



## DHL Global Mail to Canada. High-Performance Services for the Canadian Market.

Canada is the number one destination for U.S. mailers—and that's why we offer a multitude of timely and competitive services—exclusively for Canada, tailored to exceed our clients' needs.

Our dedicated Canada team has the in-depth market knowledge and resources that can help you with the complexity of entering Canada directly. DHL Global Mail™ offers full presort capabilities—to prepare and deliver all your materials quickly and efficiently—through its Mail Terminals throughout North America.

### **Globalmail Business™ – Canada Lettermail, Admail and Catalogmail**

DHL Global Mail offers three designated services for all your business mail; you choose—depending on your type of mail and need for speed. Lettermail is a first-class delivery service for any time-sensitive material. Admail and Catalogmail are efficient and cost-effective ways to distribute large volumes of identical mailings and catalogs.

### **Globalmail Publication™ – Canada Publication Service**

Seamless distribution is a key factor for publishing houses. A quick, economical and effective way to distribute magazines, newspapers and other types of periodicals.

### **Globalmail Parcel™ – Canada Parcel Services**

DHL Global Mail provides an extensive variety of service options for documents, small packets and parcels—a fast, trackable and reliable solution with a local look.

### **Special Routing to Canada Provides You**

- Expedited delivery times
- Special handling
- Local look
- Track and trace for parcels
- Returns management for parcels

# DHL Global Mail – Canada Services

## Globalmail Business – Canada Lettermail

### The Benefits

- Reliable and trusted choice for sending not only personal or business correspondence, but also documents, merchandise samples, photos, electronic storage media and more.
- Three keys: confidentiality, fast delivery and reliability
- All undeliverable items will be returned at no additional charge
- Address accuracy checks available
- Canada Post indicia or postmark establishing a Canadian presence
- Free redirection of mail, if addressee has moved

### Product Profile

- Low minimum volumes
- Standard mail pieces must be completely sealed, no open-ended material or tabs permitted
- Mailings must meet Canada Post specifications for addressing standards, graphics and window placement on envelopes

**Delivery Time:** 2–4 days<sup>†</sup>

## Globalmail Business – Admail and Catalogmail

### The Benefits

- Powerful and economical way to accurately target a group with personalized messages for the promotion of products and services (including the purpose to solicit donations and contributions, annual reports)
- Canada Post indicia or postmark establishing a Canadian presence
- Return of undeliverable items at no additional charge
- Phantom pricing available on mailings less than minimum piece requirement
- Return to sender or address correction services available
- Effective tool to exactly measure the return on investment
- Address accuracy checks available
- DHL Global Mail™ offers to presort your mailings (according to LCP & NDG)
- Free redirection of the mail, if addressee has moved

### Product Profile

- Minimum number of pieces is 1,000 for Admail and 2,500 for Catalogmail
- Mailings contain a uniform message and have the same content
- Mailings must have the same size, shape, type of envelope and physical characteristics and originate from the same sender
- Address accuracy statement required for mailings over 5,000 pieces
- Addressed accuracy requirement 95%
- Canadian return address required on all pieces
- Mailings must be identical. No first-class, second-class or other postal markings; no airmail markings and no loose inserts

**Delivery Time:** 3–15 days<sup>†</sup>

### Good things to know

If you want to achieve a real local look, it also includes the right addressing format.

### Format:

ADDRESSEE INFORMATION  
DELIVERY ADDRESS INFORMATION  
MUNICIPALITY PROVINCE POSTAL CODE

### Sample:

Mr. J. Doe  
123 Main St Apt 5  
OTTAWA ON K1S 189

**Note: Must be two spaces between the Province and the Postal Code.**

<sup>†</sup> From time of injection into Canadian postal stream.

## Globalmail Publication – Canada Publication Service

### The Benefits

- Publication Service is a great service to stay connected with your readers in a timely and cost-efficient way
- Phantom pricing available on mailings less than minimum piece requirement
- You can send magazines, newsletters and newspapers as Publication Service
- Individually addressed copies and bundles of unaddressed copies
- DHL Global Mail takes over the registration of the publication
- Address accuracy checks are available
- DHL Global Mail offers to presort your publications (according to LCP & NDG)
- Return of address block, if undeliverable
- Publications are an effective medium to carry advertising enclosures, including samples and promotional novelty items

### Product Profile

- Publications must be published at least two times a year
- Contain less than 70% advertising in half of the issues mailed in a year
- Match size and weight limits
- Be presorted and machinable
- Low minimum volume
- Items like handbooks, directories, catalogues, price lists, stock listings and transcripts do not qualify for Publication Service
- Minimum number of pieces for LCP is 1,000 and for NDG is 50

