

Addressing guidelines

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1. Overview

Our automated equipment can decipher a wide range of addressing styles, but consistent and correct addressing reduces the need for extra handling or redelivery by us. Also, accurate addresses help to reduce the carbon footprint of your delivery.

Standardized addressing helps ensure that we consistently deliver mail on time, the first time, every time.

Commercial customers using Machineable Mail preparation options must follow our addressing guidelines to make sure their mailings achieve the best read rates.

2. Important information

To avoid unnecessary delays in delivery of your mail items, follow these addressing guidelines:

- Print the address in uppercase, but we also accept lower-case fonts.
- Print the postal code in uppercase with the first three characters separated from the last three by one space. Don't use hyphens.
- The municipality, the province or territory, and the postal code should all appear on the same line. This line should be the last line in a domestic address block. There should be one space between the municipality and the province or territory, and two spaces between the province or territory and the postal code. If this line in the address block becomes too long, you may place the postal code on the last line by itself.

Please note:

- Avoid using "Canada" in domestic addresses.
- The last line in international addresses should only have a Canada Post recognized country name in English or French.
- · Don't underline characters in the address block.
- Don't use punctuation unless it's part of a proper name, such as in "ST. JOHN'S".
- You may use accents. We don't consider them to be punctuation.
- Never use the # symbol or the French equivalent as part of the address.
- Format all lines of an address with a uniform left margin. All lines should be less than 40 characters per line, excluding spaces. You can't truncate addressing lines.
- The space between address lines should be at least 0.5 mm, but not more than one

blank line.

- · Characters should be:
 - Well-defined
 - · Between 2 mm and 5 mm in height
 - Printed in the same font
- · Format the return address in the same fashion as the destination address, but:
 - · Don't print it in a larger font
 - · Clearly separate the return address from the destination address
- Acceptable locations for a return address include the top-left corner or on the back of the item along the top.

3. Correct addressing formats

3.1 Canadian addresses

The following sections illustrate our recommended addressing guidelines for Canadian addresses. Please note that in all cases the number of lines in the address block may not exceed six

In this section

- Civic address
- · Civic address with additional delivery information
- · Civic address in a rural area
- Postal Box address
- Postal Box address with civic address and additional delivery information
- Rural Route address
- Rural Route address with civic address
- Rural Route address with additional address information
- General Delivery address
- Bilingual addresses
- Military addresses

Civic address

Civic addresses should contain:



- 1. The addressee (first line)
- 2. Civic address (second line)
- 3. Municipality name, province or territory, and postal code (third line)

Civic address with additional delivery information

If you wish to include additional delivery information, it should appear between the first line (the addressee) and the third line (the civic address).

Civic addresses with additional delivery information should contain:



- 1. The addressee (first line)
- 2. Additional delivery information (second line)
- 3. Civic address (third line)
- 4. Municipality name, province or territory, and postal code (fourth line)

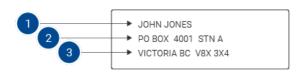
Civic address in a rural area

Civic addresses are also commonly used in rural areas (with rural postal codes).

JOHN JONES 123 MAIN ST MILLARVILLE AB TOL 1K0

Postal Box address

Postal Box addresses should contain:



- 1. The addressee (first line)
- 2. Postal Box number and station information (second line)
- 3. Municipality name, province or territory, and postal code (third line)

Postal Box address with civic address and additional delivery information

If you wish to include additional delivery information, it should appear under the first line. If you wish to include the civic address, it should appear above the Postal Box number and station information.

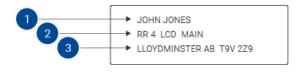
Postal Box addresses with civic address and additional delivery information should contain:



- 1. The addressee (first line)
- 2. Additional delivery information (second line)
- 3. Civic address (third line)
- 4. Postal Box number and station information (fourth line)
- 5. Municipality name, province or territory, and postal code (fifth line)

Rural Route address

Rural Route addresses should contain:

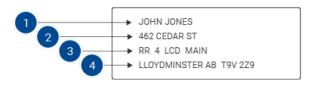


- 1. The addressee (first line)
- 2. Rural Route identifier and station information (second line)
- 3. Municipality name, province or territory, and postal code (third line)

Rural Route address with civic address

If you wish to include additional delivery information, it should appear under the addressee. If there's a civic address for the rural area, it should appear above the Rural Route identifier and station information.

