

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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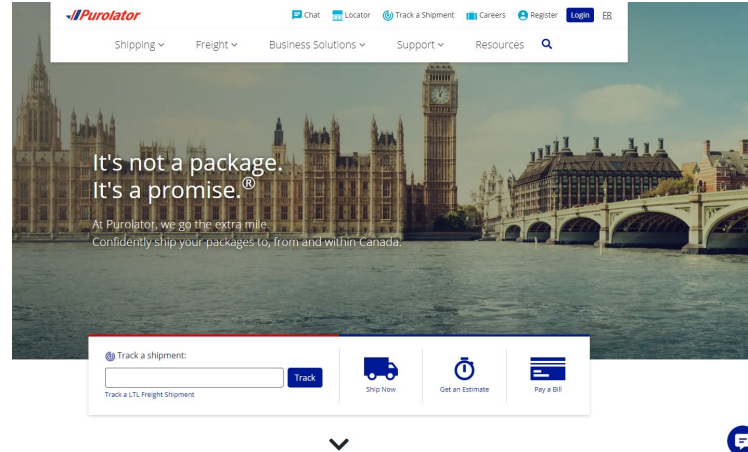
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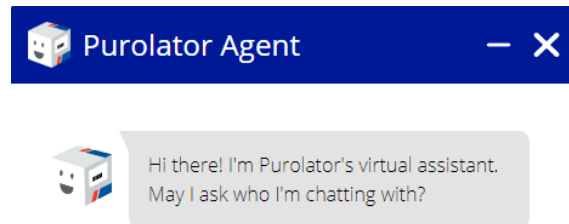
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How to Access the Virtual Assistant

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.



Start typing...



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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.



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

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.

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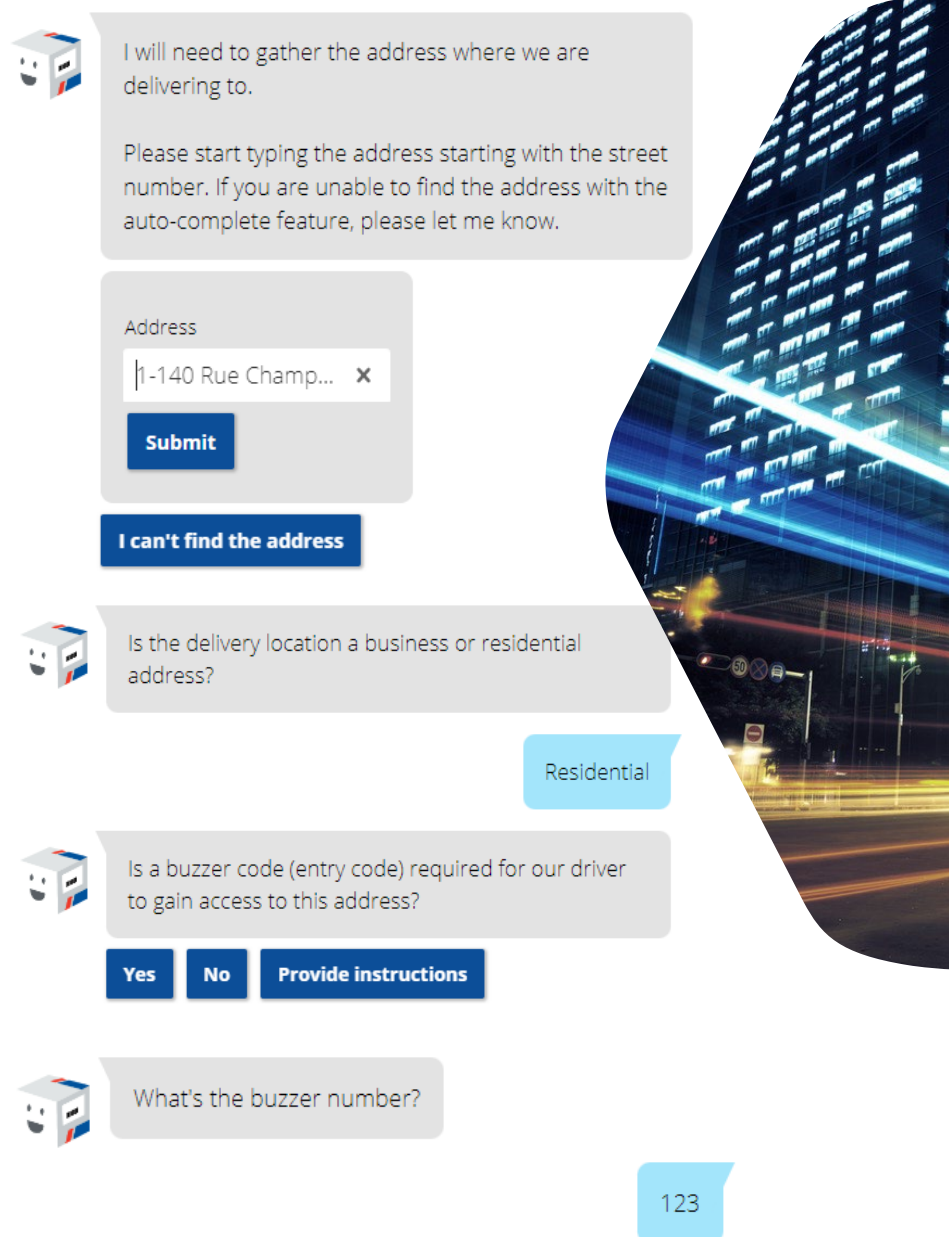
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Note: Please note shippers may have requested specific restrictions for Address Correction requests. If that is the case, you will be provided with the next steps once the tracking number is provided.

