



SMB

Quick Start Guide

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.

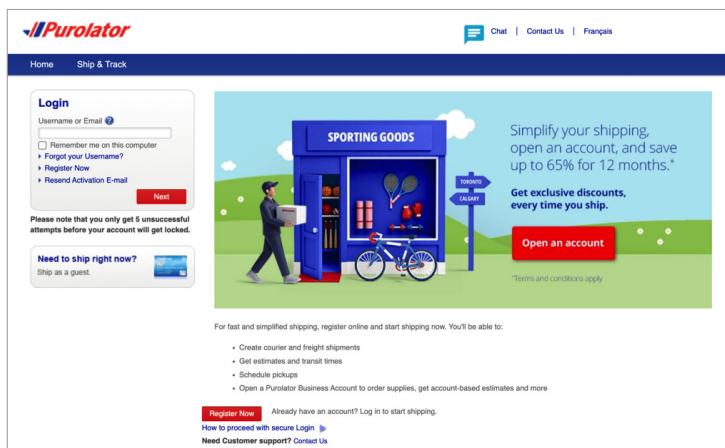
After your registration is validated and you are logged into your account, you'll see your Account Dashboard. From the dashboard, you can track your recent shipments and scheduled pickups in real time, and access your account profile with one click. Use the Quick Links along the left-hand side for common 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.

1. Start your registration
 - a) Go to Online Shipping.
 - b) Click the [Register Now](#) button.



The screenshot shows the Purolator website's registration page. At the top, there's a navigation bar with the Purolator logo and links for Chat, Contact Us, and Français. Below this, a dark blue header contains 'Home' and 'Ship & Track'. The main content area is divided into two columns. The left column has a 'Login' section with a text input for 'Username or Email', a 'Remember me on this computer' checkbox, and links for 'Forgot your Username?', 'Register Now', and 'Resend Activation E-mail'. Below this is a note about account lockouts and a 'Need to ship right now?' section with a 'Ship as a guest' option. The right column features a large illustration of a person loading a box into a blue 'SPORTING GOODS' delivery van. Text next to the illustration says: 'Simplify your shipping, open an account, and save up to 65% for 12 months.* Get exclusive discounts, every time you ship. Open an account'. Below the illustration, a list of benefits for online registration is provided: 'For fast and simplified shipping, register online and start shipping now. You'll be able to: Create courier and freight shipments, Get estimates and transit times, Schedule pickups, Open a Purolator Business Account to order supplies, get account-based estimates and more'. At the bottom, there are links for 'Register Now', 'Already have an account? Log in to start shipping.', 'How to proceed with secure Login', and 'Need Customer support? Contact Us'.

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

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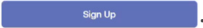
[File a Claim](#)

[Invoice and Payment Options](#)

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2. Create your Online Shipping profile

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

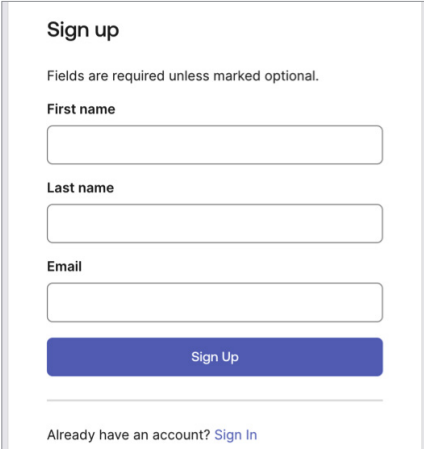
b) Click .

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.



Sign up

Fields are required unless marked optional.

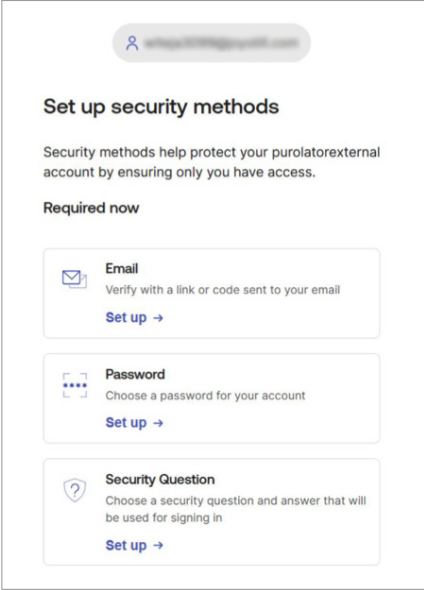
First name

Last name

Email

Sign Up

Already have an account? [Sign In](#)



 [www.purolator.com](#)

Set up security methods

Security methods help protect your purolatorexternal account by ensuring only you have access.

Required now

 **Email**

Verify with a link or code sent to your email

Set up →

 **Password**

Choose a password for your account

Set up →

 **Security Question**

Choose a security question and answer that will be used for signing in

Set up →

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Alternatively:

- a) Select .
 - 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 button.

Verify with your email

We sent an email to [redacted]. Click the verification link in your email to continue or enter the code below.

[Return to authenticator list](#)

Welcome to MyPurolator

Purolator

Welcome to MyPurolator!

To finish setting up your account, verify your email by clicking on the button.

Or enter the verification code: **657988**
This link expires in 10 minutes.

This is an automatically generated message by Purolator. Replies are not monitored or answered.

