

Quick Start Guide

Purolator Virtual Assistant



 **Purolator**
Promises delivered®

Receiving a package? Help is at your fingertips!

Purolator's Virtual Assistant gives you real-time information regarding your shipments when you need it. Get help with tracking a shipment, obtaining proof of delivery or finding out where you can pick up your package, at any time.

You can also save time by submitting a request through the Virtual Assistant, for address correction, second delivery attempt, and more. Our Virtual Assistant is always available to provide you with the help you need.

In this document, we'll walk through all the functions and information you'll need to efficiently leverage our Virtual Assistant, so you can get back to doing the things that matter most!



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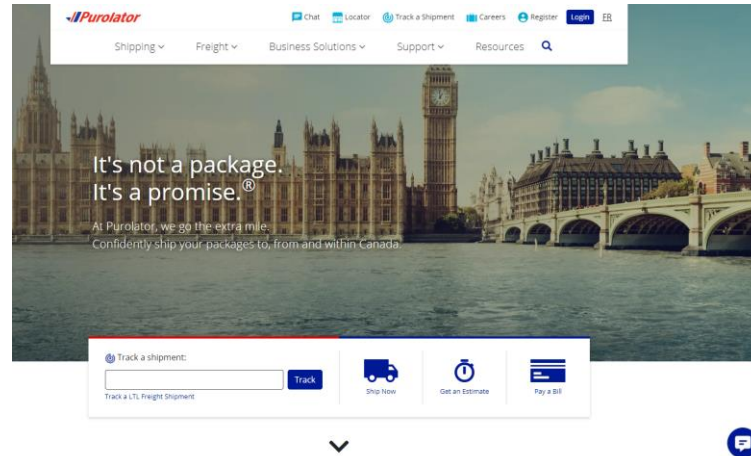
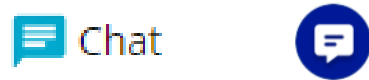
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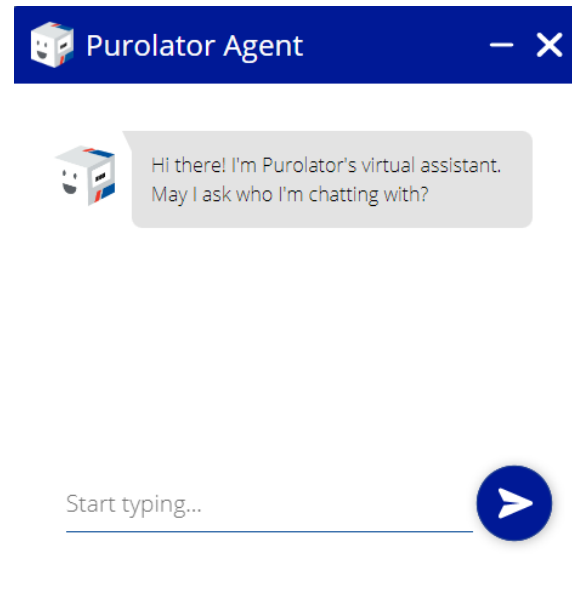
[File a Claim](#)

How to Access the Virtual Assistant

1. To access the Virtual Assistant, please go to purolator.com and click on the Chat button at the top of the page, or on the icon at the bottom right corner.



2. Once you click on the Chat button, a chat window will open, and you can start chatting with the Virtual Assistant. See the next page for tips and tricks and how to quickly get to what you are looking for.



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Types of Inquiries

Purolator's Virtual Assistant can answer several questions related to your shipment, from "Where is my package" to "Where can I pick up my shipment". It is also a great tool to use to submit requests such as changing a delivery address or even sending a package to a more convenient location for pick up.

Here is a list of helpful information that can be provided by the Virtual Assistant:

- **Estimated Delivery Date:** When will the package arrive?
- **Who can pick up a shipment:** When asking "Who can pick up? Enter PIN here", the Virtual Assistant will provide the information on who can pick up that particular shipment.
- **What to bring for pick up:** The Virtual Assistant will advise what they need to bring to be able to pick up a shipment.

To get started, simply submit a request. See the next section on how to submit requests for Address Correction, Hold for Pickup, Redelivery, Redirects, Schedule Pickups, Order Supplies as well as File a Claim.



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Submitting a Request

Have a problem with a shipment that requires a quick resolution? Purolator's Virtual Assistant can submit several types of requests on your behalf with no wait time. You can request an address correction, a redirect to a different address, a second delivery attempt [Redelivery], or even request for a parcel to be brought to a more convenient location for pick up. If you need to send a package, you can also schedule a pickup or order supplies directly through the Virtual Assistant.

Receiving a package: The Virtual Assistant can process most requests at almost any point during transit; however, there are a few exceptions:

- **Modifying/Changing an address:** Please note shippers may have requested specific restrictions for Address Correction, Redirect and Hold for Pickup requests. If that is the case, you will be provided with the next steps once the tracking number is provided.
- **Shipping label created:** If the package was not yet given to Purolator or the last scan on the shipment still doesn't reflect that we have the package in our possession, then a request cannot be submitted. You would have to wait for the first scan to appear after the Shipping Label Created event.
- **Returned to sender or unavailable:** If the package was already scanned returned to sender, chances are it is too late to request a change of address. We suggest speaking to one of our representatives directly to see if options are still available at this point.
- **Shipping a package:** The Virtual Assistant can help you when shipping a package. It can schedule a pickup and order shipping supplies. There are a few exceptions:
- **Scheduling a pickup:** In order to schedule a pickup using the Virtual Assistant, you will need to have a profile already created or have a pre-paid label for a return shipment; if not, the Virtual Assistant will connect you to an agent for assistance.
- **Ordering supplies:** The Virtual Assistant can only order supplies if you know your account number. Be sure to have the information handy.

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Address Correction Request

An Address Correction request is most commonly used when a package was shipped with an incorrect address and missing information is required. An address correction can be minor, such as adding a buzz code or unit number, or it can also be something more significant (i.e. the receiver has relocated). To submit the request for Address Correction, simply follow these steps below.

1. Simply type "Address Correction", followed by your tracking number. The Virtual Assistant will now assist you with your address correction request.
2. The Virtual Assistant will provide detail on what information is missing/incorrect and will offer two options. To update the address or have the shipment available for pickup, click on Provide correct address.
3. Select the Requestor type (Shipper, Receiver or Other). Then provide the name and phone number of the requestor as well as the Receiver.

The screenshot shows a chat interface with a virtual assistant icon (a smiling box) on the left. The assistant's messages are in grey bubbles, and the user's input is in a blue bubble. The assistant asks for the tracking number, identifies a missing unit number, offers pickup or address correction options, and asks for the requestor type.

Hi there! I'm Purolator's virtual assistant. May I ask who I'm chatting with?

Address correction 329702286314

According to our records it looks like we were missing a Unit Number. I'll need to confirm the address and collect the apartment or unit number to get your package on its way.

If you prefer, I can have the shipment available for pickup at one of our convenient locations or guide you through fixing the issue with the original address. Please let me know what your preference is.

Pick up my shipment Provide correct address

Are you chatting with me as the shipper or receiver?

Shipper Receiver Other

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Note: Please note shippers may have requested specific restrictions for Address Correction requests. If that is the case, you will be provided with the next steps once the tracking number is provided.

4. The Virtual Assistant will ask you to enter the correct delivery address. Please note the address that needs to be provided is the correct address and not the original one currently on the shipping label. Please provide your Unit, Street name or Civic address, and postal code.
E.g., 306-65 NORTH SERVICE RD, L5A1A3.

5. If the address is a business, select “Business” and you will be asked to provide the company name. If it is a residential address, select “Residential”. If there is a buzz code required to complete the delivery, enter it now.

I will need to gather the address where we are delivering to.

Please start typing the address starting with the street number. If you are unable to find the address with the auto-complete feature, please let me know.

Address
1-140 Rue Champ... x
Submit

I can't find the address

Is the delivery location a business or residential address?

