Purolator Virtual Assistant

Quick Start Guide



Purolator
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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 answers to your questions.

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!

How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

Address Correction Request

Hold for Pickup Request

Redelivery Request

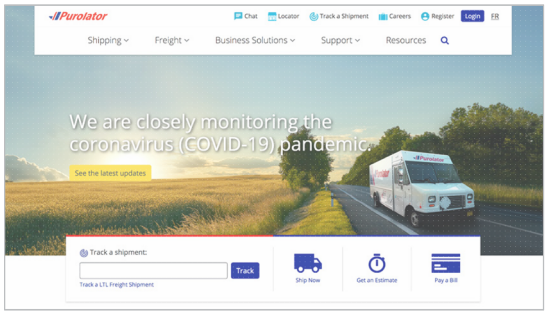
Redirect Request

Pickup Request

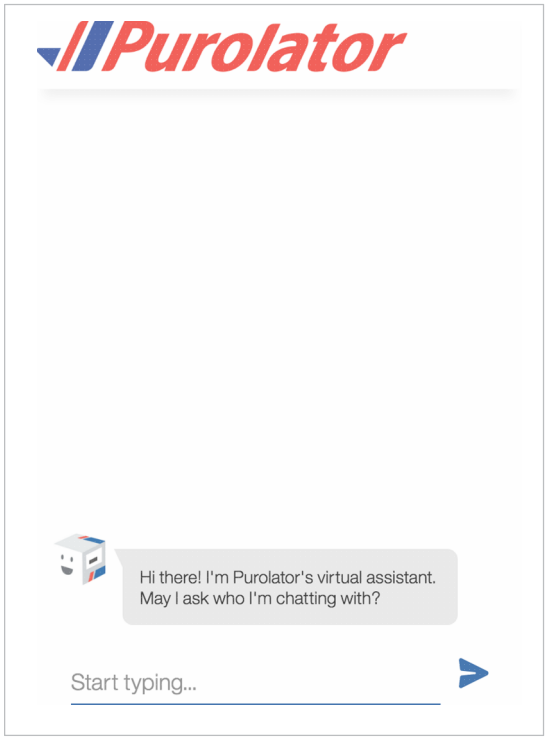
Supply Request

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.



2. Once you click on the Chat button, a chat box 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, and Redirects.

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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:

- **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 submit a request regarding shipping a package such as scheduling a pickup and ordering 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; if not, the virtual assistant will connect you to an agent for assistance.

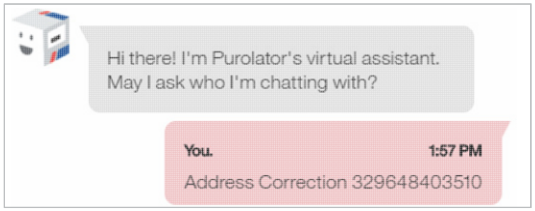
- **Ordering supplies:** The virtual assistant can only order supplies if you know your account number. Be sure to have the information handy.

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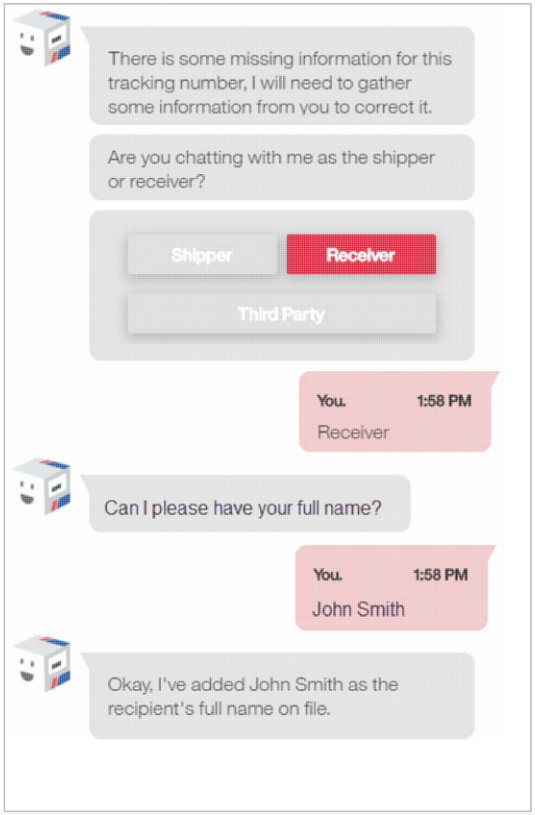
Address Correction Request

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.

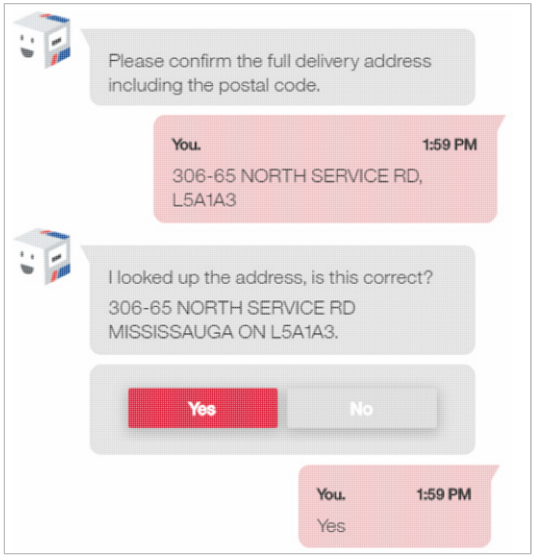


2. Select the Requestor type (Shipper, Receiver or Third Party). Then provide the name and phone number of the requestor as well as the Receiver.