Set up password

Password requirements:

- ✓ At least 8 characters
- ✓ A lowercase letter
- ✓ An uppercase letter
- ✓ A number
- ✓ A symbol
- ✓ No parts of your username
- ✓ Does not include your first name
- ✓ Does not include your last name
- ⓘ Password can't be the same as your last 4 passwords

Enter password

Re-enter password

✓ Passwords must match

Create and confirm your password

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4. Set up your security question

- Select **Set up →** beside Security Question.
- Select a security question or create your own question.
- Enter your answer.
- Click **Set up →**.

Set up security methods

Security methods help protect your Purolator external account by ensuring only you have access.

Security Question
Choose a security question and answer that will be used for signing in

[Set up →](#)

[Back to sign in](#)

Set up security question

☒ Choose a security question
☐ Create my own security question

Choose a security question

What is the food you least liked as a child? ▼

Answer

Set up

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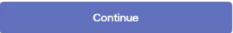
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5. Complete your Secure Sign-In setup

- Review the additional security methods shown on the screen.
- Set up Okta Verify or Phone if you would like to use either option.
- Click  to proceed.

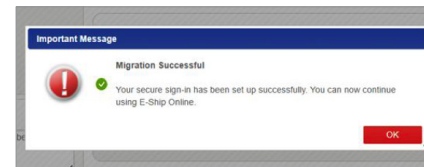
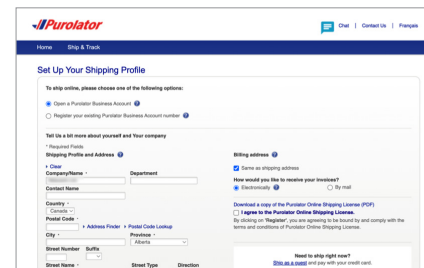
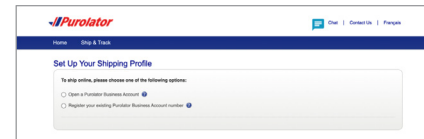
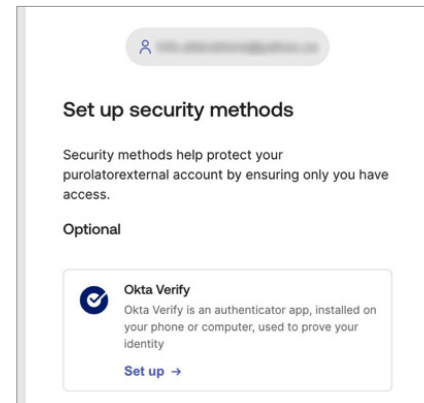
NOTE: Setting up Okta Verify or Phone is optional. These security methods can provide additional security for your account.

6. Complete your Online Shipping profile

- After Secure Sign-In setup is complete, follow the remaining on-screen instructions to create your Online Shipping profile.
- Enter the shipping, billing and Purolator Business Account information requested on the screen.

7. Access Online Shipping

- Once registration is complete, follow the on-screen instructions to access Online Shipping.
- Use your Secure Sign-In email address and password when signing in to Online Shipping.



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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.

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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.

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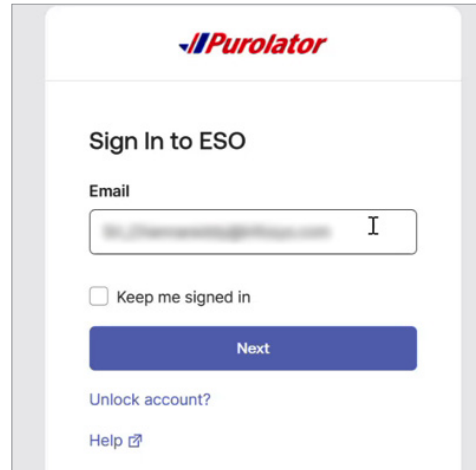
[Invoice and Payment Options](#)

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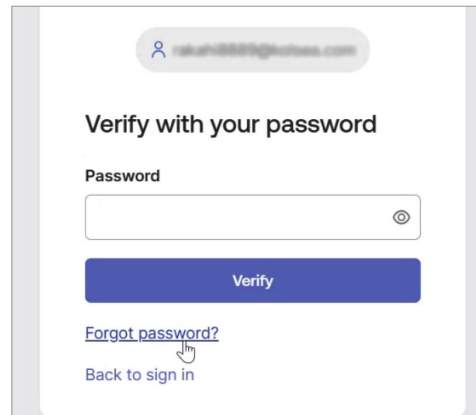
Secure Sign-In Users

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

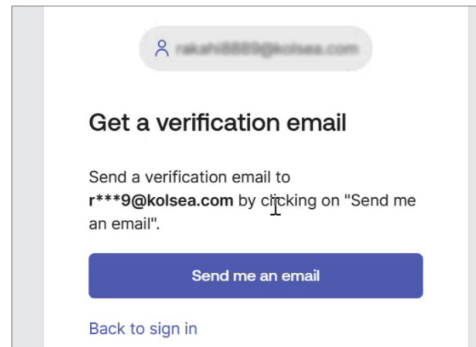
1. Sign in to Online Shipping
 - a) Enter your **email address**.
 - b) Click the  button.
2. Click [Forgot password?](#).
3. Select the option to receive an email.



The screenshot shows the 'Sign In to ESO' page. At the top is the Purolator logo. Below it, the heading 'Sign In to ESO' is displayed. There is an 'Email' input field with a placeholder email address and a cursor. Below the input field is a checkbox labeled 'Keep me signed in'. A blue 'Next' button is positioned below the checkbox. At the bottom, there are links for 'Unlock account?' and 'Help' with an external link icon.