Residential

Is a buzzer code (entry code) required for our driver to gain access to this address?

Yes No Provide instructions

What's the buzzer number?

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6. You will see a summary of the information provided. If all is correct, click *Correct* to save your request. You can modify any of the fields listed there by clicking on the pencil next to the item you wish to update.



Thank you! Please confirm that the following information is correct. If it is, I will proceed with your address correction request. To edit any of the information below, please click on the pencil icon next to the item you would like to change.

Receiver Name Gaby Smith	
Receiver Phone Number 888-744-7123	
Delivery Address 100 - 140 RUE CHAMPLAIN DIEPPE NB E1A1N8	
Entry Code 123	
Instructions	

Correct **Start over**

7. You will receive the confirmation number of the Address Correction request, indicating that the request was submitted successfully.



I have opened a case for your address correction request.

Here's your case number: CS-16209637.

The revised information has been sent to the terminal for processing. If this request is successful, there could be a 24 hour delay in processing your request.

Please sign up for notifications to receive updates regarding this shipment.

Anything else I can help with today?

Yes **No** **Get updates**



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Hold for Pickup Request

A Hold for Pickup request allows a package to be sent to the most convenient Purolator location for you to pick up.

1. Enter “Hold for Pickup” followed by the tracking number. The Virtual Assistant will now assist you with the hold for pickup request.



Hi there! I'm Purolator's virtual assistant. May I ask who I'm chatting with?

Hold for pick up 329702400089

2. Answer “Yes” to the first question.



Shippers and receivers can request that a shipment be held at one of our retail counters for in-person pickup. It will be held for a maximum of 5 business days. Would you like to request a hold now?

Yes No

3. Select “See alternate locations”.



I can certainly request a hold for pickup for you.

Typically after a delivery attempt, the driver will bring the package to the closest retail location for you.

If you are unable to pick up from the location listed on the delivery notice, you can request a more convenient location, however that will result in a delay.

Default closest location See alternate locations



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Note: Please note shippers may have requested specific restrictions for Hold for Pickup requests. If that is the case, you will be provided with the next steps once the tracking number is provided.

4. The Virtual Assistant will ask you to enter the receiver's postal code.

Please note the Virtual Assistant will look for the three closest locations to the postal code provided. Therefore you can enter the delivery postal code or alternatively, another postal code which is closer to where you wish to pick up your parcel.

Example:
L5A1A3

5. Select one location from the three options provided.



Please confirm the receiver's postal code.

L5A1A3



Based on the postal code provided, your closest pick up locations are:

1. Metro West RC0111
800 Kipling AVE
Etobicoke, M8Z5G5
2. Options (ESO)
113 Lakeshore RD
Mississauga, L5H1E9
3. PostNet Mississauga ON131 (ESO)
50 Burnhamthorpe RD
Mississauga, L5B3C2

Which location would you like us to ship it to?

Option 1

Option 2

Option 3

See alternate locations



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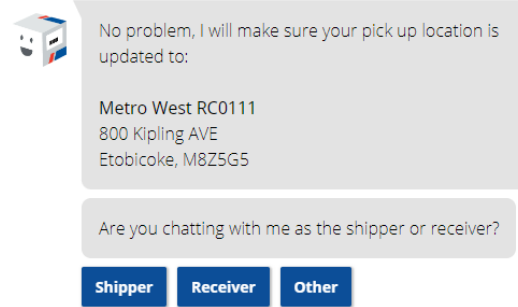
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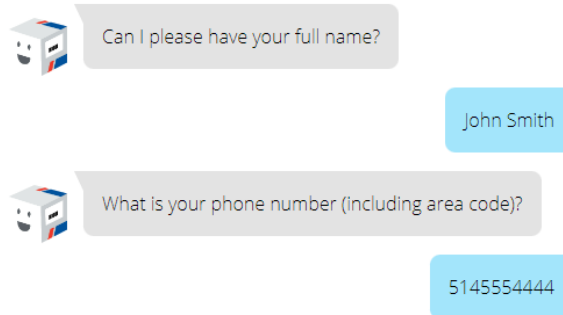
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6. Select the Requestor type (Shipper, Receiver or Other).



7. Then provide the name and phone number of the requestor as well as Receiver.



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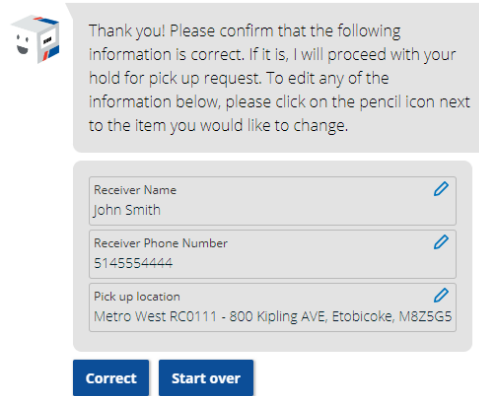
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8. You will see a summary of the information provided. If all is correct, click *Correct* to save your request. You can modify any of the fields listed there by clicking on the pencil next to the item you wish to update.

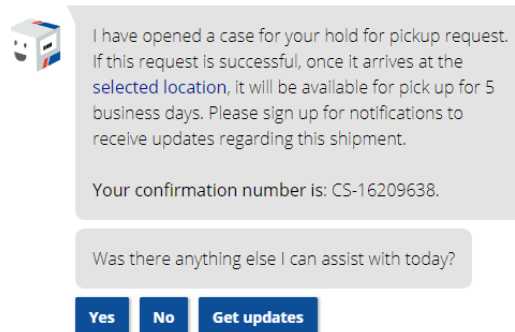


Thank you! Please confirm that the following information is correct. If it is, I will proceed with your hold for pickup request. To edit any of the information below, please click on the pencil icon next to the item you would like to change.

Receiver Name	John Smith
Receiver Phone Number	5145554444
Pick up location	Metro West RC0111 - 800 Kipling AVE, Etobicoke, M8Z5G5

Correct **Start over**

9. You will receive the confirmation number of the Hold for Pickup request with a summary of the information, indicating that the request was submitted successfully. Click on the buttons for additional information on picking up the package.



I have opened a case for your hold for pickup request. If this request is successful, once it arrives at the **selected location**, it will be available for pick up for 5 business days. Please sign up for notifications to receive updates regarding this shipment.

Your confirmation number is: CS-16209638.

Was there anything else I can assist with today?

Yes **No** **Get updates**



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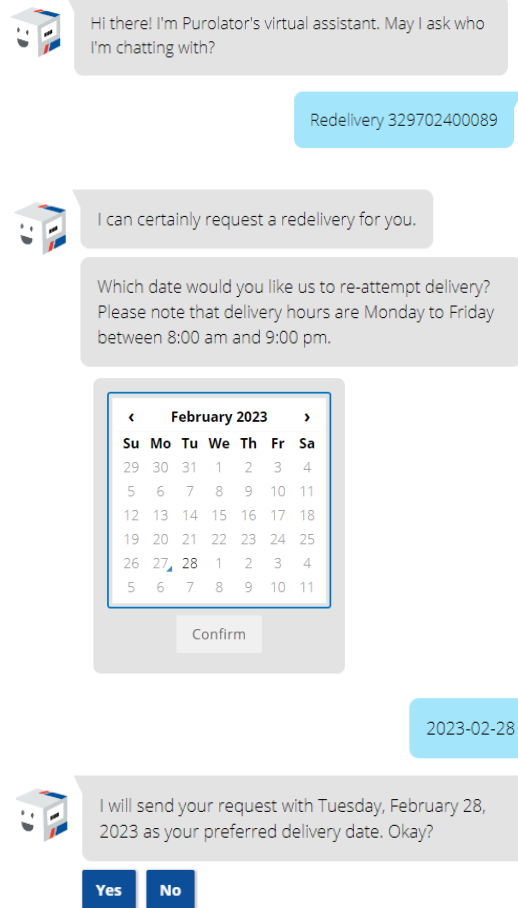
Redelivery Request

A Redelivery request is used for a second delivery attempt at the original address on the shipping label. To begin their request, simply follow these steps below.

