

Registering for Purolator Online Billing Centre

May 2024

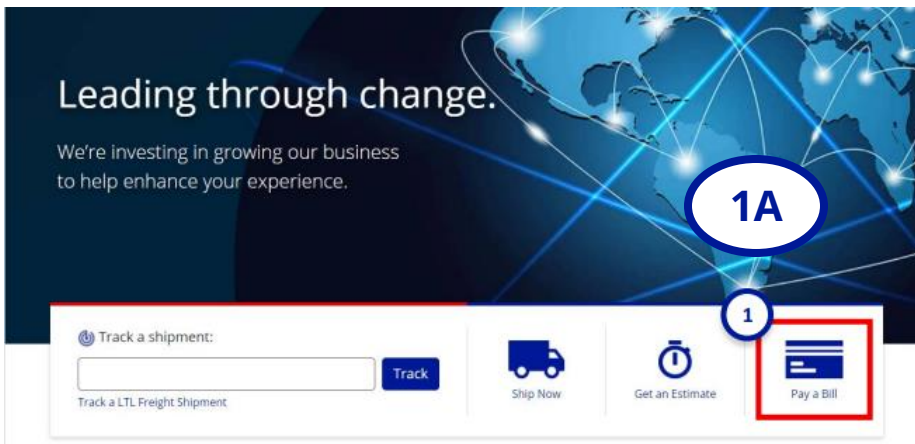


How to register for Purolator's Online Billing Centre

<https://www.purolator.com/en>

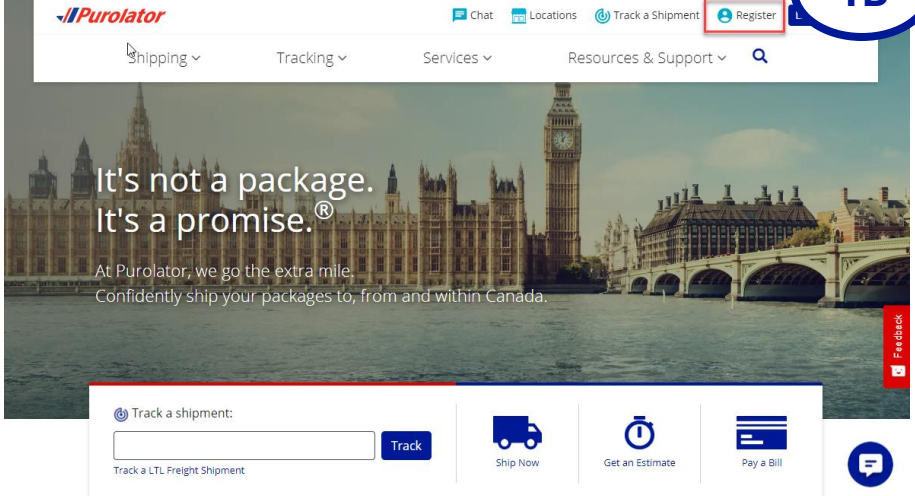
Step 1A:

From the Purolator home page, click on Pay a Bill or go to the Billing Centre on the [website](#) -or-



Step 1B:

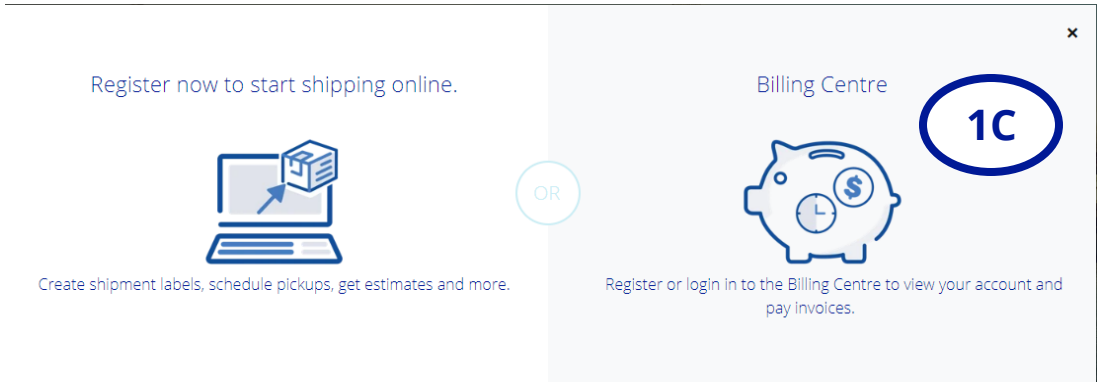
Please click on Register



How to register for Purolator's Online Billing Centre

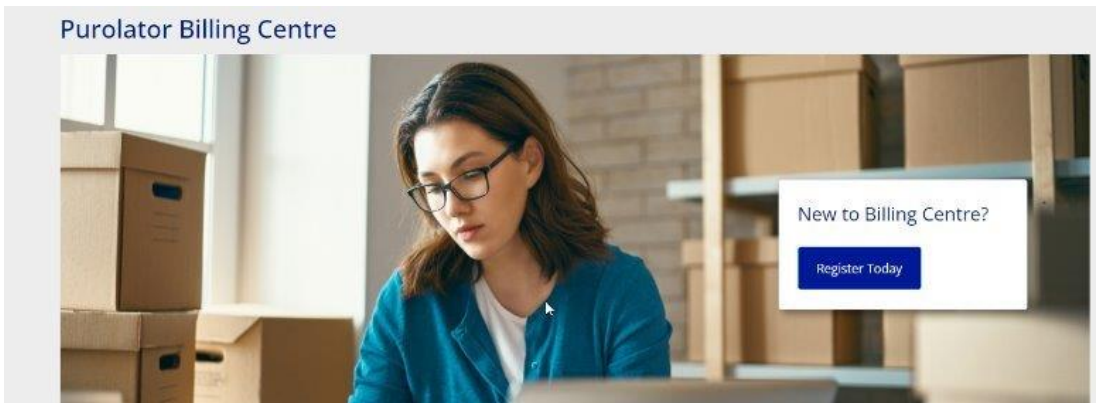
Step 1C:

Click on Billing Centre



Step 2:

Click on the 'Register today' button



Step 3:

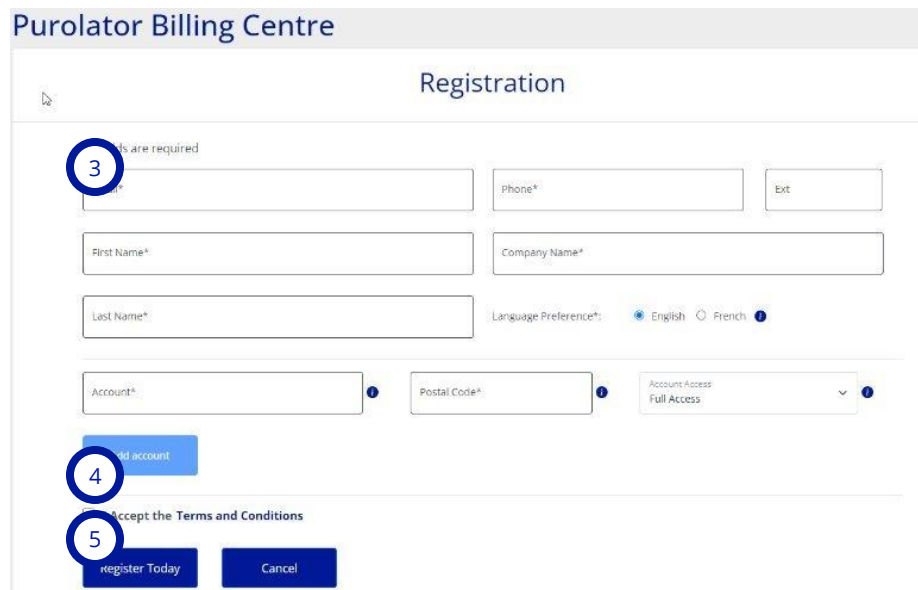
Please fill in all the required fields. **Note: The account number and the postal code must match what appears on your Purolator invoice. This includes courier, Freight and Purolator International accounts.** If you have more than one account, please click on the Add account button.

Step 4:

Please read the Terms and Conditions and check the box to agree to the Terms and Conditions.

Step 5:

Once completed, please click on Register Today



The screenshot shows the 'Purolator Billing Centre' registration page. The title is 'Registration'. There are three numbered callouts: 3, 4, and 5. Callout 3 points to the 'Account*' field. Callout 4 points to the 'Add account' button. Callout 5 points to the 'I accept the Terms and Conditions' checkbox. The form includes fields for 'Phone*', 'First Name*', 'Company Name*', 'Last Name*', 'Language Preference*' (English/French), 'Postal Code*', and 'Account Access' (Full Access). There are also 'Exit', 'Add account', 'Register Today', and 'Cancel' buttons.