The screenshot shows the 'Verify with your password' page. At the top, a user profile icon and email address are displayed. The heading 'Verify with your password' is centered. Below it is a 'Password' input field with a toggle icon on the right. A blue 'Verify' button is located below the password field. At the bottom, there are links for 'Forgot password?' and 'Back to sign in'.



The screenshot shows the 'Get a verification email' page. At the top, a user profile icon and email address are displayed. The heading 'Get a verification email' is centered. Below it, a message states: 'Send a verification email to r***9@kolsea.com by clicking on "Send me an email"'. A blue button labeled 'Send me an email' is positioned below the message. At the bottom, there is a link for 'Back to sign in'.

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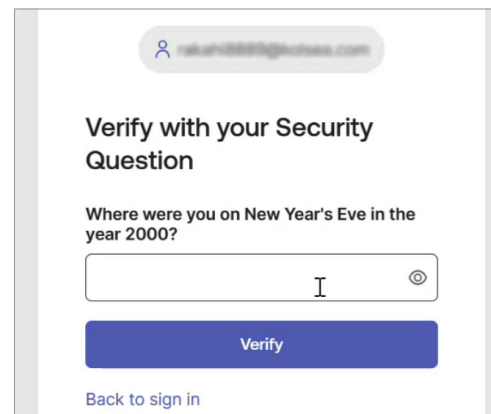
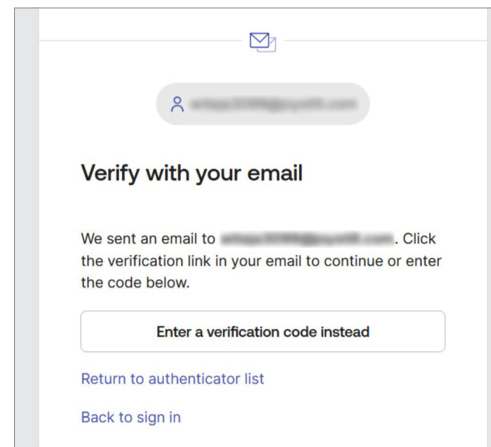
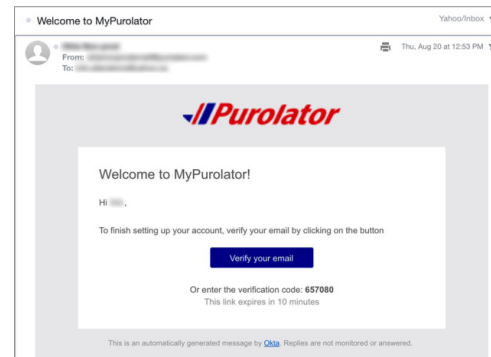
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4. Check your email for the verification message.
5. Enter the **verification code** from the email.
6. The system will also prompt you to answer your **security question**.



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7. Once you answer your Security answer and click Verify. You 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.

Set up password

Password requirements:

- ✓ At least 8 characters
- ✓ A lowercase letter
- ✓ An uppercase letter
- ✓ A number
- ✓ A symbol
- ✓ No parts of your username
- ✓ Does not include your first name
- ✓ Does not include your last name
- ⓘ Password can't be the same as your last 4 passwords

Enter password

.....

Re-enter password

.....

✓ Passwords must match

Create and confirm your password

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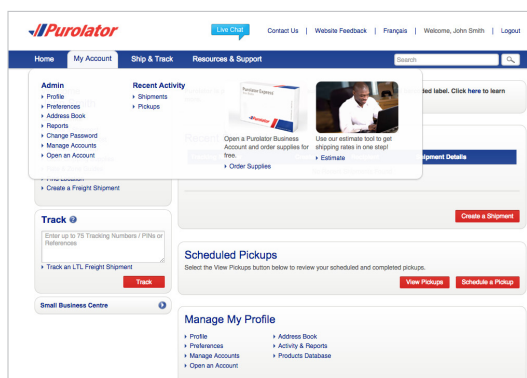
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Set or Change Default Preferences

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.



Shipment Details

Packaging: ☐ Express Envelope ☐ Express 9AM ☐ Express 10:30AM ☐ Express 12PM ☐ Express ☐ Most Economical**

Service: ☐ Imperial (lb, in) ☐ Metric (kg, cm)

Unit Of Measurement: ☐ Imperial (lb, in) ☐ Metric (kg, cm)

Bill To: ☐ Sender ☐ Receiver ☐ Secured 3rd party

Shipment Date: ☐ Current Date ☐ Future Date ☐ Today

Value to Display: ☐ Account number ☐ Account name

Generate Shipment Confirmation E-mail?: ☐ Yes ☐ No

Notification E-mail Address:

E-mail Format:

Default Address Book:

Signature on Delivery (Residential): ☐ Required ☐ Not Required ☐ Adult Signature Required

Signature on Delivery (Non Residential): ☐ Required ☐ Not Required ☐ Adult Signature Required

US/International Shipping

Documents Only: ☐ No ☐ Yes

Bill Duty To: ☐ Sender ☐ Receiver ☐ Buyer

Preferred Customs Broker:

Business Relationship: ☐ Not Related ☐ Related

Currency: ☐ CDN Dollars ☐ US Dollars

Import/Export Type: ☐ Permanent ☐ Temporary ☐ Repatriation

Pickup

Pickup Location:

Pickup Method: ☐ Pre-Arranged Pickup ☐ Schedule A Pickup ☐ Drop Off

Any Time After: AM

Until: PM

Return Details

☐ Generate Return Shipment for all Shipments

Packaging:

Service: ☐ Express 9AM ☐ Express 10:30AM ☐ Express ☐ Most Economical**

Bill To: ☐ My Account ☐ Receiver ☐ Secured 3rd Party

Print Option

Printer Type:

[View Note](#)

Weight Scale Option

☐ Disable ☐ Enable

Advanced Shipment Option

Documents per Download:

[View Note](#)

Notifications (optional)

Proactive Notification E-mail will be sent to: [Edit](#)

Save Changes

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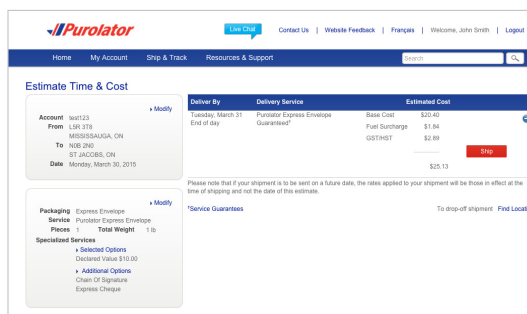
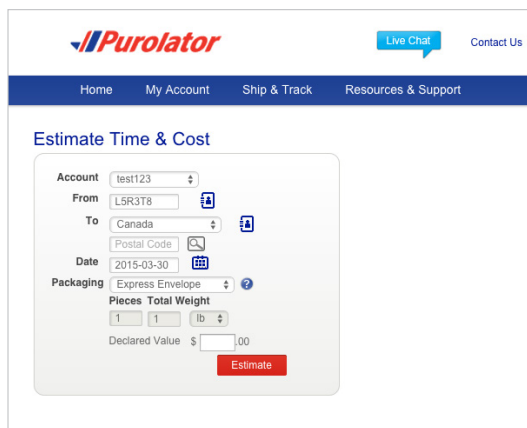
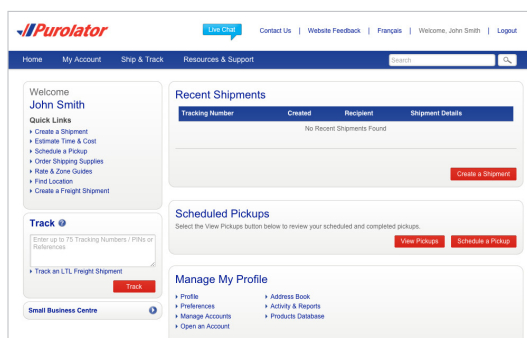
File a Claim

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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](#).



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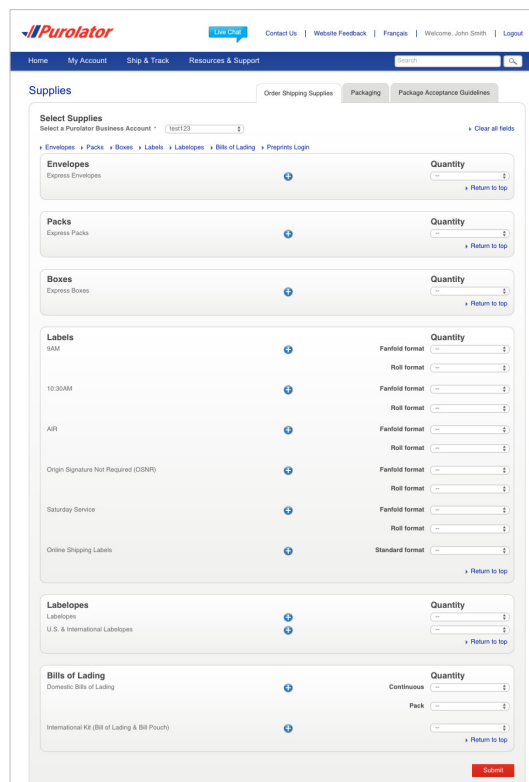
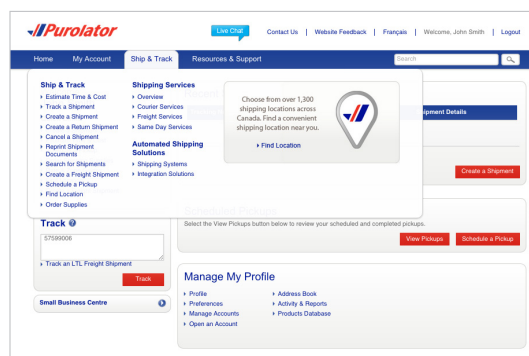
Purolator-branded packaging and supplies are available to you at no charge. Using Purolator's shipping supplies for your shipments ensures you're always meeting **packaging guidelines**.

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.



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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 page has a blue header with the Purolator logo and navigation links: Home, My Account, Ship & Track, Resources & Support, and a search bar. Below the header, there are tabs for 'Supplies', 'Order Shipping Supplies', 'Packaging', and 'Package Acceptance Guidelines'. The 'Supplies' tab is active, showing a table with columns 'Name' and 'Quantity'. The table lists 'Express Envelopes' with a quantity of '10 Envelopes'. To the right of the table, there is a 'Comments and Requests' text area. Further right, under 'Shipment Details', there is a 'Purrolator Business Account' section with a 'Shipping Address' field. The address is: 'Acme Inc., John Smith, 595 ASSEMBLY ROAD, MISSISSAUGA, Ontario, Canada, L5R 3T8, 1-416-555-1212, cfo@purolator.com'. At the bottom right, there are 'Previous' and 'Order' buttons. A link at the bottom says 'Click here to confirm supply shipping address'.

