

---

# Quick Start Guide





# Let's get your business shipping with Purolator!

Thank you for choosing Purolator as your courier partner. For 60 years, we've delivered Canada's promises—and built one of our country's most extensive transportation networks along the way.

At Purolator, we're continually investing to serve you better, enhancing our digital capabilities, expanding our ground services and offering Logistics services—all to meet the evolving needs of customers like you. We're building new, best-in-class solutions to help deliver your promises, today and tomorrow.

Online Shipping | [purolator.com](https://purolator.com)

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

For full details and additional information on Purolator Services and Solutions, please see the [Purolator Terms and Conditions of Service](#) at [purolator.com](https://purolator.com).


# Online Shipping | purolator.com

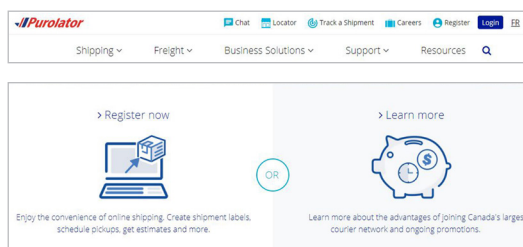
With Purolator online shipping (E-Ship® Online), you can quickly perform important shipping functions. Through **purolator.com**, easily create outbound and return shipments, schedule pickups, estimate time and cost, order shipping supplies, schedule freight shipments, and more.

After your registration is validated and you are logged into your account, you'll see your Account Dashboard. From the dashboard, you can track your recent shipments and scheduled pickups in real time, and access your account profile with one click. Use the Quick Links along the left-hand side for common functions like [Create a Shipment](#) and [Schedule a Pickup](#).


## Get Started Now!

### Register for Online Shipping

1. Go to **www.purolator.com** and click the  **Register** button in the top menu and click the [> Register now](#) option in the pop-up window.



2. Select *Register your existing Purolator Business Account number*. Complete the User Details section and click the **Next** button.

**TIP:** Click the  icons for more detailed definitions or for instructions.

### > Online Shipping | purolator.com

#### Register for Online Shipping

[Set or Change Default Preferences](#)  
[Manage Address Book](#)  
[Estimate Time & Cost](#)  
[Create a Shipment](#)  
[Cancel a Shipment](#)  
[Schedule a Pickup](#)  
[Track a Shipment](#)  
[Manage Accounts](#)  
[Order Supplies](#)

[Purolator E-Ship® Server \(ESS\)](#)

[Invoice and Payment Options](#)

[Additional Contact Information](#)

3. Enter your shipping and billing Information along with your Account Number. Agree to the Purolator Online Shipping Licence and click the **Register** button.

The screenshot shows the 'Shipping & Billing Information' step of the Purolator registration process. It includes fields for 'Shipping address' (Company Name, Department, Contact Name, Country, Postal Code, City, Province, Street Number, Suffix, Street Name, Street Type, Division, Suite #, Floor #, Entry Code / Buzz #, Address 2, Address 3, Phone Number, Ext.) and 'Billing information' (Account Number, Give this account a name). A checkbox for 'I agree to the Purolator Online Shipping License' is present, along with a 'Download a copy of the Purolator Online Shipping License (PDF)' link. The 'Register' button is at the bottom right.

4. Once your registration is confirmed online, you'll receive an email from Purolator asking you to activate your registration. Click on the activation link in the email.

**TIP:** If you don't receive your activation email within one hour, check your junk folder—and be sure to add Purolator to your list of safe senders. You can also go to **purolator.com** to resend the activation email. If you continue to experience issues, contact the Shipping Channel Service Desk at 1 800 459-5599.

The screenshot shows the 'Registration Successful' page. It displays a welcome message to Jane Smith, her username (Jane Smith test), and her Purolator Business Account number (0000010). It also includes a note to check the email for activation instructions within the next 72 hours.

The screenshot shows the content of an activation email from Purolator. It includes a greeting to Jane, a thank you for registering, and instructions to activate the shipping profile. It also lists benefits of online shipping registration, such as extending credit and tracking shipments. The email is signed by Purolator Inc. and includes a copyright notice.

5. Click the URL in the activation email. The URL will direct you to the User Activation page. Enter your Password and click the **Activate User** button to complete your account registration and Online Shipping registration.

The screenshot shows the 'Activate' page. It prompts the user to activate their profile and provides fields for 'Username' (Jane Smith test) and 'Password'. The 'Activate User' button is at the bottom right.

## > Online Shipping | purolator.com

### Register for Online Shipping

Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
Create a Shipment  
Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information



## Set or Change Default Preferences

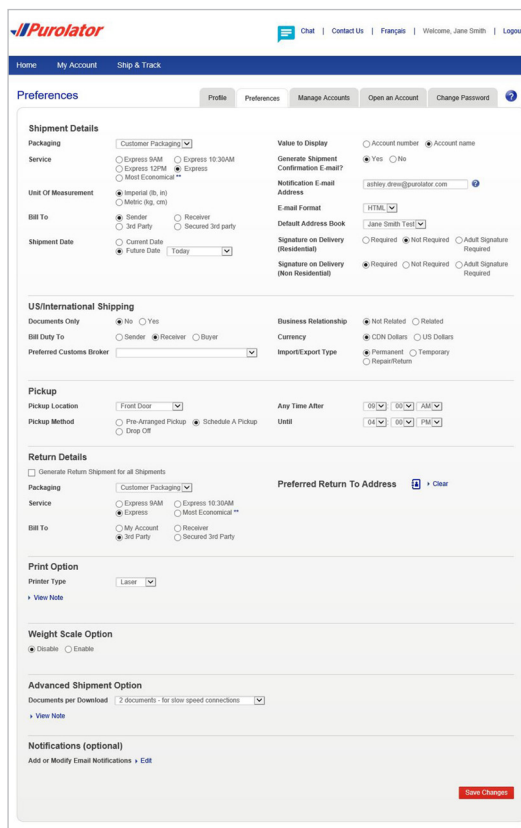
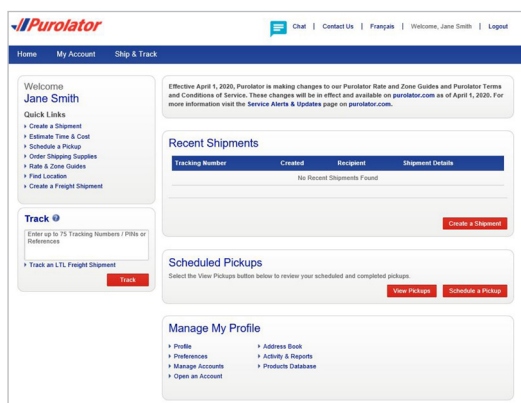
1. From the dashboard area, under Manage My Profile, select *Preferences*. Or, select your preferences from the My Account drop-down menu.

2. Customize your account with your preferred settings for shipment details, U.S./International Shipping, Return Details and more.

3. Click the **Save Changes** button. A pop-up window will confirm your changes.

**TIP:** Set the shipment details section to accurately reflect the type of packaging and level of service you need. This will be reflected as your service level default that can be adjusted on an individual shipment level, via drop-down.

**NOTE:** In the preferences section, you can set and manage your printer (thermal or laser), email notifications, delivery exceptions, Signature required/not required and Adult Signature Required preferences and set the default for a return label. You can also find the future date shipments and third-party options.



### > Online Shipping | purolator.com

Register for Online Shipping

**Set or Change Default Preferences**

Manage Address Book

Estimate Time & Cost

Create a Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

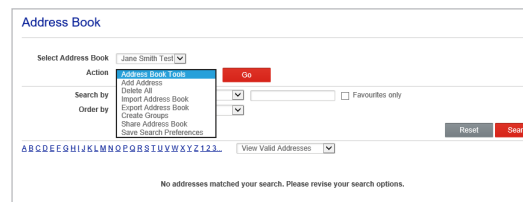
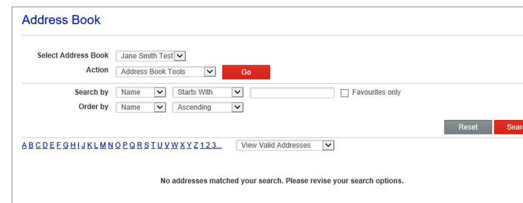
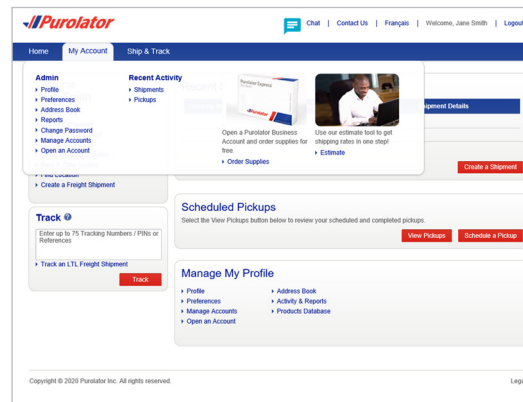
Additional Contact Information

## Manage Address Book

1. From the dashboard area, under My Account, select *Address Book* to create groups for batch shipping.

2. In the pop-up window, under Action, select *Create Groups* from the drop-down menu.

**NOTE:** In the Action drop-down menu, you can also import, export, share address books and gain access to many more address book features.



### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences

#### Manage Address Book

Estimate Time & Cost  
Create a Shipment  
Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

## Estimate Time & Cost

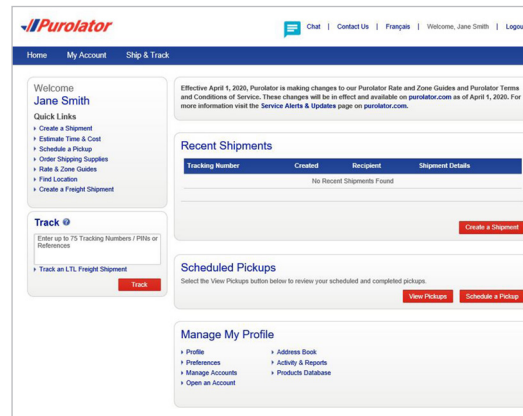
1. Select *Estimate Time & Cost* from the Ship & Track drop-down menu or from the Quick Links on the Home screen.

2. Select the desired account, fill out the From, To, Date and Packaging fields, and click the **Estimate** button.

**NOTE:** When shipping with Customer Packaging and/or creating multiple shipments to the same address, select the *Add Dimensions* button to enter in the box(es) dimensions in the pop-up window.

3. Review the estimated delivery date, service type and cost details. Click the **Ship** button to *Create a Shipment*.

**TIP:** To get a Saturday service estimate, click on the calendar and select a Saturday date. In the bottom table of options on the left-hand screen, select *Additional Options*. Select Saturday Pickup and click estimate.

This is a screenshot of the 'Estimate Time & Cost' form. It includes fields for 'Account' (Jane Smith), 'From' (A1A1A1), 'To' (Canada), 'Postal Code', 'Date' (2020-04-01), and 'Packaging' (Customer Packaging). There are also fields for 'Pieces' (1), 'Total Weight' (1 lb), and 'Declared Value' (\$0.00). An 'Add Dimensions' button is present. A red 'Estimate' button is at the bottom right.The screenshot shows the results of the estimate. It includes a table with columns 'Deliver By', 'Delivery Service', and 'Estimated Cost'. The table shows two options: 'Priority' (March 13, 12 p.m., \$24.52) and 'Friday' (March 13, End of day, \$31.58). A 'SHIP' button is at the bottom right. Below the table, there's a 'Package' section with details like 'Package: Express Envelope', 'Service: Purolator Express Envelope', 'Pieces: 1', 'Total Weight: 1 lb', and 'Specialized Services: Signature on Delivery - (Not Required)'. A 'SHIP' button is also present in this section.

### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book

#### **Estimate Time & Cost**

Create a Shipment  
Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options


Additional Contact Information



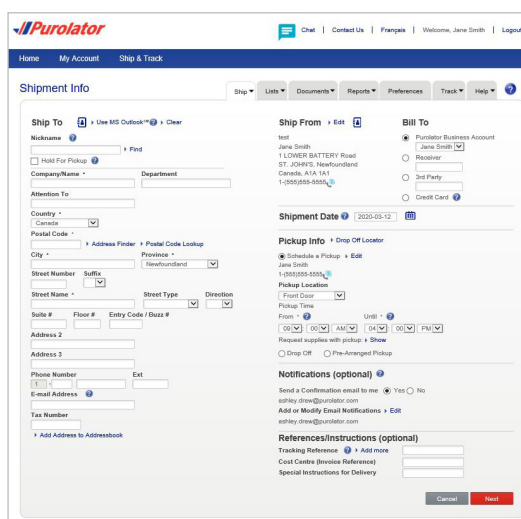
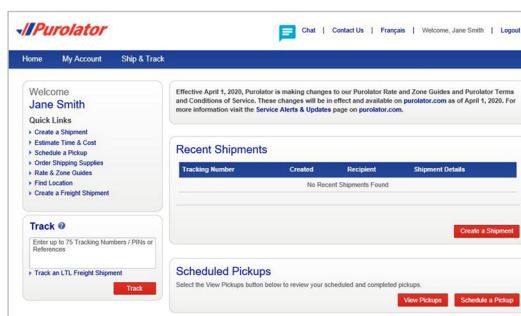
## Create a Shipment

1. Select *Create a Shipment* from the Ship & Track drop-down menu or from the Quick Links on the Home screen.
2. Fill out the Ship To, Bill To, Shipment Date, Pickup Info and optional Notifications or References/Instructions fields. Verify that your Ship From address is correct. When complete, click the **Next** button.

**TIP:** To send the shipment to a pick up location, click the *Hold For Pick Up* option under *Nickname*, enter the receiver's postal code in the pop-up window and click **Submit**. A list of all pickup locations within the designated radius will populate. Click the **Select** button to choose the pickup location.

**TIP:** Click the *Add Address to Address Book* link at the bottom of the Ship To information. Once added, simply click the  icon to access saved shipping recipients or senders. To look up acceptable addresses, use the **Postal Code Lookup** button and enter the address in the field in the pop-up window.

**TIP:** Use the Notification options feature to notify you and/or your customer when a shipment has been delivered successfully and/or when exceptions (shipment interruptions) occur.



### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
**Create a Shipment**  
Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)  
Invoice and Payment Options  
Additional Contact Information

3. Enter the package's shipment details, including Package Type, Service, Number of Pieces, Total Weight and any additional shipment options.

**TIP:** Ensure your package meets Purolator package acceptance guidelines. **Guidelines** for size, packaging and labels are available at **purolator.com**.

**TIP:** Before you confirm your shipment, click the **Estimate** button to get the total cost estimate for your shipment, including base cost, surcharges and taxes, all in one step!

4. Click the **Ship Now** button to complete your shipment.

**NOTE:** If you're shipping to a U.S./International destination—and the shipment is not documents only, you will be prompted to complete the Customs & Clearance form after entering the shipment details.

5. Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the **Cancel Shipment** button and recreate the shipment.

6. Click the **View and Print** button to access your shipping documents.

**NOTE:** For additional information on group and batch shipping on Purolator's E-Ship® Online, please contact us at 1 800 459-5599 option 2.

This screenshot shows the 'Shipment Details' form in the Purolator E-Ship Online interface. The form is divided into two main sections: 'Shipment Options' and 'Upgrade Options'. Under 'Shipment Options', users can select a 'Package Type' (e.g., Express Envelope), 'Service' (e.g., Purolator Express Envelope), 'Number of Pieces' (e.g., 1), and 'Total Weight' (e.g., 1 kg). There are also fields for 'Declared Value' and 'Signature on Delivery'. The 'Upgrade Options' section allows users to select a 'Purolator Express Envelope 12PM' or 'Purolator Express Envelope' and to 'Ship with Purolator Freight'. At the bottom, there are buttons for 'Previous', 'Cancel', 'Estimate', and 'Ship Now'.

This screenshot shows the 'Shipment Details' form in the Purolator E-Ship Online interface. The form is divided into two main sections: 'Shipment Options' and 'Upgrade Options'. Under 'Shipment Options', users can select a 'Package Type' (e.g., Express Envelope), 'Service' (e.g., Purolator Express Envelope), 'Number of Pieces' (e.g., 1), and 'Total Weight' (e.g., 1 kg). There are also fields for 'Declared Value' and 'Signature on Delivery'. The 'Upgrade Options' section allows users to select a 'Purolator Express Envelope 12PM' or 'Purolator Express Envelope' and to 'Ship with Purolator Freight'. At the bottom, there are buttons for 'Previous', 'Cancel', 'Estimate', and 'Ship Now'.

This screenshot shows the 'Shipment Confirmation' form in the Purolator E-Ship Online interface. The form is divided into three main sections: '1. Confirm Shipment Details', '2. Print Shipping Document', and '3. What Would You Like To Do Next?'. The 'Confirm Shipment Details' section shows a summary of the shipment, including the 'To' address (ABC Company, 1 POLYCON Road, GRAND FALLS-WINDSOR, Newfoundland, Canada, A2A 2A2), the 'From' address (Jane Smith, 1 LONER BATTERY Road, ST. JOHN'S, Newfoundland, Canada, A1A 1A1), and the 'Pickup' date and time (Monday, March 30, 2020, 09:00 - 16:00). The 'Print Shipping Document' section provides a link to 'Print Shipping Document' and a 'View and Print' button. The 'What Would You Like To Do Next?' section offers options to 'Create another shipment', 'Order Shipping Supplies', or 'Generate a manifest'. At the bottom, there is a 'Sign Off' button.

## > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
**Create a Shipment**  
Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)  
Invoice and Payment Options  
Additional Contact Information

## Shipping dangerous goods

1. Select *Create a Shipment* from the Ship & Track drop-down menu or from the Quick Links on the Home screen.

The screenshot shows the Purolator Home page for user Jane Smith. The 'Ship & Track' menu is highlighted. The 'Quick Links' section includes: Create a Shipment, Estimate Time & Cost, Schedule a Pickup, Order Shipping Supplies, Rate & Zone Guides, Find Location, and Create a Freight Shipment. The 'Track' section has a field for tracking numbers and a 'Track' button. The 'Recent Shipments' table is empty. The 'Scheduled Pickups' section has a 'View Pickups' button. The 'Manage My Profile' section includes links for Profile, Preferences, Manage Accounts, Address Book, Activity & Reports, and Products Database.

2. Fill out the Ship To, Bill To, Shipment Date, Pickup Info and optional Notifications or References/Instructions fields. Verify that your Ship From address is correct. When complete, click the **Next** button.

The screenshot shows the 'Shipment Info' form. The 'Ship To' section includes fields for Nickname, Company Name, Department, Attention To, Country, Postal Code, City, Street Number, Street Name, Suite #, Address 2, Address 3, Phone Number, E-mail Address, and Tax Number. The 'Ship From' section includes fields for Ship From, Ship To, and Bill To. The 'Shipment Date' is set to 2020-03-12. The 'Pickup Info' section includes fields for Pickup Location, Pickup Time, and Pickup Date. The 'Notifications (optional)' section includes a checkbox for 'Send a Confirmation email to me' and a checkbox for 'Add or Modify Email Notifications'. The 'References/Instructions (optional)' section includes fields for Tracking Reference, Cost Centre (Invoice Reference), and Special Instructions for Delivery. The 'Next' button is highlighted.

### > Online Shipping | purolator.com

Register for Online Shipping

Set or Change Default Preferences

Manage Address Book

Estimate Time & Cost

**Create a Shipment**

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information



3. In the *Shipment details*, complete the required sections and select the *Dangerous Goods Indicator*.

4. Select the category of Dangerous Goods

- a. Limited Quantity (ground only)
- b. <500 kg (ground only)
- c. Fully Regulated
- d. UN1845 – Dry Ice
- e. UN3373 – Biological Substance

**NOTE:** Please ensure that you are in compliance with all regulatory requirements as described in the Transportation of Dangerous Goods Regulations (TDGR) and the International Civil Aviation Organization Technical Instructions (ICAO TI) as applicable.

**NOTE:** If the *Dangerous Goods Indicator* is not available, then no dangerous goods service is provided to the destination and/or using the service requested.

5. Click the **Ship Now** button to complete your shipment.

6. Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the **Cancel Shipment** button and recreate the shipment.

7. Click the **View and Print** button to access your shipping documents.

## > Online Shipping | purolator.com

Register for Online Shipping

Set or Change Default Preferences

Manage Address Book

Estimate Time & Cost

**Create a Shipment**

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

## To generate a return shipment label with your outbound shipment:

1. When completing the shipment details, select the *Generate return shipment labels to include with your shipment* box and click the **Next** button.

**TIP:** A return label should be included with your outbound shipment.

2. Verify the Return From and Return To addresses. Fill out the Bill To, Shipment and Upgrade Options and optional Notifications or References/Instructions fields. When complete, click the **Ship Now** button.

3. Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the **Cancel Shipment** button and recreate the shipment.

## > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
**Create a Shipment**  
Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)  
Invoice and Payment Options  
Additional Contact Information

- Click the **View and Print** button to access your shipping documents, including your return shipping label.

### To generate a return shipment label without an outbound shipment:

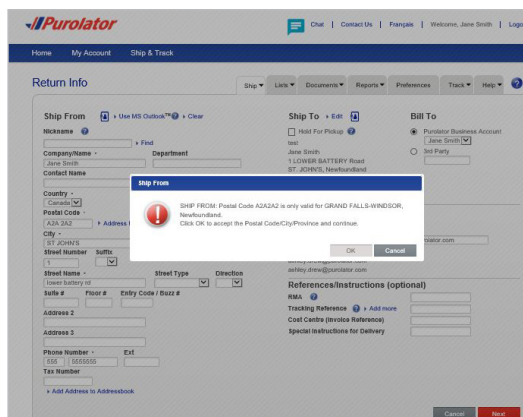
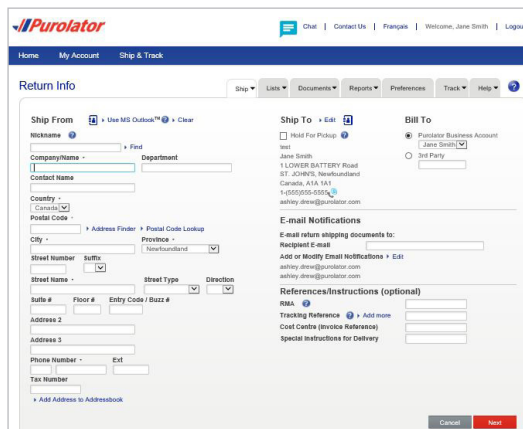
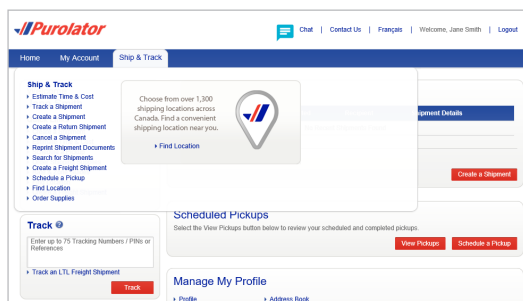
- In the drop-down menu in *Ship & Track*, select *Create a Return Shipment*.

- Complete the shipment details in the *Ship From* screen and then enter the recipient's email address in the *Ship To* screen. The return label will be emailed the email in the *Recipient E-mail* field.

**OPTIONAL:** Under References/Instructions in the *Ship To* screen, enter your reference number in the RMA field for easy reconciliation.

- Verify the details of your shipment, including addresses, shipping date and package details and click the **Next** button.

- Click OK in the pop-up window.



### > Online Shipping | purolator.com

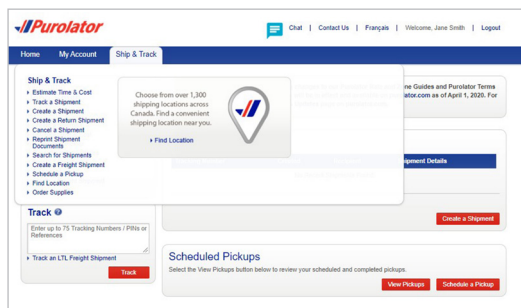
Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
**Create a Shipment**  
Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)  
Invoice and Payment Options  
Additional Contact Information

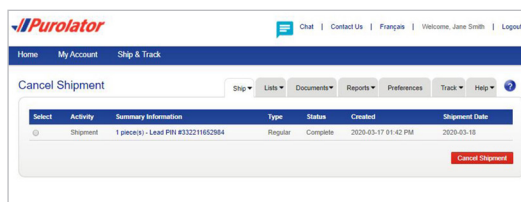


## Cancel a Shipment

1. From the Ship & Track drop-down menu, select *Cancel a Shipment*.

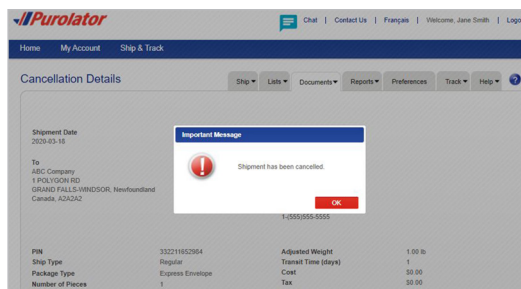


2. From your list of created shipments, select the shipment you wish to cancel and click the **Cancel Shipment** button.



3. Confirm your request by clicking the **OK** button in the pop-up window. Click the **OK** button again to review the cancellation details.

**NOTE:** You can cancel shipments up to 11:59:59 p.m. EST of the shipment creation date. After that time and once the Purolator invoice has been received with the applicable parcel identification number (PIN), a credit request can be directed to Accounts Receivable. You can call us at 1 888 SHIP-123 for additional help.



### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
Create a Shipment  
**Cancel a Shipment**  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)  
Invoice and Payment Options  
Additional Contact Information

## Schedule a Pickup

1. Select *Schedule a Pickup* from the Ship & Track drop-down menu or from the Quick Links on the Home screen.

2. Verify that the pickup address is correct, and enter the date and destination and shipment information for your package.

**TIP:** To request Purolator supplies upon pickup, click the Show link and select Purolator Express® Envelope, Purolator Express® Pack or Labelope for your package.