Rural Route addresses with civic address should contain:

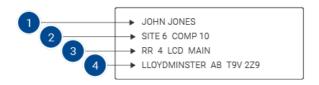


- 1. The addressee (first line)
- 2. Civic address (second line)
- 3. Rural Route identifier and station information (third line)
- 4. Municipality name, province or territory, and postal code (fourth line)

Rural Route address with additional address information

Rural addresses that don't contain a civic address may need additional address information. The additional address information should appear above the Rural Route identifier and station information.

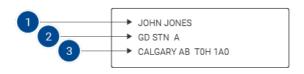
Rural Route addresses with additional address information should contain:



- 1. The addressee (first line)
- 2. Additional address information (second line)
- 3. Rural Route identifier and station information (third line)
- 4. Municipality name, province or territory, and postal code (fourth line)

General Delivery address

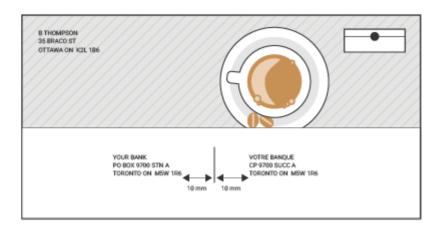
General Delivery addresses should contain:



- 1. The addressee (first line)
- 2. General Delivery Identifier and station information (second line)
- 3. Municipality name, province or territory, and postal code (third line)

Bilingual addresses

Bilingual addresses must have a solid black vertical line (at least 0.7 mm thick) separating the two addresses. There must be an empty space about 10 mm wide on either side of the black line.



Military addresses

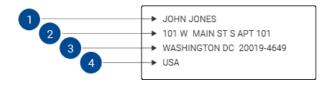
We define military mail as mail sent between the Department of National Defence, Canadian Forces personnel, their dependents, and civilians attached to Canadian Forces. We serve them all through Canadian Forces Post Offices and Fleet Mail Offices. See <u>Canadian Forces Postal Service</u> for more information about addressing guidelines for military mail.

3.2 U.S. addresses

The following sections illustrate our recommended addressing guidelines for U.S. addresses. Please note that in all cases the number of lines in the address block may not exceed six.

Basic U.S. addresses

U.S. addresses should have the following information:



- 1. The addressee (first line)
- 2. Delivery address (second line)
- 3. City name, state abbreviation, and ZIP Code (third line)
- 4. Country name (fourth line)

Important information - U.S. addresses

You must address all U.S. mail items to a specific:

Person

- Organization
- · Company name (the addressee)

The delivery address should have all its components, such as the:

- · Primary address number
- Predirectional
- · Street name
- Suffix
- Postdirectional
- · Secondary address identifier
- · Secondary address

There should be one space between address elements.

You should use the full city name and it should appear as the first part in the secondlast line of the address block.

We prefer the two-letter state abbreviation over the full state name. The state abbreviation should appear on the second-last line of the address block after the city name, separated by one space. See our <u>complete list of U.S. states, territories, and possessions names and abbreviations</u>.

You must separate the ZIP Code from the state abbreviation by two spaces. The ZIP code may be five or nine digits. If you use the nine-digit format, use a hyphen between the fifth and sixth digits.

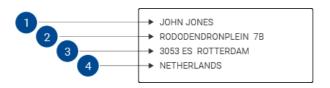
The country name must be the last entry on the address. You place it alone on the last line of the address block, below the city name and the ZIP Code information.

3.3 International addresses

The following sections illustrate our recommended addressing guidelines for international addresses. Please note that in all cases the number of lines in the address block may not exceed six.

Basic international addresses

International addresses should have the following information:



- 1. The addressee (first line)
- 2. Delivery address (second line)
- 3. Municipality name, state or province, and postal or ZIP Code (third line)
- 4. Country name (fourth line)

Important information - International addresses

You must address all international mail items to a specific:

- Person
- Organization
- Company name (the addressee)

Spell the country name in full (and correctly) so that our processing equipment can read it.

Full country name (not abbreviated)

Use	Don't use
United Arab Emirates	UAE
United Kingdom	UK



See our <u>International destination listing tool</u> for a complete list of international destination names.