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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.

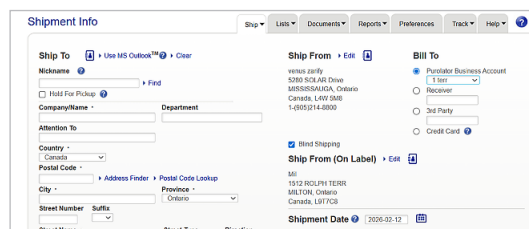
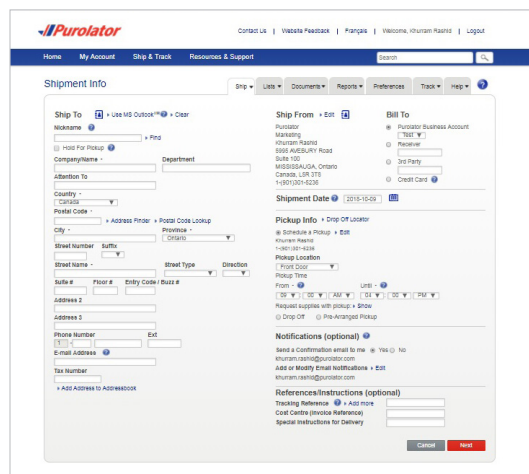
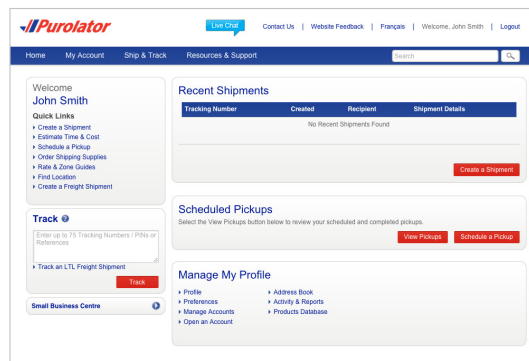
TIP: Use the Proactive Notification feature to notify you and/or your customer when a shipment has been delivered successfully and/or when exceptions occur.

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.



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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, 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.

> Online Shipping | purolator.com

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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.

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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.

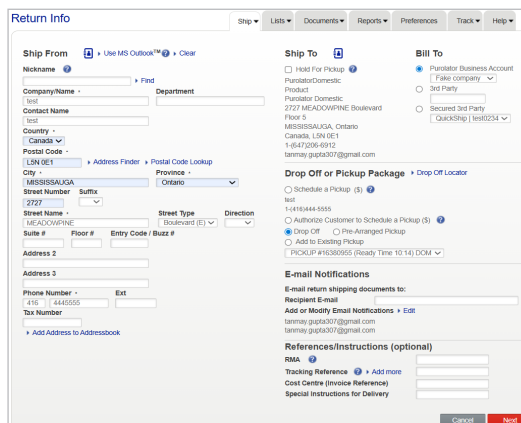
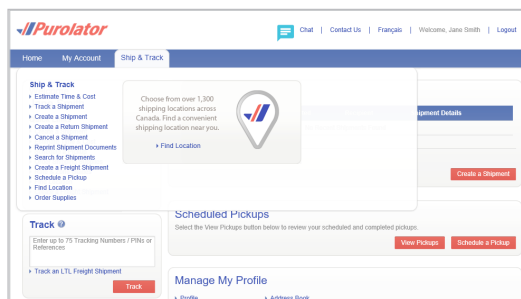
OPTIONAL: Under References/Instructions in the Ship To screen, enter your reference number in the RMA field for easy reconciliation.

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.



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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.

Purolator Express Return

FROM
2727 MEADOWPINE BLVD
MISSISSAUGA, ON
L5N 0E1
416-444-5555

TO
Purolator Domestic
Purolator Domestic
Product
2727 MEADOWPINE BLVD
FLOOR 5
MISSISSAUGA, ON
L5N 0E1

RETURN
RMA# 1001

647-206-6912

DATE: 26 FEB 2025
PIECES: 1 of 1

WEIGHT/POIDS
1 LB

55

EXP

PUROLATOR PIN: 32998554375

Purolator's published terms and conditions of service apply - see www.purolator.com.
Les Modalités et conditions de service publiées de Purolator s'appliquent - voir www.purolator.com.

Drop Off or Pickup Package [Drop Off Locator](#)

☒ Schedule a Pickup (\$) ?

test
1-(416)444-5555

Pickup Location
Front Door

Pickup Time
From 09:00 AM Until 04:00 PM

☐ Authorize Customer to Schedule a Pickup (\$) ?
☐ Drop Off ☐ Pre-Arranged Pickup
☐ Add to Existing Pickup

PICKUP #16380955 (Ready Time 10:14) DOM

Return Details

Shipment Options
Description: Purolator Express Return
Service: Purolator Express Return
Number of Pieces: 1
Total Weight: 1 Imperial (lb, oz)
Declared Value: \$100
Signature on Delivery: Required

Package Details (optional)
For a more accurate estimate enter package details.
Piece Weight Length Width Height Additional Handling

Upgrade Options
Purolator Express Return

As the shipper, you are responsible for the contents of each shipment for delivery by Purolator, including shipments classified as Dangerous Goods. This requires correctly identifying, classifying, packaging, marking, labeling and documentation compliance for dangerous goods in accordance with, but not limited to Transport Canada's Transportation of Dangerous Goods (TDG) Regulations.