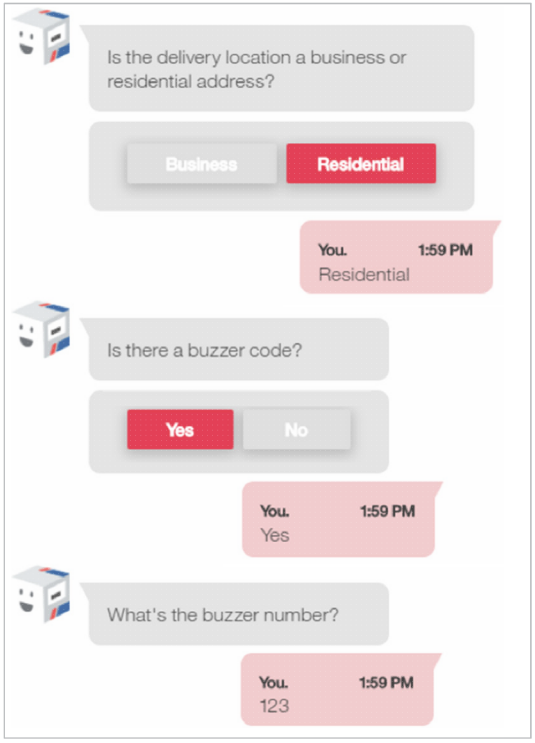


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3. The Virtual Assistant will ask you to enter the correct delivery address. Please note the address that needs to be provided is the correct address and not the original one currently on the shipping label. Please provide your Unit, Street name or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

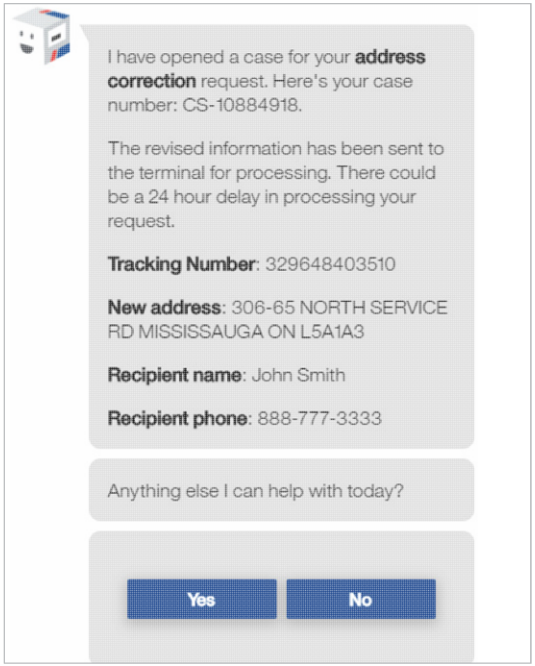


4. If the address is a business, select “Business“ and you will be asked to provide the company name. If it is a residential address, select “Residential”. If there is a buzz code required to complete the delivery, enter it now.



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5. You will receive the confirmation number of the *Address Correction* request with a summary of the information, indicating that the request was submitted successfully.

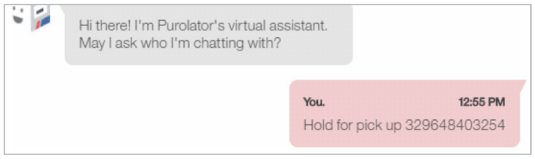


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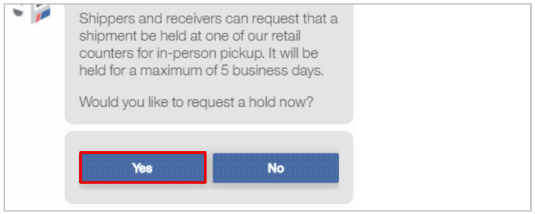
Hold for Pickup Request

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

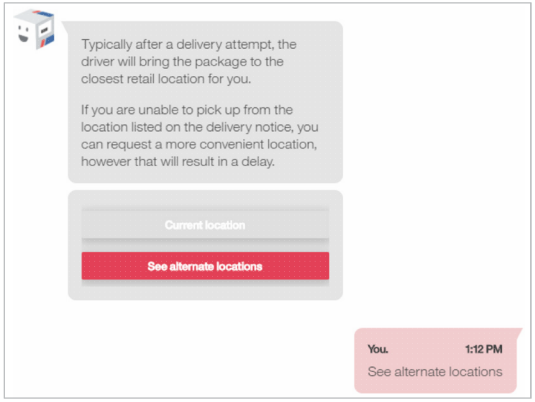
1. Enter “Hold for Pickup” followed by the tracking number. The Virtual Assistant will now assist you with the hold for pickup request.



2. Answer “Yes” to the first question.



3. Select “See alternate locations”.

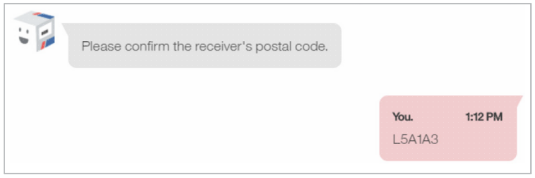


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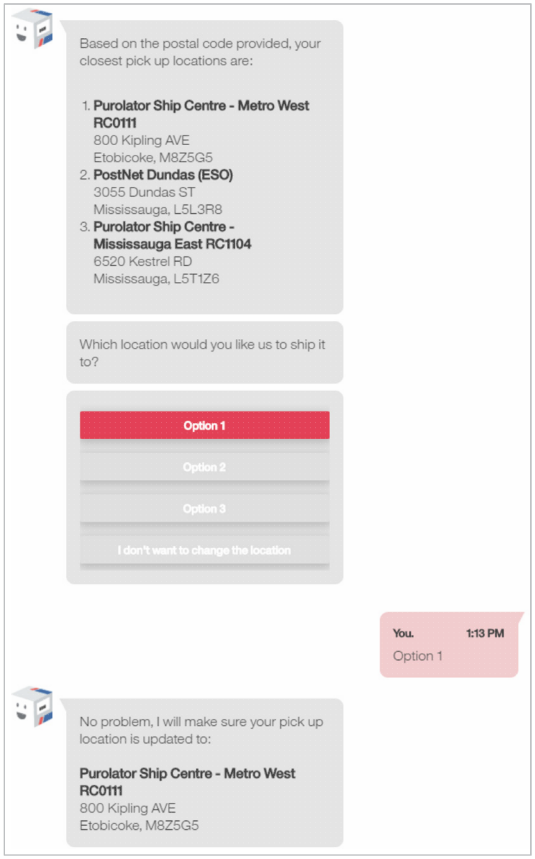
4. The Virtual Assistant will ask you the enter the receiver's postal code.