3. Click the **Submit Pickup Request** button to schedule your pickup.

**TIP:** To change or cancel a scheduled pickup, select the *Modify/Void Pickup* tab in the right-hand corner.

The screenshot shows the Purolator Home page. In the 'Quick Links' section, 'Schedule a Pickup' is listed as one of the options. Other links include 'Create a Shipment', 'Estimate Time & Cost', 'Order Shipping Supplies', 'Rate & Zone Guides', 'Find Location', and 'Create a Foreign Shipment'. There is also a 'Track' section with a search bar and a 'Track' button.

The screenshot shows the 'Schedule a Pickup' form. It has three main sections: 'Pickup Address' (with a 'Show' link), 'Date and Destination' (with fields for Pickup Date, Pickup Time, and Unit), and 'Shipment Information' (with a table for Destination, # of Pieces, Weight, and Unit). There is also a 'Request supplies with pickup' section with a 'Show' link.

The screenshot shows the 'Schedule a Pickup' confirmation page. It displays the 'Pickup Summary' and 'Shipment Information'. The pickup is confirmed for Wednesday, March 10, 2020, at 09:00 AM to 04:00 PM. The pickup address is 1 LOWER BATTERY ROAD, ST. JOHN'S, NEWFOUNDLAND, CANADA, A1A 1A1. The shipment information shows 1 piece weighing 1.8 lb.

### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
Create a Shipment  
Cancel a Shipment  
**Schedule a Pickup**  
Track a Shipment  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)  
Invoice and Payment Options  
Additional Contact Information

## Track a Shipment

1. On the Home screen, enter the tracking number or parcel Identification Number (PIN) of a recent shipment (do not include spaces) in the track box. Then click **Track** button.

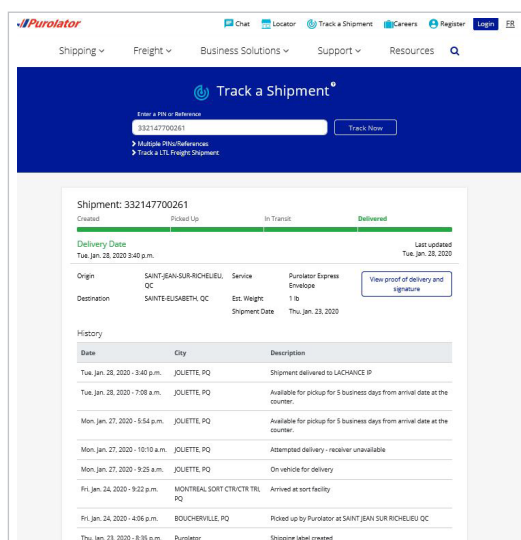
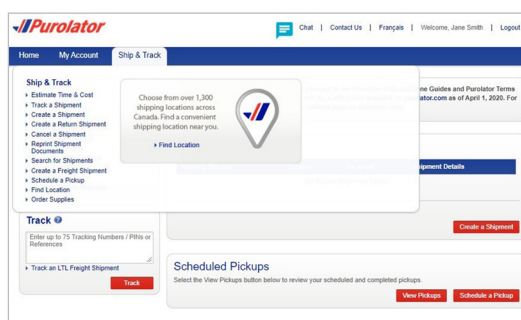
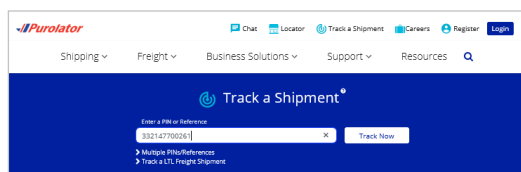
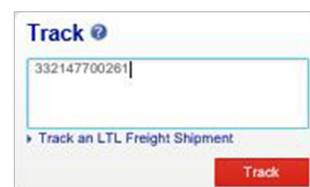
**NOTE:** When you click on the Track button, you will be automatically moved over to our tracking interface on **purolator.com**

Or, from the Ship & Track drop-down menu, select *Track a Shipment*. Enter the Tracking Number or PIN of a recent shipment (do not include spaces) in the Track box, then click the **Track Now** button.

**NOTE:** You can track up to 75 PINs in one search. Each PIN should be separated by any one of the following; new line, space, comma or semicolon.

2. A Shipment Summary will display the package's status along with shipment details. If the piece has been delivered, the signature will be available within 24 hours.

If you're tracking a multi-item shipment, the status of each item will be displayed on the Home screen. Simply click the desired tracking number to obtain more detailed information on that item.



### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
Create a Shipment  
Cancel a Shipment  
Schedule a Pickup  
**Track a Shipment**  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)

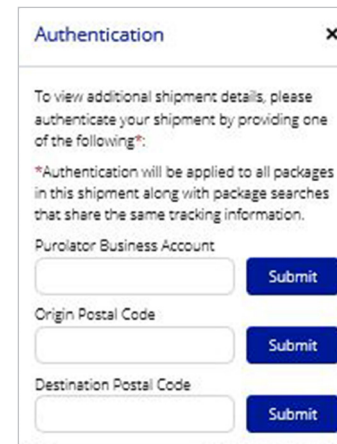
Invoice and Payment Options

Additional Contact Information

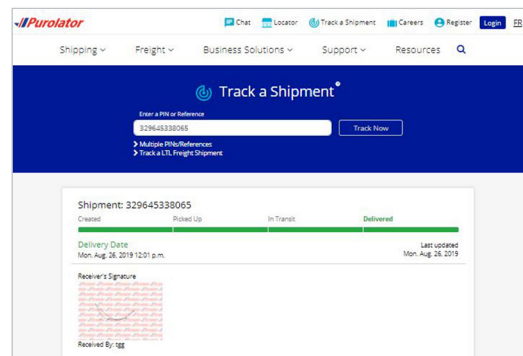


**TIP:** Click the *View proof of delivery and signature* link, and enter any one of the following; Purolator Business Account number, origin postal code or the destination postal code to view proof of delivery.

**TIP:** Use the Email Notification feature to request a notification as soon as your shipment is successfully delivered.



An authentication modal box titled "Authentication" with a close button (X) in the top right corner. The text inside reads: "To view additional shipment details, please authenticate your shipment by providing one of the following\*:" followed by a note: "\*Authentication will be applied to all packages in this shipment along with package searches that share the same tracking information." Below this, there are three input fields, each with a "Submit" button to its right: "Purolator Business Account", "Origin Postal Code", and "Destination Postal Code".



A screenshot of the Purolator website's "Track a Shipment" page. The header includes the Purolator logo and navigation links: Chat, Locator, Track a Shipment, Careers, Register, Login, and EB. Below the header is a navigation bar with links for Shipping, Freight, Business Solutions, Support, and Resources. The main section is titled "Track a Shipment" and features a search bar with the text "Enter a PIN or Reference" and a "Track Now" button. Below the search bar, there are links for "Multiple PINs/References" and "Track a LTL Freight Shipment". The main content area displays shipment details for "Shipment: 329645338065", including a progress bar with stages "Created", "Picked Up", "In Transit", and "Delivered". It also shows the "Delivery Date" as "Mon, Aug. 26, 2019 12:01 p.m." and the "Last updated" time as "Mon, Aug. 26, 2019". A "Receiver's Signature" section shows a redacted signature, and the "Received By" is listed as "tgg".

## > Online Shipping | purolator.com

- Register for Online Shipping
- Set or Change Default Preferences
- Manage Address Book
- Estimate Time & Cost
- Create a Shipment
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment**
- Manage Accounts
- Order Supplies

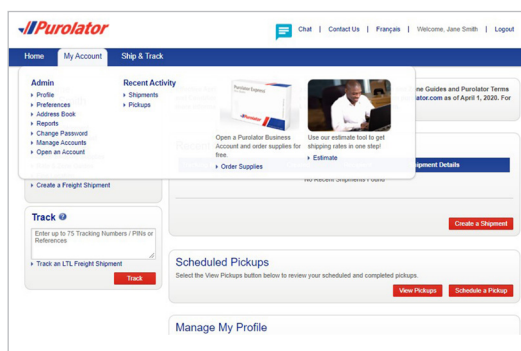
Purolator E-Ship® Server (ESS)

Invoice and Payment Options

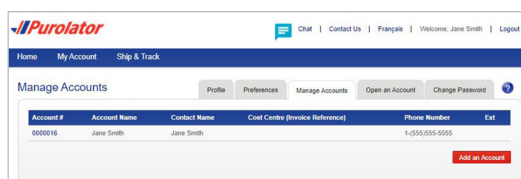
Additional Contact Information

## Manage Accounts

1. From the My Account drop-down menu, select *Manage Accounts*.



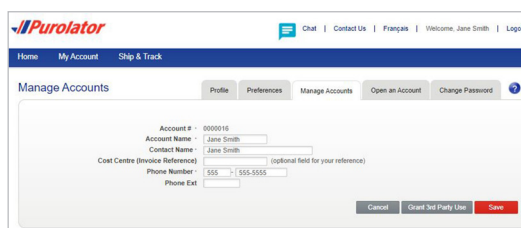
2. Here, you can add, edit or delete the account numbers listed in your profile. To add an account, click the **Add an Account** button.



