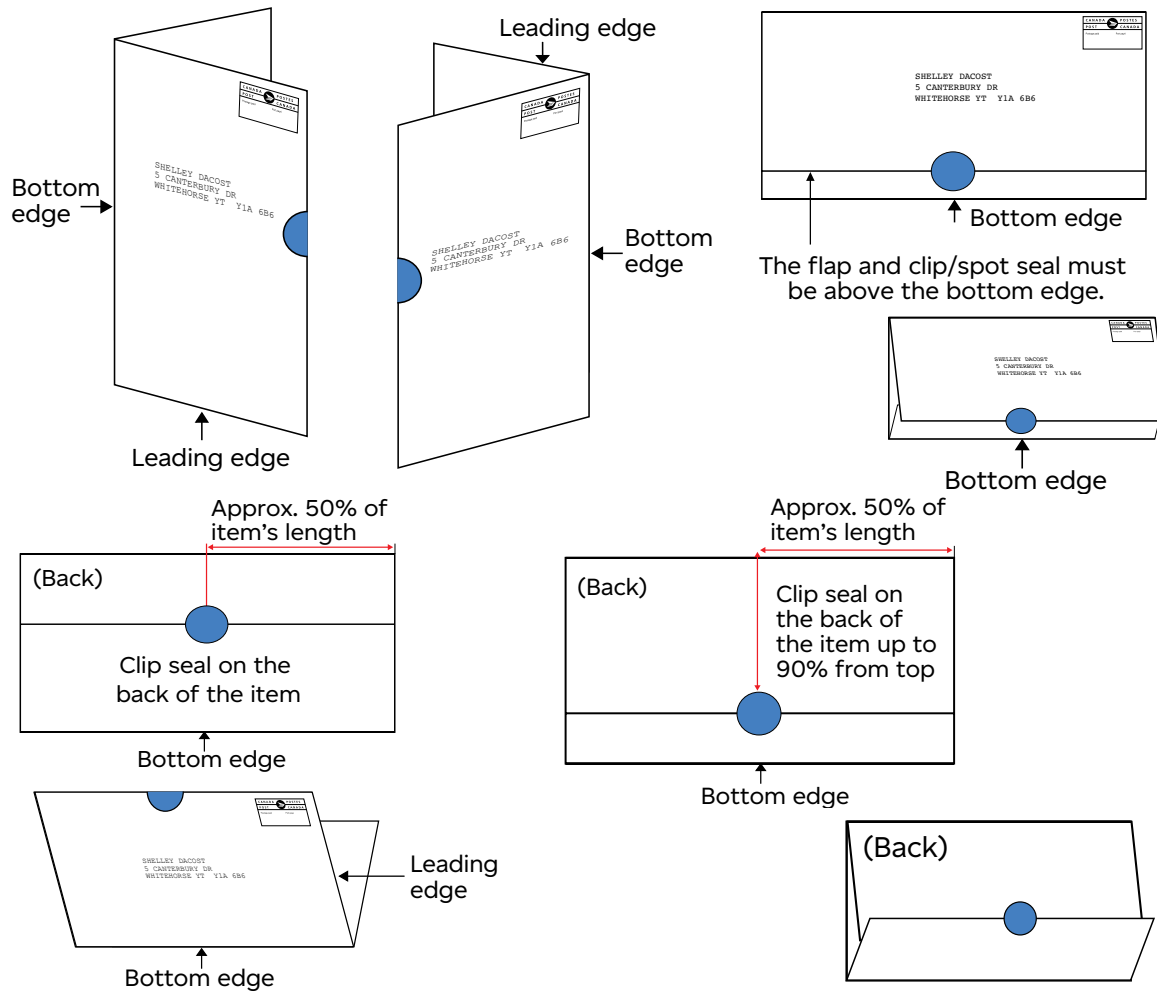
Envelopes must be closed and sealed with adhesive, with no more than 35 mm (1.4 in.) of the flap unsealed on each end.

To prevent envelopes from sticking together, do not apply an excessive amount of adhesive. Envelopes must not be sealed with staples, clasps or other similar devices.

Images are illustrations of acceptable sealing options.