An activation email will be sent to you. There is a maximum of 48 hours to action your email to successfully complete your registration.

Step 6A:
Click on activate

Activate



Dear

Welcome to the Purolator Billing Centre.

You can now receive, view and pay your invoices online - no more paper invoices!

The following are accounts that have been successfully added to your account:

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To complete your registration, please activate your account using the username below to create your password and log in to the Billing Centre.

Username:

Th

The Purolator Billing Centre Team.

Step 6B:
Chose your new password and click on Save Password

The screenshot shows a woman with glasses working at a laptop in a warehouse setting. A white pop-up box in the top right corner asks "New to Billing Centre?" with a blue "Register Today" button. Below the image, the page title is "Welcome to the Purolator Billing Centre". A message states: "Registering with the Purolator Billing Centre will provide you with full access to view, manage and pay your invoices all in one place. Please create your password to complete your account setup". The registration form includes fields for "User ID", "Password" (with a "Min. 8 characters" note), and "Confirm New Password". A blue "Save Password" button is located below the password fields. A blue circle with "6B" is overlaid on the right side of the page, and another blue circle with "6B" is overlaid on the "Save Password" button. At the bottom left, there is a globe icon and the text "Français". At the bottom right, there is a footer with "Terms and Conditions of Service | Terms and Conditions of Site Use | Privacy" and "Copyright © 2024 Purolator Inc. All rights reserved".

If you wish to register on AutoPay, this is a two-step process. My Profile tab lists the credit card information while the AutoPay tab links the credit card to your account for automatic credit card deductions.

Step 7:

Log into your account and click on My Profile tab.

Step 8A:

If you wish to enroll in AutoPay, click on Add a card and complete the registration. The postal code must match the mailing address postal code for the credit card statement.

Step 8B:

The postal code must match the postal code that is on your credit card Statement

Step 8C:

To continue to automatic payments, please accept the terms & conditions.

Note: You can modify your credit card or expiry date at any future time by clicking on My Profile tab.

The screenshot shows the 'My Profile' tab selected in the top navigation bar. The 'User Profile' section contains several input fields: First Name, Last Name, Phone (with a masked number 877-692-4102), Ext (with a masked number xxxx), Company Name (Purolator), Email, and Password. Below these are language preferences (English selected, French unselected) and checkboxes for receiving invoice and payment notifications. At the bottom of this section are 'Save', 'Cancel', and 'Return to Account Summary' buttons. The 'Add a card' section is titled 'Enter a Credit Card' and includes a table with columns for Card Number, Expiry Date, and Enrolled in Auto Pay?. Below the table is an 'Add a card' button. The form fields for the card include: Card Number, Name On Card, Expiry Date (MM/YY), CVV Code, and a dropdown for Country (Canada). A 'Billing Postal Code' field is also present. At the bottom of the card section are checkboxes for terms and conditions, a 'Submit' button, and a 'Cancel' button. Blue circles with numbers 7, 8A, 8B, and 8C highlight specific elements: 7 points to the 'My Profile' tab, 8A points to the 'Add a card' button, 8B points to the 'Billing Postal Code' field, and 8C points to the 'Return to Account Summary' button.

Second step for AutoPay. Please click on the AutoPay tab

Step 9:

Click on AutoPay

Step 10:

Please add your account number in the Account field.

Step 11:

The Postal Code is identical to the postal code on the Purolator invoice. Note: This is mandatory for new accounts.

Step 12:

Enter the email address in the Notifications Copy field to receive the payment receipts.

Step 13:

Please click on the Next button.

The screenshot shows the 'Purolator Billing Centre' interface. At the top, there is a 'Customer Email' field with the value 'Scott.Leaman@purolator.com' and a 'View' button. Below this is a navigation bar with tabs for 'Account Summary', 'Dispute', 'Manage Accounts', and 'AutoPay'. The 'AutoPay' tab is selected and circled with a blue circle containing the number 9. The main content area is titled 'AutoPay' and contains a table with columns: 'Account Number', 'Status', 'Payment Date', 'Confirmation', 'Notifications Copy', and 'Remove'. The table is currently empty, with the text 'There are no results to be displayed' below it. Below the table is a section titled 'Enter Accounts to Enrol'. This section contains several input fields: 'Account*' (circled with a blue circle containing the number 10), 'Postal Code*' (circled with a blue circle containing the number 11), 'Payment Date' (with an information icon), 'Confirmation' (with an information icon), and 'Notifications Copy*' (circled with a blue circle containing the number 12). There is also a checkbox and a close button (X) next to the 'Notifications Copy*' field. At the bottom of the 'Enter Accounts to Enrol' section, there is a blue 'Add account' button. Below this is a blue 'Next' button (circled with a blue circle containing the number 13).