By clicking "Ship Now" you agree that: 1) this shipment will be generated by Purolator's Terms and Conditions of service, and 2) the credit card or Purolator account used to prepare this shipment will automatically be billed unless the shipment is properly cancelled.

Previous Cancel Estimate Ship Now

Shipment Cost Estimate

Shipment Details
Weight(s): 1
To: MISSISSAUGA, Ontario, Canada, L5N 0E1
From: MISSISSAUGA, Ontario, Canada, L5N 0E1

Service/Upgrade Details
☐ Purolator Ground Return
☒ Purolator Express Return
Estimated Delivery Date: 2025-02-27
Guaranteed

Base Cost: \$0.00
Return Pickup: \$4.65
GETHSET: \$0.60

Transit Time: 1 Day
Total Cost: \$5.25
Note: *Subject to change based on actual weight/volume

Previous Ship Now

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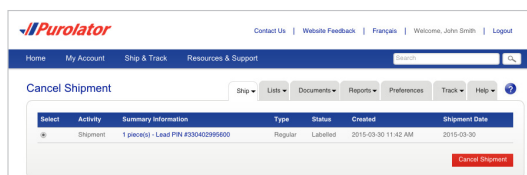
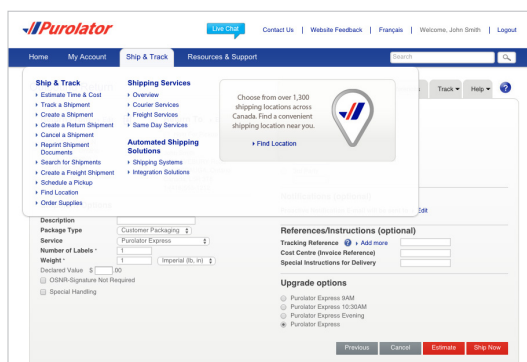
Invoice and Payment Options

Contact Information

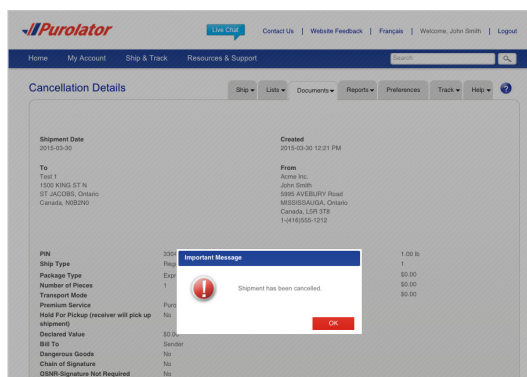
Cancel a Shipment

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.



Select	Activity	Summary Information	Type	Status	Created	Shipment Date
☒	Shipment	1 piece(s) - Lead PIN #20040209000	Regular	Labelled	2015-03-30 11:42 AM	2015-03-30



Field	Value
Shipment Date	2015-03-30
To	Ted 1 1302 KING ST N ST JACQUES, Ontario Canada, N6B2N0
From	Arma Inc. John Smith 888 ASSEMBLY Road MISSISSAUGA, Ontario Canada, L4X 1T6 1-416-555-1212
PIN	330
Ship Type	Reg
Package Type	Exp
Number of Pieces	1
Transport Mode	Pur
Premium Service	No
Hold For Pickup (receiver will pick up shipment)	No
Declared Value	\$0.00
BB To	Sender
Dangerous Goods	No
Chain of Signature	No
ODR-Signature Not Required	No

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Schedule a Pickup

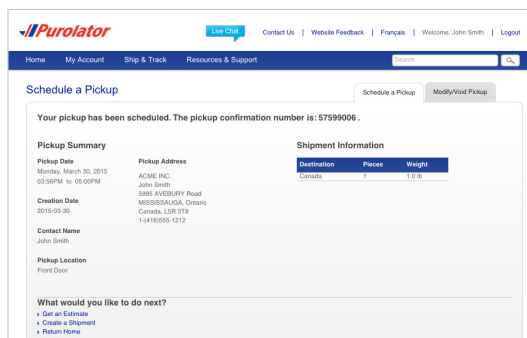
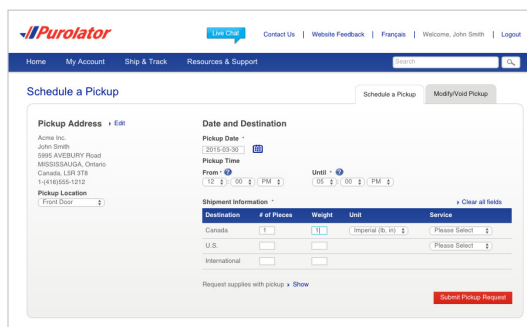
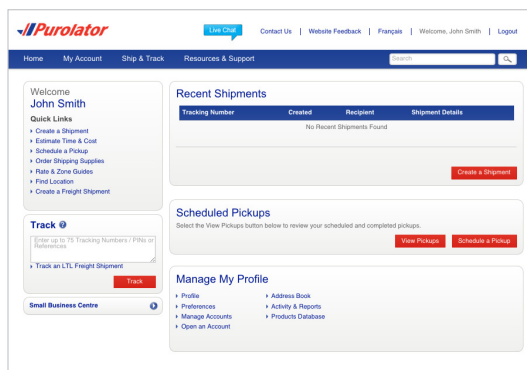
1. Select *Schedule a Pickup* from the Ship & Track dropdown menu or from the Quick Links on the Home screen.