**Delivery Time:** 2–15 days<sup>†</sup>

## Globalmail Parcel – Canada Parcel Services

### The Benefits

- We take over all the customs clearance issues
- For every need, there is a simple and economical option
- Delivery confirmation is available
- We identify the optimized service for your needs
- Depending on your delivery time or budget, choose between two delivery services – Priority or Standard

### Priority Parcel Service – Product Profile

- A combination of ground and air service for time-sensitive shipments with various options including returns management and track and trace.
- Tailor-made routing providing a local look

**Delivery Time:** 1–3 days<sup>†</sup>

### Standard Parcel Service – Product Profile

- A ground service with various options, depending upon customer needs

**Delivery Time:** 1–10 days<sup>†</sup>

## Value-Added Services – All Products

### DHL Global Mail goes the extra mile for you.

- Canada business reply service
- Setup of local presence by providing a local postbox address
- Presort capabilities
- Commercial customs clearance of your material
- Poly-bagging, inserting of carrier sheets, labeling for Publication Mail
- COD Service for collection of import duty and tax available
- Address accuracy checks
- Address and database management
- Inventory management
- Returns management

<sup>†</sup> From time of injection into Canadian postal stream.

# DHL Global Mail – Canada Services

## Dimensions and Formats – Helpful Information That Could Save You Money

Lettermail								
Standard	Length		Width		Thickness		Weight	
	Min. (in.)	Max. (in.)	Min. (in.)	Max. (in.)	Min. (in.)	Max. (in.)	Min. (oz.)	Max. (oz.)
Envelope	5½	9½	3⅞	6⅞	0.007	⅜	0.11	1.76
Self-Mailer	5½	9½	3⅞	6⅞	0.007	⅜	0.18	1.76
Card or Postcard	5½	9¼	3⅞	6⅞	0.007	N/A	N/A	N/A
Non-Standard/Oversize	Min. (in.)	Max. (in.)	Min. (in.)	Max. (in.)	Min. (in.)	Max. (in.)	Min. (oz.)	Max. (oz.)
Envelope	5½	14½	3½	10½	.006	¾	.35	17.6
Card or Postcard	N/A	9¼	N/A	10½	N/A	¾	N/A	N/A

  

Admail								
Short and Long	Length		Width		Thickness		Weight	
	Min. (in.)	Max. (in.)	Min. (in.)	Max. (in.)	Min. (in.)	Max. (in.)	Min. (oz.)	Max. (oz.)
Presorted (LCP and NDG)	3⅞	9½	2¼	6⅞	0.007	⅜	N/A	3.53
Machinable	5½	9½	3½	6⅞	0.007	⅜	0.11	1.77
Machinable Postcards or Cards	5½	9¼	3½	4⅞	0.007	⅜	N/A	1.77
Oversize	Min. (in.)	Max. (in.)	Min. (in.)	Max. (in.)	Min. (in.)	Max. (in.)	Min. (oz.)	Max. (oz.)
Presorted (LCP and NDG)	3⅞	14½	2¼	10½	0.007	¾	N/A	17.65
Machinable	5½	14½	3½	10½	0.019	¾	0.35	17.65

  

Catalogmail						
Standard	Length	Width	Thickness	Total Dimensions		Weight
	Max. (ft.)	Max. (ft.)	Max. (ft.)	Max. (length + width + thickness) (ft.)		Min. (oz.) / Max. (lbs.)
Catalog	3.6	3.6	3.6	9.83		17.6 / 55

  

Publication								
Individually Addressed Copies	Length		Width		Thickness		Weight	
	Min. (in.)	Max. (in.)	Min. (in.)	Max. (in.)	Min. (in.)	Max. (in.)	Min. (oz.)	Max.
Presorted (LCP and NDG)	5½	23⅞*	3⅞	23⅞	0.007	7⅞	N/A	3 lbs.
Machinable/Short and Long (S/L)	5½	9½	3⅞	6⅞	0.007	⅜	0.11	1.75 oz.
Machinable/Oversize (O/S)	5½	14½	3⅞	10½	0.019	¾	0.35	26.5 oz.
Bundles of Unaddressed Copies	5½	23⅞*	3⅞	23⅞*	0.014	23⅞*	N/A	55 lbs.
Samples, Promotional and Novelty Items	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.5 oz.

  

Parcel				
	Length	Total Dimensions		Weight
	Max. (in.)	Max. (length + width + thickness) (in.)		Max. (lbs.)
Priority Parcel (Air)	96	144		150**
Priority Parcel (Ground)	120	216		150**
Standard Parcel (Ground)	42	117		66

\* Length and girth of a bundle must not exceed 78¾ in.

\*\* Total shipment weight of two or more packages cannot exceed 250 lbs.

