



Hold for Pickup and Doorknocker

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Hold for Pickup and Doorknocker

Definition

HFPU

- **Hold For Pick Up**
- Customer requests shipment be held at local Purolator facility or Agent in place of delivery to the receivers home or business.
- Shipping Agent will hold the package for 5 business days and the customer can pick up at their convenience.

DK

- **Doorknocker / Notice of Delivery**
- When a shipment is attempted to be delivered to the customer but the customer is unavailable to receive it Purolator leaves a DK and takes the package to the nearest Shipping Agent.
- Shipment is held for 5 business days.

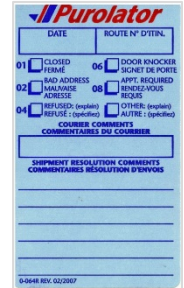
Hold for Pickup and Doorknocker

Processing Returns, Redelivery and Redirects

Returns

If a customer has 5 business days to pick up their package from the Agent. If the package is unclaimed after this period, return using the following steps:

1. Perform the **Tracking Update** scan 'Hold for Pick Up' and select 'Return to Sender' as the reason code.
2. Record 'Return to Sender' on the blue Shipment Resolution sticker and apply to the package.
3. All returns **must be separated** from the outbound shipments.
4. Provide returns to the driver in order for the depot to process back to the shipper.



A blue rectangular sticker with the Purolator logo at the top. It contains a grid of checkboxes for reasons like 'CLOSED', 'DOOR KNOCKER', 'BAD ADDRESS', 'APPT. REQUIRED', etc. There are sections for 'COURIER COMMENTS' and 'SHIPMENT RESOLUTION COMMENTS'. At the bottom, it says '© 2008 REV. 02/2007'.

Redelivery

If a customer calls an Agent directly, the Agent is to inform the customer to phone our Contact Centre.

If an Agent receives a redelivery request from Purolator, process using the following steps:

1. Write 'REDEL' on the white redelivery sticker and apply to the package.
2. Perform the **Tracking Update** scan 'Hold for Pick Up' and select 'Courier Redelivery' as the reason code.
3. Provide the package to the driver in order for the Purolator depot to process accordingly.



A white rectangular sticker with the Purolator logo and 'RE-DELIVERY/RE-LIVRAISON' text. It has fields for 'TO/A', 'STREET/ROUTE', 'CITY/TOWN', 'PROVINCE/STATE', 'POSTAL/ZIP', and 'PHONE/TELEPHONE'. It also includes instructions in English and French: 'THIS LABEL IS EASILY REMOVABLE' and 'CETTI ÉTIQUETTE EST FACILEMENT ENLEVABLE'.

Redirects

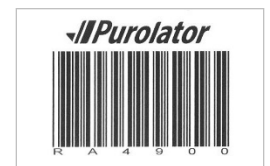
If a customer calls an Agent directly, the Agent is to inform the customer to phone our Contact Centre.

If an Agent receives a redirect request from Purolator, process using the following steps:

1. Enter the new destination address on the white redelivery sticker and apply to the package.
2. Perform the **Tracking Update** scan 'Hold for Pick Up' and select the 'Redirect' as the reason code.
3. Provide the package to the driver in order for the Purolator depot to process accordingly.

Nightly Activities

1. Driver scans packages and Agent ID barcode sticker.
 - a. The driver is required to scan the Agent barcode containing their unique Agent ID number, or type in the Agent RA/QS number when delivering/dropping off a shipment.
 - b. Shipping Agents are to ensure their Agent ID barcode sticker is placed in a location that is easily accessible to the Purolator driver, near your shipment processing area.
2. Give driver the packages.
3. The driver must verify and sign for the cash received on the 'COD-Payment Report-IBC' which can be printed from the ShipTrack Admin Portal at <https://pd-sm-dispatch.shiptrackapp.com/Dispatch/Login>.
4. Give driver an envelope addressed as 'Driver', containing the original white copies of all B/L's, and any cash.



Sample I.D. Barcode sticker

Shipping Agents **are not** compensated for shipments belonging to themselves, or their business, and are **not to** scan them.