1. Enter "Redelivery" followed by the tracking number. The Virtual Assistant will now assist you with the redelivery request.

2. Select which date you wish to have your Redelivery.

NOTE: The date cannot exceed 5 business days and cannot be on a weekend.



Hi there! I'm Purolator's virtual assistant. May I ask who I'm chatting with?

Redelivery 329702400089

I can certainly request a redelivery for you.

Which date would you like us to re-attempt delivery? Please note that delivery hours are Monday to Friday between 8:00 am and 9:00 pm.

February 2023						
Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	1	2	3	4
5	6	7	8	9	10	11

Confirm

2023-02-28

I will send your request with Tuesday, February 28, 2023 as your preferred delivery date. Okay?

Yes No



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3. Select the Requestor type (Shipper, Receiver or Other).

4. Then provide the name and phone number of the requestor as well as Receiver.

5. You will see a summary of the information provided. If all is correct, click *Correct* to save your request. You can modify any of the fields listed there by clicking on the pencil next to the item you wish to update.

6. You will receive the confirmation number of the Redelivery request with a summary of the information, indicating that the request was submitted successfully.

Are you chatting with me as the shipper or receiver?

Shipper Receiver Other

Receiver

Can I please have your full name?

John Smith

What is your phone number (including area code)?

5145554444

Thank you! Please confirm that the following information is correct. If it is, I will proceed with your redelivery request. To edit any of the information below, please click on the pencil icon next to the item you would like to change.

Receiver Name	<input type="text" value="John Smith"/>
Receiver Phone Number	<input type="text" value="5145554444"/>
Delivery Date	<input type="text" value="February 28, 2023"/>

Correct Start over

I have opened a case for your redelivery request with the following information. Please note that deliveries take place anytime between 8:00 AM - 9:00 PM, and no particular delivery times can be guaranteed.

Here's your case number: CS-16209639. Please note we will do our best to deliver your shipment on your preferred delivery date however some exceptions may apply. You can sign up for notifications in order to find out when your shipment goes out for delivery.

Anything else I can help with today?

Yes No Get updates



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Redirect Request

A Redirect request is required when you're looking to have the shipment delivered to a different address, such as the customer's workplace. To begin the redirect request, simply follow these steps below.

1. Enter "Redirect" followed by the tracking number. The Virtual Assistant will now assist you with the redirect request.

2. Answer "Yes" to the question: "Changing the destination address on the package may incur a fee which must be billed on a Purolator Account. Do you wish to proceed?" Selecting yes means that you acknowledge a fee may be charged for redirecting the package.

3. Enter the original delivery postal code, for authentication purpose.



Hi there! I'm Purolator's virtual assistant. May I ask who I'm chatting with?



Changing the destination address on the package may incur a fee which must be billed on a Purolator Account. Do you wish to proceed?

Please note if you answer yes, the depot will contact you first to confirm the fees if applicable and obtain your account number. If you are the receiver and you do not have a Purolator Account, you may reach out to the shipper to request the change in address. Alternatively, you can request a Hold for pickup to have the package made available for pickup at [one of our convenient locations](#).

Yes

No

Hold for pickup



In order to proceed with the request, please authenticate your shipment by providing the original destination postal code (not where you want it delivered).

Redirect 329775516126

Yes

H2W2M4

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Note: Please note shippers may have requested specific restrictions for Redirect requests. If that is the case, you will be provided with the next steps once the tracking number is provided.

4. Enter the new destination postal code

The screenshot shows a chatbot interface with the following steps:

- Step 4: The chatbot asks, "Please enter the new destination postal code." The user responds with "H4R2C4".
- Step 5: The chatbot asks, "Which date would you like us to attempt delivery?" A calendar for January 2025 is displayed. The date January 22nd is selected. A "Confirm" button is visible below the calendar.
- Step 6: The chatbot says, "I will send your request with Wednesday, January 22, 2025 as your preferred delivery date. Okay?" The user clicks "Yes".
- Step 7: The chatbot asks, "Are you chatting with me as the shipper or receiver?" The user clicks "Receiver".

5. Select the date for the redirect, in the calendar.

6. Confirm the date selected by clicking on Yes then select the role (Shipper, Receiver or Other) that describes you.



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7. Enter your information then, click on submit.

 Thank you! Please provide your full name, phone number and/or e-mail below:


Name

Phone

Email

Submit

8. Type in the new delivery address then, click on submit.

 I will need to gather the address where we are delivering to.

Please start typing the address starting with the street number. If you are unable to find the address with the auto-complete feature, please let me know.

Address

Submit

I can't find the address

Name: John Doe
Phone: 8887447123
Email: Purolator@purolator.com

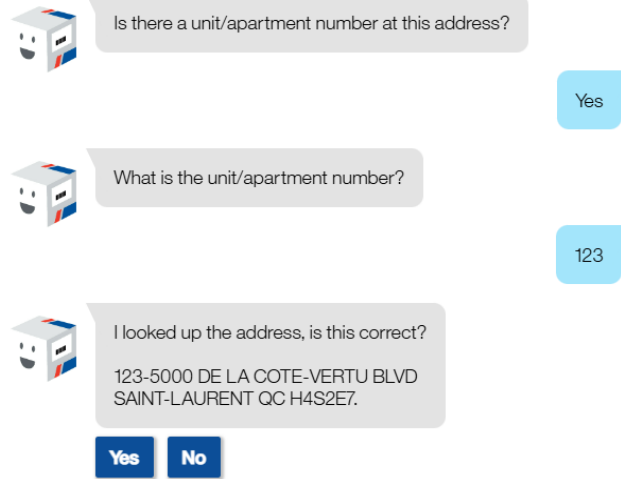
5000 De La Côte-Vertu Blvd Saint-Laurent, QC



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9. Provide the apartment number and confirm the address.



Is there a unit/apartment number at this address?

Yes

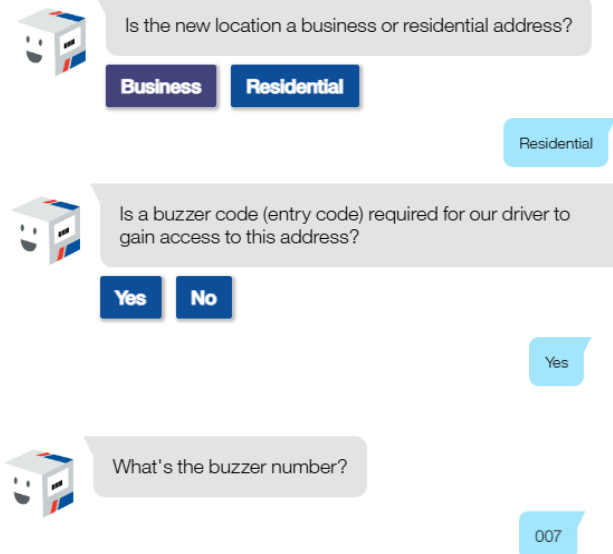
What is the unit/apartment number?

123

I looked up the address, is this correct?
123-5000 DE LA COTE-VERTU BLVD
SAINT-LAURENT QC H4S2E7.

Yes No

10. Confirm if the new address is a business or a residence and if an buzzer code is required.



Is the new location a business or residential address?

Business Residential

Residential

Is a buzzer code (entry code) required for our driver to gain access to this address?

Yes No

Yes

What's the buzzer number?

007



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11. Confirm that the information are correct.



Thank you! Please confirm that the following information is correct. If it is, I will proceed with your redirect request. To edit any of the information below, please click on the pencil icon next to the item you would like to change.

