

SMB

Quick Start Guide

Version: Oct 2026

Purolator
Promises delivered®

Let’s get your business shipping with Purolator!

Thank you for choosing Purolator as your courier partner. For over 50 years, we’ve delivered Canada’s promises–and built one of our country’s most extensive transportation networks along the way.

This Purolator Quick Start Guide will show you how to perform important shipping functions–including creating and tracking a shipment, scheduling a pickup and ordering supplies–and will also provide additional contact information should you have questions.

Online Shipping | purolator.com
Invoice and Payment Options
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**.

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 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

If you are registering for Online Shipping for the first time, follow these steps to create your profile and set up Secure Sign-In.

VIDEO: View this video for a step-by-step walk-through on **How to Register for E-Ship® Online Secure Sign-In**, or follow the steps below

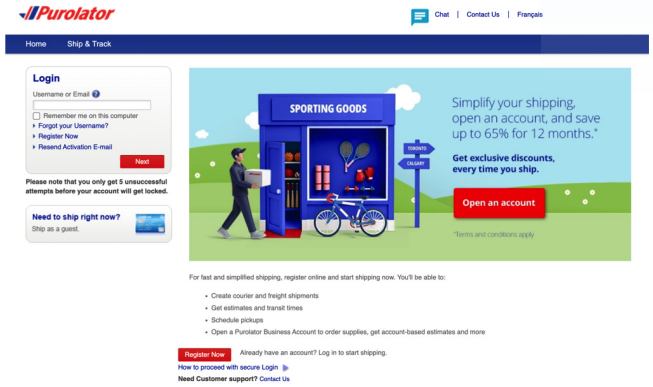
If you are a Legacy User (an existing Online Shipping user who currently signs in with a username and password), follow these steps to upgrade to Secure Sign-In.

VIDEO: View this video for a step-by-step walkthrough on **How to upgrade to E-Ship® Online Secure Sign-In**.

1. Start your registration

a) Go to Online Shipping.

b) Click the Register Now button.



You will be redirected to the **Register for a new profile** page.

> **Online Shipping | purolator.com**

Register for Online Shipping

Resetting Your Password

Set or Change Default Preferences

Estimate Time & Cost

Order Supplies

Create a Shipment

Create a Return Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

File a Claim

Invoice and Payment Options

Contact Information

2. Create your Online Shipping profile

a) Enter your **First Name**, **Last Name** and **Email Address**.

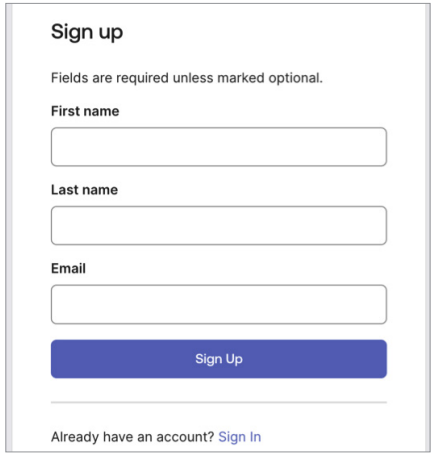
b) Click Sign Up.

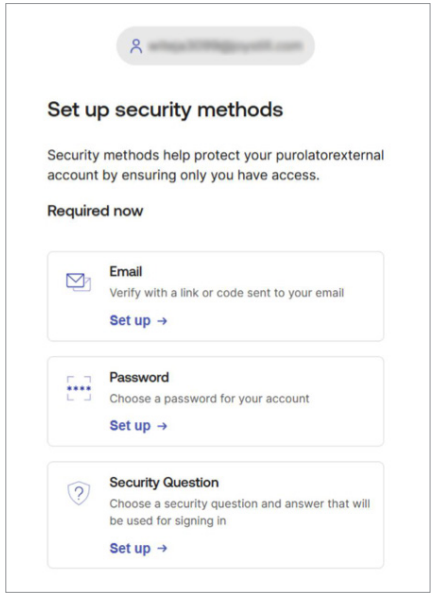
3. Set up your security methods

a) Under **Required now**, select Set up → beside Email.

b) Verify your email address using the link or verification code sent to your email.

c) Select Set up → beside Password.





> Online Shipping | purolator.com

Register for Online Shipping

Resetting Your Password

Set or Change Default Preferences

Estimate Time & Cost

Order Supplies

Create a Shipment

Create a Return Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

File a Claim

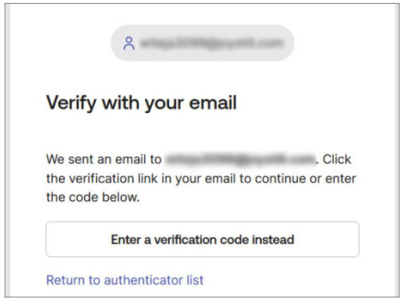
Invoice and Payment Options

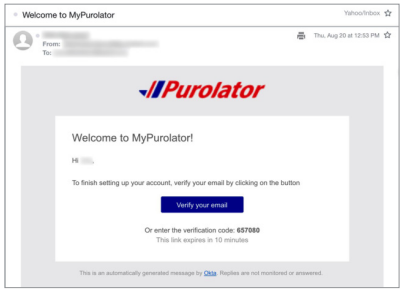
Contact Information

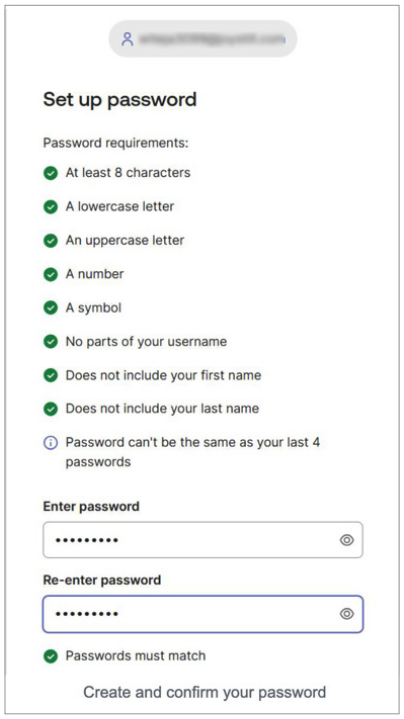
Alternatively:

a) Select Enter a verification code instead.
b) Enter the verification code from the email.
c) Click **Verify**.

3. Set up your password
a) After your email is verified, you will be prompted to set up your required security methods.
b) Select Set up → beside Password.
c) Create a password that meets the requirements shown on the screen.
d) Re-enter your password.
e) Click the Next button.







> **Online Shipping | purolator.com**

Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim
Invoice and Payment Options
Contact Information

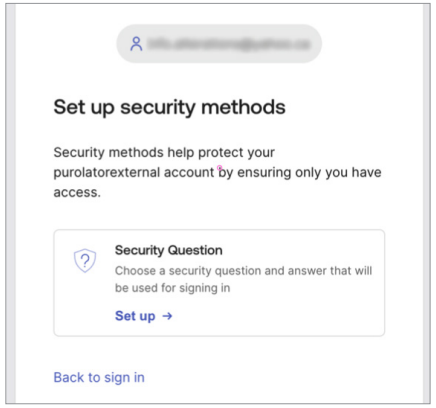
4. Set up your security question

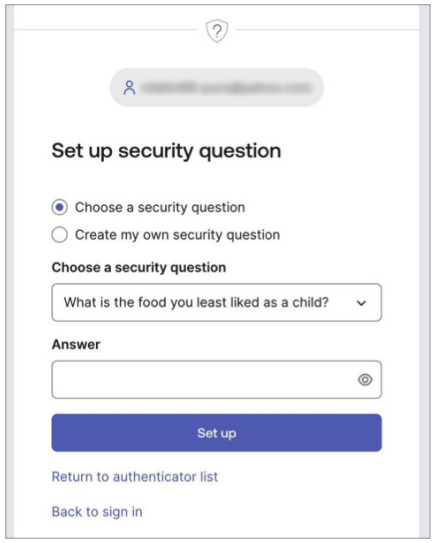
a) Select **Set up →** beside Security Question.

b) Select a security question or create your own question.

c) Enter your answer.

d) Click **Set up →** .





> Online Shipping | purolator.com

Register for Online Shipping

Resetting Your Password

Set or Change Default Preferences

Estimate Time & Cost

Order Supplies

Create a Shipment

Create a Return Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

File a Claim

Invoice and Payment Options

Contact Information

5. Complete your Secure Sign-In setup

a) Review the additional security methods shown on the screen.

b) Set up Okta Verify or Phone if you would like to use either option.

c) Click Continue to proceed.

NOTE: Setting up Okta Verify or Phone is optional. These security methods can provide additional security for your account.

