

# Express Order Entry

Neighbourhood Mail – Generic Solution



# Table of Contents (revised Jan./2018)

<b>1.0</b>	<b>Introduction</b>	<b>3</b>
	<i>About Express Order Entry: Neighbourhood Mail – Generic Solution</i>	3
	Login to the <i>Express Order Entry: Neighbourhood Mail – Generic Solution</i>	4
	Express Order Entry – Neighbourhood Mail page	5
<b>2.0</b>	<b>Creating an Order – Step 1</b>	<b>6</b>
2.1	“About My Mailing” page	6
2.2	“My Contact Information” page	8
<b>3.0</b>	<b>Capturing Delivery Details – Target Area and Coverage – Step 2</b>	<b>9</b>
3.1	Delivery Details of the Mailing	9
3.2	Where to Drop Off the Mailing	10
3.3	Search Outlet / Induction Point	10
3.4	Selecting the Target Area	11
3.5	Mail Preparation Details	14
<b>4.0</b>	<b>Paying for the Mailing – Step 3</b>	<b>15</b>
4.1	“Previewing the Order” page	15
4.2	“Paying for the Mailing” page	15
<b>5.0</b>	<b>Submitting the Order</b>	<b>16</b>
<b>6.0</b>	<b>Printing the Documentation – Step 4</b>	<b>17</b>
6.1	“Preparing My Mailing” page	17
6.2	Printing Instructions	17
6.3	View Current Orders	19
6.4	Ending my Express Order Entry Session	19
<b>7.0</b>	<b>Delete Statement of Mailing (SOM)</b>	<b>20</b>

# 1.0 Introduction

## About *Express Order Entry: Neighbourhood Mail – Generic Solution*

*Express Order Entry: Neighbourhood Mail –*

*Generic Solution* provides the benefits of Canada Post Electronic Shipping Tools (EST) from the security of your corporate website or the Canada Post website. The Express Order Entry option is aimed at Neighbourhood Mail mailers who choose to mail to only one delivery area at a time and is a fast, free and convenient way to target, prepare and pay for your Neighbourhood Mail orders in four easy steps.

It automatically prepares all the required barcoded documentation, applies the applicable contract price and deducts the automation incentive. Express Order Entry via Canada Post's website provides access to total points of call, is only available to customers who qualify for credit-card payment with Canada Post and is accessed through the Canada Post website; it therefore requires an On-line Business Centre (OBC) userid and password.



The key features of *Express Order Entry: Neighbourhood Mail – Generic Solution* include ease of use, simple order creation, and quick and easy online credit card payment (no bills to worry about) accurate and cost-effective.

Here are the four steps to creating your **Express Order Entry** – Neighbourhood Mail order:

- **Step 1: Create My Order page**
- **Step 2: Delivery Details – Target Area and Coverage**
- **Step 3: Paying for my Mailing and Submitting my Order**
- **Step 4: Printing my Express Order Entry documentation**

To successfully complete the ordering process, Adobe Reader version 4.0 or higher must be installed; the user must have a valid credit card (American Express, Master Card or Visa) and must be connected to a printer capable of printing on 21.5 x 28.0 cm (8.5" x 11") sheets of paper.

## Login to the *Express Order Entry: Neighbourhood Mail – Generic Solution*

To register via the Canada Post website:

To login via the Canada Post website, enter your username and password once you've [clicked here](#). Please note that **you must qualify for a credit card as a method of payment with Canada Post** to access the Express Order Entry: Neighbourhood Mail – Generic Solution, as it is the only valid method of payment.

Welcome! Save time! [Sign up](#) Shop

### My Business Profile Help

Welcome to your one-stop shop for fast, easy and secure management of all your Canada Post business transactions

**Scheduled maintenance**  
We perform weekly maintenance from Saturday at 9 p.m. to Sunday at 7 a.m. (EST). Please note that some features may not be available during these hours.

Username \*

  
 Remember username  
[Forgot your username?](#)

Password \*

  
[Forgot your password?](#)

Choose a site:  
Online Business Centre

[SIGN IN | >](#)

Don't have a username?  
[SIGN UP | >](#)

The Online Business Centre sign-in page will be displayed. Simply enter your

- 1 Username and
- 2 Password,

or click Sign Up if you don't already have an online account.

WELCOME TO YOUR **Online Business Centre** Français | Logout

Home | EST | MMA | Store | SRM | My Profile | Support Tools and Resources

## Commercial Business Shop **New & Improved** Shop Now >

**ORC Applications**

- EST - Electronic Shipping Tools** 3  
Prepare your mailings here! Access our online shipping solutions directly or download the desktop version. Ready-to-ship!
- MMA - Manage My Accounts**  
Remain current with your account. Access, view, print and pay your invoices online 24 hours a day.
- Commercial Business Shop**  
Order products and supplies online:
  - Storage enclosures
  - Prepaid shipping envelopes and packaging
  - Forms & labels
- SRM - Business Reply Mail™**  
Create and send your Business Reply Mail address electronically from here. Simple and secure!

**Stay Informed**

- STP 2.0 Update
- Stamps
- Prints Post Holiday Schedule
- The Canada Post Code of Conduct
- Business Reply Mail Enhancements **Effective April 25, 2010**

**Tools and Resources**

- Cancel an Order (Merchant)
- Postal Code List-up
- Post Office Locator
- Postal Guide
- STC Navigation
- More...

