

---

# Quick Start Guide



# Let's get your business shipping with Purolator!

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.

Online Shipping | [purolator.com](https://purolator.com)

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

For full details and additional information on Purolator Services and Solutions, please see the [Purolator Terms and Conditions of Service](#) at [purolator.com](https://purolator.com).


# Online Shipping | purolator.com

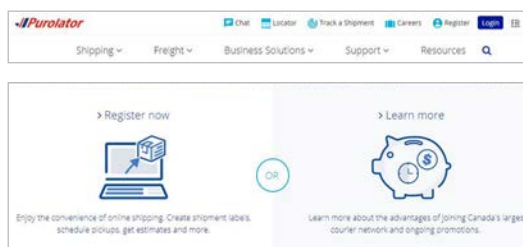
With Purolator online shipping (E-Ship® Online), you can quickly perform important shipping functions. Through **purolator.com**, easily create outbound and return shipments, schedule pickups, estimate time and cost, order shipping supplies, schedule freight shipments, and more.

After your registration is validated and you are logged into your account, you'll see your Account Dashboard. From the dashboard, you can track your recent shipments and scheduled pickups in real time, and access your account profile with one click. Use the Quick Links along the left-hand side for common functions like [Create a Shipment](#) and [Schedule a Pickup](#).


## Get Started Now!

### Register for Online Shipping

1. Go to **www.purolator.com** and click the  **Register** button in the top menu and click the [> Register now](#) option in the pop-up window.



2. Select *Register your existing Purolator Business Account number*. Complete the User Details section and click the **Next** button.

**TIP:** Click the  icons for more detailed definitions or for instructions.

### > Online Shipping | purolator.com

#### Register for Online Shipping

[Set or Change Default Preferences](#)  
[Manage Address Book](#)  
[Estimate Time & Cost](#)  
[Create a Shipment](#)  
[Cancel a Shipment](#)  
[Schedule a Pickup](#)  
[Track a Shipment](#)  
[Manage Accounts](#)  
[Order Supplies](#)

[Purolator E-Ship® Server \(ESS\)](#)

[Invoice and Payment Options](#)

[Additional Contact Information](#)

3. Enter your shipping and billing Information along with your Account Number. Agree to the Purolator Online Shipping Licence and click the **Register** button.

The screenshot shows the 'Shipping & Billing Information' step of the Purolator registration process. It includes fields for Company Name, Department, Contact Name, Country, Postal Code, City, Province, Street Number, Suffix, Street Name, Street Type, Direction, Suite #, Floor #, Entry Code, and Box #. There are also fields for Address 2 and Address 3, and Phone Number (with Ext.). A section for 'Account Number' and 'Give this account a name' is present. At the bottom, there is a checkbox for 'I agree to the Purolator Online Shipping License' and a 'Register' button.

4. Once your registration is confirmed online, you'll receive an email from Purolator asking you to activate your registration. Click on the activation link in the email.

**TIP:** If you don't receive your activation email within one hour, check your junk folder—and be sure to add Purolator to your list of safe senders. You can also go to **purolator.com** to resend the activation email. If you continue to experience issues, contact the Shipping Channel Service Desk at 1 800 459-5599.

The screenshot shows the 'Registration Successful' page. It displays the user's name (Jane Smith), username (Jane Smith test), and Purolator Business Account number (00000000). It includes a message: 'To complete your online shipping registration, please check your e-mail and follow the activation instructions within the next 72 hours.'

The screenshot shows the content of an activation email. It includes a greeting 'Dear Jane,' and instructions to complete the registration by activating the shipping profile. It lists benefits like 'Extending, creating, and tracking shipments', 'Extending profiles', and 'Ordering free supplies'. It also includes a 'Thank you for choosing Purolator' message and contact information for Purolator Inc.

5. Click the URL in the activation email. The URL will direct you to the User Activation page. Enter your Password and click the **Activate User** button to complete your account registration and Online Shipping registration.

The screenshot shows the 'Activate' page. It prompts the user to 'Please begin to activate your profile. This is the last step to complete your registration. After successful login, you will be able to start shipping right away!'. It includes fields for 'Username' (Jane Smith test) and 'Password' (with a strength indicator), and an 'Activate User' button.

## > Online Shipping | purolator.com

### Register for Online Shipping

- Set or Change Default Preferences
- Manage Address Book
- Estimate Time & Cost
- Create a Shipment
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment
- Manage Accounts
- Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

## Set or Change Default Preferences

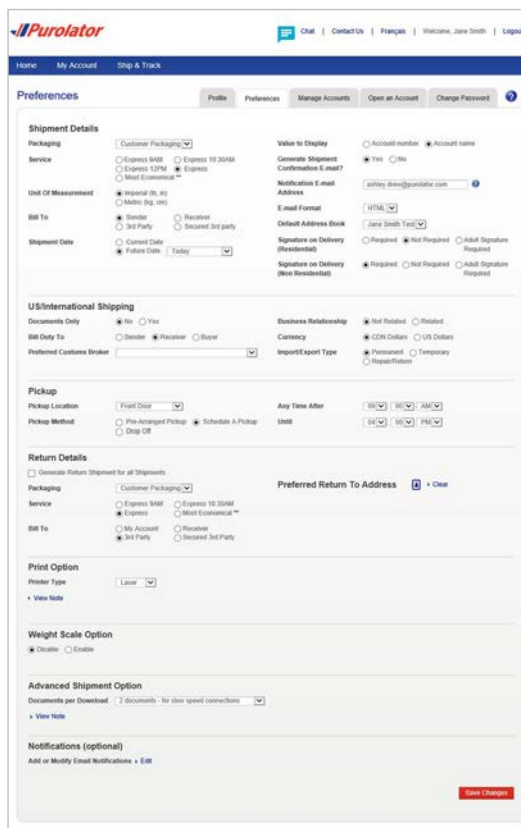
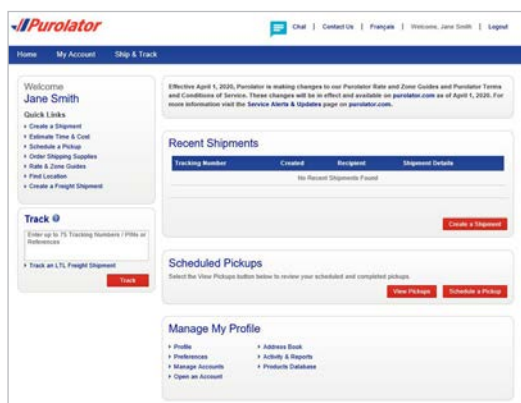
1. From the dashboard area, under Manage My Profile, select *Preferences*. Or, select your preferences from the My Account drop-down menu.

2. Customize your account with your preferred settings for shipment details, U.S./International Shipping, Return Details and more.

3. Click the **Save Changes** button. A pop-up window will confirm your changes.

**TIP:** Set the shipment details section to accurately reflect the type of packaging and level of service you need. This will be reflected as your service level default that can be adjusted on an individual shipment level, via drop-down.

**NOTE:** In the preferences section, you can set and manage your printer (thermal or laser), email notifications, delivery exceptions, Signature required/not required and Adult Signature Required preferences and set the default for a return label. You can also find the future date shipments and third-party options.



### > Online Shipping | purolator.com

Register for Online Shipping

#### Set or Change Default Preferences

Manage Address Book

Estimate Time & Cost

Create a Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

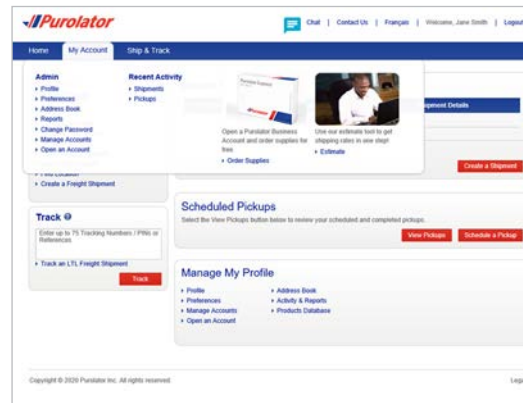
Additional Contact Information

## Manage Address Book

1. From the dashboard area, under My Account, select *Address Book* to create groups for batch shipping.

2. In the pop-up window, under Action, select *Create Groups* from the drop-down menu.

**NOTE:** In the Action drop-down menu, you can also import, export, share address books and gain access to many more address book features.



### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences

#### Manage Address Book

Estimate Time & Cost  
Create a Shipment  
Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

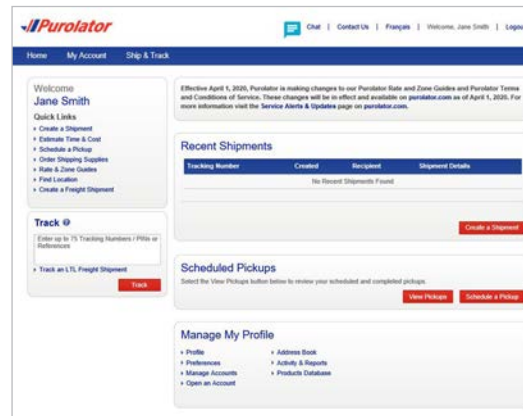
Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

## Estimate Time & Cost

1. Select *Estimate Time & Cost* from the Ship & Track drop-down menu or from the Quick Links on the Home screen.



2. Select the desired account, fill out the From, To, Date and Packaging fields, and click the **Estimate** button.

**NOTE:** When shipping with Customer Packaging and/or creating multiple shipments to the same address, select the *Add Dimensions* button to enter in the box(es) dimensions in the pop-up window.

**Estimate Time & Cost**

Account: Jane Smith

From: A1A1A1

To: Canada

Postal Code:

Date: 2020-04-01

Packaging: Customer Packaging

Pieces: 1 Total Weight: 1 lb

Add Dimensions

Declared Value: \$0.00

**Estimate**

3. Review the estimated delivery date, service type and cost details. Click the **Ship** button to [Create a Shipment](#).

**TIP:** To get a Saturday service estimate, click on the calendar and select a Saturday date. In the bottom table of options on the left-hand screen, select *Additional Options*. Select Saturday Pickup and click estimate.

**Estimate Time & Cost**

Estimate By	Delivery Service	Estimated Cost
Friday, March 13, 12:00 pm (local)	Purolator Express Envelope, 1250	\$24.50
Friday, March 13, End of day	Purolator Express Envelope, Guaranteed	\$27.84
Friday, March 13, End of day	First Overnight	\$2.74
Friday, March 13, End of day	Next Business Day	\$1.40
Friday, March 13, End of day	Next Business Day	\$1.38

**Ship**

**Options**

Package	Service	Estimated Cost
Express Envelope	Purolator Express Envelope	\$27.84
Signature on Delivery - 2nd Business Day	Signature on Delivery - 2nd Business Day	\$1.40
Additional Options	Additional Options	\$1.38
Declared Value	Declared Value	\$1.38
Class of Shipment	Class of Shipment	\$1.38
Express Charge	Express Charge	\$1.38

**Ship**

### > Online Shipping | [purolator.com](https://purolator.com)

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book

#### **Estimate Time & Cost**

Create a Shipment  
Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)


Invoice and Payment Options

Additional Contact Information

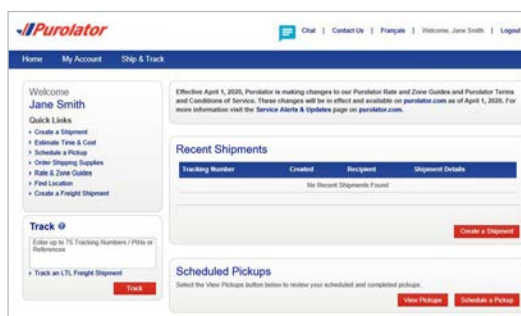
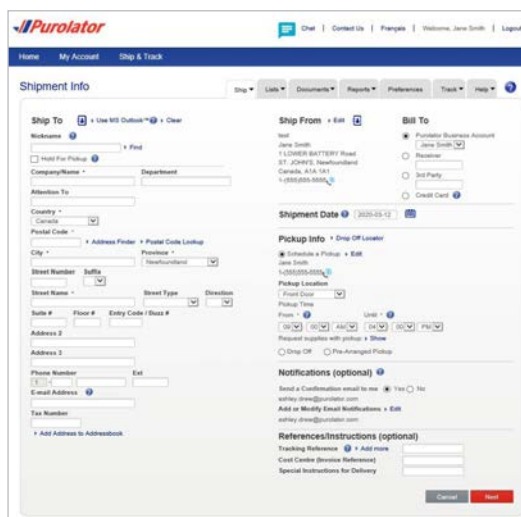
## Create a Shipment

1. Select *Create a Shipment* from the Ship & Track drop-down menu or from the Quick Links on the Home screen.
2. Fill out the Ship To, Bill To, Shipment Date, Pickup Info and optional Notifications or References/Instructions fields. Verify that your Ship From address is correct. When complete, click the **Next** button.

**TIP:** To send the shipment to a pick up location, click the *Hold For Pick Up* option under *Nickname*, enter the receiver's postal code in the pop-up window and click **Submit**. A list of all pickup locations within the designated radius will populate. Click the **Select** button to choose the pickup location.

**TIP:** Click the *Add Address to Address Book* link at the bottom of the Ship To information. Once added, simply click the  icon to access saved shipping recipients or senders. To look up acceptable addresses, use the **Postal Code Lookup** button and enter the address in the field in the pop-up window.

**TIP:** Use the Notification options feature to notify you and/or your customer when a shipment has been delivered successfully and/or when exceptions (shipment interruptions) occur.

The screenshot shows the Purolator website's home page. The top navigation bar includes 'Home', 'My Account', and 'Ship & Track'. A 'Quick Links' sidebar on the left lists options like 'Create a Shipment', 'Estimate Time & Cost', 'Schedule a Pickup', 'Order Shipping Supplies', 'Rate & Zone Guides', 'Find Location', and 'Create a Freight Shipment'. The main content area features a 'Recent Shipments' table with columns for Tracking Number, Created, Recipient, and Shipment Details. Below this is a 'Scheduled Pickups' section with a 'View Pickup' button and a 'Schedule a Pickup' button.The screenshot shows the 'Ship To' form in the Purolator system. It includes fields for 'Ship To' (Name, Address, City, Province, Postal Code), 'Ship From' (Name, Address, City, Province, Postal Code), 'Bill To' (Name, Address, City, Province, Postal Code), 'Shipment Date', 'Pickup Info' (Pickup Location, Pickup Time, From, To, Unit), 'Notifications (optional)', and 'References/Instructions (optional)'. The form is divided into sections for 'Ship To', 'Ship From', 'Bill To', 'Shipment Date', 'Pickup Info', 'Notifications (optional)', and 'References/Instructions (optional)'. The 'Ship To' section has a 'Postal Code Lookup' button. The 'Ship From' section has a 'Postal Code Lookup' button. The 'Bill To' section has a 'Postal Code Lookup' button. The 'Shipment Date' section has a 'Calendar' icon. The 'Pickup Info' section has a 'Drop Off Location' button. The 'Notifications (optional)' section has a 'Send a Confirmation email to me' checkbox. The 'References/Instructions (optional)' section has a 'Tracking Reference' field and a 'Cost Center (Invoice Reference)' field. The form ends with 'Cancel' and 'Next' buttons.

### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
**Create a Shipment**  
Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)  
Invoice and Payment Options  
Additional Contact Information

3. Enter the package's shipment details, including Package Type, Service, Number of Pieces, Total Weight and any additional shipment options.

**TIP:** Ensure your package meets Purolator package acceptance guidelines. **Guidelines** for size, packaging and labels are available at [purolator.com](https://www.purolator.com).

**TIP:** Before you confirm your shipment, click the [Estimate](#) button to get the total cost estimate for your shipment, including base cost, surcharges and taxes, all in one step!

4. Click the [Ship Now](#) button to complete your shipment.

**NOTE:** If you're shipping to a U.S./International destination—and the shipment is not documents only, you will be prompted to complete the Customs & Clearance form after entering the shipment details.

5. Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the [Cancel Shipment](#) button and recreate the shipment.

6. Click the [View and Print](#) button to access your shipping documents.

**NOTE:** For additional information on group and batch shipping on Purolator's E-Ship® Online, please contact us at 1 800 459-5599 option 2.

