
Your Guide to Using the Purolator E-Ship Now[®] Portal




Using the Purolator E-Ship Now® Portal

Thank you for choosing Purolator as your courier partner. For 60 years, we've delivered Canada's promises—and built one of our country's most extensive transportation networks along the way.

At Purolator, we're continually investing to serve you better, enhancing our digital capabilities, expanding our ground services and offering Logistics services – all to meet the evolving needs of customers like you. We're building new, best-in-class solutions to help deliver your promises, today and tomorrow.

With the Purolator E-Ship Now portal, you can quickly perform important shipping functions. Through [Purolator.com](https://www.purolator.com), easily create outbound and return shipments, schedule pickups, estimate time and cost, order shipping supplies, schedule freight shipments, and more.

Get Started

PLEASE NOTE: This step-by-step guide is to be used as an aid to help you ship with the Purolator E-Ship Now Portal. For tips or more information, click the  icons found on the website.

I Am Shipping

Select the type of shipping package. Note that there are different package options.

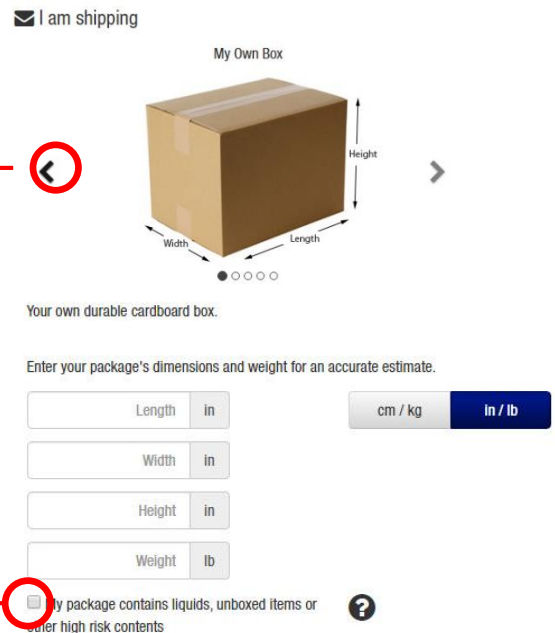
Click the chevrons < > to select the correct option for you.

- A) My Own Box
- B) My Own Envelope
- C) Purolator Express® Envelope
- D) Purolator Express® Pack
- E) Purolator Express® Box

If using your own packaging, enter your package dimensions and weight.

If your package contains liquids, unboxed items or high risk contents, check the box.

For more information on special handling click [here](#)



I am shipping

My Own Box

Width Length Height

Your own durable cardboard box.

Enter your package's dimensions and weight for an accurate estimate.

Length in cm / kg in / lb

Width in

Height in

Weight lb

My package contains liquids, unboxed items or other high risk contents

From

Enter your name or the name of the company shipping the package, along with your address and contact information.

If you'd like to receive shipment updates by email, check the box and enter your email address.

From

Purolator Inc.

LSN OE1

2727 Suffix (optional) MEADOWPINE Boulevard (E) Direction (optional)

Suite (optional) Entry code (optional) MISSISSAUGA Ontario

Additional address details (optional)

Extension (optional)

I want to receive updates on my shipment by email

PLEASE NOTE: If you have a buzz code, enter it here

To

Enter the name of the package receiver, along with receiver address and contact information.

If you'd like the receiver to be notified of shipment updates, check the box and enter their email address.

To

John Doe

NOP 1 CD

235 Suffix (optional) Cherry S Street Direction (optional)

Suite (optional) Ontario

Additional address details (optional)

Extension (optional)

I want the receiver to be updated on my shipment by email

jhndoe@gmail.com

I want the receiver to sign for it

Select **Yes** or **No**. If you select **Yes**, then the receiver must sign for it. If they aren't available, your package will be held for pick up at a local Purolator location.

If you select **No** signature on delivery is selected, the receiver will not be required to sign for your package, and it may be left at its destination unattended. You agree that we won't be responsible for any loss or damage.

I want the receiver to sign for it

Additional surcharges may apply. Please refer to the [Purolator Terms and Conditions](#)

My package is worth

If you enter the value of your shipment, you may be entitled to a payment if an issue occurs. No surcharge will be applied if your shipment has a declared value of \$100 or less. A surcharge of 4.5% will apply to shipments with the declared value over \$100. Please refer to the [Purolator Terms and Conditions](#) for full details

My package is worth

\$ (optional) .00

I want it delivered by

Depending on your package type, you will find a variety of service options. Select the service you require, from fastest to most economical.