6. Complete your Online Shipping profile

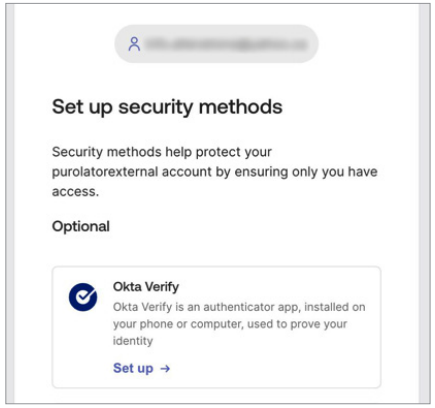
a) After Secure Sign-In setup is complete, follow the remaining on-screen instructions to create your Online Shipping profile.

b) Enter the shipping, billing and Purolator Business Account information requested on the screen.

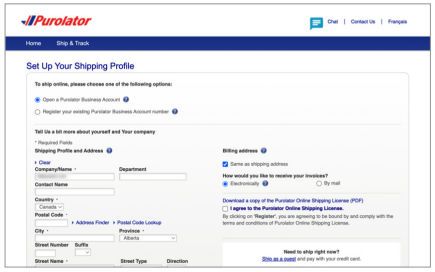
7. Access Online Shipping

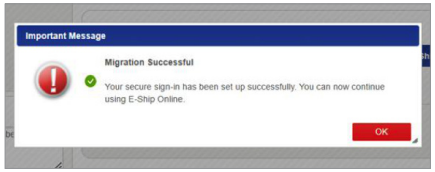
a) Once registration is complete, follow the on-screen instructions to access Online Shipping.

b) Use your Secure Sign-In email address and password when signing in to Online Shipping.









> Online Shipping | purolator.com

Register for Online Shipping

Resetting Your Password

Set or Change Default Preferences

Estimate Time & Cost

Order Supplies

Create a Shipment

Create a Return Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

File a Claim

Invoice and Payment Options

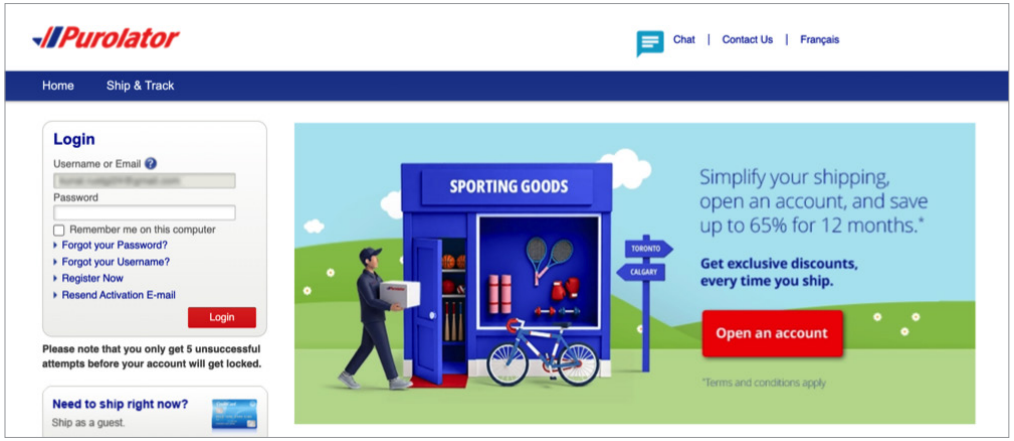
Contact Information

Resetting Your Password

Legacy Users – Scenario 1: Forced Password Expiry

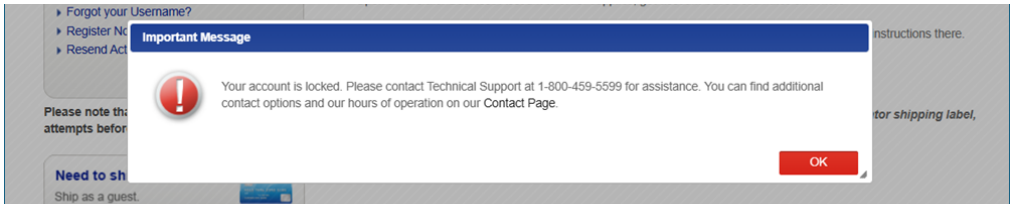
If you receive a message indicating that **your password has expired**, you must update your password before continuing to access your account.

1. Log in to E-Ship Online using your existing username and password.



NOTE: You are allowed a maximum of **five (5) unsuccessful login attempts**. After five failed attempts, your account will be locked.

2. You will be automatically redirected to the Change Password screen.
3. Enter your Old Password. Enter a New Password, then re-enter it to confirm.
4. The new password must be different from your old password.
5. Select Submit to save your new password.
6. Once your password is updated, you can continue accessing your account.



IMPORTANT: If your account becomes locked due to multiple unsuccessful login attempts, please contact **Purolator Technical Support at 1-800-459-5599** for assistance.

> Online Shipping | purolator.com

Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim

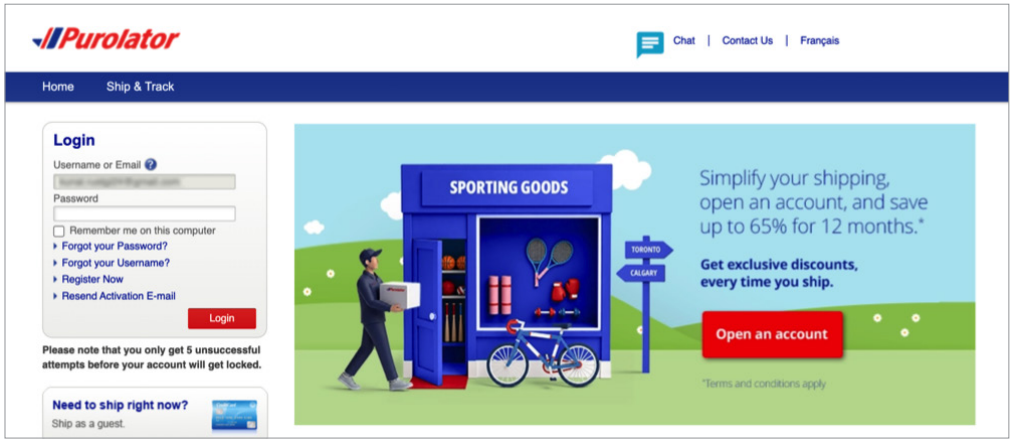
Invoice and Payment Options

Contact Information

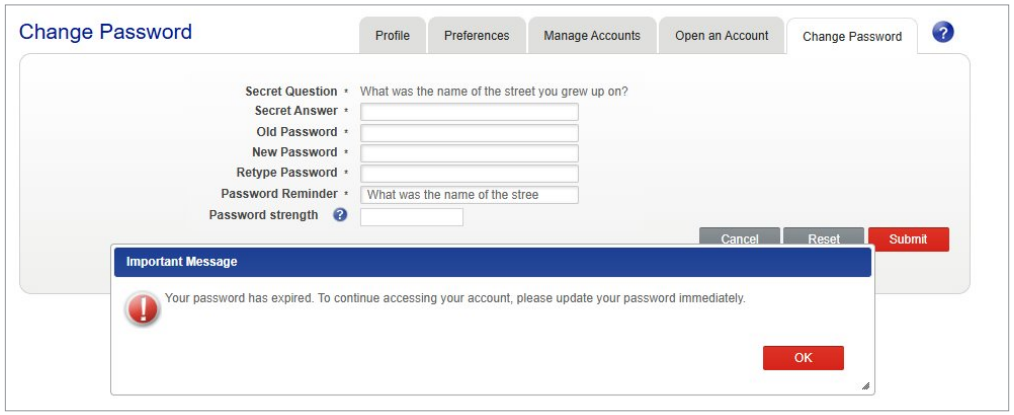
Legacy Users – Scenario 2: Temporary Password Expiry

If you forget your password and are unable to log in:

1. On the E-Ship Online login page, select *Forgot Your Password*.
2. Enter the email address associated with your account.



3. You will receive an email containing a temporary password.
4. Log in using the temporary password. You will be prompted to change your password immediately.
5. The temporary password expires within 24 hours.
6. If the password is not updated within this time, your account may be temporarily locked.



NOTE: Password updates may be required periodically for security reasons. If you are unable to reset your password or access your account, please contact **Purolator Technical Support at 1-800-459-5599** for assistance.