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.



The screenshot shows a chat interface with a virtual assistant icon (a white cube with a face) on the left. The chat bubbles are as follows:

- Virtual Assistant:** 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.
- User:** 11-140 Rue Champ... (The text is entered into a search field with a magnifying glass icon and a close button 'x').
- Virtual Assistant:** I can't find the address
- User:** Residential (This is a blue bubble.)
- Virtual Assistant:** Is the delivery location a business or residential address?
- User:** Residential (This is a blue bubble.)
- Virtual Assistant:** Is a buzzer code (entry code) required for our driver to gain access to this address?
- User:** No (This is a blue bubble.)
- Virtual Assistant:** What's the buzzer number?

At the bottom right of the chat area, there is a blue bubble containing the number 123.

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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

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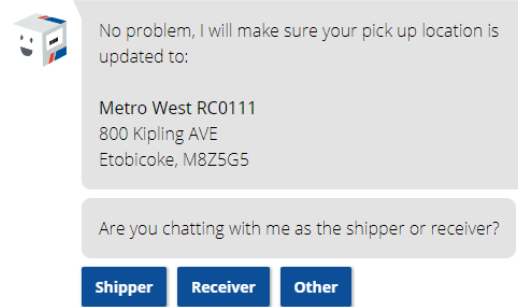
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6. Select the Requestor type (Shipper, Receiver or Other).



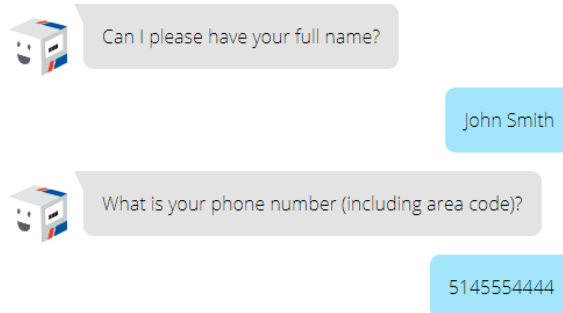
No problem, I will make sure your pick up location is updated to:

Metro West RC0111
800 Kipling AVE
Etobicoke, M8Z5G5

Are you chatting with me as the shipper or receiver?

Shipper **Receiver** **Other**

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



Can I please have your full name?

John Smith

What is your phone number (including area code)?

5145554444

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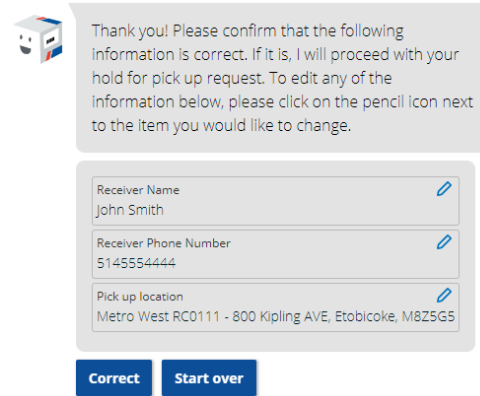
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8. You will see a summary of the information provided. If all is correct, click *Correct* to save your request. You can modify any of the fields listed there by clicking on the pencil next to the item you wish to update.



