Courier

Quick Start Guide



Version: Oct 2026

Purolator
Promises delivered®

Let’s get your business shipping with Purolator!

Thank you for choosing Purolator as your courier partner. For 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**.

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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.

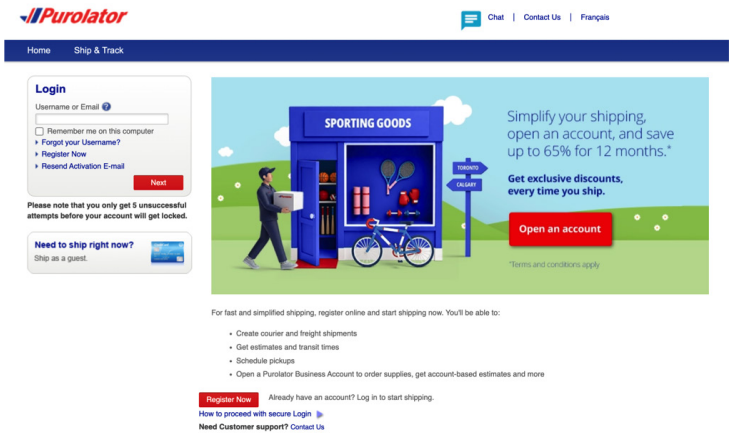
Get Started Now!

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

If you are a Legacy User (an existing Online Shipping user who currently signs in with a username and password), follow these steps to upgrade to Secure Sign-In.
VIDEO: View this video for a step-by-step walkthrough on **How to upgrade to E-Ship® Online Secure Sign-In.**

1. Start your registration
- **a)** Go to Online Shipping.
- **b)** Click the Register Now button.



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

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2. Create your Online Shipping profile

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

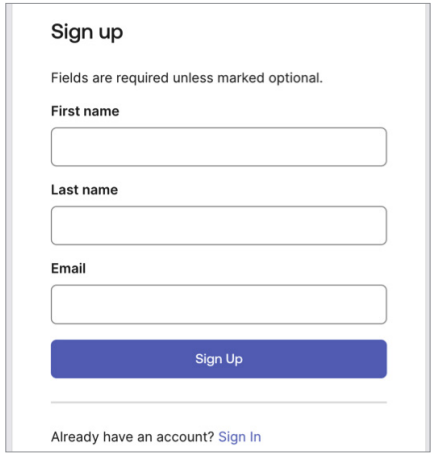
b) Click Sign Up.

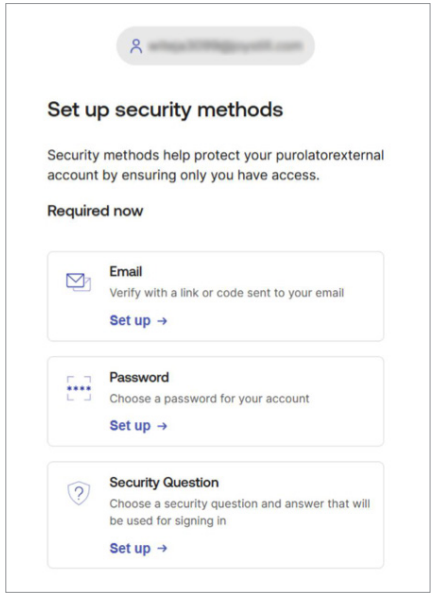
3. Set up your security methods

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

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

c) Select Set up → beside Password.





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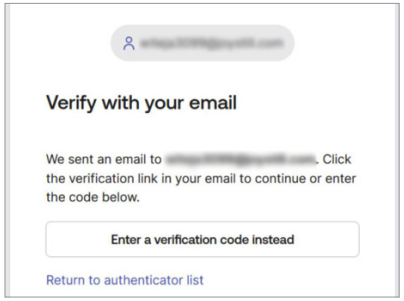
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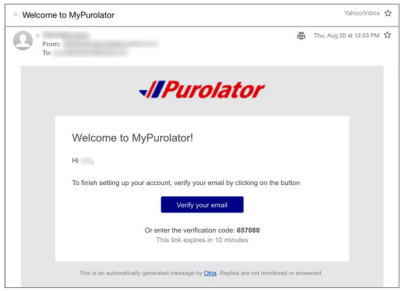
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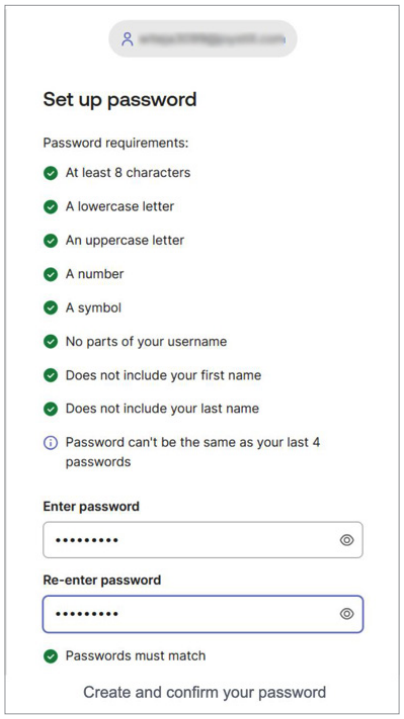
Alternatively:

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

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







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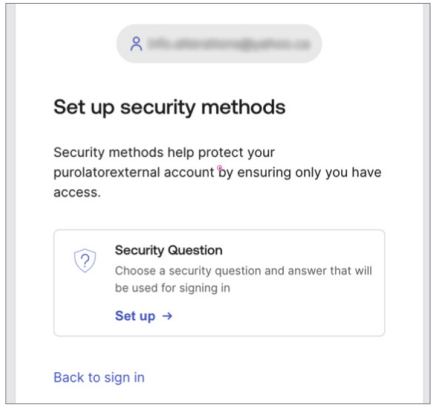
4. Set up your security question

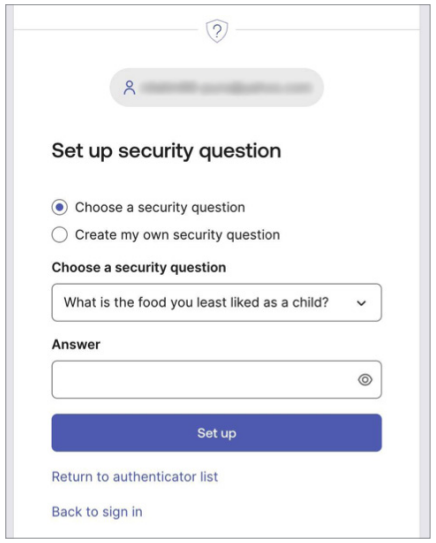
a) Select **Set up →** beside Security Question.

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

c) Enter your answer.

d) Click **Set up →** .





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5. Complete your Secure Sign-In setup

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

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

c) Click Continue to proceed.

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

6. Complete your Online Shipping profile

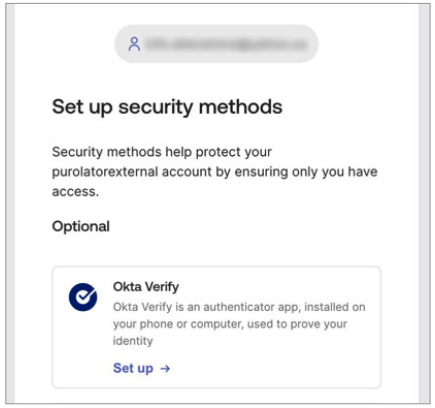
a) After Secure Sign-In setup is complete, follow the remaining on-screen instructions to create your Online Shipping profile.

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

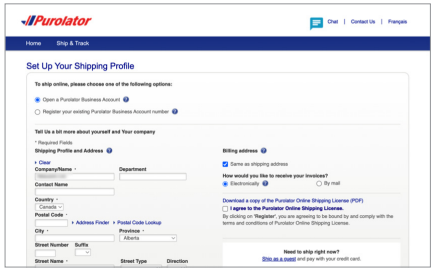
7. Access Online Shipping

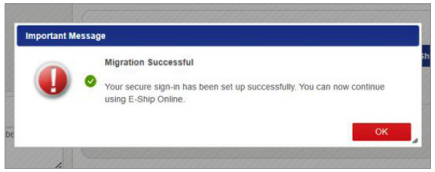
a) Once registration is complete, follow the on-screen instructions to access Online Shipping.

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









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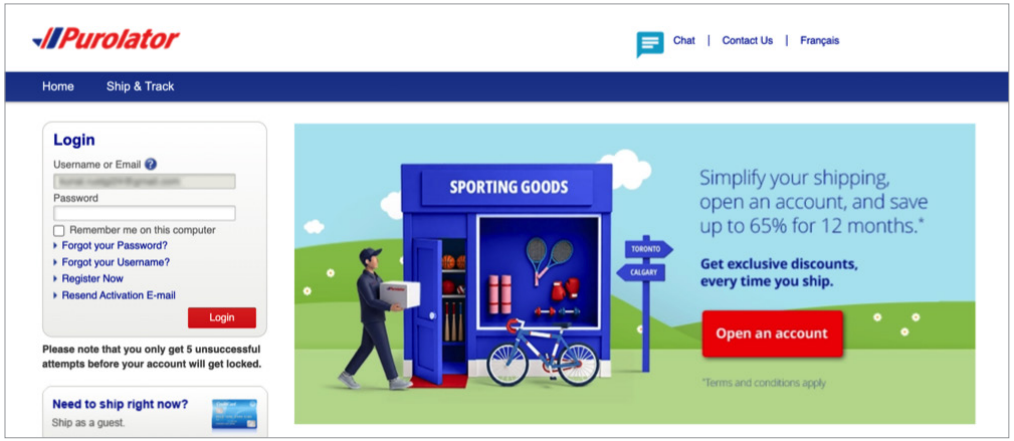
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Resetting Your Password

Legacy Users – Scenario 1: Forced Password Expiry

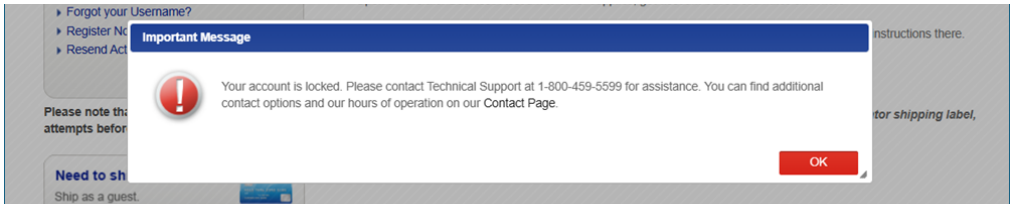
If you receive a message indicating that **your password has expired**, you must update your password before continuing to access your account.

