



Courier

Quick Start Guide



Let's get your business shipping with Purolator!

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

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

Online Shipping | purolator.com

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

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

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.

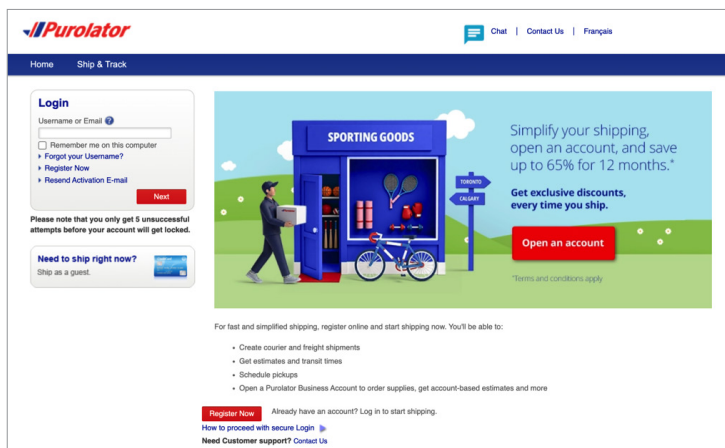
After your registration is validated and you are logged into your account, you'll see your Account Dashboard. From the dashboard, you can track your recent shipments and scheduled pickups in real time, and access your account profile with one click. Use the Quick Links along the left-hand side for common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

Get Started Now!

Register for Online Shipping

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 'Home' and 'Ship & Track' links. Below this, on the left, is a 'Login' section with a 'Username or Email' input field, a 'Remember me on this computer' checkbox, and links for 'Forgot your Username?', 'Register Now', and 'Resend Activation E-mail'. A note states: 'Please note that you only get 5 unsuccessful attempts before your account will get locked.' Below the login section is a 'Need to ship right now?' section with a 'Ship as a guest' option. The main content area features a large illustration of a person loading a box into a blue 'SPORTING GOODS' delivery van. To the right of the illustration, text reads: 'Simplify your shipping, open an account, and save up to 65% for 12 months.*' and 'Get exclusive discounts, every time you ship.' Below this is a prominent red 'Open an account' button. At the bottom, a list of benefits for registering online is provided: 'Create courier and freight shipments', 'Get estimates and transit times', 'Schedule pickups', and 'Open a Purolator Business Account to order supplies, get account-based estimates and more'. A 'Register Now' button is also present. At the very bottom, there are links for '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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Register for Online Shipping

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

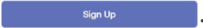
[Purolator E-Ship® Server \(ESS\)](#)

[Invoice and Payment Options](#)

[Additional Contact Information](#)

2. Create your Online Shipping profile

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

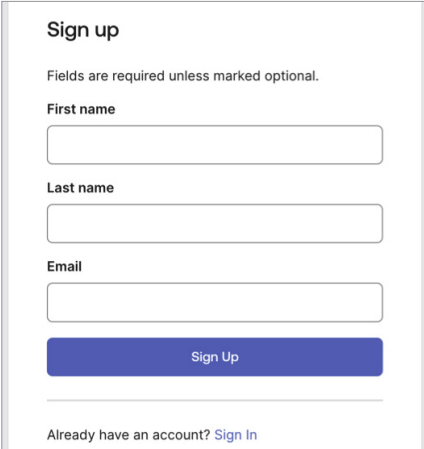
b) Click .

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.

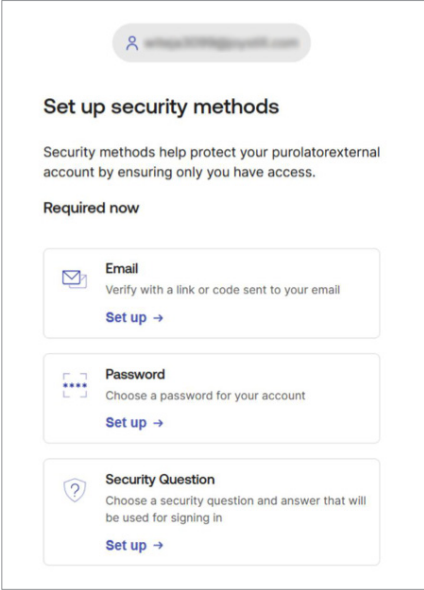
First name

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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Register for Online Shipping

[Resetting Your Password](#)

[Set or Change Default Preferences](#)

[Address Book](#)

[Estimate Time & Cost](#)

[Create a Shipment](#)

[Create a Return Shipment](#)

[Cancel a Shipment](#)

[Schedule a Pickup](#)

[Track a Shipment](#)

[Manage Accounts](#)

[Order Supplies](#)

[Purolator E-Ship® Server \(ESS\)](#)

[Invoice and Payment Options](#)

[Additional Contact Information](#)

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.

The first screenshot shows the 'Verify with your email' screen. It includes a header with a user icon and email address, a title 'Verify with your email', and a message: 'We sent an email to [redacted]. Click the verification link in your email to continue or enter the code below.' There is a text input field with the placeholder 'Enter a verification code instead' and a 'Return to authenticator list' link at the bottom.

The second screenshot is an email from Purolator titled 'Welcome to MyPurolator!'. The email body says: 'Hi [redacted], To finish setting up your account, verify your email by clicking on the button.' It features a 'Verify your email' button and a verification code '657988' with a 10-minute expiration. The footer states: 'This is an automatically generated message by Purolator. Replies are not monitored or answered.'

The third screenshot shows the 'Set up password' screen. It lists password requirements with green checkmarks: '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', and 'Does not include your last name'. There is an information icon and a note: 'Password can't be the same as your last 4 passwords'. Below are two password input fields labeled 'Enter password' and 'Re-enter password', each with a toggle for visibility. A 'Passwords must match' checkmark is shown below the second field. At the bottom is the text 'Create and confirm your password'.

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Register for Online Shipping

Resetting Your Password

Set or Change Default Preferences

Address Book

Estimate Time & Cost

Create a Shipment

Create a Return Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

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 →**.

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

[Return to authenticator list](#)
[Back to sign in](#)

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Register for Online Shipping

Resetting Your Password

Set or Change Default Preferences

Address Book

Estimate Time & Cost

Create a Shipment

Create a Return Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

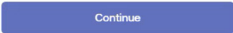
Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

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.

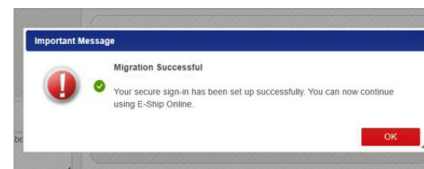
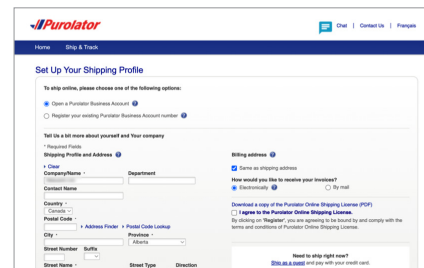
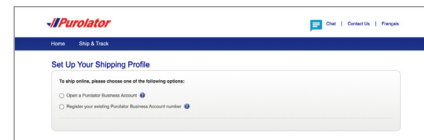
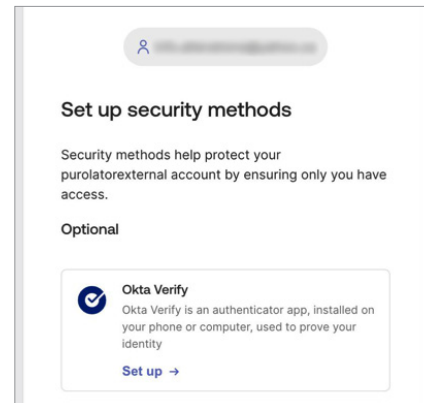
NOTE: Setting up Okta Verify or Phone is optional. These security methods can provide additional security for your account.