> Online Shipping | purolator.com

Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim

Invoice and Payment Options

Contact Information

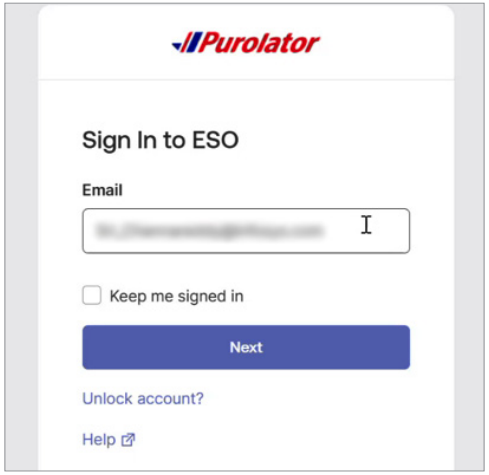
Secure Sign-In Users

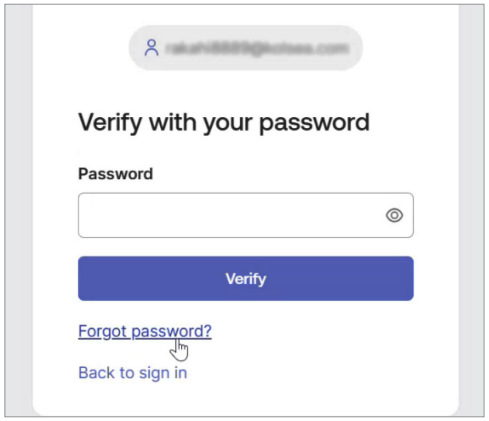
If you have already upgraded to Secure Sign-In or registered for Online Shipping using Secure Sign-In:

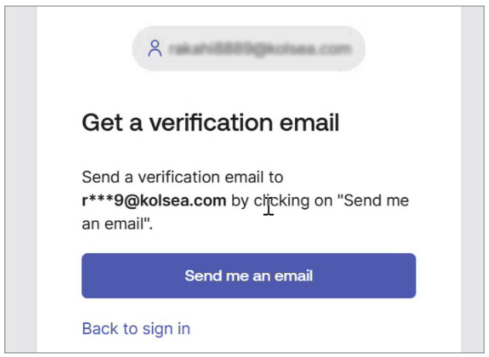
1. Sign in to Online Shipping
   a) Enter your **email address**.
   b Click the Next button.

2. Click Forgot password?.

3. Select the option to receive an email.







> Online Shipping | purolator.com

- Register for Online Shipping
- **Resetting Your Password**
- Set or Change Default Preferences
- Estimate Time & Cost
- Order Supplies
- Create a Shipment
- Create a Return Shipment
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment
- Manage Accounts
- File a Claim

Invoice and Payment Options

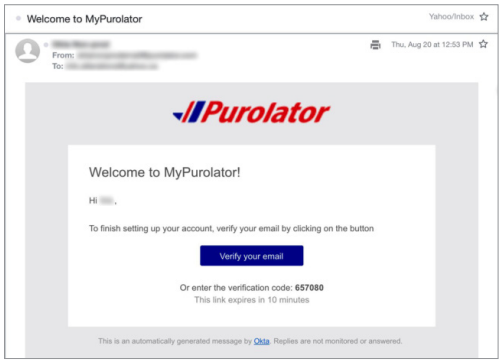
Contact Information

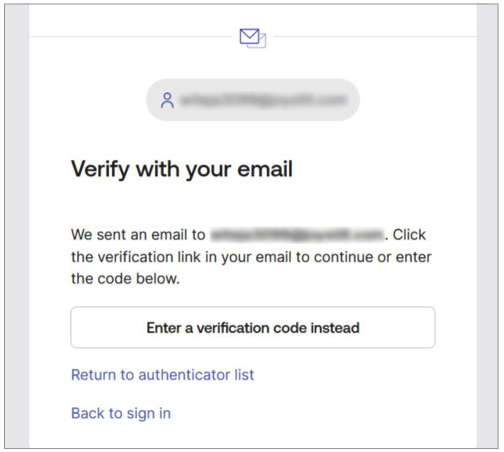
Purolator Promises delivered

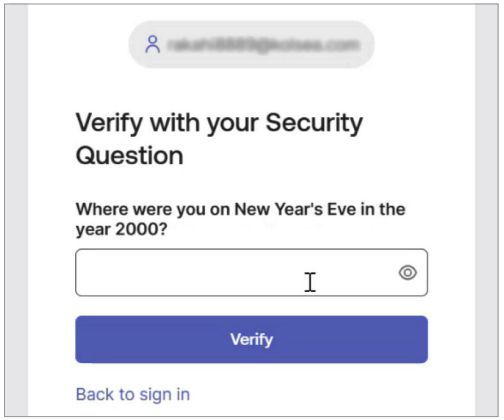
4. Check your email for the verification message.

5. Enter the **verification code** from the email.

6. The system will also prompt you to answer your **security question**.







> Online Shipping | purolator.com

Register for Online Shipping

Resetting Your Password

Set or Change Default Preferences

Estimate Time & Cost

Order Supplies

Create a Shipment

Create a Return Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

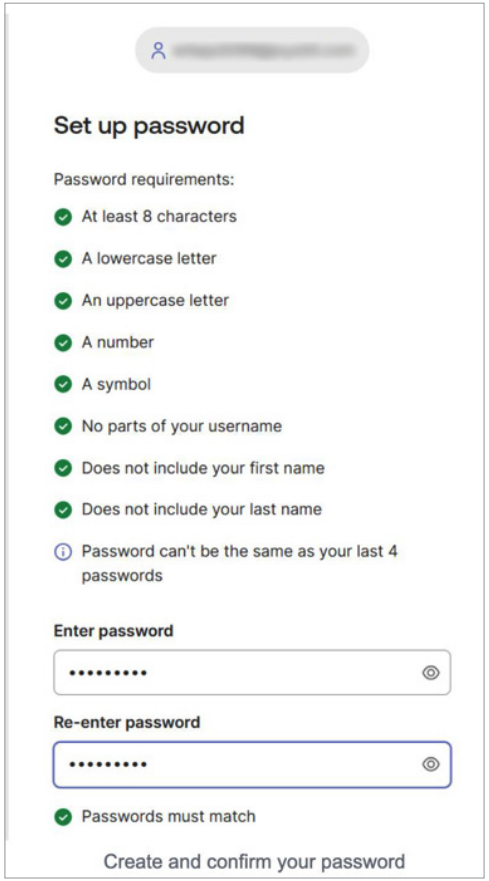
File a Claim

Invoice and Payment Options

Contact Information

7. Once you answer your Security answer and click Verify. Your will be prompted to Enter and confirm your new password.

8. Return to the Secure Sign-In page and sign in using your new password.



> Online Shipping | purolator.com

Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim

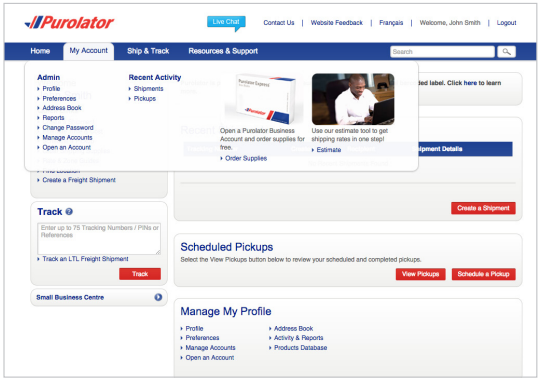
Invoice and Payment Options

Contact Information

Set or Change Default Preferences

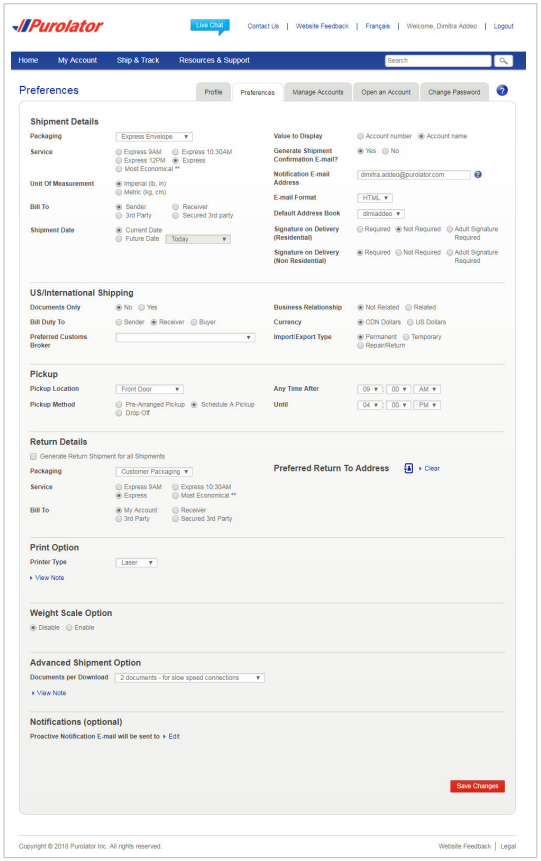
Enter shipment details to accurately reflect the type of packaging and level of service you need.

1. From the dashboard, under Manage My Profile, select *Preferences*. Or select your preferences from the My Account dropdown 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.