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



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

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



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

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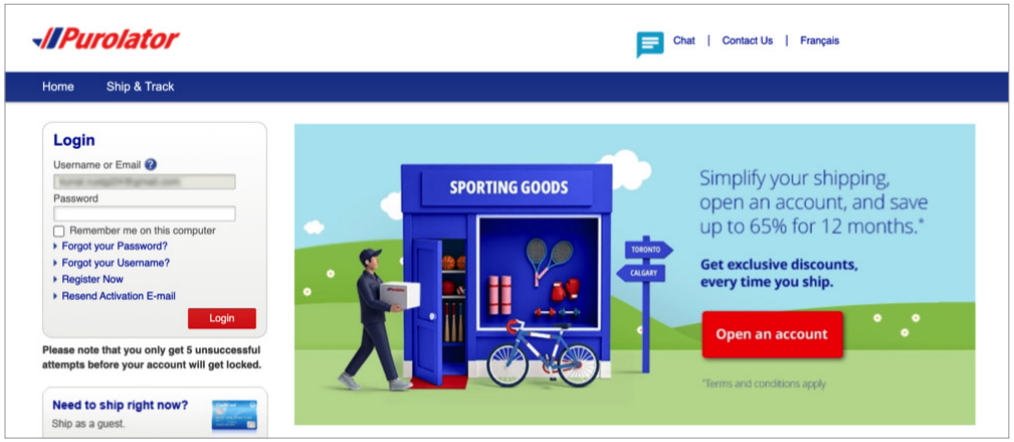
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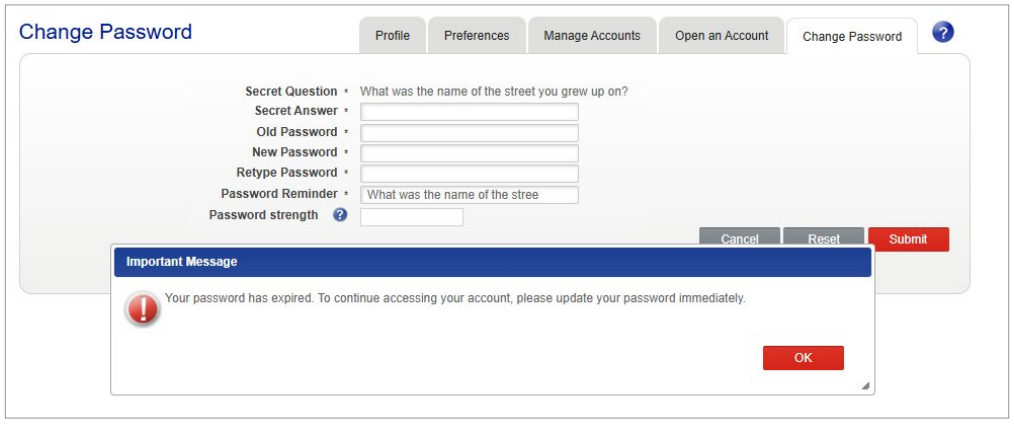
Legacy Users – Scenario 2: Temporary Password Expiry

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

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



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



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

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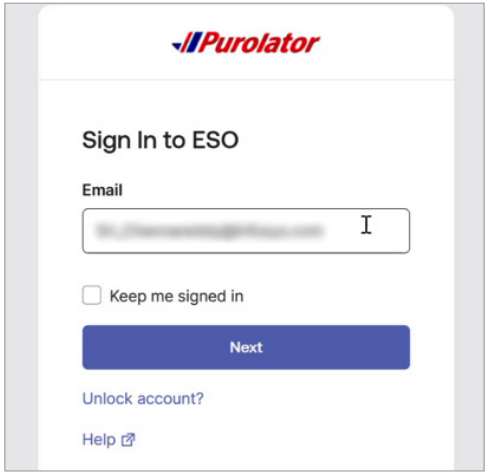
Secure Sign-In Users

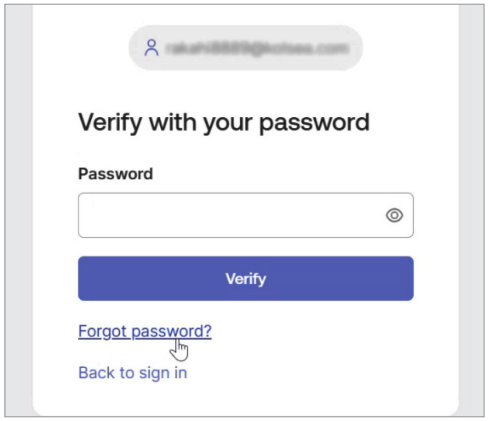
If you have already upgraded to Secure Sign-In or registered for Online Shipping using Secure Sign-In:

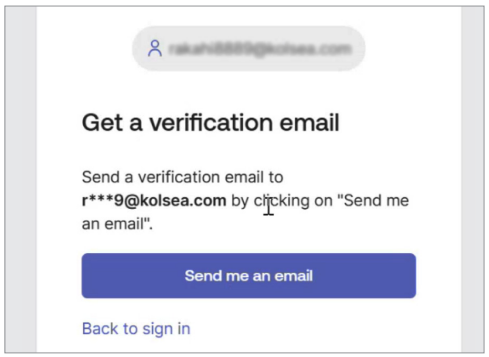
1. Sign in to Online Shipping
   a) Enter your **email address**.
   b Click the Next button.

2. Click Forgot password?.

3. Select the option to receive an email.







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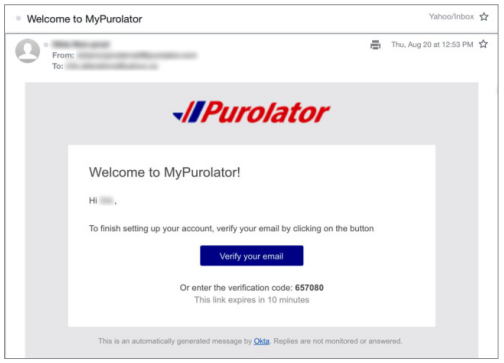
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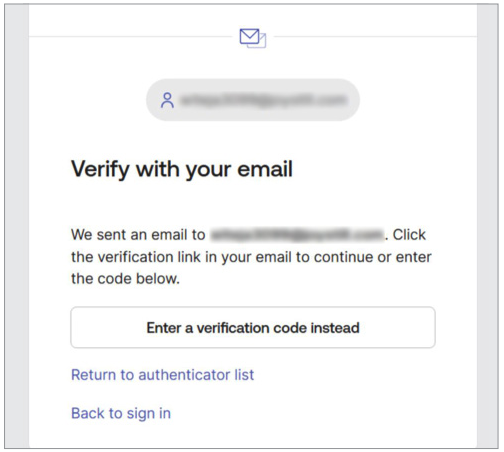
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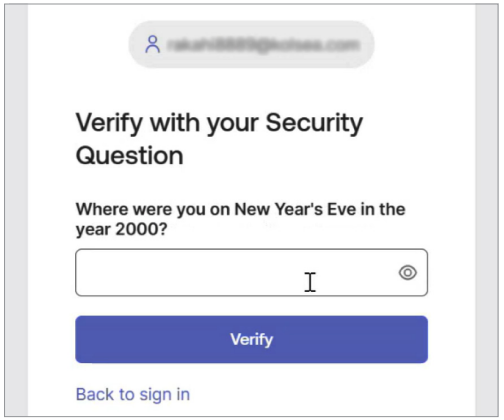
4. Check your email for the verification message.

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

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







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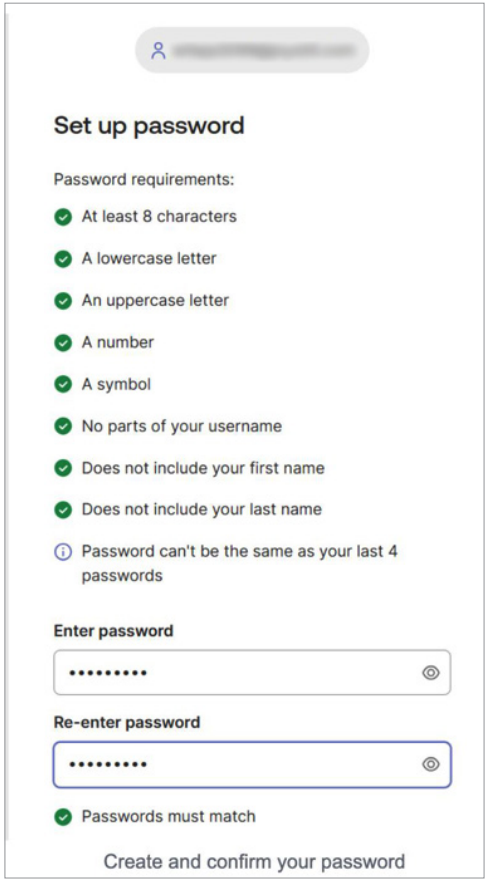
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7. Once you answer your Security answer and click Verify. Your will be prompted to Enter and confirm your new password.