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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Register for Online Shipping

Resetting Your Password

Set or Change Default Preferences

Address Book

Estimate Time & Cost

Create a Shipment

Create a Return Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

Resetting Your Password

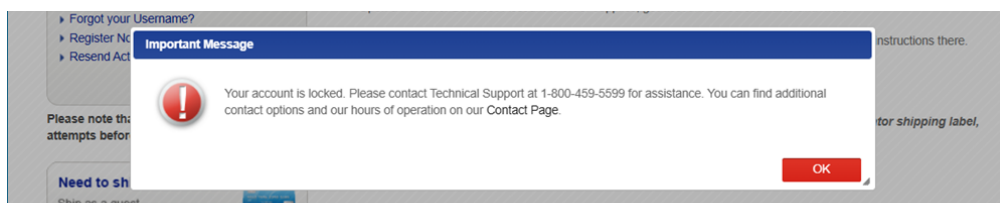
Legacy Users – Scenario 1: Forced Password Expiry

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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Register for Online Shipping

Resetting Your Password

Set or Change Default Preferences

Address Book

Estimate Time & Cost

Create a Shipment

Create a Return Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

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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Register for Online Shipping

Resetting Your Password

Set or Change Default Preferences

Address Book

Estimate Time & Cost

Create a Shipment

Create a Return Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

Order Supplies

Purolator E-Ship® Server (ESS)

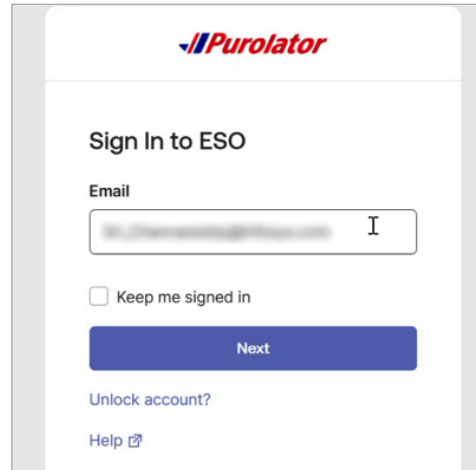
Invoice and Payment Options

Additional Contact Information

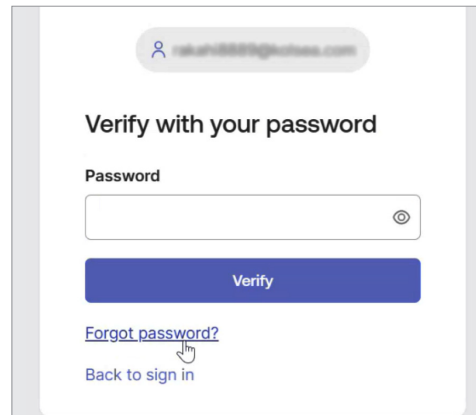
Secure Sign-In Users

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

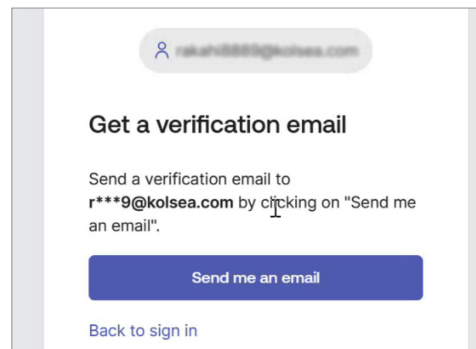
1. Sign in to Online Shipping
 - a) Enter your **email address**.
 - b Click the  button.
2. Click [Forgot password?](#).
3. Select the option to receive an email.



The screenshot shows the 'Sign In to ESO' page. At the top is the Purolator logo. Below it is the heading 'Sign In to ESO'. There is an 'Email' label above a text input field containing a blurred email address. To the right of the input field is a cursor icon. Below the input field is a checkbox labeled 'Keep me signed in'. A blue 'Next' button is positioned below the checkbox. At the bottom left, 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 the email 'r****9@kolsea.com' are displayed. The heading is 'Verify with your password'. Below it is a 'Password' label above a password input field with a toggle icon on the right. A blue 'Verify' button is below the input field. At the bottom left, 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 the email 'r****9@kolsea.com' are displayed. The heading is 'Get a verification email'. Below it, text instructs the user to '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 below the text. At the bottom left, there is a link for 'Back to sign in'.

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Register for Online Shipping

Resetting Your Password

Set or Change Default Preferences

Address Book

Estimate Time & Cost

Create a Shipment

Create a Return Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

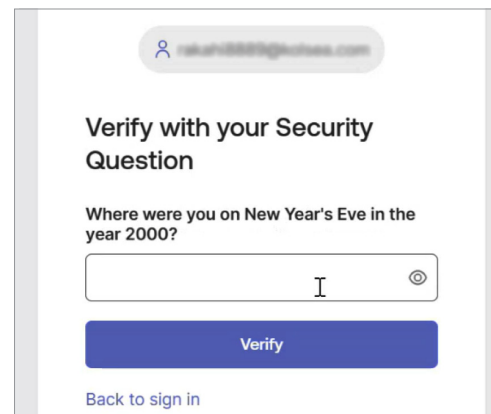
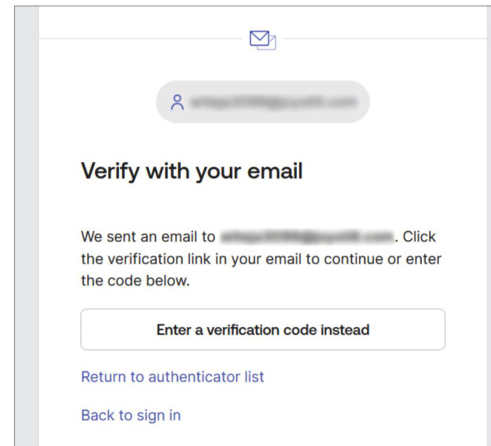
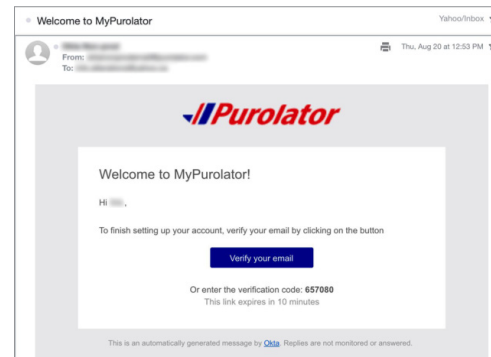
Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

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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Register for Online Shipping

Resetting Your Password

Set or Change Default Preferences

Address Book

Estimate Time & Cost

Create a Shipment

Create a Return Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

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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[Register for Online Shipping](#)

[Resetting Your Password](#)

[Set or Change Default Preferences](#)

[Address Book](#)

[Estimate Time & Cost](#)

[Create a Shipment](#)

[Create a Return Shipment](#)

[Cancel a Shipment](#)

[Schedule a Pickup](#)

[Track a Shipment](#)

[Manage Accounts](#)

[Order Supplies](#)

[Purolator E-Ship® Server \(ESS\)](#)

[Invoice and Payment Options](#)

[Additional Contact Information](#)

Set or Change Default Preferences

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

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

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

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

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

The screenshot shows the Purolator Domestic dashboard. At the top, there are navigation links: Home, My Account, and Ship & Track. The main content area is divided into several sections. On the left, there's a 'Welcome Purolator Domestic' section with quick links like 'Create a Shipment', 'Estimate Time & Cost', 'Schedule a Pickup', 'Order Shipping Supplies', 'Rate & Zone Guides', 'Find Location', and 'Create a Freight Shipment'. Below this is a 'Track' section with a search bar and a 'Track' button. The central part of the dashboard features a 'Recent Shipments' table with columns for Tracking Number, Created, Recipient, and Shipment Details. Below the table is a 'Scheduled Pickups' section with a 'View Pickups' button. At the bottom, there's a 'Manage My Profile' section with links to Profile, Preferences, Address Book, Activity & Reports, and Products Database.