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



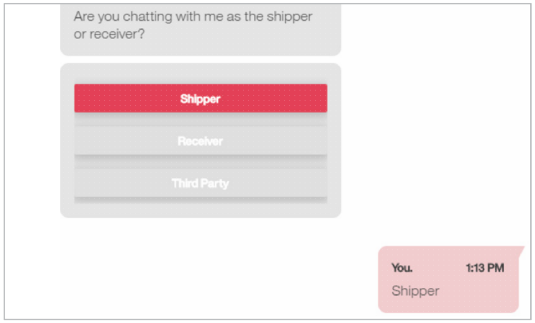
5. Select one location from the three options provided.



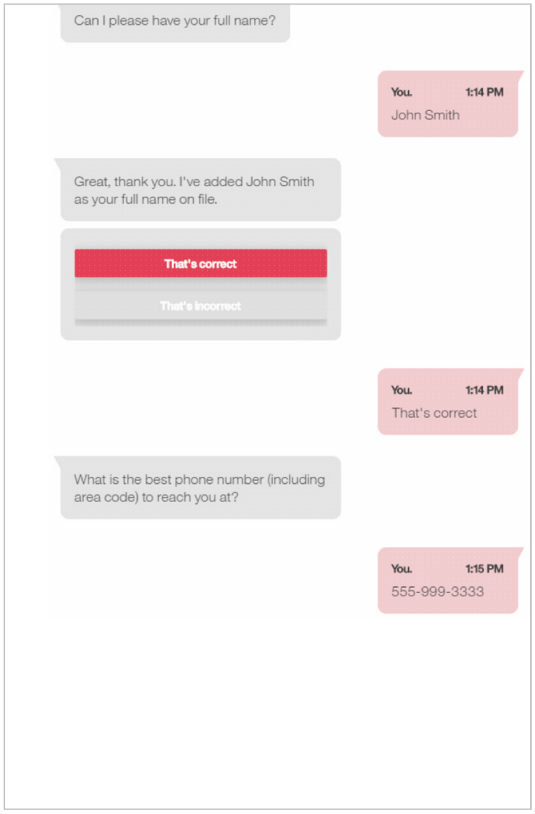
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6. Select the Requestor type (Shipper, Receiver or Third Party).

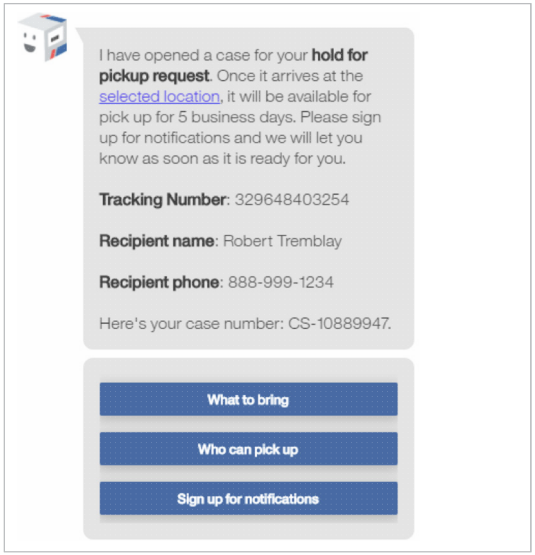


7. Then provide the name and phone number of the requestor as well as Receiver.



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8. 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.

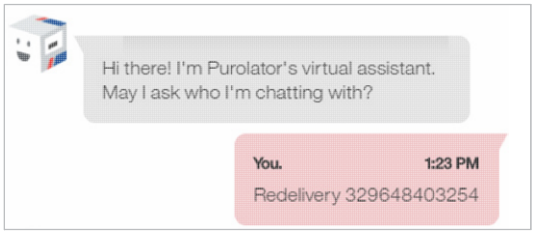


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Redelivery Request

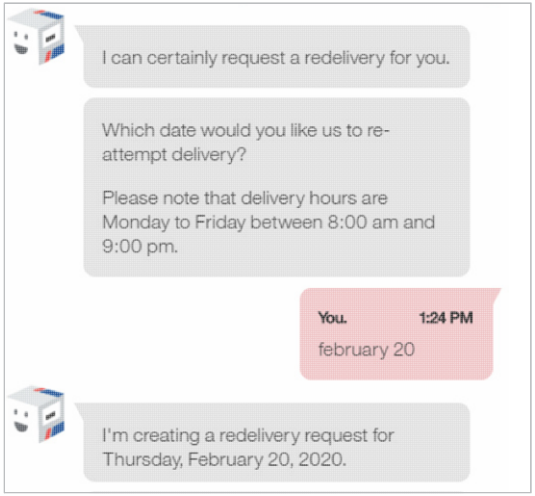
A *Redelivery* request is used for a second delivery attempt at the original address on the shipping label. To begin ther request, simply follow these steps below.