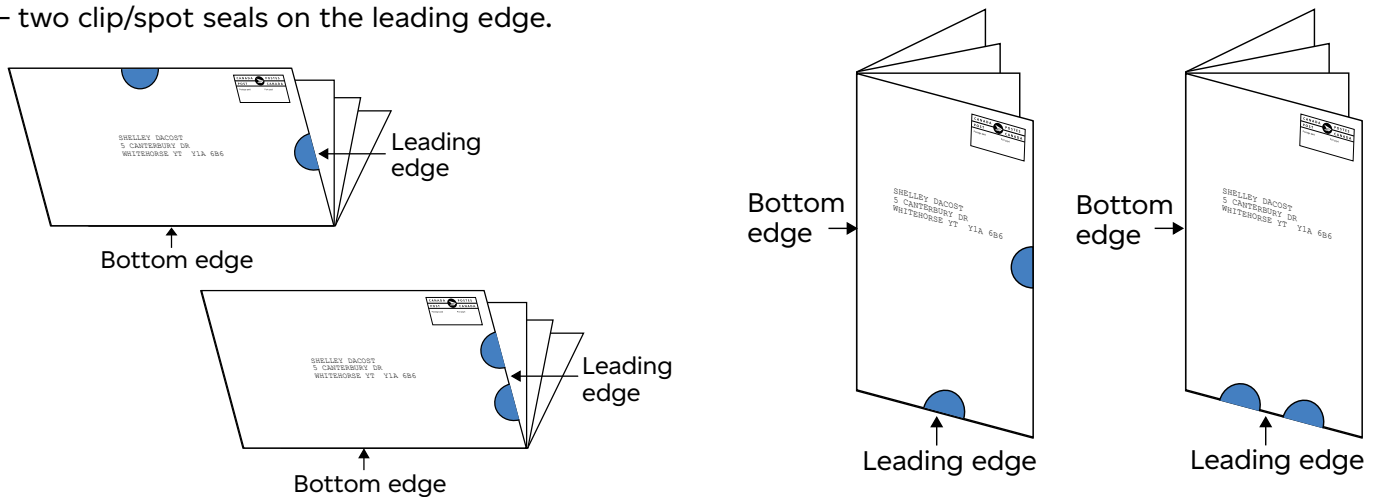
## Acceptable sealing location: Single sheet self-mailer

- Are formed by a single sheet of paper, folded once or multiple times into panels.
- Must have the fold or continuous seal along the bottom edge plus a clip/spot seal on top.



## Acceptable sealing location: Multiple sheet self-mailer / mini-catalogue

- Contain multiple sheets of paper, folded once or multiple times into panels and are bound / stitched together.
- Must have the fold or continuous seal along the bottom edge and either:
  - a clip/spot seal on top and leading edge; or
  - two clip/spot seals on the leading edge.



# Designing Machineable Mail – Oversize items

## Mandatory requirements – For Publications Mail and Incentive Lettermail

Oversize Items	Length	Width	Thickness	Weight
Minimum	140 mm (5.6 in.)	90 mm (3.6 in.)	0.5 mm (0.02 in.)	10 g (0.4 oz.)
Maximum	380 mm (14.9 in.)	270 mm (10.6 in.)	20 mm (0.8 in.)	500 g (17.6 oz.)

### Machineability

#### Shape

Must be rectangular or square

#### Material

- Must be paper or plastic
- Minimum paper weight for:
  - envelope: 90 gsm (approx. 60 lb. text)
  - folded self-mailer: 90 gsm (approx. 60 lb. text)
  - card and postcard: 160 gsm (approx. 60 lb. cover)
- Minimum plastic requirements (wrapper):
  - covered with transparent or opaque material (max. haze of 75%, 159 gloss unit or less)
  - must be at least 0.03 mm thick and be low-slip coated.
- Items can be packaged in flexible or rigid material
- Items must remain horizontal when held by the edge in one hand
- Unwrapped item cover pages are strong enough to withstand machine processing without damage (at least twice as thick as the inside pages).

#### Enclosures

- Any paper enclosure is acceptable.
- Flexible magnets, single coin, key tags and plastic cards are acceptable when firmly attached.
- Liquids, powders and gels are unacceptable unless tested and approved by Canada Post prior to deposit.
- Enclosures within a wrapper/envelope, must closely fit the outer wrapper/envelope.

#### Sealing

**Envelopes and wrapped items** must be closed and sealed with adhesive, with no more than 35 mm (1.4 in.) of the flap unsealed on each end. To prevent items from sticking together, do not apply an excessive amount of adhesive. Envelopes must not be sealed with staples, clasps or other similar devices.

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## Creative features

Items with the following features must be tested and approved by us prior to deposit:

- alternative sealing locations
- tip-on placed on a card
- zipper seals/perforations on the exterior items
- die-cuts placed along the top, leading or trailing edge
- non-paper enclosures within a self-mailer
- decorative and creative font

Once tested and approved, the service ticket # must be written on the Order at the time of deposit.