The name of the country must be the last entry on the address. You place it on the last line, below the municipality or city name and any postal code or ZIP code information.

3.4 International destination names

See our <u>International destination listing tool</u> for a complete list of international destination names.

4. Glossary

4.1 Addressee

An addressee is a:

- Person
- · Company name
- Non-personalized descriptor (for example, OCCUPANT)

Addressee example

Here's an example of what an addressee may look like if it's a person.

JOHN JONES

10-123 1/2 MAIN ST SE MONTREAL QC H3Z 2Y7

4.2 Additional address information

We often need additional address information for delivery to a rural address that doesn't have a civic address. In such cases, we assign a SITE and COMP (compartment). You should place this above the rural route identifier and station information.

Please note:

- If a civic address is available, you may add it above the SITE and COMP information.
- You shouldn't use the word "BOX" in place of "COMPARTMENT".

Additional address information example

Here's an example of how additional address information could appear.

JOHN JONES
SITE 6 COMP 10
RR 6 STN MAIN
VICTORIA BC V8X 3X4

4.3 Additional delivery information

Additional delivery information is optional data that you wish to include (attention line, title, floor). You always place it above the civic address.

Additional delivery information example

Here's an example of how additional delivery information could appear.

JOHN JONES

MARKETING DEPT

10-123 MAIN ST

MONTREAL QC H3Z 2Y7

4.4 Civic address

A civic address is delivery information made up of the following:

In this section

- Unit number
- Civic number
- Civic number suffix
- Street name
- English street type
- Street type translation
- French street type
- Street direction
- General Delivery indicator

- Municipality name
- Province or territory
- Postal Box number
- Postal code
- Rural Route identifier
- Station information

Unit number

You should place the unit number in one of the following locations:

JOHN JONES 10-123 MAIN ST MONTREAL QC H3Z 2Y7

1. Before the civic number with a hyphen in between.

Please note: Don't include a unit identifier (for example, APT) when using this format.

JOHN JONES 123 MAIN ST APT 10 MONTREAL QC H3Z 2Y7

2. After the street type, using an acceptable unit identifier (see <u>Unit designators</u> for a complete list of unit designators).

JOHN JONES

APT 10

123 MAIN ST

MONTREAL QC H3Z 2Y7

3. On the line above the street information.



Please note:

If a unit number is assigned, it's an integral part of the address. You must include it.

Civic number

You should place the civic number before the street name.

JOHN JONES 10-123 MAIN ST MONTREAL QC H3Z 2Y7

Civic number suffix (if present)

You should place the civic number suffix after the civic number as follows:

JOHN JONES 10-123A MAIN ST MONTREAL QC H3Z 2Y7

1. Without a space between the civic number and the civic number suffix, if the suffix is alpha (a letter).

JOHN JONES 10-123 1/2 MAIN ST MONTREAL QC H3Z 2Y7

2. With one space between the civic number and the civic number suffix, if the suffix is a fraction.

Street name

The street name is the official name recognized by each municipality. You shouldn't translate it (for example, Main can't be translated to Principale).

If the street name is numeric, print it as follows:

JOHN JONES 10-123 2ND ST MONTREAL QC H3Z 2Y7

1. Without a space in an ordinal number.

JOHN JONES 10-123 36A ST MONTREAL QC H3Z 2Y7

2. Without a space in an alphanumeric street name.



Please note:

When the street name is numeric, there's only one space and no hyphen between the civic number and the street name.

English street type

You should place the street type after the street name in abbreviated format (see <u>Street types</u> for a complete list of common abbreviations).

JOHN JONES 10-123 MAIN ST MONTREAL QC H3Z 2Y7



Please note:

Sometimes, the street type is also the street name (for example, THE PARKWAY).

Street type translation

The only street types that may be translated are:

English abbreviation	French translation
ST	RUE
AVE	AV
BLVD	BOUL

French street type

A French street type should be printed as follows:

JOHN JONES 10-123 RUE MAIN MONTREAL QC H3Z 2Y7

1. Before the street name, if the street name isn't an ordinal number.

JOHN JONES 10-123 <mark>TRE RUE</mark> MONTREAL QC H3Z 2Y7

2. After the street name, if the street name is an ordinal number.

Street direction

Street direction should be the last element in the civic address line and should be in abbreviated format (see <u>Street directions</u> for a complete list of common abbreviations).