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

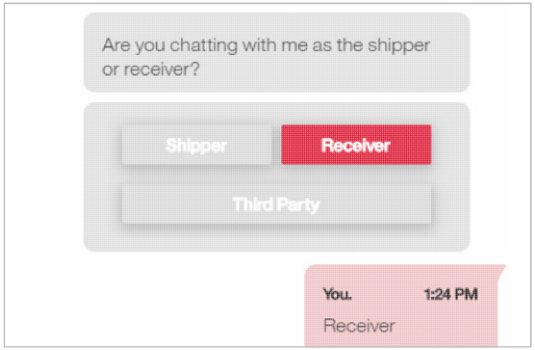


2. Provide the date of when you would like it redelivered. If you would like it delivered the next day, you can enter “Tomorrow”, or you can enter the actual date (e.g. March, 13).

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

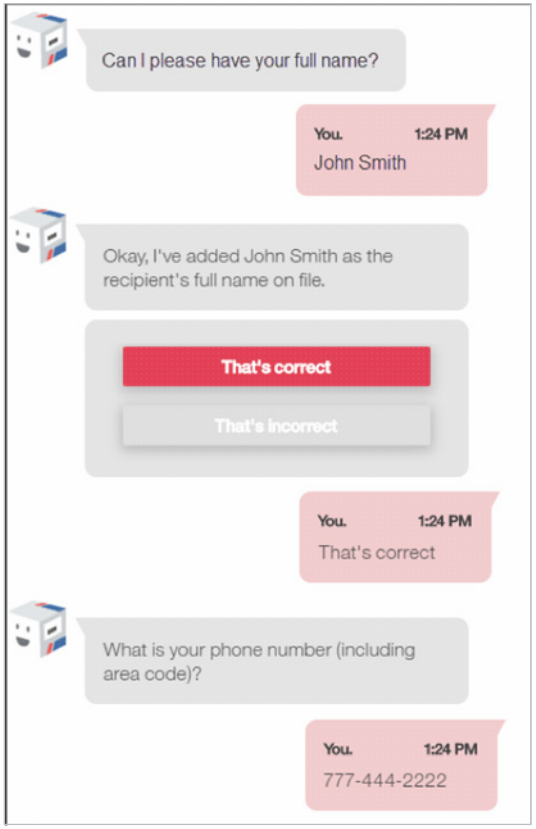


3. Select the Requestor type (Shipper, Receiver or Third Party).

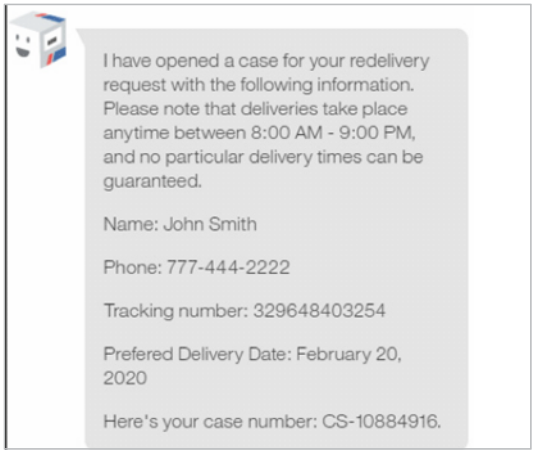


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4. Then provide the name and phone number of the requestor as well as Receiver.



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

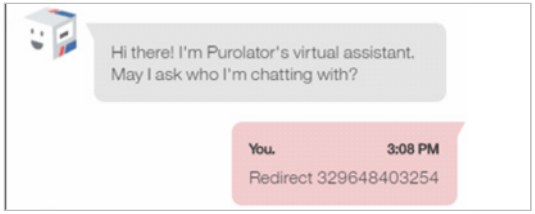


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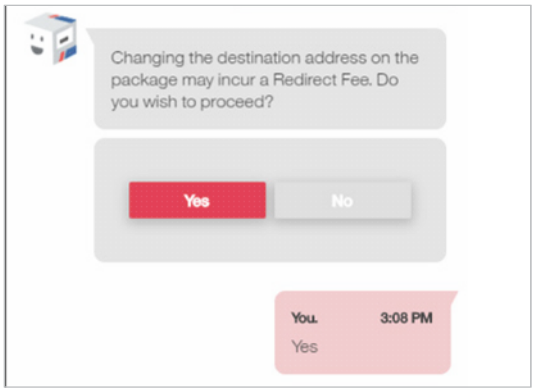
Redirect Request

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.

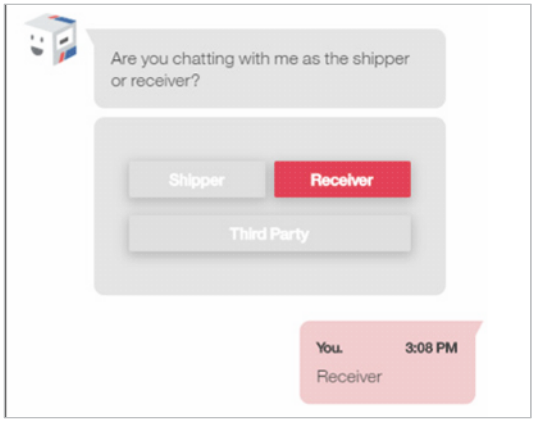
1. Enter "Redirect" followed by the tracking number. The Virtual Assistant will now assist you with the redirect request.