Step 14A:

Add your credit card information including the CW. This will activate your account(s) for automatic payment.

Step 14B:

Click on Submit

Enter a Credit Card

All fields are required.

Card Number

Name On Card

Expiry Date [MM/YY]

CVV Code

Country

Billing Postal Code

I Have Read And Agree To The Terms Of The Purolator [Consent Agreement](#)



An email will be sent to you to accept the terms and conditions of AutoPay. There is a maximum of 30 days to accept the terms and conditions to complete your AutoPay submission.

Once AutoPay is approved, the payment will only be taken from your credit card on the first Friday after the invoice date.

AutoPay will not pay any outstanding invoices. Please log into your account to make a payment of all outstanding invoices.



Veuillez faire défiler l'écran vers le bas pour afficher la version française.

Dear

Welcome to the Purolator Billing Centre.

You can now receive, view and pay your invoices online - no more paper invoices!

The following are accounts that have been successfully added to your account:

•

To complete your registration, please activate your account using the username below to create your password and log in to the Billing Centre.

Username:

Thank You,
The Purolator Billing Centre Team.

How to log in to make a payment

From the Purolator [billing centre's login page](#):

Step 15:

Enter your email

Step 16:

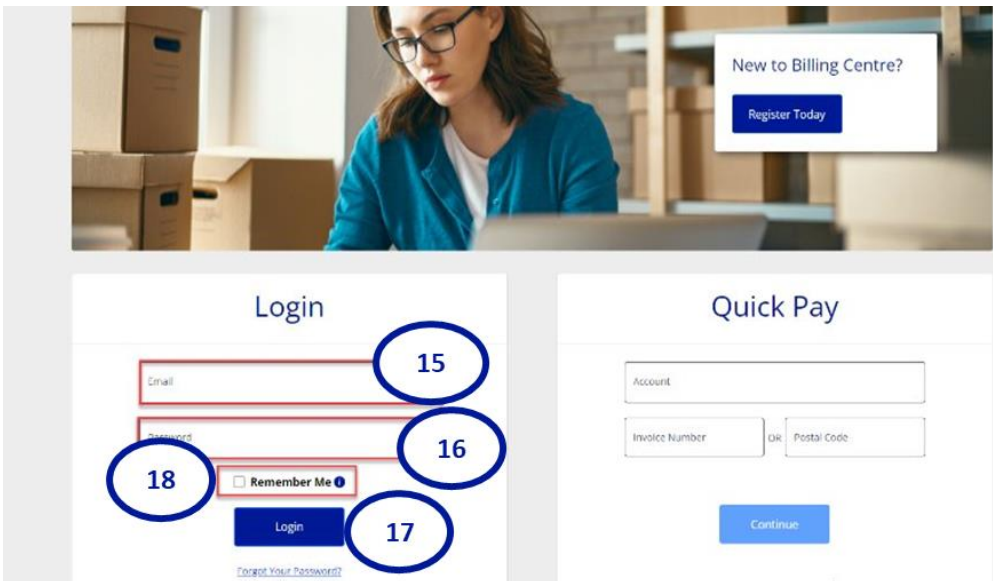
Enter your password

Step 17:

Press login

Step 18:

Note: If you wish for your login information to be remembered, please click on the Remember Me button



Step 19:

Once you login, you can view your open & closed invoices

Step 20:

Click on the drop-down menu of the account that you wish to pay

The screenshot shows the Purolator online billing interface. At the top, there are navigation tabs: "Account Summary" (highlighted with a red box), "Dispute", "Manage Accounts", and "AutoPay". Below this is a yellow warning box: "Please note: Some payments may take up to 48 hours to be reflected in the Billing Centre". To the right is a "Total Payment" section with radio buttons for "\$0.00 (CAD)" (with a Canadian flag) and "\$0.00 (USD)" (with a US flag). Below that, it says "Total Invoices : 0" and has a "Pay Now" button. In the middle, there is a dropdown menu for "Account #" showing "All Accounts \$32,535.92". Below this are two tabs: "Open Invoices (107)" and "Closed Invoices (101)". A blue circle with the number "19" is drawn around the "Open Invoices" tab. Below the tabs are filters for "Currency" (with "CAD" checked), "Date Range" (set to "All"), and a search field for "Invoice # or Shipment PIN" with "Search" and "Reset" buttons. The main content is a table titled "Account Name - Account Number". The table has columns: "Invoice", "Invoice Date", "Due Date", "Invoice Amount", "Balance Due", "Payment Amount", "Currency", "Status", and "View / Print". The table lists five invoices from "SHEILA'S FLOWERS" with account numbers 1234567, 23456789, 3456789, 4567890, and 5678901. A blue circle with the number "20" is drawn around the "View / Print" column of the second row.