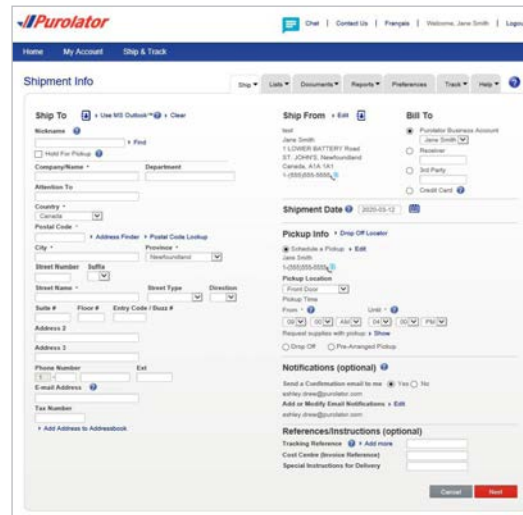
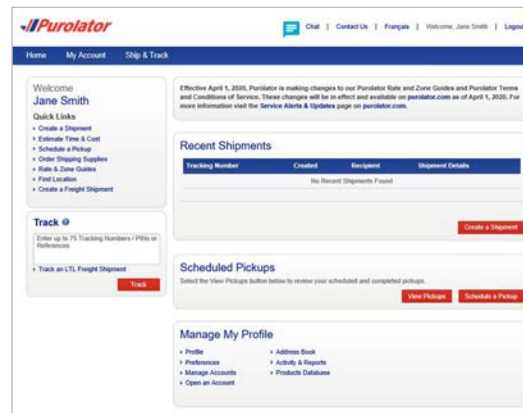
## > Online Shipping | [purolator.com](https://www.purolator.com)

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
**Create a Shipment**  
Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)  
Invoice and Payment Options  
Additional Contact Information

## Shipping dangerous goods

1. Select *Create a Shipment* from the Ship & Track drop-down menu or from the Quick Links on the Home screen.
2. Fill out the Ship To, Bill To, Shipment Date, Pickup Info and optional Notifications or References/Instructions fields. Verify that your Ship From address is correct. When complete, click the **Next** button.



### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost

#### Create a Shipment

Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

3. In the *Shipment details*, complete the required sections and select the *Dangerous Goods Indicator*.

4. Select the category of Dangerous Goods

- a. Limited Quantity (ground only)
- b. <500 kg (ground only)
- c. Fully Regulated
- d. UN1845 – Dry Ice
- e. UN3373 – Biological Substance

**NOTE:** Please ensure that you are in compliance with all regulatory requirements as described in the Transportation of Dangerous Goods Regulations (TDGR) and the International Civil Aviation Organization Technical Instructions (ICAO TI) as applicable.

**NOTE:** If the *Dangerous Goods Indicator* is not available, then no dangerous goods service is provided to the destination and/or using the service requested.

5. Click the **Ship Now** button to complete your shipment.

6. Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the **Cancel Shipment** button and recreate the shipment.

7. Click the **View and Print** button to access your shipping documents.

## > Online Shipping | purolator.com

Register for Online Shipping

Set or Change Default Preferences

Manage Address Book

Estimate Time & Cost

**Create a Shipment**

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

## To generate a return shipment label with your outbound shipment:

1. When completing the shipment details, select the *Generate return shipment labels to include with your shipment* box and click the **Next** button.

**TIP:** A return label should be included with your outbound shipment.

2. Verify the Return From and Return To addresses. Fill out the Bill To, Shipment and Upgrade Options and optional Notifications or References/Instructions fields. When complete, click the **Ship Now** button.

3. Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the **Cancel Shipment** button and recreate the shipment.

## > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
**Create a Shipment**  
Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)  
Invoice and Payment Options  
Additional Contact Information

- Click the **View and Print** button to access your shipping documents, including your return shipping label.

## To generate a return shipment label without an outbound shipment:

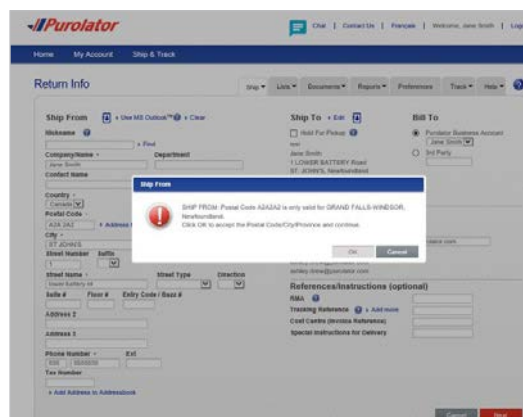
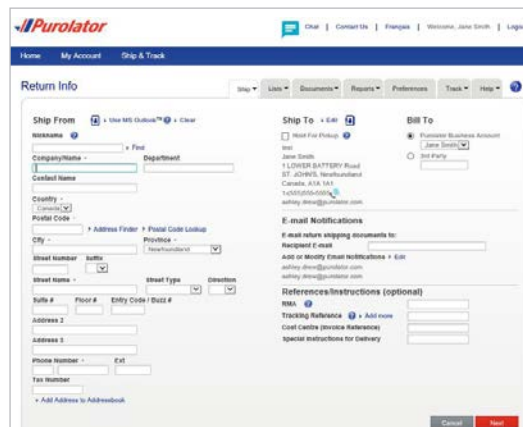
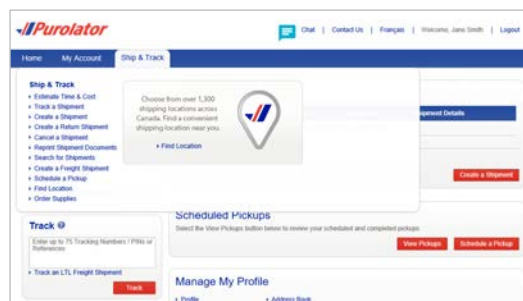
- In the drop-down menu in *Ship & Track*, select *Create a Return Shipment*.

- Complete the shipment details in the *Ship From* screen and then enter the recipient's email address in the *Ship To* screen. The return label will be emailed the email in the *Recipient E-mail* field.

**OPTIONAL:** Under References/Instructions in the *Ship To* screen, enter your reference number in the RMA field for easy reconciliation.

- Verify the details of your shipment, including addresses, shipping date and package details and click the **Next** button.

- Click OK in the pop-up window.



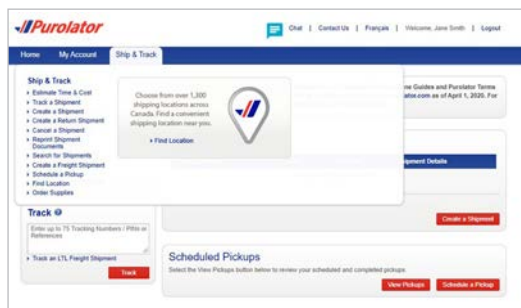
## > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
**Create a Shipment**  
Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

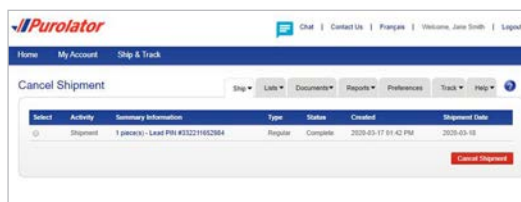
Purolator E-Ship® Server (ESS)  
Invoice and Payment Options  
Additional Contact Information

## Cancel a Shipment

1. From the Ship & Track drop-down menu, select *Cancel a Shipment*.

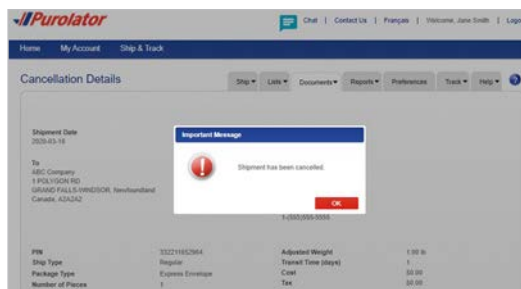


2. From your list of created shipments, select the shipment you wish to cancel and click the **Cancel Shipment** button.



3. Confirm your request by clicking the **OK** button in the pop-up window. Click the **OK** button again to review the cancellation details.

**NOTE:** You can cancel shipments up to 11:59:59 p.m. EST of the shipment creation date. After that time and once the Purolator invoice has been received with the applicable parcel identification number (PIN), a credit request can be directed to Accounts Receivable. You can call us at 1 888 SHIP-123 for additional help.



### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
Create a Shipment  
**Cancel a Shipment**  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)  
Invoice and Payment Options  
Additional Contact Information

## Schedule a Pickup

1. Select *Schedule a Pickup* from the Ship & Track drop-down menu or from the Quick Links on the Home screen.

2. Verify that the pickup address is correct, and enter the date and destination and shipment information for your package.

**TIP:** To request Purolator supplies upon pickup, click the Show link and select Purolator Express® Envelope, Purolator Express® Pack or Labelope for your package.