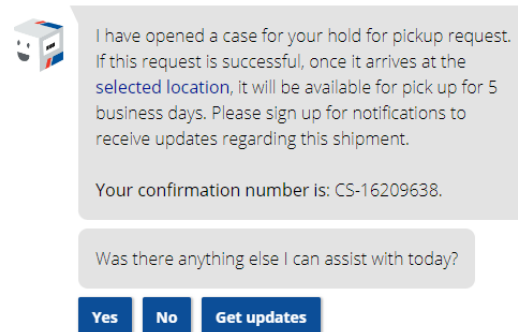
Thank you! Please confirm that the following information is correct. If it is, I will proceed with your hold for pickup request. To edit any of the information below, please click on the pencil icon next to the item you would like to change.

Receiver Name	
Receiver Phone Number	
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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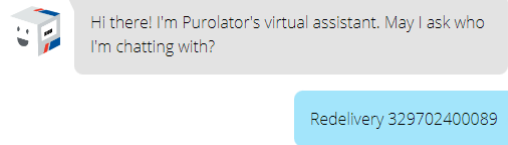
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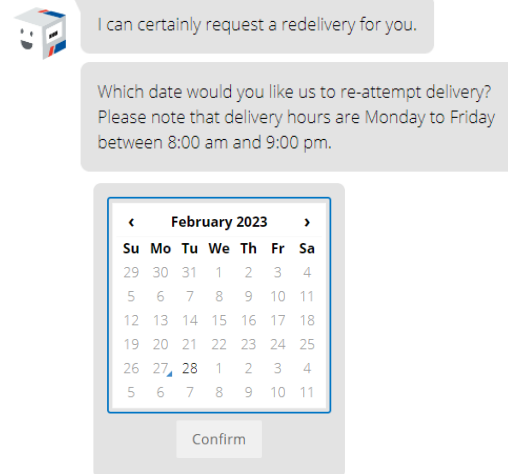
Redelivery Request

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.

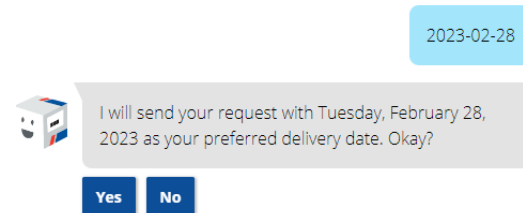
1. Enter "Redelivery" followed by the tracking number. The Virtual Assistant will now assist you with the redelivery request.



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



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



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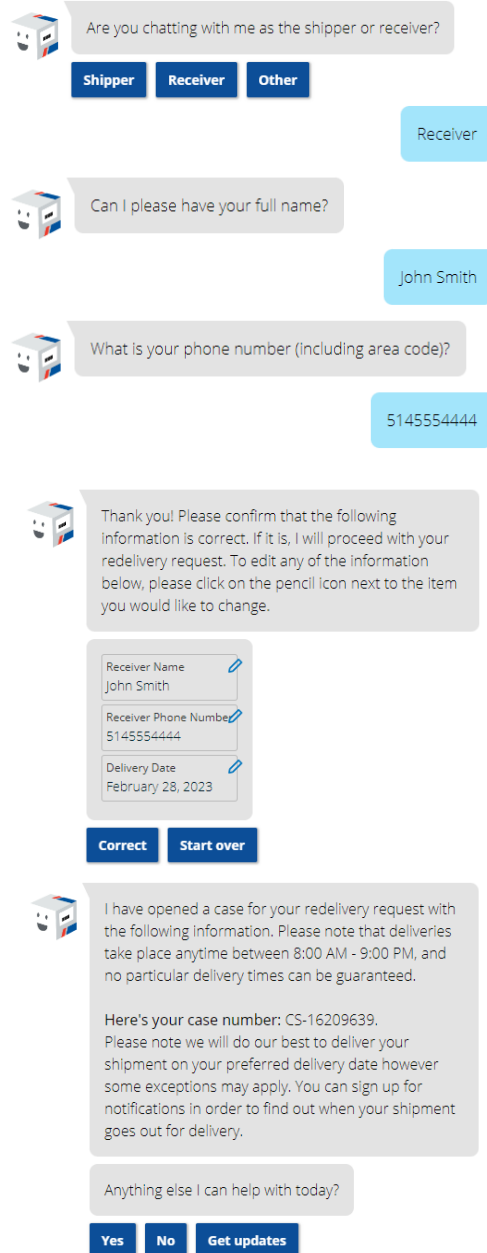


3. Select the Requestor type (Shipper, Receiver or Other).

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	
John Smith	
Receiver Phone Number	
5145554444	
Delivery Date	
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.



