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STANDARDIZATION SECTOR
OF ITU

F.415

**OPERATIONS AND QUALITY OF SERVICE
MESSAGE HANDLING SERVICES**

**MESSAGE HANDLING SERVICES:
INTERCOMMUNICATION WITH PUBLIC
PHYSICAL DELIVERY SERVICES**

ITU-T Recommendation F.415

(Extract from the *Blue Book*)

NOTES

1 ITU-T Recommendation F.415 was published in Fascicle II.6 of the *Blue Book*. This file is an extract from the *Blue Book*. While the presentation and layout of the text might be slightly different from the *Blue Book* version, the contents of the file are identical to the *Blue Book* version and copyright conditions remain unchanged (see below).

2 In this Recommendation, the expression “Administration” is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

Recommendation F.415

MESSAGE HANDLING SERVICES: INTERCOMMUNICATION WITH PUBLIC PHYSICAL DELIVERY SERVICES

The establishment in various countries of message handling services in association with public networks creates the need to produce Recommendations covering the aspects of public message handling services.

The CCITT,

considering

- (a) The need for public message handling services;
- (b) the strategic and commercial importance of standardization of message handling services;
- (c) the urgent need for intercommunication arrangements for existing telematic services, and other services with public message handling services;
- (d) the need for a clear distinction between the responsibilities to be allocated to service providers and those of subscribers and/or users;
- (e) the need for establishing international compatibility between different messaging systems;
- (f) the growth of the installed base of terminals and personal computers with the ability to access message handling systems;
- (g) that several F series Recommendations describe public message handling services;
- (h) that certain X and T series Recommendations cover relevant aspects of systems used for the provision of messaging services;
- (i) that there is a requirement for delivery of messages from message handling services in physical form to postal addresses;

unanimously declares

the view that the requirements specified in this Recommendation should be applied for the provision of intercommunication between public message handling services and public physical delivery services internationally.

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1 Introduction

This Recommendation specifies the general, operational and quality of service aspects of intercommunication between public message handling (MH) services and public physical delivery (PD) services.

This intercommunication may be offered by Administrations, enabling subscribers to send messages to one or more recipients through telecommunications means for final delivery in physical form through a PD service. The postal services are general examples of public PD services.

The general principles of intercommunication between MH services and PD services are overviewed in Recommendation F.400, and as a generic capability of the message transfer (MT) service in Recommendation F.410.

The capabilities described in this Recommendation cover message transfer (MT) and interpersonal messaging (PM) service intercommunication with PD services.

The output media addressed at this time is hard-copy; other forms of physical delivery media are for further study.

The terms used in this Recommendation are defined in Recommendation F.400.

Technical specifications and protocols to be used for MH/PD service intercommunication as covered in this Recommendation are defined in the X.400 series Recommendations.

2 Scope

The model for MH/PD service intercommunication as covered in this Recommendation is shown in Figure 1/F.415. The actual provisions of PD services are not covered in this Recommendation.

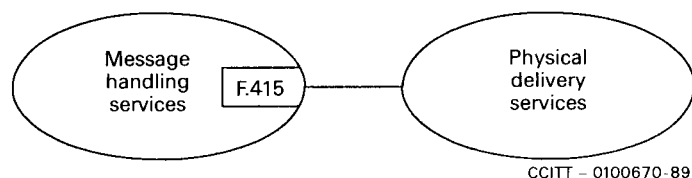


FIGURE 1/F.415

Model for MH/PD service intercommunication

3 Features

3.1 General description

The MH/PD intercommunication provides MH users with a variety of facilities to be performed in the process of physical rendition, physical transport, and physical delivery of messages. The elements of service available to originating users are grouped into specific categories as shown in Table 1/F.415.

TABLE 1/F.415

MH/PD elements of service

Category	Elements of service	F.400 Ref.
Physical delivery request	Requested delivery method	B.76
Modes of physical transport and delivery	Ordinary mail Special delivery EMS (express mail service) Counter collection Counter collection with advice Delivery via Bureaufax service	B.53 B.81 B.28 B.16 B.17 B.23
Registrations	Registered mail Registered mail to addressee in person	B.70 B.71
Physical delivery notifications	Undeliverable mail with return of physical message Physical delivery notification by PDS Physical delivery notification by MHS	B.91 B.58 B.57
Physical forwarding	Physical forwarding allowed Physical forwarding prohibited Request for forwarding address	B.59 B.60 B.75
Physical rendition capabilities	Basic physical rendition Additional physical rendition	B.7 B.2

The definition and classification of MH/PD elements of service are found in Recommendation F.400; base elements of service and optional user facilities are defined. Base capabilities are inherent to the MH/PD service intercommunication and have to be made available internationally by all Administrations supporting this intercommunication. Optional user facilities are selectable by the originator on a per-recipient basis. These are classified as either essential or additional. Essential optional user facilities shall be made available internationally by all Administrations. Additional optional user facilities may be made available by some Administrations for national use and internationally on the basis of bilateral agreement.