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



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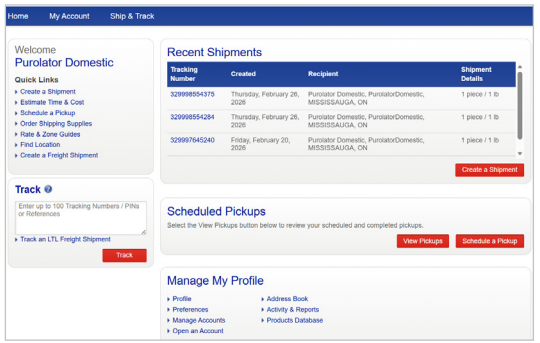
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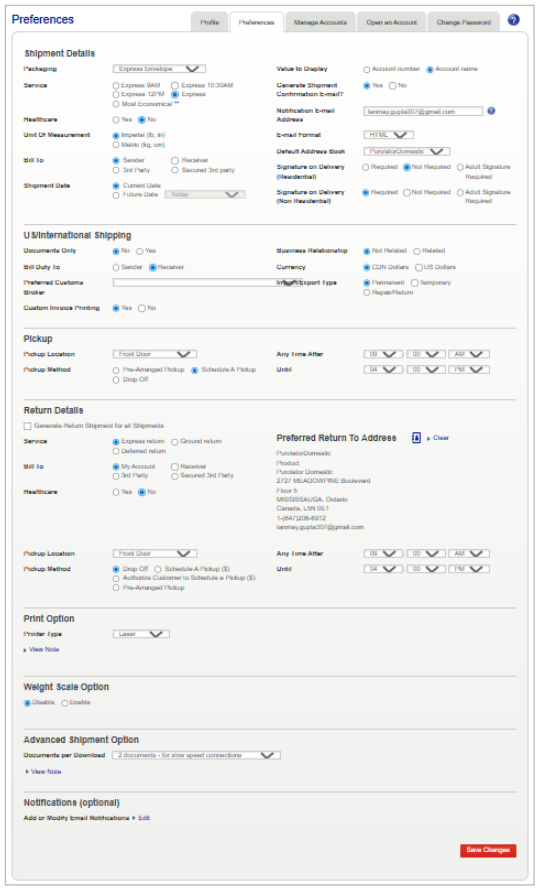
Set or Change Default Preferences

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.

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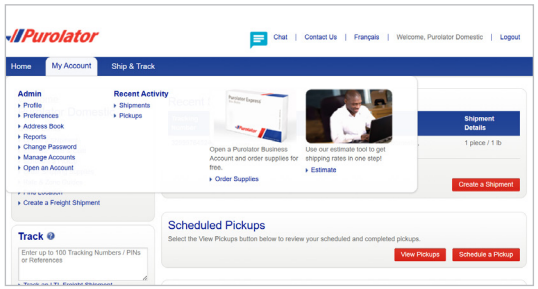
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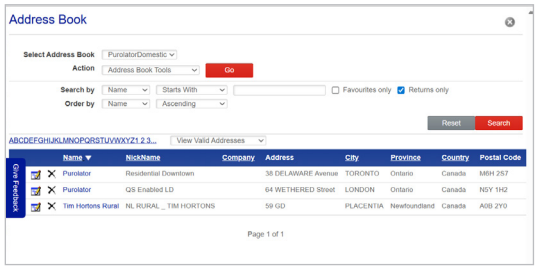
Address Book

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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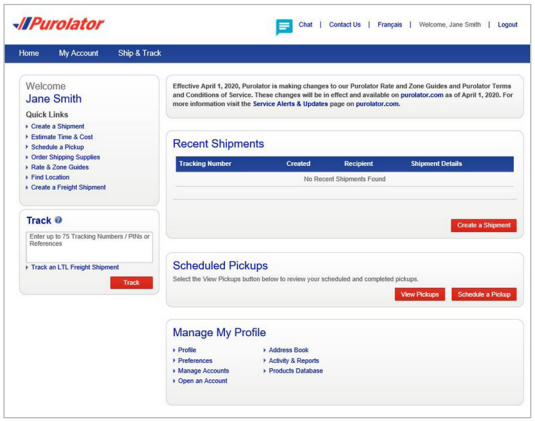
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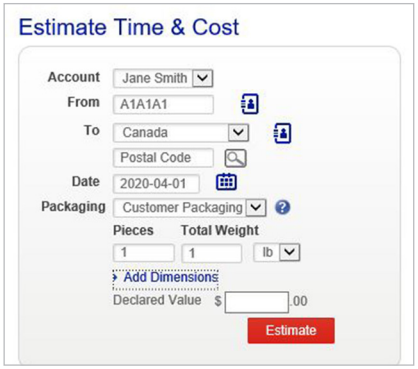
Estimate Time & Cost

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



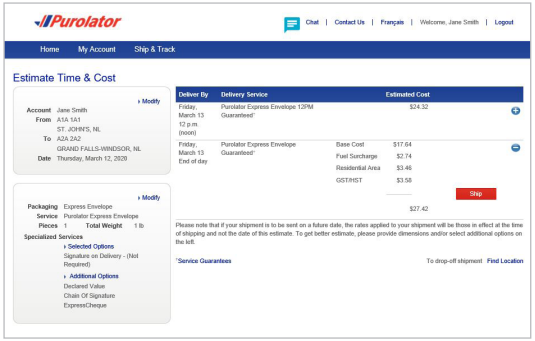
2. Select the desired account, fill out the From, To, Date and Packaging fields, and click the Estimate button.

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.



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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.

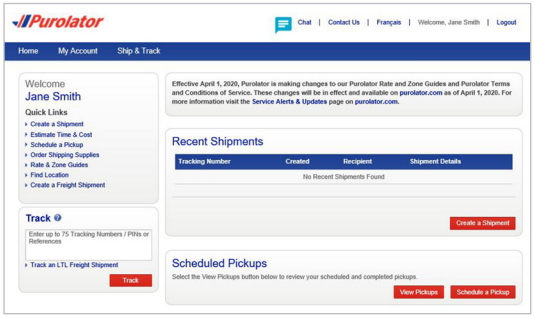
TIP: To send the shipment to a pick up location, click the *Hold For Pick Up* option under *Nickname*, enter the receiver's postal code in the pop-up window and click Submit. A list of all pickup locations within the designated radius will populate. Click the Select button to choose the pickup location.

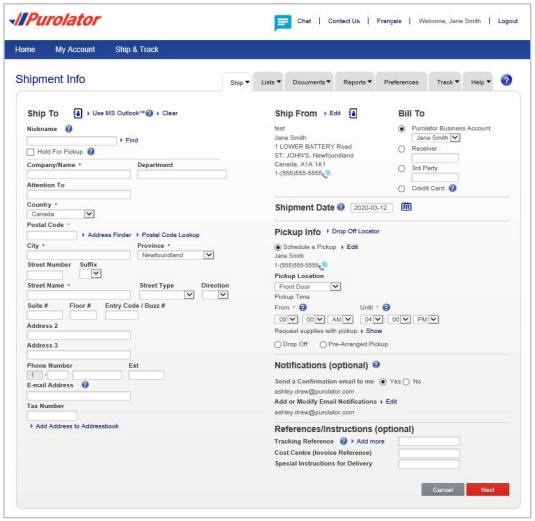
TIP: Click the *Add Address to Address Book* link at the bottom of the Ship To information. Once added, simply click the icon to access saved shipping recipients or senders. To look up acceptable addresses, use the Postal Code Lookup button and enter the address in the field in the pop-up window.

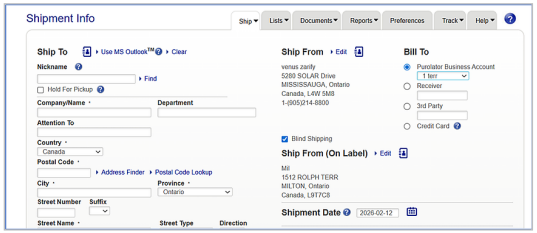
TIP: Use the Notification options feature to notify you and/or your customer when a shipment has been delivered successfully and/or when exceptions (shipment interruptions) occur.

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.







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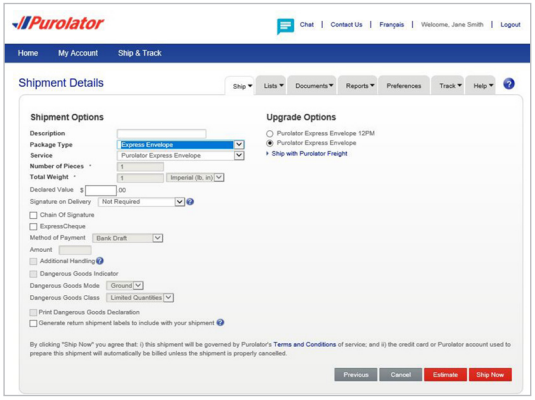
4. Enter the package's shipment details, including Package Type, Service, Number of Pieces, Total Weight and any additional shipment options.

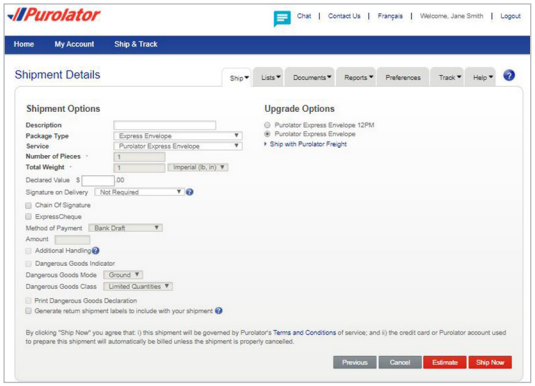
TIP: Ensure your package meets Purolator package acceptance guidelines. **Guidelines** for size, packaging and labels are available at **purolator.com**.