**Track a Package & Track a Mailing**

Enter Item Number  [Track >](#)

Advanced Tracking

Legal | Copyright | Privacy | About | Contact Us ©2011 Canada Post Corporation

**3** Select **EST: Electronic Shipping Tools**

**Order Entry**

- Ship in Canada
- Ship in USA
- Ship International
- Lettermail™
- Addressed Admail™
- Publications Mail™
- Int'l Incentive Letter-post™
- Unaddressed Admail™ Fully Featured
- Unaddressed Admail™ SOM Only

**Express Order Entry** 4

- Unaddressed Admail™ Fully Featured**
  - Target one specific delivery area in four easy steps
  - Prints all required bar-coded labels and documentation
  - Pay online quick and easy
- Ship In Canada (Parcels) Features**
  - For items shipped domestically
  - A convenient, streamlined single shipping screen
  - All the functionality required for most common shipments

**4** Under **Express Order Entry** heading, select **Neighbourhood Mail**

## Express Order Entry – Neighbourhood Mail page

From the **Neighbourhood Mail Express Order Entry** page, enter the following information:

- 5 Your Customer Number**
- 6 Your Contract Number (if applicable).**

The following table provides a description of the fields for the Express Order Entry – Neighbourhood Mail page.

Field	Description
<b>5</b> Customer Number	This field identifies the Canada Post Customer number that was assigned to you.
<b>6</b> Contract Number	This field identifies your Canada Post Contract Number (maximum of 10 numeric characters, assigned by Canada Post). This is also referred to as an Agreement Number.

The following table describes the command button functionality.

Command Button	Description
	Click on the Start command button to go to the next step.

# 2.0 Creating an Order – Step 1

## 2.1 “About My Mailing” page

This page allows you to capture all necessary mailing information to create your **Express Order Entry** – Neighbourhood Mail orders. You may consult the Postal Code Look Up and/or Online Maps by clicking on the direct link. Each field is described below. For a step-by-step demonstration, [click here](#) to consult the **How Do I** tutorial:

See table on following page for description of fields.

The screenshot shows the 'Create My Order' web form for 'About My Mailing'. The page has a header with 'CANADA POSTES / POSTES CANADA', 'Unaddressed Admail™', 'Help', and 'Français'. A navigation bar shows 'step 1 2 3 4'. The main content area is titled 'About My Mailing' and includes a 'Please Note' box: 'Please Note: This defines the delivery area for your mailing.' The form fields are numbered 7 through 15:

- 7**: First 3 characters of the Postal Code: [input field]
- 8**: Title of Mail Piece: [input field]
- 9**: Drop-off Date: 2013/10/11 (Friday) [dropdown menu]
- 10**: My Reference (Optional): [input field]
- 11**: Householder Counts Data Type:  Consumers' Choice  Total Points of Call
- 12**: Size of the items in my mailing:  Standard (Up to 30.5 x 15.24 cm (12" x 6"))  Oversize 1 (Up to 30.5 x 22.85 cm (12" x 9"))  Oversize 2 (Up to 35.56 x 28 cm (14" x 11"))
- 13**: Samples:
- 14**: Each Item is less than or equal to 50 g (1.8 oz)  or Enter the weight in grams for Items over 50 g (1.8 oz) [input field]
- 15**: [input field]

The 'My Contact Information' section includes:

- Contact Name: [input field]
- Contact Phone Number: [input field] Example: "123-456-7890"
- Contact e-mail Address (Optional): [input field]

Navigation buttons: back, next step



The following table provides a description of the fields.

Field	Description
7 First three characters of the postal code	Enter the first three characters of the postal code – known as the Forward Sortation Area (FSA) – for the area you wish to have your items delivered to or click Postal Code look up or online maps (see example below) to determine the appropriate postal code characters to enter in this field. Please note that you may only select one delivery installation per order.
8 Title of mail piece	You may enter an alpha or numeric description that can be used to identify your mail item for your reference, ex., "Bill Smith 123 Main ST – Nov. 1".
9 Drop-off date	The drop-off date for your mailing is today's date or any business day within the subsequent seven calendar days. Mail items must be dropped off on business days only, that is, excluding weekends and statutory holidays. Orders received beyond the subsequent seven calendar days from the date your order was created, will not be accepted.
10 My reference (Optional)	This field is reserved for your own use. You may enter up to 12 characters in this field, for example, file number, campaign code, etc. This is not a mandatory field.
11 Householder Counts Data Type	<b>Consumers' Choice</b> data reflects the number of Canadian households wishing to receive unaddressed advertising material. Total Points of Call data reflects all Canadian households where Canada Post delivers mail and is only available for certain types of Neighbourhood Mail mailings: House of Commons mailings, community newspapers, Elections Canada and provincial chief electoral officers' mailings and, municipal electoral mailings.
12 Size of the items in my mailing*	It is mandatory to select one of three size options: <ul style="list-style-type: none"> <li>• <b>Standard</b> up to 30.5 x 15.24 cm (12" x 6")</li> <li>• <b>Oversize 1</b> up to 30.5 x x 28 cm (12" x 11")</li> <li>• <b>Oversize 2</b> up to 35.56 x 28 cm (14" x 11")</li> </ul> <b>Indicate if the thickness of the item is thicker than 1.9 cm (0.75 in.) by selecting in the checkbox. Indicating the size of your mail piece is critical as this determines the delivery cycle as well as target area and delivery modes your business can target.</b> <i>Note: If Oversize 2 is selected, a warning message will appear indicating that mail pieces of this size can only be delivered to Non-Letter Carrier routes.</i>
13 Samples	A sample consists of non-printed matter or a trial-size portion of an actual product. It may be distributed on its own, attached or enclosed in an envelope with printed matter.
14 Each item is less than or equal to 50 g (1.8 oz)	This box is checked by default. If your items weigh less than or equal 50 grams (1.8 oz), you simply go to the next section. To help determine the weight of an item, you may visit your local post office to have your item weighed. Your items will be subject to verification at the drop-off location. Note that an average-size postcard measuring roughly 13.9 x 21.5 cm (5.5 x 8.5 in) weighs approximately 6 g (0.2 oz).
15 Enter the weight in grams for items over 50 g (1.8 oz.)	If the weight of each item is greater than 50 g (1.8 oz), you must indicate the exact weight of each item, as this will determine your price per item. To help determine the weight of an item you may visit your local post office to have your item weighed. Your items will be subject to verification at the drop-off location.