3. Click the **Submit Pickup Request** button to schedule your pickup.

**TIP:** To change or cancel a scheduled pickup, select the *Modify/Void Pickup* tab in the right-hand corner.

The screenshot shows the Purolator website's home page. The 'Ship & Track' dropdown menu is open, highlighting the 'Schedule a Pickup' option. The page also displays a 'Quick Links' section with options like 'Create a Shipment', 'Estimate Time & Cost', and 'Schedule a Pickup'. A 'Track' section is visible with a search bar for tracking numbers.

The screenshot shows the 'Schedule a Pickup' form. It includes sections for 'Pickup Address' (with a 'Show' link), 'Date and Destination' (with fields for Pickup Date, Time, and Location), and 'Shipment Information' (with a table for Destination, # of Pieces, Weight, and Service). A 'Submit Pickup Request' button is at the bottom right.

The screenshot shows the 'Schedule a Pickup' confirmation page. It displays the message 'Your pickup has been scheduled. The pickup confirmation number is: 04267033.' Below this, there is a 'Pickup Summary' section with details like Pickup Date, Time, and Location, and a 'Shipment Information' table. A 'What would you like to do next?' section with links like 'Get an Estimate', 'Create a Shipment', and 'Return Home' is at the bottom.

### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
Create a Shipment  
Cancel a Shipment  
**Schedule a Pickup**  
Track a Shipment  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)  
Invoice and Payment Options  
Additional Contact Information

## Track a Shipment

1. On the Home screen, enter the tracking number or parcel Identification Number (PIN) of a recent shipment (do not include spaces) in the track box. Then click **Track** button.

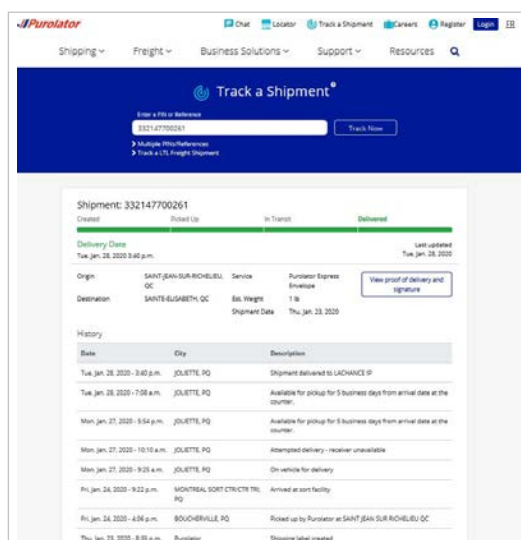
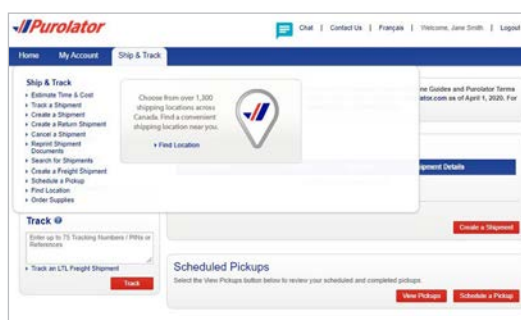
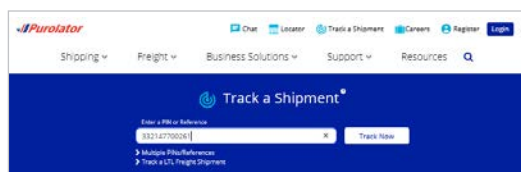
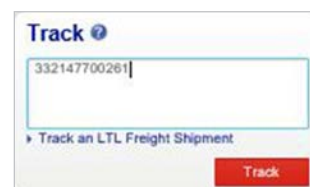
**NOTE:** When you click on the Track button, you will be automatically moved over to our tracking interface on **purolator.com**

Or, from the Ship & Track drop-down menu, select *Track a Shipment*. Enter the Tracking Number or PIN of a recent shipment (do not include spaces) in the Track box, then click the **Track Now** button.

**NOTE:** You can track up to 75 PINs in one search. Each PIN should be separated by any one of the following; new line, space, comma or semicolon.

2. A Shipment Summary will display the package's status along with shipment details. If the piece has been delivered, the signature will be available within 24 hours.

If you're tracking a multi-item shipment, the status of each item will be displayed on the Home screen. Simply click the desired tracking number to obtain more detailed information on that item.



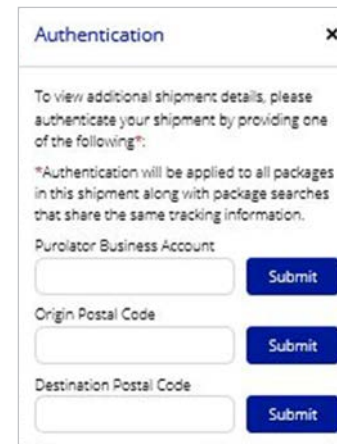
### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
Create a Shipment  
Cancel a Shipment  
Schedule a Pickup  
**Track a Shipment**  
Manage Accounts  
Order Supplies

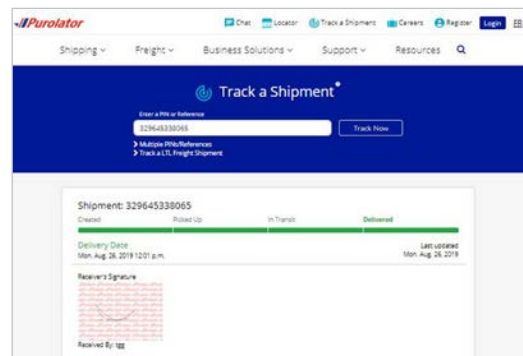
Purolator E-Ship® Server (ESS)  
Invoice and Payment Options  
Additional Contact Information

**TIP:** Click the *View proof of delivery and signature* link, and enter any one of the following; Purolator Business Account number, origin postal code or the destination postal code to view proof of delivery.

**TIP:** Use the Email Notification feature to request a notification as soon as your shipment is successfully delivered.



An authentication modal box titled "Authentication" with a close button (X). The text inside reads: "To view additional shipment details, please authenticate your shipment by providing one of the following\*:" followed by a note: "\*Authentication will be applied to all packages in this shipment along with package searches that share the same tracking information." There are three input fields, each with a "Submit" button: "Purolator Business Account", "Origin Postal Code", and "Destination Postal Code".



A screenshot of the Purolator website's "Track a Shipment" page. The header includes the Purolator logo and navigation links: Chat, Locator, Track a Shipment, Careers, Register, and Login. Below the header is a search bar with the text "Enter a PIN or Reference" and a "Track Now" button. A sample reference number "329645338065" is shown. Below the search bar are links for "Multiple PIN/Reference" and "Track a LT Freight Shipment". The main content area shows the shipment details for "Shipment: 329645338065", including a progress bar with stages "Created", "Picked Up", "In Transit", and "Delivered". The "Delivery Date" is "Mon Aug 26 2019 12:01 a.m." and the "Last updated" time is "Mon Aug 26 2019". A "Receiver's Signature" section shows a redacted signature image, and the "Received By" is "188".

## > Online Shipping | purolator.com

- Register for Online Shipping
- Set or Change Default Preferences
- Manage Address Book
- Estimate Time & Cost
- Create a Shipment
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment**
- Manage Accounts
- Order Supplies

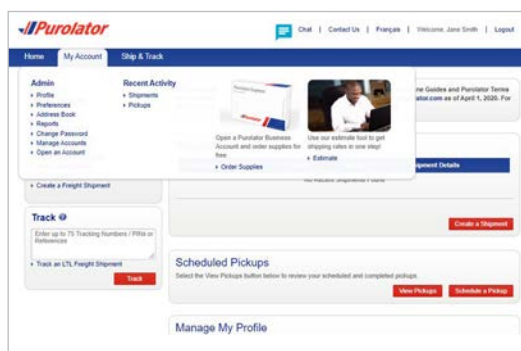
Purolator E-Ship® Server (ESS)

Invoice and Payment Options

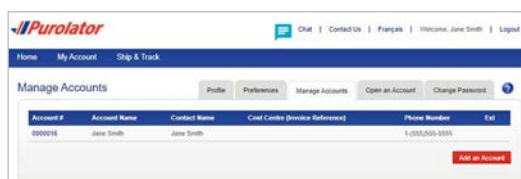
Additional Contact Information

## Manage Accounts

1. From the My Account drop-down menu, select *Manage Accounts*.



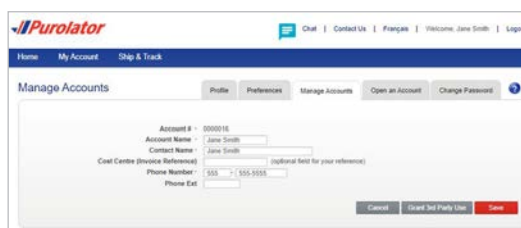
2. Here, you can add, edit or delete the account numbers listed in your profile. To add an account, click the **Add an Account** button.