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

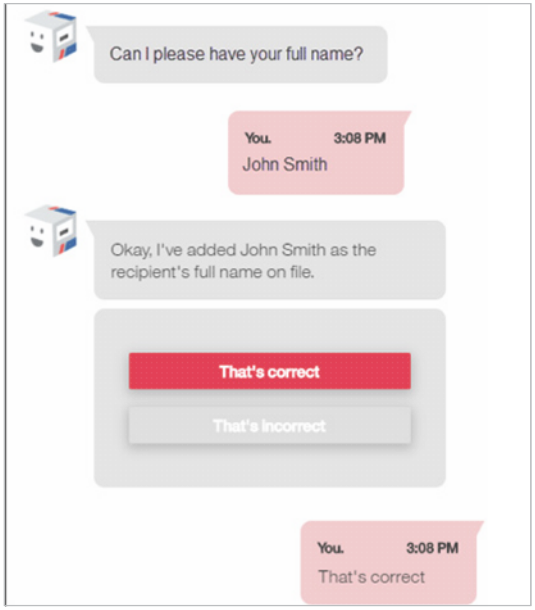


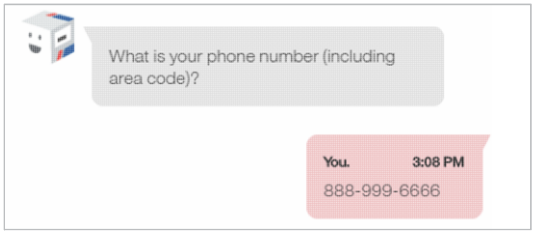
3. Select the Requestor type (Shipper, Receiver or Third Party).



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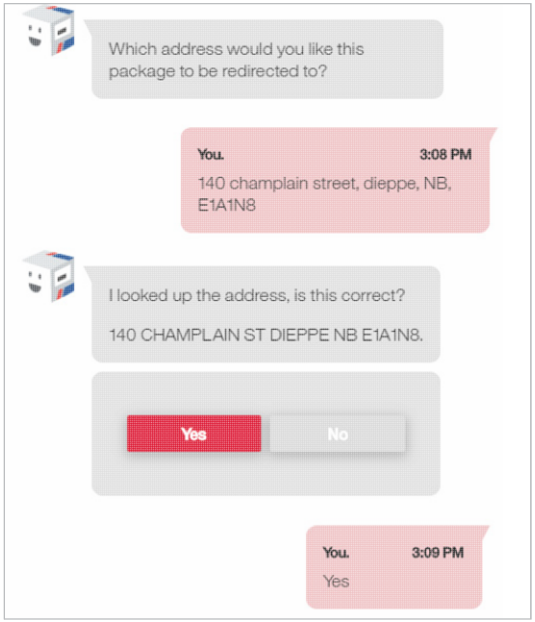
4. Then provide the name and phone number of the requestor as well as Receiver.



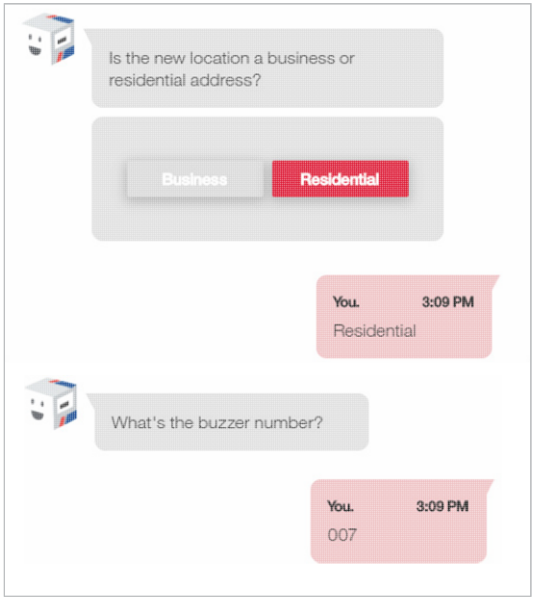


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5. Enter the address where you would like to have the package redirected to. Please provide your Unit, Street name or Civic address, and postal code. E.g. 306-65 NORTH SERVICE RD, L5A1A3.

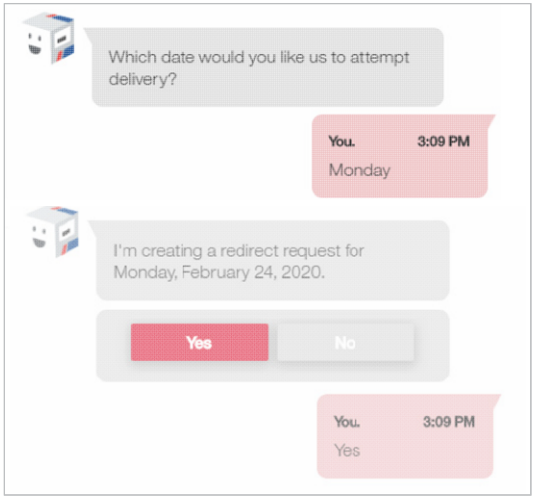


6. If the address is a business, select “Business“ and you will be asked to provide the company name. If it is a residential address, select “Residential”. If there is a buzz code required to complete the delivery, enter it now.

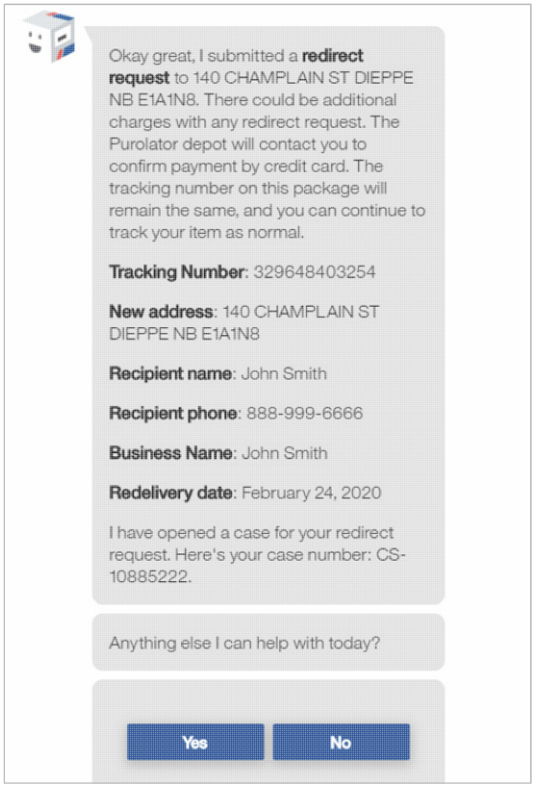


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7. Provide the new delivery date. If you would like delivery for the next day, you can enter “Tomorrow”. Or you can enter the actual date (e.g. March, 13).