Invoice	Invoice Date	Due Date	Invoice Amount	Balance Due	Payment Amount	Currency	Status	View / Print
<input type="checkbox"/>								✓
			SHEILA'S FLOWERS - 1234567					✓
			SHEILA'S FLOWERS - 23456789					✓
			SHEILA'S FLOWERS - 3456789					✓
			SHEILA'S FLOWERS - 4567890					✓
			SHEILA'S FLOWERS - 5678901					✓

Step 21:

Click the down arrow to open all unpaid invoices.

Step 22:

Click on the invoice(s) that you wish to pay.

Account Summary | Dispute | Manage Accounts | AutoPay

Please note: Some payments may take up to 48 hours to be reflected in the Billing Centre

Accounts #
All Accounts \$294.14

Total Payment
\$0.00 (CAD)
\$0.00 (USD)

Total Invoices : 0 Pay Now

Open Invoices (2) | Closed Invoices (5)

Currency: CAD USD Date Range: All

Invoice # or Shipment PIN Search Reset

Account Name - Account Number

<input type="checkbox"/>	Invoice	Invoice Date	Due Date	Invoice Amount	Balance Due	Payment Amount	Currency	Status	Print
	SHEILA'S FLOWERS - 1234567 21								

◀ Previous 1 Next ▶

Open Invoices (3) | Closed Invoices (9)

Currency: CAD USD Date Range: All

Invoice # or Shipment PIN Search Reset

Account Name - Account Number

<input type="checkbox"/>	Invoice	Invoice Date	Due Date	Invoice Amount	Balance Due	Payment Amount	Currency	Status	View / Print
	Sheila's Flower Account 123456 22								
<input type="checkbox"/>		May 18, 2024	Jun 01, 2024	\$255.57	\$255.57	\$0.00	CAD	Open	
<input type="checkbox"/>		May 11, 2024	May 25, 2024	\$336.20	\$310.10	\$0.00	CAD	Partial Payment	
<input type="checkbox"/>		May 25, 2024	Jun 08, 2024	\$141.81	\$141.81	\$0.00	CAD	Open	

◀ Previous 1 Next ▶

Step 23A:

Once you click on the drop-down menu, you will see all pin(s) on your invoice. A full or partial payment can be made.

Step 23B:

For a partial payment, please change the Payment Amount in the Payment Amount box.

Service Availability	Item	PIN	PIN Amount	Balance Due	Payment Amount
<input checked="" type="checkbox"/>	Courier	0001	\$69.87	\$69.87	11.11
<input type="checkbox"/>	Courier	0002	\$20.73	\$20.73	20.73
<input type="checkbox"/>	Courier	0003	\$23.32	\$23.32	23.32

Once you have selected all invoices/pins that you wish to pay, you will see the total payment on the top right corner.

Step 24:

Please choose to pay in Canadian funds/ If your account is set up for US funds then choose USD.

Step 25:

Click pay now.

Total Payment

\$141.81 (CAD)

\$0.00 (USD)

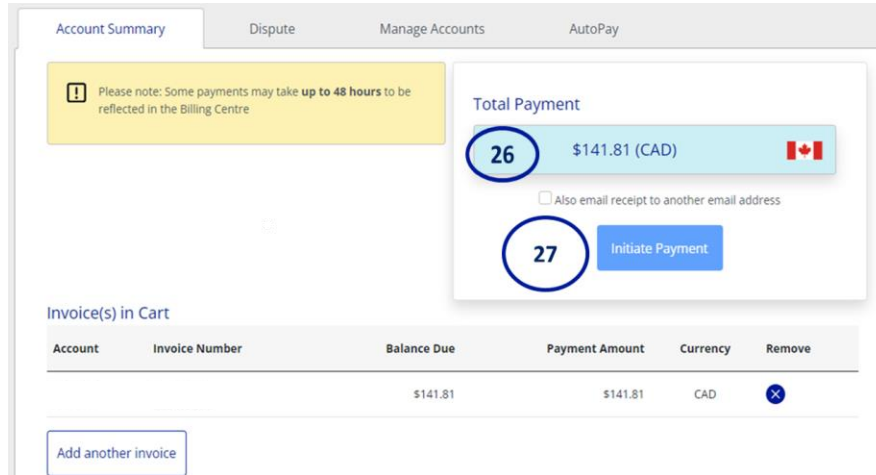
Total Invoices : 1

Step 26:

Ensure that the amount you wish to pay is accurate

Step 27:

Click Initiate Payment.