The screenshot shows the Purolator Preferences page. The page is divided into several sections. The 'Shipment Details' section includes options for Packaging (Express Envelope), Service (Express 5AM, Express 10:30AM, Express, Most Economical), Healthcare (Yes/No), Unit of Measurement (Imperial (lb, in), Metric (kg, cm)), Bill To (Sender, Receiver, Second Party), Shipment Date (Current Date, Future Date), and Value to Declare (Yes/No). The 'US/International Shipping' section includes options for Documents Only (Yes/No), Bill Duty To (Sender, Receiver), Preferred Customer Broker (Yes/No), Custom Invoice Printing (Yes/No), Business Relationship (Not Related, Related), Currency (CAD Dollars, US Dollars), and Import/Export Type (Permanent, Temporary, Repeat/Return). The 'Pickup' section includes options for Pickup Location (Front Door, Back Door, etc.), Pickup Method (Pre-Arranged Pickup, Schedule a Pickup, Drop Off), and Any Time After (9 AM, 10 AM, 11 AM, 12 PM, 1 PM, 2 PM, 3 PM, 4 PM, 5 PM, 6 PM, 7 PM, 8 PM, 9 PM, 10 PM, 11 PM, 12 AM). The 'Return Details' section includes options for Generate Return Shipment for all Shipments (Yes/No), Service (Express return, Ground return, Deferred return), Bill To (My Account, Receiver, Second Party), Healthcare (Yes/No), Preferred Return To Address (Purolator Domestic, 2727 McLaughlin Blvd, Mississauga, ON), Pickup Location (Front Door, Back Door, etc.), Pickup Method (Drop Off, Schedule a Pickup, Pre-Arranged Pickup), and Any Time After (9 AM, 10 AM, 11 AM, 12 PM, 1 PM, 2 PM, 3 PM, 4 PM, 5 PM, 6 PM, 7 PM, 8 PM, 9 PM, 10 PM, 11 PM, 12 AM). The 'Print Option' section includes a 'Printer Type' dropdown (Laser, Inkjet, etc.). The 'Weight Scale Option' section includes a 'Weight Scale' dropdown (Lb, Kg, etc.). The 'Advanced Shipment Option' section includes a 'Documents per Download' dropdown (2 documents, 5 documents, etc.). The 'Notifications (optional)' section includes a 'Add or Modify Email Notifications' link. At the bottom right, there is a 'Save Changes' button.

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Register for Online Shipping

Resetting Your Password

Set or Change Default Preferences

Address Book

Estimate Time & Cost

Create a Shipment

Create a Return Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

Order Supplies

Purolator E-Ship® Server (ESS)

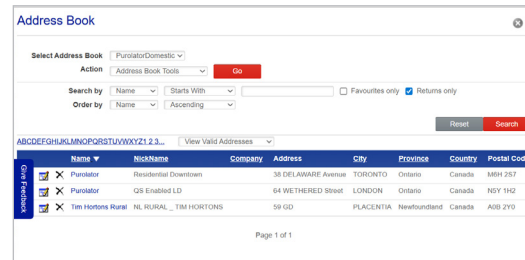
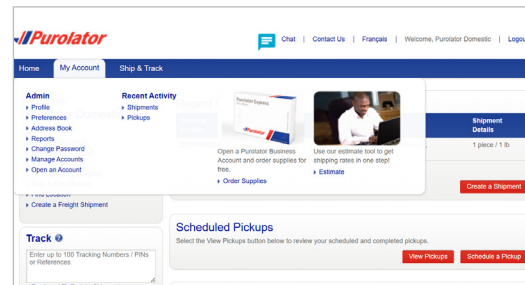
Invoice and Payment Options

Additional Contact Information

Address Book

1. From the Dashboard, under My Account, select Address Book to select different address book, manage actions, apply filters and other features.
2. In the drop-down, under Action, will allow you to create groups, add addresses, import, export and share address books, and additional address book features.
3. Select Add Address to add new address and enter all required information. Select the Return Address option to mark the address as Returns.

NOTE: Only addresses marked as Return Address will be available for selection as the Return To address when creating a return shipment.



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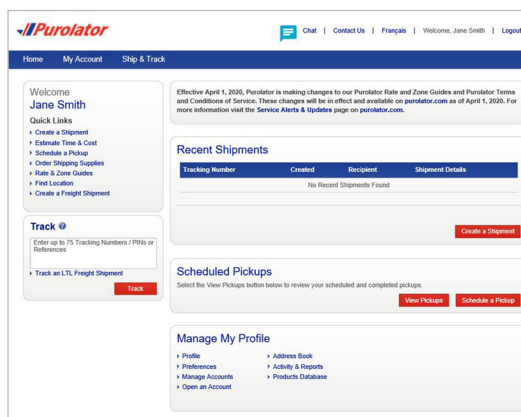
Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Address Book

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

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

Estimate Time & Cost

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



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

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

Estimate Time & Cost

Account: Jane Smith

From: A1A1A1

To: Canada

Postal Code:

Date: 2020-04-01

Packaging: Customer Packaging

Pieces: 1 Total Weight: 1 lb

[Add Dimensions](#)

Declared Value: \$0.00

Estimate

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.

Estimate Time & Cost

Deliver By	Delivery Service	Estimated Cost
Friday, March 13, 12 p.m. (noon)	Purolator Express Envelope, 12PM Guaranteed	\$24.52
Friday, March 13, End of day	Purolator Express Envelope Guaranteed	
	Base Cost	\$17.54
	Fuel Surcharge	\$2.74
	Residential Area	\$3.46
	GST/ST	\$3.58
		\$27.42

Ship

Please note that if your shipment is to be sent on a future date, the rates applied to your shipment will be those in effect at the time of shipping and not the date of this estimate. To get better estimate, please provide dimensions and/or select additional options on the left.

*Service Guarantees To drop-off shipment Find Location

> Online Shipping | purolator.com

Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Address Book

Estimate Time & Cost

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

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

Create a Shipment

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

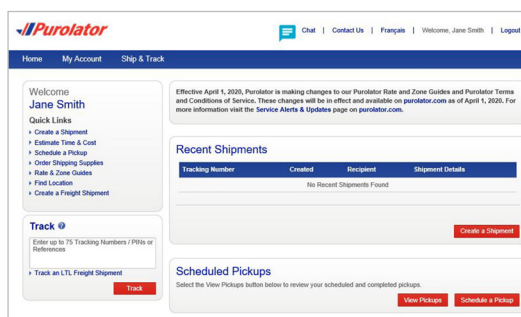
TIP: To send the shipment to a pick up location, click the *Hold For Pick Up* option under *Nickname*, enter the receiver's postal code in the pop-up window and click **Submit**. A list of all pickup locations within the designated radius will populate. Click the **Select** button to choose the pickup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

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

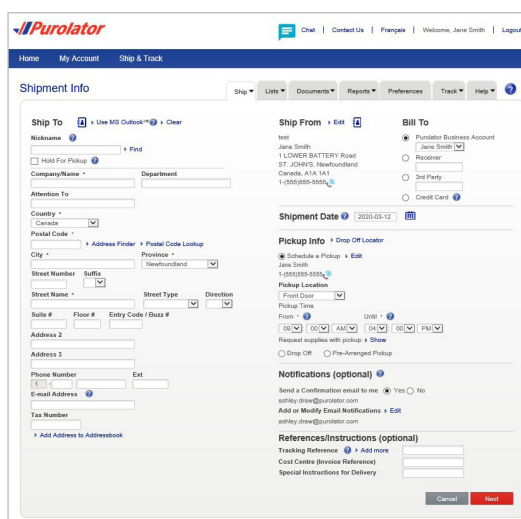
TIP: Use the Notification options feature to notify you and/or your customer when a shipment has been delivered successfully and/or when exceptions (shipment interruptions) occur.