JOHN JONES 10-123 MAIN ST SE MONTREAL QC H3Z 2Y7

General Delivery indicator

A General Delivery indicator should be the two-letter abbreviation "GD." You shouldn't use punctuation.

JOHN JONES

GD STN A

CALGARY AB TOH 1A0

Municipality name

The municipality name is the official name of the municipality.

You can use abbreviations and valid alternates, but you can't translate them.

For example:

- You can't translate the official name TROIS-RIVIÈRES to THREE RIVERS.
- You can replace the official name Sainte-Anne-de-Bellevue with the official abbreviation STE-ANNE-BELL

For a complete list of official abbreviations, visit our <u>Municipality Abbreviations page</u>.

JOHN JONES 10-123 MAIN ST MONTREAL QC H3Z 2Y7

Province or territory

The province or territory must appear after the municipality name on the same line. There should be one space between the municipality name and the province or territory.

You should print the province or territory in the official two-letter postal abbreviation (see <u>Canadian provinces and territories names and abbreviations</u> for a complete list of abbreviations). You may also write the province or territory in full.

For example:

JOHN JONES 10-123 MAIN ST MONTREAL QC H3Z 2Y7

1. Printed in the official two-letter postal abbreviation.

JOHN JONES 10-123 MAIN ST MONTREAL (QUEBEC) H3Z 2Y7

2. Printed in full.

Postal Box number

You should always place the Postal Box number on the line just above the municipality, province, and postal code. You shouldn't use the # symbol or the French equivalent. You shouldn't use punctuation either.

JOHN JONES
PO BOX 4001 STN A
VICTORIA BC V8X 3X4

Postal code

You should print the postal code in uppercase and place it two spaces to the right of the province or territory, with one space between the first three and the last three characters. You shouldn't use a hyphen (for example, this would be unacceptable: T0L-1K0).

JOHN JONES 10-123 MAIN ST MONTREAL QC H3Z 2YZ



Please note:

You may place the postal code on the last line by itself if there's not enough space to accommodate the municipality, province, and postal code all on one line. But the province name must remain on the same line as the municipality name.

Rural Route identifier

The Rural Route identifier should use the two-letter symbol RR followed by the route number placed one space to the right. You shouldn't use the # symbol or the French equivalent. You shouldn't use punctuation either.

JOHN JONES
SITE 6 COMP 10
RR 6 STN MAIN
VICTORIA BC V8X 3X4

Station information

The station information should be present to direct mail to the proper postal installation. This is especially important in larger areas where there's more than one installation in the same municipality. Station information should appear:

- · In abbreviated format
- After the:
 - Postal Box number
 - Rural Route identifier
 - General Delivery identifier

Station = STN

JOHN JONES
PO BOX 4001 STN A
VICTORIA BC V8X 3X4

5. Symbols and abbreviations

Keep your addresses short enough to stay within Machineable guidelines by using abbreviations.

In this section

- Street types
- Street directions
- Unit designators
- Canadian provinces and territories
- U.S. state, territory, and possession abbreviations

Street types

This list isn't exhaustive.

Street type	Abbreviation
A	
Abbey	ABBEY

Street type	Abbreviation
Acres	ACRES
Alley	ALLEY
Avenue	AVE
В	
Bay	BAY
Beach	BEACH
Bend	BEND
Boulevard	BLVD
By-pass	BYPASS
Byway	BYWAY
С	
Campus	CAMPUS
Cape	CAPE

Street type	Abbreviation
Centre	CTR
Chase	CHASE
Circle	CIR
Circuit	CIRCT
Close	CLOSE
Common	COMMON
Concession	CONC
Corners	CRNRS
Court	CRT
Cove	COVE
Crescent	CRES
Crossing	CROSS
Cul-de-sac	CDS

Street type	Abbreviation
D	
Dale	DALE
Dell	DELL
Diversion	DIVERS
Downs	DOWNS
Drive	DR
Ε	
End	END
Esplanade	ESPL
Estates	ESTATE
Expressway	EXPY
Extension	EXTEN
F	
Farm	FARM

Street type	Abbreviation
Field	FIELD
Forest	FOREST
Freeway	FWY
Front	FRONT
G	
Gardens	GDNS
Gate	GATE
Glade	GLADE
Glen	GLEN&
Green	GREEN
Grounds	GRNDS
Grove	GROVE

