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 with the use of your credit card.

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.

Where are you shipping from?

Enter the Shipper's Full Name and Company Name (if applicable) shipping the package, along with your address and contact information.

*Please note all fields with an asterisk are required.

Where are you shipping to?

Enter the name of the package recipient, 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.

If your recipient's building has a buzz code enter the code here.
Package
Select the type of packaging for the shipment. Note that there are different package options.

Select the correct option for you.
• My Own Package Includes: Box, Envelope, Polymailer, and Tube
• Purolator Express® Envelope
• Purolator Express® Pack
• Purolator Express® Box

You have the ability to ship multiple packages in one shipment, up to a maximum of 5.

If using your own packaging, select your package type and enter your package dimensions and weight

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

For more information on special handling click here.

Service
Depending on your package type, you will find a variety of service options. Select the service you require. You can sort them by fastest instead or most economical.

We have also marked the most popular service option for you.

Signature on delivery
Select Yes or No. Select Yes, if you would like the receiver to sign for your package upon delivery. If they aren't available to sign for their package, the package will be held for pick up at a local Purolator location.

Select No if the receiver is not required to sign for the package, and the package will be delivered without a signature upon delivery.

By selecting no, you agree that Purolator will not be responsible for any loss, damage or theft of the package.

Additional surcharges may apply. Please refer to the Purolator Terms and Conditions
Declared value for Insurance

If you enter the value of your shipment, you may be entitled to submit a claim 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.

Drop-off/Pickup

Select Pickup or Drop-off

If you chose to have your package picked up by Purolator, select a time frame and location for our courier to pick up your package. Use the Pickup At dropdown menu to select a location for the courier to pick up your package.

If you choose to drop off your package, select Drop-off to find the most convenient Purolator location near you.

Bring your package and drop it off before the latest drop off time to ensure your package can be delivered on time.

Review and Pay

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

Click the Pay Now button to enter your payment information.
Payment

A new pop-up box will appear where you must enter your billing information.

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.

Confirmation Page

Upon payment completion you will see a confirmation page with details about your shipment.

From this page you will be able to print your labels, review shipment details, and if necessary cancel your shipment.

These details will also be captured and emailed to the shippers email for future reference.
Frequently Asked Questions

What does ‘Where are you shipping from’ and ‘Where are you shipping to mean’?
’Where are you shipping from’ means is the location that you are shipping your package from.
‘Where are you shipping to’ is the address or location that you’re shipping your package to.

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, some fields are mandatory, noted by an
asterisk, while others are optional.

What if I don’t have the postal code of the person receiving the package or have the wrong one?
When you start typing the address you will be given suggestions for (City, Province, and Postal Code)

What if I choose Pickup, but it’s too late or can’t be picked up?
You have the option to choose the next day for pickup. We do have cut-off times for pickup from both
residential and business addresses. If your package can’t be picked up on the date and time you’ve
selected, you can drop your package off at one of our retail locations. Visit https://
www.purolator.com/en/shipping/find-shipping-centre to find your nearest Purolator shipping location

Is there any easy way to switch from metric to imperial and vice versa?
When shipping your own package, you can easily switch between metric and imperial by clicking on
the one you prefer. From the Package Details you can choose (cm/kg or in/lb) it will be highlighted in
the dark blue button.

What if I want to ship to the U.S. or international destinations?
you’d like to ship a package outside of Canada, please visit one of our retail locations.
Visit https://www.purolator.com/en/shipping/find-shipping-centre to find your nearest Purolator
shipping location