3. Enter your account #, name and contact information and click the **Save** button.

**NOTE:** Be sure to enter your account number in this section. Receiver and Third-Party Account numbers should only be used if the “Users” Account number is the same as the Purolator Head Office Account number.

**TIP:** Need additional help? Visit the [Customer Support Centre](#), located under the Support drop-down menu on **purolator.com**, for FAQs, to Contact Us, to File a Claim and more.



### > Online Shipping | purolator.com


Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
Create a Shipment  
Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
**Manage Accounts**  
Order Supplies

Purolator E-Ship® Server (ESS)  
Invoice and Payment Options  
Additional Contact Information

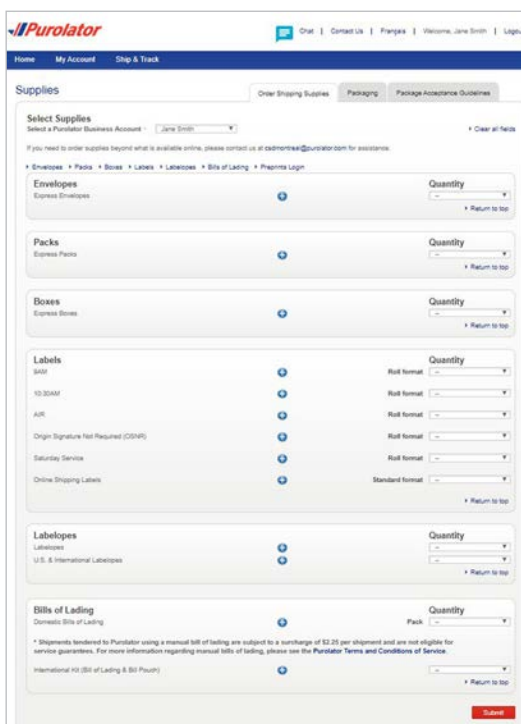
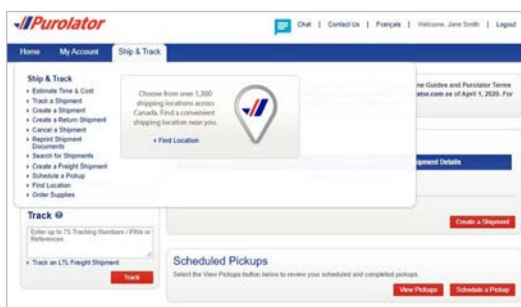
## Order Supplies

Purolator-branded packaging and supplies are available to you at no charge. Using Purolator's shipping supplies for your shipments ensures you're always meeting **packaging guidelines**.

1. From the Ship & Track drop-down menu, select *Order Supplies*.
2. Using the Quantity drop-down menu, select how many of each item you wish to order. When you're finished, click the **Submit** button.

**TIP:** Click the  icon for a detailed description of the item, including dimensions, description and label requirements.

**TIP:** Our “peel and stick” Online Shipping Labels can be used in inkjet and laser printers and are required for shipments created in Online Shipping.



### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
Create a Shipment  
Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
**Order Supplies**

Purolator E-Ship® Server (ESS)  
Invoice and Payment Options  
Additional Contact Information

3. Enter any additional comments or requests, verify order details and click the **Order** button.

The screenshot shows the Purolator online shipping interface. At the top, there's a navigation bar with the Purolator logo and links for Home, My Account, Ship & Track, and a user profile section. Below this, there's a 'Supplies' section with tabs for 'Order Shipping Supplies', 'Packaging', and 'Package Acceptance Guidelines'. The 'Confirm Order' section contains a table of items to be shipped, a 'Comments and Requests' text area, and a 'Shipment Details' section with fields for 'Purrolator Business Account', 'Shipping Address', and 'Email'. At the bottom right, there are 'Previous' and 'Order' buttons.

Item	Quantity
Express Envelopes	100 Envelopes
9007 - Flat format	30 Labels

**Comments and Requests**

**Shipment Details**

**Purrolator Business Account**

Jane Smith

**Shipping Address**

Mail  
Jane Smith  
1 LOWER BATTERY ROAD  
807-204010, Newfundland  
Canada, A1A 1A1  
1-800-555-5555  
eship@purolator.com

☐ Click here to confirm supply shipping address

**Previous** **Order**

### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences

Manage Address Book

Estimate Time & Cost

Create a Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

#### **Order Supplies**

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

# Purolator E-Ship® Server (ESS)

Purolator E-Ship® Server is our most powerful solution for centralized and fast-paced shipping environments. It is the ideal shipping solution for businesses that need to ship at least 25 packages a day.

With E-Ship® Server, you can easily create and manage your shipments using one streamlined shipping system, track shipments in real time, generate estimates, print shipping labels and more.

The Purolator team will install everything you need to get up and running—including a PC, monitor, keyboard, thermal printer and electronic scale—and provide you with the support you need to integrate E-Ship® Server with your existing systems.

For additional guidance and tutorials, click the Need Help? link located on every E-Ship® Server screen.

## Getting Started

1. From the Login screen, enter your User Name and Password.
2. Review the Welcome screen for a quick explanation of available features and functions, software updates and quick links to commonly used features.

The screenshot shows the login interface for Purolator E-Ship Server. It features a red header with the Purolator logo and the text 'E-Ship Server'. Below the header, a message says 'Please Enter User Name, Password to Login.' There are input fields for 'User Name', 'Password', and 'Language' (with a dropdown menu set to 'English'). A 'Log In' button is located at the bottom right of the form. At the bottom of the page, there are links for 'Terms and Conditions of Service' and 'Trademarks of Purolator Inc. used under license. Copyright © 2009 Purolator. All rights reserved.'

The screenshot shows the 'Welcome' screen of the Purolator E-Ship Server. The header includes the Purolator logo, 'E-Ship Server', and user information: 'Location: Purolator Inc.', 'Ship Date: 3/15/2014', and 'Quick Pickup Log out'. A navigation bar contains links for 'Ship', 'Track', 'My Profile', 'System', and 'Help'. The main content area starts with a 'Welcome' message and a list of features: 'Ship using multiple Purolator accounts', 'Create future-dated and ship-to-hold shipments', 'Send and receive e-mail notifications with the proactive notification feature', 'Create return labels and shipping documents', 'Create your own default service preference for all your shipments', 'Track shipments in real time', and 'Create a variety of custom reports to assist you with cost analysis, future planning and more'. Below this, a section titled 'Freight now available on ESS. Check.' explains the convenience of using a single provider for courier and LTL shipments. It also includes a 'Getting started' section with instructions on carrier and service selection, and handling units. At the bottom, there are two boxes: 'New & Existing Users' with links to 'Update your default preferences' and 'Change your location', and a 'Track' section with a 'Tracking Number' input field and a 'Track' button.

Online Shipping | purolator.com

### > Purolator E-Ship® Server (ESS)

#### Getting Started

Set or Change Default Preferences

Create a Shipment

Track a Shipment

Cancel a Shipment

Order Supplies

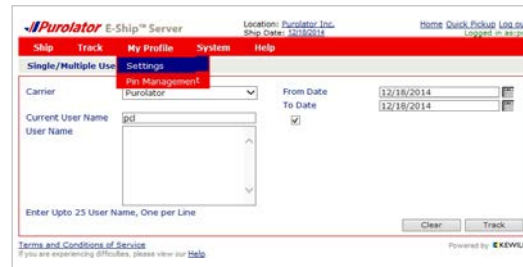
Invoice and Payment Options

Additional Contact Information

## Set or Change Default Preferences

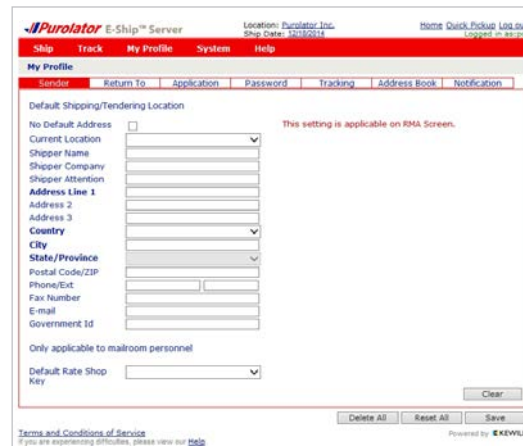
Your default settings are set up upon installation with the help of your Purolator Technician. Should you wish to edit any of your preferences follow these easy steps:

1. From the My Profile drop-down menu, select *Settings*.



2. Customize your account with your preferred settings for Shipment Details, U.S./International Shipping, Return Details and more.