Hold for Pickup and Doorknocker

Inbound Collect and ESS Returns Procedures

Not applicable to Quick Stop Agents

What are Inbound Collect shipments?

An Inbound Collect shipment is a Hold For Pickup shipment destined to a designated Purolator facility or Shipping Agent that was sent using Purolator's collect service. The Receiver is required to pay all shipment charges at the time of pickup if the Receiver does not have a valid Purolator account.

An additional charge is to be applied when the receiver is selected to pay the shipping charges.

The image shows a bilingual form titled 'INBOUND COLLECT CASH TO RETAIL RECEIPT' and 'RÉCEPISSE DE PAIEMENT COMPTANT AU CENTRE D'EXPÉDITION OU CHEZ L'AGENT D'EXPÉDITION POUR ENVOI PORT DO'. It includes fields for sender and receiver information, shipping details, and checkboxes for 'PAID' and 'COLLECT'. The Purolator logo and contact information are also present.

Identifying Inbound Collect shipments

Inbound Collect label identifiers

- Indicate 'Receiver' on the waybill
- Be addressed to the Agent's address

The image shows a Purolator waybill for 'All Seasons Sales' at 10741 Yonge St, Toronto. The destination is 'ANYTOWN ON L0T 1X0'. A 'Receiver' checkbox is checked, and the address is highlighted in red.

ESS Return label identifiers

- Be sent from a Purolator location
- Contain a PIN that begins with a '6'
- Include the original PIN in the reference field along with one of the following reasons; Unclaimed, Refused, Closed or Address Issue
- Indicate 'Collect' on the waybill
- Be addressed to the Agent's address

The image shows a Purolator label for an ESS return. It includes the Purolator logo, address '2070 AVENUE G NORTH SASKATOON, SK S7L7M8', and a 'COLLECT' checkbox. A 'NOTE' section contains a barcode and the Purolator PIN: 602591935492.

Procedures

1. Reweigh and cube shipments and charge accordingly (visit www.purolator.com or call 1 866 364-1111 for rate information). An additional \$6.00 Collect charge is to be applied when the receiver is selected to pay the shipping charges.
2. Complete the Inbound Collect Cash to Retail Receipt form for payment received for all Inbound Collect shipments.
NOTE: Customers can pay by Cash only. No other form of payment is acceptable.
3. Perform the 'Payment Received' scan, selecting reason code 'Inbound Collect'.
NOTE: The driver should verify the amount and sign for the cash received on the 'COD-Payment Report-IBC' which can be printed from the ShipTrack Admin Portal at <https://pd-sm-dispatch.shiptrackapp.com/Dispatch/Login>.
4. Ensure the customer signs the Inbound Collect Cash to Retail Receipt form. Perform the 'Customer Pick Up' scan and obtain the customer signature.
5. The Shipping Agent representative should sign in the Retail Signature section on the receipt form.
6. Give the green copy of the receipt form to the customer.
7. Put the original white copy of the receipt form in an envelope with the cash (if applicable) and hand to the driver at the end of day.
8. The yellow copy is for the Shipping Agent's record and should be kept on file with the HFPU Report.

All Shipping Agents are to submit payment to the driver for Inbound Collect shipments.

Hold for Pickup and Doorknocker

Customer ID Requirements

Why is photo identification required?

Identification is required to ensure shipments are properly released, to help protect our customers from identity theft and to permit follow-up if further investigation is required. Purolator is required by law to review identification and other information for certain types of transactions.

Important information for customers:

To pick up their shipment, customers must show valid government-issued photo ID with proof of address.

What photo identification is the customer required to present?

If you are picking up....	Then you must provide...
Your own item	One piece of acceptable valid government-issued photo ID with proof of address
An item on behalf of another person or of a “home-based” business at the address at which you live	One piece of acceptable government-issued photo ID indicating residence at the address to which the item is addressed
An item on behalf of another individual at an address at which you do not live	One piece of acceptable government-issued photo ID and a Letter of Authorization as a legal document demonstrating your authority to act on the addressee’s behalf
An item on behalf of a business or organization that is not “home-based”	One piece of acceptable government-issued photo ID and a Letter of Authorization as a legal document demonstrating your authority to act on the addressee’s behalf
An Adult Signature Required shipment	One piece of valid government-issued photo ID with proof of address and proof of age (For certain Adult Signature Required shipments, the shipper may restrict the forms of ID that Purolator may accept for shipment release. An Adult Signature Required shipment will not be released to individuals without proof of age.)

