

DELIVERY/PACKING INSTRUCTIONS

2017

COMPUTERSHARE COMMUNICATION SERVICES

Material should arrive no later than 24 hours prior to the mailing date. A charge will apply for late materials.

Toronto Mailing

Computershare Communication Services
Rear Entrance
88A East Beaver Creek Rd
Richmond Hill, ON, L4B 4A8
Tel: (905) 747-4160 ext. 2122126

Calgary Mailing

Computershare Communication Services
c/o The DATA Group
110 - 10 Smed Lane SE
Calgary, Alberta T2C 4T5
Tel: (403) 259-0054

Vancouver Mailing

Computershare Communication Services
c/o DataCore Mail Management Ltd.
9040 Shaughnessy Street
Vancouver, BC V6P 6E5
Tel: (604) 875-8509

The Receiving Dock is open from 8am-5pm (local time) each business day, unless prior arrangements have been made.

Delivery Instructions

Packing slip must include:

- Company Name
- Job Reference Number or COSMOS Meeting ID (supplied by your Computershare Relationship Manager)
- Total quantity for each document being shipped and number of skids/cartons

Each skid/carton should be labeled with the following information:

- Identify contents and languages in each box/skid. Individual inserts must be clearly separated (i.e. French and English for each document should be wrapped/boxed separately)
- Total number of skids/cartons (i.e. Box 1 of 5)
- A sample of the material should be shrink wrapped to the side of the skid, so it is visible through the shrink wrapping.

Packing Instructions for Volumes Greater than 5,000

- Materials (over 5,000 pieces) required for inserting /mailing should be stacked on a skid with card board wrapped but not in cartons, and any quantity to be warehoused or forwarded on to a broker should be delivered in cartons.
- The maximum weight of a carton is 35lbs
- The skid should not exceed 50 inches in height, 42 inches in width and 48 inches in length
- Bundles should be no higher than 8 inches. Bundles should not be shrink wrapped.
- The skid should be securely shrink wrapped (including corner supports with cardboard)
- It is strongly recommended that cardboard dividers be used between the layers of bundles to prevent shifting of bundles on the skid during transportation.

Insert Specifications

Envelope Size	Max Size of Insert	Max Thickness Combined Inserts
No 10	4 x 9 inches	¼ Inch
6 x 9	5.5 x 8.5 inches	¼ Inch
9 x 12	8.5 x 11.5 inches	½ Inch
9.5 x 12.5	8.75 x 12 inches	½ Inch

Specifications for Machineable Inserts

Note: A surcharge will apply if the insert is not machineable

- All folds should be square and crisp for the mechanical insertion process
- "Z" or accordion fold inserts are not machineable and are subject to surcharges
- Inserts with a high gloss finish can slow down the mechanical insertion process and should be tested prior to the mailing date
- Minimum size of inserts for all envelope sizes is 3.5 x 5.5 inches
- Corner stapled inserts are not machineable. Staples must be approximately 5 mm from the edge of either side of the paper and be consistent in placement
- A single insert should not exceed 1/4 inch in thickness

Extra Materials for Spoilage

	Single Leaf	Folded or Booklet
Less 1000	10%	10%
1001-5000	5%	3%
5001 or more	2%	2%

Any mechanical process incurs an element of spoilage. Please ensure extra material is supplied based on total quantities:

Instructions for the return or storage of excess materials should be given to your Computershare Relationship Manager. Storage of materials can incur additional fees.

Special Mail Handling

Please contact your Computershare Relationship Manager if:

- The mail package is over 500 grams
- Arrangements for Personalized Mail are required
- Any materials cannot be inserted by machine