3.2 *Application*

All MH/PD elements of service apply on a per-recipient basis.

Various combinations of elements of service are possible. For example, the elements of service category physical delivery notifications are useable with all modes of physical transport and delivery, with registrations and with physical forwarding categories.

The elements of service submission time stamp and delivery time stamp also apply to MH/PD service intercommunication although they are not listed. These are MH elements of service whose definitions include MH/PD intercommunication.

In all cases of physical delivery, it is highly desirable that the originator provide a postal O/R address for PD notifications to be sent by PDS, particularly when these are explicitly requested. To facilitate this, the originating UA could prompt the originator for this information or obtain it from a directory.

Optional user facilities selectable by originating users affecting physical delivery are rendered on the physical message above the recipient's address visible through the window of the envelope to ensure that the proper handling procedures are taken in the PDS. Details of this are described in Annex B.

In the case where the physical message cannot be delivered, it is returned to the originator, depending on the options selected and on national regulations, firstly as a vehicle to carry the non-delivery notification, and secondly to inform the originator on what has happened to the message. Notifications include undeliverable mail diagnostics as defined in Annex C.

Where more than one notification is to be returned to the originator, these are returned together at the farthest delivery point. For example, physical forwarding and physical delivery notification are generated as a combined notification after delivery.

Where the recipient's forwarding address is returned, based on the originator's request, it is returned in the form of a postal address, as defined in Recommendation F.401.

The element of service additional physical rendition is meant to establish generic place holders for use under bilateral agreements and possible future standardization.

The actual methods of physical rendition, routing, and delivery used by Administrations may vary.

4 Physical rendition

4.1 Basic rendition capabilities

The PDAU and associated PDS provide the capabilities for rendition, routing, transport, and delivery of physical messages based on inherent and user selected facilities as defined by the elements of service.

Details of the basic physical rendition (hard copy) process are provided in Annex B.

4.2 Rendition of IPM headers

In the case of IP-messages, heading information is printed on the physical message. The language selected is based on either the language indication element of service (provided that this is supported in the receiving country) or the default national language(s) of the receiving country. Originators and/or originating UAs are encouraged to specify the language.

4.3 Additional rendition capabilities

Additional physical rendition capabilities of the PDAU are for further study, but may be provided by Administrations on the basis of bilateral agreements.

Possible additions include:

- use of extended character sets;
- ability to select pre-encoded information (such as digitized logos and signatures) for rendition;
- support of other encoded information types.

5 Naming and addressing

Naming and addressing in message handling services is described in Recommendation F.400.

For the purpose of physical delivery, the recipient of the physical message is identified by means of a postal O/R address as defined in Recommendation F.401.

PD country name and country name would normally be identical, except in the case of transit mail. This occurs when a message is destined to a country which does not offer MH/PD service intercommunication; the message would then be routed and printed in the nearest country (or another country based on established agreements), and subsequently physically delivered to the final destination.

A postal code is required for the routing of the MHS message to the proper PDAU. It may default to unspecified if no postal code exists.

Two versions of postal O/R address are provided to allow:

- a) the use of the postal address as it commonly exists (Version 1 – unformatted postal O/R address);
- b) for further automatic routing within the PDS (Version 2 – formatted postal O/R address).

Administrations should support both versions of the Postal O/R Address, and should encourage MH users to use the Formatted Postal O/R Address (Version 2).

Users should be made aware that sufficient address information about the recipient and final destination has to be provided in either version of the postal O/R address in order to enable the PDS to route, transport and deliver a physical message properly.

In terms of formatted postal address attributes, these generally comprise:

- one attribute of O/R address components;
- one attribute of physical delivery address components; and
- the required set of attributes of physical delivery office address components.

The postal O/R address is also used to supply the postal address of the originator of a physical message.

Examples of postal O/R addresses are provided in Appendix I.

6 Quality of service

6.1 Service objectives

Administrations are responsible for providing the service requested by the originator. In the event of failure, it would be beneficial if accepted and non-delivered messages would be traceable and the originator informed.