3. Click the **Save** button to confirm your changes.



Online Shipping | purolator.com

### > Purolator E-Ship® Server (ESS)

Getting Started

#### Set or Change Default Preferences

Create a Shipment

Track a Shipment

Cancel a Shipment

Order Supplies

Invoice and Payment Options

Additional Contact Information

## Create a Shipment

1. From the Ship drop-down menu, select *Warehouse*.

2. The screen is split into two sections: Receiver and Shipment. First, complete the Receiver information. Enter the customer ID code in the Customer Code field and hit the Tab key.

**TIP:** The first time you enter a Receiver address, select the ☐ [Add To Address Book](#) box at the bottom of the Receiver information. For future shipments, you can simply click the icon next to the Customer Code field to select the associated address from the Address Book.

3. Enter the shipment information. Select the Service, Shipment and Packaging Type, and the Weight and Dimensions.

**TIP:** Ensure your package meets Purolator package acceptance guidelines. **Guidelines** for size, packaging and labels are available at [purolator.com](http://purolator.com).

4. Click the  button to commit the package to the Shipment Table.

**TIP:** Click the  button to add any Shipment Level Options, such as ExpressCheque®, Saturday Delivery/ Pickup or Special Handling.

Online Shipping | [purolator.com](http://purolator.com)

### > Purolator E-Ship® Server (ESS)

Getting Started

Set or Change Default Preferences

#### Create a Shipment

Track a Shipment


Cancel a Shipment

Order Supplies


Invoice and Payment Options


Additional Contact Information

**NOTE:** The Items and INTL tabs must be completed if you're shipping to the U.S. or international destinations. Note that the Items tab is subdivided by Details and Producer.

**TIP:** Click the  button to generate a Total Charge estimate, including the freight charge and taxes all in one step!

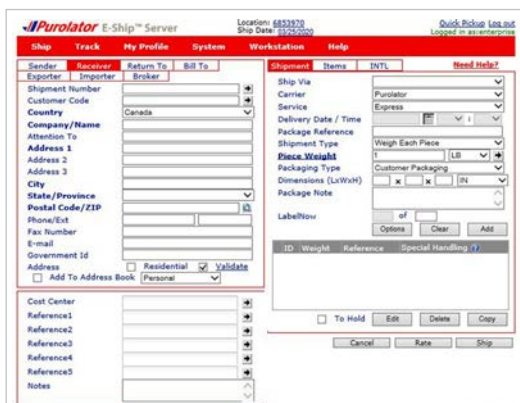
Delivery Date	Delivery Time
12/19/2014	
Charge Details	Charge
Freight Charge	17.15
HST	2.23
Calculated Freight Charge	19.38
Total Charge	19.38

5. Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the  button and recreate the shipment.

6. Once you have added all the pieces to the Shipment Table, click the  button to generate a Parcel Identification Number (PIN) and a shipping label.

**TIP:** Use the Notification feature to notify your customers of their shipment status via automated updates.

**NOTE:** For additional information on group and batch shipping on Purolator's E-Ship® Server, please contact us at 1 800 459-5599 option 4.



Online Shipping | purolator.com

## > Purolator E-Ship® Server (ESS)

Getting Started

Set or Change Default Preferences

**Create a Shipment**

Track a Shipment

Cancel a Shipment

Order Supplies

Invoice and Payment Options


Additional Contact Information

## Shipping dangerous goods

1. From the Ship drop-down menu, select *Warehouse*.

The screenshot shows the Purolator E-Ship Server interface. The 'Ship' menu is open, and 'Warehouse' is selected. The interface is split into two sections: Receiver information on the left and Shipment information on the right. The Receiver section includes fields for Address 1, Address 2, Address 3, City, State/Province, Postal Code/ZIP, Phone/Fax, E-mail, Government Id, and Address. The Shipment section includes fields for Ship Via, Carrier, Service, Delivery Date / Time, Package Reference, Shipment Type, Piece Weight, Packaging Type, Dimensions (LxWxH), and Package Note. There are also buttons for 'Options', 'Clear', and 'Add'.

2. The screen is split into two sections: Receiver and Shipment. First, complete the Receiver information. Enter the customer ID code in the Customer Code field and hit the Tab key.

**TIP:** The first time you enter a Receiver address, select the ☐ **Add To Address Book** box at the bottom of the Receiver information. For future shipments, you can simply click the  icon next to the Customer Code field to select the associated address from the Address Book.

3. Enter the shipment information. Select the Service, Shipment and Packaging Type, and the Weight and Dimensions.

The screenshot shows the Purolator E-Ship Server interface with the 'Shipment' section active. The 'Receiver' section is on the left, and the 'Shipment' section is on the right. The 'Shipment' section includes fields for Ship Via, Carrier, Service, Delivery Date / Time, Package Reference, Shipment Type, Piece Weight, Packaging Type, Dimensions (LxWxH), and Package Note. There are also buttons for 'Options', 'Clear', and 'Add'. At the bottom, there are buttons for 'Cancel', 'Rate', and 'Ship'.

**TIP:** Ensure your package meets Purolator package acceptance guidelines. **Guidelines** for size, packaging and labels are available at **purolator.com**.

4. Click the **Add** button to commit the package to the Shipment Table.

Online Shipping | purolator.com

### > Purolator E-Ship® Server (ESS)

Getting Started

Set or Change Default Preferences

**Create a Shipment**

Track a Shipment

Cancel a Shipment

Order Supplies

Invoice and Payment Options

Additional Contact Information

- Under the *LabelNow* button, select the Options button. In the pop-up window, select the *Dangerous Goods* drop-down menu to select from one of the below categories of Dangerous Goods:
  - Limited Quantity (ground only)
  - <500 kg (ground only)
  - Fully Regulated
  - UN1845 – Dry Ice
  - UN3373 – Biological Substance

**NOTE:** Please ensure that you are in compliance with all regulatory requirements as described in the Transportation of Dangerous Goods Regulations (TDGR) and the International Civil Aviation Organization Technical Instructions (ICAO TI) as applicable.

**NOTE:** If the dangerous goods field is not available, then no dangerous goods service is provided to the destination and/or using the service requested.

- Once complete, click the Done button to complete the form.
- Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the Clear button and recreate the shipment.
- Once you have added all the pieces to the Shipment Table, click the Ship button to generate a Parcel Identification Number (PIN) and a shipping label.

Online Shipping | purolator.com

## > Purolator E-Ship® Server (ESS)

Getting Started

Set or Change Default Preferences

**Create a Shipment**

Track a Shipment

Cancel a Shipment

Order Supplies

Invoice and Payment Options

Additional Contact Information

## Track a Shipment

There are four methods to track shipments: by Status, by PIN, by Reference and by User.

### To track by Status:

1. From the Track drop-down menu, select *Status*.

2. The shipments matching the search criteria will be displayed in the Search Results field. Shipments with a status of "Shipped" will activate four buttons when selected: **Void**, **Print**, **Label** and **Track**. Click the **Track** button to track the shipment.

### To track by PIN:

1. From the Track drop-down menu, select *By PIN*.

2. From the Carrier drop-down menu, select *Purolator* and enter the desired Purolator PIN(s) in the Enter Tracking Numbers field.

3. Click the **Track** button.

**TIP:** You can enter up to 25 separate Purolator PINs to track multiple shipments at once.

**Purolator E-Ship Server** Location: Purolator Inc. Ship Date: 12/18/2014 Home Quick Pickup Log out  
Logged in as: [user]

Ship Track My Profile System Help

Find a Shipment **Status** Need Help?