## 2.2 “My Contact Information” page

Enter your **16** **Contact Name**, **17** **Contact Phone Number** and the **18** **Contact email Address** (Optional).

Then press the **Next Step** command button to continue the creation of your order or the **Back** button to return to the previous page to make changes.

Field	Description
<b>16</b> Contact Name	Enter the name of the person you would like Canada Post to contact should there be a need to.
<b>17</b> Contact Phone Number	Enter the phone number of the contact person you would like Canada Post to contact should there be a need to.
<b>18</b> Contact email Address (Optional)	Enter the email address of the contact person you would like Canada Post to contact should there be a need to. This is not a mandatory field.

The following table provides a description of the command buttons functionality.

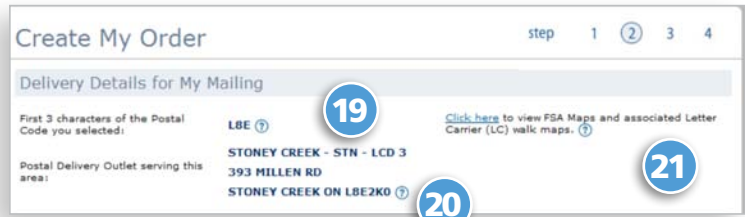
Command Button	Description
	Takes you back to the previous page.
	Takes you to the next step of creating your order.



# 3.0 Capturing Delivery Details – Target Area and Coverage – Step 2

## 3.1 Delivery Details of the Mailing

This section allows you to capture all necessary delivery details for your mailing. The FSA/PC you have selected in Step 1 is displayed here; if you wish to modify it, you must return to Step 1 using the **Back** command button. The address associated with the FSA of the post office that will deliver your items is also displayed here. You may also consult the FSA maps and associated letter-carrier (LC) walk maps by clicking on the direct link. If you are satisfied with the information, you may scroll down the page to select your target area.



The following table provides a description of the fields.

Field	Description
19 First three characters of the postal code you selected	The first three characters of the postal code you have entered in Step 1; to change this value, use the <b>Back</b> button to return to the previous screen.
20 Post office	This is the post office address that will deliver your items.
21 FSA maps and associated letter carrier (LC) walk maps	After selecting "Online Maps", follow the steps described hereafter to locate the first three characters of the postal code (FSA) and to locate the area where you wish your items to be delivered: <ol style="list-style-type: none"><li>1. Select the first three characters of the postal code where you want your mail delivered to to view the associated map.</li><li>2. Close this window to navigate back to the Create My Order screen.</li><li>3. To change the FSA you selected on page 1, use the orange back button at the bottom of the screen.</li></ol> <p><b>OR</b></p> <ol style="list-style-type: none"><li>1. Select the "Click here" link to view all FSA maps.</li><li>2. Select your province by clicking on either the corresponding "U" (for urban counts) or "R" (for rural counts), or "M" to view the map.</li><li>3. Locate your "delivery area" from the alphabetical list of cities.</li><li>4. Select the FSA to view the route and count information.</li><li>5. Close this window to navigate back to the Create My Order screen.</li><li>6. To change the FSA you selected on page 1, use the orange back button at the bottom of the screen.</li></ol>

## 3.2 Where to Drop Off the Mailing

This section allows you to either accept the drop-off location **22** identified here as the post office that will deliver your items, or to select another post office **23** by clicking the “**I would like to select an alternate drop-off location**” option, which will bring you to the Search Outlet / Induction Point page.

Notes: When a customer chooses a customer selected drop-off location, transportation fees will apply. Also, some locations have volume restrictions. Please refer to the web tools for more information by clicking [here](#).

This table provides a description of the fields.

Field	Description
<b>22</b> I will drop off my mailing at the post office indicated below.	This field automatically identifies the post office where your mailing will be dropped off based on the FSA/PC selected.
<b>23</b> I would like to select an alternate drop-off location.	Click here to select an alternate drop-off location. It will bring you to the Search Outlet / Induction Point page where you can select your desired drop-off location.
Transportation fee	When the customer selects an alternate drop-off location, transportation fees will apply to each item at the price indicated on the Neighbourhood Mail price sheet. When the drop-off location selected is the pre-determined drop-off location or does not require transportation by Canada Post to the post office, no transportation fee will apply.

## 3.3 Search Outlet / Induction Point

If you have chosen to deposit your items at an alternate drop-off post office, the Search Outlet / Induction Point page will be displayed. Simply follow these instructions:

- Select the **Province** **24**
- Select the **City** **25**
- Click **Search** **26**

A list of office names will be displayed. Select an office, and your new selected drop-off location will be displayed on your Drop-off My Mailing page.