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

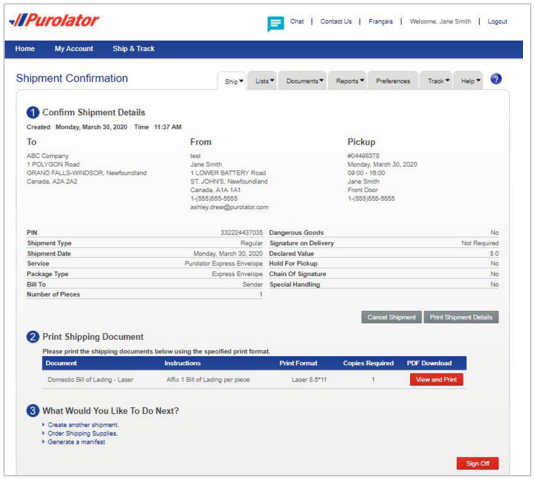




6. Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the Cancel Shipment button and recreate the shipment.

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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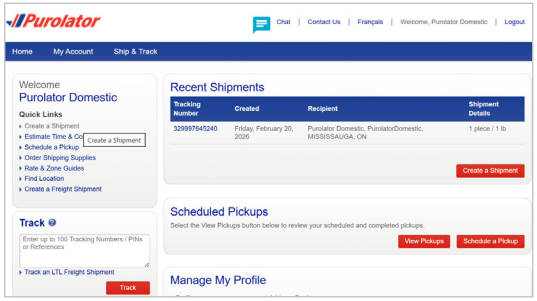
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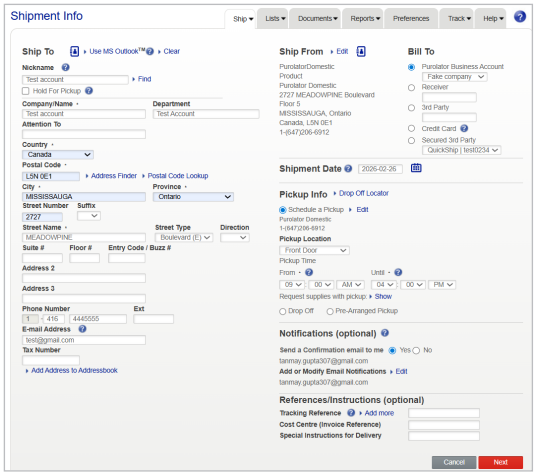
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Shipping dangerous goods

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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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.

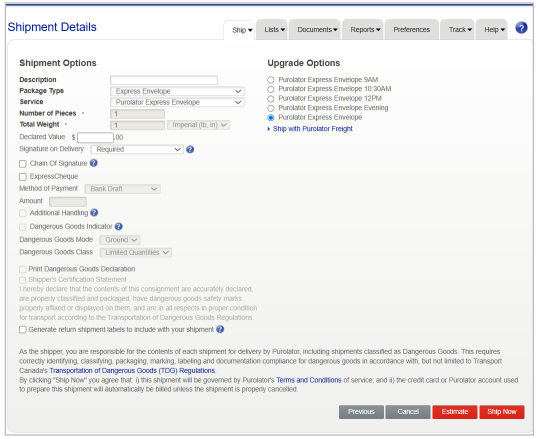
NOTE: If the *Dangerous Goods Indicator* is not available, then no dangerous goods service is provided to the destination and/or using the service requested.

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.



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Shipping to the EU27

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

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

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

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

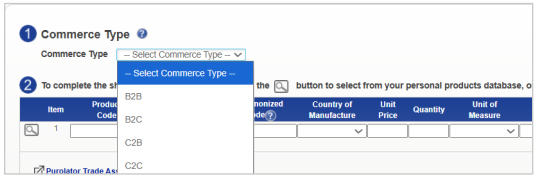
TIP: Click the ? icon beside *Commerce Type* to see a description of each option.

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

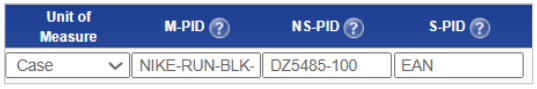
a. **M-PID** – Enter your own code for the product, such as a SKU, listing ID or internal product code.

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

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







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

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

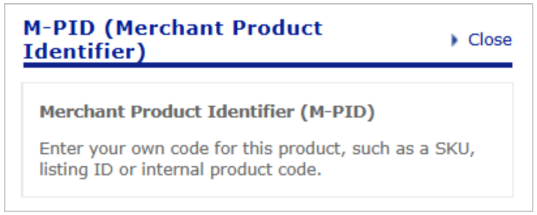
TIP: Click the ? icon beside a Product Identifier field to see help text for that field.

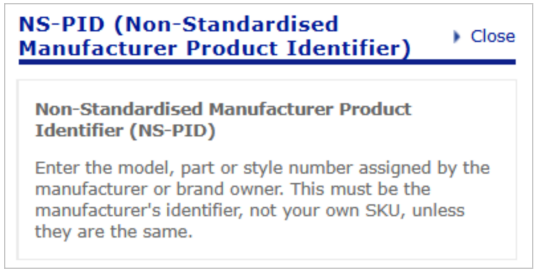
NOTE: The M-PID field is separate from the *Product Code* field. The *Product Code* field is not changing.

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

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

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





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Saving Product Identifiers

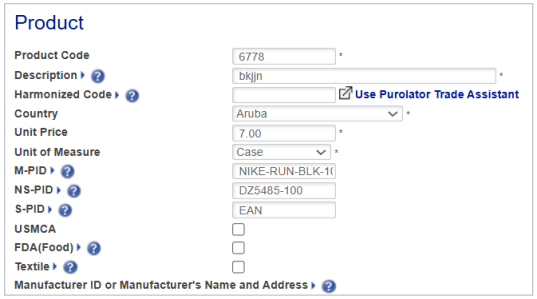
1. Open your *Products Database* and add or edit a product.

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

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

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

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



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Create a Return Shipment

To generate a return shipment label with your outbound shipment:

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

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

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

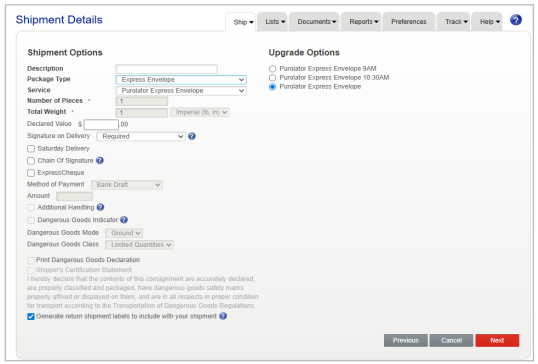
4. Complete the Shipment Options, Upgrade Options fields, and add any optional Notifications or References/ Instructions.

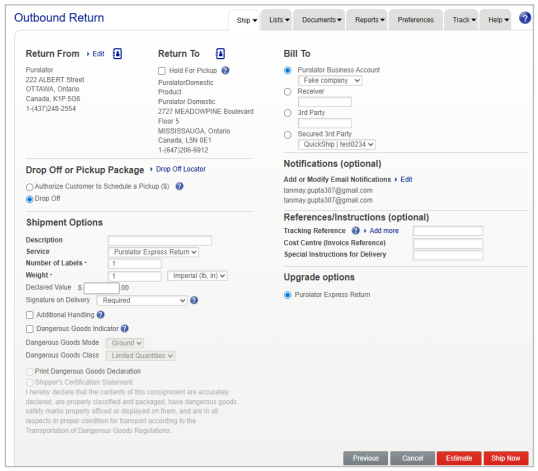
5. Click Ship Now to continue.

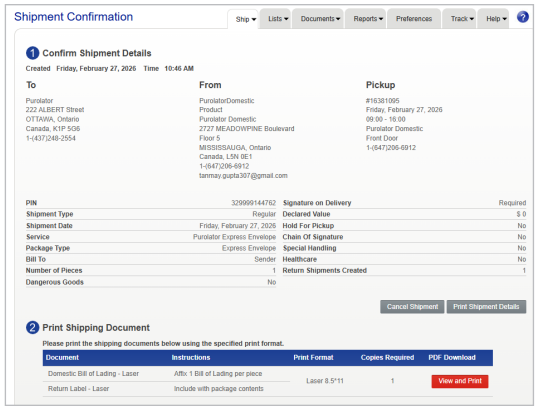
NOTE: Only addresses marked as Return Address in the Address Book can be selected as the Return To address.

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

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







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

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

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

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

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

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

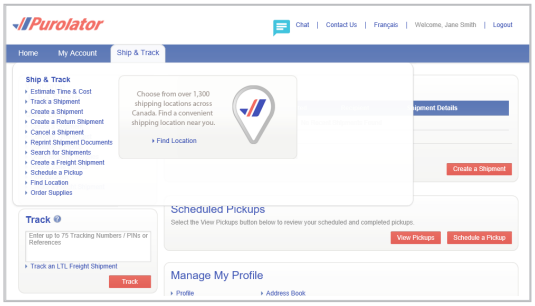
3. Select the preferred return method

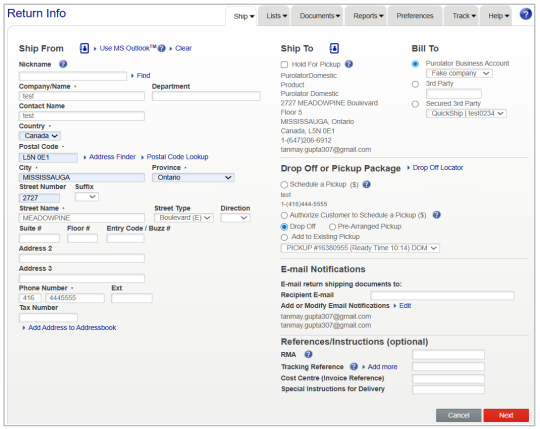
Drop Off: Choose *Drop Off* as the most convenient option for dropping off the return packages at a Purolator location.