3. Enter your account #, name and contact information and click the **Save** button.

**NOTE:** Be sure to enter your account number in this section. Receiver and Third-Party Account numbers should only be used if the “Users” Account number is the same as the Purolator Head Office Account number.

**TIP:** Need additional help? Visit the [Customer Support Centre](#), located under the Support drop-down menu on **purolator.com**, for FAQs, to Contact Us, to File a Claim and more.



### > Online Shipping | purolator.com


Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
Create a Shipment  
Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
**Manage Accounts**  
Order Supplies

Purolator E-Ship® Server (ESS)  
Invoice and Payment Options  
Additional Contact Information

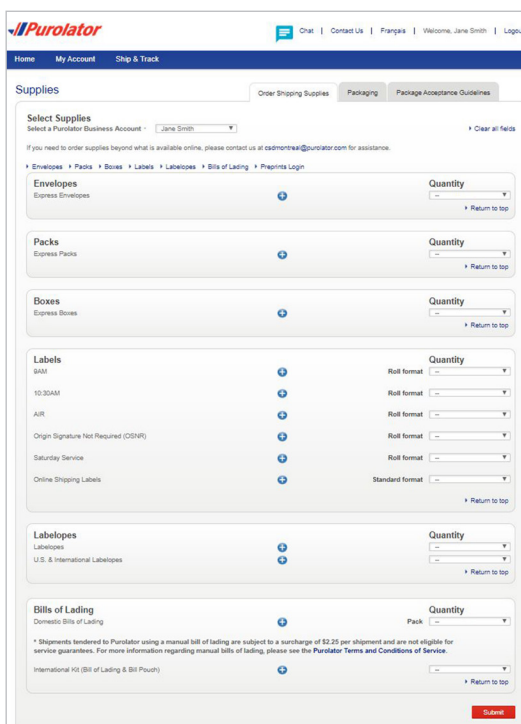
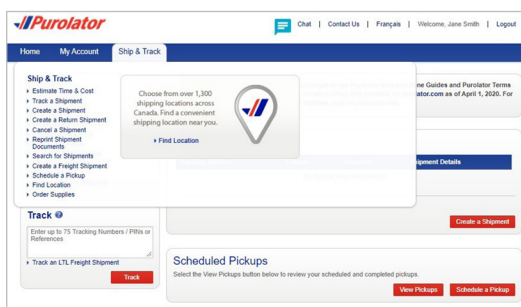
## Order Supplies

Purolator-branded packaging and supplies are available to you at no charge. Using Purolator's shipping supplies for your shipments ensures you're always meeting **packaging guidelines**.

1. From the Ship & Track drop-down menu, select *Order Supplies*.
2. Using the Quantity drop-down menu, select how many of each item you wish to order. When you're finished, click the **Submit** button.

**TIP:** Click the  icon for a detailed description of the item, including dimensions, description and label requirements.

**TIP:** Our “peel and stick” Online Shipping Labels can be used in inkjet and laser printers and are required for shipments created in Online Shipping.



### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
Create a Shipment  
Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
**Order Supplies**

Purolator E-Ship® Server (ESS)  
Invoice and Payment Options  
Additional Contact Information

3. Enter any additional comments or requests, verify order details and click the **Order** button.

The screenshot shows the Purolator website's 'Confirm Order' page. The header includes the Purolator logo, a chat icon, and links for 'Contact Us', 'Français', 'Welcome, Jane Smith', and 'Logout'. The main navigation bar has 'Home', 'My Account', and 'Ship & Track'. Below this, there are tabs for 'Supplies', 'Order Shipping Supplies', 'Packaging', and 'Package Acceptance Guidelines'. The 'Supplies' tab is active, showing a table of items to be shipped:

Item	Quantity
Express Envelopes	180 Envelopes
gSM - Roll format	30 Labels

Below the table is a 'Comments and Requests' text area. To the right, the 'Shipment Details' section shows the 'Purolator Business Account' for 'Jane Smith'. The 'Shipping Address' is listed as 'West, Jane Smith, 1 LOWER BATTERY ROAD, ST. JOHN'S, Newfoundland, Canada, A1A 1A1, 1-866-555-5555, ashley.drew@purolator.com'. At the bottom right, there is a checkbox for 'Click here to confirm supply shipping address' and two buttons: 'Previous' and 'Order'.

## > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book

Estimate Time & Cost

Create a Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

### **Order Supplies**

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information



# Purolator E-Ship® Server (ESS)

Purolator E-Ship® Server is our most powerful solution for centralized and fast-paced shipping environments. It is the ideal shipping solution for businesses that need to ship at least 25 packages a day.

With E-Ship® Server, you can easily create and manage your shipments using one streamlined shipping system, track shipments in real time, generate estimates, print shipping labels and more.

The Purolator team will install everything you need to get up and running—including a PC, monitor, keyboard, thermal printer and electronic scale—and provide you with the support you need to integrate E-Ship® Server with your existing systems.

For additional guidance and tutorials, click the Need Help? link located on every E-Ship® Server screen.

## Getting Started

1. From the Login screen, enter your User Name and Password.
2. Review the Welcome screen for a quick explanation of available features and functions, software updates and quick links to commonly used features.

The image displays two screenshots of the Purolator E-Ship Server (ESS) interface. The top screenshot is the login screen, featuring a red header with the Purolator logo and the text 'E-Ship™ Server'. Below the header, a form prompts the user to 'Please Enter User Name, Password to Login.' with fields for 'User Name', 'Password', and 'Language' (set to 'English'). A 'Log In' button is at the bottom right. The bottom screenshot is the 'Welcome' screen, also with a red header. It includes a navigation bar with 'Ship', 'Track', 'My Profile', 'System', and 'Help'. The main content area welcomes the user to the ESS and lists several features: shipping with multiple accounts, creating future-dated shipments, proactive notifications, return labels, default service preferences, real-time tracking, and custom reports. It also mentions 'Freight now available on ESS. Check.' and provides instructions for shipping LTL shipments, including carrier and service selection, and handling units. At the bottom, there are sections for 'New & Existing Users' (with links to update preferences or change location) and a 'Track' section with a 'Tracking Number' input field and a 'Track' button.

Online Shipping | purolator.com

### > Purolator E-Ship® Server (ESS)

#### Getting Started

Set or Change Default Preferences

Create a Shipment

Track a Shipment

Cancel a Shipment

Order Supplies

Invoice and Payment Options

Additional Contact Information

## Set or Change Default Preferences

Your default settings are set up upon installation with the help of your Purolator Technician. Should you wish to edit any of your preferences follow these easy steps:

1. From the My Profile drop-down menu, select *Settings*.

**Purolator E-Ship™ Server** Location: Purolator Inc. Ship Date: 12/18/2014 Home Quick Pickup Log out  
Logged in as: pd

**Ship Track My Profile System Help**

**Single/Multiple Use Settings**

Carrier: Purolator From Date: 12/18/2014 To Date: 12/18/2014

Current User Name: pd

User Name: [Text Area]

Enter Upto 25 User Name, One per Line

Clear Track

Terms and Conditions of Service If you are experiencing difficulties, please view our [help](#)

Powered by KEWILL

2. Customize your account with your preferred settings for Shipment Details, U.S./International Shipping, Return Details and more.

3. Click the **Save** button to confirm your changes.

**Purolator E-Ship™ Server** Location: Purolator Inc. Ship Date: 12/18/2014 Home Quick Pickup Log out  
Logged in as: pd

**Ship Track My Profile System Help**

**My Profile** Sender Return To Application Password Tracking Address Book Notification

Default Shipping/Tendering Location

No Default Address ☐ This setting is applicable on RMA Screen.

Current Location: [Dropdown]

Shipper Name: [Text]

Shipper Company: [Text]

Shipper Attention: [Text]

Address Line 1: [Text]

Address 2: [Text]

Address 3: [Text]

Country: [Dropdown]

City: [Text]

State/Province: [Dropdown]

Postal Code/ZIP: [Text]

Phone/Fax: [Text]

E-mail: [Text]

Government Id: [Text]

Only applicable to mailroom personnel

Default Rate Shop Key: [Text]

Clear

Delete All Reset All Save

Terms and Conditions of Service If you are experiencing difficulties, please view our [help](#)

Powered by KEWILL

Online Shipping | purolator.com

### > Purolator E-Ship® Server (ESS)

Getting Started

#### Set or Change Default Preferences

Create a Shipment

Track a Shipment

Cancel a Shipment

Order Supplies

Invoice and Payment Options

Additional Contact Information

## Create a Shipment

1. From the Ship drop-down menu, select *Warehouse*.

2. The screen is split into two sections: Receiver and Shipment. First, complete the Receiver information. Enter the customer ID code in the Customer Code field and hit the Tab key.