Step 28:

Fill in the mandatory credit card information.

Step 29:

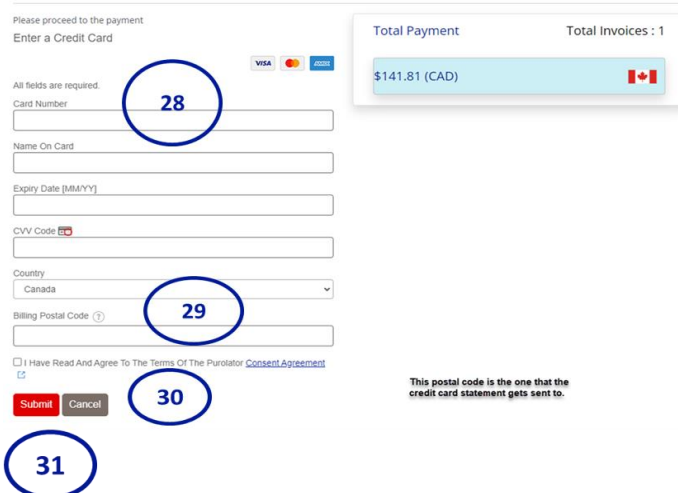
The postal code must match the mailing address postal code for the credit card statement.

Step 30:

To proceed with payment, you will need to agree to the terms and conditions

Step 31:

Click submit.



This postal code is the one that the credit card statement gets sent to.

How to Use Quick Pay

In the Quick Pay section,

Step 32:

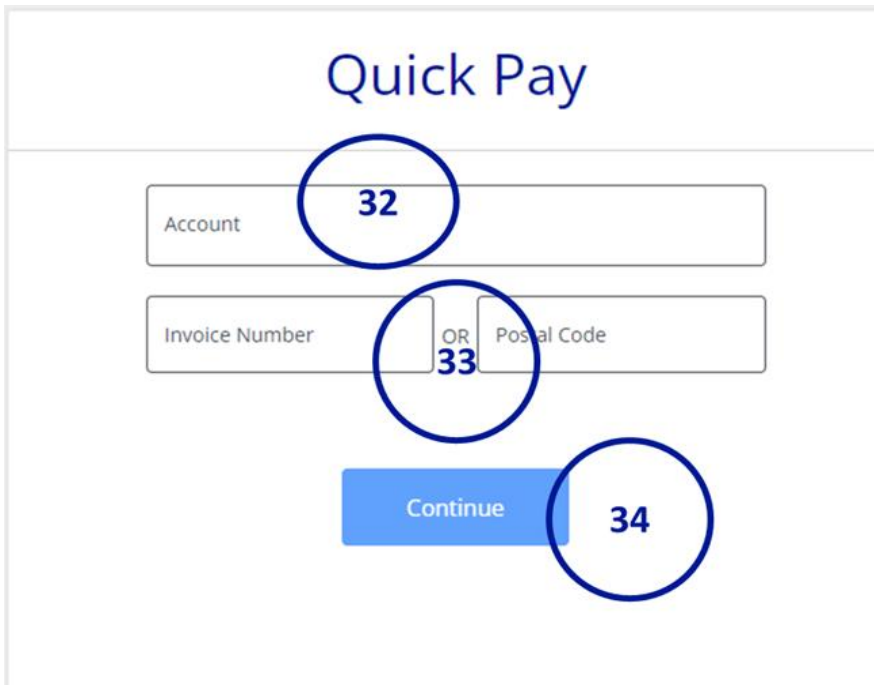
Enter the account number in the Account field.

Step 33:

Enter the Invoice Number or Postal Code for the account in the appropriate fields.

Step 34:

Click the Continue button.



The image shows a screenshot of the 'Quick Pay' section of a web application. The title 'Quick Pay' is centered at the top. Below the title are two input fields. The first field is labeled 'Account' and has the number '32' entered, with a blue circle around the number. The second field is labeled 'Invoice Number' and 'Postal Code' with 'OR' between them, and has the number '33' entered, with a blue circle around the number. Below these fields is a blue 'Continue' button with the number '34' next to it, also circled in blue.

