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## Canada Savings Bonds and Canada Premium Bonds Certificated Products (Form CSB1)

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## General

This section addresses the packaging specifications for shipping printed bonds, to Processing Service Providers for subsequent distribution to purchasers.

Packages of inscribed bonds and associated reports will be shipped, via Courier (signature service, next day delivery), to each Processing Service Provider which submitted a purchase file.

## Sort Order for Delivery

Within each Delivery Destination, certificates are sorted in the following order:

- Cash Purchases
- Central Branch Organization Unit;
- Delivery Destination Organization Unit;
- Sales Agent Organization Unit;
- Purchase Number; and
- Certificate Identification

## Reports

### File Processing Control Summary

A *File Processing Control Summary Report*, which provides the following information, by Central Branch ([see example provided](#)), will be prepared and forwarded to the Delivery Destination of the Processing Service Provider that submitted the purchase file:

- product description
- requisition ID
- central branch name
- central branch address
- purchase file creation number
- shipment value
- value of rejected applications
- value remaining to be processed
- total shipment value
- total value rejected
- total value remaining to be processed

The report will be packaged in a courier envelope and forwarded to the address of the Delivery Destination transit number as contained in the purchase data file.



## Delivery Destination Processing Summary

A *Delivery Destination Processing Summary Report*, which provides the following information, by Processing Service Provider ([see example provided](#)), will be prepared and forwarded (in a separate courier envelope) with the shipment to the Processing Service Provider that submitted the purchase file:

- product description
- requisition ID
- central branch
- delivery destination
- delivery address
- Sales Agent branch
- number of applications processed
- number of certificates shipped
- shipment value
- number of rejected applications
- value of rejected applications
- total number of applications processed
- total number of certificates shipped
- total shipment value
- total number of rejected applications
- total value of rejected applications

A copy of the report will be packaged in a courier envelope, separate from the package of inscribed bonds, and mailed with the bond shipment to the Processing Service Provider based on the delivery destination chosen on the purchase data file. This copy will be sent to the Central Branch with the [File Processing Control Summary Report](#).

### Example of Delivery Destination Processing Summary Report

1998-06-02 14:54 e		RETAIL DEBT MANAGEMENT SYSTEM/ SYSTÈME DE GESTION DES TITRES DE DETTE DÉTENUS PAR LES PARTICULIERS		PAGE: 1	
REQUISITION ID/CODE DEMANDE: 504X00010001322					
CENTRAL BRANCH/SUCCESSALE CENTRALE: 038312-00001					
PRODUCT TYPE / TYPE DE PRODUIT: 09					
DELIVERY DESTINATION /DESTINATION: 038312-00001					
DELIVERY ADDRESS/ADRESSE DE LIVRAISON:					
DELIVERY DESTINATION PROCESSING SUMMARY/ SOMMAIRE DU TRAITEMENT POUR LA DESTINATION BANK OF MONTREAL BANQUE DE MONTREAL CANADA SAVINGS BOND OBLIGATIONS D'EPARGNE DU CANADA BANK OF MONTREAL BANQUE DE MONTREAL 100 KING STREET WEST P.O. BOX 1 TORONTO ON M5X1A1					
SALES AGENT BRANCH/SUCC. AGENT VENDEUR	NBR OF APPL PROCESSED/ NBR SOUSCR. TRAITÉES	NBR OF CERTIFICATES SHIPPED/ NBR DE CERTIFICATS EXPÉDIÉS	SHIPMENT VALUE/ VALEUR ENVOI	NBR OF REJECTED APPL/NBRE SOUSCRIPTIONS REJETÉES	VALUE OF REJECTED APPL/VALEUR DES SOUSCRIPTIONS REJETÉES
000093-00001	357	1,247	\$3,645,800.00	13	\$28,400.00
TOTALS/TOTAUX:	357	1,247	\$3,645,800.00	13	\$28,400.00
----->END OF REPORT / FIN DU RAPPORT<-----					

## Rejected Application Details

A *Rejected Application Details Report*, which provides the following information, by Authorized Sales Agent ([see example provided](#)), will be prepared and forwarded with the package containing the envelopes of inscribed bonds:

- product description
- requisition ID
- Sales Agent branch
- bulk employee application ID (N/A)
- purchase file creation number
- purchase number
- reference number
- purchase amount
- registration
- record type
- record occurrence number
- element ID
- element description
- input value
- reject reason

The report will be packaged in the courier envelope with the [File Processing Control Summary Report](#) for distribution to the Delivery Destination. A copy of the report will be forwarded with the package containing the envelopes of inscribed bonds. Please note that if CSB and CPBs were submitted on the same purchase file, the reject report for the CPBs could be delivered with the Canada Savings Bond package.

To resubmit a rejected purchase application, the Authorized Sales Agent can make the corrections on the purchase file using the same purchase number as the original application, or they can send a copy of the reject report and a copy of the application with the corrected information on it through their **central branch**. All paper purchase applications including rejected applications should come through the central branch.

When terms and conditions do not allow reinstatement of a rejected application, e.g., an oversubscription, the customer is to be notified and the purchase price of the bonds refunded. In order to be refunded, the financial institution can provide the Bank of Canada with a [Negative Remittance Form S7](#) or make an adjustment on the next S7 Form of the same series.

## Zero Certificates Files

When there are no certificates issued, the Central Branch will receive the File Processing Control Summary Report, the [Delivery Destination Processing Summary Report](#) and the [Rejected Application Details Report](#). The Delivery Destination will receive the Delivery Destination Processing Summary Report and the Rejected Application Details Report.

## Example of Rejected Application Details Report

2008-01-07 11:52 E  
 RETAIL DEBT MANAGEMENT SYSTEM/  
 SYSTEME DE GESTION DES TITRES DE DETTE DETENUS PAR LES PARTICULIERS  
 PAGE: 1

REJECTED APPLICATION DETAILS/DETAILS-SOUSCRIPTIONS REJETEES

REQUISITION ID/CODE DEMANDE: 504BOC980012827

SALES AGENT BRANCH/SUCC AG VEND: 00003-000392 ROYAL BANK OF CANADA  
 BANQUE ROYALE DU CANADA

BULK EMPL APPL ID/CODE SOUSCR. COLL.: 00000000 PURCHASE FILE CREATION NUMBER/NUM'ERO DE CR'EATION DE FICHER: 20080003

PURCHASE NBR/NO D'ACHAT: 00000703 REF NB/NO R'EF.: 0200010000028541  
 PURCHASE AMOUNT/MONTANT-SOUSCRIPTIONS: \$100.00

REGISTRATION/: 01 JOHN DAVID SAMPLE  
 SOUSCRIPTION AND SURVIVOR

RECORD TYPE/TYPE D'ENREGISTREMENT: B  
 RECORD OCCUR. NBR/NBRE OCC. ENREGISTREMENT: 1  
 ELEMENT ID/CODE DE L'EL'EMENT: 22  
 ELEMENT DESCRIPTION/DESCRIPTION 'EL'EMENT: NAME LINE 1 / NOM LIGNE 1  
 INPUT VALUE/VALEUR DE L'INTRANT: JOHN DAVID SAMPLE AND SURVIVOR

REJECT REASON/MOTIF DU REJET: RDMN20122: MUST BE AT LEAST 2 PARTIES FOR REGISTRATION TYPE  
 RDMN20122: LE TYPE D'IMMATRICULATION EXIGE AU MOINS DEUX CLIENTS

## Sales Agent Branch Certificate Shipping Summary

A *Sales Agent Branch Certificate Shipping Summary Report*, which provides the following information, by Authorized Sales Agent ([see example provided](#)), will be prepared and forwarded with the package containing the envelopes of inscribed bonds:

- product description
- requisition ID
- packaging type
- central branch
- delivery destination
- Sales Agent branch
- Sales Agent address
- total applications rejected
- total value rejected
- product type
- total certificates shipped
- total shipment value



## Certificate Details

A *Certificate Details Report*, which provides the following information, by Authorized Sales Agent ([see example provided](#)), will be prepared and forwarded with the package containing the envelopes of inscribed bonds:

- requisition ID
- product type
- Sales Agent branch
- bulk employee application ID (N/A)
- purchase file creation number
- registration
- customer ID
- purchase number
- reference number
- certificate ID
- denomination
- number of certificates
- par value
- total par value

Example of Certificate Details Report

2008-01-07 11:52 E	RETAIL DEBT MANAGEMENT SYSTEM/ SYSTEME DE GESTION DES TITRES DE DETTE DETENUS PAR LES PARTICULIERS			PAGE: 1
	CERTIFICATE DETAILS/RENSEIGNEMENTS SUR LES CERTIFICATS/			
REQUISITION ID/CODE DEMANDE:	504BOC980012827			
PRODUCT TYPE/TYPE DE PRODUIT:	09	CANADA SAVINGS BOND OBLIG. D'EPARGNE DU CAN.		
SALES AGENT BRANCH/SUCC AG VEND:	00003-009243	ROYAL BANK OF CANADA BANQUE ROYALE DU CANADA		
BULK EMPLOYEE APPLICATION ID/CODE DE LA SOUSCRIPTION COLLECTIVE:	00000000			
PURCHASE FILE CREATION NUMBER/NUMERO DE CREATION DE FICHER:	20080009			
<b>REGISTRATION/ SOUSCRIPTION</b>	<b>CERTIFICATE ID/CODE DE CERTIFICAT</b>	<b>DENOMINATION/ COUPURE</b>	<b>NBR OF CERTS/ NBR DE CERT</b>	<b>PAR VALUE/ VALEUR NOMINALE</b>
JOHN SAMPLE AND JANE SAMPLE AND SURVIVOR CUST ID/CODE CLIENT: 8800444609 PURCHASE NO/NO DE L'ACHAT: 87678903 REF NB/NO R'EF.: 020001000039552	CS52F9514008L	100	1	\$100.00
TOTAL PAR VALUE/TOTAL DES VALEURS NOMINALES:				\$100.00
MARY SAMPLE AND JANE SAMPLE AND SURVIVOR CUST ID/CODE CLIENT: 0881450497 PURCHASE NO/NO DE L'ACHAT: 78656487 REF NB/NO R'EF.: 030002000045553	CS52F9425703H	100	1	\$100.00
TOTAL PAR VALUE/TOTAL DES VALEURS NOMINALES:				\$100.00
TOTAL NUMBER OF CERTIFICATES AND VALUE SHIPPED TO SALES AGENT BRANCH OR S11 COMPANY/NUMERE TOTAL DE CERTIFICATES ET VALEUR ENVOYES			2	\$200.00
AU SUCCURSALE AGENT VENEUR OU COMPANIE S11:				

## Packaging / Shipping

Inscribed bonds will be enveloped by purchase application (i.e., one window envelope for each application form submitted), to a maximum of nine certificates per envelope. If more than nine certificates are requested on one purchase application, two or more envelopes will be used. Each envelope will be sealed, with the registration appearing in the window.

Envelopes containing inscribed bonds will be bundled according to Sales Agent Branch, and bound with an elastic band. The bundles of envelopes will then be placed in grey plastic envelopes (40.5 cm by 33 cm), in the reverse order as the applications appear on the tape and listed on the [Certificate Details Report](#). The grey plastic envelope can hold 150 to 200 envelopes. Where the number of envelopes being returned to a single Sales Agent Branch exceeds the number that can be placed in a grey plastic envelope, more than one grey plastic envelope will be used, and numbered consecutively.

### NOTE

The [Sales Agent Branch Certificate Shipping Summary Report](#), the Certificate Details Report and the [Rejected Application Details Report](#) will be in the last grey plastic envelope of the bond package going to the Branch.

Prior to certificates being delivered, the Canada Savings Bonds Office will fax the institution identified as the Delivery Destination, advising it of the upcoming shipment. If the shipment is not received, please call **1 888 646-2626**, 8 a.m. to 8 p.m. Eastern Time, Monday to Friday.