Outlet Name	Outlet Number	Address	City	Province	Postal Code
<a href="#">SOUTH CENTRAL MPP</a>	0089	969 EASTERN AVE	TORONTO	ON	M4L 1A5
<a href="#">TORONTO ADMIN OFFICE</a>	0918	1 DUNDAS ST W	TORONTO	ON	M5G 2L5
<a href="#">TORONTO DEPOT L</a>	4979	473 OAKWOOD AVE	TORONTO	ON	M6E 2W0
<a href="#">TORONTO LCD ADELAIDE</a>	7687	1 YONGE ST	TORONTO	ON	M5X 1Y5
<a href="#">TORONTO STN 1ST CAN PLACE</a>	7100	100 KING ST W	TORONTO	ON	M5X 1G9
<a href="#">TORONTO STN ADELAIDE</a>	3752	31 ADELAIDE ST E	TORONTO	ON	M5C 2J0
<a href="#">TORONTO STN ATRIUM ON BAY</a>	6763	696 BAY ST	TORONTO	ON	M5G 2C9
<a href="#">TORONTO STN B</a>	3753	119 SPADINA AVE	TORONTO	ON	M5V 2L0
<a href="#">TORONTO STN C</a>	3754	1117 QUEEN ST W	TORONTO	ON	M6J 1J0
<a href="#">TORONTO STN COMMERCE COURT</a>	3769	25 KING ST W	TORONTO	ON	M5L 1A0
<a href="#">TORONTO STN D</a>	7209	338 KEELE ST	TORONTO	ON	M6P 2K0
<a href="#">TORONTO STN E</a>	3755	772 DOVERCORT RD	TORONTO	ON	M6H 2K0
<a href="#">TORONTO STN F</a>	3756	50 CHARLES ST E	TORONTO	ON	M4Y 1T0
<a href="#">TORONTO STN J</a>	4987	686 DANFORTH AVE	TORONTO	ON	M4J 1L0
<a href="#">TORONTO STN K</a>	7102	2384 YONGE ST	TORONTO	ON	M4P 2E0
<a href="#">TORONTO STN P</a>	3770	704 SPADINA AVE	TORONTO	ON	M5S 2J0
<a href="#">TORONTO STN Q</a>	3757	27 ST CLAIR E	TORONTO	ON	M4T 1L0
<a href="#">TORONTO STN R</a>	3760	2 LAIRD DR	TORONTO	ON	M4G 3T0
<a href="#">TORONTO STN S</a>	4989	1780 AVENUE ROAD	TORONTO	ON	M6M 3Y0
<a href="#">TORONTO STN T</a>	0115	3019 DUFFERIN ST	TORONTO	ON	M6B 3T0

## 3.4 Selecting the Target Area

This section requires that you select your **Target area** **27**, which will then determine the total number of items required for your mailing. First, you need to define your target area by selecting **houses, apartments, farms or businesses**, or any combination of the four.

**Target Area**

You may select to have your pieces delivered to Houses, Apartments, Farms and / or Businesses or any combination of the four.

Houses

Apartments

Farms

Businesses

*Note: Indicating the size of your mail piece is critical to determining the delivery cycle and delivery modes your business can target. (See section 2.1)*

This section allows you to select the desired delivery modes (DM) for your mailing.

Auto complete split walks **29**

Select	FSA/PC	Delivery Mode	Delivery Installation Name	Demand Level	Houses	Apartments	Farms	Businesses	Total Distribution	Desired Total
<input type="checkbox"/>	LBE				0	0	0	0	0	0
<input type="checkbox"/>	LBG				0	0	0	0	0	0
<input type="checkbox"/>	LBH				0	0	0	0	0	0
<input type="checkbox"/>	LBK				0	0	0	0	0	0
<b>Totals</b>					0	0	0	0	0	0

**28**

### 1. All DM

You may choose to cover ALL the delivery modes from all of the delivery installations simply by clicking on the **28** "ALL" command button. The total distribution is automatically calculated by the system.

*Note: By selecting the "ALL" button, the FSA checkboxes will be populated automatically.*

The following table provides a description of the command buttons.

Command Button	Description
<b>28</b> All	By selecting "All", you will automatically select all FSAs and delivery modes included in this delivery installation.
<b>29</b> Auto complete split walks	In some FSAs, letter carrier routes may cover more than one FSA. This is referred to as a "split walk". By checking the "Auto complete split walk" box, you will ensure that all corresponding letter carrier routes found within the other FSAs will automatically be selected.

### 2. Specific DM

Or you may select **30** specific **delivery** modes within the FSA (routes that will cover where you wish to have your items delivered). This option requires that you select each line of the required delivery mode. The total distribution for each line will automatically be calculated by the system.

*Note: Select one or several delivery modes within an FSA by checking the boxes at the line level. The FSA box will then be checked, but it will be greyed out. This will identify that a selection was made within that FSA.*

Select	FSA/PC	Delivery Mode	Delivery Installation Name	Houses	Apartments	Farms	Businesses	Total Distribution	Desired Total
<input type="checkbox"/>	H3A			0	0	0	0	3991	0
<input type="checkbox"/>	H3B			0	0	0	0	3163	0
<input type="checkbox"/>	H3C			643	1598	0	615	4232	2754
<input checked="" type="checkbox"/>	DR 0000	MONTREAL PDF A		0	0	0	1	1	1
<input type="checkbox"/>	LB 0001	CENTRE VILLE		0	0	0	435	435	0
<input type="checkbox"/>	LB 0001	MTL-ST-JACQUES		74	0	0	144	218	0
<input checked="" type="checkbox"/>	LC 0009	MONTREAL PDF A		0	0	0	61	61	61
<input checked="" type="checkbox"/>	LC 0010	MONTREAL PDF A		0	66	0	94	162	162
<input checked="" type="checkbox"/>	LC 0011	MONTREAL PDF A		0	0	0	1	1	0
<input checked="" type="checkbox"/>	LC 0012	MONTREAL PDF A		127	71	0	62	260	260
<input checked="" type="checkbox"/>	LC 0015	MONTREAL PDF A		0	74	0	4	78	78
<input type="checkbox"/>	LC 0016	MONTREAL PDF A		37	390	0	16	451	0
<input checked="" type="checkbox"/>	LC 0017	MONTREAL PDF A		147	209	0	10	365	365
<input checked="" type="checkbox"/>	LC 0027	MONTREAL PDF A		146	0	0	25	171	171
<input type="checkbox"/>	LC 0028	MONTREAL PDF A		51	194	0	128	373	0
<input checked="" type="checkbox"/>	LC 0031	MONTREAL PDF A		22	37	0	124	183	183