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

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

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





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

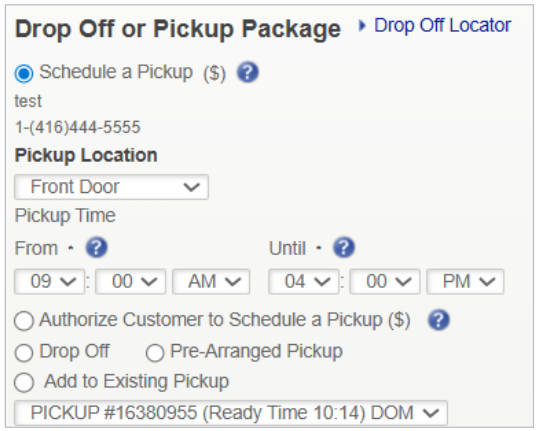
4. Complete the Shipment Options, Package Details, and Upgrade Options fields. Add any optional Notifications or References/Instructions if required.

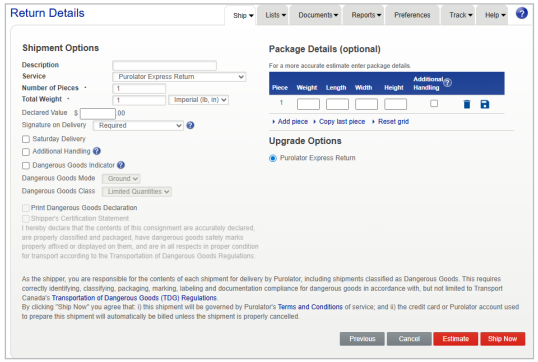
5. Click Estimate to view the shipment details, including any additional services or charges.

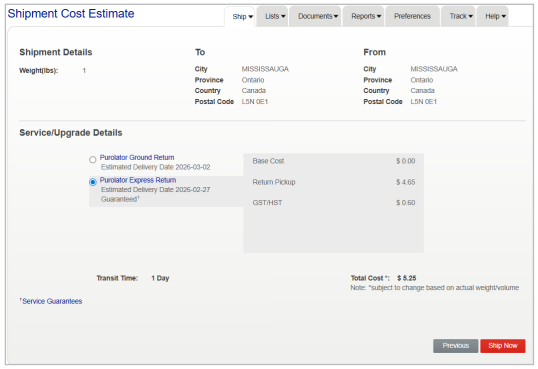
6. Click Ship Now to create the shipment.

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









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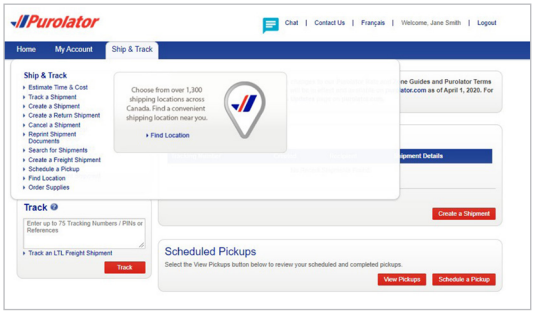
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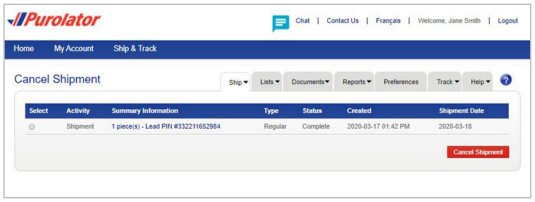
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Cancel a Shipment

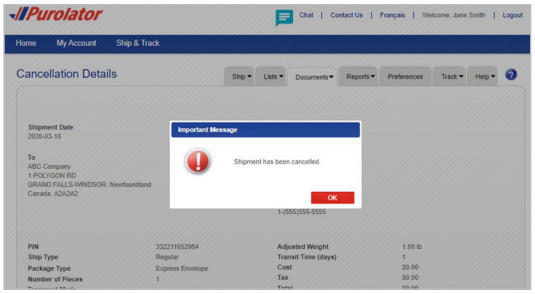
1. From the Ship & Track drop-down menu, select *Cancel a Shipment*.



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.

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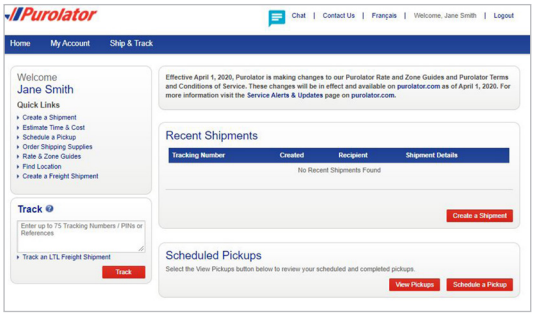
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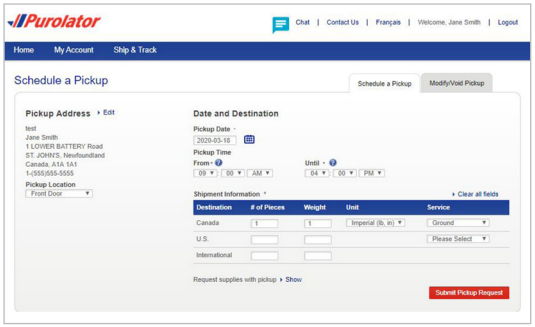
Schedule a Pickup

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



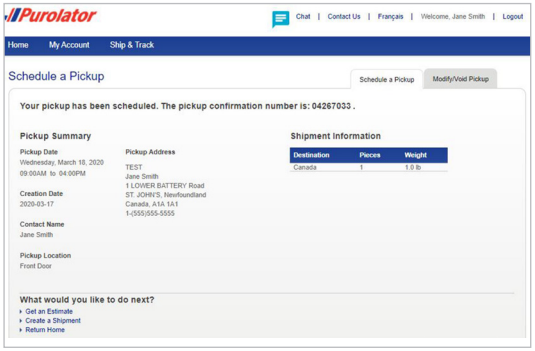
2. Verify that the pickup address is correct, and enter the date and destination and shipment information for your package.

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.



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Track a Shipment

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

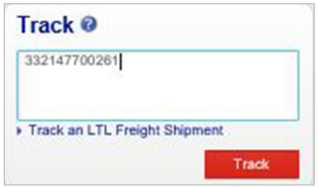
NOTE: When you click on the Track button, you will be automatically moved over to our tracking interface on **purolator.com**

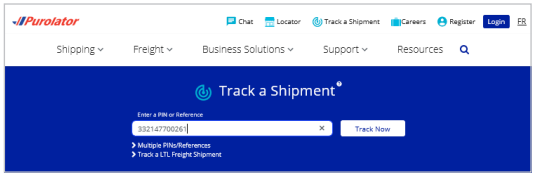
Or, from the Ship & Track drop-down menu, select *Track a Shipment*. Enter the Tracking Number or PIN of a recent shipment (do not include spaces) in the Track box, then click the Track Now button.

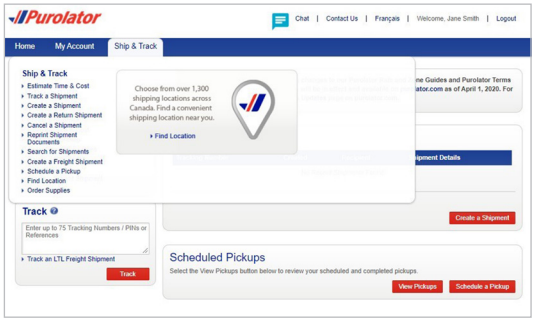
NOTE: You can track up to 75 PINs in one search. Each PIN should be separated by any one of the following; new line, space, comma or semicolon.

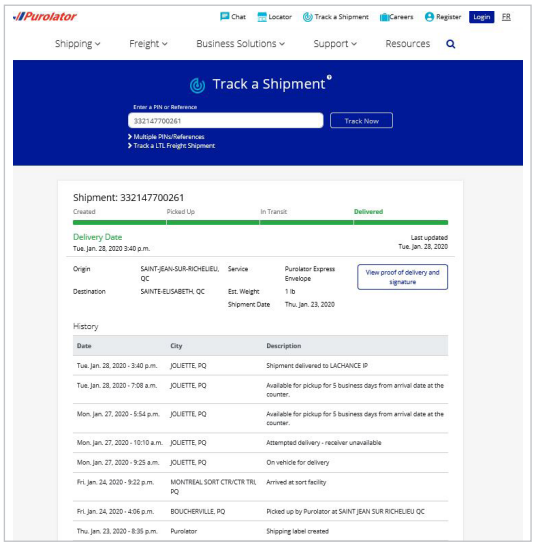
2. A Shipment Summary will display the package's status along with shipment details. If the piece has been delivered, the signature will be available within 24 hours.

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.