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

Redirect 329702420350

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.



Changing the destination address on the package may incur a Redirect Fee. Do you wish to proceed? Please note if you answer yes, someone from the depot will contact you to confirm the fees and obtain payment via credit card.

Yes

No

Yes

3. Select the date of when you would like it redirected.



Which date would you like us to attempt delivery?

< 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

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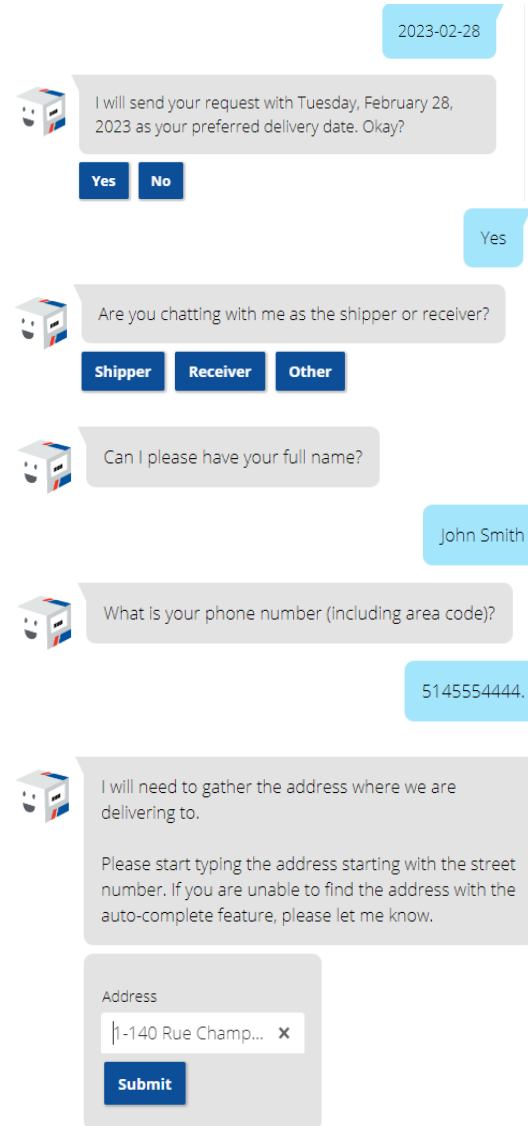
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Note: Please note shippers may have requested specific restrictions for Redirect requests. If that is the case, you will be provided with the next steps once the tracking number is provided.

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



2023-02-28

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

Yes No

Yes

Are you chatting with me as the shipper or receiver?

Shipper Receiver Other

Can I please have your full name?

John Smith

What is your phone number (including area code)?

5145554444.

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

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.



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6. You will be asked to confirm that the address is correct.

7. If the address is a residential address, select "Residential". If there is a buzz code required to complete the delivery, enter it now.

The screenshot displays a chat conversation with a virtual assistant represented by a small robot icon. The process follows these steps:

- Step 1:** The user provides the address "1-140 Rue Champlain Dieppe, NB". The assistant asks, "I looked up the address, is this correct?" and shows the address in all caps: "1 - 140 RUE CHAMPLAIN DIEPPE NB E1A1N8." with "Yes" and "No" buttons.
- Step 2:** The user clicks "Yes". The assistant asks, "Is the new location a business or residential address?" with "Business" and "Residential" buttons.
- Step 3:** The user clicks "Residential". The assistant asks, "Is a buzzer code (entry code) required for our driver to gain access to this address?" with "Yes" and "No" buttons.
- Step 4:** The user clicks "Yes". The assistant asks, "What's the buzzer number?".
- Step 5:** The user enters "007".

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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.

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



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 Smith	
Receiver Phone Number	5145554444	
Delivery Address	1 - 140 RUE CHAMPLAIN DIEPPE NB E1A1N8	
Entry Code	007	
Delivery Date	February 28, 2023	

Correct

Start over



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-16209640

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.

Was there anything else I can assist with today?