Important: The addressee may be required to personally pick up shipments that are of high value or government-issued or when requested by the shipper. Chain of Signature shipments will only be released to the addressee.

NOTE: Standard release requirements do not apply to Positive Identification, HFPU Exception shipments.

Hold for Pickup and Doorknocker

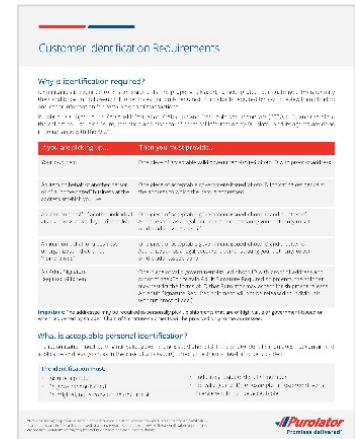
Customer ID Requirements - continued

What is acceptable personal identification?

The identification must be original, valid, government-issued photo ID. If the photo identification does not contain the applicable address (such as in the case of a passport), proof of residency must also be provided.

The identification must:

- ✓ Include a photo
- ✓ Be government-issued
- ✓ Be original, not a copy of the document
- ✓ Indicate a unique identifier number
- ✓ Be valid (current); for example, an expired driver's licence would not be acceptable



The Customer ID Requirements reference card can be found under Resources on the Online Shipping Agent Resource Centre at www.purolator.com/shippingagent.

Note:

1. Employee identification or business cards are not acceptable, even if government-issued.
2. Some types of personal identification are not acceptable because of legislative restrictions.
3. If the photo identification does not contain the applicable address (such as in the case of a passport or of a student residing at university), proof of residency must be provided.
4. In some cases, the shipper will have exceptions on how shipments are released (e.g., last name and address on ID must match those on shipment label). Please refer to the **Redelivery HFPU Exceptions** list which can be found under Resources on the Online Shipping Agent Resource Centre at www.purolator.com/shippingagent.

At Purolator, we are committed to protecting our customers' privacy. Full details can be viewed on purolator.com at [Privacy Statement](#).

Adult Signature Required (ASR)

Adult Signature Required (ASR) packages require photo ID and a signature from a person who meets the proof of age requirement for the province or territory where the package is delivered.

In order to sign, customers receiving an ASR package must provide proof of age by presenting valid government-issued photo identification. Any person at the address on the shipping label can pick up the package provided they have valid government-issued photo ID and proof of age.

Proof of Age

The ASR age requirement differs by province or territory, so you must verify that the customer meets the age requirement for the delivery location.

Age 18 Alberta

Age 19 Yukon, Northwest Territories, Nunavut, British Columbia, Saskatchewan, Manitoba, Ontario, Nova Scotia, New Brunswick, Prince Edward Island, Newfoundland and Labrador

Age 21 Quebec

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Adult Signature Required (ASR) - continued

Acceptable Forms of Identification

Acceptable identification must be valid government-issued photo identification, such as:

- Driver's license
- Passport
- Certificate of Canadian Citizenship (with photo)
- Permanent Resident Card
- Certificate of Indian Status (with photo)
- Provincially issued photo ID

You can refer to the Customer ID Requirements for a complete list of acceptable government-issued photo identification.

Photo ID and proof of age is required for all packages flagged as ASR, regardless of the customer's age.

Note: If the government-issued photo ID does not include the date of birth, then the customer can provide a secondary piece of ID, such as a birth certificate, to show proof of age.

Doorknocker

When a package cannot be delivered to the shipping address because the receiver does not meet the proof of age requirement, or cannot produce acceptable valid government-issued photo ID, or is simply not home, the courier will leave a doorknocker providing details for the customer to retrieve the package at a pick-up location.

Shipping Label

All ASR packages will have an ASR or an ASR/H indicator above the barcode.