Receiver Name John Doe	
Receiver Phone Number 8887447123	
Delivery Address 123-5000 DE LA COTE-VERTU BLVD SAINT-LAURENT QC H4S2E7	
Entry Code 007	
Delivery Date January 22, 2025	

Correct **Start over**

Correct

12. The confirmation number of your request will be provided to you.



Okay great, I submitted your request. There could be additional charges with any redirect request. The Purolator depot will contact you to confirm payment by credit card. The tracking number on this package will remain the same, and you can continue to track your item as normal.

Here's your case number: CS-23211456

Please note we will do our best to deliver your shipment on your preferred delivery date however some exceptions may apply. You can sign up for notifications in order to find out if this request is successful and/or when your shipment goes out for delivery.

Anything else I can help with today?

Yes **No** **Get updates**



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Return to Sender Request

A Return to sender request is required when you're looking to have the shipment returned to the shipper. To begin the return to sender request, simply follow these steps below.

1. Enter "Return to sender" followed by the tracking number. The Virtual Assistant will now assist you with the Return to sender request.



2. Click on the "Purolator has the package" button

3. Click on the "Yes, return the package to sender" button



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4. Enter the original delivery postal code, for authentication purpose.



In order to proceed with the request, please authenticate your shipment by providing the original destination postal code (not where you want it returned).

5. Select the role "Shipper", "Receiver" or "Other" button that describes you.



Are you chatting with me as the shipper or receiver?

Shipper

Receiver

Other

6. Provide your full name name and phone number



Can I please have your full name?

What is the best phone number (including area code) to reach you at?

7. Click the "yes" or "no" button to provide a return authorization number, if applicable.



Would you like to provide a return authorization number or instructions?

Yes

No



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8. Confirm that the information entered is correct.




Thank you! Please confirm that the following information is correct. If it is, I will proceed with your request.

To edit any of the information below, please click on the pencil icon next to the item you would like to change.

Name 
John Doe

Phone number 
888-744-7123

Return Authorizations 
NA

Correct

Start over

9. The confirmation number of your request will be provided to you by the Virtual Assistant in your conversation.



I submitted your request. Here's your case number: CS-23211760

There are additional charges with any return requests. These will be automatically charged to the original payer. A new tracking number will be assigned to your shipment once the return process has started however you can continue to track it using the current tracking number.

If you need to cancel or modify this request, please contact us at 1-888-744-7123. You can sign up for notifications in order to get updates on this shipment.

Anything else I can help with today?

Yes

No



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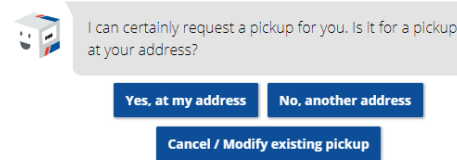
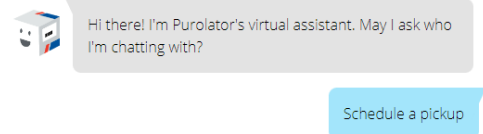
[File a Claim](#)

Pickup Request – Business

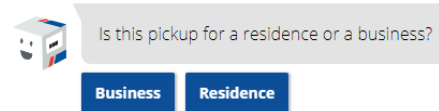
A Pickup request is required when you would like us to pick up a shipment at your address. We have 2 types of pickups, a business pickup scheduled on account with an existing profile and a pickup at a residence.

To begin the pickup request for a business, simply follow these steps below. Instructions for residential pickup to follow.

1. Enter “Schedule a pickup”. The Virtual Assistant will now assist you with the pickup request.
2. Answer “Yes, at my address” to the question: “I can certainly request a pickup for you. Is it for a pickup at your address?” Selecting yes means that the pickup will be at your location. If it is for an alternate address, you will need to contact us.

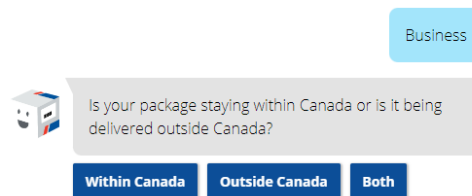


3. Click on Business



4. Select the destination of your shipments. Options are:

- Within Canada
- Outside Canada
- Both



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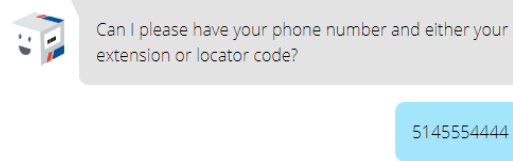
• [Residence](#)

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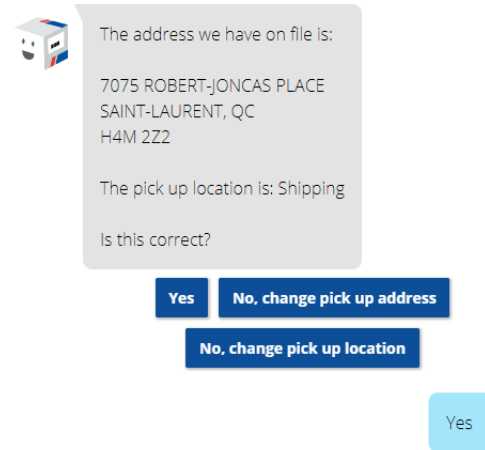
[Open a Trace](#)

[File a Claim](#)

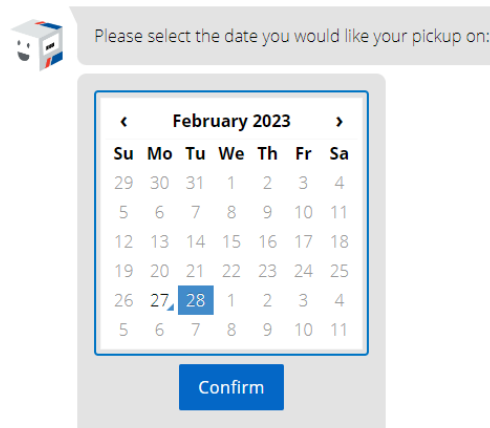
5. Enter your phone number and locator code (if you have one).



6. The Virtual Assistant will confirm the address we have on file.



7. Select the date for the pickup, on the calendar and click on confirm



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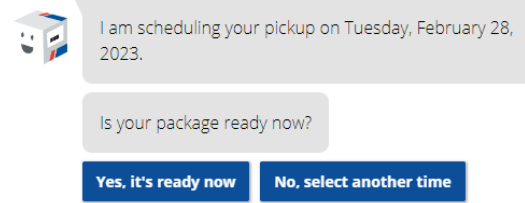
[Supply Request](#)

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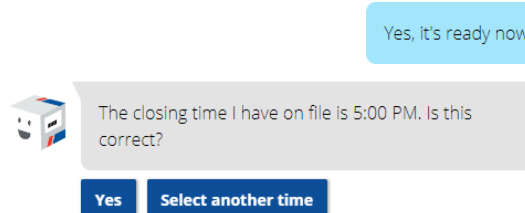
[File a Claim](#)



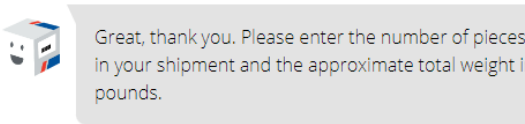
8. The Virtual Assistant will confirm the date selected and ask you for the ready at time.



9. We will ask you to confirm the closing time we have on file.



10. Enter the number of pieces and weight of your shipment.



Canadian-bound packages

Number

Weight

Unit



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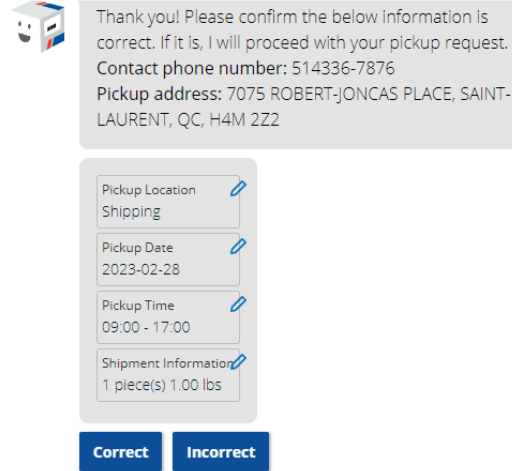
[Supply Request](#)

[Open a Trace](#)

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11. The Virtual Assistant will ask you to confirm all the information you provide and give you the chance to modify your request before submitting it.