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

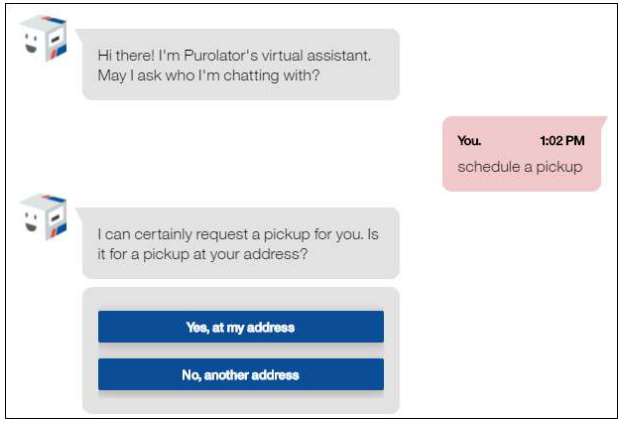


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Pickup Request

A *Pickup* request is required when you would like us to pick up a 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.



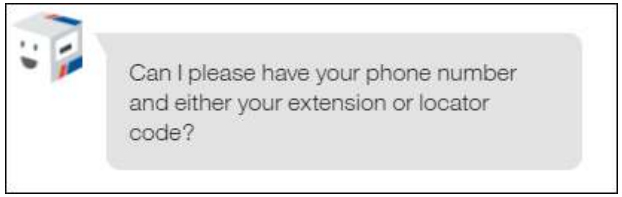
2. Answer “Yes, at my address” to the question: “I can certainly request a pickup for you. Is it for a pickup at your address?” Selecting yes means that the pickup will be at your location. If it is for an alternate address, you will need to contact us.

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

- Within Canada
- Outside Canada
- Both



4. Enter your phone number. If more than one contact is found for that phone number, you will be asked to provide either your extension, a 4-digit code or account number.

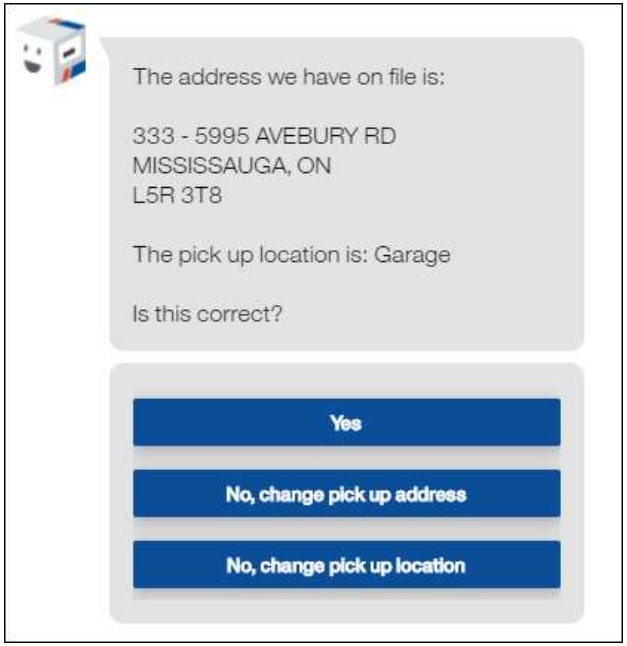


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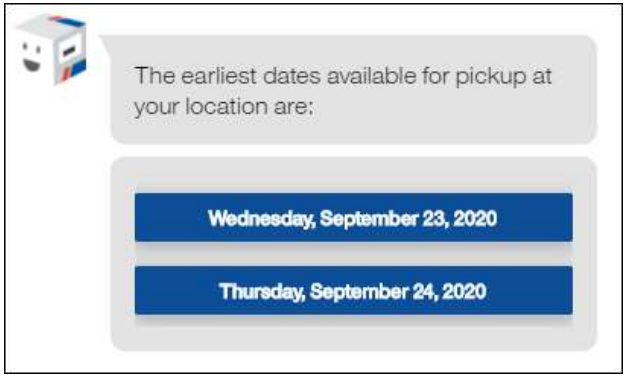
5. The virtual assistant will confirm the address we have on file. If it correct, select “Yes”.

If it is not correct, select either:

- “No, change pick up address” if the address is wrong. The virtual assistant will not be able to process your request and you will have to contact us.
- “No, change pick up location” if only the location needs to be changed. The virtual assistant can handle this request.

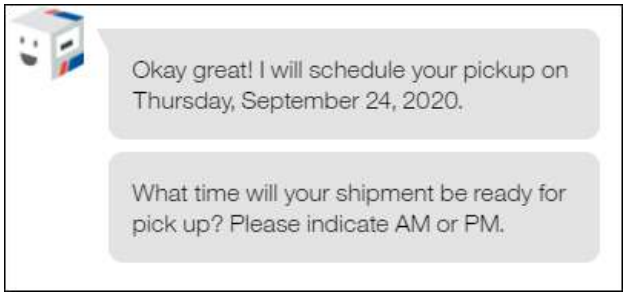


6. The virtual assistant will provide you with the next 2 available dates to schedule your pickup. You can either select one of the 2 or type in another date.