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Addressing guidelines

Street type	Abbreviation
Harbour	HARBR
Heath	НЕАТН
Heights	HTS
Highlands	HGHLDS
Highway	HWY
Hill	HILL
Hollow	HOLLOW
1	
Inlet	INLET
Island	ISLAND
К	
Key	KEY
Knoll	KNOLL

Street type	Abbreviation
L	
Landing	LANDNG
Lane	LANE
Limits	LMTS
Line	LINE
Link	LINK
Lookout	LKOUT
Loop	LOOP
М	
Mall	MALL
Manor	MANOR
Maze	MAZE
Meadow	MEADOW

Street type	Abbreviation
Mews	MEWS
Moor	MOOR
Mount	MOUNT
Mountain	MTN
0	
Orchard	ORCH
Р	
Parade	PARADE
Park	PK
Parkway	PKY
Passage	PASS
Path	PATH
Pathway	PTWAY

Street type	Abbreviation
Pines	PINES
Place	PL
Plateau	PLAT
Plaza	PLAZA
Point	PT
Port	PORT
Private	PVT
Promenade	PROM
Q	
Quay	QUAY
R	
Ramp	RAMP
Range	RG

Street type	Abbreviation
Ridge	RIDGE
Rise	RISE
Road	RD
Route	RTE
Row	ROW
Run	RUN
S	
Square	SQ
Street	ST
Subdivision	SUBDIV
Т	
Terrace	TERR
Thicket	THICK

Street type	Abbreviation
Towers	TOWERS
Townline	TLINE
Trail	TRAIL
Turnabout	TRNABT
V	
Vale	VALE
Via	VIA
View	VIEW
Village	VILLGE
Villas	VILLAS
Vista	VISTA
W	
Walk	WALK

Street type	Abbreviation
Way	WAY
Wharf	WHARF
Wood	WOOD
Wynd	WYND

Street directions

Street direction	Abbreviation
East	E
North	N
Northeast	NE
Northwest	NW
South	S
Southeast	SE

Street direction	Abbreviation
Southwest	SW
West	W

Unit designators

The following are the most technologically efficient unit designators.

Unit designator	Abbreviation
Apartment	APT
Suite	SUITE
Unit	UNIT

Canadian provinces and territories

Province or territory	Abbreviation
Alberta	AB
British Columbia	ВС

Province or territory	Abbreviation
Manitoba	МВ
New Brunswick	NB
Newfoundland and Labrador	NL
Nova Scotia	NS
Province or territory	Abbreviation
Nunavut	NU
Nunavut Ontario	NU
Ontario Prince Edward	ON
Ontario Prince Edward Island	ON PE

U.S. state, territory, and possession abbreviations

State / territory / possession	Abbreviations
Α	
Alabama	AL
Alaska	AK
American Samoa	AS
Arizona	AZ
Arkansas	AR
Armed Forces Africa	AE
Armed Forces America	AA
Armed Forces Canada	AE
Armed Forces Europe	AE

State / territory / possession	Abbreviations
Armed Forces Middle East	AE
Armed Forces Pacific	АР
С	
California	CA
Colorado	CO
Conneticut	СТ
D	
Delaware	DE
District of Columbia	DC
F	
Florida	FL
G	
Georgia	GA

State / territory / possession	Abbreviations
Guam	GU
Н	
Hawaii	НІ
1	
Idaho	ID
Illinois	IL
Indiana	IN
Iowa	IA
К	
Kansas	KS
Kentucky	KY
L	
Louisiana	LA
М	

State / territory / possession	Abbreviations
Maine	ME
Marshall Islands	МН
Maryland	MD
Massachusetts	MA
Michigan	MI
Micronesia	FM
Wilefolicala	1 101
State / territory / possession	Abbreviations
State / territory /	
State / territory / possession	Abbreviations
State / territory / possession Minnesota Minor Outlying	Abbreviations MN
State / territory / possession Minnesota Minor Outlying Islands	Abbreviations MN UM

Ν

State / territory / possession	Abbreviations
Nebraska	NE
Nevada	NV
New Hampshire	NH
New Jersey	NJ
New Mexico	NM
New York	NY
North Carolina	NC
North Dakota	ND
Northern Mariana Islands	MP
0	
Ohio 	ОН
Oklahoma	OK

