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1.0 Introduction

About Express Order Entry – Neighbourhood Mail – Secure solution

Express Order Entry - Neighbourhood Mail is an easy solution to use, accessible via your secured corporate 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 4 easy steps. It automatically prepares all the required bar-coded documentation, applies the applicable contract price and deducts the automation incentive. Express Order Entry via the Canada Post’s website provides access to Total Points of Call and respect Consumer’s Choice coverage.

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

There are 4 steps to create your Neighbourhood Mail EOE order. As follows:

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 on your system, you must have a valid credit card (American Express, Master Card or Visa), and your system must be connected to a printer capable of printing on 21.5 x 28.0 cm (8.5” x 11”) sheets of paper

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.

www.canadapost.ca/ESTHowDoI

For further Neighbourhood Mail Express Order Entry information see:

www.canadapost.ca/business/offerrings/est_light/default-e.asp
The following table provides a description of the FIELDS component

<table>
<thead>
<tr>
<th>Fields</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>First three characters of the Postal Code</td>
<td>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.</td>
</tr>
<tr>
<td>Title of Mail Piece</td>
<td>You may enter an alpha or numeric description that can be used to identify your mail item for your reference, e.g. “Bill Smith 123 Main ST – Nov. 1”.</td>
</tr>
<tr>
<td>Drop-off date</td>
<td>The drop-off date for your mailing is today’s date or any business day within the subsequent 7 calendar days. Mail items must be dropped-off on business days only i.e. excluding weekends and statutory holidays. Orders received beyond the subsequent 7 calendar days, from the date your order was created will not be accepted.</td>
</tr>
<tr>
<td>My reference (Optional)</td>
<td>This field is reserved for your own use. You may enter up to 12 characters in this field e.g. file number, campaign code, etc. This is not a mandatory field.</td>
</tr>
<tr>
<td>Householder Counts Data Type</td>
<td><strong>Consumers’ Choice</strong> data reflects the number of Canadian households wishing to receive unaddressed advertising material. <strong>Total Points of Call</strong> 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.</td>
</tr>
</tbody>
</table>
| Size of the items in my mailings*                          | It is mandatory to select one of three Size options:  
- **Standard** up to 30.5 x 15.24cm (12” x 6”)  
- **Oversize** 1 up to 30.5 x x 28 cm (12” x 11”)  
- **Oversize** 2 up to 35.56 x 28 cm (14” x 11”)  
Indicating the size of your mail piece is critical as this determines the Delivery Cycle as well as the Delivery Modes your business can target. **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. |
| My Contact Information                                     | Enter your Contact Name, telephone number and the 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. |

2.2 “My Contact Information” page
The following table provides a description of the FIELDS component.

<table>
<thead>
<tr>
<th>Command Button</th>
<th>Result of Invocation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Name</td>
<td>Enter the name of the person you would like Canada Post to contact should there be a need.</td>
</tr>
<tr>
<td>Contact Phone Number</td>
<td>Enter the phone number for the contact person you would like Canada Post to contact should there be a need to.</td>
</tr>
<tr>
<td>Contact Email address (Optional)</td>
<td>Enter the Email address for the contact person you would like Canada Post to contact should there be a need to. This is not a mandatory field.</td>
</tr>
</tbody>
</table>

The following table provides a description of the COMMAND BUTTONS functionality.

<table>
<thead>
<tr>
<th>Command Buttons</th>
<th>Result of Invocation</th>
</tr>
</thead>
<tbody>
<tr>
<td>back</td>
<td>Takes you back to the previous page;</td>
</tr>
<tr>
<td>next step</td>
<td>Takes you to the next step of creating your order.</td>
</tr>
</tbody>
</table>

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

3.1 Delivery Details for 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 to 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 component.

<table>
<thead>
<tr>
<th>Fields</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>First 3 characters of the Postal Code you selected</td>
<td>The first 3 characters of the Postal Code you have entered in Step 1: to change this value, use the Back button to return to the previous screen.</td>
</tr>
<tr>
<td>Post Office</td>
<td>This is the Post Office address that will deliver your items.</td>
</tr>
</tbody>
</table>
| FSA Maps and associated Letter Carrier (LC) walk maps | After selecting “Online Maps” follow the steps described hereafter to locate the first characters of the postal code, known as the FSA and to locate the area where you wish your Items to be delivered:  
1. If the date you will be dropping-off your mailing is after the valid end date indicated under the heading “CURRENT DATA” on the screen, select “PENDING DATA”;  
2. Select the map for the Province or Territory for your mailing;  
3. Select the map for the city where you wish your Items to be delivered; |

January 2008
4. Select the FSA (first three characters of the postal code) where you wish your items to be delivered. This can be done by clicking on the selected FSA shown on the FSA map, or by clicking on the FSA listed in the legend, found at the bottom of the map;
5. Select the Letter Carrier Walk Map” for the FSA selected – this will display a map showing all of the Letter Carrier walk numbers within the FSA you have selected;
6. Record the FSA and Letter Carrier walk number(s) where you wish your items to be delivered;
7. Close down all pages and return to “Create my Order”;
8. Record the Letter Carrier walks where you wish your items to be delivered.