3. Blind Shipping hides the actual shipper address on the label.
 - a. Select the *Blind Shipping* checkbox under Ship From.
 - b. The *Ship From (On Label)* address will appear on the shipping label instead.

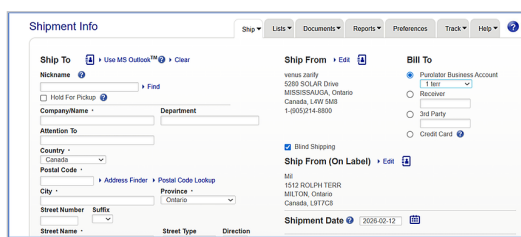
TIP: Available to approved customers only. Not applicable to Return shipments. Contact your Purolator Sales Representative if unavailable.



The screenshot shows the Purolator website's Home page. The 'Ship & Track' menu is visible in the top navigation bar. On the left, under 'Welcome Jane Smith', there is a 'Quick Links' section with a link to 'Create a Shipment'. On the right, there are sections for 'Recent Shipments' and 'Scheduled Pickups'.



The screenshot shows the 'Shipment Info' form. The 'Ship To' section includes fields for Nickname, Company Name, Department, Attention To, Country, Postal Code, City, Province, Street Number, Suffix, Street Name, Suite #, Floor #, Entry Code / Buzz #, Address 2, Address 3, Phone Number, Ext., E-mail Address, and Tax Number. The 'Ship From' section includes fields for Nickname, Company Name, Department, Attention To, Country, Postal Code, City, Province, Street Number, Suffix, Street Name, Suite #, Floor #, Entry Code / Buzz #, Address 2, Address 3, Phone Number, Ext., E-mail Address, and Tax Number. The 'Bill To' section includes fields for Nickname, Company Name, Department, Attention To, Country, Postal Code, City, Province, Street Number, Suffix, Street Name, Suite #, Floor #, Entry Code / Buzz #, Address 2, Address 3, Phone Number, Ext., E-mail Address, and Tax Number. The 'Shipment Date' field is set to 2020-05-12. The 'Pickup Info' section includes a 'Drop Off Location' dropdown and a 'Pickup Location' dropdown. The 'Notifications (optional)' section includes a checkbox for 'Send a Confirmation email to me' and a checkbox for 'Send a Confirmation email to the Receiver'. The 'References/Instructions (optional)' section includes a 'Tracking Reference' field and a 'Special Instructions for Delivery' field.



The screenshot shows the 'Shipment Info' form with the 'Blind Shipping' checkbox selected under the 'Ship From' section. The 'Ship From (On Label)' address is displayed as '1610 BICKLETON MILTON, Ontario Canada, L9T 7C8'.

> Online Shipping | purolator.com

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

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

4. 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!

5. 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.

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.

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.

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

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

Shipping dangerous goods

1. Select *Create a Shipment* / *Create a return 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.

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[Register for Online Shipping](#)
[Resetting Your Password](#)
[Set or Change Default Preferences](#)
[Address Book](#)
[Estimate Time & Cost](#)
[Create a Shipment](#)
[Create a Return Shipment](#)
[Cancel a Shipment](#)
[Schedule a Pickup](#)
[Track a Shipment](#)
[Manage Accounts](#)
[Order Supplies](#)

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

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

4. Select the category of Dangerous Goods

- Limited Quantity (ground only)
- <500 kg (ground only)
- Fully Regulated
- UN1845 – Dry Ice
- UN3373 – Biological Substance

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

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

NOTE: For return shipments, Dangerous Goods services are available only to customers whose Purolator account has been approved for Dangerous Goods shipping. Attempting to ship Dangerous Goods without approval may impact shipment delivery and may result in compliance issues or additional charges.

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.

The screenshot shows the 'Shipment Details' form in the Purolator system. The form is divided into two main sections: 'Shipment Options' and 'Upgrade Options'. Under 'Shipment Options', there are fields for 'Description', 'Package Type' (set to 'Express Envelope'), 'Service' (set to 'Purolator Express Envelope'), 'Number of Pieces' (set to '1'), 'Total Weight' (set to '1'), 'Declared Value' (set to '\$100'), 'Signature on Delivery' (set to 'Required'), 'Chain of Signature' (checkbox), 'Express/Cheque' (checkbox), 'Method of Payment' (set to 'Bank Draft'), 'Amount' (set to '\$100.00'), 'Additional Handling' (checkbox), 'Dangerous Goods Indicator' (checkbox), 'Dangerous Goods Mode' (set to 'Ground'), and 'Dangerous Goods Class' (set to 'Limited Quantities'). Under 'Upgrade Options', there are radio buttons for 'Purolator Express Envelope 5444', 'Purolator Express Envelope 10 5044', 'Purolator Express Envelope 12PM', 'Purolator Express Envelope Evening', and 'Purolator Express Envelope'. At the bottom, there is a 'Print Dangerous Goods Declaration' checkbox and a disclaimer. The form has buttons for 'Previous', 'Cancel', 'Estimate', and 'Ship Now'.

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Register for Online Shipping

Resetting Your Password

Set or Change Default Preferences

Address Book

Estimate Time & Cost

Create a Shipment

Create a Return Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

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

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

To generate a return shipment label 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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Register for Online Shipping
Resetting Your Password
Set or Change Default Preferences
Address Book
Estimate Time & Cost
Create a Shipment
Create a Return Shipment
Cancel a Shipment
Schedule a Pickup
Track a Shipment
Manage Accounts
Order Supplies

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

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.

- Complete the Shipment Options, Package Details, and Upgrade Options fields. Add any optional Notifications or References/Instructions if required.
- Click **Estimate** to view the shipment details, including any additional services or charges.
- Click **Ship Now** to create the shipment.
- Click **View and Print** to access and print the return shipping label.

Purolator Express Return

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

REF: 647-206-6912

RETURN
RMA# 1001

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

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

☐ Saturday Delivery
☐ Additional Handling
☐ Dangerous Goods Indicator
Dangerous Goods Mode: Ground
Dangerous Goods Class: Limited Quantities

☐ Print Dangerous Goods Declaration
☐ Shipper's Certification Statement
I hereby declare that the contents of this consignment are accurately declared, are properly classified and packaged, have dangerous goods safety marks properly affixed or displayed on them, and are in all respects in proper condition for transport according to the Transportation of Dangerous Goods Regulations.