(For more detail, click the ? icon)

I want it delivered by

Service	Price	Guarantee
Fri, May 8 9AM	\$58.65	Expires Guaranteed*
Fri, May 8 10:30AM	\$38.33	Expires Guaranteed*
Fri, May 8 12PM	\$26.36	Expires Guaranteed*
Fri, May 8 5:30PM - 8PM	\$48.06	Expires Guaranteed*
Fri, May 8 8PM	\$23.70	Expires Guaranteed*

*Service Guarantee

I will give it to Purolator by

Select **Pickup** or **Dropoff** If you chose **Pickup**, select a time and location for our courier to pick up your package. If you chose **Dropoff** select the most convenient Purolator location and bring your package before the latest drop off time to ensure on time delivery.

I will give it to Purolator by

Pickups can only be scheduled for today.

I want Purolator to pick up my package from 2727 MEADOWPINE BLVD MISSISSAUGA ON LSN OE1 between

4:00 p.m. and 6:00 p.m. from Back Door on Thursday, May 07 (today).

Review Shipment

Click on the **Review Shipment** button to review your shipment details.

A pop-up box will appear with the information you've entered in earlier steps. If you notice an error or need to change any details, click on the **Change Details** button to make edits to your information.

Once you have reviewed to ensure your details are correct, click the box to agree to Purolator's **Terms and Conditions**.

Click the **Pay** button to enter your payment information.

Payment

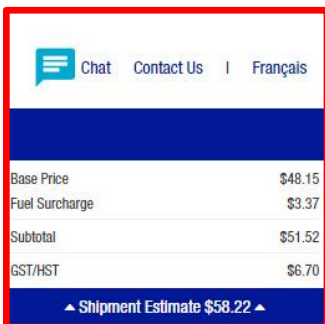
A new pop-up box will appear where you must enter your billing information. Fill out the information, making sure you select **I'm not a robot**.

Click the **Ship Now** button to submit payment and ship your package.

Note: We pre-authorize your credit card with the estimated shipping cost, plus an additional percentage to cover any potential surcharges. The actual charge for this shipment should appear on your credit card in the next 5 to 10 business days.

Quick Tip

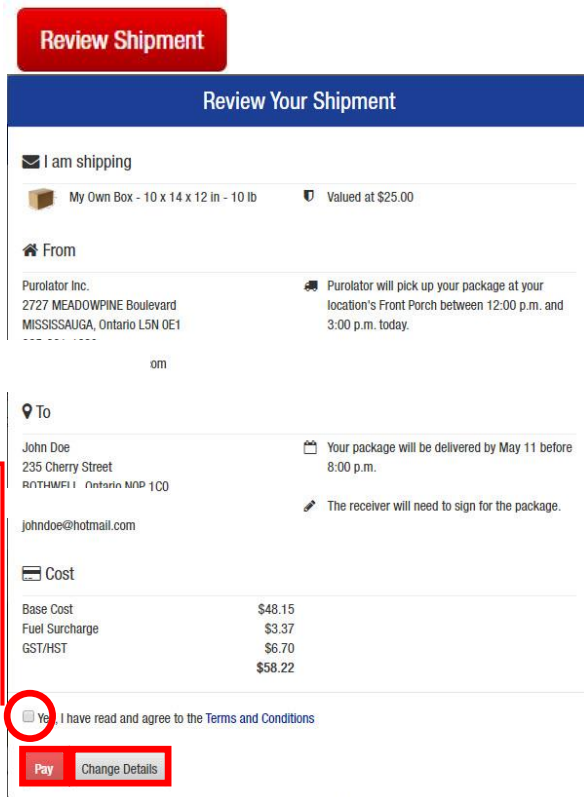
At any time during your visit to our website, you can check to see the cost of your shipment via the **Shipping Estimate** window that's updated whenever your shipping information changes (see below). This includes the type of package, size, weight, pickup/delivery locations and delivery times.