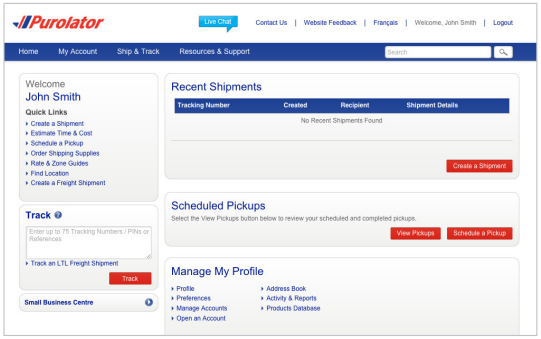


> **Online Shipping | purolator.com**

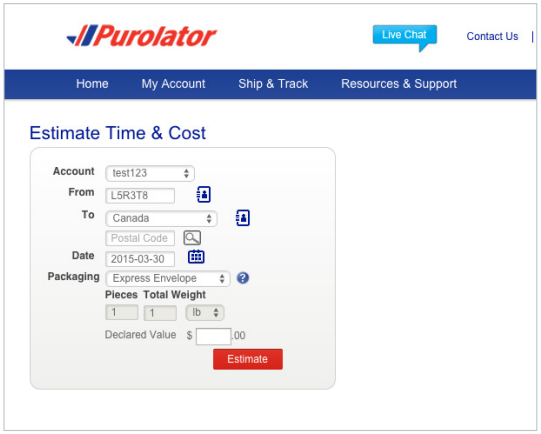
Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim
Invoice and Payment Options
Contact Information

Estimate Time & Cost

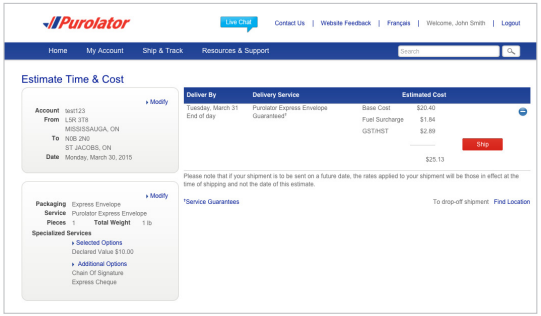
1. Select Estimate *Time & Cost* from the Ship & Track dropdown menu or from the Quick Links on the Home screen.



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



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



> Online Shipping | purolator.com

Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim

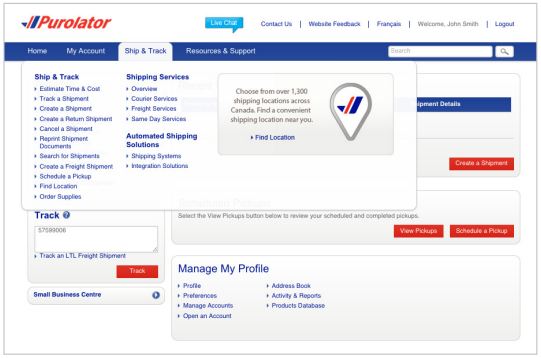
Invoice and Payment Options

Contact Information

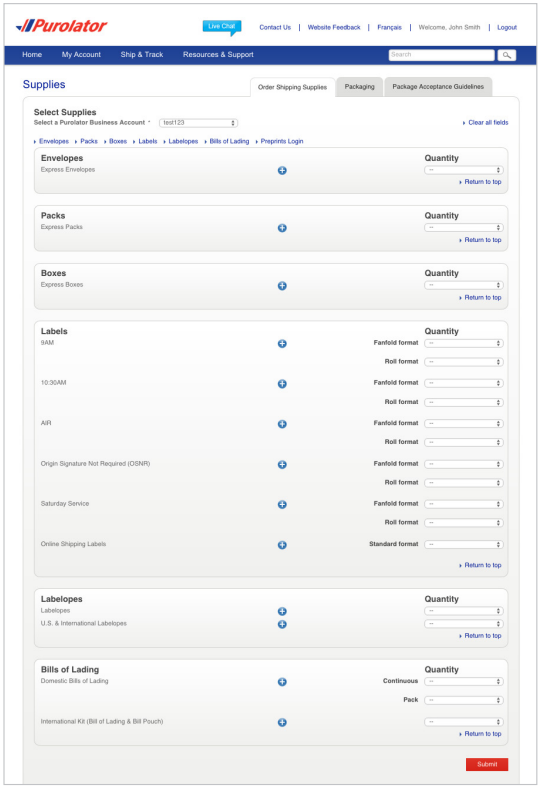
Order Supplies

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 dropdown menu, select *Order Supplies*.



2. Using the Quantity dropdown 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.

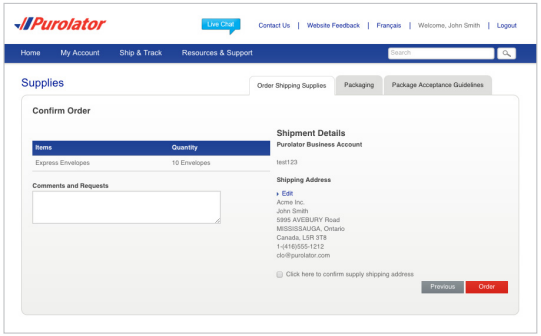
> **Online Shipping | purolator.com**

Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim

Invoice and Payment Options

Contact Information

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



> **Online Shipping | purolator.com**

Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim

Invoice and Payment Options

Contact Information

Create a Shipment

1. Select *Create a Shipment* from the Ship & Track dropdown 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: Click the ? icons for more detailed definitions or instructions.

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.

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

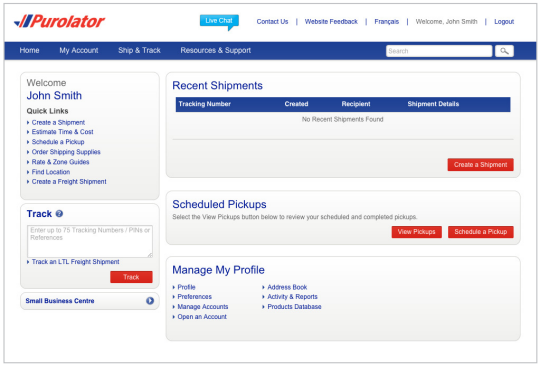
Blind Shipping

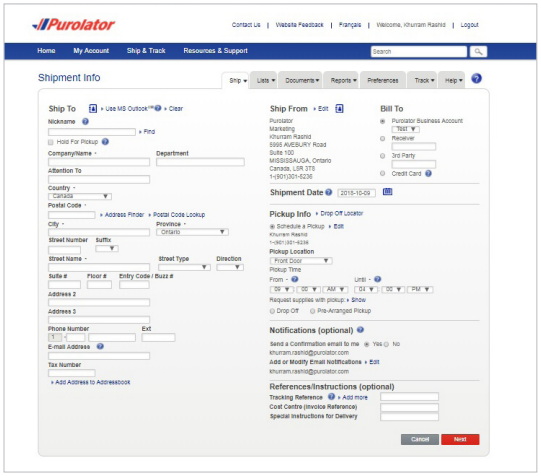
Blind Shipping hides the actual shipper address on the label.

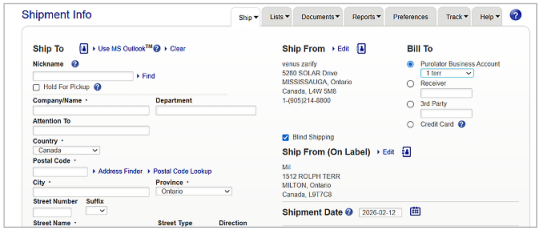
1. Select the Blind Shipping checkbox under Ship From.

2. The Ship From (On Label) address will appear on the shipping label instead.

NOTE: Available to approved customers only. Not applicable to Return shipments. Contact your Purolator Sales Representative if unavailable.







> Online Shipping | purolator.com

Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim

Invoice and Payment Options
Contact Information

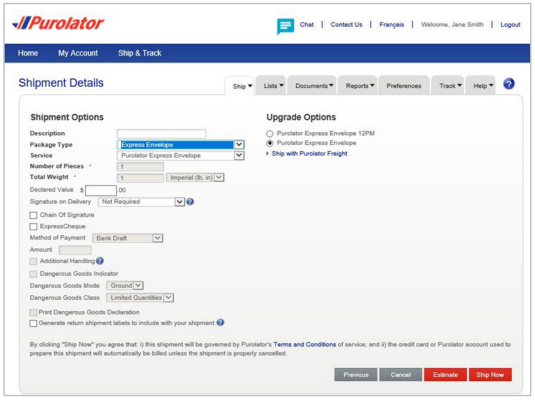
3. Enter the package's shipment details, including Package Type, Service, Number of Pieces, Total Weight and any additional shipment options.

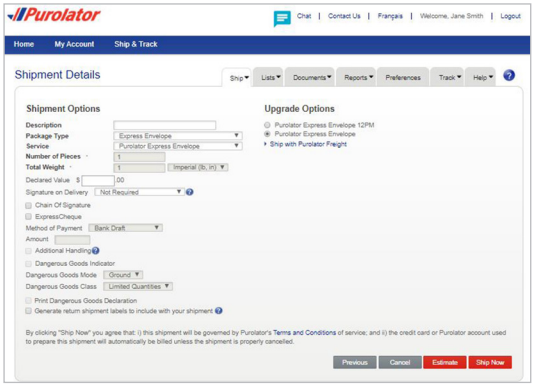
TIP: Ensure your package meets Purolator package acceptance guidelines. **Guidelines** for size, packaging and labels are available at **purolator.com**.

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.
For shipments to EU27 countries, see **Shipping to the EU27** on page 20.