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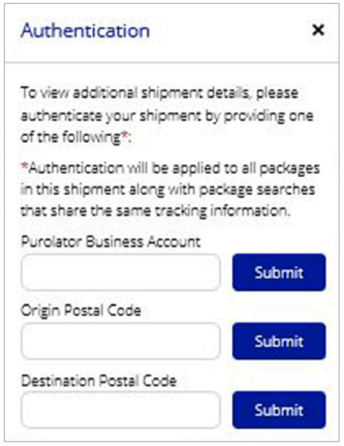
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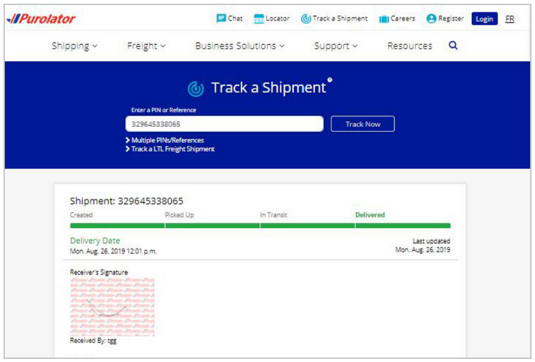
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TIP: Click the *View proof of delivery and signature* link, and enter any one of the following; Purolator Business Account number, origin postal code or the destination postal code to view proof of delivery.

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





> Online Shipping | purolator.com

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

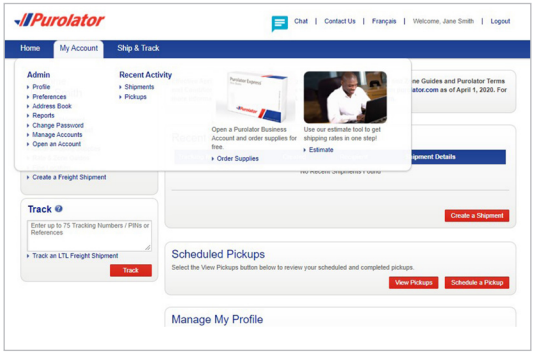
Purolator E-Ship® Server (ESS)

Invoice and Payment Options

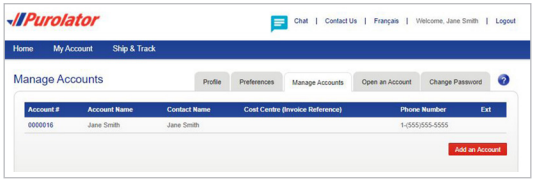
Additional Contact Information

Manage Accounts

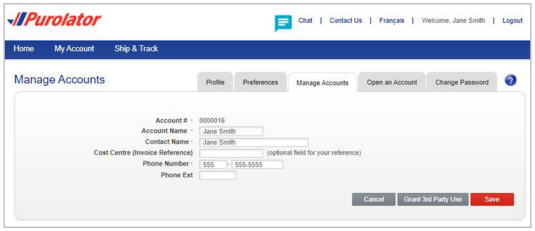
1. From the My Account drop-down menu, select *Manage Accounts*.



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.

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Order Supplies

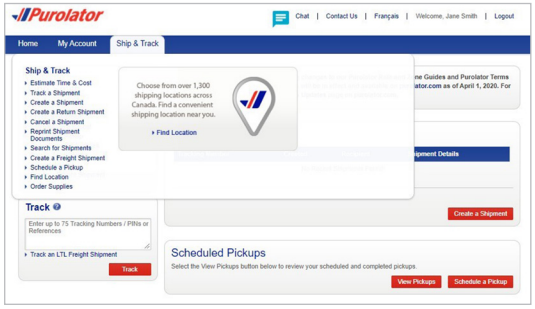
Purolator-branded packaging and supplies are available to you at no charge. Using Purolator's shipping supplies for your shipments ensures you're always meeting **packaging guidelines**.

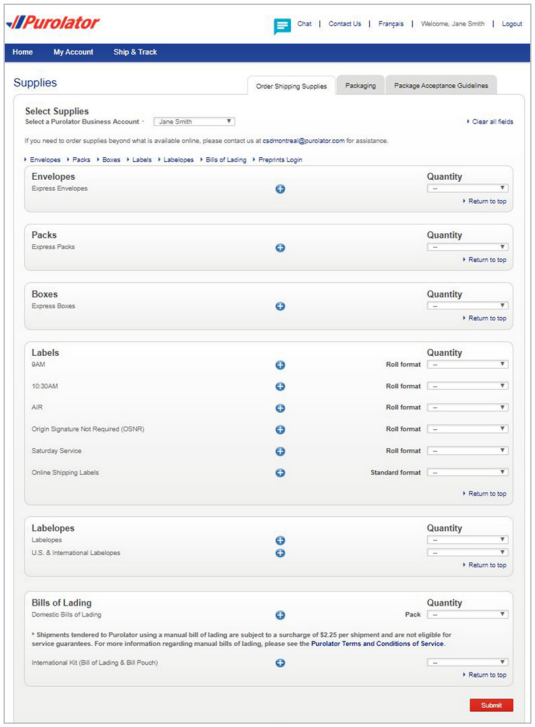
1. From the Ship & Track drop-down menu, select *Order Supplies*.

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.





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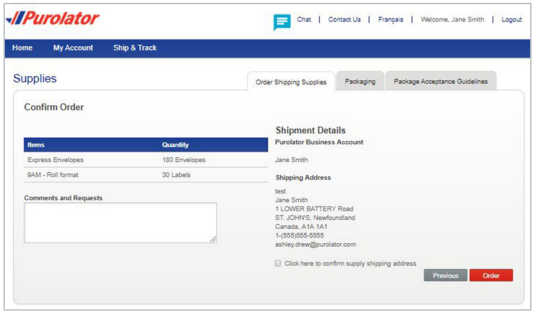
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3. Enter any additional comments or requests, verify order details and click the Order button.



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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.

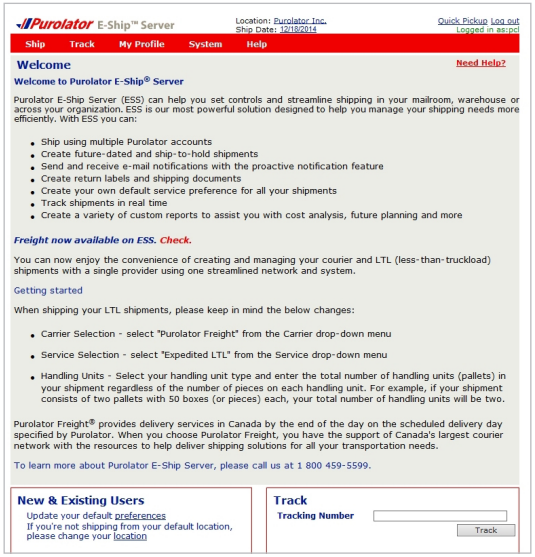
For additional guidance and tutorials, click the Need Help? link located on every E-Ship® Server screen.

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.



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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

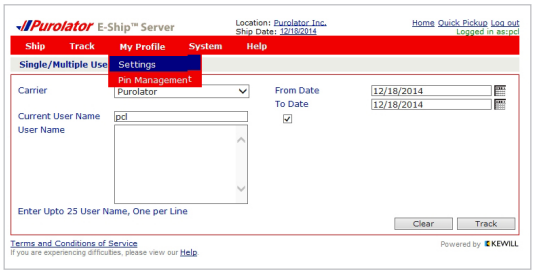
Invoice and Payment Options

Additional Contact Information

Set or Change Default Preferences

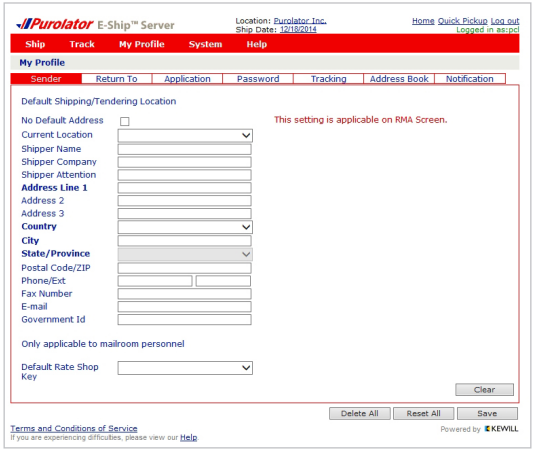
Your default settings are set up upon installation with the help of your Purolator Technician. Should you wish to edit any of your preferences follow these easy steps:

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

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Cancel a Shipment

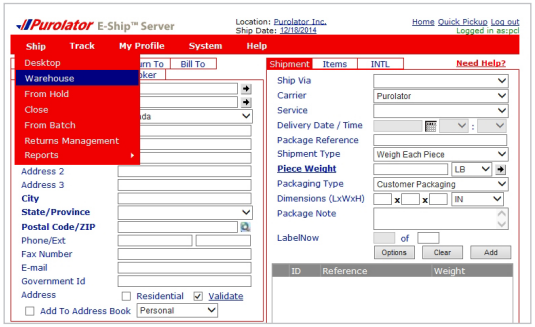
Order Supplies

Invoice and Payment Options

Additional Contact Information

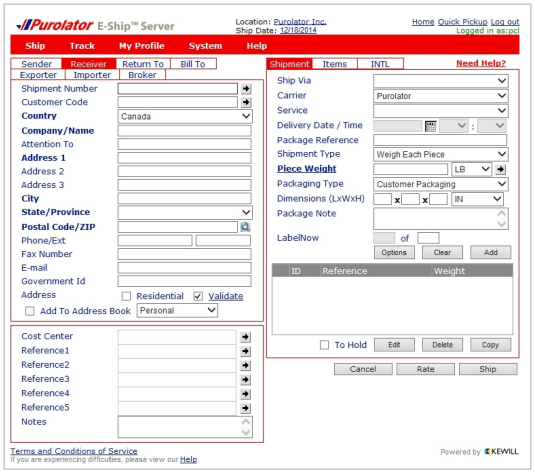
Create a Shipment

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.