6.2 Message status

Administrations could provide assistance to their subscribers with regards to delivery status. The extent to which provisions are made for support of status and tracing of messages is a national matter.

6.3 Delivery and notification times model

Figure 2/F.415 depicts a model of delivery and notification times relative to MH/PD service intercommunication.

The meaning of times "Tn" in Figure 2/F.415 are defined as follows:

T1 = delivery time of MH message

- 1) Start time corresponds to the submission time stamp.
- 2) End time corresponds to the delivery time stamp.

T2 = delivery notification of MH message

- 1) Start time corresponds to the delivery time stamp.
- 2) End time corresponds to the time that the MH notification is made available to the user through the UA or MS.

T3 = physical delivery notification by MHS

- 1) Start time corresponds to the time at which the physical delivery notification by MHS has been generated.
- 2) End time corresponds to the time that the physical delivery notification by MHS is made available to the user through the UA or MS.

Ta = physical handling

- 1) Start time corresponds to the delivery time stamp.
- 2) End time corresponds to the time at which the physical message is delivered to the recipient.

Note – Physical handling includes physical rendition, transport, and delivery.

Tb = generation of physical delivery notification by MHS

- 1) Start time corresponds to the time at which the physical message is delivered to the recipient.
- 2) End time corresponds to the time that the physical delivery notification by MHS is generated in the MHS.

Tc = physical delivery notification by PDS

- 1) Start time corresponds to the time at which the physical message is delivered to the recipient.
- 2) End time corresponds to the time that the physical delivery notification by PDS is delivered to the originator.

Note – This time includes the generation of the physical delivery notification by PDS.