Step 35:

Enter the email address in the Email Payment Receipt field if you require a payment receipt.

Step 36:

Select the invoice(s) to be paid.

Step 37:

Ensure the total is accurate and in the correct currency.

Step 38:

Click on the Next button.

The screenshot shows the Purolator online billing interface with four key areas annotated with blue circles and numbers:

- Step 35:** An "Email Payment Receipt" section with an "Email*" input field.
- Step 36:** A table of invoices with a checkbox selected for the first row.
- Step 37:** A "Total Payment" section showing a selected option for "\$24.73 (CAD)" with a Canadian flag, and an unselected option for "\$0.00 (USD)" with a US flag.
- Step 38:** A "Next" button at the bottom right of the interface.

<input type="checkbox"/>	Account #	Invoice	Invoice Date	Due Date	Currency	Invoice Amount	Balance Due	Payment Amount
<input checked="" type="checkbox"/>	123456	455830121	Mar, 22, 2024	Mar, 22, 2024	CAD	\$24.73	\$24.73	\$24.73

Step 39:

Fill in all mandatory fields.

Step 40:

The postal code must match the mailing address postal code for the credit card statement.




Step 41:

Please agree to terms and conditions

Step 42:

Click submit.

Please proceed to the payment
Enter a Credit Card


  

All fields are required.

Card Number 39

Name On Card

Expiry Date [MM/YY]


CVV Code 

Country
Canada

Billing Postal Code 40

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Total Payment	Total Invoices : 1
\$141.81 (CAD)	

This postal code is the one that the credit card statement gets sent to.

If the system is unable to process your payment, you will receive this error message. Please ensure that your postal code matches the mailing address postal Code for the credit card statement.

Please proceed to the payment
Enter a Credit Card



We couldn't process your request. Please try again.

All fields are required.

Card Number

Card number is required.

Name On Card

Name on card is required.

Expiry Date [MM/YY]

Expiry date is required.

CVV Code

CVV is required.

Country

Billing Postal Code

Postal code is required.

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We need your agreement before we can continue.