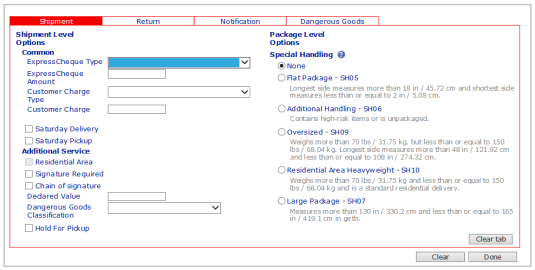


3. Enter the shipment information. Select the Service, Shipment and Packaging Type, and the Weight and Dimensions.

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)**

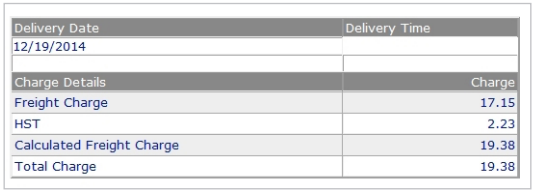
Getting Started
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NOTE: The Items and INTL tabs must be completed if you're shipping to the U.S. or international destinations. Note that the Items tab is subdivided by Details and Producer.

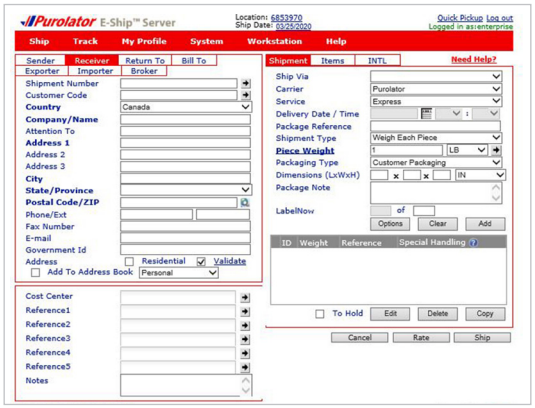
TIP: Click the Rate button to generate a Total Charge estimate, including the freight charge and taxes all in one step!



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

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.

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> **Purolator E-Ship® Server (ESS)**

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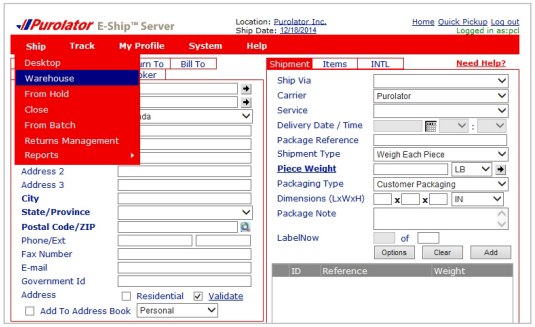
Order Supplies

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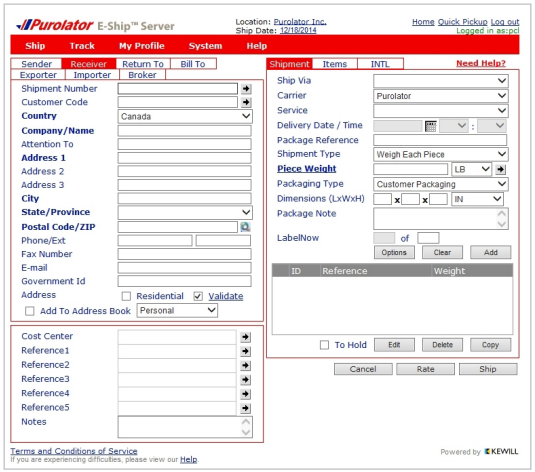
Additional Contact Information

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**.

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

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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

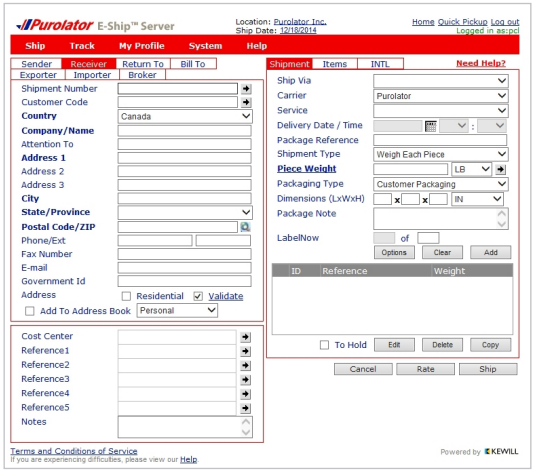
NOTE: Please ensure that you are in compliance with all regulatory requirements as described in the Transportation of Dangerous Goods Regulations (TDGR) and the International Civil Aviation Organization Technical Instructions (ICAO TI) as applicable.

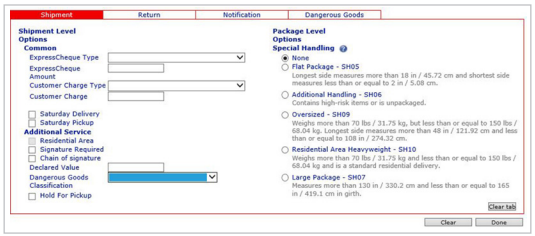
NOTE: If the dangerous goods field is not available, then no dangerous goods service is provided to the destination and/or using the service requested.

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.





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> **Purolator E-Ship® Server (ESS)**

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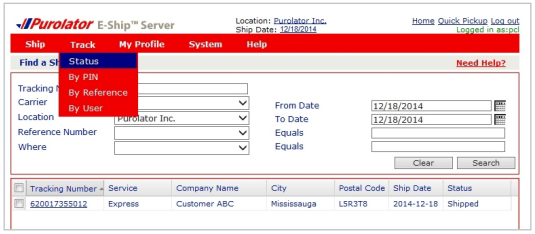
Additional Contact Information

Track a Shipment

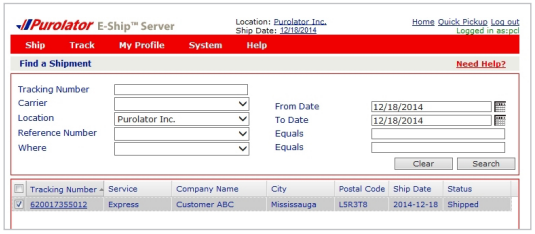
There are four methods to track shipments: by Status, by PIN, by Reference and by User.

To track by Status:

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

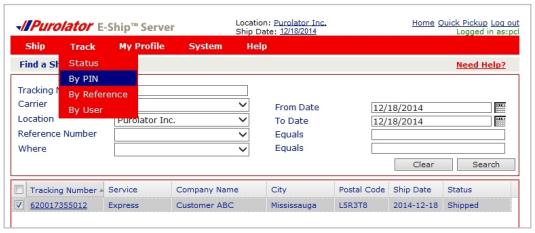


2. The shipments matching the search criteria will be displayed in the Search Results field. Shipments with a status of "Shipped" will activate four buttons when selected: Void, Print, Label and Track. Click the Track button to track the shipment.



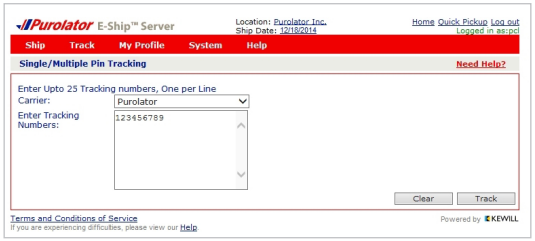
To track by PIN:

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.

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> **Purolator E-Ship® Server (ESS)**

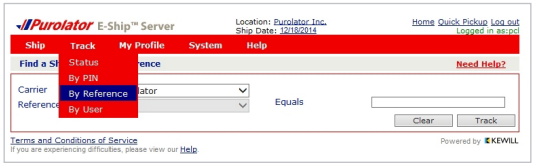
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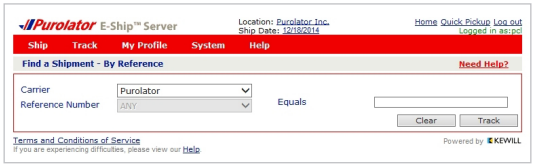
To track by Reference:

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



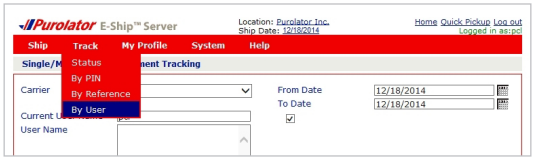
2. From the Carrier drop-down menu, select *Purolator* and enter the Reference Number.

3. Click the Track button.

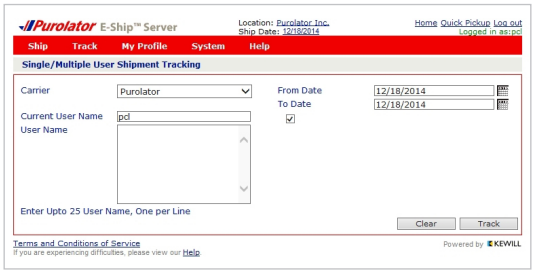


To track by User:

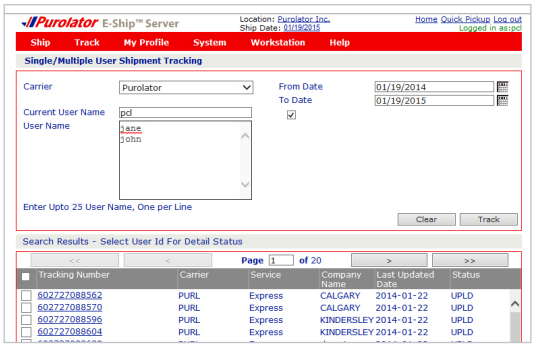
1. From the Track drop-down menu, select *By User*.



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.



