Managing Risks Within Distribution Mail

CANADA POST POSTES CANADA

From anywhere... to anyone

Best Practices for Commercial Cheques

1. Avoid using pre-printed company envelopes that may draw attention to the contents.
2. Avoid using window-faced envelopes and, where they are used, ensure that cheques are concealed within other correspondence.
3. Incorporate security features within the design of the cheques to minimize counterfeiting and fraudulent alterations. Examples of security features include padlock icons, holographic markings, true watermarks, etc.
4. Proper addressing helps ensure efficient delivery. Unnecessary handling throughout the process increases the risk.
5. Ensure strict security policies and practices for incoming and outgoing cheques. Incoming cheques should not be left on counters or other vulnerable areas. Outgoing cheques should be distributed via reliable and appropriately screened individuals and/or third-party couriers.
6. Consider using more secure methods of delivery and payment for cheques over a prescribed amount.
7. Use delivery methods that are fast and require confirmation.
8. Consider the use of tamper-resistant envelopes.
9. Cheques should be completed in a way to deter fraudulent alteration. Ensure a strong, bold and consistent font is used, and that no gaps are left on the payee and amount lines.
10. Ensure your organization's annual report or other public documents do not display signatures of your authorized cheque signatories.
11. Participate in the Risk Management Network, a customer-care initiative sponsored by Canada Post and aimed at maintaining the integrity of the distribution channel through networking venues, information sharing and best practices. For additional information, contact rita.estwick@canadapost.ca