Select	FSA/ PC	Delivery Mode	Delivery Installation Name	Houses	Apartments	Farms	Businesses	Total Distribution	Desired Total
ALL	<input checked="" type="checkbox"/> Auto complete split walks <b>31</b>								
<input type="checkbox"/>	H3A			0	0	0	0	3991	0
<input checked="" type="checkbox"/>	H3B			0	0	0	130	3163	130
<input checked="" type="checkbox"/>	H3C			434	1994	0	607	4232	3035
<input checked="" type="checkbox"/>	DR 0000	MONTREAL PDF A		0	0	0	1	1	1
<input type="checkbox"/>	LB 0001	CENTRE VILLE		0	0	0	435	435	0
<input type="checkbox"/>	LB 0001	MTL-ST-JACQUES		74	0	0	144	218	0
<input checked="" type="checkbox"/>	LC 0009	MONTREAL PDF A		0	0	0	61	61	61
<input checked="" type="checkbox"/>	LC 0010	MONTREAL PDF A		0	68	0	94	162	162
<input checked="" type="checkbox"/>	LC 0011	MONTREAL PDF A		0	0	0	1	1	1
<input checked="" type="checkbox"/>	LC 0012	MONTREAL PDF A		127	71	0	62	260	260
<input checked="" type="checkbox"/>	LC 0015	MONTREAL PDF A		0	74	0	4	78	78
<input checked="" type="checkbox"/>	LC 0016	MONTREAL PDF A		37	398	0	16	451	451
<input checked="" type="checkbox"/>	LC 0017	MONTREAL PDF A		147	208	0	10	365	365
<input type="checkbox"/>	LC 0027	MONTREAL PDF A		146	0	0	25	171	0

### 3. Auto complete split walks

Letter carrier walks that cover more than one FSA are known as split walks. Split walk lines are initially highlighted in yellow.

To ensure complete coverage for each letter carrier walk selected, you must check the **31 Auto complete split walk** box. This will ensure that all split walks in subsequent FSAs are selected, and their total distributions are included in the mailing.

You may also choose to select only specific FSAs within the split walk. By checking the split walk box, the system will automatically highlight the line in green and calculate/add the total distribution for the line.

Take a look at line LC0011 on the screen on the screen above (2. Specific DM); it is highlighted in yellow **32**, indicating that this is a split walk route. Now look at the same row on the screen above (3. Auto complete split walks) and you will notice that, following the selection of the Auto complete split walks and checking that specific walk, the system has automatically calculated the total distribution, and the line is now displayed in green. **33**

*Note: The FSA checkbox of the split walk will automatically be checked, but greyed out.*

You may modify the counts (total for each line) by selecting a line and simply typing the desired count in the **Desired Total** column: modifications will appear in **34 RED**. The **Totals**, including modified counts, will be calculated automatically by the system. If you click **Reset Totals**, the previous totals will reappear for all rows.

Select	FSA/ PC	Delivery Mode	Delivery Installation Name	Houses	Apartments	Farms	Businesses	Total Distribution	Desired Total
ALL	<input checked="" type="checkbox"/> Auto complete split walks <b>31</b>								
<input type="checkbox"/>	H3A			0	0	0	0	3991	0
<input checked="" type="checkbox"/>	H3B			0	0	0	130	3163	130
<input checked="" type="checkbox"/>	H3C			434	1994	0	607	4232	3032
<input checked="" type="checkbox"/>	DR 0000	MONTREAL PDF A		0	0	0	1	1	1
<input type="checkbox"/>	LB 0001	CENTRE VILLE		0	0	0	435	435	0
<input type="checkbox"/>	LB 0001	MTL-ST-JACQUES		74	0	0	144	218	0
<input checked="" type="checkbox"/>	LC 0009	MONTREAL PDF A		0	0	0	61	61	61
<input checked="" type="checkbox"/>	LC 0010	MONTREAL PDF A		0	68	0	94	162	162
<input checked="" type="checkbox"/>	LC 0011	MONTREAL PDF A		0	0	0	1	1	1
<input checked="" type="checkbox"/>	LC 0012	MONTREAL PDF A		127	71	0	62	260	260
<input checked="" type="checkbox"/>	LC 0015	MONTREAL PDF A		0	74	0	4	78	75
<input checked="" type="checkbox"/>	LC 0016	MONTREAL PDF A		37	398	0	16	451	451

35	36	37	38	39	40	41	42	43	44	
Select	FSA/PC	Delivery Mode	Delivery Installation Name	Demand Level	Houses	Apartments	Farms	Businesses	Total Distribution	Desired Total

This table provides a description of the fields.

Field	Description
35 Select	Select row(s) that correspond to the delivery mode where your item will be delivered.
36 FSA/PC	A listing of all Forward Sortation Areas (FSA) associated with the delivery installation for this mailing. The FSA is the first three characters (alpha numeric alpha) of the postal code, which represent a geographical area. Click on the (+) to the left of an FSA to display a drop-down list of all of its available delivery modes.
37 Delivery Mode	Select the delivery mode, which corresponds to the sector (points of call) where your items will be delivered. <i>Note: Indicating the size of your mail piece is critical as this determines the delivery cycle and delivery modes your business can target. (see section 2.1)</i>
38 Delivery Installation Name	This field identifies the abbreviated name of the post office that will provide the delivery services for the selected delivery mode (DM).
39 Houses	This field identifies the count of houses in the delivery mode; a house is a building with one or two dwelling units. If a business is operated in a house that is also used as a dwelling, it is classified as a house.
40 Apartments	This field identifies the count of apartments in the delivery mode; an apartment is a self-contained dwelling unit within a multiple-unit residential building of three or more such dwelling units. All units share a common main entrance and civic address but have individual suite numbers. For the purpose of this definition, common entrance means entrance to the building or to the complex, for example, a private lane or road. For urban areas, each unit has a separate mail receptacle, which normally forms part of a centralized mail-receiving facility. If a business is operated in an apartment that is also used as a dwelling, it is classified as an apartment.
41 Farms	This field identifies the count of farms in the delivery mode; a farm is a dwelling or a point of call associated with a tract of land used to raise crops, animals or fish as a source of income or revenue.
42 Businesses	This field identifies the count of businesses in the delivery mode; a business is defined as a point of call where the primary activity is commercial or industrial. If a business is operated from a house or an apartment which is also used as a dwelling, it is classified as a house or an apartment.
43 Total Distribution	This field identifies the total number of items, including the modified counts, for each delivery mode, which is calculated and displayed automatically.
44 Desired Total	You may modify the counts (desired total for each row) by selecting a row and entering the desired amount in the desired total column box. <i>Note: Modifications will appear in <b>RED</b>. The totals, including any modified counts, will be calculated automatically by this tool and displayed in the bottom right hand box.</i>

### 3.5 Mail Preparation Details

This section refers to mail preparation details and allows you to enter the following information:

- **Number of items per bundle**, **45**
- **Number of bundles per container**, **46**
- **Container type** **47** (customer-supplied), and
- **Number of containers to be dropped off\*** **48**  
 (the system automatically calculates the number of containers to be dropped off based on the number of items per bundle, the **number of bundles per container** and the **container type**).