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

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.



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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.

The screenshot shows the 'Track' page on the Purolator website. At the top, there's a 'Track ?' header. Below it is a large input field containing the tracking number '57599006'. Under the input field, there's a link that says 'Track an LTL Freight Shipment'. At the bottom right, there is a prominent red button labeled 'Track'.

This screenshot shows the main navigation bar of the Purolator website. The 'Ship & Track' menu is expanded, showing options like 'Estimate Time & Cost', 'Track a Shipment', 'Create a Shipment', 'Cancel a Shipment', 'Report a Shipment', 'Schedule a Pickup', and 'Find Location'. There's also a 'Track' button with the number '57599006' and a 'Track an LTL Freight Shipment' link. Other sections visible include 'Shipping Services', 'Automated Shipping Solutions', 'Manage My Profile', and 'Small Business Centre'.

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.

The screenshot displays the 'Tracking Details' page for a specific shipment. At the top, it shows the 'Shipment Status' as 'Delivered' with a green checkmark. Below this, it provides the delivery date and time: 'Tuesday, July 15, 2014 7:16 a.m.'. A 'Shipment Summary' box shows the tracking number '60307198902' and the delivery status 'Delivered'. A 'History' table lists the shipment's journey from Mississauga to Toronto and back to Mississauga. The table includes columns for Date, Local Time, City, and Description.

Date	Local Time	City	Description
Jul 15, 2014	7:16 a.m.	Mississauga (westbound), ON	Shipment delivered to CLARISA at MAIL ROOM
Jul 15, 2014	6:41 a.m.	Mississauga (westbound), ON	On vehicle for delivery
Jul 15, 2014	1:58 a.m.	Toronto Sort Centre Td, ON	Departed sort facility
Jul 15, 2014	1:45 a.m.	Toronto Sort Centre Td, ON	Arrived at sort facility
Jul 14, 2014	7:43 p.m.	Toronto Sort Centre Td, ON	Departed sort facility
Jul 14, 2014	7:38 p.m.	Toronto (downtown) Vile, ON	Arrived at sort facility
Jul 14, 2014	5:42 p.m.	Toronto (downtown) Vile, ON	Picked up by Purolator at ETOBICOKE ON

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

[illegible]

Live Chat
Contact Us | Website Feedback | Français

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Getting Started
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Resources & Support

Tracking Details

Shipment Status

Status Created
Picked Up
In Transit
Delivered

Package Status
 Package Tracking Number: 603175589902

Delivered
 Tuesday, July 15, 2014 7:16 a.m.
 Received By: Clientia

Shipment Summary
 Tracking #: Deliver By Status
 603175589902 Jul 15, 2014 Delivered
 Packages 1 to 1 of 1

Date	Local Time	City	Description
Jul 15, 2014	7:16 a.m.	Mississauga (westhead), ON	Shipment delivered to CLARISSA at MAIL ROOM #H&B OFFICE MAILROOM 5995 AVEUBURY RD L3R7Y8
Jul 15, 2014	6:41 a.m.	Mississauga (westhead), ON	On vehicle for delivery
Jul 14, 2014	1:56 a.m.	Toronto Sort Cnctr Trl, ON	Departed sort facility
Jul 15, 2014	1:43 a.m.	Toronto Sort Cnctr Trl, ON	Arrived at sort facility
Jul 14, 2014	7:47 p.m.	Toronto Sort Cnctr Trl, ON	Departed sort facility
Jul 14, 2014	7:38 p.m.	Toronto (denbuenchic Ville), ON	Arrived at sort facility
Jul 14, 2014	5:42 p.m.	Toronto (denbuenchic Ville), ON	Picked up by Purolator from WORLDWIDE WIRELESS at 175 GALAXY BLVD 200 ETOBICOKE MISSISSAUGA, ON

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- Manage Accounts
- File a Claim

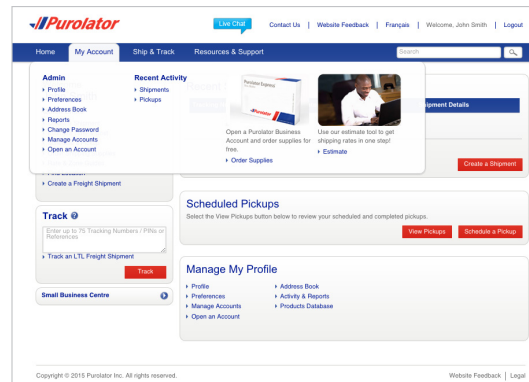
Invoice and Payment Options

Contact Information

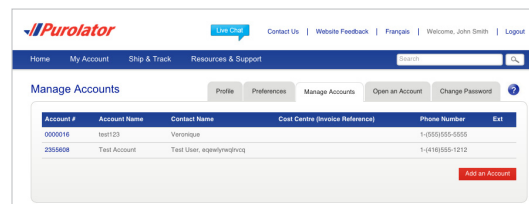
Manage Accounts

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

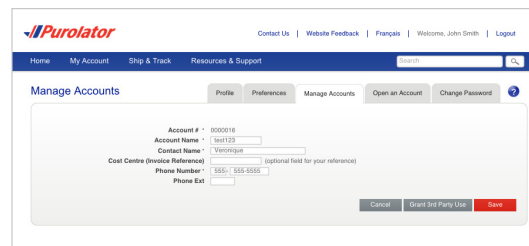
1. From the My Account dropdown menu, select *Manage Accounts*.