**TIP:** The first time you enter a Receiver address, select the ☐ [Add To Address Book](#) box at the bottom of the Receiver information. For future shipments, you can simply click the icon next to the Customer Code field to select the associated address from the Address Book.

3. Enter the shipment information. Select the Service, Shipment and Packaging Type, and the Weight and Dimensions.

**TIP:** Ensure your package meets Purolator package acceptance guidelines. **Guidelines** for size, packaging and labels are available at [purolator.com](http://purolator.com).

4. Click the  button to commit the package to the Shipment Table.

**TIP:** Click the  button to add any Shipment Level Options, such as ExpressCheque®, Saturday Delivery/ Pickup or Special Handling.

Online Shipping | [purolator.com](http://purolator.com)

### > Purolator E-Ship® Server (ESS)

Getting Started

Set or Change Default Preferences

#### Create a Shipment

Track a Shipment


Cancel a Shipment

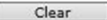
Order Supplies


Invoice and Payment Options

Additional Contact Information

**NOTE:** The Items and INTL tabs must be completed if you're shipping to the U.S. or international destinations. Note that the Items tab is subdivided by Details and Producer.

**TIP:** Click the  button to generate a Total Charge estimate, including the freight charge and taxes all in one step!

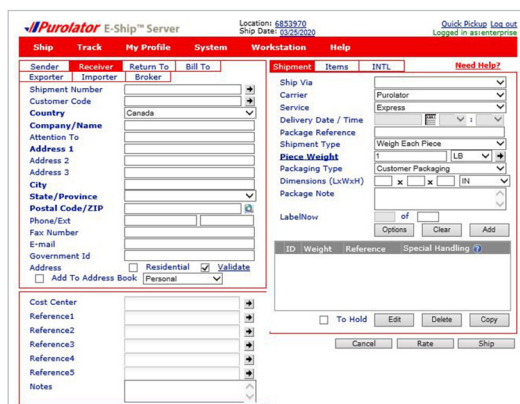
5. Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the  button and recreate the shipment.

6. Once you have added all the pieces to the Shipment Table, click the  button to generate a Parcel Identification Number (PIN) and a shipping label.

**TIP:** Use the Notification feature to notify your customers of their shipment status via automated updates.

**NOTE:** For additional information on group and batch shipping on Purolator's E-Ship® Server, please contact us at 1 800 459-5599 option 4.

Delivery Date	Delivery Time
12/19/2014	
Charge Details	
Freight Charge	17.15
HST	2.23
Calculated Freight Charge	19.38
Total Charge	19.38



Online Shipping | purolator.com

## > Purolator E-Ship® Server (ESS)

Getting Started

Set or Change Default Preferences

**Create a Shipment**

Track a Shipment

Cancel a Shipment

Order Supplies

Invoice and Payment Options

Additional Contact Information



## Shipping dangerous goods

1. From the Ship drop-down menu, select *Warehouse*.

The screenshot shows the Purolator E-Ship Server interface. The 'Ship' menu is open, and 'Warehouse' is selected. The interface is split into two sections: Receiver information on the left and Shipment information on the right. The Receiver section includes fields for Address 1, Address 2, Address 3, City, State/Province, Postal Code/ZIP, Phone/Ext, Fax Number, E-mail, Government Id, and Address. The Shipment section includes fields for Ship Via, Carrier, Service, Delivery Date / Time, Package Reference, Shipment Type, Piece Weight, Packaging Type, Dimensions (LxWxH), and Package Note. There are also buttons for 'Options', 'Clear', and 'Add'.

2. The screen is split into two sections: Receiver and Shipment. First, complete the Receiver information. Enter the customer ID code in the Customer Code field and hit the Tab key.

**TIP:** The first time you enter a Receiver address, select the ☐ **Add To Address Book** box at the bottom of the Receiver information. For future shipments, you can simply click the icon next to the Customer Code field to select the associated address from the Address Book.

3. Enter the shipment information. Select the Service, Shipment and Packaging Type, and the Weight and Dimensions.

The screenshot shows the Purolator E-Ship Server interface with the 'Shipment' section active. The 'Ship Via' dropdown is set to 'Purolator'. The 'Carrier' dropdown is set to 'Purolator'. The 'Service' dropdown is set to 'Standard'. The 'Delivery Date / Time' is set to 'Now'. The 'Package Reference' is set to '12345678'. The 'Shipment Type' is set to 'Standard'. The 'Piece Weight' is set to '1.00'. The 'Packaging Type' is set to 'Customer Packaging'. The 'Dimensions (LxWxH)' are set to '12x12x12'. The 'Package Note' is set to 'Standard'. There are buttons for 'Options', 'Clear', and 'Add'.

**TIP:** Ensure your package meets Purolator package acceptance guidelines. **Guidelines** for size, packaging and labels are available at **purolator.com**.

4. Click the **Add** button to commit the package to the Shipment Table.

Online Shipping | purolator.com

### > Purolator E-Ship® Server (ESS)

Getting Started

Set or Change Default Preferences

**Create a Shipment**

Track a Shipment

Cancel a Shipment

Order Supplies

Invoice and Payment Options

Additional Contact Information

- Under the *LabelNow* button, select the Options button. In the pop-up window, select the *Dangerous Goods* drop-down menu to select from one of the below categories of Dangerous Goods:
  - Limited Quantity (ground only)
  - <500 kg (ground only)
  - Fully Regulated
  - UN1845 – Dry Ice
  - UN3373 – Biological Substance

**NOTE:** Please ensure that you are in compliance with all regulatory requirements as described in the Transportation of Dangerous Goods Regulations (TDGR) and the International Civil Aviation Organization Technical Instructions (ICAO TI) as applicable.

**NOTE:** If the dangerous goods field is not available, then no dangerous goods service is provided to the destination and/or using the service requested.

- Once complete, click the Done button to complete the form.
- Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the Clear button and recreate the shipment.
- Once you have added all the pieces to the Shipment Table, click the Ship button to generate a Parcel Identification Number (PIN) and a shipping label.

Online Shipping | purolator.com

## > Purolator E-Ship® Server (ESS)

Getting Started

Set or Change Default Preferences

**Create a Shipment**

Track a Shipment

Cancel a Shipment

Order Supplies

Invoice and Payment Options

Additional Contact Information

## Track a Shipment

There are four methods to track shipments: by Status, by PIN, by Reference and by User.

### To track by Status:

1. From the Track drop-down menu, select *Status*.

2. The shipments matching the search criteria will be displayed in the Search Results field. Shipments with a status of "Shipped" will activate four buttons when selected: **Void**, **Print**, **Label** and **Track**. Click the **Track** button to track the shipment.

### To track by PIN:

1. From the Track drop-down menu, select *By PIN*.

2. From the Carrier drop-down menu, select *Purolator* and enter the desired Purolator PIN(s) in the Enter Tracking Numbers field.

3. Click the **Track** button.

**TIP:** You can enter up to 25 separate Purolator PINs to track multiple shipments at once.

**Purolator E-Ship™ Server** Location: Purolator Inc. Ship Date: 12/18/2014 Home Quick Pickup Log out Logged in as: pd

Ship Track My Profile System Help

Find a Shipment **Status** Need Help?

Tracking By Status  
Carrier By Reference  
Location Purolator Inc.  
Reference Number  
Where

From Date 12/18/2014  
To Date 12/18/2014  
Equals  
Clear Search

Tracking Number	Service	Company Name	City	Postal Code	Ship Date	Status
620017355012	Express	Customer ABC	Mississauga	LSR3TB	2014-12-18	Shipped

**Purolator E-Ship™ Server** Location: Purolator Inc. Ship Date: 12/18/2014 Home Quick Pickup Log out Logged in as: pd

Ship Track My Profile System Help

Find a Shipment Need Help?

Tracking Number  
Carrier  
Location Purolator Inc.  
Reference Number  
Where

From Date 12/18/2014  
To Date 12/18/2014  
Equals  
Clear Search

Tracking Number	Service	Company Name	City	Postal Code	Ship Date	Status
620017355012	Express	Customer ABC	Mississauga	LSR3TB	2014-12-18	Shipped

**Purolator E-Ship™ Server** Location: Purolator Inc. Ship Date: 12/18/2014 Home Quick Pickup Log out Logged in as: pd

Ship Track My Profile System Help

Find a Shipment **By PIN** Need Help?

Tracking By Reference  
Carrier By User  
Location Purolator Inc.  
Reference Number  
Where

From Date 12/18/2014  
To Date 12/18/2014  
Equals  
Clear Search

Tracking Number	Service	Company Name	City	Postal Code	Ship Date	Status
620017355012	Express	Customer ABC	Mississauga	LSR3TB	2014-12-18	Shipped

**Purolator E-Ship™ Server** Location: Purolator Inc. Ship Date: 12/18/2014 Home Quick Pickup Log out Logged in as: pd

Ship Track My Profile System Help

Single/Multiple Pin Tracking Need Help?