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 governed 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: City: MISSISSAUGA, Province: Ontario, Country: Canada, Postal Code: L5N 0E1
From: City: MISSISSAUGA, Province: Ontario, Country: Canada, Postal Code: L5N 0E1

Service/Upgrade Details

Service	Base Cost	Return Pickup	GET/HST
☐ Purolator Ground Return Estimated Delivery Date 2025-03-02	\$ 0.00		
☒ Purolator Express Return Estimated Delivery Date 2025-02-27 Guaranteed ¹	\$ 4.65		
			\$ 0.60

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

¹Service Guarantee

Previous **Ship Now**

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

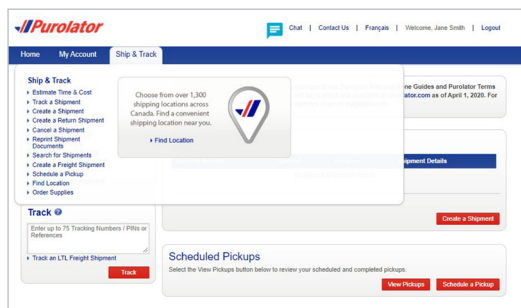
Purolator E-Ship® Server (ESS)

Invoice and Payment Options

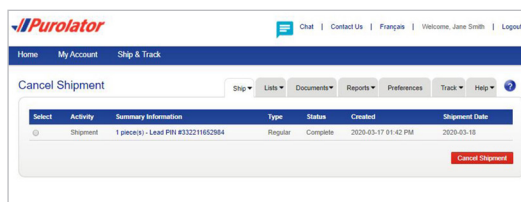
Additional Contact Information

Cancel a Shipment

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

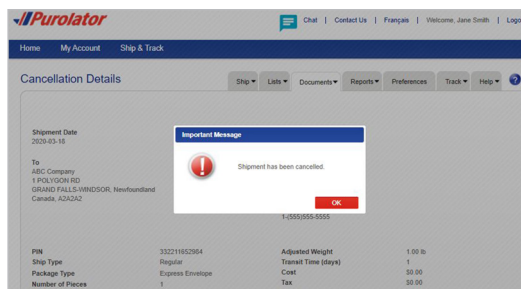


2. From your list of created shipments, select the shipment you wish to cancel and click the **Cancel Shipment** button.



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

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



> Online Shipping | purolator.com

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

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

Schedule a Pickup

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

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

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

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

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

The screenshot shows the Purolator website's home page. In the 'Quick Links' section, the 'Schedule a Pickup' link is highlighted. Other links include 'Create a Shipment', 'Estimate Time & Cost', 'Order Shipping Supplies', 'Rate & Zone Guides', 'Find Location', and 'Create a Freight Shipment'. The 'Track' section is also visible, along with 'Recent Shipments' and 'Scheduled Pickups'.

The screenshot shows the 'Schedule a Pickup' form. It includes fields for 'Pickup Address' (Name, Address, City, Province, Postal Code, Phone), 'Date and Destination' (Pickup Date, Pickup Time, From, To), and 'Shipment Information' (Destination, # of Pieces, Weight, Unit, Service). A 'Submit Pickup Request' button is at the bottom right.

The screenshot shows the 'Schedule a Pickup' confirmation page. It displays the 'Pickup Summary' (Pickup Date, Creation Date, Contact Name, Pickup Location) and 'Shipment Information' (Destination, Pieces, Weight). A confirmation message states: 'Your pickup has been scheduled. The pickup confirmation number is: 04287033.' At the bottom, there are links for 'Get an Estimate', 'Create a Shipment', and 'Return Home'.

> Online Shipping | purolator.com

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

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

Track a Shipment

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

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

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

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

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

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

A screenshot of the 'Track' button on the Purolator website. It features a search box with the tracking number '332147700261' entered. Below the search box is a link that says 'Track an LTL Freight Shipment'. To the right of the search box is a red button labeled 'Track'.

A screenshot of the 'Track a Shipment' page on the Purolator website. The page has a blue header with the Purolator logo and navigation links. Below the header is a search box with the tracking number '332147700261' entered. To the right of the search box is a red button labeled 'Track Now'. Below the search box are links for 'Multiple PINs/References' and 'Track a LTL Freight Shipment'.

A screenshot of the 'Ship & Track' page on the Purolator website. The page has a blue header with the Purolator logo and navigation links. Below the header is a search box with the tracking number '332147700261' entered. To the right of the search box is a red button labeled 'Track Now'. Below the search box are links for 'Multiple PINs/References' and 'Track a LTL Freight Shipment'. The page also features a 'Scheduled Pickups' section with a 'View Pickups' button and a 'Schedule a Pickup' button.

A screenshot of the 'Shipment Summary' page on the Purolator website. The page displays the tracking number '332147700261' and its status 'Delivered'. It includes a 'Delivery Date' of 'Tue, Jan. 28, 2020 3:40 p.m.' and a 'Last updated' time of 'Tue, Jan. 28, 2020'. The page also shows the origin 'SAINT-JEAN-SUR-RICHIEUX, QC' and the destination 'SAINT-EUGÈNE, QC'. A 'View proof of delivery and signature' button is visible. Below the summary is a 'History' table with columns for Date, City, and Description.

Date	City	Description
Tue, Jan. 28, 2020 - 3:40 p.m.	JOUETTE, PQ	Shipment delivered to LACHANCE IP
Tue, Jan. 28, 2020 - 7:08 a.m.	JOUETTE, PQ	Available for pickup for 5 business days from arrival date at the counter.
Mon, Jan. 27, 2020 - 5:54 p.m.	JOUETTE, PQ	Available for pickup for 5 business days from arrival date at the counter.
Mon, Jan. 27, 2020 - 10:10 a.m.	JOUETTE, PQ	Attempted delivery - receiver unavailable
Mon, Jan. 27, 2020 - 9:25 a.m.	JOUETTE, PQ	On vehicle for delivery
Fri, Jan. 24, 2020 - 9:22 p.m.	MONTRÉAL SOUT CTR/CTR TEL, PQ	Arrived at sort facility
Fri, Jan. 24, 2020 - 4:06 p.m.	BOUCHERVILLE, PQ	Picked up by Purolator at SAINT-JEAN-SUR-RICHIEUX, QC
Thu, Jan. 23, 2020 - 8:55 p.m.	Purolator	Shipping label created

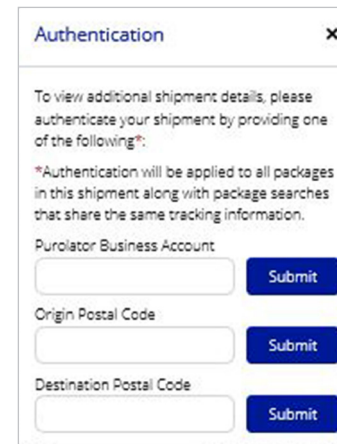
> Online Shipping | purolator.com

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

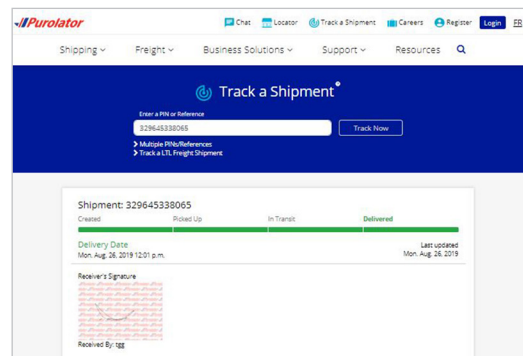
Purolator E-Ship® Server (ESS)
Invoice and Payment Options
Additional Contact Information

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

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



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



A screenshot of the Purolator website's "Track a Shipment" page. The header includes the Purolator logo and navigation links: Chat, Locator, Track a Shipment, Careers, Register, Login, and EB. Below the header is a search bar with the text "Enter a PIN or Reference" and a "Track Now" button. The main content area shows a shipment status for "Shipment: 329645338065" with a progress bar indicating "Created", "Picked Up", "In Transit", and "Delivered". It also displays the "Delivery Date: Mon, Aug. 26, 2019 12:01 p.m." and "Last updated: Mon, Aug. 26, 2019". A "Receiver's Signature" section shows a redacted signature image, and the "Received By" field shows "tgg".