Yes

No

Get updates



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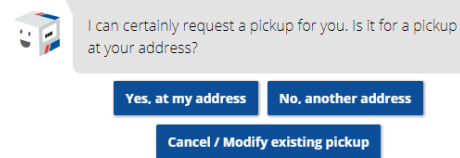
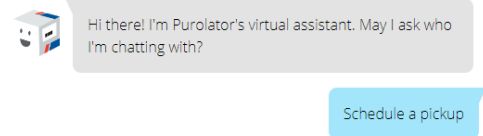
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Pickup Request – Business

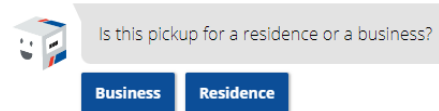
A Pickup request is required when you would like us to pick up a shipment at your address. We have 2 types of pickups, a business pickup scheduled on account with an existing profile and a pickup at a residence.

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.

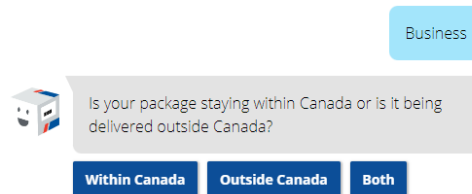


3. Click on Business



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

- Within Canada
- Outside Canada
- Both



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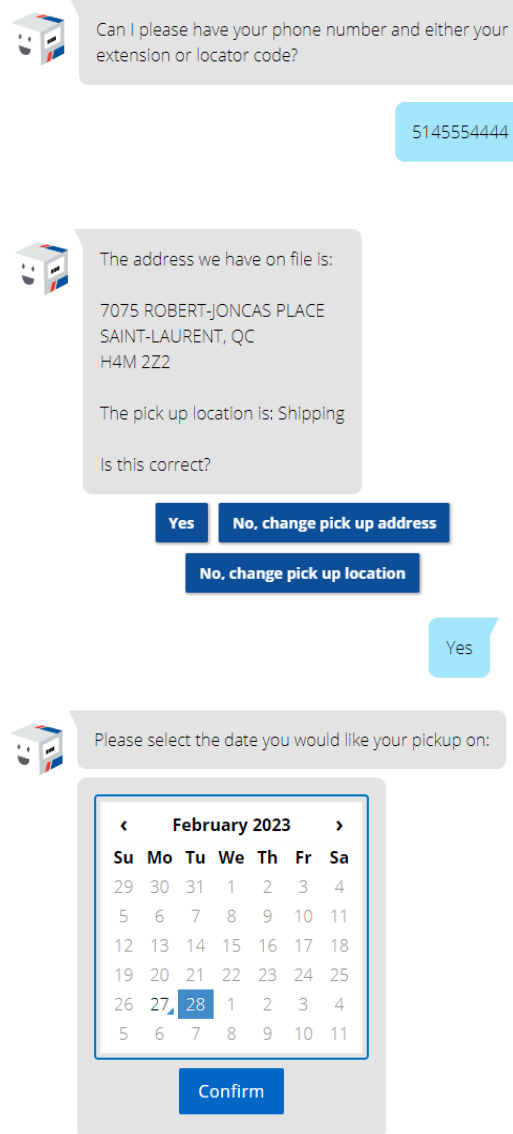
[File a Claim](#)



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



The screenshot shows a chat interface with a virtual assistant icon (a small cube with a face). The conversation is as follows:

- Virtual Assistant: Can I please have your phone number and either your extension or locator code?
- User: 5145554444
- Virtual Assistant: The address we have on file is:
7075 ROBERT-JONCAS PLACE
SAINT-LAURENT, QC
H4M 2Z2
The pick up location is: Shipping
Is this correct?
- User: Yes
- Virtual Assistant: Please select the date you would like your pickup on:
- User: (Selects February 28, 2023 on the calendar)
- Virtual Assistant: Confirm

The calendar shown is for February 2023, with the 28th selected.

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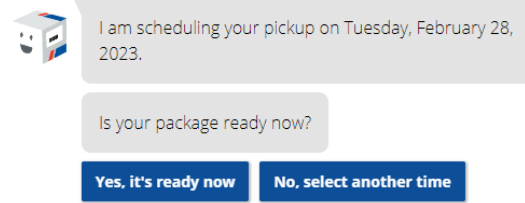
• [Residence](#)

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

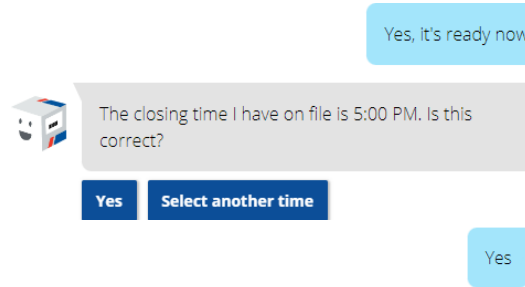


I am scheduling your pickup on Tuesday, February 28, 2023.