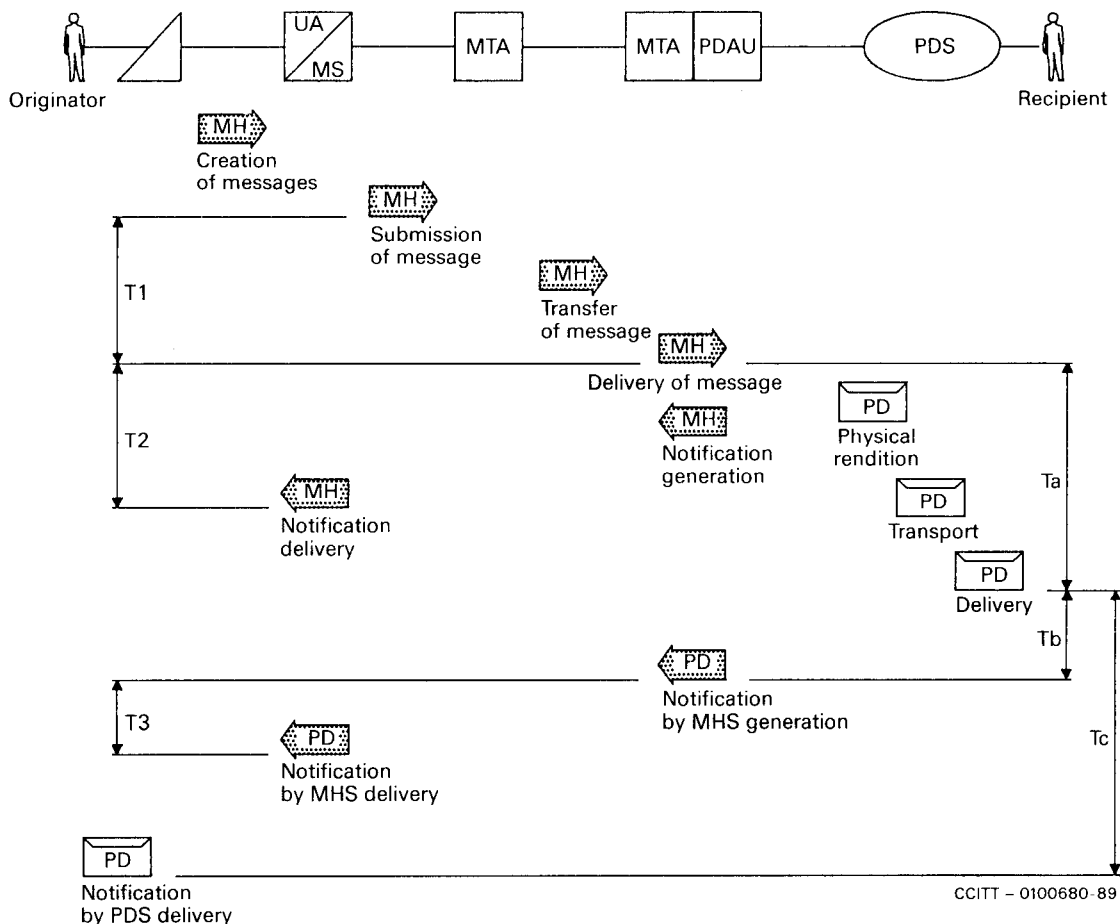


FIGURE 2/F.415

MH/PD delivery and notification times model

6.4 Time targets

Time targets for MH (T1, T2, T3 in Figure 2/F.415) are specified in Recommendations F.410 and F.420. In addition, times for physical handling (Ta, Tb, Tc in Figure 2/F.415) need to be considered. These time targets are not specified in this Recommendation but could be defined in the MH/PD service profile table described in § 7.

Time targets for physical handling are dependent on the modes of physical transport and delivery requested by the originator and on the modes offered by the destination Administration.

6.5 Responsibility for messages

From the point of view of MH/PD service intercommunication, responsibility for physical delivery starts at the point where the MTA passes the messages to the PDAU. Responsibility for messages prior to that belongs in MHS.

Delivery through a specific PDS is a user option. If the user does not specify a certain PDS, messages are handled by the PDS associated with the MH domain. If there is more than one PDS, the traffic is routed based on administrative agreements.

Although MH messages with incomplete physical routing data may cause problems or delays, service providers should accept such messages in at least one gateway station and arrange for further routing as appropriate.

The MHS could check whether the requested elements of service and rendition capabilities are compatible with those offered by the destination MTA/PDAU and PDS. If this check is positive, the message is accepted by the MTA/PDAU which generates the delivery time stamp indication. This time stamp appears in the field service data as detailed in Annex B.

6.6 Handling of incompatibilities

If MH messages are destined for a MH/PD service which does not offer the requested elements of service, or additional capabilities, the messages should be transferred to another suitable MH/PD service in the same management domain, or in another management domain (another country in the case of transit mail), based on established agreements.

Another method for handling incompatible messages is to replace requested additional optional elements of service and printing capabilities by the best comparable service and to inform the originator, and if necessary also the recipient, about the chosen alternatives.

If neither of these methods of handling incompatibilities are possible the MTA/PDAU shall reject the MS message and initiate a non-delivery report. The non-delivery report shall inform the originating UA of the reasons for rejection of a message.

7 User information and support

When possible, the correctness and completeness of the physical routing data could be checked and flagged to the originator at origination.

To prevent incompatible international MH messages from being sent, the international community of users should be provided with all necessary information on the service provisions of MTA/PDAUs and PDS.

This information is to be defined in MH/PD service profile tables and is to be provided either in hard-copy form or preferably in electronic form.

These MH/PD profile tables will contain all the information required for routing traffic as well as information concerning additional optional user facilities and time targets provided by the destination Administration.

Note – The specification of the type of information to be contained in the MH/PD service profile tables is for urgent further study.

Each Administration participating in this intercommunication should apply information required for the MH/PD service profile tables to the ITU secretariat, either directly or through the International Bureau of the UPU. All subsequent amendments should be communicated by the Administrations without delay.

The ITU General Secretariat will publish the MH/PD service profile tables containing the information received from Administrations. Subsequent amendments are published in the ITU Operational Bulletin.

Note – The use of Probe or directory enquiries for originators to obtain information on a MH/PD services prior to sending a message are for further study.

8 Network requirements

Provision of MH/PD services is network independent. Basic service and optional user facilities are provided independently of the type of network used for service access.

9 Tariff and accounting considerations

Tariff and accounting considerations applicable to the provisions of MH/PD services are for further study by CCITT and the UPU.

The following elements of accounting components may need to be studied:

- a basic charge component for the use of MH/PD service intercommunication (for ordinary mail delivery);
- additional charge components based on the request for optional user facilities;
- charge components based on the size of the message (number of pages) and the distance the message travels;
- charge components for the establishment and maintenance of address lists and other information which is stored on behalf of a user;
- charge components for additional physical rendition, such as the registration and storage of graphics (logo, signature).

ANNEX A
(to Recommendation F.415)

Abbreviations

EOS	Elements of Service
IA5	International Alphabet 5
IP	Interpersonal
IPM	Interpersonal Messaging
IRV	International Reference Version
ISO	International Organization for Standardization
ITU	International Telecommunications Union
MH	Message Handling
MHS	Message Handling Systems
MS	Message Store
MT	Message Transfer
MTA	Message Transfer Agent
O/R	Originator/Recipient
PD	Physical Delivery
PDAU	Physical Delivery Access Unit
PDS	Physical Delivery System
UA	User Agent
UPU	Universal Postal Union

Note 1 – For a glossary of terms see Annex A of Recommendation F.400.