\* THIS FIELD CANNOT BE ALTERED

Field	Description
<b>45</b> Number of items per bundle	Neighbourhood Mail items, including inserts and samples, should be bundled so that each bundle can be held comfortably in one hand. A bundle must not exceed: (a) 152.4 mm in height for items weighing up to 500 g; or (b) 200 mm in height for items weighing between 500 and 1,000 g. All bundles should contain equal quantities, except for the last one of a mailing, which may be smaller and is referred to as a "residue" bundle.
<b>46</b> Number of bundles per container	The maximum weight of the container with enclosed bundles cannot exceed 22.7 kg (50 lbs). When using containers, the labels automatically generated by this order-entry tool must be affixed to each container.
<b>47</b> Container type	Bundles are to be enclosed in a suitable container. For help in determining if your container is suitable, please contact our Business Help Desk at 1-800-260-7678.
<b>48</b> Number of containers to be dropped off	This field cannot be modified. The number appearing was calculated systematically by the application based on the number appearing in the desired total field and the information indicated in the number of items per bundle and number of bundles per container fields.  This figure represents the number of containers you will drop off based on the number of items per bundle and the number of bundles per container that you have identified. It will also determine the quantity of container labels that will be automatically generated for this mailing. This field <b>cannot</b> be altered.



# 4.0 Paying for the Mailing – Step 3

## 4.1 “Previewing the Order” page

**View My Order** step 1 2 3 4

**Paying for My Mailing**

Postal Delivery Outlet: MONTREAL - LCD - BRIDGE 2  
225 BRIDGE RUE  
MONTREAL QC H3C4B0 **49**

Drop-off Location: MONTREAL - LCD - BRIDGE 2  
225 BRIDGE RUE  
MONTREAL QC H3C4B0 **50**

Drop-off Date: 2013/10/11 **51**

The following table is a summary of the selected Target Area and Delivery Mode(s).

FSA/PC	Delivery Mode	Delivery Installation Name	Demand Level	Target Area				Total Distribution	Desired Total
				Houses	Apartments	Farms	Businesses		
H3C	LB 0001	MTL-ST-JACQUES		16	0	0	38	16	16
H3C	LB 0002	SUCC D		3	0	0	3	3	3
H3C	LC 0104	BRIDGE 2		0	300	0	30	300	300
H3C	LC 0106	BRIDGE 2		104	877	0	45	981	981
H3C	LC 0108	BRIDGE 2		24	363	0	162	387	387
H3C	LC 0116	BRIDGE 2		7	12	0	29	19	19
H3C	LC 0118	BRIDGE 2		70	997	0	66	1067	1067
H3C	LC 0120	BRIDGE 2		12	800	0	64	812	812
H3C	LC 0143	BRIDGE 2		7	593	0	93	600	600
H3C	LC 0145	BRIDGE 2		107	322	0	103	429	429

This page allows you to review the **post office**, **49** the **drop-off location** **50**, and the **drop-off date** **51** of your mailing. Once you have fully completed the credit card information, (see section 4.2), you may choose to print this page for your records; simply click on the Print icon on the top navigation bar in your web browser.

## 4.2 “Paying for the Mailing” page

This section allows you to review the **total amount due** that will be applied to your credit when you drop off your mailing.

Simply enter the requested credit card information; all fields are mandatory: **52 credit card type**, **53 credit card number**, **54 name** (as it appears on the card), **55 expiry date** (as per the format indicated), and **56 Card Verification Value 2 (CVV2)** credit card security feature number.

The total amount due will be applied to your credit card when you drop off your mailing.

**52** Credit Card Type: --Select--

**53** Credit Card Number: \_\_\_\_\_

**54** Name: (as it appears on Credit Card): \_\_\_\_\_

**55** Expiry Date: (MM/YY): \_\_\_\_\_

**56** Card Verification Value 2 (CVV2): \_\_\_\_\_

Please Note: You may print this page for your records. An official receipt (Statement of Mailing) for this Order will be automatically generated by this Order entry system.

I agree to the Terms and Conditions. [Click here to view the Terms and Conditions](#) **57**

[back](#) [next step](#)

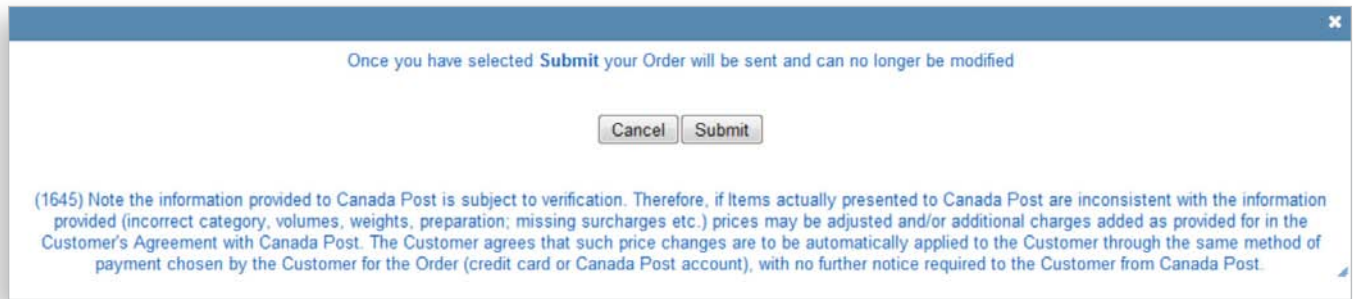
*Note: You may wish to print this page for your records. An official receipt (Statement of Mailing) must accompany your order at time of deposit. At “Step 4 – Printing my Express Order Entry documentation” (see Section 6.0), you will be required to print all the documents.*

**57 YOU MUST CHECK:** “I agree to the Terms and Conditions” box to be able to continue the creation of your order.

This table provides a description of the fields.