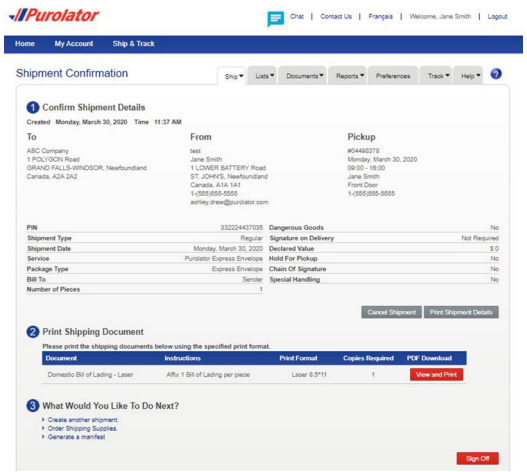




5. Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the Cancel Shipment button and recreate the shipment.

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.



> Online Shipping | purolator.com

Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim
Invoice and Payment Options
Contact Information

Shipping to the EU27

The EU customs reform requires Product Identifiers (PIDs) for business-to-consumer (B2C) goods valued at 150 euros or less shipped to the 27 EU member countries (EU27).

NOTE: Starting November 8, 2026, the **M-PID** and **NS-PID** will will be required for B2C shipments to EU27 countries. E-Ship® Online will ask you to enter them before your shipment can be created. Customs declarations missing required PIDs may be rejected, which can cause delays or returned shipments.

1. Follow steps 1 to 3 of *Create a Shipment*, entering an EU27 country (for example, France) as the Ship To destination, then click the Ship Now button.

2. When the *Customs & Clearance* form opens, the *Commerce Type* drop-down displays *Select Commerce type*. Select the option that best describes your shipment. For an online sale to a consumer, select **B2C**.

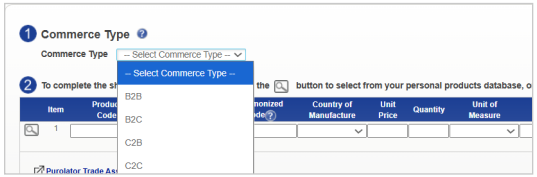
TIP: Click the ? icon beside *Commerce Type* to see a description of each option.

3. In the shipment content table, complete the following for every product line. The **M-PID** and **NS-PID** are required for B2C shipments.

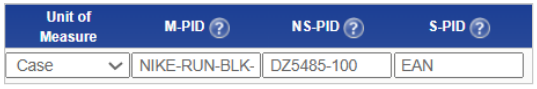
a. **M-PID** – Enter your own code for the product, such as a SKU, listing ID or internal product code.

b. **NS-PID** – Enter the model, part or style number assigned by the manufacturer or brand owner.

c. **S-PID** – Enter the GTIN, EAN, UPC or ISBN if you have it.







> Online Shipping | purolator.com

Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim
Invoice and Payment Options
Contact Information

NOTE: **M-PID** and **NS-PID** accept up to 35 characters. **S-PID** accepts up to 14. If your code is longer, check that you haven't pasted extra text, such as the product name.

NOTE: For B2B, C2B and C2C shipments, the Product Identifiers are optional.

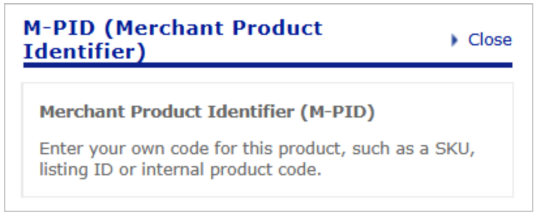
TIP: Click the ? icon beside a Product Identifier field to see help text for that field.

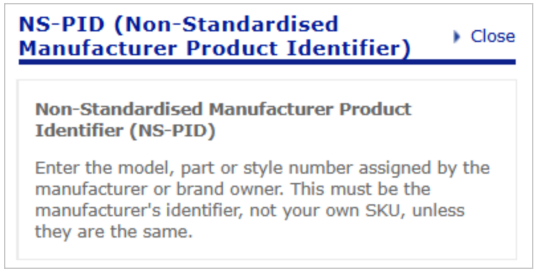
NOTE: The M-PID field is separate from the *Product Code* field. The *Product Code* field is not changing.

4. Complete the remaining shipment details as usual and click the Next button. Submit your shipment. E-Ship® Online will return your shipment (PIN) number. To print your shipping label and commercial invoice, click the View and Print button.

NOTE: Domestic shipments, non-EU27 international shipments (for example, the United Kingdom), return shipments (including RMS and outbound returns) and the existing *Product Code* field are not affected. Shipments to the U.S. include Commerce Type and the new PID fields, but they are optional.

NOTE: The EU27 countries are Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.





> Online Shipping | purolator.com

Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim

Invoice and Payment Options

Contact Information

Saving Product Identifiers

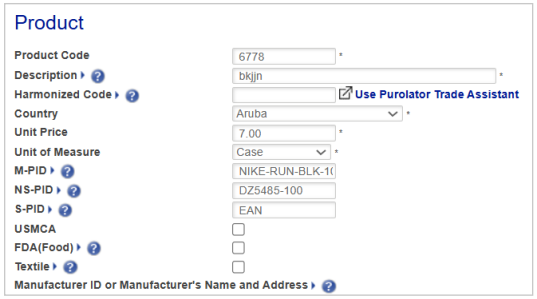
1. Open your *Products Database* and add or edit a product.

2. Enter the **M-PID**, **NS-PID** and **S-PID** (if available), then save the product. These fields are optional in the Products Database.

3. The saved values appear in the M-PID, NS-PID and S-PID columns of your saved product list.

4. When you create an EU27 B2C shipment, select the saved product. The identifiers fill in automatically and can still be edited.

NOTE: If you select a saved product with no M-PID or NS-PID on an EU27 B2C shipment, you will be asked to enter them before you can continue.



> Online Shipping | purolator.com

Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim

Invoice and Payment Options
Contact Information

Purolator Promises delivered®

Create a Return Shipment

To generate a return shipment label with your outbound shipment:

1. When completing the shipment details from the Create a Shipment for outbound, select the *Generate return shipment labels* to include with your shipment box and click the Next button.

2. Enter the outbound return shipment details. Confirm the Return From, Return To, and Bill To addresses.

3. Select the preferred Drop Off or Pickup option for the return shipment.

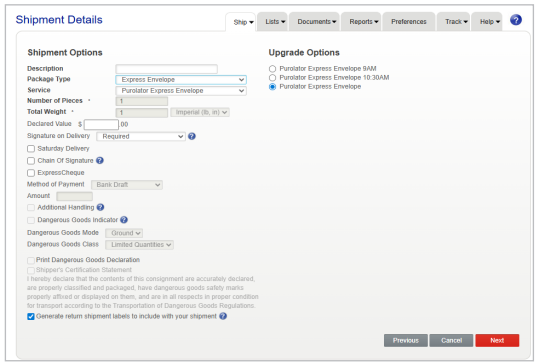
4. Complete the Shipment Options, Upgrade Options fields, and add any optional Notifications or References/ Instructions.

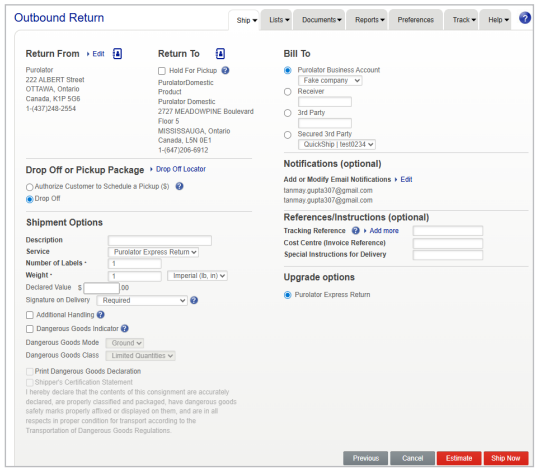
5. Click Ship Now to continue.

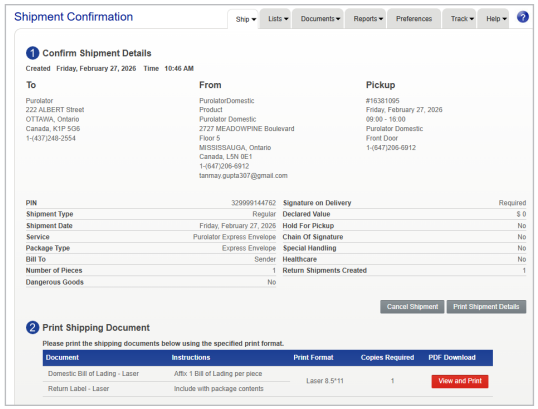
NOTE: Only addresses marked as Return Address in the Address Book can be selected as the Return To address.

NOTE: Review the shipment details, including the addresses, shipping date, and package details. If you notice any errors, select Cancel Shipment and create a new shipment with the correct information.

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







> Online Shipping | purolator.com

- Register for Online Shipping
- Resetting Your Password
- Set or Change Default Preferences
- Estimate Time & Cost
- Order Supplies
- Create a Shipment
- **Create a Return Shipment**
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment
- Manage Accounts
- File a Claim
- Invoice and Payment Options
- Contact Information

To generate a return shipment label without an outbound shipment (Returns Management):

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

2. Add or select the Ship From and Ship To addresses from the Address Book and enter the required Bill To details.

Enter the recipient's email address in the Recipient Email field to send the return shipping label to the returnee by email.