Tracking: By Status  
Carrier: Purolator Inc.  
Location: Purolator Inc.  
Reference Number: [blank]  
Where: [blank]

From Date: 12/18/2014  
To Date: 12/18/2014  
Equals: [blank]

Clear Search

Tracking Number	Service	Company Name	City	Postal Code	Ship Date	Status
52001235012	Express	Customer ABC	Mississauga	L5R3T8	2014-12-18	Shipped

**Purolator E-Ship Server** Location: Purolator Inc. Ship Date: 12/18/2014 Home Quick Pickup Log out  
Logged in as: [user]

Ship Track My Profile System Help

Find a Shipment **By PIN** Need Help?

Tracking: By PIN  
Carrier: Purolator Inc.  
Location: Purolator Inc.  
Reference Number: [blank]  
Where: [blank]

From Date: 12/18/2014  
To Date: 12/18/2014  
Equals: [blank]

Clear Search

Tracking Number	Service	Company Name	City	Postal Code	Ship Date	Status
52001235012	Express	Customer ABC	Mississauga	L5R3T8	2014-12-18	Shipped

**Purolator E-Ship Server** Location: Purolator Inc. Ship Date: 12/18/2014 Home Quick Pickup Log out  
Logged in as: [user]

Ship Track My Profile System Help

Find a Shipment **By Reference** Need Help?

Tracking: By Reference  
Carrier: Purolator Inc.  
Location: Purolator Inc.  
Reference Number: [blank]  
Where: [blank]

From Date: 12/18/2014  
To Date: 12/18/2014  
Equals: [blank]

Clear Search

Tracking Number	Service	Company Name	City	Postal Code	Ship Date	Status
52001235012	Express	Customer ABC	Mississauga	L5R3T8	2014-12-18	Shipped

**Purolator E-Ship Server** Location: Purolator Inc. Ship Date: 12/18/2014 Home Quick Pickup Log out  
Logged in as: [user]

Ship Track My Profile System Help

Find a Shipment **By User** Need Help?

Tracking: By User  
Carrier: Purolator Inc.  
Location: Purolator Inc.  
Reference Number: [blank]  
Where: [blank]

From Date: 12/18/2014  
To Date: 12/18/2014  
Equals: [blank]

Clear Search

Tracking Number	Service	Company Name	City	Postal Code	Ship Date	Status
52001235012	Express	Customer ABC	Mississauga	L5R3T8	2014-12-18	Shipped

Online Shipping | purolator.com

### > Purolator E-Ship® Server (ESS)

Getting Started

Set or Change Default Preferences

Create a Shipment

**Track a Shipment**


Cancel a Shipment

Order Supplies





Invoice and Payment Options

Additional Contact Information

## To track by Reference:

1. From the Track drop-down menu, select *By Reference*.
2. From the Carrier drop-down menu, select *Purolator* and enter the Reference Number.
3. Click the  button.

## To track by User:

1. From the Track drop-down menu, select *By User*.
2. Select the Carrier and enter the Current User Name and up to 25 User Names.
3. The shipments matching the search criteria will be displayed in the Search Results field. Shipments with a status of "Shipped" will activate three buttons when selected: ,  and . Click the  button to track the shipment.



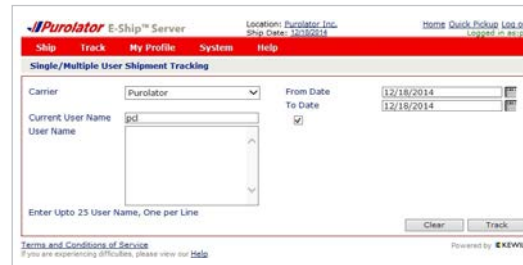
The screenshot shows the Purolator E-Ship Server interface. The 'Track' dropdown menu is open, and 'By Reference' is selected. The 'Carrier' dropdown menu is set to 'Purolator'. The 'Reference Number' field is empty. The 'Track' button is visible at the bottom right.



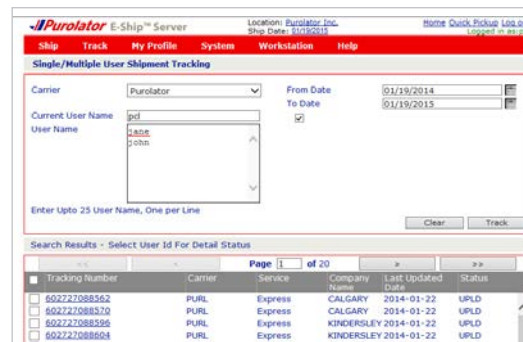
The screenshot shows the Purolator E-Ship Server interface. The 'Track' dropdown menu is open, and 'By Reference' is selected. The 'Carrier' dropdown menu is set to 'Purolator'. The 'Reference Number' field is filled with '123456789'. The 'Track' button is visible at the bottom right.



The screenshot shows the Purolator E-Ship Server interface. The 'Track' dropdown menu is open, and 'By User' is selected. The 'Carrier' dropdown menu is set to 'Purolator'. The 'Current User Name' field is empty. The 'Track' button is visible at the bottom right.



The screenshot shows the Purolator E-Ship Server interface. The 'Track' dropdown menu is open, and 'By User' is selected. The 'Carrier' dropdown menu is set to 'Purolator'. The 'Current User Name' field is filled with 'jpd'. The 'Track' button is visible at the bottom right.



The screenshot shows the Purolator E-Ship Server interface. The 'Track' dropdown menu is open, and 'By User' is selected. The 'Carrier' dropdown menu is set to 'Purolator'. The 'Current User Name' field is filled with 'jpd'. The 'Search Results' field displays a list of shipments with columns for Tracking Number, Carrier, Service, Company Name, Last Updated, and Status.

Tracking Number	Carrier	Service	Company Name	Last Updated	Status
602722088562	PURL	Express	CALGARY	2014-01-22	UPLD
602722088570	PURL	Express	CALGARY	2014-01-22	UPLD
602722088596	PURL	Express	KINDERSLEY	2014-01-22	UPLD
602722088604	PURL	Express	KINDERSLEY	2014-01-22	UPLD

Online Shipping | purolator.com

### > Purolator E-Ship® Server (ESS)

Getting Started  
Set or Change Default Preferences  
Create a Shipment  
**Track a Shipment**  
Cancel a Shipment  
Order Supplies

Invoice and Payment Options

Additional Contact Information

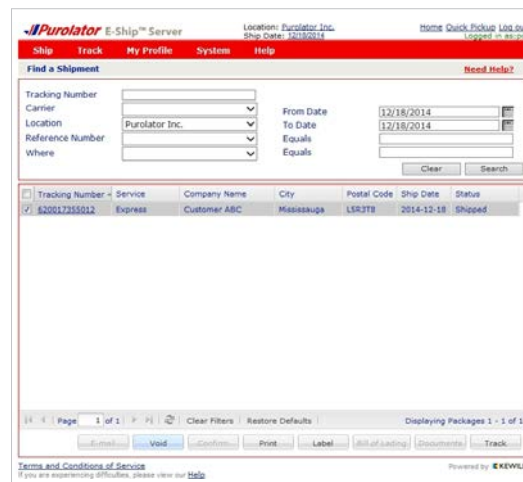
## Cancel a Shipment

1. From the Track drop-down menu, select *Status*.

2. Enter your search criteria and click the  button.

3. From the results, select the box next to the shipment to be cancelled, and click the  button.

**TIP:** Shipments with a status of "UPLD" (upload) cannot be cancelled. Once you receive your invoice, contact Billing & Invoicing at 1 866 313-4357 for assistance in cancelling a shipment.



Online Shipping | purolator.com

### > Purolator E-Ship® Server (ESS)

Getting Started  
Set or Change Default Preferences

Create a Shipment

Track a Shipment

**Cancel a Shipment**

Order Supplies

Invoice and Payment Options

Additional Contact Information

## Order Supplies

Using Purolator's shipping supplies ensures you're always meeting **packaging guidelines**.

To order labels, contact us at 1 800 459-5599 or [eshipserversupport@purolator.com](mailto:eshipserversupport@purolator.com).