Chat | Contact Us | Français

Base Price	\$48.15
Fuel Surcharge	\$3.37
Subtotal	\$51.52
GST/HST	\$6.70

▲ Shipment Estimate \$58.22 ▲



Review Shipment

Review Your Shipment

I am shipping

My Own Box - 10 x 14 x 12 in - 10 lb Valued at \$25.00

From

Purolator Inc.
2727 MEADOWPINE Boulevard
MISSISSAUGA, Ontario L5N 0E1

To

John Doe
235 Cherry Street
RICHMOND Hill, Ontario M9P 1C0

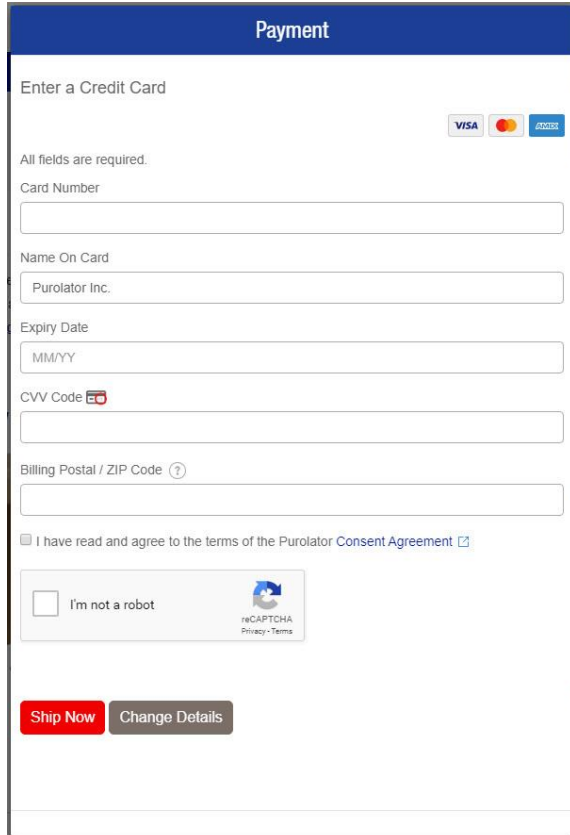
john.doe@hotmail.com

Cost

Base Cost	\$48.15
Fuel Surcharge	\$3.37
GST/HST	\$6.70
Total	\$58.22

Yes, I have read and agree to the [Terms and Conditions](#)

Pay **Change Details**



Payment

Enter a Credit Card

All fields are required.

Card Number

Name On Card

Purolator Inc.

Expiry Date

MM/YY

CVV Code

Billing Postal / ZIP Code

I have read and agree to the terms of the Purolator Consent Agreement

I'm not a robot

Ship Now **Change Details**

Frequently Asked Questions

1. What does Ship To and Ship From mean?

Ship To means the address or location that you're shipping your package to.
Ship From is the location that you are shipping your package from.

2. Do I need to enter information in every box for the From and the To fields?

Enter as much information as you have and remember, you may not need to enter information in every field. For example, in both areas, some fields are mandatory, while others are optional:

Your Name (mandatory)

Postal Code (mandatory)

Street Number (mandatory - ex. 2727)

Suffix (optional - if your address has a street address like 225A Mystreet with "A" being the Suffix)

Street Name (mandatory - ex. Meadowpine, **DO NOT** include the type of street here)

Type (mandatory - of street - select from the dropdown menu)

Direction (optional – ex. E for East, W for West)

Suite (if applicable)

Entry Code (optional - if you have a buzz code to enter a building)

City (mandatory)

Province (mandatory)

Additional address details (optional)

Sender's phone number (mandatory)

Sender's email address (mandatory)

Extension (optional)

Email address (optional - if you would like to get or like the receiver to get shipment updates by email)

3. What if I don't have the postal code of the person receiving the package or have the wrong one?

If you don't have the postal code of the person that you're sending your package to, you can easily look it up by clicking on the [>Look up a postal code link](#) beside the red **Update** button. If you find that the postal code you entered is incorrect, use the postal code found from the link and click the red **Update** button to update the shipping information. Make sure you do this step **BEFORE** entering in the rest of your information.

4. What if I choose Pickup, but it's too late or can't be picked up?

We do have cut-off times for pickup from both residential and business addresses. If your package can't be picked up at the time you've selected, you can drop your package off at one of our retail locations. Simply go to <https://www.purolator.com/en/shipping/find-shipping-centre>

5. Can I schedule a pickup for another day?

Unfortunately, you cannot select a pickup and delivery date beyond the date and time you visit the website and start your shipment. If you would like this option, please visit one of our retail locations.

6. I'm not sure about filling out the boxes on the site. Are there any other options?

It's best if you try to fill out all the boxes on the site before contacting, however, if you're experiencing problems or just aren't sure, you can always use our handy **Chat** feature located at the very top of the Purolator E-Ship® Now page, and we will be happy to help out.

7. Is there any easy way to switch from metric to imperial or imperial to metric?

When shipping your own package, you can easily switch between metric and imperial by clicking on which one you prefer. The system you choose (**cm/kg** or **in/lb**) is highlighted in the dark blue button.

8. What if I want to ship to the U.S. or international destination?

If you'd like to ship a package outside of Canada, this requires a visit to one of our retail locations. Simply go to <https://www.purolator.com/en/shipping/find-shipping-centre>