NOTE: Only addresses marked as Return Address will be available to select as the Ship To address from the Address Book when creating a return shipment.

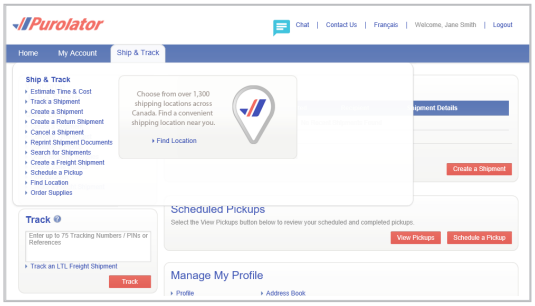
OPTIONAL: Under References/Instructions in the Ship To screen, enter your reference number in the RMA field for easy reconciliation.

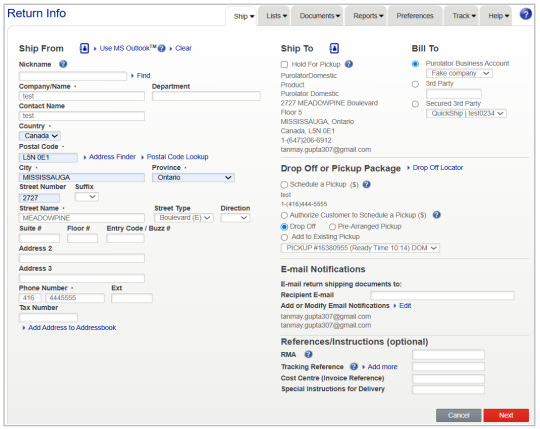
3. Select the preferred return method
Drop Off: Choose *Drop Off* as the most convenient option for dropping off the return packages at a Purolator location.

Schedule a Pickup: Select this option to schedule a pickup while creating a returns shipment from the Ship From location. A pickup fee may apply.

Authorize Customer to Schedule a Pickup: Allow the person returning the item to schedule a pickup when ready to ship from their Ship From location using the Purolator chatbot or by contacting Purolator Customer Service. A pickup fee may apply.

Pre-Arranged Pickup: Select this option if the return/ship from location already has regularly scheduled pickups.





> Online Shipping | purolator.com

Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim
Invoice and Payment Options
Contact Information

Add to Existing Pickup: Select this option to add the return shipment to a pickup that has already been scheduled for the same day at the same location.

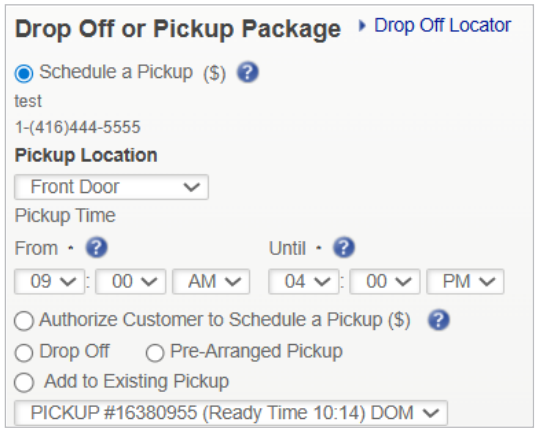
4. Complete the Shipment Options, Package Details, and Upgrade Options fields. Add any optional Notifications or References/Instructions if required.

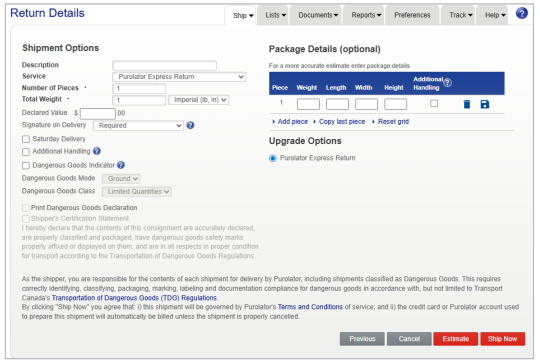
5. Click Estimate to view the shipment details, including any additional services or charges.

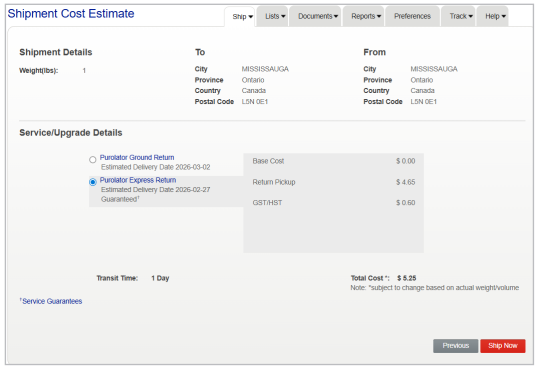
6. Click Ship Now to create the shipment.

7. Click View and Print to access and print the return shipping label.









> Online Shipping | purolator.com

Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim

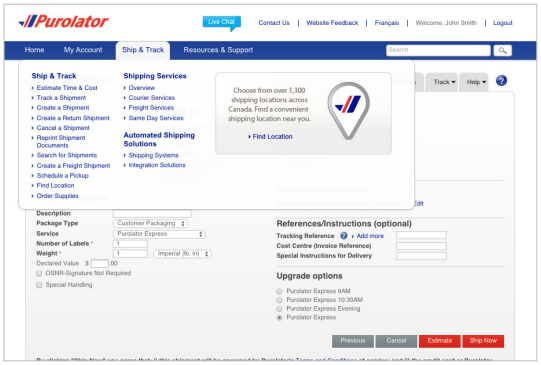
Invoice and Payment Options

Contact Information

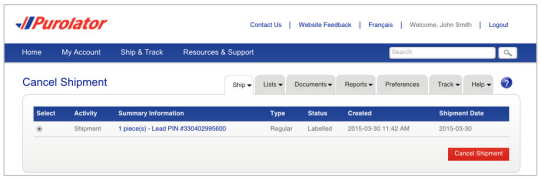
Cancel a Shipment

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.

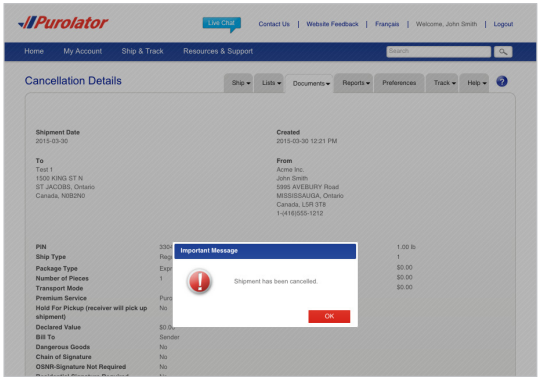
1. From the Ship & Track dropdown menu, select Cancel a Shipment.



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.



> **Online Shipping | purolator.com**

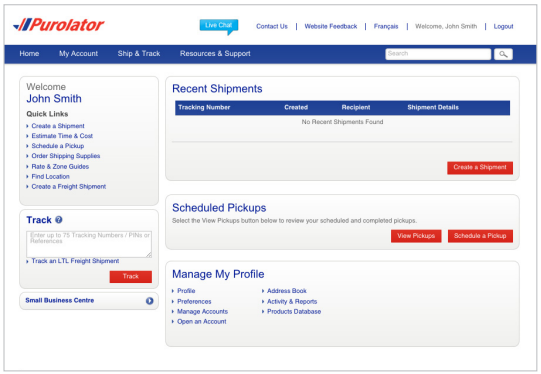
- Register for Online Shipping
- Resetting Your Password
- Set or Change Default Preferences
- Estimate Time & Cost
- Order Supplies
- Create a Shipment
- Create a Return Shipment
- **Cancel a Shipment**
- Schedule a Pickup
- Track a Shipment
- Manage Accounts
- File a Claim

Invoice and Payment Options

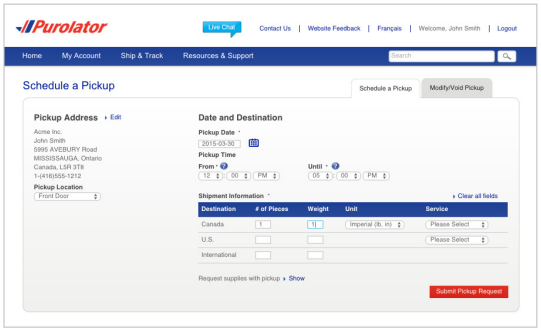
Contact Information

Schedule a Pickup

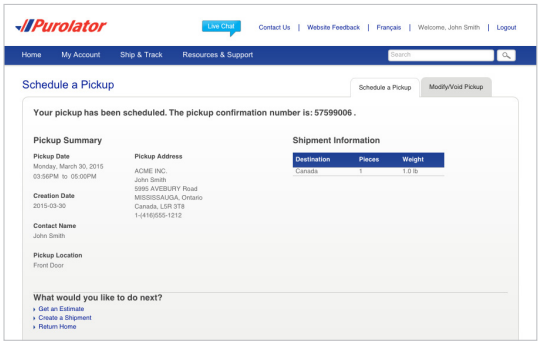
1. Select *Schedule a Pickup* from the Ship & Track dropdown menu or from the Quick Links on the Home screen.



