

# Registered Mail (Canada)

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# 1. Overview

Registered Mail™ is a service we offer to those who need proof of mailing and/or proof of delivery. The service secures the signature of the addressee or the addressee's representative and provides the sender with:

- A mailing receipt with the date of purchase
- A copy of the signature of the person who accepted the delivery
- Tracking and the date when we deliver the item

Registered Mail may include:

- Lettermail™

- Documents

- 1

- 1

- 1

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- Literature for the Blind

## Customers with a standing offer agreement

We offer a Prepaid Registered Mail (PRM) envelope that includes all the features and options of a Registered Mail item, except for the Additional Liability Coverage option.

<sup>1</sup>No indemnity payable.

## 2. Unacceptable items

You may not use Registered Mail™ to send items prohibited by law in Canada or defined as dangerous goods.

See [Non-mailable matter](#) for more information.

You can't combine the following services with Registered Mail:

- Incentive Lettermail™
- Priority™
- Xpresspost™
- Expedited Parcel™
- Regular Parcel™

## 3. Size and weight requirements

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

**Please note:**

- The metric unit is the official measure. We only provide Imperial equivalents for reference and convenience.
- The longest dimension is the length, the second longest dimension is the width.

### Standard Registered Mail

<i>Requirement</i>	<i>Minimum</i>	<i>Maximum</i>
<i>Length</i>	140 mm	245 mm
	5.6 inches	9.6 inches

<i>Requirement</i>	<i>Minimum</i>	<i>Maximum</i>
<i>Width</i>	90 mm	156 mm
	3.6 inches	6.1 inches
<i>Thickness</i>	0.18 mm	5 mm
	0.007 inches	0.2 inches
<i>Aspect ratio <sup>1</sup></i>	1.3 to 1	2.6 to 1
<i>Weight</i>	2 g	50 g
	0.07 ounces	1.76 ounces

<sup>1</sup> The aspect ratio is the relationship between the length and the width. Standard Lettermail must be rectangular. Items that don't meet this ratio (for example, square items) are subject to Other Lettermail prices.

## Other Registered Mail

<i>Requirement</i>	<i>Minimum</i>	<i>Maximum</i>
<i>Length</i>	140 mm	380 mm
	5.6 inches	14.9 inches
<i>Width</i>	90 mm	270 mm
	3.6 inches	10.6 inches

<i>Requirement</i>	<i>Minimum</i>	<i>Maximum</i>
<i>Thickness</i>	0.18 mm	20 mm
	0.007 inches	0.8 inches
<i>Weight</i>	5 g	500 g
	0.17 ounces	17.6 ounces

## Prepaid Registered Mail envelopes

<i>Requirement</i>	<i>Standard letter</i>	<i>Other letter</i>
<i>Length</i>	240 mm	318 mm
	9.4 inches	12.5 inches
<i>Width</i>	150 mm	241mm
	5.9 inches	9.5 inches
<i>Weight</i>	50 g	200 g
	1.76 ounces	7.1 ounces

## 4. Pricing

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

## 5. Acceptable methods of payment

*If you're a contract customer, you can pay for Registered Mail™ by:*

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

*If you're a consumer, you can pay for Registered Mail™ by:*

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

Some restrictions or conditions may apply.

<sup>1</sup> Payment by cash, debit card, or money order is only available to customers paying at a post office.

### Related documents

[Paying for your mailing](#)

## 6. Acceptable proofs of payment

*Acceptable proofs of payment for Registered Mail™ if you're a contract customer:*

- Meter impression
- Postage stamp

- Postal indicia

*Acceptable proofs of payment for Registered Mail™ if you're a consumer:*

- Postage stamp

Related documents

[Paying for your mailing](#)

## 7. Delivery standards

These delivery standards are estimates of how long it will take for us to deliver the mail. They aren't guaranteed.

### Registered Mail (Canada) delivery standards (in business days)

<i>Delivery zone</i>	<i>Local</i>	<i>In province</i>	<i>National</i>
<b><i>Major Urban Centres</i></b>	2 days	3 days	4 days
<b><i>Non-major Urban Centres</i></b>	2 days	3 days	4 days
<b><i>Northern Regions and Remote Centres</i></b>	2 days	Up to 6 days	Up to 8 days

Related documents

## 8. Features

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

### Signature

We secure a signature upon delivery of the item, free of charge. You can get a copy of the signature online or by calling customer service at 1-888-550-6333. Some exceptions apply in smaller centres.

### Proof of Mailing

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

**Please note:** On Prepaid Registered Mail (PRM) envelopes a detachable tracking number is the proof of registration. PRMs are only available to commercial customers.