Enter Up to 25 Tracking numbers, One per Line  
Carrier: Purolator  
Enter Tracking Numbers: 123456789  
Clear Track

Terms and Conditions of Service  
If you are experiencing difficulties, please view our [help](#)

Powered by KEWILL

Online Shipping | purolator.com

### > Purolator E-Ship® Server (ESS)

Getting Started  
Set or Change Default Preferences

Create a Shipment

**Track a Shipment**


Cancel a Shipment

Order Supplies





Invoice and Payment Options

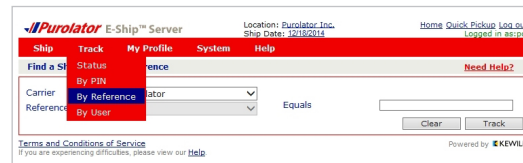
Additional Contact Information

## To track by Reference:

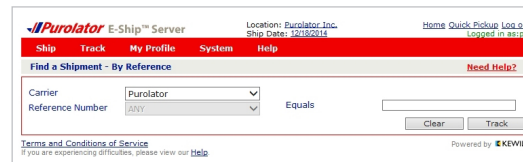
1. From the Track drop-down menu, select *By Reference*.
2. From the Carrier drop-down menu, select *Purolator* and enter the Reference Number.
3. Click the  button.

## To track by User:

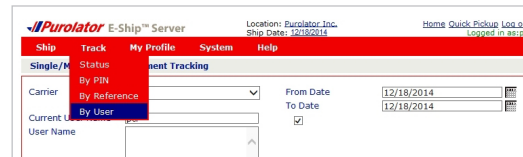
1. From the Track drop-down menu, select *By User*.
2. Select the Carrier and enter the Current User Name and up to 25 User Names.
3. The shipments matching the search criteria will be displayed in the Search Results field. Shipments with a status of "Shipped" will activate three buttons when selected: ,  and . Click the  button to track the shipment.



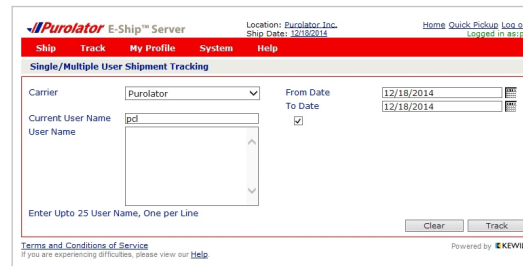
The screenshot shows the 'Find a Shipment - By Reference' form. The 'Track' menu is open, and 'By Reference' is selected. The 'Carrier' dropdown is set to 'Purolator'. There is a text field for the 'Reference Number' and a 'Track' button.



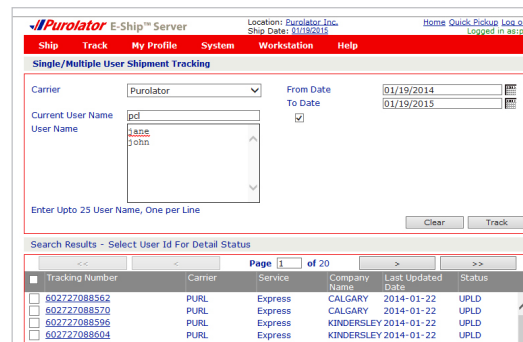
The screenshot shows the 'Find a Shipment - By Reference' form with 'Purolator' selected as the carrier and '2031' entered as the reference number. The 'Track' button is visible.



The screenshot shows the 'Single/Multiple User Shipment Tracking' form. The 'Track' menu is open, and 'By User' is selected. The 'Carrier' dropdown is set to 'Purolator'. There are fields for 'From Date' and 'To Date' (both set to 12/18/2014) and a 'Track' button.



The screenshot shows the 'Single/Multiple User Shipment Tracking' form with 'Purolator' selected as the carrier and 'jpd' entered as the current user name. There is a text area for 'User Name' and a 'Track' button.



The screenshot shows the 'Search Results' table. The table has columns: Tracking Number, Carrier, Service, Company Name, Last Updated Date, and Status. The results show four shipments with status 'UPLD'.

Tracking Number	Carrier	Service	Company Name	Last Updated Date	Status
602727088562	PURL	Express	CALGARY	2014-01-22	UPLD
602727088570	PURL	Express	CALGARY	2014-01-22	UPLD
602727088596	PURL	Express	KINDERSLEY	2014-01-22	UPLD
602727088604	PURL	Express	KINDERSLEY	2014-01-22	UPLD

Online Shipping | purolator.com

### > Purolator E-Ship® Server (ESS)

Getting Started  
Set or Change Default Preferences  
Create a Shipment  
**Track a Shipment**  
Cancel a Shipment  
Order Supplies


Invoice and Payment Options


Additional Contact Information



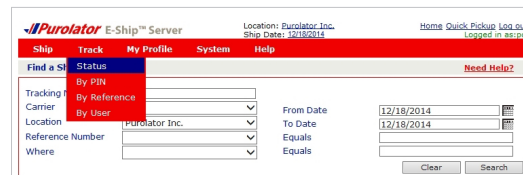
## Cancel a Shipment

1. From the Track drop-down menu, select *Status*.

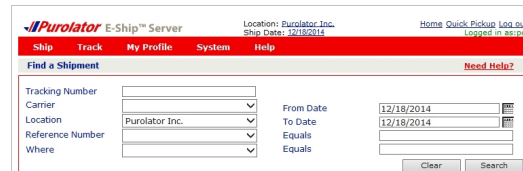
2. Enter your search criteria and click the  button.

3. From the results, select the box next to the shipment to be cancelled, and click the  button.

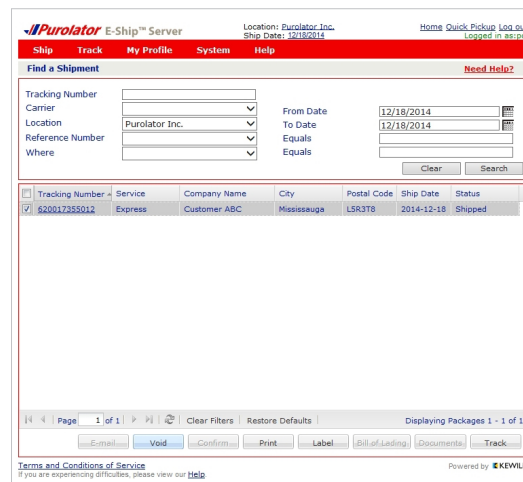
**TIP:** Shipments with a status of “UPLD” (upload) cannot be cancelled. Once you receive your invoice, contact Billing & Invoicing at 1 866 313-4357 for assistance in cancelling a shipment.



The screenshot shows the Purolator E-Ship Server interface. The 'Track' dropdown menu is open, and 'Status' is selected. The search criteria fields are empty.



The screenshot shows the search results table. The first row is selected, and the 'Void' button is visible.



The screenshot shows the search results table with one shipment listed. The shipment is selected, and the 'Void' button is visible.

Online Shipping | purolator.com

### > Purolator E-Ship® Server (ESS)

Getting Started

Set or Change Default Preferences

Create a Shipment

Track a Shipment

**Cancel a Shipment**

Order Supplies

Invoice and Payment Options

Additional Contact Information

## Order Supplies

Using Purolator's shipping supplies ensures you're always meeting **packaging guidelines**.

To order labels, contact us at 1 800 459-5599 or [eshipserversupport@purolator.com](mailto:eshipserversupport@purolator.com).

Online Shipping | [purolator.com](https://purolator.com)

### > **Purolator E-Ship® Server (ESS)**

Getting Started

Set or Change Default Preferences

Create a Shipment

Track a Shipment

Cancel a Shipment

### **Order Supplies**

Invoice and Payment Options

Additional Contact Information

# Invoice and Payment Options

Purolator invoices are sent on a weekly basis. Payment terms are 14 calendar days from the invoice date. Your Purolator invoice contains the following sections:

1. Your Summary of Shipments – An overview of shipping activity during the billing period.

2. Your Invoice Details page(s) – A detailed listing of each individual shipment.

3. Your Remittance page – An itemized listing of all charges with a remittance stub.

Page 1 of 3

**Purolator**

Invoice date MM/DD/YY  
Account number 1234567  
Invoice number 123456789

CUSTOMER NAME  
ATTN: CUSTOMER CONTACT  
CUSTOMER STREET ADDRESS  
CUSTOMER CITY, PROVINCE, POSTAL CODE

**Summary of your charges**  
Total amount of this invoice \$65.68  
Your payment is due by MM/DD/YY

**Summary of shipments charged to your account**  
Shipments you sent 3 \$52.60  
Shipments you received (sent to you collect) 0 \$0.00  
3rd party shipments 0 \$0.00

Fuel Surcharge \$8.15  
Subtotal \$60.75  
Total GST \$1.86  
Total HST (next page for details) \$3.07

Purolator Same Day offers urgent pickup and delivery as fast as 30 minutes, available 24 hours a day, 7 days a week, 365 days a year. Certain conditions apply. Visit purolator.com/sameday or call 1 888 SHIP-123.