### 3.2 Selecting the Target Area

This section requires that you select your Target Area, 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.

*Note:* Indicating the size of your mail piece is critical as this determines the Delivery Cycle as well as the Target Area and Delivery Modes your business can target. (see section 2.1)

### 1. ALL DM

This section allows you to select the desired **Delivery Modes (DM)** for your mailing.

1. You may choose to cover **all** the Delivery Modes from all of the Delivery Installations simply by clicking on the “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.

2. Or, you may select **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:* You select one or several Delivery Modes within an FSA by checking the checkboxes at the line level. The FSA checkbox will then be checked, but its box will be greyed out. This will identify that a selection was made within that FSA.

3. Some letter carrier walks cover more than one FSA. These are **Split Walks**. Split walk lines are initially highlighted in yellow.

   To ensure complete coverage for each Letter Carrier walk selected, you must check the **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 only select specific FSAs within the split walk. Simply checking the split walk line and note that the system will then automatically highlight it in green, and calculate /add the Total Distribution for the line.
Take a look at line LC0011 on the above screen (2) highlighted in yellow, indicating that this is a split walk route. Now look at the same row in the next screen (3) 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.

*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 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.

---

The following table provides a description of the FIELDS component.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select</td>
<td>Select row(s) that correspond to the Delivery Mode where your item will be delivered.</td>
</tr>
<tr>
<td>FSA/PC</td>
<td>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.</td>
</tr>
<tr>
<td>Delivery Mode</td>
<td>Select the Delivery Mode, which corresponds to the sector (point of call) where your item will be delivered. <em>Note:</em> Indicating the size of your mail piece is critical as this determines the Delivery Cycle as well as the Target Area and Delivery Modes your business can target. (see section 2.1)</td>
</tr>
<tr>
<td>Delivery Installation Name</td>
<td>Select from the drop-down list the abbreviated name of the Post Office that will provide the delivery services for the selected Delivery Mode (DM).</td>
</tr>
<tr>
<td>Houses</td>
<td>Select if delivery is required to houses; 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.</td>
</tr>
<tr>
<td>Apartments</td>
<td>Select if delivery is required to apartments; an apartment is a self-contained dwelling unit within a multiple unit residential building of three or more such dwelling units in which: all the 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 e.g. 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.</td>
</tr>
<tr>
<td>Farms</td>
<td>Select if delivery is required to farms; 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.</td>
</tr>
<tr>
<td>Businesses</td>
<td>Select if delivery is required to businesses; a business is defined as a point of call where the primary activity is commercial or industrial. It a business if operated from a house or an apartment which is also used as a dwelling, it is classified as a house of an apartment.</td>
</tr>
<tr>
<td>Total Distribution</td>
<td>This field identifies the total number of items, including the modified counts, for each Delivery Mode (DM), which is calculated and displayed automatically.</td>
</tr>
<tr>
<td>Desired Total</td>
<td>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. <em>Note:</em> Modifications will appear in red. The Totals including any modified counts will be calculated automatically by this tool and displayed in the bottom right hand box.</td>
</tr>
</tbody>
</table>
The following table provides a description of the COMMAND BUTTONS functionality.

<table>
<thead>
<tr>
<th>Command Button</th>
<th>Result of activation</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>By selecting &quot;All&quot;, you will automatically select all FSA's and Delivery Modes included in this Delivery Installation.</td>
</tr>
<tr>
<td>Auto complete split-walks</td>
<td>In some FSAs, Letter Carrier routes may cover more than one (1) FSA. This is referred to as a &quot;split walk&quot;. By checking the &quot;Auto complete split walk&quot; checkbox, you will ensure that all corresponding Letter carrier routes found within the other FSAs will automatically be selected.</td>
</tr>
<tr>
<td>Clear All</td>
<td>By selecting &quot;Clear All&quot;, you will automatically clear all FSA's and Delivery Modes previously selected, allowing you to restart the selection of FSA's and Delivery Modes.</td>
</tr>
</tbody>
</table>

3.3 Mail Preparation Details

This section refers to Mail Preparation Details and allows you to enter the following information:

- Number of Items per Bundle,
- Number of Bundles,
- Container Type (Bag, Customer Supplied), and
- Number of Containers* to be dropped-off (the system calculates automatically 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

The following table provides a description of the FIELDS component.

<table>
<thead>
<tr>
<th>Fields</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Items per Bundle</td>
<td>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 100 millimetres in height for Items weighing up to 500 grams and 200 millimetres in height for items weighing over 500 grams to 1,000 grams, or consist of more than 200 items per bundle. All bundles should contain equal quantities, except the last bundle of a mailing, which may be smaller and is referred to as a “residue” bundle.</td>
</tr>
<tr>
<td>Number of Bundles per Container</td>
<td>The maximum weight of the container with enclosed bundles cannot exceed 25 kg (900 oz). When using containers, the automatically prepared labels generated by this Order entry tool must be affixed to each container.</td>
</tr>
<tr>
<td>Container Type</td>
<td>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.</td>
</tr>
<tr>
<td>Number of containers to be dropped-off</td>
<td>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 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. This will determine the quantity of container labels that will be automatically generated for this mailing.</td>
</tr>
</tbody>
</table>
3.4 Where to drop-off the Mailing

This section allows you to either accept the drop-off location identified here as the Post Office that will deliver your Items or, to select another Post Office by clicking the “I would like to select an alternate Drop-off location” option, which will bring you to the Search Outlet/Distribution page.

