

Electronic Data Interchange

File Service Technology Upgrade

Information for a smooth migration to
enhanced data security and integrity



Modernizing and Digitizing our Network: File Transfer Service

Starting August 2025, Purolator will upgrade its File Transfer Service used for Purolator Electronic Data Interchange® (EDI) to a modernized cloud facility. This change enhances security, encryption, and data integrity. To ensure a smooth migration, customers must remove IP whitelisting. This FAQ document provides essential information and steps to help you navigate this transition effectively.

Q: What is happening?	A: Purolator is upgrading its File Transfer Service used for Purolator Electronic Data Interchange® (EDI) to a cloud-based system. Starting August 16, 2025, we will move to a modernized cloud-based server.
Q: Why is this change necessary?	A: This change will bring several benefits, including enhanced security and improved efficiency with faster and more reliable data transfers.
Q: What do I need to do?	A: To ensure you continue to receive your invoices, shipment status and transmit manifests to Purolator, it is important for you to remove IP whitelisting that you currently have enabled. If you whitelist Purolator IPs, remove them immediately. Use URL connections instead.
Q: What is IP whitelisting?	A: IP Whitelisting is a security practice where access is granted only to a pre-approved list of entities, like IP addresses, software, or users, while all others are blocked by default. This approach focuses on security by granting permission to known, trusted entities rather than trying to block unknown threats. It's the opposite of blacklisting, which denies access to a list of known malicious items.

Note: Use ctrl+left click to use imbedded links and email addresses



Introduction of Dynamic IP Addresses: FAQ & Support

For additional support or questions please contact edisupport@purolator.com

Q: When should I complete these actions?	A: To ensure you continue to receive your invoices, shipment status and transmit manifests to Purolator, you can review your IP whitelist policies and test your systems immediately. You can remove this whitelisting at any time by contacting your network or security group. Companies with IP whitelisting on their connections will fail after August 16, 2025, if not removed.
Q: Will my URL, account details or login credentials change?	A: To reduce your effort in this change: • No change to your existing Purolator URLs (Uniform Resource Location (ftp2.purolator.com) and ports. • No change to your existing account access and passwords. • AS2 Customers will receive a personal communication on transition.
Q: Can I use previous IP addresses that were provided?	A: To improve the security and reliability around your data, Purolator will be moving to dynamic IP addresses and will no longer supply our IPs, or IP ranges. As such, if you or your partners have previously chosen to whitelist Purolator's published IPs, you should take steps to remove them immediately to ensure continued communication. You may move to URL connection exclusively immediately. Purolator will whitelist static customer IPs if requested.
Q: What is an IP address?	A: An IP address is a unique string of characters that identifies each computer using the Internet Protocol to communicate over a network.

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Q: How do I confirm that whitelisting is removed before cutover?	A: Please reach out to your network system administrator or attempt to connect to the URL and verify file exchange as normal.
Q: How do I confirm that whitelisting is removed after cutover?	A: Please reach out to your network system administrator or attempt to connect to the URL and verify file exchange as normal.
Q: Can you provide the IP Block to be used?	A: We are not providing a block of IPs, as the entire IP is Dynamic.
Q: How does this change affect me if I am connecting using external FTP/SFTP?	A: IP whitelisting has no impact to customers who are using their own external FTP/SFTP, however, if you are also accessing Purolator's FTP/SFTP, you need to remove IP whitelisting and move to URL connection exclusively.

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Q: How does this change affect me if I am using an API?	A: Your connection will likely fail. You will need to remove the IP-based whitelist and rely on DNS/domain-based routing. Please configure access using the provided URL.
Q: What is the planned/expected IP change frequency for this connection?	A: We will always be changing IP addresses. By connecting to our URL - ftp2.purolator.com, this will allow traffic based on domain/DNS resolution, not static IPs.
Q: What happens if I don't make these changes?	A: If customers do not remove IP whitelisting, they will be unable to access their electronic data until they remove it. This will mean they will not be able to submit Manifest files, receive EDI214 Shipment Status updates, or receive your EDI invoices and notice of payments required. This could result in an inability to Ship, and/or delinquent accounts and stop shipping placed on their accounts.

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