> Online Shipping | purolator.com

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

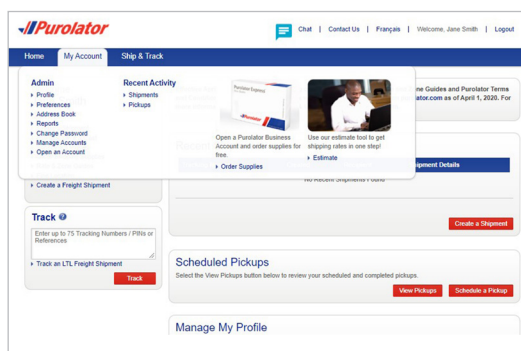
Purolator E-Ship® Server (ESS)

Invoice and Payment Options

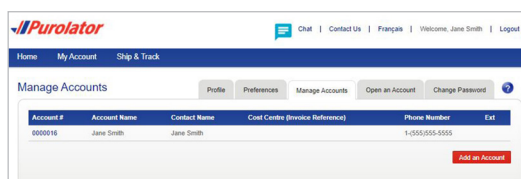
Additional Contact Information

Manage Accounts

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



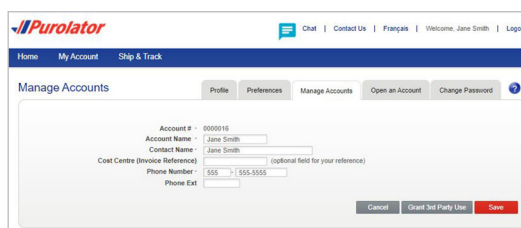
2. Here, you can add, edit or delete the account numbers listed in your profile. To add an account, click the **Add an Account** button.



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

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

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



> Online Shipping | purolator.com

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

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

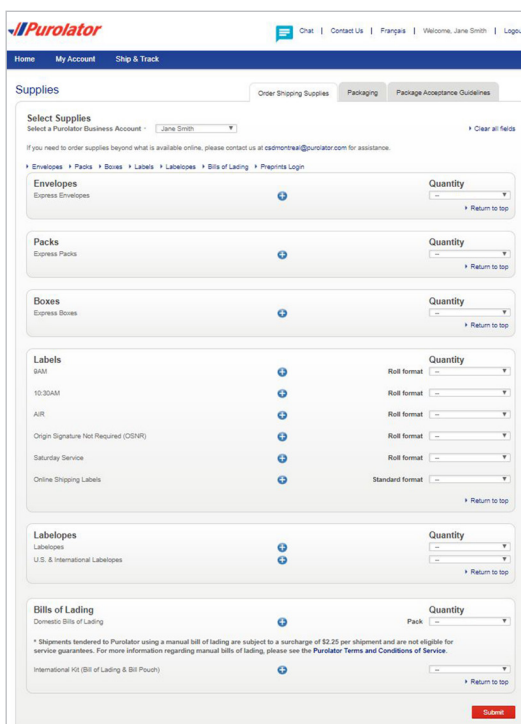
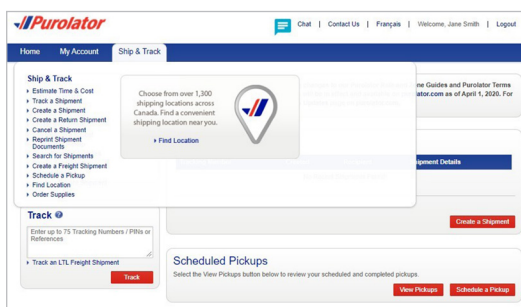
Order Supplies

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

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

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

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



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

The screenshot shows the 'Confirm Order' page on the Purolator website. The page is titled 'Supplies' and has tabs for 'Order Shipping Supplies', 'Packaging', and 'Package Acceptance Guidelines'. The 'Confirm Order' section contains a table of items to be shipped, a shipping address, and a 'Comments and Requests' text area. At the bottom, there are 'Previous' and 'Order' buttons.

Item	Quantity
Express Envelopes	180 Envelopes
9x11 - Roll format	30 Labels

Comments and Requests

Shipment Details
Purolator Business Account
Jane Smith

Shipping Address
Test
Jane Smith
1 LOWER BATTERY Road
ST. JOHN'S, Newfoundland
Canada, A1A 1A1
1-866-555-5555
ashley.drew@purolator.com

☐ Click here to confirm supply shipping address

Previous **Order**

> Online Shipping | purolator.com

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

Order Supplies

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

Purolator E-Ship® Server (ESS)

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

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

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

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

Getting Started

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

The image displays two screenshots of the Purolator E-Ship Server (ESS) interface. The top screenshot is the login screen, featuring a red header with the Purolator logo and 'E-Ship™ Server'. Below the header, it prompts the user to 'Please Enter User Name, Password to Login.' with input fields for 'User Name', 'Password', and a 'Language' dropdown menu (set to 'English'). A 'Log In' button is positioned to the right of the password field. At the bottom, there are links for 'Terms and Conditions of Service' and 'Trademarks of Purolator Inc. used under license. Copyright © 2009 Purolator. All rights reserved.' The bottom screenshot is the 'Welcome' screen. It has a red header with the Purolator logo, 'E-Ship™ Server', and a 'Quick Pickup Log out' link. Below the header is a navigation bar with 'Ship', 'Track', 'My Profile', 'System', and 'Help'. The main content area starts with a 'Welcome' message and a list of features: 'Ship using multiple Purolator accounts', 'Create future-dated and ship-to-hold shipments', 'Send and receive e-mail notifications with the proactive notification feature', 'Create return labels and shipping documents', 'Create your own default service preference for all your shipments', 'Track shipments in real time', and 'Create a variety of custom reports to assist you with cost analysis, future planning and more'. It also mentions 'Freight now available on ESS. Check.' and provides instructions for shipping LTL shipments, including carrier and service selection, and handling units. At the bottom, there are sections for 'New & Existing Users' (with links to 'Update your default preferences' and 'Change your location') and a 'Track' section with a 'Tracking Number' input field and a 'Track' button.

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> Purolator E-Ship® Server (ESS)

Getting Started

Set or Change Default Preferences

Create a Shipment

Track a Shipment

Cancel a Shipment

Order Supplies

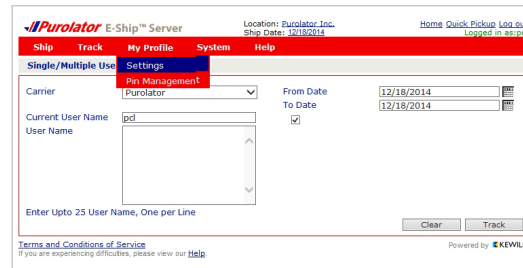
Invoice and Payment Options

Additional Contact Information

Set or Change Default Preferences

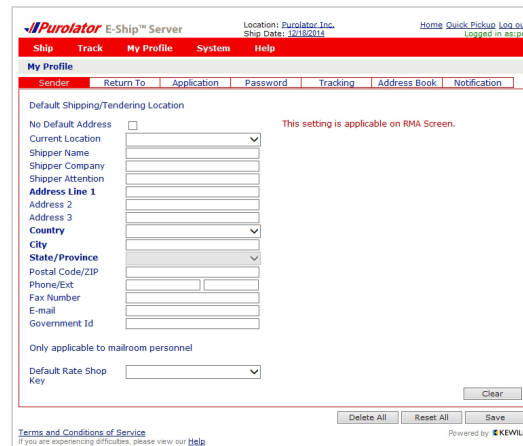
Your default settings are set up upon installation with the help of your Purolator Technician. Should you wish to edit any of your preferences follow these easy steps:

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



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.