State / territory / possession	Abbreviations
Oregon	OR
Р	
Palau	PW
Pennslyvania	РА
Puerto Rico	PR
R	
Rhode Island	RI
S	
South Carolina	SC
South Dakota	SD
Т	
Tennessee	TN
Texas	TX

U

State / territory / possession	Abbreviations
Utah	UT
V	
Vermont	VT
Virginia	VA
Virgin Islands	VI
W	
Washington	WA
West Virginia	WV
Wisconsin	WI
Wyoming	WY

6. Postal codes

The postal code is an integral part of every postal address in Canada. The postal code was designed to help sort mail by both mechanized and manual methods. It also helps to presort mail, bypassing many of our sorting processes and reducing costs.

In this section

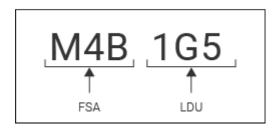
- The structure of the postal code
- Forward Sortation Area (FSA)
- Local Delivery Unit (LDU)
- Postal code address data
- Canadian postal code searching tools

The structure of the postal code

The postal code is a six-character uniformly structured, alphanumeric code in the form "ANA NAN" where "A" is an alphabetic character and "N" is a numeric character. Two segments make up a postal code: Forward Sortation Area (FSA) and Local Delivery Unit (LDU).

The FSA is a combination of three characters (alpha-numeric-alpha). It identifies a major geographic area in an urban or a rural location.

The LDU is a combination of three characters (numeric-alpha-numeric). It identifies the smallest delivery unit in an FSA.



Forward Sortation Area (FSA) – The first segment of the postal code

The Forward Sortation Area (FSA) is a specific area in a major geographic region or province. The FSA provides the basis for the primary sorting of forward mail.

First character



The first character of the FSA segment identifies one of the 18 major geographic areas, provinces, or districts.

First character of FSA for each geographic area

First character of FSA	Geographic area
А	Newfoundland and Labrador
В	Nova Scotia
С	Prince Edward Island
E	New Brunswick

First character of FSA	Geographic area
G	Eastern Quebec
Н	Metropolitan Montreal
J	Western Quebec
К	Eastern Ontario
L	Central Ontario
First character of FSA	Geographic area
	Geographic area Metropolitan Toronto
of FSA	Metropolitan
of FSA M	Metropolitan Toronto Southwestern
of FSA M	Metropolitan Toronto Southwestern Ontario

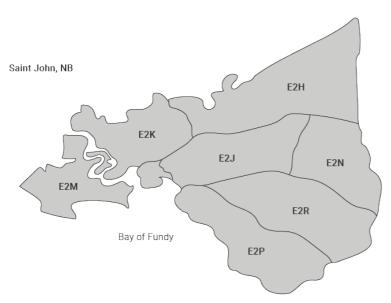
First character of FSA	Geographic area
Т	Alberta
V	British Columbia
X	Northwest Territories/Nunavut
Y	Yukon

Second character

The second character of the FSA is an important part of mail preparation as it identifies either:

- An urban postal code: numerals 1 to 9 (for example, M2T)
- A rural postal code: numeral 0 (zero) (for example, A0A)

Third character



The third character of the FSA segment, in conjunction with the first two characters, describes an exact area of a:

- City
- Town
- Other geographic area

Local Delivery Unit (LDU) – The second segment of the postal code

The Local Delivery Unit (LDU), identified by the last three characters of the postal code, allows for a more final sort in a Forward Sortation Area (FSA).

In urban areas, the last three digits may indicate a:

- Specific city block (one side of a street between two intersecting streets)
- · Single building
- Large-volume mail receiver (sometimes)

In rural areas, the last three digits, together with the FSA, identify a specific rural community.

Postal code address data

You can use our postal code address data to determine or verify the correct postal code for an address anywhere in Canada or identify the complete range of addresses that correspond to any one postal code.

Delivery mode data and various householder counts are also available.



Visit our <u>prospect list page</u> for more information on postal code data and mailing lists.

Canadian postal code searching tools

To find postal codes:

Use our free <u>postal code look-up tool</u>

or

- · Call:
 - 1-900-565-2633 (English)
 - 1-900-565-2634 (French)