## Readability

### Destination address

Each item must bear a complete address which includes an individual, company or non-personalized descriptor (e.g., "OCCUPANT"), a street address, municipality, province and a valid postal code.

#### Address zone

Whether vertically or horizontally oriented, the complete address must appear inside the following area:

- 10 mm (0.4 in.) from the bottom, left and right edges;
- for horizontal address orientation, one-quarter of the items height measured from the top edge down;
- for vertical address orientation, one-fifth of the items length measured from the edge above the address down.

Address labels and windows must be within the address zone.

#### Quiet zone

- Clear of text, graphics and dark colours, above the top line of the address block, leave at least 6 mm (0.24 in.); 10 mm (0.4 in.) to the left, right and below of the address block.
- For window envelopes, ensure that the entire address remains fully visible through the window, even if the enclosure shifts within the envelope.
- For Publications Mail items, the basic identifying information may be placed above the addressing information, as part of the address block, or in the area 35 mm (1.4 in.) high by 100 mm (3.4 in.) long in the upper right corner of the mail item.

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## Postage zone

- The top-right area is reserved for postage, measuring a width of 74 mm (2.9 in.) and a height of 35 mm (1.4 in.). (For Incentive Lettermail, 100 mm [3.4 in.] width for postage meters).
- The indicia must be placed on the front of the item (same side as the destination address).
- If the indicia is placed outside the postage zone it must be located above and to the right of the address.



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## Return address zone

- The preferred location is on the front of the item above the address zone (one-quarter [horizontal]/one-fifth [vertical] from the top).
- Must be the same orientation as the destination address.
- A minimum vertical separation of 18 mm (0.7 in.) is required between the bottom of the return address and the top of the destination address.

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## Address fonts

Commercially available fonts should be easy to read, have well-defined characters and:

- Not overlap to the line above or below
- Not contain text effects (i.e., shadow, emboss, etc.)
- Not contain random heights within characters
- Not include calligraphy styles (i.e., *The quick brown fox jumps over the lazy dog*).

Fonts must be a dark colour (preferably black). There should be good contrast between address and background.

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Failure to meet these mandatory requirements may result in mail delays or surcharges. Not all creative designs and sealing options are mentioned above, assessment of your physical mail item is recommended ([Assess your Machineable Standard or Oversize mail items](#)).

## Additional requirements

### Scented or allergen items

Ensure each item is mailable and consider the following:

- Scented items must be sealed in such a manner that prevents the scent from escaping. Similarly, liquids and powders must be packaged appropriately. A scented item produced using micro-encapsulated scent infused ink/lacquers does not need to be sealed provided the scented area is covered or contained within the mailed item.
- If an item contains a common allergen such as peanuts, sesame seeds, tree nuts (e.g., almonds, walnuts) or eggs, it must be packaged and labelled to minimize the potential for allergic reactions.

### Promoting cannabis, accessories (including vaping products)

Ensure the design and content of your item is mailable, meets the requirements outlined in the [Cannabis Act](#) and adheres to the federal, provincial and territorial regulations. Detailed information can be found in [Promotion of Cannabis](#) – ABCs of mailing of the *Canada Postal Guide*.



## Illustrated example – Machineable Mail oversized items

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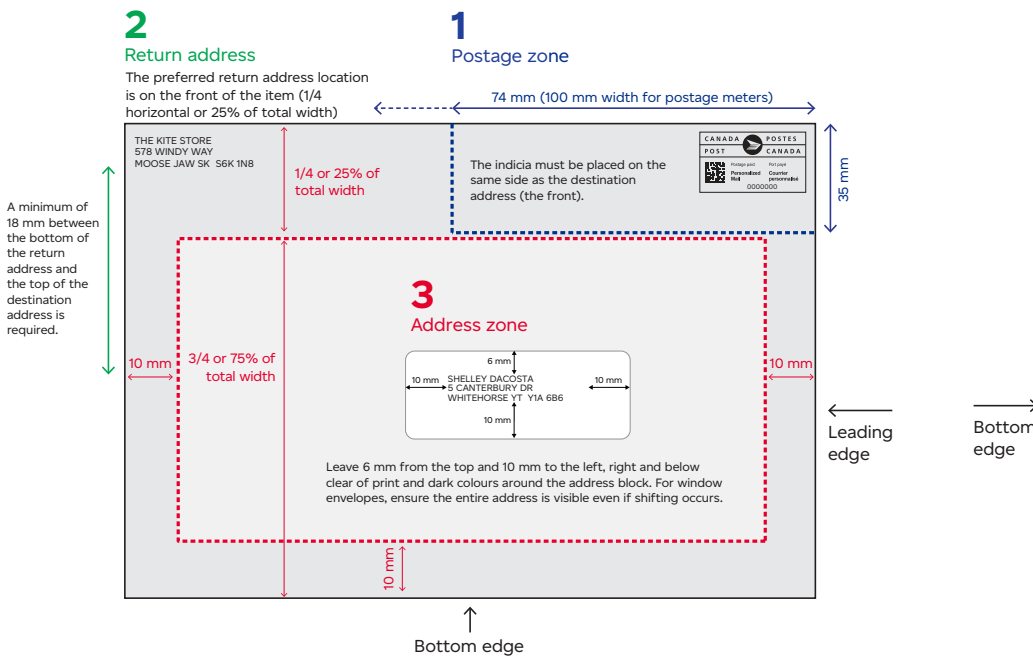
### 1 Postage zone