**Total number of shipments** 3  
**Total number of pieces shipped** 3

Visit purolator.com for the current Fuel Surcharge rate.  
GST/HST registration number: 156116383 RT0001 GST registration number: 100344143 T00001

The Cube factor changed to 10.4 is per cubic foot for shipments that do not travel via Purolator's air network. Visit purolator.com to download our Rate and Zone Guides and Terms and Conditions of Service.

**Contact Us**  
Billing and invoice inquiries  
Live Chat at purolator.com  
ontario@purolator.com  
1 888 313-4367

Page 3 of 3

**Purolator**

Invoice date MM/DD/YY  
Account number 1234567  
Invoice number 123456789

**Your invoice details**

Date shipped	Package identification number	Order placed through	Shipped from	Shipped to	# of pieces	Billed weight	Service	Total charges
MM/DD/YY	PI# NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY, PROV RECEIVER POSTAL CODE	1	1.50LB billable weight	Exp Fuel Surcharge GST	15.75 2.36 0.97 \$19.08
			Declared weight: 1.39					
	PI# NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY, PROV RECEIVER POSTAL CODE	1	1LB	Exp Fuel Surcharge HST	2.47 3.17 0.37 \$6.01
MM/DD/YY	PI# NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY, PROV RECEIVER POSTAL CODE	1	1LB	Exp Fuel Surcharge GST	15.07 2.36 0.89 \$18.32

Please detach and return stub with your payment

**Purolator**

Account number 1234567 Amount due: \$65.68  
Invoice number 123456789 Payment due by: MM/DD/YY  
Amount paid \$

**How to pay your bill**  
• By cheque, payable to Purolator Inc. along with this stub  
• By credit card by calling: 1 888 313-4367, Option 1  
• Automatically by Electronic Funds Transfer or ESI 820 remittance by calling: 1 888 324-4963, Ext 32189

111 X 1234567 123456789 00000000

PURULATOR INC.  
P.O. BOX 7006  
31 ADELAIDE STREET EAST  
TORONTO, ON M5C 3E2

CUSTOMER NAME  
ATTN: CUSTOMER CONTACT

Online Shipping | purolator.com

Purolator E-Ship® Server (ESS)

> **Invoice and Payment Options**

Additional Contact Information

## How to Pay Your Invoice:

### Online

1. To register, login or get more information, visit **purolator.com/billing** and click on the [Register Today](#) button.
2. Complete the form, including shipper contact information and account number.  
Click the [Register Today](#) button.

**NOTE:** The Billing Centre can be used for all lines of business and you have the option to pay invoices at the invoice and pin level and we have CAD and USD options for credit card payments.

The image shows two screenshots of the Purolator Billing Centre website. The top screenshot displays the 'Login' and 'Quick Pay' sections. The 'Login' section has fields for Email and Password, with a 'Remember Me' checkbox and a 'Login' button. The 'Quick Pay' section has fields for Account and Invoice Number/Pin Code, with a 'Continue' button. The bottom screenshot shows the 'Registration' form, which includes fields for Email, Phone, First Name, Last Name, Company Name, Language Preference (English/French), Account, and Postal Code. There is an 'Add account' button and a checkbox for 'I Accept the Terms and Conditions' with 'Register Today' and 'Cancel' buttons.

Online Shipping | purolator.com  
Purolator E-Ship® Server (ESS)

### > Invoice and Payment Options

Additional Contact Information

### By phone

Department	Phone	Hours (local time)
Credit card payment line	Phone: 1 866 313-4357	Mon–Fri: 8:30 a.m.–7:00 p.m.
Automatic Payment Plan	Phone: 1 800 326-4963, Press 3, then 2.	Mon–Fri: 9:00 a.m.–5:00 p.m.

### By mail

If shipments are billed to your Purolator Account, we accept payments by cheque (including cashier's cheques) and money order. Please send to:

Purolator Inc.  
P.O. Box 4800, Stn Main, Concord, Ontario, L4K 0K1

If you have any questions or require assistance, contact us at 1 866 313-4357 and a Customer Service Representative will be happy to assist you.


## Additional Contact Information

Need further assistance? Purolator has you covered.

### Sales Representative and Customer Implementation Specialist

Your Purolator Sales Representative and/or your Customer Implementation Specialist are your dedicated sources of support and are available to help meet your needs.

### Virtual Assistant

For immediate assistance, please use our  Chat option which is located at the top of the page. Our Virtual Assistant is available to you 24/7. If our Virtual Assistant can't resolve your request, it will help direct you to someone who can!

To speak with a representative, please call:

#### Purolator Customer Service

1 888 SHIP-123 (1 888 744-7123)

[custserv@purolator.com](mailto:custserv@purolator.com)

#### Technical Support

1 800 459-5599 (Select option 2 for E-Ship® Online/  
Select option 4 for E-Ship® Server)

[onlineshipping@purolator.com](mailto:onlineshipping@purolator.com)

#### Claims Department

1 800 461-0540

[claims@purolator.com](mailto:claims@purolator.com)

#### Billing & Invoicing

1 866 313-4357

Ontario to British Columbia –

[OntarioARCenter@Purolator.com](mailto:OntarioARCenter@Purolator.com)

Quebec to Newfoundland –

[AR@purolator.com](mailto:AR@purolator.com)

#### Central Supplies

1 888 744-7123

[CSDMontreal@purolator.com](mailto:CSDMontreal@purolator.com)

Online Shipping | [purolator.com](http://purolator.com)

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

> **Additional Contact Information**

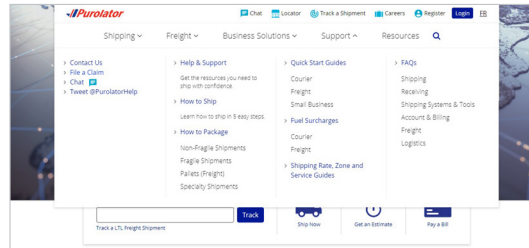
[File a Claim](#)



## File a Claim

If a shipment is missing or damaged or if specific pieces are lost due to a damaged shipment, you can file a claim by following these steps:

1. Go to **purolator.com**, and from the Support drop-down menu, select **File a Claim**.



Online Shipping | purolator.com

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

### > Additional Contact Information

**File a Claim**

2. Complete the form, including the claimant, shipper and Receiver information. Click the **Next** button to submit your claim.

3. Your claim information will be reviewed and a Claims Specialist will contact you within 24 hours to discuss the required supporting documentation and expected timelines. Please retain all damaged goods and packaging until the claim is finalized. If you require assistance, please call 1 800 461-0540 and someone will be pleased to help.

**NOTE:** All claims will be evaluated pursuant to the Purolator Terms and Conditions of Service

**TIP:** Need additional help? Visit **purolator.com** and click on Support in top menu. In the drop-down menu, you can read FAQs, contact us, file a claim and more.

**Purolator** Chat Locator Track a Shipment Careers Register Login ES

Shipping Freight Business Solutions Support Resources

Home / Help & Support / File a Claim

### File a Claim

If the shipment is damaged and valued at over CAD\$500, or you require assistance completing this form, please call 1 800 461-0540. Retain all damaged freight and packaging including packaging until claim is finalized. Please note that all claims will be evaluated pursuant to Purolator Terms and Conditions of Service.

**Claim Information**

Reason for Claim \*  
- Select -

Claim Amount (\$) \*  
Trading Number/PIN \*

Date Shipment Sent \*  
Trace or Case Number  
Internal Reference Number

Brief Description of Claim \*

**Claimant Information**

Claimant Account Number  
Company

First Name \*  
Last Name \*

Phone \*  
Email \*

**Claimant Address**

Country \*  
Canada

Postal code \*  
City \*  
Province \*  
- Select -

Street Number \*  
Suffix  
- None -

Street Name \*  
Street Type  
- None -

Direction  
- None -

Suite/App  
Floor

**Shipper Information**

(i) Shipper is same as Claimant

First Name  
Last Name

Phone  
Email

Company

Country  
Canada

Postal code  
City  
Province  
- None -

Street Number  
Suffix  
- None -

Street Name  
Street Type  
- None -

Direction  
- None -

Suite/App  
Floor

**Receiver Information**

(ii) Receiver is same as Claimant

First Name  
Last Name

Phone  
Email

Company

Country  
Canada

Postal code  
City  
Province  
- None -

Street Number  
Suffix  
- None -

Street Name  
Street Type  
- None -

Direction  
- None -

Suite/App  
Floor

**Next**

Online Shipping | purolator.com

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

> **Additional Contact Information**

**File a Claim**



Learn more about how Purolator can meet  
your business needs at **purolator.com**.

For questions, please contact your  
Purolator Account Executive or  
Customer Implementation Specialist.