Note 2 – For references see Recommendations F.400 and F.401.

Note 3 – Administration is used in short form to indicate a Telecommunication Administration, a Recognized Private Operating Agency, and in the case of Message Handling Services intercommunication with Physical Delivery Services, a Postal Administration.

ANNEX B
(to Recommendation F.415)

Physical rendition details

B.1 *Basic rendition capabilities*

Messages destined for physical delivery are conveyed by the message transfer service and routed to an MTA/PDAU, the link between MHS and PDS. The MTA/PDAU provides the capabilities for the physical rendition based on the originator's message(s) and selected facilities.

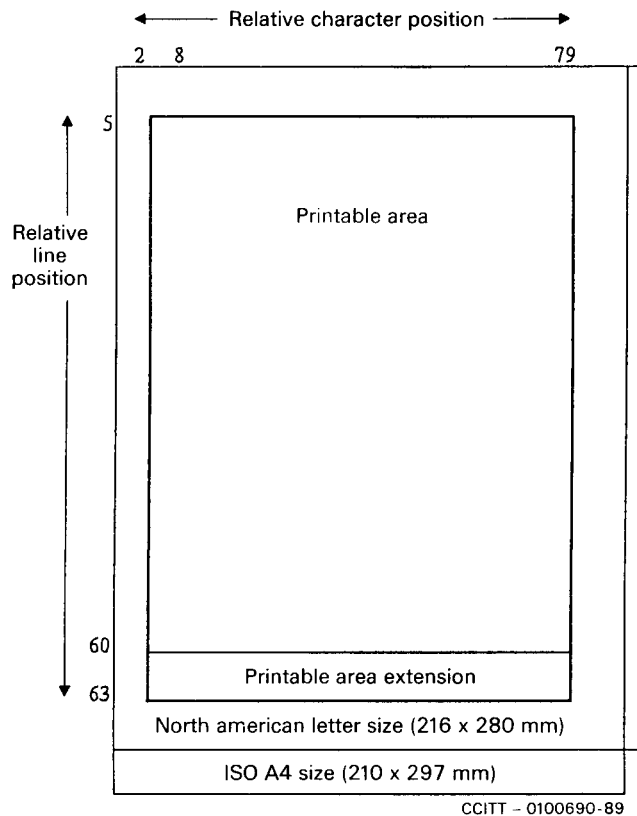
The physical message consists of a window envelope and a limited number of pages with imprinted information. Information is printed as information fields as follows:

- letter-head information;
- indication of requested elements of service;

- postal address of the recipient;
- text of the message; and
- service data.

B.2 *Printable area*

The information is printed in vertical orientation in an area which is the common printable area of the 297 mm x 210 mm (ISO A4) and 280 mm x 216 mm (North American letter size) formats, as specified in Figure A-2/T.60 (dotted area). This area is extended by three additional lines down to the bottom edge which is easily possible with both formats. Figure B-1/F.415 shows the printable area.



Note - For illustrative purposes only - not to scale. Relative positions based on 10 characters and 6 lines per inch.

FIGURE B-1/F.415

Printable area

B.3 *Paper characteristics*

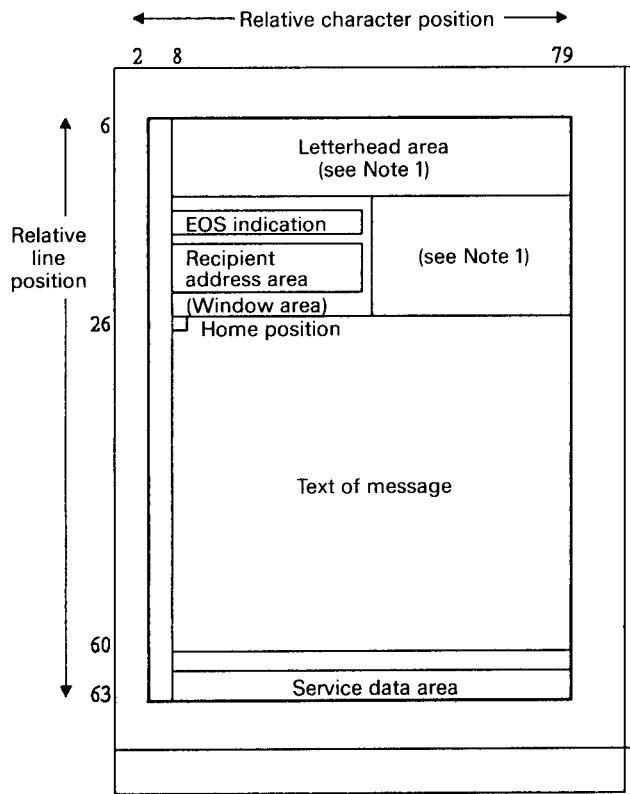
The choice of an appropriate paper type is a national matter as long as the printable area can be accommodated. Information should be printed on plain light paper and on one side only.