Measures from the upper right corner 74 mm (2.9 in.) wide (100 mm [3.4 in.] wide for postage meters) by 35 mm (1.4 in.) high. The indicia must be placed on the same side as the destination address (the front).

### 2 Return address

The preferred return address location is on the front of the item (1/4 horizontal or 25% of total width) in the top left corner. A minimum of 18 mm (0.7 in.) between the bottom of the return address and the top of the destination address is required.

Images are for illustration purposes only.

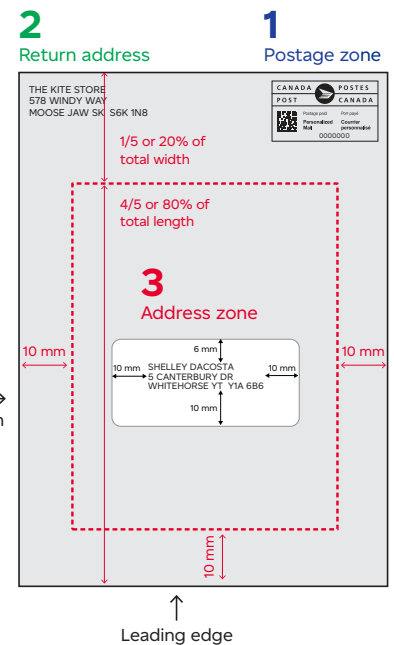


### 3 Address zone

Address zone for horizontal orientation, must be 10 mm (0.4 in.) from the left, leading, bottom edges of the envelope, and 1/4 or 25% from the top.

For vertical orientation the zone is 10 mm (0.4 in.) from the leading, right, bottom edges of the envelope, and from the top, 1/5 or 20% of total height.

Addressing labels and windows must be within the address zone. For the address label, leave 6 mm (0.24 in.) from the top and 10 mm (0.4 in.) to the left, right and below clear of print and dark colours around the address block. For window envelopes, ensure the entire address is visible even if shifting occurs.



## Assess your Machineable Standard or Oversize mail items

### Assess your mail items before mailing

To ensure that your mailing can be processed on our machines and that your mail items meet the requirements for Machineable Mail, we offer free evaluation services. You have several assessment options.

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#### Standard self-assessment tool

Complete your own self-assessment by using our “Standard self-assessment tool”:

- [Machineable Mail – Self-assessment tool](#).
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#### Electronic sample evaluation

Contact a Commercial Service Network (CSN) representative at 1-866-757-5480 to provide an electronic sample (PDF format) of your mail item. The electronic sample must clearly show how the item will be constructed, and include:

- finished item size (e.g., length, width, thickness and approximate weight)
- paper basis weight
- fold locations (self-mailers)
- sealing location and sealing method (self-mailers and envelopes)
- window location (if applicable) and address location.

Our CSN representative may request additional testing if the electronic sample does not provide enough information. Physical approval testing is required when Creative Features are used (see the [Mandatory Requirements](#) section for details).

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#### Physical approval testing

Customers requiring a physical test of their mail items on our mail processing equipment must send 200 samples of the final version of the mailing by calling a CSN representative at 1-866-757-5480 to obtain a service ticket number and the address to send your samples to. This process is optional, unless your mail item utilizes creative features defined in the [Mandatory Requirements](#) section.

To test readability, your mail items must be addressed. You can use the same address on all items. Any valid Canadian address is acceptable.

When 200 samples are not available for physical testing, the Mail Standards and Testing team can provide feedback on a to-scale mock-up (prototype). To have your prototype evaluated, contact the CSN at 1-866-757-5480.

**Note:** We cannot provide approval on a prototype. This service is meant to provide feedback on designs prior to producing 200 items for physical testing.