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> **Purolator E-Ship® Server (ESS)**

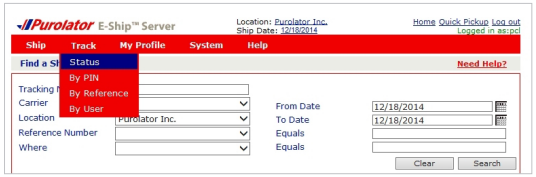
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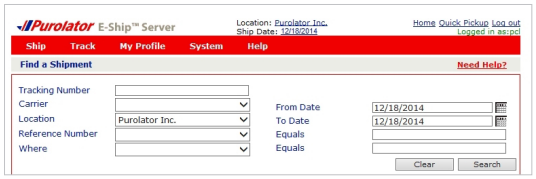
Additional Contact Information

Cancel a Shipment

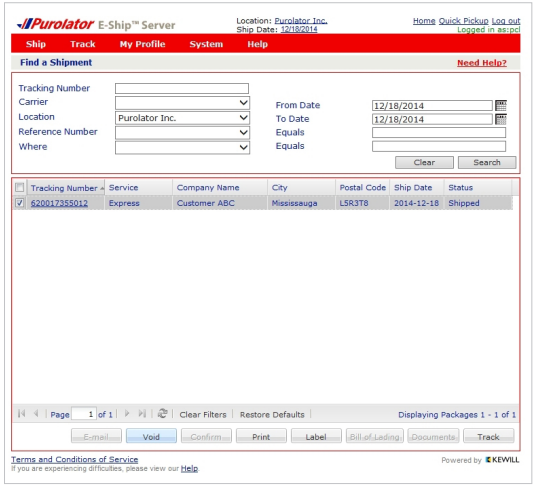
1. From the Track drop-down menu, select *Status*.



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.

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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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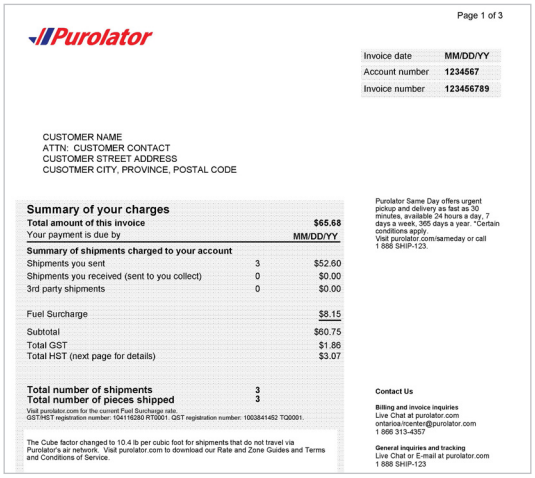
Invoice and Payment Options

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.



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Purolator

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

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

Summary of your charges

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

Summary of shipments charged to your account

Shipments you sent	3	$52.60
Shipments you received (sent to you collect)	0	$0.00
3rd party shipments	0	$0.00
Fuel Surcharge		$8.15
Subtotal		$60.75
Total GST		$1.86
Total HST (next page for details)		$3.07
Total number of shipments	**3**	
Total number of pieces shipped	**3**	

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

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.

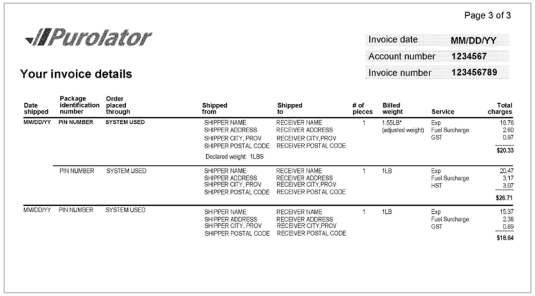
Purolator Same Day offers urgent pickup and delivery as fast as 30 minutes, available 24 hours a day, 7 days a week, 365 days a year. *Certain conditions apply.
Visit purolator.com/sameday or call 1 888 SHIP-123.

Contact Us

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

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

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



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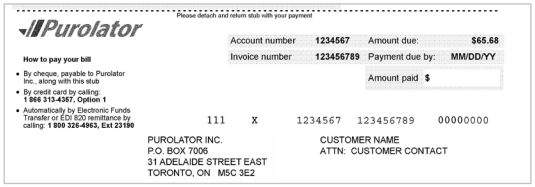
Purolator

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

Your invoice details

Date shipped	Package identification number	Order placed through	Shipped from	Shipped to	# of pieces	Billed weight	Service	Total charges
MM/DD/YY	PIN NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY,PROV RECEIVER POSTAL CODE	1	1.55LB* (adjusted weight)	Exp Fuel Surcharge GST	10.76 2.60 0.97 $20.33
			Declared weight 1LBS					
	PIN NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY,PROV RECEIVER POSTAL CODE	1	1LB	Exp Fuel Surcharge HST	20.47 3.17 3.07 $26.71
MM/DD/YY	PIN NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY,PROV RECEIVER POSTAL CODE	1	1LB	Exp Fuel Surcharge GST	15.37 2.36 0.89 $18.64

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



Please detach and return stub with your payment

Purolator

How to pay your bill

- By cheque, payable to Purolator Inc., along with this stub
- By credit card by calling: **1 866 313-4367, Option 1**
- Automatically by Electronic Funds Transfer or EDI 820 remittance by calling: **1 800 328-4963, Ext 23190**

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

111 X 1234567 123456789 00000000

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

CUSTOMER NAME
ATTN: CUSTOMER CONTACT

Online Shipping | purolator.com
Purolator E-Ship® Server (ESS)
> **Invoice and Payment Options**
Additional Contact Information

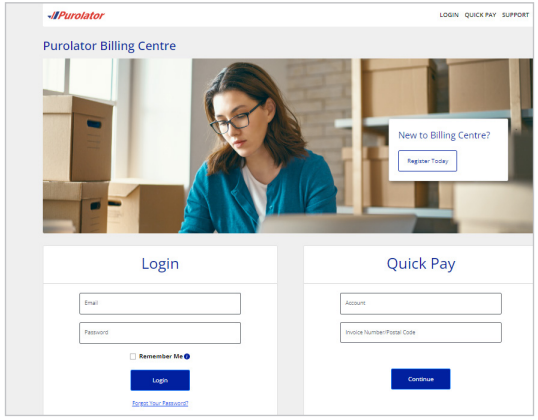
How to Pay Your Invoice:

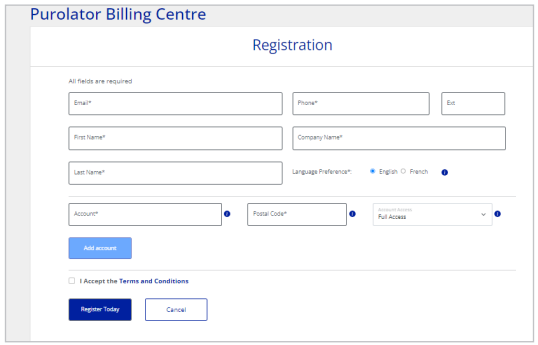
Online

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





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.

Online Shipping | purolator.com
Purolator E-Ship® Server (ESS)
> **Invoice and Payment Options**
Additional Contact Information

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

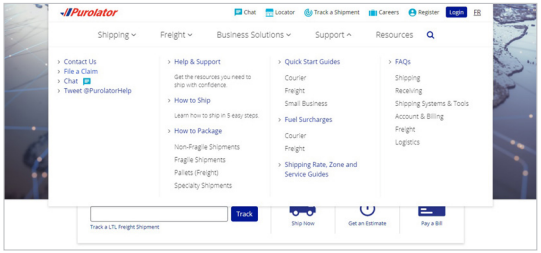
Central Supplies
1 888 744-7123
CSDMontreal@purolator.com

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**

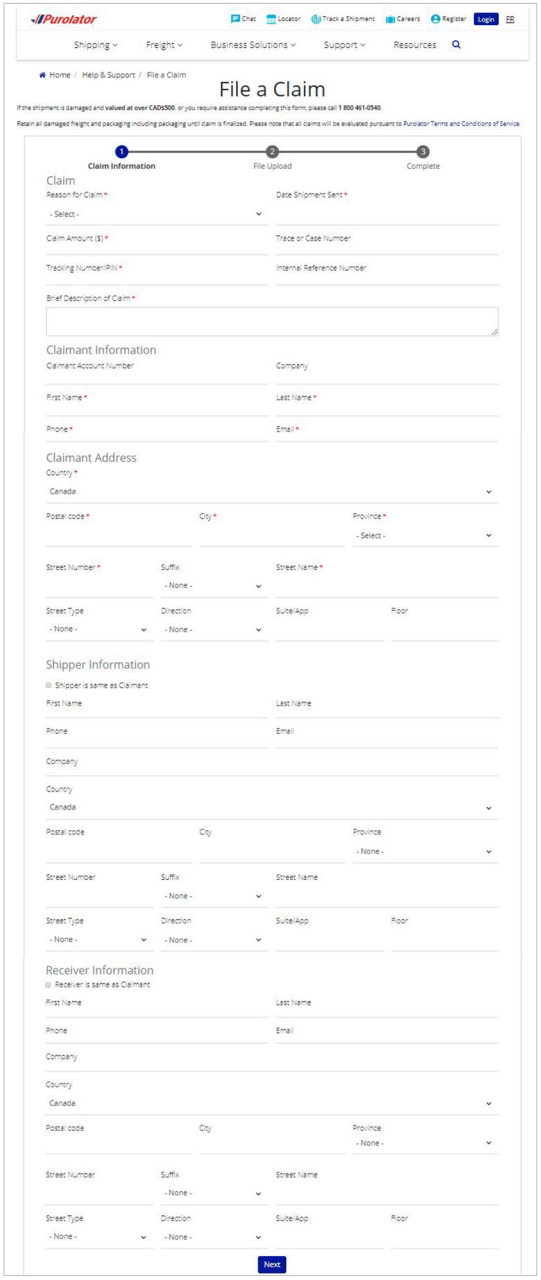
File a Claim

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.



Online Shipping | purolator.com

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

> **Additional Contact Information**

File a Claim



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