Field	Description
<b>52</b> Credit card type	Select from the drop-down list the type of credit card you wish to use.
<b>53</b> Credit card number	Enter the number corresponding to the credit card selected.
<b>54</b> Name	Enter the cardholder’s name as it appears on the card.
<b>55</b> Expiry date	Enter the expiry date (MM/YY) as it appears on the card.
<b>56</b> Card Verification Value 2 (CVV2)	Enter the Card Verification Value 2 (CVV2). The three-digit security code that appear on or to the right of the signature panel on the back of your credit card
<b>57</b> I agree to the Terms and conditions	This field must be checked to enable you to go to the next step.

## 5.0 Submitting the Order



Once you have selected **Submit**, your order will be sent and can no longer be modified.

Prior to the transmission of your order to Canada Post, a pop-up disclaimer message is displayed that is in line with the verification of the information provided.

The mailing charges will be applied to your credit card when you drop off your mailing.

# 6.0 Printing the Documentation – Step 4

## 6.1 “Preparing My Mailing” page

You are now at Step 4 (the last step) of Create My Order. Simply follow the instructions to prepare your mailing for drop-off. Ensure that a **Statement of Mailing (SOM)** and **container label(s)** accompany your mailing, as they are mandatory for drop-off. See the next section for a sample of each document and specific printing instructions.

- You may also print this page for your personal records; however, take note that the **Statement of Mailing** is your official receipt.
- To print the official **Statement of Mailing** and all other required documentation, you must ensure that Acrobat Reader is installed on your computer.
- If not, click “**download it here**” to view PDF documents.
- Following the printing of your documents, if you wish to end your session, click **Close the session**, and a pop-up screen (see section 6.4) will be displayed; click **Yes** if you want to close the session or click **Start a new Order** if you wish to create another order.

## 6.2 Printing Instructions

To print your documents, click on each of the document links below to open a PDF page. In the PDF page, click the print icon on the Acrobat Reader toolbar and follow the instructions. To confirm your mail items meet Neighbourhood Mail specifications (ex., size, weight, etc.), a representative sample of the item should be provided to the drop-off location on or before the drop-off date.

### Statement of Mailing

Click on the **PDF icon** to print the Statement of Mailing



Once displayed click on the **Printer icon**

Three copies of your Statement of Mailing will automatically be generated; you should bring Copy 1 and 2 with your mailing to the drop-off location and keep Copy 3 for your records.

## The Distribution Plan

The distribution plan can be printed from the "Current Orders" page.

**WELCOME TO YOUR Online Business Centre** Logout

Home | EST | MMA | Store | BRM | My Profile | Support Tools and Resources

Electronic Shipping Tools Français | Help Help desk 1-800-277-4799

**Current Orders**

Order number(s) identified below have been successfully transmitted. If required, documents can be reprinted within 24 hours. When clicking on the appropriate document link, the document will be displayed in a PDF format. Click on the printer icon in order to print your document. Please note that this functionality is intended to enable reproducing the original output documents for your records or in the event the documents were damaged or you experience a printer failure. To affix the same document on more than one mailing is considered a fraudulent act.

Order Number	Service	Document Name	Mailed on Behalf of	Total Cost
C907411750	Unaddressed Admail	<a href="#">Container Labels</a>	7023210	\$2,535.41
		<a href="#">Distribution Plan - Summary</a>		
		<a href="#">Statement of Mailing</a>		

## Container label(s)

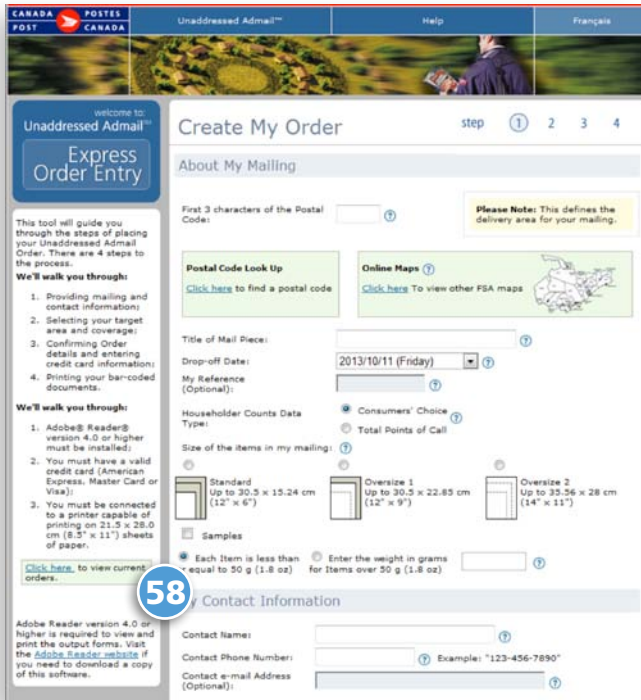
Click on the PDF icon shown here to print your container label(s).



A container label must be affixed to each container.