Is your package ready now?

Yes, it's ready now **No, select another time**

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



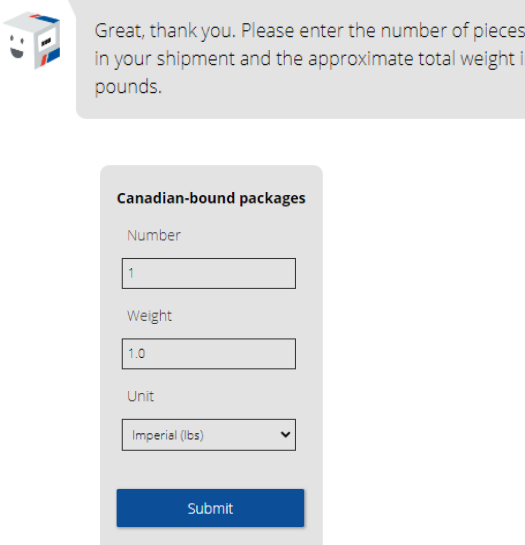
Yes, it's ready now

The closing time I have on file is 5:00 PM. Is this correct?

Yes **Select another time**

Yes

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



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



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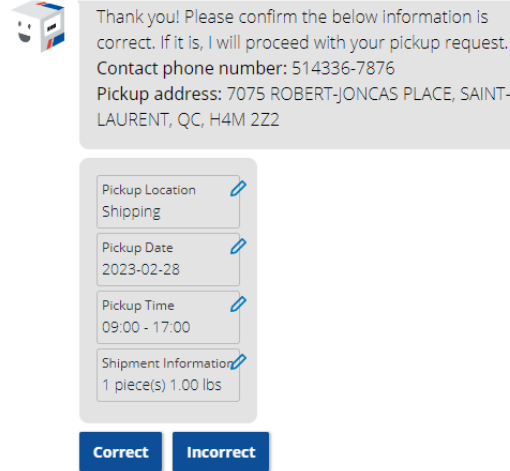
➤ [Business](#)

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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.



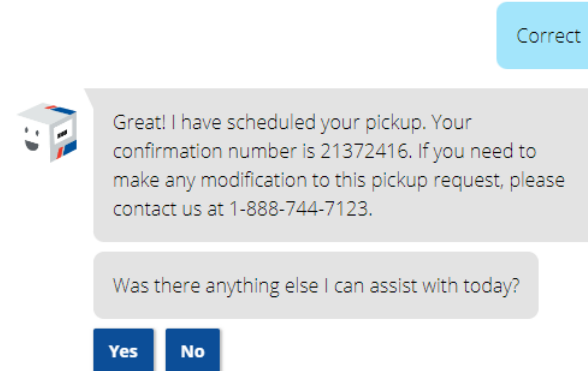
Thank you! Please confirm the below information is correct. If it is, I will proceed with your pickup request.
Contact phone number: 514336-7876
Pickup address: 7075 ROBERT-JONCAS PLACE, SAINT-LAURENT, QC, H4M 2Z2

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

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

Schedule a pickup

I can certainly request a pickup for you. Is it for a pickup at your address?

Yes, at my address No, another address

Cancel / Modify existing pickup

Yes, at my address

Is this pickup for a residence or a business?

Business Residence

Residence

Is this a return prepaid shipment or a COVID-19 test kit?

Return COVID-19 test kit

Other

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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.

The screenshot displays a chat interface with a Purolator shipping box icon as the avatar. The conversation proceeds through several steps:

- Step 1:** The assistant asks, "Is your package staying within Canada or is it being delivered outside Canada?". The user selects "Other" from a list of buttons: "Within Canada", "Outside Canada", and "Both".
- Step 2:** The assistant asks, "What is the best phone number (including area code) to reach you at?". The user enters "5145554444".
- Step 3:** The assistant asks, "Is your shipment packaged, with a completed Purolator shipping label?". The user selects "Yes" from a list of buttons: "Yes", "No, I don't have a label", "I have a label but can't print it", and "I have a label but no packaging".
- Step 4:** The assistant asks, "Can I please have your full name?". The user enters "John Smith".