Note - Preprinted paper, e.g., with service logo, may generally be used but the imprint shall be outside the text of message field.

B.4 *Information fields*

The maximum size of each field corresponds to an area occupied by a given number of lines based on 6 lines/inch (4.23 mm/line) and a given number of characters based on 10 characters/inch (2.54 mm/character). Other forms of rendition and settings are possible.

These fields may be arranged on the pages according to national requirements. Figures B-2/F.415 and B 3/F.415 give two variations of the first page. Figure B-4/F.415 illustrates the layout of the second and following pages.



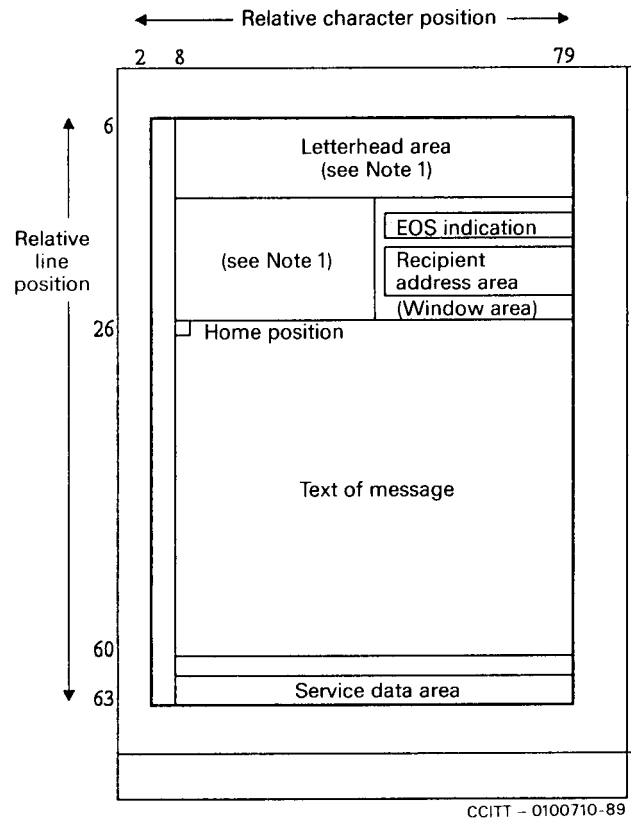
CCITT - 0100700-89

Note 1 - Area may be used for originator address.

Note 2 - For illustration purposes - not to scale. Relative positions based on 10 characters and 6 lines per inch.

FIGURE B-2/F415

Illustration 1 of a first page



Note 1 - Area may be used for originator address.

Note 2 - For illustration purposes - not to scale. Relative positions based on 10 characters and 6 lines per inch.

FIGURE B-3/F415

Illustration 2 of a first page

B.4.1 Letter-head field

The letter-head field is used to present the letter head as commonly used for business letters (with logo, originator address, references etc.). The use of the letter-head field is under the control of the PDAU and not of the user. The remaining space in the letter-head field can be used by the PDAU for other data, e.g., an MH address of the originator, which might be useful for replying through MHS.

The size of the letter-head field is limited to 6 lines of 72 characters each. The originator address (30 characters per-line) is one subfield in the letter-head field.