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.



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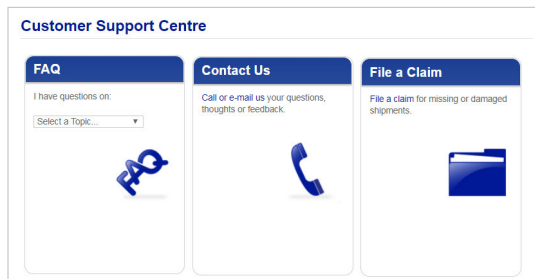
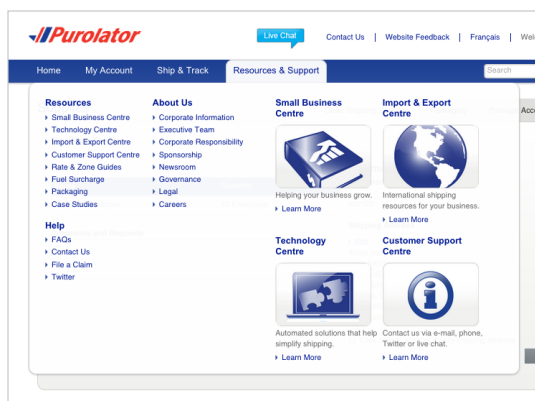
Contact Information

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.



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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.

Purolator Live Chat Contact Us U.S. Shippers Feedback Français

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Customer Support Centre

Purolator - File a Claim

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Claims

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

Reason for Claim *
Amount of Claim (\$) *
Tracking Number / PIN *
Date Shipment Sent DDMMYYYY
Trace or Case Number
Internal Reference Number
Brief Description *

Claimant

Claimant - Account Number
First Name *
Last Name *
Company
Phone *
E-mail *

Claimant Address

Country * Canada
Postal Code * Postal Code Lookup
City *
Province * Select a Province
Street Number * Suffix * Select
Street Name *
Street Type * Select Direction * Select
Suburb * Floor *

Shipper

☐ Shipper is same as Claimant

First Name
Last Name
Company
Phone
E-mail
Country * Canada
Postal Code * Postal Code Lookup
City *
Province * Select a Province
Street Number * Suffix * Select
Street Name *
Street Type * Select Direction * Select
Suburb * Floor *

Receiver

☐ Receiver is same as Claimant

First Name
Last Name
Company
Phone
E-mail
Country * Canada
Postal Code * Postal Code Lookup
City *
Province * Select a Province
Street Number * Suffix * Select
Street Name *
Street Type * Select Direction * Select
Suburb * Floor *

Next

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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.

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.

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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

Total number of shipments: 3
Total number of pieces shipped: 3

Visit purolator.com for the current Fuel Surcharge rate.
GST/HST registration number: 104162630 RT0001, GST registration number: 1003841432 TC0001.

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 1 888 313-4357.

Contact Us
Billing and invoice inquiries
Live Chat at purolator.com
onlineinquiries@purolator.com
1 888 313-4357

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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	PKT NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY, PROV RECEIVER POSTAL CODE	1	1.00 LB (adjusted weight)	Exp Fuel Surcharge GST	15.75 2.60 0.07 \$18.42
			Declared weight: 1.00 LB					\$20.33
	PKT NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY, PROV RECEIVER POSTAL CODE	1	1.0 LB	Exp Fuel Surcharge HST	20.45 3.17 0.07 \$23.69
								\$26.71
MM/DD/YY	PKT NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY, PROV RECEIVER POSTAL CODE	1	1.0 LB	Exp Fuel Surcharge GST	15.37 2.38 0.07 \$17.82
								\$18.64

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: 1 888 313-4357, Option 1
- Automatically by Electronic Funds Transfer or EFT (EFT remittance by calling 1 800 326-4963, Ext 23190)

111 X 1234567 123456789 00000000

Purolator Inc.
P.O. BOX 7006
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**

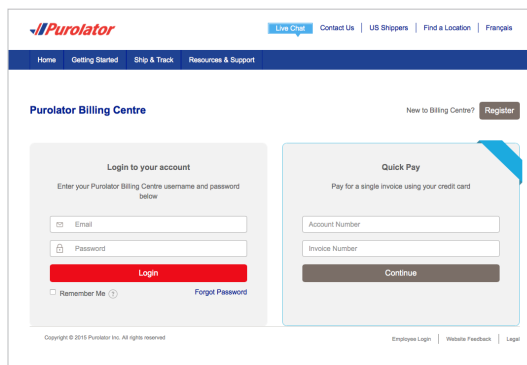
Contact Information

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.

The screenshot shows the Purolator Billing Centre website. At the top, there's a navigation bar with links like Home, Getting Started, Ship & Track, Resources & Support, Live Chat, Contact Us, US Shippers, Find a Location, and Français. Below this, the main heading is 'Purolator Billing Centre'. There are two main sections: 'Login to your account' on the left and 'Quick Pay' on the right. The login section has fields for Email and Password, a 'Login' button, and links for 'Remember Me' and 'Forgot Password'. The Quick Pay section has fields for Account Number and Invoice Number, and a 'Continue' button. At the bottom, there's a copyright notice and links for Employee Login, Website Feedback, and Legal.

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  bubble at the top of every screen on purolator.com. Select the topic you need help with and click the  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

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> [Contact Information](#)



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