Note that when a customer chooses an alternate drop-off Post Office, transportation fees will apply.

The following table provides a description of the FIELDS component.

<table>
<thead>
<tr>
<th>Fields</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>I will Drop-off my mailing at the Post Office indicated below.</td>
<td>This field automatically identifies the Post Office where your mailing will be dropped-off based on the FSA/PC selected.</td>
</tr>
<tr>
<td>I would like to select an alternate Drop-off location.</td>
<td>Click here to select an alternate drop-off location. It will bring you to the Search Office/Distribution page where you can select your desired drop-off location.</td>
</tr>
<tr>
<td>Transportation Fee</td>
<td>When the Customer selects an alternative 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, then no transportation fee will apply.</td>
</tr>
</tbody>
</table>

3.5 Search/Distribution page

If you have chosen to deposit your Items at an alternate drop-off Post Office, the Search Office/Distribution page will be displayed. Simply follow the instructions:

Select the Province
Select the City
Click Search

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.
4.0 Paying for the Mailing – Step 3

4.1 “Previewing the Order” page

This page allows you to review the Post Office, the Drop-off location, the Drop-off date and the latest start date of your mailing.

Once you have fully completed the credit card information, you may choose to print this page for your records; simply click on the Printing icon on the top navigation bar.

4.2 “Paying for the Mailing” page

This section allows you to review the Total Amount Due that will be applied to your credit card at time of drop-off of your mailing.

Simply enter the requested credit card information; all fields are mandatory: Credit Card Type, Credit Card Number, Name (as it appears on the card), Expiry date (as per the format indicated, and Security Feature – Credit Card Verification Value (Venture 1 Customers only)

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, you will be required to print all the documents. (see section 6.0)

YOU MUST CHECK I agree to the Terms and Conditions box to be able to continue the creation of your order.

The following table provides a description of the FIELDS component.

<table>
<thead>
<tr>
<th>Fields</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Card Type</td>
<td>Select from the drop down list the type of credit card you wish to use.</td>
</tr>
<tr>
<td>Credit Card Number</td>
<td>Enter the number corresponding to the credit card selected.</td>
</tr>
<tr>
<td>Name</td>
<td>Enter the name of the credit card’s owner, as it appears on the card.</td>
</tr>
<tr>
<td>Expiry Date</td>
<td>Enter the expiry date (MM/YY) as it appears on the card.</td>
</tr>
<tr>
<td>I agree to the Terms and conditions</td>
<td>This field must be checked to enable you to go to the next step.</td>
</tr>
</tbody>
</table>
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 CPC, a pop-up disclaimer message is displayed that is in line with the verification of the information provided to Canada Post.

The mailing charges will be applied to your credit card at time of your mailing drop off.

6.0 Printing the documentation – Step 4

6.1 “Preparing My Mailing” page

You are now in 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), the Neighbourhood Mail Delivery Slips (NMDS) and Container label(s) accompany your mailing, as they are mandatory at time of 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 your 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 will be displayed (see section 6.4); 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 new PDF page, click the print icon on the Acrobat Reader toolbar and follow the instructions in the print dialog to print your documents. To confirm you mail items meet Neighbourhood Mail specifications (e.g. size, weight), a representative sample of the Item must be provided to the drop-off location on or before the drop-off date.
Neighbourhood Mail Statement of Mailing

Click on the PDF icon to print the Statement of Mailing and the Neighbourhood Mail Delivery Slip (NMDS)

Once displayed click on the Printer icon

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

Neighbourhood Mail Delivery Slip

Once you have printed your Statement of Mailing, Neighbourhood Mail Delivery Slips (NMDS) will also be automatically generated. This document must be placed with the smallest or last bundle of your mailing.
Container labels

Then you must click on the PDF icon shown here to print your Container labels.

A container label must be affixed to each container.

6.3 View Current Orders

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

Your documents can be reprinted up to 24 hours after their transmission.
Once Current Orders displays simply click on the appropriate document name.

The document will then be displayed.

Click on the printer icon in order to print your document.

6.4 Ending My Express Order Entry session

After printing all necessary documents you may 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 Help Section

Help is a direct link to the EST Help Centre where you can click on the How Do I to consult the automated tutorials demonstrating the features and functionalities of both the generic and secure versions, consult the latest version of the EST Update Newsletter, the EST User Guides and other types of supporting documentation/tools.

Within the EST Help Centre under Support select Express Order Entry – Neighbourhood Mail. Or visit: http://www.canadapost.ca/offerrings/est_light/default-e.asp

From the menu simply click on the topic you wish to consult:

- How Do I
- Frequently Asked Questions (FAQs)
- Glossary
- Neighbourhood Mail
- Other Neighbourhood Mail EST solutions
- Contact us at uam.msa@canadapost.ca