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



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



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

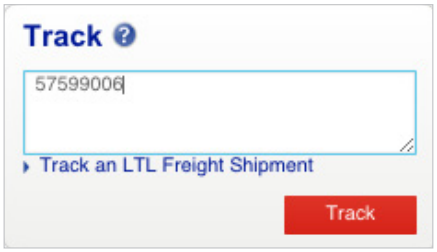
TIP: To change or cancel a scheduled pickup, select the *Modify/Void Pickup* tab in the right-hand corner.

> Online Shipping | purolator.com

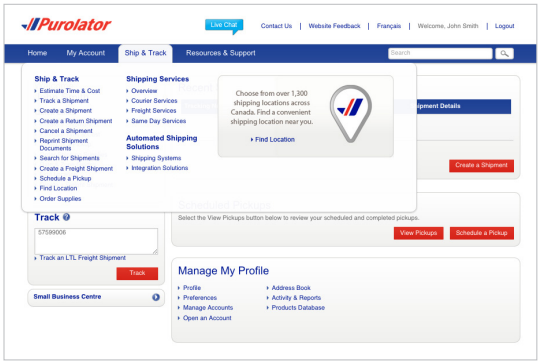
Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim
Invoice and Payment Options
Contact Information

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 the Track button.



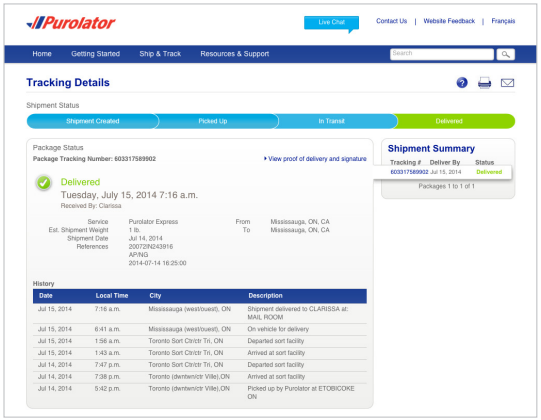
Or from the Ship & Track dropdown menu, select *Track a Shipment*. Enter the tracking number or PIN of a recent shipment (do not include spaces) in the Track box. Then click the Track button.



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

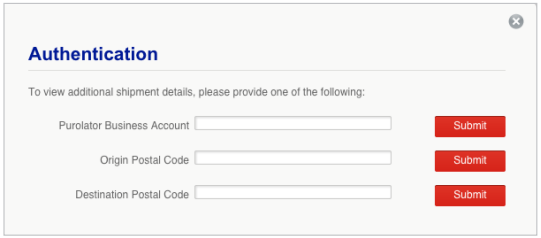
- Register for Online Shipping
- Resetting Your Password
- Set or Change Default Preferences
- Estimate Time & Cost
- Order Supplies
- Create a Shipment
- Create a Return Shipment
- Cancel a Shipment
- Schedule a Pickup
- **Track a Shipment**
- Manage Accounts
- File a Claim

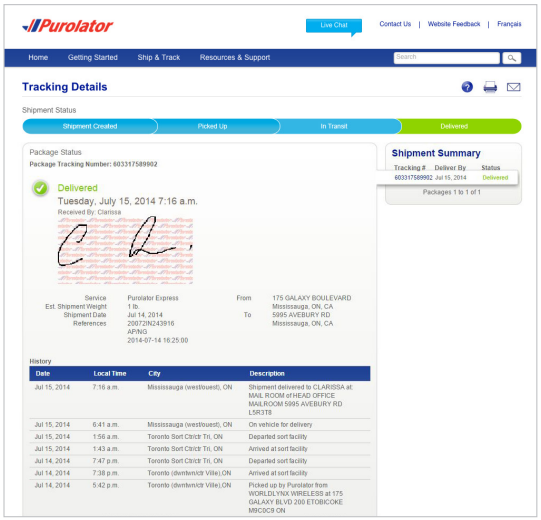
Invoice and Payment Options

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.





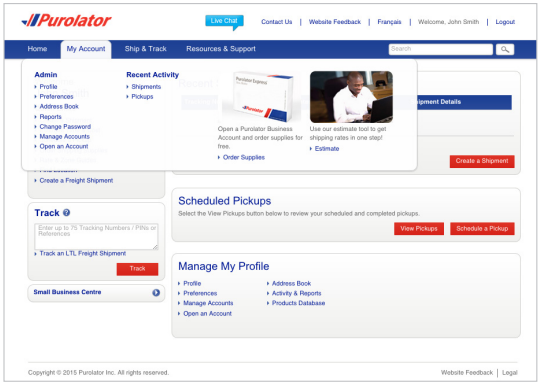
> Online Shipping | purolator.com

Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim
Invoice and Payment Options
Contact Information

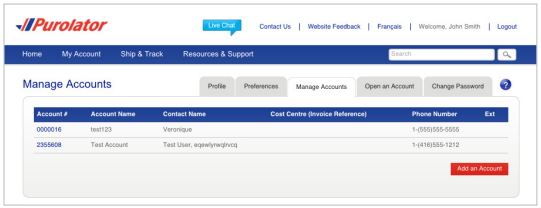
Manage Accounts

Here, you can add, edit or delete the account numbers listed in your profile.

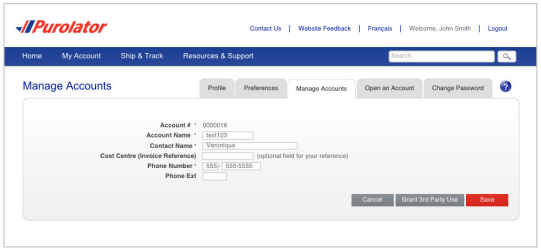
1. From the My Account dropdown menu, select *Manage Accounts*.



2. To add an account, click the Add an Account button.



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



> Online Shipping | purolator.com

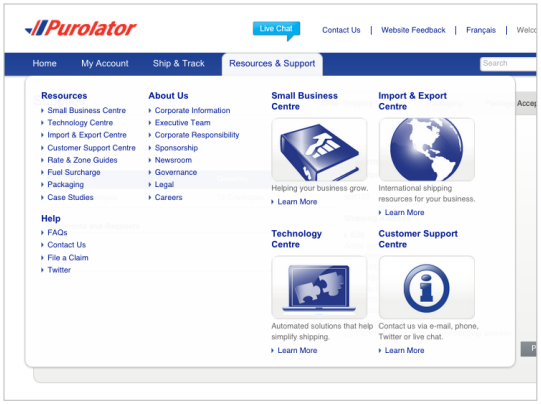
Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim
Invoice and Payment Options
Contact Information

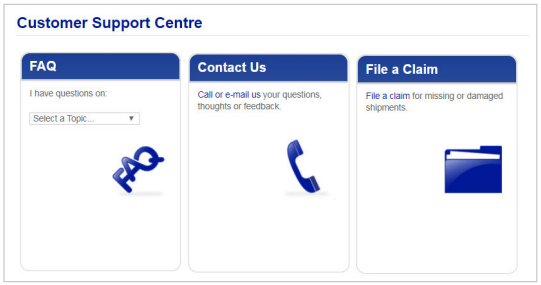
File a Claim

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 simple steps:

1. Go to **purolator.com**, and from the Resources & Support dropdown menu, select Customer Support Centre.

Or, from the Resources & Support dropdown menu, select Customer Support under the Help section. In the Customer Support Centre, select File a Claim.





> Online Shipping | purolator.com

Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim
Invoice and Payment Options
Contact Information

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 the **Customer Support Centre**, located under the Resources & Support dropdown menu on **purolator.com**, to read FAQs, to contact us, to file a claim and more.



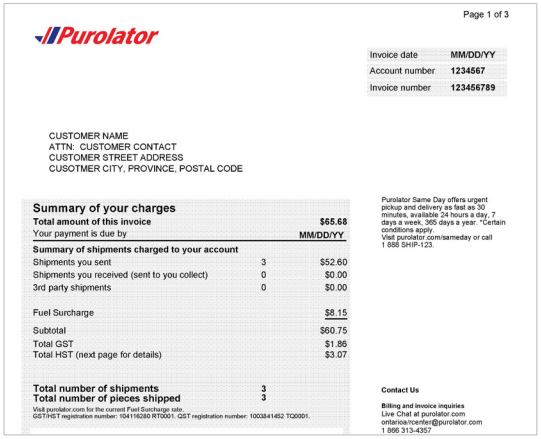
> Online Shipping | purolator.com

Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Estimate Time & Cost
Order Supplies
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
File a Claim
Invoice and Payment Options
Contact Information

Invoice and Payment Options

Purolator invoices are sent on a weekly or monthly 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.