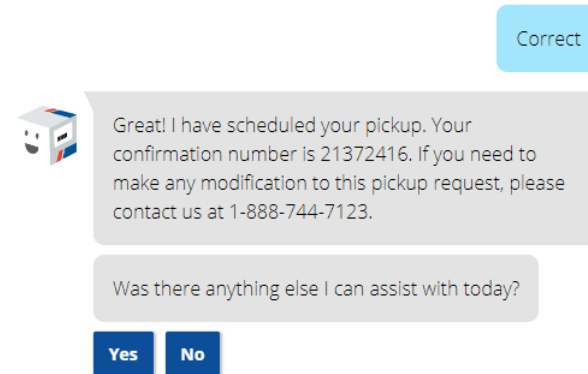


Thank you! Please confirm the below information is correct. If it is, I will proceed with your pickup request.
Contact phone number: 514336-7876
Pickup address: 7075 ROBERT-JONCAS PLACE, SAINT-LAURENT, QC, H4M 2Z2

Pickup Location Shipping
Pickup Date 2023-02-28
Pickup Time 09:00 - 17:00
Shipment Information 1 piece(s) 1.00 lbs

Correct Incorrect

12. Once submitted, the Virtual Assistant will provide you with the confirmation number.



Correct

Great! I have scheduled your pickup. Your confirmation number is 21372416. If you need to make any modification to this pickup request, please contact us at 1-888-744-7123.

Was there anything else I can assist with today?

Yes No



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Pickup Request – Residence

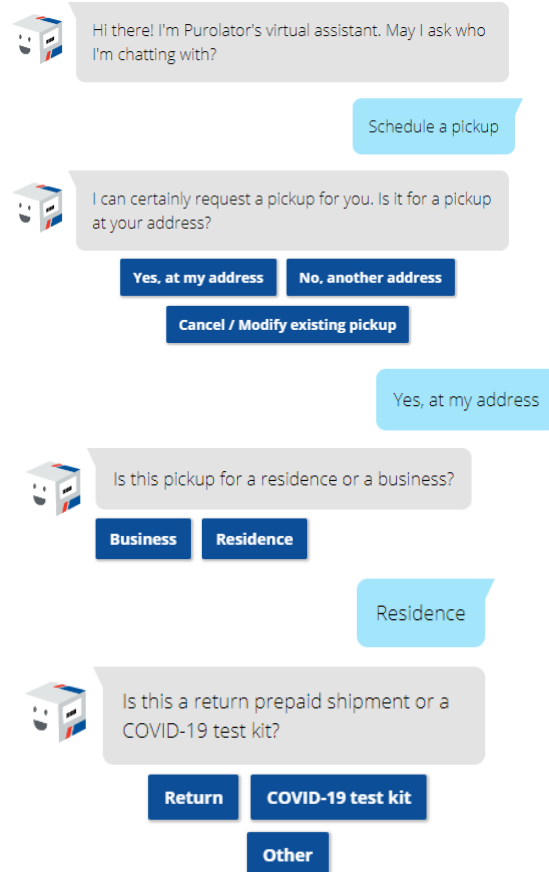
A pickup request for a residence is for when you would like us to pick up a pre-paid shipment at your address. To begin the pickup request, simply follow these steps below.

1. Enter “Schedule a pickup”. The Virtual Assistant will now assist you with the pickup request.

2. Answer “Yes, at my address” to the question: “I can certainly request a pickup for you. Is it for a pickup at your address?” Selecting yes means that the pickup will be at your location. If it is for an alternate address, you will need to contact us.

3. Select Residence

4. Select the type of shipment



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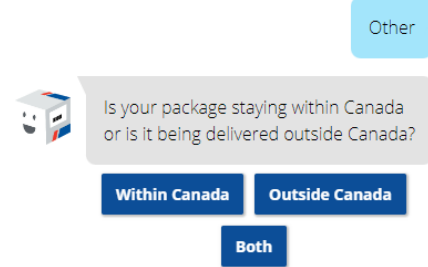
[Open a Trace](#)

[File a Claim](#)

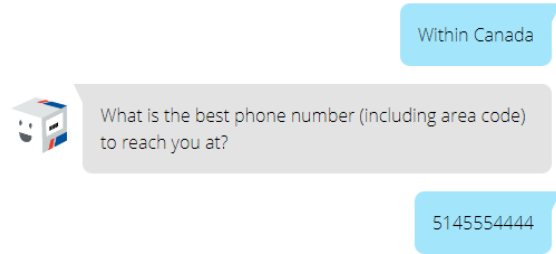
5. Select the destination of your shipment.

Options are:

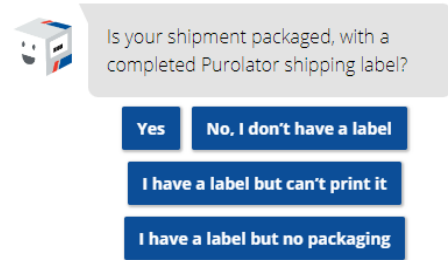
- Within Canada
- Outside Canada
- Both



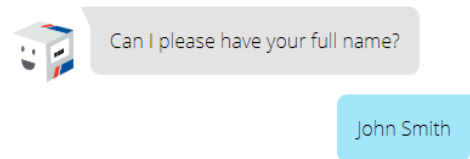
6. Enter your phone number.



7. If you already have a label printed, click on Yes.



8. You will be asked to provide your complete name.



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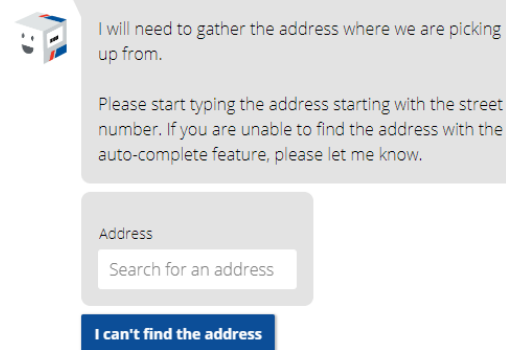
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9. Please type the address for the pickup



I will need to gather the address where we are picking up from.

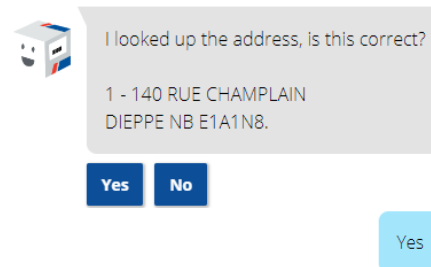
Please start typing the address starting with the street number. If you are unable to find the address with the auto-complete feature, please let me know.

Address

Search for an address

I can't find the address

10. The Virtual Assistant will ask you to confirm the address.



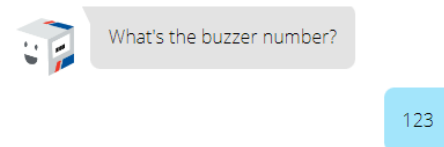
I looked up the address, is this correct?

1 - 140 RUE CHAMPLAIN
DIEPPE NB E1A1N8.

Yes **No**

Yes

11. If there is a buzz code required to complete the pickup, enter it now.



What's the buzzer number?