<b>Unaddressed Admail</b> / <b>Médiaposte sans adresse</b> Container Routing: <b>L8E 2K0</b> 1 of 2 393 MILLEN RD STONEY CREEK - STN - LCD 3 Dest. du conteneur: <b>C907411750 - 0001</b> Delivery Start Date: <b>UPON RECEIPT</b> / Premier jour de livraison: <b>SUR RÉCEPTION</b> ZLEK 82003 90741 17508 00001 0000		Mailed on Behalf of: <b>7023210 IQQA CUST DO NOT USE - 005</b> Expédié au nom de: Mailed by: <b>7023210 IQQA CUST DO NOT USE - 005</b> Expédié par: <b>123 TEST ST</b> <b>MONTREAL QC H2X 1K4</b>	Pieces / Bundles: <b>100</b> Articles / Boîtes: <input checked="" type="checkbox"/> Houses / Maisons <input checked="" type="checkbox"/> Apartments / Appartements <input checked="" type="checkbox"/> Farms / Fermes <input type="checkbox"/> Businesses / Commerces Weight / Pcs (g): <b>26.12</b> Poids / article (g): Q/S Pieces: <input type="checkbox"/> Articles SURD: L8E All DMs / Tous MLs
Date of Deposit / Date de dépôt: <b>2013/10/11</b> / Mercredi 11 No. of Bundles / N° de boîtes: <b>100</b> No. of Resident Pieces / N° d'articles rés: <b>0</b> Total No. of Pieces / N° total d'articles: <b>10,000</b>		Customer Reference / Référence du client: Reference 1 / Référence 1: Reference 2 / Référence 2: Title of Mail Piece / Titre de l'article de courrier: <b>XXXXXXXXXX</b> <input type="checkbox"/> Transportation / Transport <input type="checkbox"/> Version Specific / Version spécifique	Total No. of Bundles / N° total de boîtes: <b>142</b> Total No. of Pieces / N° total d'articles: <b>14,254</b>
<b>Unaddressed Admail</b> / <b>Médiaposte sans adresse</b> Container Routing: <b>L8E 2K0</b> 2 of 2 393 MILLEN RD STONEY CREEK - STN - LCD 3 Dest. du conteneur: <b>C907411750 - 0001</b> Delivery Start Date: <b>UPON RECEIPT</b> / Premier jour de livraison: <b>SUR RÉCEPTION</b> ZLEK 82003 90741 17508 00002 0000		Mailed on Behalf of: <b>7023210 IQQA CUST DO NOT USE - 005</b> Expédié au nom de: Mailed by: <b>7023210 IQQA CUST DO NOT USE - 005</b> Expédié par: <b>123 TEST ST</b> <b>MONTREAL QC H2X 1K4</b>	Pieces / Bundles: <b>100</b> Articles / Boîtes: <input checked="" type="checkbox"/> Houses / Maisons <input checked="" type="checkbox"/> Apartments / Appartements <input checked="" type="checkbox"/> Farms / Fermes <input type="checkbox"/> Businesses / Commerces Weight / Pcs (g): <b>26.12</b> Poids / article (g): Q/S Pieces: <input type="checkbox"/> Articles SURD: L8E All DMs / Tous MLs
Date of Deposit / Date de dépôt: <b>2013/10/11</b> / Mercredi 11 No. of Bundles / N° de boîtes: <b>42</b> No. of Resident Pieces / N° d'articles rés: <b>54</b> Total No. of Pieces / N° total d'articles: <b>4,254</b>		Customer Reference / Référence du client: Reference 1 / Référence 1: Reference 2 / Référence 2: Title of Mail Piece / Titre de l'article de courrier: <b>XXXXXXXXXX</b> <input type="checkbox"/> Transportation / Transport <input type="checkbox"/> Version Specific / Version spécifique	Total No. of Bundles / N° total de boîtes: <b>142</b> Total No. of Pieces / N° total d'articles: <b>14,254</b>

### 6.3 View Current Orders



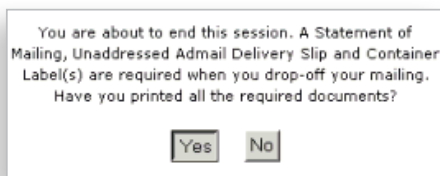
Once current orders displays, simply click on the appropriate document name.

To simplify the creation flow, and to allow you to always have the opportunity to successfully print your documents, a **58 View Current Orders** link appears on the data entry page.

Your documents can be reprinted up to 24 hours after transmission.

Order Number	Print Count	Service	Document Name	Mailed on Behalf of	Total Cost
C700008699	1	Unaddressed Admail	Statement of Mailing	7023210	\$13.25
	1		Container Labels		
	1		Admail Delivery Slips		
C700008683	1	Unaddressed Admail	Statement of Mailing	7023210	\$4,449.83
	1		Summary of Mailing		
	1		Summary of Mailing		
	1		Distribution Plan - Detail		
	1		Distribution Plan - Detail		
	1		Distribution Plan - Summary		
	1		Distribution Plan - Summary		
	1		Container Labels		
	1		Container Labels		
	1		Admail Delivery Slips		

### 6.4 Ending my Express Order Entry Session



After printing all necessary documents, you may click **Close my Session**. This is the last step before ending your session. A warning message is displayed to ensure you have printed all mandatory documents for dropping off your mailing. If you click **Yes**, the session will end.

If you click **No**, you will remain at the Step 4 page – Preparing my Mailing until you select either **Close my Session** or **Start a new order**.



# 7.0 Delete Statement of Mailing (SOM)

This section illustrates the process to delete a SOM.



From the Online Business Centre landing page under Tools and Resources, select **59 Delete Statement of Mailing**, which will open the Delete Statement of Mailing form.

**60** You need to provide the following information:

- **Mailed by** customer number
- **Mailed on behalf of** customer number
- **Reason for deletion** ex., printing problem
- **Date SOM was transmitted**
- **Statement of Mailing (SOM) number**

**61** If you do not have the SOM to refer to, provide the following information:

- **Total number of pieces**
- **Product type**
- **Dollar value of SOM**

Once the SOM Deletion request is completed, Canada Post will contact you by email.