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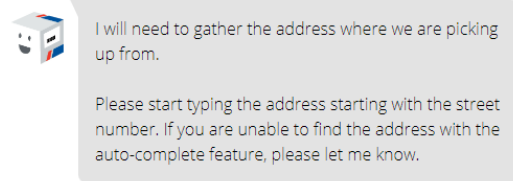
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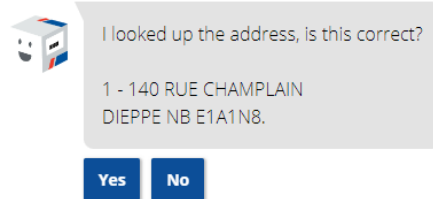
9. Please type the address for the pickup



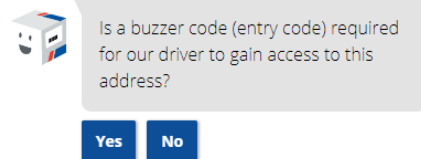
Address

I can't find the address

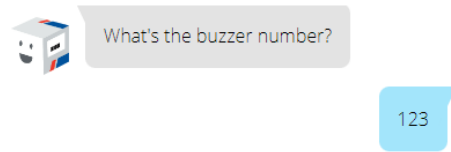
10. The Virtual Assistant will ask you to confirm the address.



Yes



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



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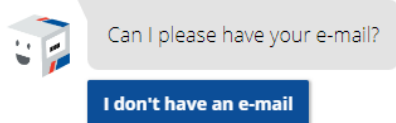
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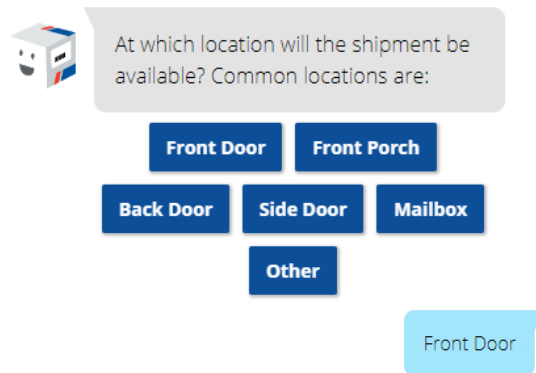
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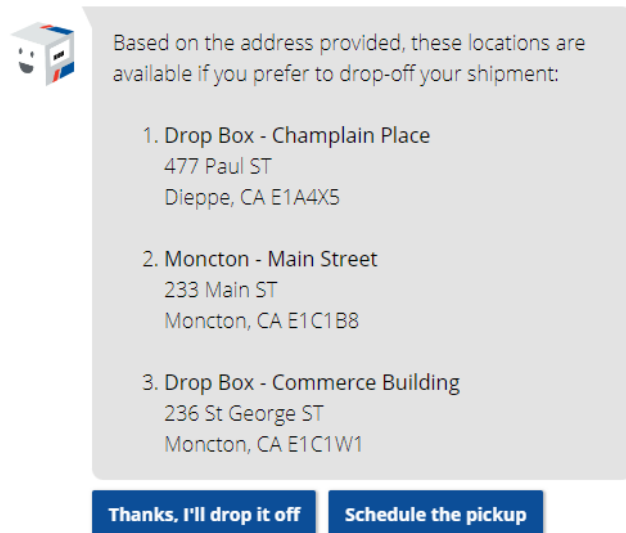
12. Provide your e-mail address (optional)



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



Please select the date you would like your pickup on:


< 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

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



I am scheduling your pickup on Tuesday, February 28, 2023.


Is your package ready now?

Yes, it's ready now

No, select another time

9 am

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



Okay, what is the latest time that we can pickup your shipment on February 28, 2023? Please indicate the time followed by AM or PM.

6 pm

7 pm

8 pm

Select another time

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

Imperial (lbs) ▼

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

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



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.



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

Order supplies

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.



I can certainly order supplies for you. Are these to be delivered to your address?

Yes, at my address

No, another address

Yes, at my address

3. Enter your phone number.



Can I please have your phone number and either your extension or locator code?

5145554444



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



In order to ensure I have the right file, can you please confirm your account number?