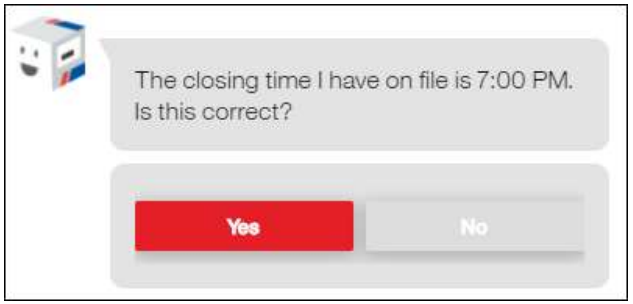


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Pickup Request
Supply Request

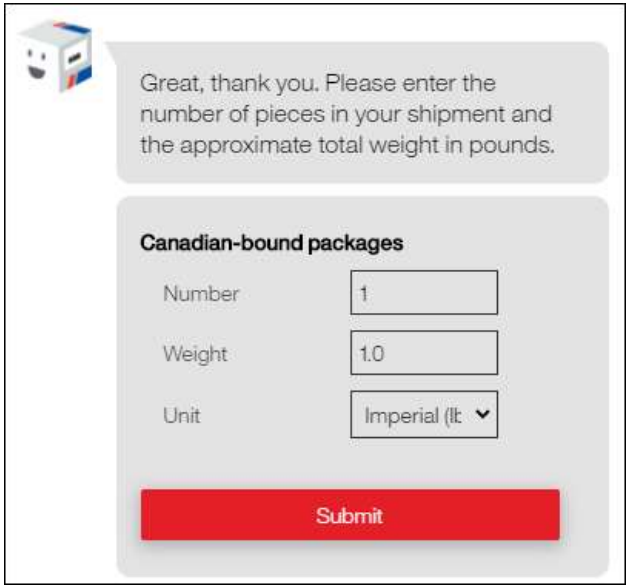
7. Now you will need to provide the time your shipment will be ready for pickup.



8. The virtual assistant will confirm the closing time we have on file (which is the latest the driver can pickup your shipment). You can either accept that time or provide a different one.



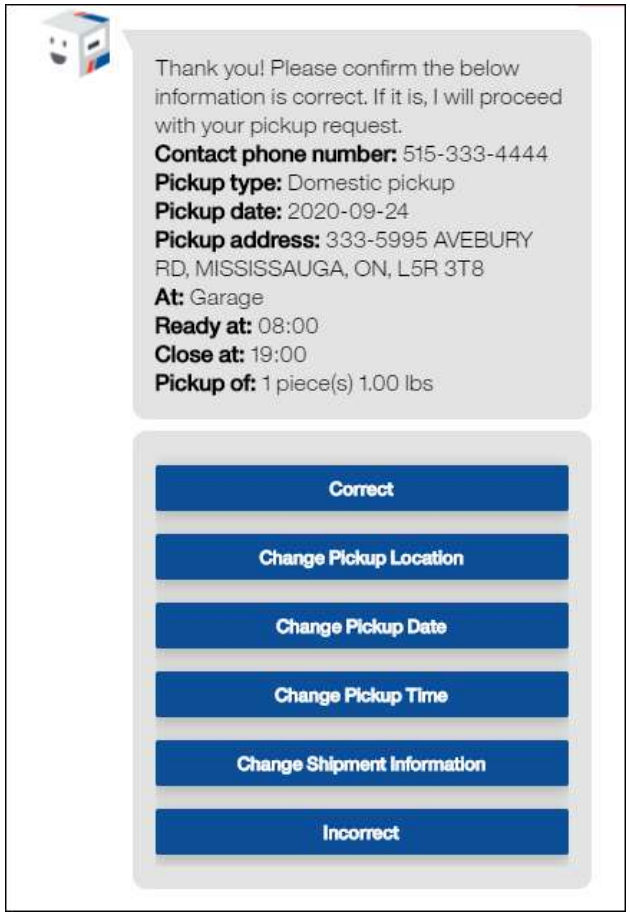
9. Enter the number of pieces to pickup, as well as the total combined weight. Please be sure to select the correct unit of measure. Once done, click “Submit”.



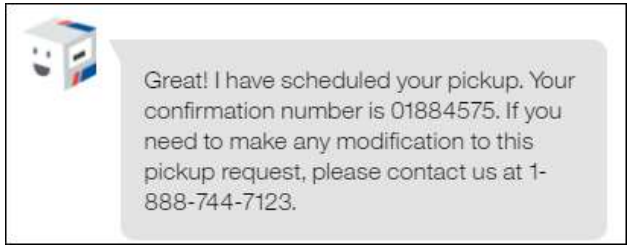
How to Access the Virtual Assistant
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Submitting a Request
Address Correction Request
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Redelivery Request
Redirect Request
Pickup Request
Supply Request

10. 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.

If all is correct, select “Correct”. If not, you can modify the request by selecting appropriate button.



11. Once submitted, the virtual assistant will provide your with the confirmation number.



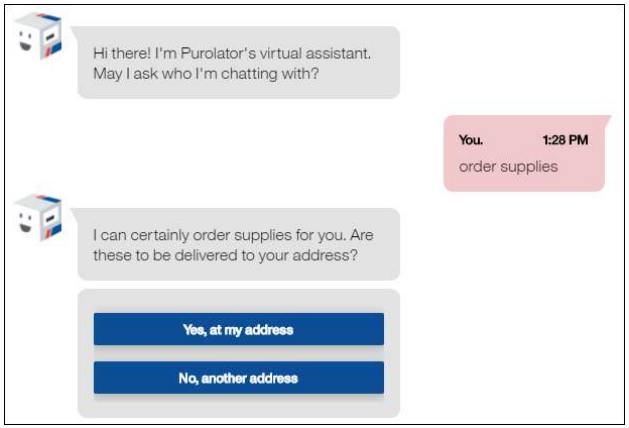
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Supply Request

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

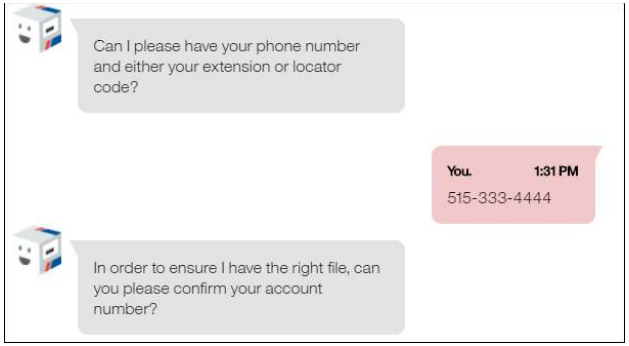
1. Enter "Order Supplies". The Virtual Assistant will now assist you with the supply request.