If the ASR flag shows on the shipping label and the ID provided does not show that proof of age is met, advise the customer that the shipment cannot be released.

Redirection and Address Change

With many packages, customers have the option to redirect the package to a secondary location. However, this is not an option with ASR packages. They must be delivered to the original shipping address, held for pickup or returned to the sender.

Customers can request a redirect to another Purolator Retail Centre or Authorized Shipping Agent as long as they are within the servicing terminal area.

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Shipment Resolution

Shipment Resolution cases are communication tools used between various Purolator departments and Purolator Authorized Agents. It is important to understand how to review and action a Shipment Resolution to:

- Ensure customers receive the services they request
- Correct any service failures
- Provide customer satisfaction

There are 3 main types of Shipment Resolution cases that you may see:

Form type	When it is used
SRR (Shipment Resolution Room)* * Most common type of Shipment Resolution	To request a redirection, redelivery or hold for pick up of a shipment.
SR (Service Recovery)	To report a service or sales concern.
Gen (Generic inquiries)	Used to report commendation, information request, etc.

When you receive a Shipment Resolution it may come with 1 or 2 pages:

It is important to review the Details page to make sure that you have all the correct information and are actioning the correct package(s).

Page	Page type	Page type
1	Case Details	Customer and package information
1 or 2	Comments	Comments, additional information and actions required

You will be able to review the sections of the Shipment Resolution case details. This page provides you with the customer and package details. It will also provide you with action request information.

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Shipment Resolution – continued

Case Details

This will provide information on the case – the type, who created it, date/time it was created. This section will also let you know who is making the request.

Shipment Information

This is where you will find the bill of lading number and shipment date.

Receiver Information

This section of the Service Resolution case provides all the details on the receiver. You will need to verify the address information on the package.

Redirect Information

This section will specify the new address for a Redirect request, if applicable.

Package PINs

This is where you will find additional package identification numbers (PINs) for multiple piece shipments.

Comments

The Comments section may appear on page one or two of the Service Resolution case and will provide additional customer/shipment details that you may require to resolve the shipment.

This section will also specify whether the shipment requires redirection, redelivery or a Hold for Pickup.

The final section of a Shipment Resolution case will provide you with a summary of action required or any additional details that you may need. Some comments may include:

- Please redirect
- Customer would like a redelivery
- Please return shipment to sender

Attach the applicable sticker to the shipment

Important: All returns, redirects and redeliveries must be separated from the outbound shipments.

The driver should accept the returns from the agent and take the return shipments back to the Purolator depot for resolution.

Please action any redirect/redelivery/returns Shipment Resolution case using current documented processes: Perform the 'Tracking Update' scan with the appropriate reason code.

Shipment Resolution			
Case Details			
Created By:	KERRILEE PEARSON	Case Number:	CS-2178018
Originating Location:	512	Status:	Pending
Caller:	Receiver	Case Type:	Redirect
Initiation Comments:	Please redirect package to address stated below for Thursday.		
Shipment Information			
PIN:	330488151003	Shipment Date:	14/07/2015
Package Type:		Redeliver Date:	16/07/2015
Route:			
Receiver Information			
Company Name/Receiver:	Purolator	Department:	
Address:	1075, SQUIRES BEACH, RD, PICKERING, ON, L1W3S3, CA	Fir.:	
Suite #:		Building:	
Phone:	(905) 686-1973	Entry Code:	
Phone Extension:		Other Phone Extension:	
Attention To:		Email:	
Redirect Information			
Company Name/Receiver:	PURULATOR	Department:	
Address:	330, BAYVIEW, DR, BARRIE, ON, L4N8X9, CA	Fir.:	
Suite #:		Building:	
Phone:	(888) 744-7123	Entry Code:	
Phone Extension:		Other Phone Extension:	
Attention To:		Email:	
Package PINs			
1. 330488151003			
Comments			
Comment	Created By	Created Date	
TEST	KERRILEE PEARSON	14/07/2015 11:24 AM	
Please redirect package to address stated below for Thursday.	KERRILEE PEARSON	14/07/2015 11:24 AM	



Redeliveries and redirects:
white Redelivery sticker



Returns: blue
SRR sticker