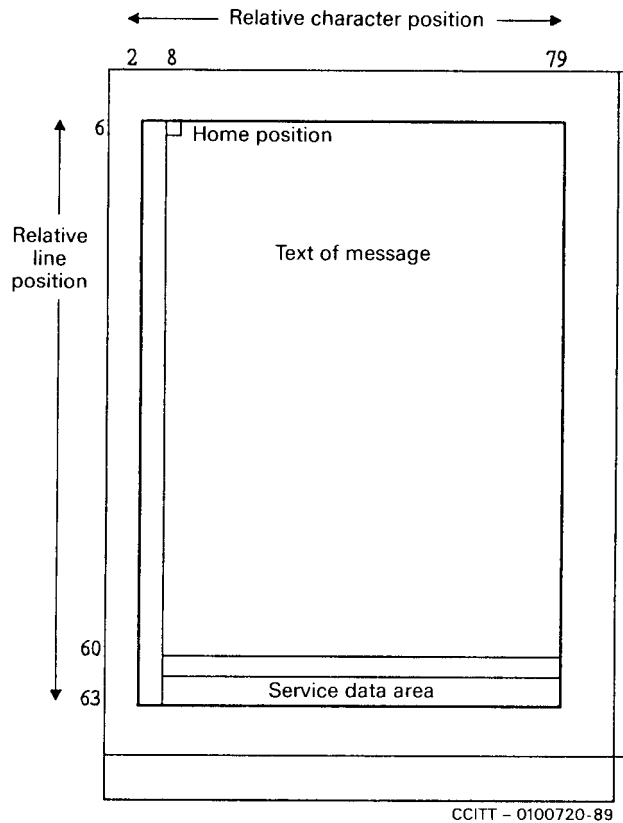
In the basic mode, only graphic characters which are generated by the MTA/PDAU from protocol data can be presented. The use of photographic elements and/or prestored logos and signatures is not part of the basic mode.

B.4.2 Window area

The window area is the area which is fully seen through the window of the envelopes considering also the play of the physical message in the envelope. This area contains all the information required for handling and delivery of the physical message by the PDS, and remains free of all other information (no wording or extraneous matter).

The window area may be either on the left or on the right depending on national practice.

Note - The use of double window envelopes is considered a national matter.



Note - For illustration purposes - not to scale. Relative positions based on 10 characters and 6 lines per inch.

FIGURE B-4/F.415

Illustration of second and following pages

B.4.2.1 Elements of service indication field

The elements of service indication field covers an area of 1 line comprising 30 characters. This area is to indicate all the options requested by the originator for the handling of the physical message (e.g., special delivery).

This handling may be indicated in descriptive terms or by the use of codes.

It may be necessary to give additional indication in a form commonly used in the PD service; for example, by affixing stickers on the envelope. This is a national matter.

B.4.2.2 Space line field

The space line field shall be free of imprinted information. The space line is essential to ensure that information above the address is to be clearly separated.

B.4.2.3 Postal address field

This postal address field contains the postal address of the recipient. It covers a field of 6 lines of 30 characters each.

B.4.3 Text of message

The text of message field is used to present the content of the message. In the case of IP-messages, this field is composed of the IPM heading and body.

The maximum size of this field is:

- a) on the first page, 35 lines of (72 + 5) characters each and,

b) on the following pages, 55 lines of (72 + 5) characters each.

Note 1 – The text of the message is presented relative to the home position. The home position is in the first line of the field text of message and approximately 20 mm from the left paper edge (position 8).

Note 2 – 72 characters may be presented from position 8 to position 79 and 5 characters to the left of position 8 (positions 3 to 7).

Note 3 – The utilization of the extra "+5" character spaces mentioned above requires the use of backspace.

B.4.4 *Service data field*

The service data field is used to present service data, e.g., time stamps, message identifier and page numbers. This field is recommended to extend over two lines of 72 characters each.

Note – The service data field may also cover more or less than 2 lines; this is considered a national matter.

B.5 *Control codes for inserting machines*

Printing in position 3 to 7 is only allowed in the text of message field. In other fields, this space is reserved for bar codes controlling the enveloping process where automated paper handling equipment is used. In these cases, the bar codes could be used on all pages of the physical message.

B.6 *Character sets*

The MTA/PDAU supports the use of the following encoded information types:

- Telex;
- IA5 text, (IRV);
- Teletex.

Support of additional encoded information types is for further study. Additional encoded information types may be used under bilateral agreements.

It is an objective of the MH/PD service intercommunication to make the most use of electronic printers to ensure that the whole basic set of graphic characters received are rendered without ambiguity or loss of information.

It is therefore preferred that each PDAU will at least provide for the rendition of the full basic set of graphic characters from Figure 2/T.61.

However, it may be unavoidable that messages have to be converted into a 7-bit set such as defined in Recommendation T.50 for further processing and rendition in some countries.

The selection of a print font is considered to be a national matter. Fonts which are commonly used in a country should be chosen. Rendition rules for the representation of the basic character set of Figure 2/T.61 are also a national matter.

