Let’s get your business shipping with Purolator!

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

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

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, schedule freight shipments, and more.

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

Get Started Now!

Register for Online Shipping

1. Go to www.purolator.com and click the Register button in the top menu and click the Register now option in the pop-up window.

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

TIP: Click the icons for more detailed definitions or for instructions.
3. Enter your shipping and billing Information along with your Account Number. Agree to the Purolator Online Shipping Licence and click the Register button.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**TIP:** Use the Notification options feature to notify you and/or your customer when a shipment has been delivered successfully and/or when exceptions (shipment interruptions) occur.
3. Enter the package's shipment details, including Package Type, Service, Number of Pieces, Total Weight and any additional shipment options.


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

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

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

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

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

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

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

2. Fill out the Ship To, Bill To, Shipment Date, Pickup Info and optional Notifications or References/Instructions fields. Verify that your Ship From address is correct. When complete, click the *Next* button.
3. In the *Shipment details*, complete the required sections and select the *Dangerous Goods Indicator*.

4. Select the category of Dangerous Goods
   a. Limited Quantity (ground only)
   b. <500 kg (ground only)
   c. Fully Regulated
   d. UN1845 – Dry Ice
   e. UN3373 – Biological Substance

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

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

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

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

7. Click the *View and Print* button to access your shipping documents.
To generate a return shipment label with your outbound shipment:

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

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

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

3. Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the **Cancel Shipment** button and recreate the shipment.
4. Click the View and Print button to access your shipping documents, including your return shipping label.

To generate a return shipment label without an outbound shipment:

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

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

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

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

4. Click OK in the pop-up window.
Cancel a Shipment

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

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

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

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

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

2. Verify that the pickup address is correct, and enter the date and destination and shipment information for your package.
   
   **TIP:** To request Purolator supplies upon pickup, click the Show link and select Purolator Express® Envelope, Purolator Express® Pack or Labelope for your package.

3. Click the Submit Pickup Request button to schedule your pickup.
   
   **TIP:** To change or cancel a scheduled pickup, select the Modify/Void Pickup tab in the right-hand corner.
Track a Shipment

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

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

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

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

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

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

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

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

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

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

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

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

1. From the Ship & Track drop-down menu, select Order Supplies.

2. Using the Quantity drop-down menu, select how many of each item you wish to order. When you’re finished, click the Submit button.

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

TIP: Our “peel and stick” Online Shipping Labels can be used in inkjet and laser printers and are required for shipments created in Online Shipping.
3. Enter any additional comments or requests, verify order details and click the **Order** button.
Purolator E-Ship® Server (ESS)

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

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

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

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

**Getting Started**

1. From the Login screen, enter your User Name and Password.

2. Review the Welcome screen for a quick explanation of available features and functions, software updates and quick links to commonly used features.
Set or Change Default Preferences

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

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

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

3. Click the Save button to confirm your changes.
Create a Shipment

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

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

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

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

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

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

   **TIP:** Click the Options button to add any Shipment Level Options, such as ExpressCheque®, Saturday Delivery/ Pickup or Special Handling.
NOTE: The Items and INTL tabs must be completed if you’re shipping to the U.S. or international destinations. Note that the Items tab is subdivided by Details and Producer.

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

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

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

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

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

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

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

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

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

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

4. Click the button to commit the package to the Shipment Table.
5. Under the LabelNow button, select the Options button. In the pop-up window, select the Dangerous Goods drop-down menu to select from one of the below categories of Dangerous Goods:
   a. Limited Quantity (ground only)
   b. <500 kg (ground only)
   c. Fully Regulated
   d. UN1845 – Dry Ice
   e. UN3373 – Biological Substance

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

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

6. Once complete, click the Done button to complete the form.

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

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

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

To track by Status:
1. From the Track drop-down menu, select Status.

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

To track by PIN:
1. From the Track drop-down menu, select By PIN.

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

3. Click the Track button.

TIP: You can enter up to 25 separate Purolator PINs to track multiple shipments at once.
To track by Reference:
1. From the Track drop-down menu, select *By Reference*.

2. From the Carrier drop-down menu, select *Purolator* and enter the Reference Number.

3. Click the Track button.

To track by User:
1. From the Track drop-down menu, select *By User*.

2. Select the Carrier and enter the Current User Name and up to 25 User Names.

3. The shipments matching the search criteria will be displayed in the Search Results field. Shipments with a status of “Shipped” will activate three buttons when selected: Void, Label, and Track. Click the Track button to track the shipment.
Cancel a Shipment

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

2. Enter your search criteria and click the Search button.

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

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

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

To order labels, contact us at 1 800 459-5599 or eshipserversupport@purolator.com.
Invoice and Payment Options

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

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

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

3. Your Remittance page – An itemized listing of all charges with a remittance stub.
How to Pay Your Invoice:

**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 enrol in the **Automatic Payment Plan**, pay by credit card or electronic funds transfer (EFT). Plus, you avoid a paper invoice fee and help the environment.

1. To register, login or get more information, visit purolator.com/billing and click the **Next** button.

2. Complete the form, including shipper contact information and account number. Click the **Next** button to complete your automatic payment plan.

**By phone**

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

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

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

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

Need further assistance? Purolator has you covered.

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

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

To speak with a representative, please call:

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

Technical Support
1 800 459-5599 (Select option 2 for E-Ship® Online/
Select option 4 for E-Ship® Server)
onlineshipping@purolator.com

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

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

Central Supplies
1 888 744-7123
CSDMontreal@purolator.com
File a Claim

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

1. Go to purolator.com, and from the Support drop-down menu, select File a Claim.
2. Complete the form, including the claimant, shipper and Receiver information. Click the button to submit your claim.

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

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

**TIP:** Need additional help? Visit purolator.com and click on Support in top menu. In the drop-down menu, you can read FAQs, contact us, file a claim and more.
Learn more about how Purolator can meet your business needs at **purolator.com**.

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