ALERT

Law enforcement is seeking information from mailing companies. *Has this happened to you?* A company contracted you for mailing services, most likely related to weight loss products or services. You received a cheque to cover postage and/or processing costs. After inducting the mail to Canada Post, a stop payment was put on the cheque and you were unable to recover the funds.

If you have been in this situation, please contact Kristi at 416-410-6357 (toll-free 1-866-672-0007) extension 5 or kristi@flagshipsoftware.com for police contact information.

Staff News

Domenico Nobili, our Manager of Development, will be away from the office for the remainder of March. John Woolsey will be taking over Domenico's responsibilities until April. The entire staff of Flagship Software is thrilled for Domenico as he welcomes his new baby boy into the family!

Tax Implications of Downstream Shipping

There are some tax implications to the Publication Mail downstream shipping of which to be aware. We have verified these facts with the Manager of the Canada Post Tax Specialists. When you induct partial mailings into other provinces, you are subject to the taxes charged on mail in those provinces. The following example will illustrate this:

An Ontario mailer has a Publications Mailing of 5,000 pieces:

2,500 pieces inducted to Ottawa, Ontario
1,500 pieces inducted to Montreal, Quebec
1,000 pieces inducted to Saint John, New Brunswick

Tax is calculated as follows:
2,500 pieces in Ontario will have 5% GST
1,500 pieces in Quebec will have 5% GST + 7.5% QST
1,000 pieces in New Brunswick will have 13% HST

In most scenarios, the additional taxes due to HST in the Maritime Provinces will be deductible as ITCs against the GST you collect. However, unless you are registered in Quebec, you will not be able to deduct the QST. This will add 7.5% to your mailing cost, which may negate any savings from the downstream induction.

GST for International Mailers

Another question we are asked quite often – do international mailers pay GST on their mailings? The answer is threefold: "no", "yes", and "maybe". Here is what the GST office says: If you are an international mailer and will be inducting directly to a Canada Post depot, you will not pay GST. If, however, your mail stops along the way in Canada for any additional processing, you will incur GST.

Processing for International Customers

If you are a Canadian based processor, you may or may not have to charge your international customer GST. Normally, the processing work that you do for the international customer is zero-rated (no GST is charged). In most circumstances, the postage you pay on behalf of the customer will also be zero-rated because it is part of the same zero-rated transaction. *However*, the GST office stresses that not every situation will be zero-rated, so they recommend contacting them directly to determine if you need to charge your international customer GST. And remember, you will *still* be charged GST by Canada Post if you are paying the postage on behalf of your customer. They will also be charged GST if you are processing their mail but they are being billed directly.

Remember, the GST office is the only one that can rule on your specific scenario. This information is only a guideline and it is *your responsibility* to ensure you are collecting and remitting GST appropriately.

Labels2CSV aka Address Miner

Many of our customers are not aware of our Labels2CSV program (called Address Miner in the manual). This utility allows you to convert files in label format to a database, which can be processed through *iAddress™*. The following is an example of a file you might receive in Word format:

Mary Smith 203 Eagle Drive Winnipeg, MB R2R 1V4	Joseph Walters Wildwood PO Box 50 Wildwood, AB T0E 2M0	Robert Pringle 569 Sylvan Road Prince Albert, SK S6V 7S2

Often, the only solution to turning this file into a database was cutting and pasting each field. Labels2CSV provides a solution to save this step. Simply save this label file as a comma separated text file (.csv), then open Labels2CSV from Start/Program Files/iAddress™. You will now see the utility available.

Once you are in Labels2CSV, click the button marked Labels2CSV. Browse for your .csv file and select it. The program will then prompt you for an output file name, which will also be a .csv file. After completing the processing, the output file will look something like this:

203 Eagle Drive	Winnipeg	MB	R2R 1V4	Mary Smith
Wildwood PO Box 501	Wildwood	AB	T0E 2M0	Joseph Walters
569 Sylvan Road	Prince Albert	SK	S6V 7S2	Robert Pringle

The Labels2CSV program may not be able to convert 100% of your addresses, but it will significantly reduce the cut and paste requirement to produce a workable database file.

The FixCSV option can be used to clean up files with "floating" data. The following is an example of that problem:

Mary Smith	Winnipeg	203 Eagle Dr.	R2R 1V4	MB
Wildwood PO Box 501	Wildwood	AB	Joseph Walters	T0E 2M0
Robert Pringle	569 Sylvan Road	Prince Albert,SK	S6V 7S2	

FixCSV uses the *iAddress™* logic to attempt to identify address components, including address lines, city, province and postal code. It will put all other information into a separate field. You need to save your original database into a .csv format and the output file will also be .csv format. Again, this won't fix 100% of your addresses but should help with the manual work normally associated with these bad files.

In the next newsletter, we will be introducing our newest product – AddressMinerPRO. This software is a powerful enhancement of the Labels2CSV utility and will be sold separately. It will be an invaluable tool for anyone handling bad data on a regular basis!

Do-It-Yourself Checklists

Did you know that Canada Post publishes Do-it-yourself checklists with the most common induction issues? These checklists are a great idea for anyone handling mail processing. They can be accessed at the following links:

Machineable Addressed Admail™ and Publications Mail™:
http://www.canadapost.ca/tools/pg/preparation/DO-IT-YOURSELF_CHECKLIST_FOR_CREATING_MACHINEABLE_MAIL_AA_PUBS_e.pdf

Incentive Lettermail™:
http://www.canadapost.ca/tools/pg/preparation/DO-IT-YOURSELF_CHECK_LIST_FOR_COMMON_ERRORSIncentLtml_e.pdf

Presorted Addressed Admail™ and Publications Mail™:
http://www.canadapost.ca/tools/PG/preparation/DO-IT-YOURSELF_CHECK_LIST_FOR_COMMON_ERRORSAA_Pubs_e.pdf

iAddress™ Training Courses

Flagship Software continues to run *iAddress™* courses on the first Wednesday of each month at our Tech. Office in Richmond Hill. Please book early as the spots fill up quickly!

Our course covers *iAddress™* in detail, hands-on workshops focusing on preparing and sorting a mailing, and includes lunch!

For more information on our courses, or to obtain a registration form, please call our office at:

1-866-672-0007 ext. 3 and ask for Carolyn, or email her at: carolyn@flagshipsoftware.com

If there is a topic that you would like to see covered in this newsletter, please send us an email at: newsletter@flagshipsoftware.com