B.7 *Code conversion*

Conversion from telex and IA5 (IRV) to T.61 for further processing and rendition in the MTA/PDAU follows the rules given in Annex A.

If conversion to a 7-bit encoded set is unavoidable, conversion from telex and IA5 (IRV) shall be according to Recommendation X.408. Conversion of messages received encoded in the T.61 set shall be converted in the greatest possible extent to minimize ambiguity and loss of information.

B.8 *Format conversion*

The constraints of format conversion for the content of the message are as given in § B.4.3.

These constraints define the presentation space of the X-and-Y directions as defined in Recommendation X.408.

Folding of the lines and pages to the constraints of the PDAU is considered a loss of information according to Recommendation X.408.

To recover from loss of information the PDAU may apply the following fallbacks:

- If the originator's line length is greater than 72 characters, but not more than 80 characters, the messages will be printed with 12 cpi instead of 10 cpi.
- If the originator's first page length is greater than 35 lines but not more than 55 lines, the message will be printed starting on the second page (see Note).

- In the case of IP-messages, the rendition of the IPM header is under the control of the PDAU. The user will not know the remaining number of lines on the page on which the header is printed. Thus, if the first page of the body parts fits into the remaining space, it will be printed on that same page; otherwise it will be printed on the next page (see Note).

Note – Notification of the recipient that the message was started on the next page, for example by a note, is a national matter.

Messages which are not paginated, either because pagination was not possible in the originator's text or because the originator didn't use pagination, will be folded to pages by the PDAU.

ANNEX C

(to Recommendation F.415)

Undeliverable mail diagnostics

C.1 *Reasons related to the address*

- Physical delivery address incorrect (does not exist).
- Physical delivery office incorrect or invalid (does not exist).
- Physical delivery address incomplete.

C.2 *Reasons related to the recipient*

- Recipient unknown.
- Recipient deceased.
- Organization expired.
- Recipient refused to accept.
- Recipient did not claim.
- Recipient changed address permanently (moved), forwarding not applicable.
- Recipient changed address temporarily (on travel), forwarding not applicable.
- Recipient changed temporary address (departed), forwarding not applicable.

C.3 *Reasons of non-forwarding*

- New address unknown.
- Recipient did not want forwarding.
- Originator prohibited forwarding.

C.4 *Reasons related to the PDAU capabilities*

- Physical rendition not performed.
- Physical rendition attributes not supported.

APPENDIX I
(of Recommendation F.415)

Naming and addressing examples

I.1 *Example 1*

I.1.1 *Postal O/R address*

PD country name:	DE (Germany, Federal Republic of)
Country Name:	DE (Germany, Federal Republic of)
Administration domain name:	DBP (Deutsche Bundespost)
PD service name:	POST
Postal Code:	6000

<i>Version 1 (unformatted)</i>	<i>Version 2 (formatted)</i>
--------------------------------	------------------------------

Franz Müller	Personal name:	Franz Müller
Rüdesheimer Str. 21	Street address:	Rüdesheimer Str. 21
6000 FRANKFURT 1	PD office name:	FRANKFURT
	PD office number:	1

I.1.2 *Rendition of Postal Address*

The following printout appears on the first page of the letter and is visible through the window of the envelope.

Franz Müller
Rüdesheimer Str. 21
6000 FRANKFURT 1 (see Note 1)
BUNDESREPUBLIK DEUTSCHLAND (see Note 2)

Note 1 – The postal code and country name will automatically be taken from the MHS routing data.

Note 2 – Country name is optional, except in the case of transit mail.

I.2 *Example 2*

I.2.1 *Postal O/R address*

PD country name:	CA (Canada)
Country name:	CA (Canada)
Administration domain name:	CPC (Canada Post Corporation)
PD service name:	EMAIL
Postal code:	K2E 7L9

<i>Version 1 (unformatted)</i>	<i>Version 2 (formatted)</i>
--------------------------------	------------------------------

Mr. J.Doe	Personal name:	Mr. J. Doe
ACME Corp.	Organization name:	ACME Corp.
141 Anynome Avenue	Street address:	141 Anynome Avenue
SMALLTOWN, Ontario	PD office name:	SMALLTOWN, Ontario

I.2.2 *Rendition of postal address*

The following printout appears on the first page of the letter and is visible through the window of the envelope.

Mr. J. Doe
ACME Corp.
141 Anynome Avenue
SMALLTOWN, Ontario
K2E 7L9 (see Note)

Note – The postal code and country name will automatically be taken from the MHS routing data.