



Mail Services Guide



General Inquiries: 204-945-2820
Fax Number: 204-945-5753
Email: 1290mdams@gov.mb.ca

Interdepartmental Mail

If you're sending mail anywhere in government, interdepartmental mail (IDM) is fast and less expensive than courier services and the federal mail system. In Winnipeg, we deliver IDM the next business day and for locations outside of Winnipeg, the delivery is one to two days.

MDA delivers every day to over 240 locations throughout the province including most provincial government offices.

How to use this service:

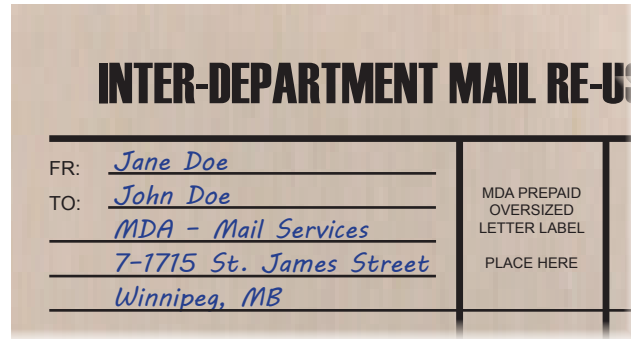
- Call MDA to register for the IDM system and obtain a six digit client number.
- Place document into an appropriately sized IDM envelope. Envelopes can be found in the *MDA Products & Services Catalogue*.
- Place an IDM prepaid label on the envelope. IDM labels are also available in the *MDA Products & Services Catalogue*. (SAP #054277 – 054280)
- Place the envelope in your designated area within your office for IDM pick-up each business day. Keep in mind the designated pick-up and delivery time.
- For a complete list of IDM locations, please call 204-945-2820



Addressing

All items, including boxes and tubes, must have a complete address including:

- Sender
- Addressee
- Organization
- Branch
- Unit number and floor
- Full address
- City / Town
- Province



Items in envelopes other than IDM envelopes also require a return address and an MDA six digit client number in the top left hand corner.



Boxes and mailing tubes must have an address. If you use an envelope as a return address when labeling a parcel you will be billed twice by MDA as well as Canada Post for the:

1. Letter/oversize letter cost
2. Parcel cost

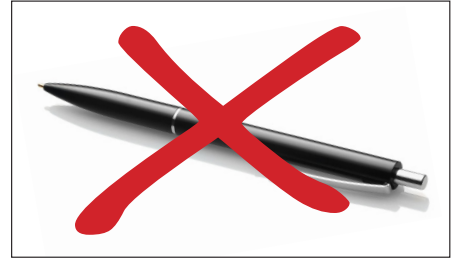


Unacceptable Items

MDA cannot accept letter mail requiring postage with objects such as:

- Money
- Pens
- Paper clips
- Keys
- Liquid
- Hard objects (eg. pins)

Please use padded or bubble envelopes for such items.



Sorting & Bundling

All mail must be sorted and bundled by:

- Regular
- USA
- International
- Oversized
- Registered Mail

When bundling mail:

- Place letters in one direction to prevent possible returns, delays or charges
- Sort envelopes by MDA six-digit client number
- Bundle separately with elastic according to MDA six-digit client number



IDM Signature Service

With IDM service, you can receive confirmation that your IDM package arrived at its destination.

To use this service:

- Order booklets of Signature Service Slips (SAP #054303).
- Fill out a Signature Slip and retain the originator portion.
- Affix the remaining three copies to the item.
- Place the item in your IDM mail service pickup/drop off area.
- You must address your IDM envelope.



Mail Redirection Service

MDA can redirect IDM mail to another location when your office moves.

To use this service:

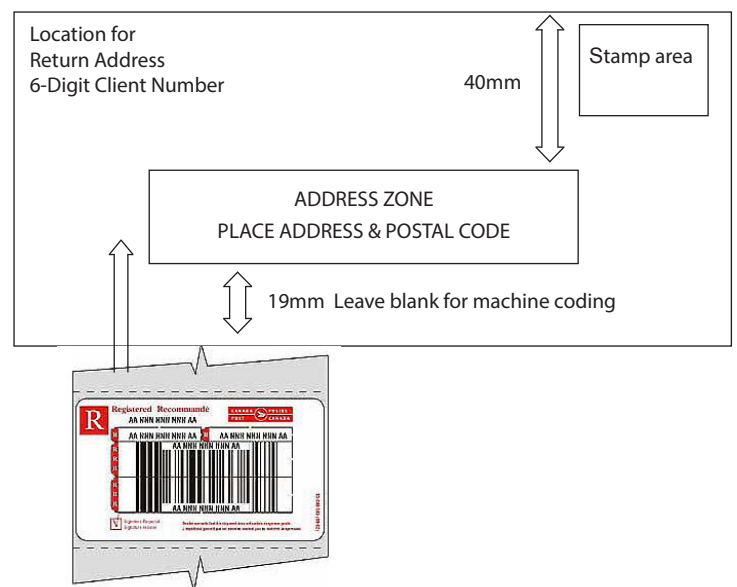
- Contact our Client Service Representative to request a redirection form.
- Fill out the form with current address, new address and length of time you request the service (3 to 6 months or indefinitely).
- Once the allotted time ends, any mail sent to the old address would then be returned to sender.
- MDA can also assist you with Canada Post's Change of Address Service.