Online Shipping | [purolator.com](https://purolator.com)

### > **Purolator E-Ship® Server (ESS)**

Getting Started

Set or Change Default Preferences

Create a Shipment

Track a Shipment

Cancel a Shipment

#### **Order Supplies**

Invoice and Payment Options

Additional Contact Information

# Invoice and Payment Options

Purolator invoices are sent on a weekly basis. Payment terms are 14 calendar days from the invoice date. Your Purolator invoice contains the following sections:

1. Your Summary of Shipments – An overview of shipping activity during the billing period.

2. Your Invoice Details page(s) – A detailed listing of each individual shipment.

3. Your Remittance page – An itemized listing of all charges with a remittance stub.

Page 1 of 3

**Purolator**

Invoice date: MM/DD/YY  
Account number: 1234567  
Invoice number: 123456789

CUSTOMER NAME  
ATTN: CUSTOMER CONTACT  
CUSTOMER STREET ADDRESS  
CUSTOMER CITY, PROVINCE, POSTAL CODE

**Summary of your charges**  
Total amount of this invoice: \$65.68  
Your payment is due by: MM/DD/YY

**Summary of shipments charged to your account**  
Shipments you sent: 3 \$52.60  
Shipments you received (sent to you collect): 0 \$0.00  
3rd party shipments: 0 \$0.00

Fuel Surcharge: \$8.15  
Subtotal: \$60.75  
Total GST: \$1.86  
Total HST (next page for details): \$3.07

Purolator Same Day offers urgent pickup and delivery as fast as 30 minutes, available 24 hours a day, 7 days a week, 365 days a year. Certain conditions apply. Visit purolator.com/sameday or call 1 888 313-4367.

**Contact Us**  
Billing and invoice inquiries: Live Chat at purolator.com, ontario.team@purolator.com, 1 888 313-4367  
General inquiries and tracking: Live Chat or E-mail at purolator.com, 1 888 313-4367

Visit purolator.com for the current Fuel Surcharge info. GST/HST registration number: 104163047R0001. GST registration number: 1000414621 700001.

The Cube factor changed to 10.4 is per cubic foot for shipments that do not travel via Purolator's air network. Visit purolator.com to download our Rate and Zone Guides and Terms and Conditions of Service.

Page 3 of 3

**Purolator**

Invoice date: MM/DD/YY  
Account number: 1234567  
Invoice number: 123456789

**Your invoice details**

Date shipped	Package identification number	Order placed through	Shipped from	Shipped to	# of pieces	Billable weight	Service	Total charges
MM/DD/YY	PK NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY, PROV RECEIVER POSTAL CODE	1	1.50 LB declared weight	Ex Fuel Surcharge GST	\$1.76 2.25 \$40.35
PK NUMBER	SYSTEM USED		SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY, PROV RECEIVER POSTAL CODE	1	1.0 declared weight, 1.0 LB	Ex Fuel Surcharge HST	\$2.47 2.17 \$9.71
MM/DD/YY	PK NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY, PROV RECEIVER POSTAL CODE	1	1.0 declared weight, 1.0 LB	Ex Fuel Surcharge GST	\$2.47 2.36 \$18.54

**Purolator**

Account number: 1234567 Amount due: \$65.68  
Invoice number: 123456789 Payment due by: MM/DD/YY

**How to pay your bill**

- By cheque, payable to Purolator Inc., along with this stub.
- By credit card by calling: 1 888 313-4367, Option 1
- Automatically by Electronic Funds Transfer or ECI (EFT) remittance by calling: 1 800 322-4963, Ext 23189

111 X 1234567 123456789 00000000

Purolator Inc.  
P.O. Box 7009  
31 Adelaide Street East  
Toronto, ON M5C 3E2

CUSTOMER NAME  
ATTN: CUSTOMER CONTACT

Online Shipping | purolator.com

Purolator E-Ship® Server (ESS)

> **Invoice and Payment Options**

Additional Contact Information

## How to Pay Your Invoice:

### Online

The Purolator Billing Centre is the fastest, easiest, and greenest way to receive, view and pay your invoices. You also have the option to enrol in the **Automatic Payment Plan**, pay by credit card or electronic funds transfer (EFT). Plus, you avoid a paper invoice fee and help the environment.

1. To register, login or get more information, visit **purolator.com/billing** and click the **Enrol** button.
2. Complete the form, including shipper contact information and account number. Click the **Next** button to complete your automatic payment plan.

### By phone

Department	Phone	Hours (local time)
Credit card payment line	Phone: 1 866 313-4357	Mon–Fri: 8:30 a.m.–7:00 p.m.
Automatic Payment Plan	Phone: 1 800 326-4963, Press 3, then 2.	Mon–Fri: 9:00 a.m.–5:00 p.m.

### By mail

If shipments are billed to your Purolator Account, we accept payments by cheque (including cashier's cheques) and money order. Please send to:

Purolator Inc.  
P.O. Box 4800, Stn Main, Concord, Ontario, L4K 0K1

If you have any questions or require assistance, contact us at 1 866 313-4357 and a Customer Service Representative will be happy to assist you.

Online Shipping | purolator.com

Purolator E-Ship® Server (ESS)

### > Invoice and Payment Options

Additional Contact Information


## Additional Contact Information

Need further assistance? Purolator has you covered.

### Sales Representative and Customer Implementation Specialist

Your Purolator Sales Representative and/or your Customer Implementation Specialist are your dedicated sources of support and are available to help meet your needs.

### Virtual Assistant

For immediate assistance, please use our  Chat option which is located at the top of the page. Our Virtual Assistant is available to you 24/7. If our Virtual Assistant can't resolve your request, it will help direct you to someone who can!

To speak with a representative, please call:

#### Purolator Customer Service

1 888 SHIP-123 (1 888 744-7123)

[custserv@purolator.com](mailto:custserv@purolator.com)

#### Technical Support

1 800 459-5599 (Select option 2 for E-Ship® Online/  
Select option 4 for E-Ship® Server)

[onlineshipping@purolator.com](mailto:onlineshipping@purolator.com)

#### Claims Department

1 800 461-0540

[claims@purolator.com](mailto:claims@purolator.com)

#### Billing & Invoicing

1 866 313-4357

Ontario to British Columbia –

[OntarioARCenter@Purolator.com](mailto:OntarioARCenter@Purolator.com)

Quebec to Newfoundland –

[AR@purolator.com](mailto:AR@purolator.com)

#### Central Supplies

1 888 744-7123

[CSDMontreal@purolator.com](mailto:CSDMontreal@purolator.com)

Online Shipping | [purolator.com](http://purolator.com)

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

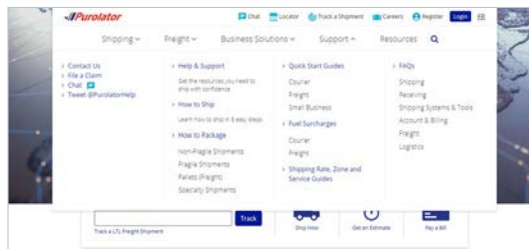
> **Additional Contact Information**

[File a Claim](#)

## File a Claim

If a shipment is missing or damaged or if specific pieces are lost due to a damaged shipment, you can file a claim by following these steps:

1. Go to **purolator.com**, and from the Support drop-down menu, select **File a Claim**.



Online Shipping | purolator.com

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

> **Additional Contact Information**  
**File a Claim**

2. Complete the form, including the claimant, shipper and Receiver information. Click the **Next** button to submit your claim.

3. Your claim information will be reviewed and a Claims Specialist will contact you within 24 hours to discuss the required supporting documentation and expected timelines. Please retain all damaged goods and packaging until the claim is finalized. If you require assistance, please call 1 800 461-0540 and someone will be pleased to help.

**NOTE:** All claims will be evaluated pursuant to the Purolator Terms and Conditions of Service

**TIP:** Need additional help? Visit **purolator.com** and click on Support in top menu. In the drop-down menu, you can read FAQs, contact us, file a claim and more.

The screenshot shows the 'File a Claim' form on the Purolator website. The form is titled 'File a Claim' and includes a progress bar with three steps: 1. Claim Information, 2. File Details, and 3. Complete. The form is divided into sections: Claim Information (Reason for Claim, Claim Amount, Tracking Number, Brief Description of Claim), Claimant Information (Account Number, Company, First/Last Name, Phone, Email), Claimant Address (Country, Postal Code, City, Province, Street Number, Suffix, Street Name, Street Type, Direction, Suite/App, Floor), Shipper Information (First/Last Name, Phone, Email, Company, Country, Postal Code, City, Province, Street Number, Suffix, Street Name, Street Type, Direction, Suite/App, Floor), and Receiver Information (First/Last Name, Phone, Email, Company, Country, Postal Code, City, Province, Street Number, Suffix, Street Name, Street Type, Direction, Suite/App, Floor). A 'Next' button is located at the bottom right of the form.

Online Shipping | [purolator.com](https://purolator.com)

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

> **Additional Contact Information**  
**File a Claim**



Learn more about how Purolator can meet  
your business needs at **purolator.com**.

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