Great, thank you! The address we have on file is:

7075 ROBERT-JONCAS PLACE
SAINT-LAURENT QC H4M 2Z2

Is this correct?

Yes

No

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



What supplies would you like to order?

Select



Submit

I can't find the supply I'm looking for

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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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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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.



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

File 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



I can certainly submit a claim for you.

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

Select

Submit

3. Answer whether you are located in Canada or elsewhere



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

I'm in Canada

I'm in the USA

Other country

4. Enter your tracking number



Can I please get your tracking number?

I don't know my tracking number



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

The screenshot shows a chat conversation with a virtual assistant. At the top, a grey bubble asks, "Are you chatting with me as the shipper or receiver?". Below it are three blue buttons: "Shipper", "Receiver", and "Other". A small robot icon follows. The next grey bubble asks, "Can I please have your full name?". A blue bubble from the user contains the text "John Smith". The next grey bubble asks, "What is the best phone number (including area code) to reach you at?". A blue bubble from the user contains the text "5145554444". The next grey bubble asks, "In the event of a settlement payment, to which address should we mail the cheque?". Below this is a larger grey bubble with the text: "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". Below that is a grey input field with the placeholder text "Address" and "Search for an address". At the bottom is a blue button that says "I can't find the address".

6. Enter your address



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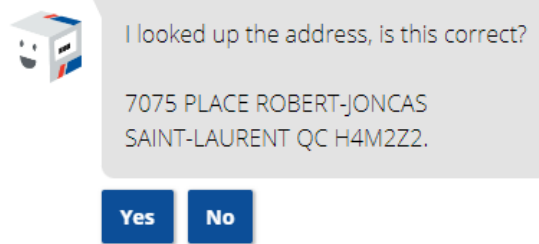
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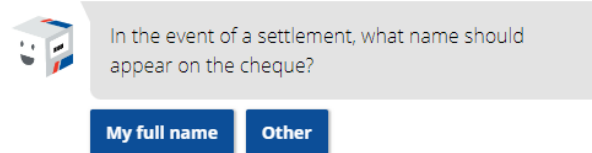
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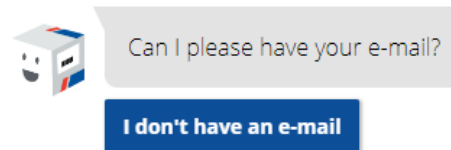
7. The Virtual Assistant will confirm the address we have on file.



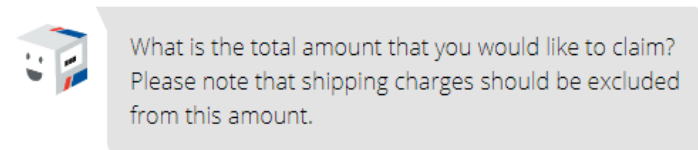
8. Enter the name you want the check made out to in case of a settlement



9. Enter your e-mail address (optional)



10. Enter the amount you are claiming



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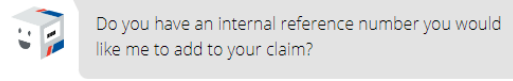
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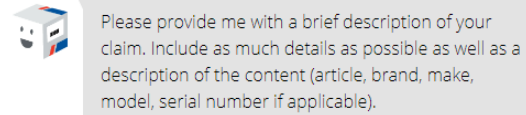
[File a Claim](#)



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

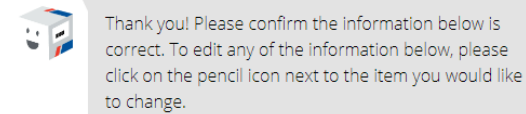


Yes **No**



Note you have a maximum of 1000 characters.









12. Provide a description of the claim



Tracking Number(s): 329702420350

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.

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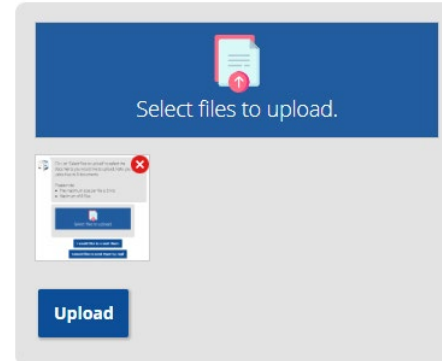
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16. Select your files and click on Upload. You can upload up to 8 documents



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