### Delivery Confirmation (Tracking)

Registered Mail™ provides confirmation that the item has arrived at its destination. Upon delivery, or attempted delivery, we scan the item ID number and capture the date. The date of delivery is available online or by using the automated phone response system at 1-888-550-6333. The date of delivery is available the next business day after delivery.

### Liability coverage

Registered Mail items sent in Canada include liability coverage for up to \$100, subject to certain exceptions.

Canada Post will have no liability for loss or damage of Registered Mail™ 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 uncanceled 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.

## Return to Sender

Registered Mail items will be returned to the sender if they can't be delivered or if a Mail Forwarding request has been filed for an address outside of Canada. We'll return these items as long as they have a return address.



*Please note:*

If we find the return address on the inside of the item, as opposed to the outside, we'll return the item for a fee.

## Mail Forwarding

If a Mail Forwarding request has been filed, Registered Mail will be forwarded to the new address. This feature is only available if the new address is in Canada.

## 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.

### Signature copy

Have a hard copy of the name and signature of the person who signed for the delivery sent to you for a fee by contacting customer service at 1-888-550-6333.

## Additional liability coverage

You can buy additional liability coverage for domestic Registered Mail™ items up to \$5,000, for a fee. Certain exceptions apply.

Canada Post will have no liability for loss or damage of Registered Mail 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 uncanceled postage stamps

**Please note:** Additional liability coverage isn't available for Prepaid Registered Mail envelopes.

## Literature for the Blind

Literature for the Blind is free.

## 10. Preparing

Registered Mail™ items must have a Registered Mail barcode that allows for the item to be tracked. You can prepare Registered Mail by applying a Registered Mail barcode label on the front of each item.

Also, commercial customers have 3 options to prepare Registered Mail for delivery to Canadian destinations:

1. Using prepaid, pre-barcoded Registered Mail envelopes
2. Using our Electronic Shipping Tools (EST) 2.0 or EST Desktop software to create and print your own Registered Mail barcode labels
3. Creating and printing a Registered Mail barcode and artwork on the mail item itself, on a label, or on an envelope

Prepaid Registered Mail envelopes are available to commercial customers in two sizes:

- Standard (Item# 143001): 240 mm x 150 mm with a maximum weight of 50 g
- Other (Item# 143002): 318 mm x 241 mm with a maximum weight of 200 g

You can order prepaid envelopes by calling the Canada Post order desk at 1-888-550-6333.

Commercial customers can create and print a Registered Mail barcode label using the Electronic Shipping Tools (EST) Desktop software with a compatible 4-inch by 6-inch thermal label printer.

Using EST will:

- Capture each of your Registered Mail tracking identifiers in our tracking system and associate each with the order (Statement of Mailing) number
- Allow you to set up email notifications on Registered Mail items
- Let you assign a "Customer Reference" to each Registered Mail item which you can also use for tracking
- Give you more tracking events
- Allow you to use the Advanced Tracking options in the Online Business Centre, which includes tracking by Statement of Mailing (SOM) number

If you're a commercial customer who wishes to develop their own in-house solution for printing a Registered Mail barcode and artwork, you must follow a certification process. The EST Desktop software has a File Import option which you can use with your in-house systems.

## Related documents

[Registered Mail product page](#)

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

## 11. Packaging requirements

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

## 12. Addressing requirements

Registered Mail™ addresses must be legible, complete, include the name of the addressee, and include the correct postal code.

Related documents

[Addressing guidelines](#)

## 13. Depositing

You can deposit domestic Registered Mail™ items at a post office or processing facility.

You must deposit all Registered Mail at an authorized post office, or give it to a rural mail carrier. These items can't be dropped into a street mailbox or mail receptacle. We'll give you proof of mailing at the time of mailing.

**Please note:** Only Prepaid Registered Mail (PRM) envelopes may be deposited into a street letter box. PRMs are only available to commercial customers. We consider the detachable tracking number as your proof of mailing for PRM envelopes.

We consider items you deposit after the Canada Post approved postal facility cut-off time as deposited on the next business day. See [Machineable Mail depositing information](#) for the list of facility cut-off times.

# 14. Delivery

Where mail is normally delivered to the addressee's door, we'll deliver the Registered Mail™ item to the door if there's someone available to sign for it. If no one is available, we'll leave a Delivery Notice Card in the mailbox.

We'll automatically card Registered Mail with a Delivery Notice Card if the item is delivered to a:

- Group mailbox
- Community mailbox
- Rural mailbox
- Post office box
- General delivery location

A signature is mandatory before we deliver Registered Mail. If the addressee or their representative refuse to sign-for a Registered Mail item, we'll return the item to the sender.