Each grey plastic envelope will have an attached label, indicating the following information:

- name and mailing address of the Authorized Sales Agent
- branch transit number
- par value of certificates being shipped
- number of envelopes in the shipment

### Example of Label for Grey Plastic Envelope #1

Sales Agent Name Transit: 12345654321	
1234 Hazeldean Road	
Kanata, Ontario	
A1B 2C3	
\$150.000	1 of 2

**Example of Label for Grey Plastic Envelope #2**

Sales Agent Name Transit: 12345654321 1234 Hazeldean Road Kanata, Ontario A1B 2C3  \$150,000  2 of 2
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Each grey plastic envelope will be placed in a cardboard box or a courier envelope. Each cardboard box can hold up to 1,600 grey plastic envelopes. When there are sufficient grey plastic envelopes for one Sales Agent Branch, only this organization's bonds will be packaged in the cardboard box. Multiple Sales Agent Branches will be packaged in the same cardboard box; if required.

Each cardboard box will have an attached label, indicating the following information:

- name and mailing address of the Processing Service Provider
- number of boxes in shipment

**Example of Label for Cardboard Box #1**

PROCESSING SERVICE PROVIDER 20 King St. West, Toronto, Ontario M5H 1C4  1 of 2
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**Example of Label for Cardboard Box #2**

PROCESSING SERVICE PROVIDER 20 King St. West, Toronto, Ontario M5H 1C4  2 of 2
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## Missing, Damaged, Tampered or Lost Certificates

From time to time certificates go missing, are lost, while in the custody of the Authorized Sales Agent, or are lost by the client.

### Missing from shipment

In the event that certificates are missing from a shipment to an Authorized Sales Agent and if this shortage cannot be attributed to rejected transactions, the Canada Savings Bonds Office will issue replacement certificates. Please note that if CSB and CPBs were submitted on the same purchase file, the reject report for the CPBs could be delivered with the Canada Savings Bond package. The Central Branch of the Processing Service Providers must:

- fax to **(613) 782-8096**, a copy of the [Certificate Details Report](#) identifying the missing certificate(s) along with covering letter, on the institution's letterhead, indicating that the certificate(s) was (were) missing from the shipment and giving instructions for delivery of the replacement certificate(s).

### Damaged or Tampered Shipment

It is possible that a package including certificates gets damaged or tampered with during the Delivery process. Upon refusal of the delivery of a shipment because a package is either damaged, seems to have been tampered with or the seal is broken, the Authorized Sales Agent must contact the Canada Savings Bonds office immediately by calling **1 888 646-2626**, 8 a.m. to 8 p.m. Eastern Time, Monday to Friday, and provide the following information:

- the date the shipment was refused;
- the value of the shipment (if known);
- the location from which the shipment originated;
- the delivery destination;
- the courier dispatch or the Trace number.

Upon receipt of this information, appropriate arrangements will be made for the certificates to be replaced.

## Lost by Authorized Sales Agents

If certificates are lost while in the custody of the Authorized Sales Agent, contact the Canada Savings Bonds office at **1 888 646-2626**, 8 a.m. to 8 p.m. Eastern Time, Monday to Friday for instructions concerning the replacement of lost certificates.

A Bond of Indemnity is not required in the following circumstances:

- when the bond goes missing, and the envelope has not yet been released to the client;
- when an Authorized Sales Agent (for whom a financial institution processes) notices that a bond is missing and has not yet released the envelope to the client;
- when the envelope is opened by the client in the presence of a financial institution employee who notices that a bond is missing.

In all other cases of lost or missing certificates including lost in transit, a Bond of Indemnity, complete with corporate seal of the Authorized Sales Agent, is required.

Authorized Sales Agents wishing to apply for a Blanket Bond of Indemnity should contact:

**Assistant Director - Retail Debt - Contract Management & Business Analysis  
Funds Management and Banking Department,  
11th West Tower, Bank of Canada  
234 Wellington St., Ottawa, ON K1A 0G9**

## Lost by Client

Certificates lost, destroyed or stolen while in the custody of a client should be reported to the Canada Savings Bonds Office, by the client, at **1 800 575-5151**, 8 a.m. to 8 p.m. Eastern Time, Monday to Friday (teletypewriter only **1 800 354-2222**).