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> Purolator E-Ship® Server (ESS)

Getting Started

Set or Change Default Preferences

Create a Shipment

Track a Shipment

Cancel a Shipment

Order Supplies

Invoice and Payment Options

Additional Contact Information

Create a Shipment

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

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

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

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

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

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.

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> Purolator E-Ship® Server (ESS)

Getting Started

Set or Change Default Preferences

Create a Shipment

Track a Shipment

Cancel a Shipment

Order Supplies

Invoice and Payment Options

Additional Contact Information

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

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

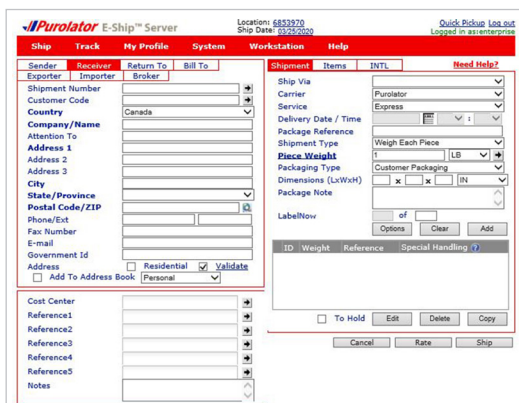
5. Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the  button and recreate the shipment.

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

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

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

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



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> Purolator E-Ship® Server (ESS)

Getting Started

Set or Change Default Preferences

Create a Shipment

Track a Shipment

Cancel a Shipment

Order Supplies

Invoice and Payment Options

Additional Contact Information

Shipping dangerous goods

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

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

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

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

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

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

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

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

Online Shipping | purolator.com

> Purolator E-Ship® Server (ESS)

Getting Started

Set or Change Default Preferences

Create a Shipment

Track a Shipment

Cancel a Shipment

Order Supplies

Invoice and Payment Options

Additional Contact Information

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

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

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

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

Online Shipping | purolator.com

> Purolator E-Ship® Server (ESS)

Getting Started

Set or Change Default Preferences

Create a Shipment

Track a Shipment

Cancel a Shipment

Order Supplies

Invoice and Payment Options

Additional Contact Information

Track a Shipment

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

To track by Status:

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

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

To track by PIN:

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

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

3. Click the **Track** button.

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

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

Ship Track My Profile System Help

Find a Shipment **Status** Need Help?

Tracking Carrier Location Reference Number Where

By Status By Reference By User

Purolator Inc.

From Date To Date Equals

12/18/2014 12/18/2014

Clear Search

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

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

Ship Track My Profile System Help

Find a Shipment Need Help?

Tracking Number Carrier Location Reference Number Where

From Date To Date Equals

12/18/2014 12/18/2014

Clear Search

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

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

Ship Track My Profile System Help

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

Tracking Carrier Location Reference Number Where

By Status By Reference By User

Purolator Inc.

From Date To Date Equals

12/18/2014 12/18/2014

Clear Search

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

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

Ship Track My Profile System Help

Single/Multiple Pin Tracking Need Help?

Enter Up to 25 Tracking numbers, One per Line

Carrier: Purolator

Enter Tracking Numbers: 123456789

Clear Track

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

Online Shipping | purolator.com

> Purolator E-Ship® Server (ESS)

Getting Started

Set or Change Default Preferences

Create a Shipment

Track a Shipment

Cancel a Shipment

Order Supplies

Invoice and Payment Options

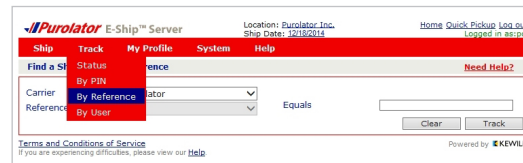
Additional Contact Information

To track by Reference:

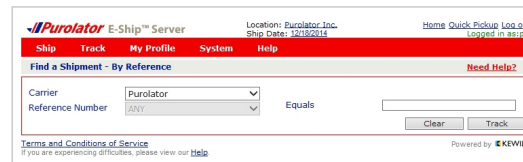
1. From the Track drop-down menu, select *By Reference*.
2. From the Carrier drop-down menu, select *Purolator* and enter the Reference Number.
3. Click the  button.

To track by User:

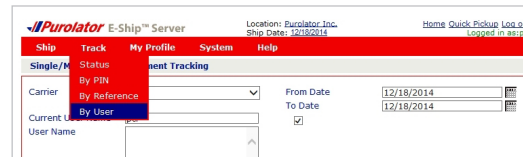
1. From the Track drop-down menu, select *By User*.
2. Select the Carrier and enter the Current User Name and up to 25 User Names.
3. The shipments matching the search criteria will be displayed in the Search Results field. Shipments with a status of "Shipped" will activate three buttons when selected: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



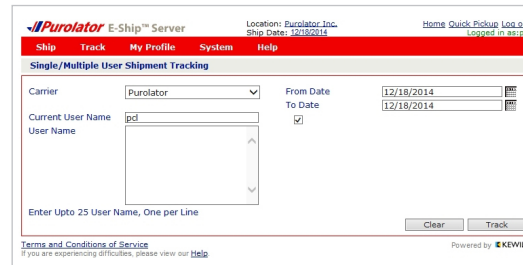
The screenshot shows the 'Find a Shipment - By Reference' form. The 'Track' menu is open, and 'By Reference' is selected. The 'Carrier' dropdown is set to 'Purolator'. There is a text input field for the 'Reference Number' and a 'Track' button.



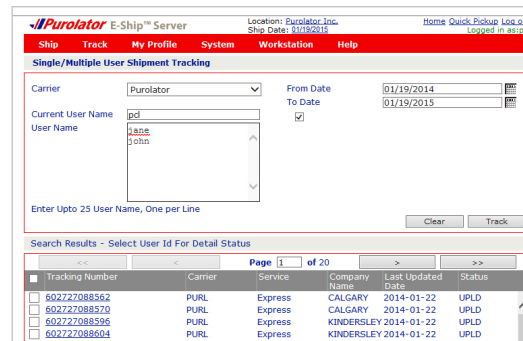
The screenshot shows the 'Find a Shipment - By Reference' form with 'Purolator' selected in the 'Carrier' dropdown and '2031' entered in the 'Reference Number' field. The 'Track' button is visible.



The screenshot shows the 'Single/Multiple User Shipment Tracking' form. The 'Track' menu is open, and 'By User' is selected. The 'Carrier' dropdown is set to 'Purolator'. There are input fields for 'From Date' and 'To Date', both set to 12/18/2014. There is a text input field for 'Current User Name' and a list box for 'User Name'.



The screenshot shows the 'Single/Multiple User Shipment Tracking' form with 'Purolator' selected in the 'Carrier' dropdown. The 'Current User Name' field contains 'jcd' and the 'User Name' list box contains 'jane' and 'john'. The 'Track' button is visible.



The screenshot shows the 'Search Results' table. The table has columns: Tracking Number, Carrier, Service, Company Name, Last Updated Date, and Status. The table contains four rows of data.