Page 1 of 3

Purolator

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

CUSTOMER NAME
ATTN: CUSTOMER CONTACT
CUSTOMER STREET ADDRESS
CUSOTMER 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
Total number of shipments	3	
Total number of pieces shipped	3	

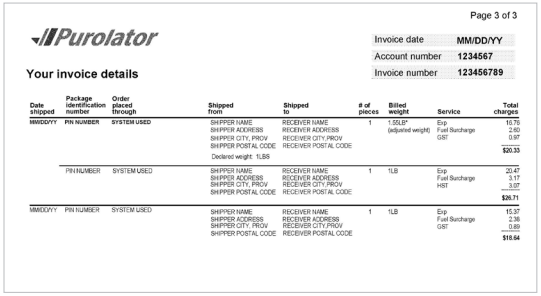
Visit purolator.com for the current Fuel Surcharge rate.
GST/HST registration number: 104116280 RT0001. QST registration number: 1003841452 TQ0001.

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.

Contact Us

Billing and invoice inquiries
Live Chat at purolator.com
ontarioa1rcenter@purolator.com
1 866 313-4357

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


Page 3 of 3

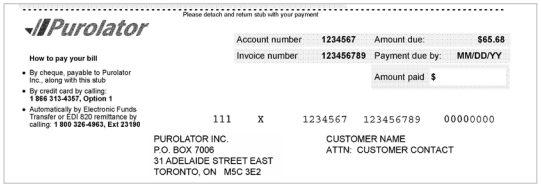
Purolator

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	PIN NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY, PROV RECEIVER POSTAL CODE	1	1.5LB* (adjusted weight)	Exp Fuel Surcharge GST	16.75 2.60 0.97 $20.33
			Declared weight: 1LBS					
	PIN 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	20.47 3.17 3.07 $26.71
MM/DD/YY	PIN 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	15.37 2.38 0.89 $18.64

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


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: **1 866 313-4357, Option 1**
- Automatically by Electronic Funds Transfer or EDI 820 remittance by calling: **1 800 326-4863, Ext 23190**

111 X 1234567 123456789 00000000

PUROLATOR INC.
P.O. BOX 7005
31 ADELAIDE STREET EAST
TORONTO, ON M5C 3E2

CUSTOMER NAME
ATTN: CUSTOMER CONTACT

*** Account must be in good standing and will only be accepted if using Purolator's Online Billing Centre.**

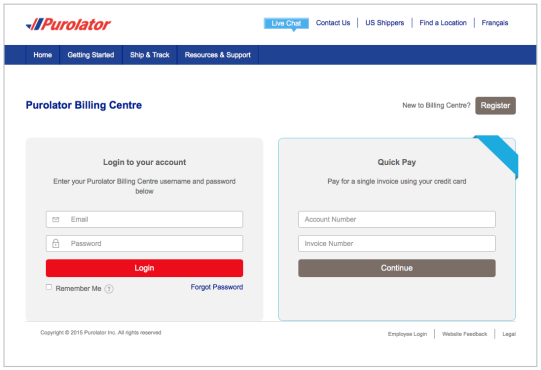
Online Shipping | purolator.com
> **Invoice and Payment Options**
Contact Information

How to Pay Your Invoice

1. Online

The Purolator Billing Centre is the fastest, easiest, and greenest way to receive, view and pay your invoices. You also have the option to pay by credit card or electronic funds transfer (EFT). Plus, you avoid a paper invoice fee and help the environment.

To register, login or get more information, visit **purolator.com/billing**.



2. 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 x 23433	Mon–Fri: 9:00 a.m.–5:00 p.m. A voice mail can be left outside of these hours. A Customer Service Representative will be happy to call you back within 48 hours.

3. 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.

Online Shipping | purolator.com
> **Invoice and Payment Options**
Contact Information

Contact Information

Need further assistance? Purolator has you covered.

Purolator Business Rewards® Program Support

Our Purolator Business Rewards® Program Specialists are your dedicated source of support and are available to help meet your needs. Contact one of our Specialists for more information on savings and benefits.
1 855 711-7277
businessrewards@purolator.com

Live Chat

For on-the-go assistance, just click the blue Live Chat bubble at the top of every screen on purolator.com. Select the topic you need help with and click the Chat Now button to start speaking with a Purolator Representative.

Live Chat is available Monday to Friday during the following times (EST):
Tracking Inquiries: 8:00 a.m. – 9:00 p.m.
Billing & Invoice Inquiries: 8:00 a.m – 7:00 p.m
Technical Support: 8:00 a.m. – 9:00 p.m.
General Inquiries: 8:00 a.m. – 9:00 p.m.
Purolator Business Rewards Support: 8:00 a.m. – 6:30 p.m.

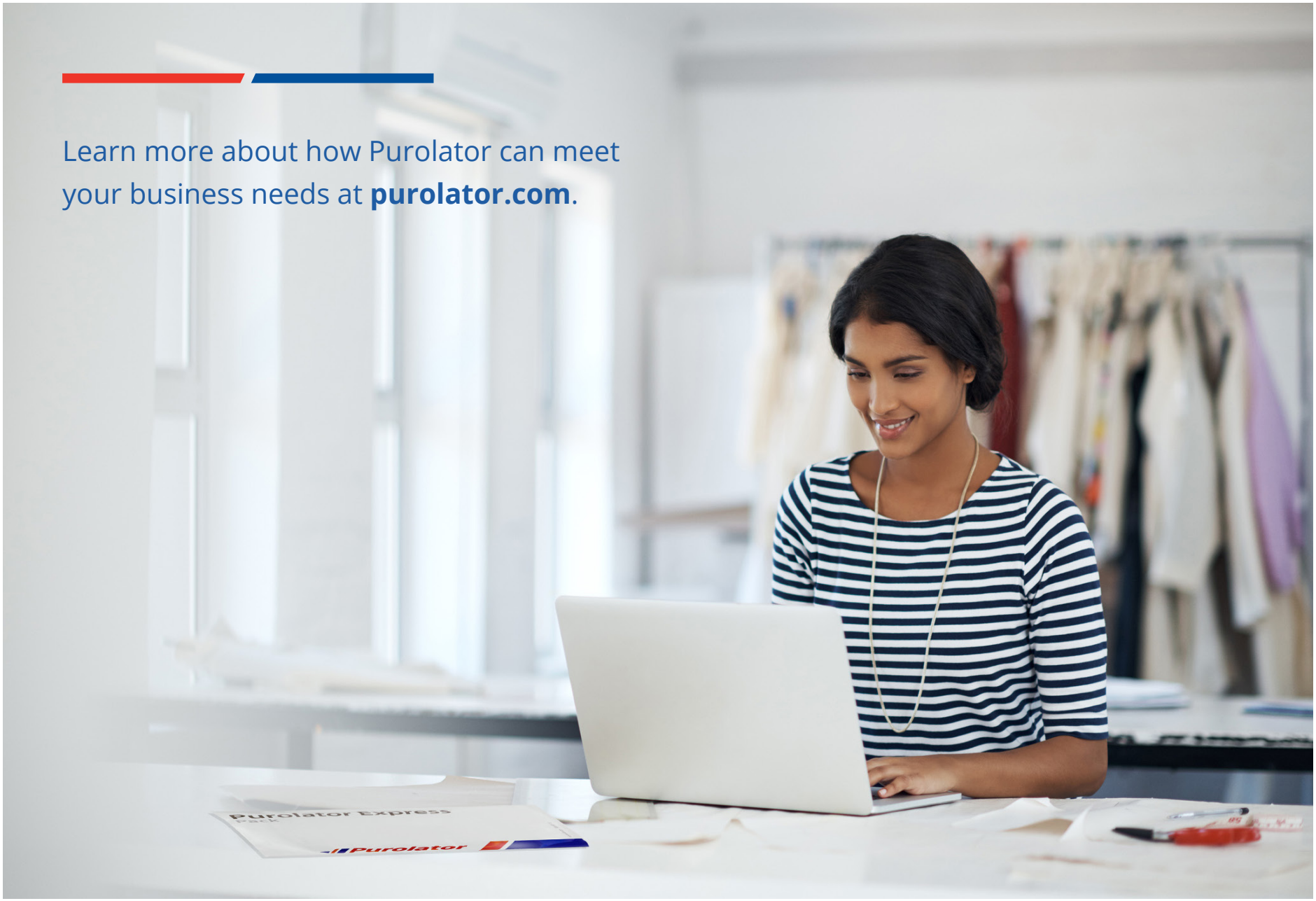
Purolator Customer Service
1 888 SHIP-123 (1 888 744-7123)
custserv@purolator.com

Claims Department
1 800 461-0540
claims@purolator.com

Technical Support
1 800 459-5599
onlineshipping@purolator.com

Billing & Invoicing
1 866 313-4357
Ontario to British Columbia – OntarioA/RCenter@purolator.com
Quebec to Newfoundland – AR@purolator.com

Online Shipping | purolator.com
Invoice and Payment Options
> **Contact Information**



Copyright © 2026 Purolator Inc.
All rights reserved.

Purolator
Promises delivered®