123



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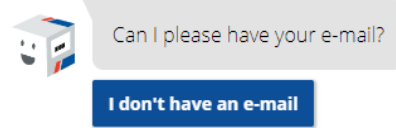
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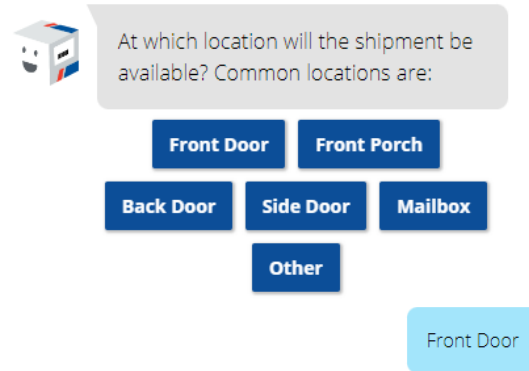
[Open a Trace](#)

[File a Claim](#)

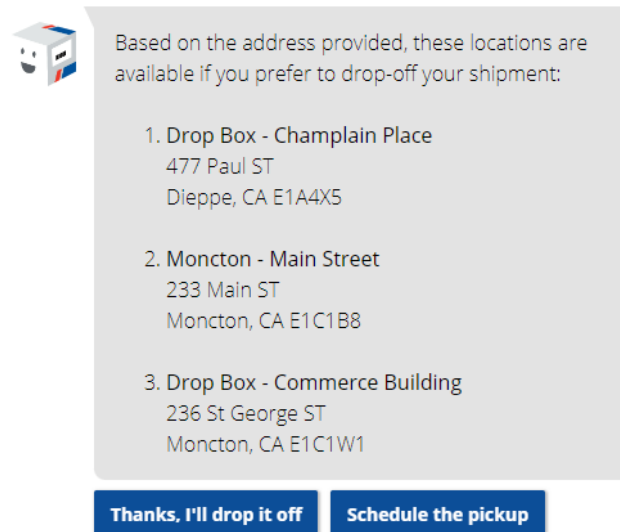
12. Provide your e-mail address (optional)



13. Please select the location for the pickup



14. The Virtual Assistant will provide you the nearest pickup locations, should you choose to drop your shipment off.



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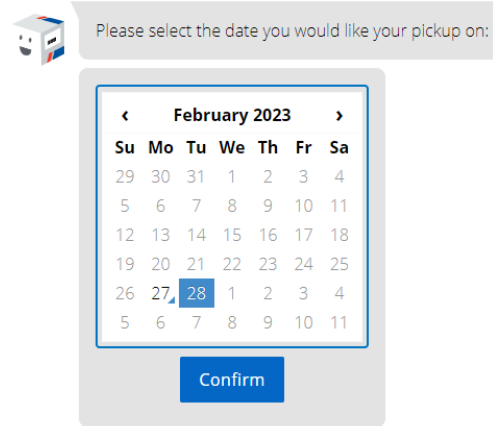
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[Supply Request](#)

[Open a Trace](#)

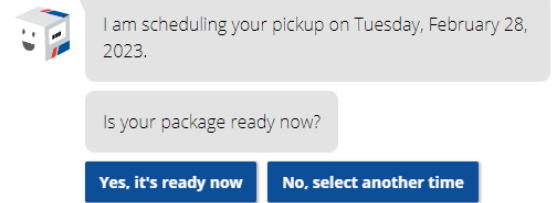
[File a Claim](#)

15. Pick the pick up date from the calendar and click on submit



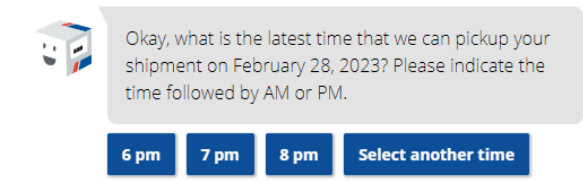
2023-02-28

16. Please confirm if your shipment is ready now or if you would like to provide another time.



9 am

17. Please select the latest time we can pick up your shipment.



8 pm



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18. You can edit the number of pieces and the weight then click *Submit*.



Great, thank you. Please enter the number of pieces in your shipment and the approximate total weight in pounds.

Canadian-bound packages

Number

Weight

Unit

Submit

Canadian-bound packages
Number: 1
Weight: 1.0
Unit: Imperial



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19. The Virtual Assistant will ask you to confirm all the information you provided and give you the chance to modify your request before submitting it.

If the information is accurate, select *Correct*. If not, you can modify the request by selecting the pencil next to the data you wish to modify.



Thank you! Please confirm the below information is correct. If it is, I will proceed with your pickup request.
Contact phone number: 5145554444

Name	John Smith	
Email Address		
Pickup Address	1-140 CHAMPLAIN RUE Dieppe, NB, E1A 1N8	
Pickup Location	Front Door	
Buzzer Code	007	
Pickup Date	2023-02-28	
Pickup Time	09:00 - 20:00	
Shipment Information	1 piece(s) 1.00 lbs	

Correct

Incorrect



Great! I have scheduled your pickup. Your confirmation number is 21372415. If you need to make any modification to this pickup request, please contact us at 1-888-744-7123.

Was there anything else I can assist with today?

Yes

No



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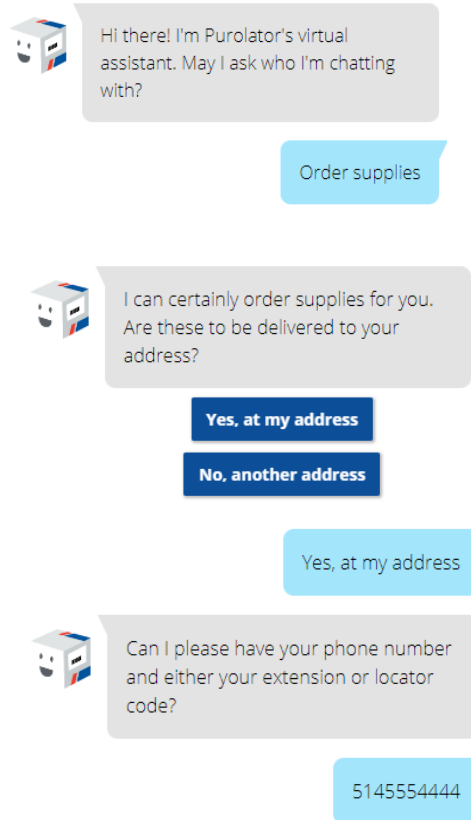
Supply Request

A Supply request is required when you're looking to order Purolator shipping supplies. To begin your supply request, simply follow these steps below.

1. Enter "Order Supplies". The Virtual Assistant will now assist you with the supply request.

2. Answer "Yes, at my address" to the question: "I can certainly order supplies for you. Are these to be delivered to your address?" Selecting yes means that the supply will be delivered to your location. If it is for an alternate address, you will need to contact us.

3. Enter your phone number.



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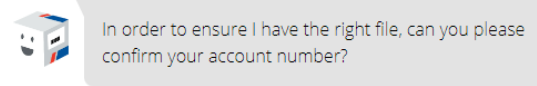
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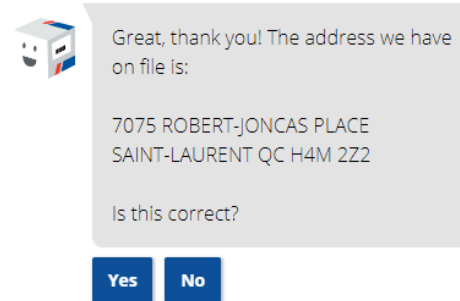
[File a Claim](#)



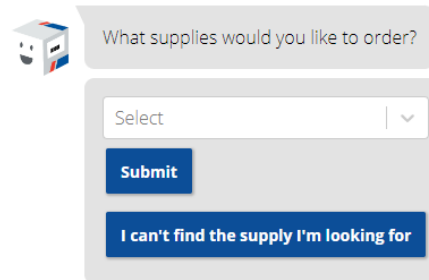
4. You will have to confirm your account number in order to proceed with your request.



5. Confirm if the address we have on file is correct. If incorrect, you will need to contact us.



6. Select which supply you would like to order and click "Submit". You can use the dropdown menu to see the available supplies or type in the name of the supply.