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.

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



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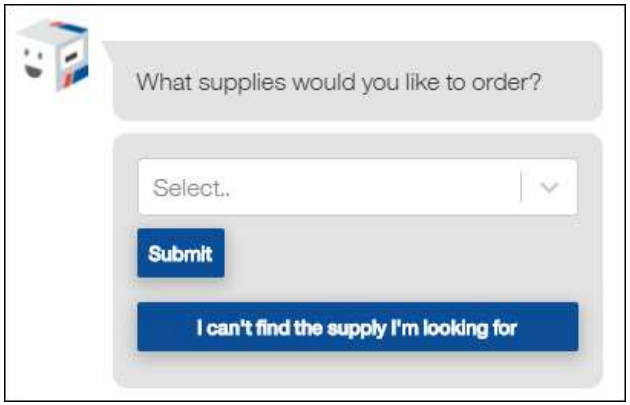
Purolator Promises delivered

Supply Request

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



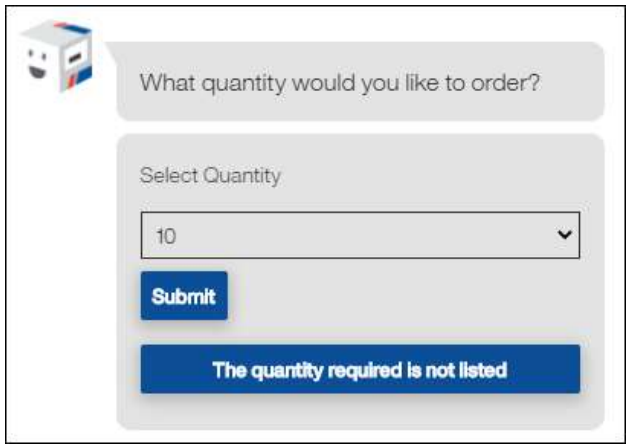
6. Select which supply you will like to order and click “Submit”. You can use the dropdown menu to see the available supplies or type in the name of the supply.



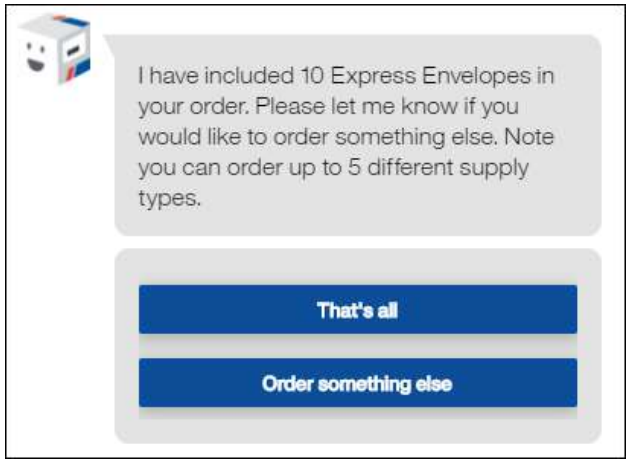
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7. Select the quantity required using the dropdown menu.



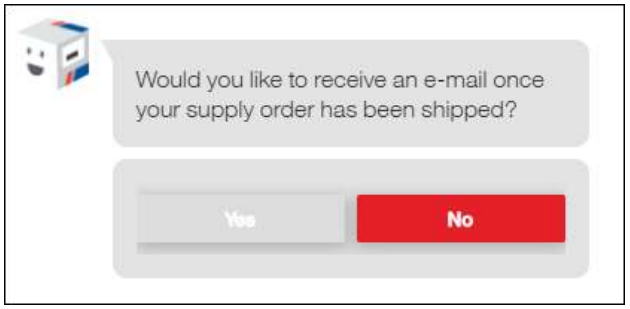
8. You can order up to 5 different supplies per request. You can either click on “That’s all” to submit the request or click on “Order something else” to select other supplies.



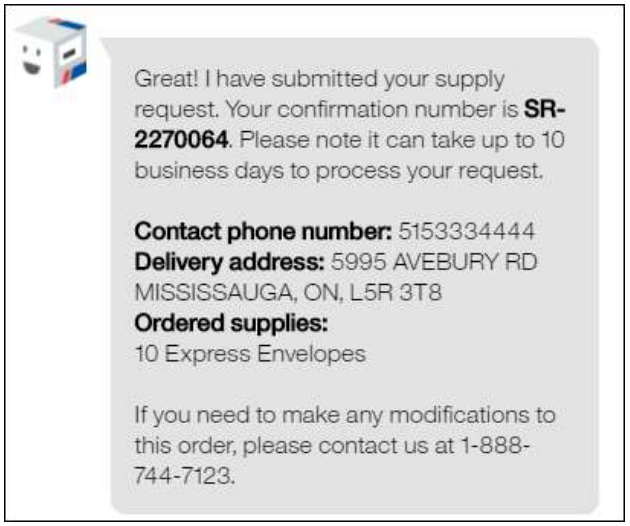
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9. The virtual assistant will ask you if you would like to receive an e-mail once the order is processed. If you answer “Yes”, it will ask you for your e-mail address. Answering “No” will save the request and you will not get an e-mail.



10. Once the request is submitted, the virtual assistant will provide you with a confirmation number.



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