Total Payment

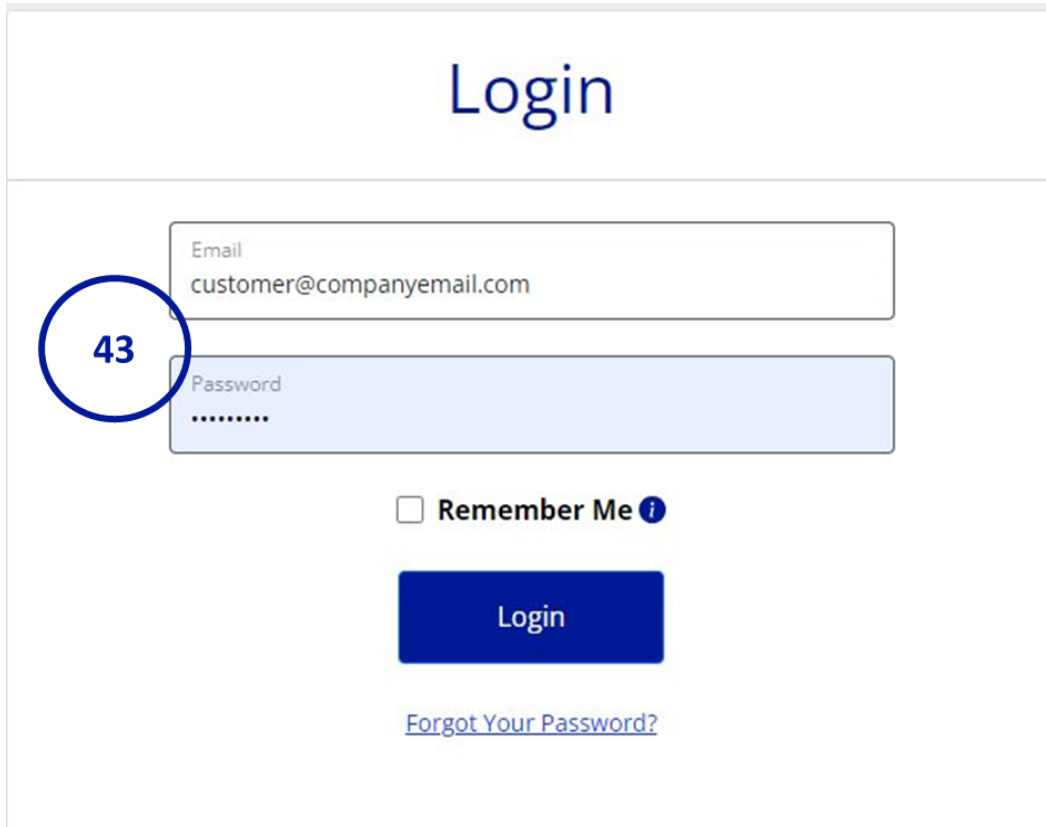
Total Invoice

\$141.81 (CAD)

How to dispute an invoice using the Online Billing Centre

Step 43:


Please [log into your account](#).



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Email
customer@companyemail.com

Password
.....

Remember Me 

Login

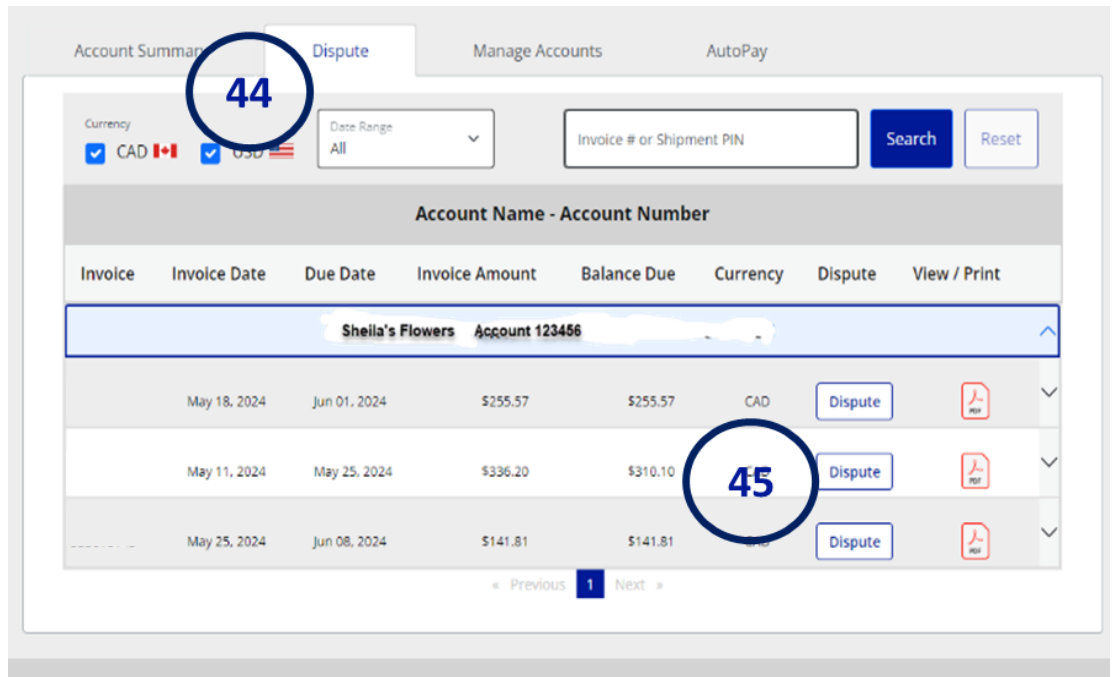
[Forgot Your Password?](#)

Step 44:

Click on the dispute tab. All unpaid invoices that are available for dispute will open.

Step 45:

Choose which invoice you wish to dispute and click on dispute button. Only one shipment can be disputed at a time.



Step 46:

This is your invoice number that is being disputed.

Step 47:

Enter the amount that you are disputing (this total can be found on your invoice).

Step 48:

Enter the pin number of the shipment (this can be found on your invoice).

Step 49:

Chose the reason for your dispute in the drop- down menu

Step 50:

Add additional notes relevant to your dispute.

Step 51:

Press submit

The screenshot shows the 'Dispute Invoice' form. At the top right, the invoice number '46' is circled. Below it is a yellow informational box. The form contains several fields: 'Dispute Amount*' with '0' entered and circled as '47', 'PIN*' with '48' circled, 'Dispute Reason*' with '49' circled, and 'Notes (Optional)' with '50' circled. At the bottom, the 'Submit' button is circled as '51'. To the right of the form, there is a 'PIN' input field and a 'Live Chat' button.