Yes

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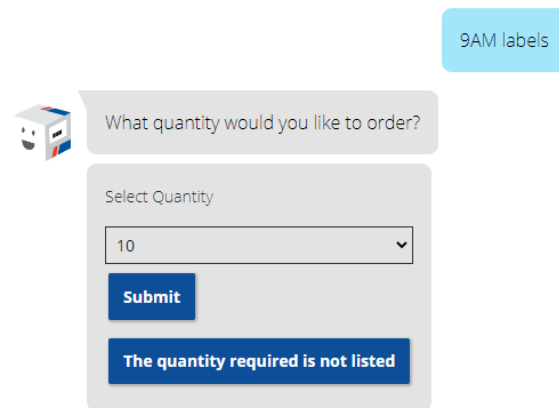
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7. Select the quantity required using the dropdown menu.



9AM labels

What quantity would you like to order?

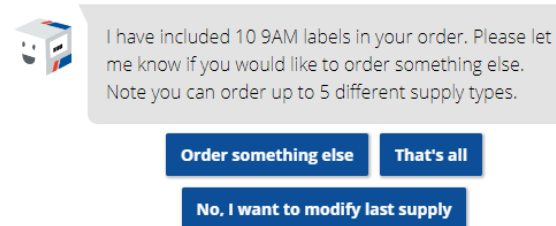
Select Quantity

10

Submit

The quantity required is not listed

8. You can order up to 5 different supplies per request. You can either click on “That’s all” to submit the request or click on “Order something else” to select other supplies.



I have included 10 9AM labels in your order. Please let me know if you would like to order something else. Note you can order up to 5 different supply types.

Order something else

That's all

No, I want to modify last supply



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9. The Virtual Assistant will ask you if you would like to receive an e-mail once the order is processed. If you answer Yes, it will ask you for your e-mail address. Answering No will save the request and you will not get an e-mail.



Would you like to receive an e-mail once your supply order has been shipped?

Yes

No

10. Once the request is submitted, the Virtual Assistant will provide you with a confirmation number.



Great! I have submitted your supply request. Your confirmation number is SR-2692260. Please note it can take up to 10 business days to process your request.

If you need to make any modifications to this order, please contact us at 1-888-744-7123.

Did you know you can avoid the delays that accompany manual shipping labels using our Purolator Mobile® App? Learn more by choosing the option below.

Anything else I can help with today?

Yes

No

[More info on the Mobile App](#)



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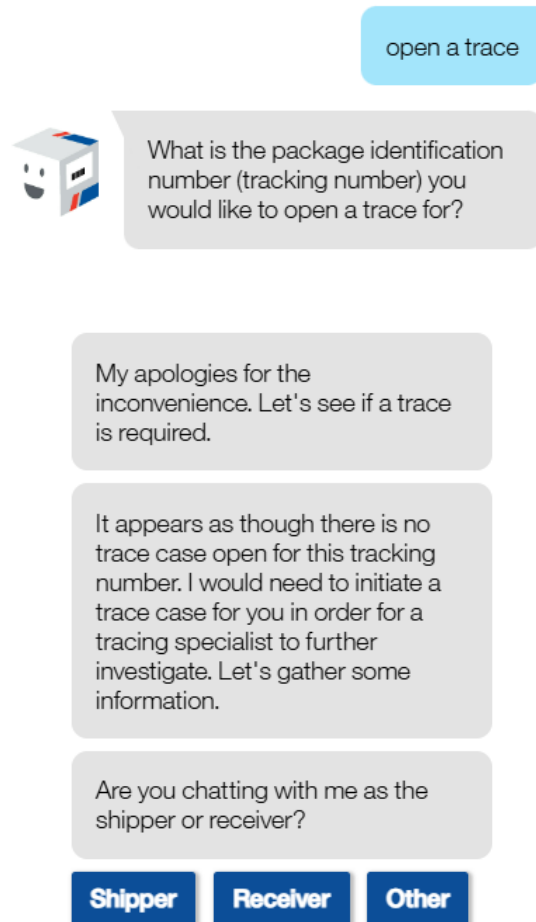
Open a Trace

A Trace case is required when a package doesn't have an updated scan, and the estimated delivery date is passed.

The Virtual Assistant will confirm if a trace is required and then provide you with step-by-step instructions.

1. Enter "Open a trace". The Virtual Assistant will now assist you with your trace request after you provide the PIN [Package Identification Number].

2. If a trace is in fact required, the Virtual Assistant will ask you if you are the shipper, the receiver or a third party (other).



open a trace

What is the package identification number (tracking number) you would like to open a trace for?

My apologies for the inconvenience. Let's see if a trace is required.

It appears as though there is no trace case open for this tracking number. I would need to initiate a trace case for you in order for a tracing specialist to further investigate. Let's gather some information.

Are you chatting with me as the shipper or receiver?

Shipper **Receiver** **Other**



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3. You will be asked to provide your complete name as well as your phone number and your email address.



Can I please have your full name?

What is the best phone number (including area code) to reach you at?

Can I please have your e-mail?

I don't have an e-mail

4. Once entered, you'll need to provide a description of the content of package(s) or submit a weblink of the item.



Please provide a description of the contents or a web link to the product(s) if available. This may help our team to recognize your item in the event the exterior box identifies the product. It can also be helpful to know the contents in the rare event the shipping label has been damaged or removed from the package.

(Please note you have a maximum of 120 characters.)

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5. You will see a summary of the information provided. If all is correct, click the "Correct" button to save your Trace.


You can modify any of the fields listed there by clicking on the pencil next to the item you wish to modify.




Thank you! Please confirm the information below is correct. To edit any of the information below, please click on the pencil icon next to the item you would like to change.

If it's correct, I will proceed with your trace initiation.

Tracking Number(s): 329744058747

Name 
John

Phone Number 
8887447123

E-mail Address 

Brief Description 
Description

Correct

Start over

6. In order to expedite your Trace, you can upload your supporting documents directly using our Virtual Assistant. Click the "Upload a file/photo" button.



To help us better identify your contents, would you like to upload a file or picture?

Upload a file/photo

No, I'm done



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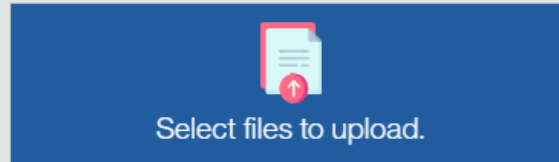
7. Click on "Select files to upload"



Click on "Select files to upload" to select the documents you would like to upload. Note you can upload up to 8 documents.

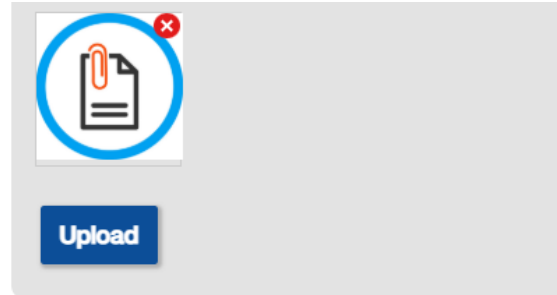
Please note:

- The maximum size per file is 5 Mb
- Maximum of 8 files



Oops, no need to upload file

8. Select your files and click on Upload. You can upload up to 8 documents.



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9. Once you are done uploading your documents, click on “No, that’s all



I have successfully uploaded the document(s) to your request. Please let me know if you would like to upload another file. Note you can upload up to 7 documents.

[Upload another file](#)

[No, that's all](#)

10. The Trace will be successfully saved, and you will receive a confirmation number.



I have successfully submitted the information to our tracing department. Your trace number is: CS-23211763.

One of our tracing specialists will review your case and contact you as soon as possible. In the meantime, I can sign you up to receive e-mail notifications.

I apologize for any inconvenience this may have caused.

Would you like to sign up for e-mail notifications now?

[Yes](#)

[No](#)



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File a Claim

Filing a claim is required when a package is deemed lost, is missing part of its content or is damaged. To begin filing your claim, simply follow these steps below.