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

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> Purolator E-Ship® Server (ESS)

Getting Started
Set or Change Default Preferences
Create a Shipment

Track a Shipment

Cancel a Shipment
Order Supplies

Invoice and Payment Options

Additional Contact Information

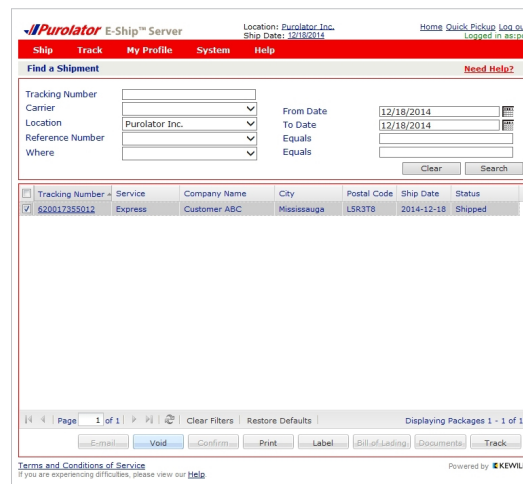
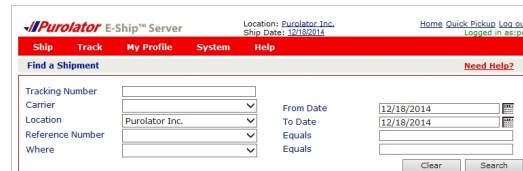
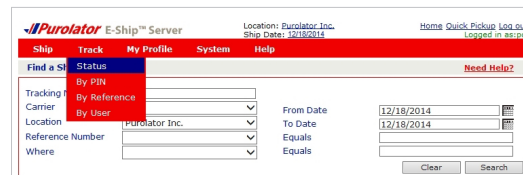
Cancel a Shipment

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

2. Enter your search criteria and click the  button.

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

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



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> Purolator E-Ship® Server (ESS)

Getting Started
Set or Change Default Preferences

Create a Shipment

Track a Shipment

Cancel a Shipment

Order Supplies

Invoice and Payment Options

Additional Contact Information

Order Supplies

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

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

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> **Purolator E-Ship® Server (ESS)**

[Getting Started](#)

[Set or Change Default Preferences](#)

[Create a Shipment](#)

[Track a Shipment](#)

[Cancel a Shipment](#)

Order Supplies

[Invoice and Payment Options](#)

[Additional Contact Information](#)

Invoice and Payment Options

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

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

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

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

Page 1 of 3

Purolator

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

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

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

Summary of shipments charged to your account
Shipments you sent: 3 \$52.60
Shipments you received (sent to you collect): 0 \$0.00
3rd party shipments: 0 \$0.00
Fuel Surcharge: \$8.15
Subtotal: \$60.75
Total GST: \$1.86
Total HST (next page for details): \$3.07

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

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

Visit purolator.com for the current Fuel Surcharge rate.
GST/HST registration number: 15611635 RT0001 GST registration number: 100341462 T00001

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

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

General inquiries and tracking
Live Chat or E-mail at purolator.com
1 888 SHIP-123

Page 3 of 3

Purolator

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

Your invoice details

Date shipped	Package identification number	Order placed through	Shipped from	Shipped to	# of pieces	Billed weight	Service	Total charges
MM/DD/YY	PI# NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY, PROV RECEIVER POSTAL CODE	1	1.50LB billable weight	Exp Fuel Surcharge GST	15.75 2.36 0.57 \$18.68
			Declared weight: 1.35					
	PI# NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY, PROV RECEIVER POSTAL CODE	1	1LB	Exp Fuel Surcharge HST	2.47 3.17 0.37 \$6.01
MM/DD/YY	PI# NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY, PROV RECEIVER POSTAL CODE	1	1LB	Exp Fuel Surcharge GST	15.07 2.36 0.57 \$18.00

Please detach and return stub with your payment

Purolator

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

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

111 X 1234567 123456789 00000000

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

CUSTOMER NAME
ATTN: CUSTOMER CONTACT

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Purolator E-Ship® Server (ESS)

> **Invoice and Payment Options**

Additional Contact Information

How to Pay Your Invoice:

Online

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

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

The image displays two screenshots of the Purolator Billing Centre website. The top screenshot shows the main interface with a header for 'Purolator Billing Centre' and a navigation bar with 'LOGIN', 'QUICK PAY', and 'SUPPORT'. Below the header is a large image of a woman working at a computer. To the right of the image is a 'New to Billing Centre?' box with a 'Register Today' button. Below the image are two main sections: 'Login' and 'Quick Pay'. The 'Login' section has fields for 'Email' and 'Password', a 'Remember Me' checkbox, and a 'Login' button. The 'Quick Pay' section has fields for 'Account' and 'Invoice Number/Pin Code', and a 'Continue' button. The bottom screenshot shows the 'Registration' form. It has a title 'Registration' and a note 'All fields are required'. The form includes fields for 'Email*', 'Phone*', 'First Name*', 'Last Name*', 'Company Name*', 'Language Preference*' (with radio buttons for English and French), 'Account*', 'Postal Code*', and 'Account Access' (with a dropdown menu). There is an 'Add account' button, a checkbox for 'I Accept the Terms and Conditions', and 'Register Today' and 'Cancel' buttons at the bottom.

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

> Invoice and Payment Options

Additional Contact Information

By phone

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

By mail

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

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

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

Additional Contact Information

Need further assistance? Purolator has you covered.

Sales Representative and Customer Implementation Specialist

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

Virtual Assistant

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

To speak with a representative, please call:

Purolator Customer Service

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

custserv@purolator.com

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 –

OntarioARCenter@Purolator.com

Quebec to Newfoundland –

AR@purolator.com

Central Supplies

1 888 744-7123

CSDMontreal@purolator.com

Online Shipping | purolator.com

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

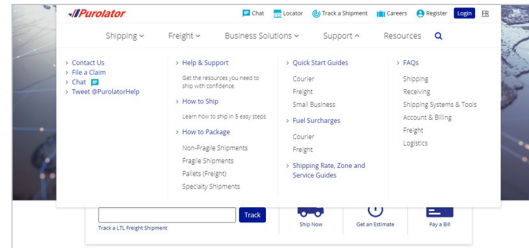
> Additional Contact Information

[File a Claim](#)

File a Claim

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

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



Online Shipping | purolator.com

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

> Additional Contact Information

[File a Claim](#)

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

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

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

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

Purolator Chat Locator Track a Shipment Careers Register Log In ES

Shipping Freight Business Solutions Support Resources

Home / Help & Support / File a Claim

File a Claim

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

Claim Information

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

Claimant Information

Claimant Account Number
Company
First Name *
Last Name *
Phone *
Email *

Claimant Address

Country *
Canada
Postal code *
City *
Province *
- Select -
Street Number *
Suffix
- None -
Street Name *
Street Type
- None -
Direction
- None -
Suite/App
Floor

Shipper Information

(i) Shipper is same as Claimant

First Name
Last Name
Phone
Email
Company
Country
Canada
Postal code
City
Province
- None -
Street Number
Suffix
- None -
Street Name
Street Type
- None -
Direction
- None -
Suite/App
Floor

Receiver Information

(ii) Receiver is same as Claimant

First Name
Last Name
Phone
Email
Company
Country
Canada
Postal code
City
Province
- None -
Street Number
Suffix
- None -
Street Name
Street Type
- None -
Direction
- None -
Suite/App
Floor

Next

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Purolator E-Ship® Server (ESS)

Invoice and Payment Options

> **Additional Contact Information**

File a Claim



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

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