Canada Post Registered Mail Service

MDA can assist you with your proof of delivery requirements through the federal mail.

To use this service:

- Contact our Client Service Representative.
- Registered mail items require postage and a registered label.
- Place registered label to the left or right of the address, however the **preferred** side is the left, placing the label as tight to the address as possible.
- Do not place label on upper right corner. This space is for the postage impression.



Federal Mail through MDA

MDA can weigh, process and send out all of your federal mail. There is no need to buy stamps or postage equipment! We use a meter machine so postage rates are reduced, and those savings are passed on to you.

To use this service:

- Include your six-digit Client Number on your envelopes under your return address.
- Sort, bundle and send your mail to MDA.
- MDA will process, delivery to Canada Post and bill you direct.

Make it easy for your clients to respond by paying for their postage. With the convenience of Business Reply Mail (BRM), your clients just drop the envelope in the mail, postage paid. You only pay the postage for the responses you receive. You can use BRM with customers to receive payments, request information, conduct market research, etc.

MDA can assist you with setting up your business reply artwork and answer any questions you may have.

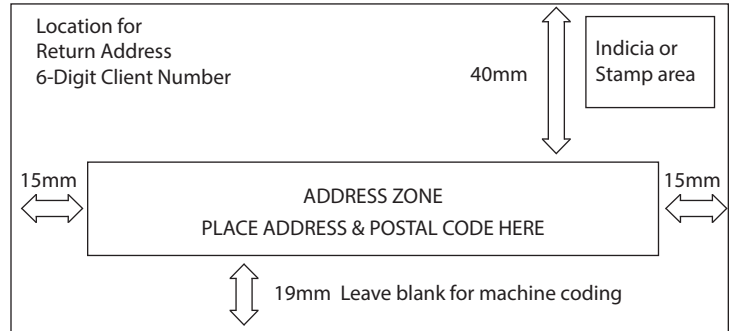
Canada Post addressing guidelines assist customers in avoiding common errors in preparing mail that may result in unnecessary delays or extra surcharges.

Canada Post Addressing Guidelines

Destination address is within the ADDRESS ZONE and parallel to the longest side:

- 40 mm from the top
- 19 mm from the bottom
- 15 mm in from the left and right sides

If the address is in a window, it must be completely visible through the window.



Tips to ensure mail is delivered on time:

- Dark colour envelopes (dark red, green or black) should not be used
- Staples cannot be used on the outside of the envelope
- No "lumpy" inserts such as coins, liquids, powders, etc. that can damage postage equipment or cause injury to persons handling the mail
- Coins and glass cannot be mailed as Standard Letter mail
- Complete list of unacceptable items: canadapost.ca/tools/pg/manual/OG

Federal Mail through MDA

Mail Finishing Services

When you need to reach a specific audience, target a local neighbourhood or send out any information to a large group, MDA's Mail Finishing Services is your answer.

Services we can help you with:

- Address correction/verification
- Letter, label and envelope addressing
- Mail sorting
- Manual labeling
- Matching
- Folding
- Inserting
- Postage

Variable Data Digital Printing

MDA specializes in Variable Data Digital Printing, merging the address onto your document. We print black and white documents using digital printing technology.

Send us your file and we'll merge it, format it, give you a proof and print it. We can print double or single-sided documents, staple, collate and use various sizes of paper – all at high speeds.

Our machines process a single document 112 pages per minute: that's 6720 copies in an hour. The cost per impression on our machines is significantly lower than the costs of running your own printer. Especially when you consider toner, paper and your staff time.

Courier Contract Management

You can save time and money by shipping parcels right from your office. Over 900 offices are already saving by accessing MDA's Courier Contract Rates. To use this service:

- Call MDA at 204-945-2820 to obtain a Courier Agreement Number.
- Fill out either Purolator or Canada Post bill of lading.
- Contact Purolator or Canada Post with your Courier Agreement Number and arrange for pickup.



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