1. Enter "Claim". The Virtual Assistant will now assist you with filing a claim.

2. Select a reason for claim. The dropdown includes the following choices:

- Damaged
- Missing Content (Shipment Received)
- Shipment not received
- Shipping fees only


3. Answer whether you are located in Canada or elsewhere

4. Enter your tracking number



Hi there! I'm Purolator's virtual assistant. May I ask who I'm chatting with?

[File a claim](#)




I can certainly submit a claim for you.

Please select the reason for the claim from the below choices:

Select | v

[Submit](#)




Are you located in Canada, in the USA or in another country?

[I'm in Canada](#)

[I'm in the USA](#)

[Other country](#)



Can I please get your tracking number?

[I don't know my tracking number](#)



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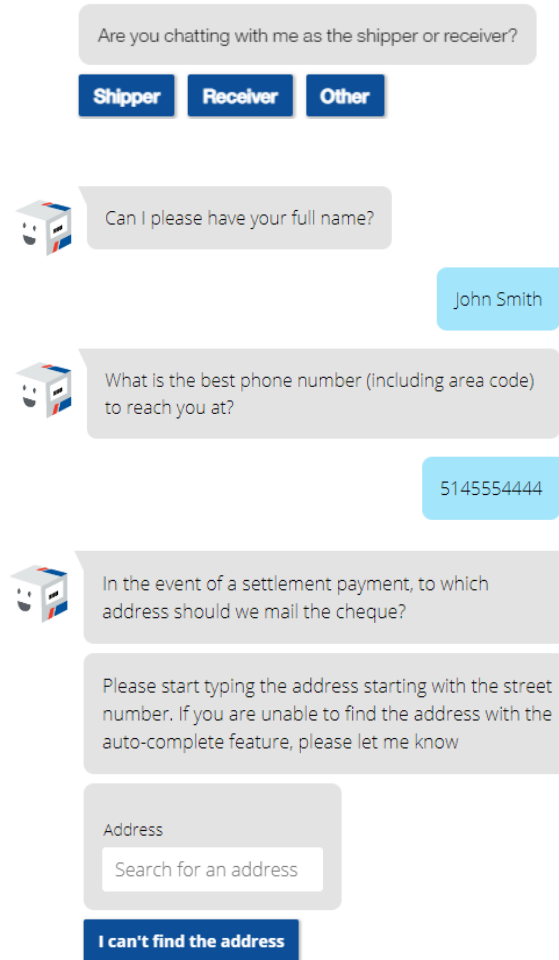
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5. Select the Requestor type (Shipper, Receiver or Other). Then provide your name and phone number.



Are you chatting with me as the shipper or receiver?

Shipper **Receiver** **Other**

Can I please have your full name?

John Smith

What is the best phone number (including area code) to reach you at?

5145554444

In the event of a settlement payment, to which address should we mail the cheque?

Please start typing the address starting with the street number. If you are unable to find the address with the auto-complete feature, please let me know

Address

Search for an address

I can't find the address

6. Enter your address



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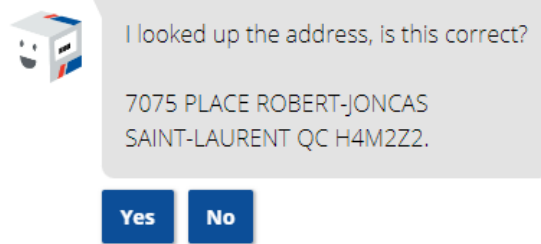
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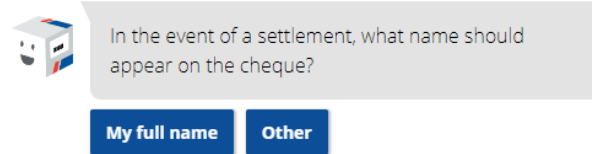
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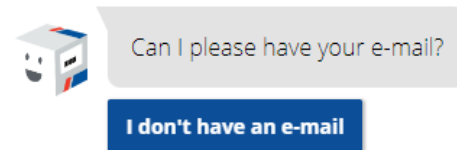
7. The Virtual Assistant will confirm the address we have on file.



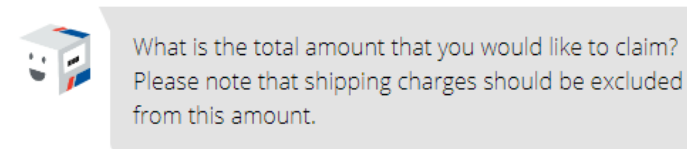
8. Enter the name you want the check made out to in case of a settlement



9. Enter your e-mail address (optional)



10. Enter the amount you are claiming



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11. You can provide an internal reference number by clicking on Yes.



Do you have an internal reference number you would like me to add to your claim?

Yes **No**

12. Provide a description of the claim




Please provide me with a brief description of your claim. Include as much details as possible as well as a description of the content (article, brand, make, model, serial number if applicable).

Note you have a maximum of 1000 characters.









13. You will see a summary of the information provided. If all is correct, click *Correct* to save your claim.

You can modify any of the fields listed there by clicking on the pencil next to the item you wish to modify.



Thank you! Please confirm the information below is correct. To edit any of the information below, please click on the pencil icon next to the item you would like to change.

Tracking Number(s): 329702420350

Name John Smith	
Name on Cheque John Smith	
Phone Number 514-555-4444	
E-mail Address	
Amount Claimed 250.00 \$	
Internal Reference	
Reason for Claim Damaged	
Brief Description Black winter jacket with belt. North Face size medium Serial # LS15246F	

Correct **Start over**



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14. In order to expedite your claim, you can upload your supporting documents directly using our Virtual Assistant. Click on *Upload documents now*



In order to expedite your claim, please submit the following documents:

- A copy of the original Purolator Bill of Lading or Manifest (obtain from sender)
- A copy of the original Cost Invoice verifying the claimed amount. This invoice should indicate the actual breakdown of costs claimed. These costs should reflect only your wholesale/manufacture's costs and should not include retail markup/profit.
- A copy of Damaged Inspection Report (if applicable)
- A copy of the Repair Bill (if applicable)
- Pictures of the damaged item(s) including internal and external packaging (if applicable)
- Any other relevant supporting documentation

Would you like to upload those documents now, e-mail them or send them by mail?

[Upload documents now](#)

[I would like to e-mail them](#)

[I would like to send them by mail](#)



Click on "Select files to upload" to select the documents you would like to upload. Note you can upload up to 8 documents.

Please note:

- The maximum size per file is 5 Mb
- Maximum of 8 files



Select files to upload.

[I would like to e-mail them](#)

[I would like to send them by mail](#)

15. Click on "Select files to upload"



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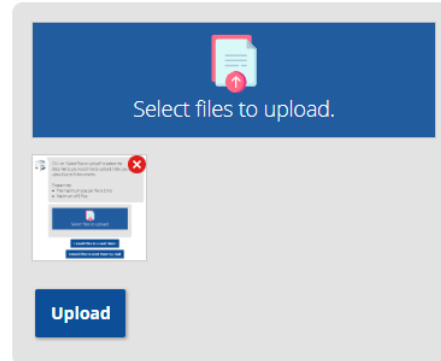
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16. Select your files and click on Upload. You can upload up to 8 documents



17. Once you are done uploading your documents, click on "No, that's all



I have successfully uploaded the document(s) to your claim. Please let me know if you would like to upload another file. Note you can upload up to 7 documents.

[Upload another file](#) [No, that's all](#)

18. The claim will be successfully saved and you will receive a confirmation number.



I have successfully submitted the information. Your claim number is: 000610446-20230227.

I apologize for any inconvenience this may have caused.

Please retain all damaged freight including packaging until claim is finalized. Please note that all claims will be evaluated pursuant to [Purolator Terms and Conditions of Service](#).

If you require more information, please feel free to reach out to our National Claims Office, Monday to Friday from 8am to 5pm ET.
E-mail: claims@purolator.com
Phone: 1-800-461-0540.



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

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

