
Quick Start Guide



Purolator
Promises delivered®

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.

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

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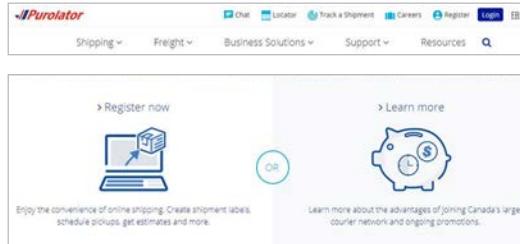
With Purolator online shipping (E-Ship® Online), you can quickly perform important shipping functions. Through **purolator.com**, easily create outbound and return shipments, schedule pickups, estimate time and cost, order shipping supplies, schedule freight shipments, and more.

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.

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

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.

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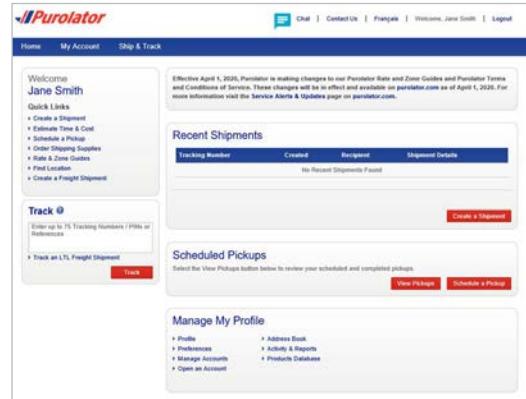
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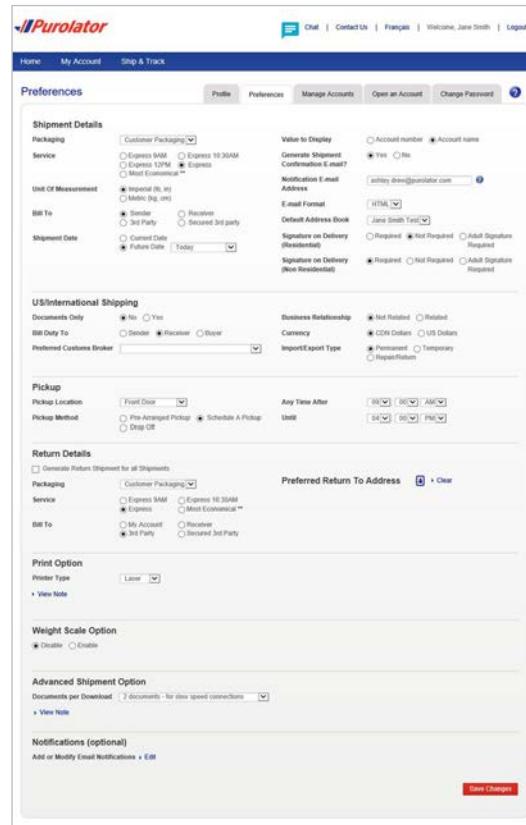
1. From the dashboard area, under Manage My Profile, select *Preferences*. Or, select your preferences from the My Account drop-down menu.



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.



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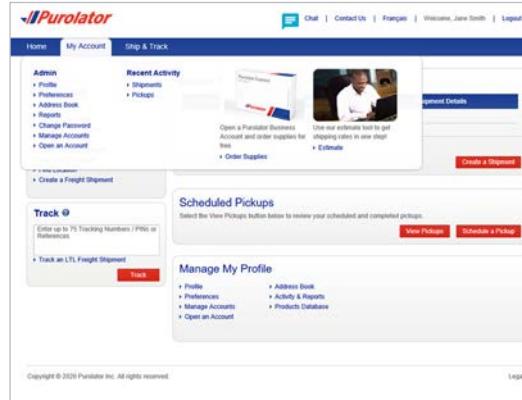
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1. From the dashboard area, under My Account, select *Address Book* to create groups for batch shipping.



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.

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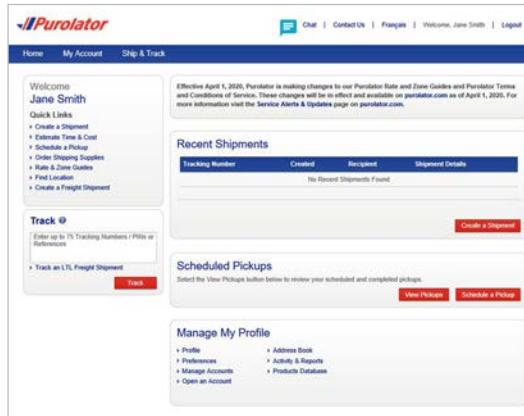
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Estimate Time & Cost

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.

A modal window titled 'Estimate Time & Cost'. It contains fields for 'Account' (set to 'Jane Smith'), 'From' (set to 'A1A1A1'), 'To' (set to 'Canada'), 'Postal Code' (empty), 'Date' (set to '2020-04-01'), 'Packaging' (set to 'Customer Packaging' with a checked checkbox), 'Pieces' (set to '1'), 'Total Weight' (set to '1 lb'), and 'Declared Value' (empty). There is also a 'Add Dimensions' button and an 'Estimate' button.

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.

A modal window titled 'Estimate Time & Cost' showing delivery details. It lists 'From' (A1A1A1), 'To' (GRAND FALLS-WINNIPEG, MB), 'Date' (Thursday, March 12, 2020), and 'Delivery by' (Purolator Express Envelope, 12PM). It also shows 'Estimated Cost' (\$24.32). Below this, there is a table for 'Selected Options' with rows for 'Delivery Service' (Purolator Express Envelope, 12PM), 'Base Cost' (\$17.84), 'Fuel Surcharge' (\$2.74), 'Residential Area' (\$3.46), and 'GST/HST' (\$3.56). The total cost is \$27.42. The bottom of the window includes a note about service guarantees and buttons for 'Ship' and 'Find Location'.

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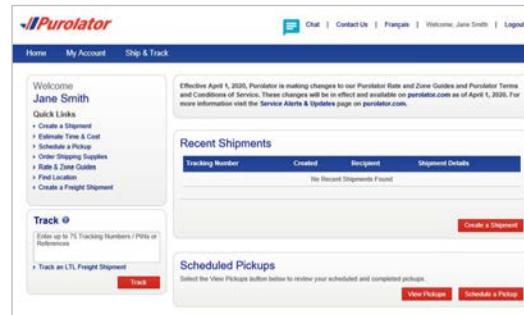
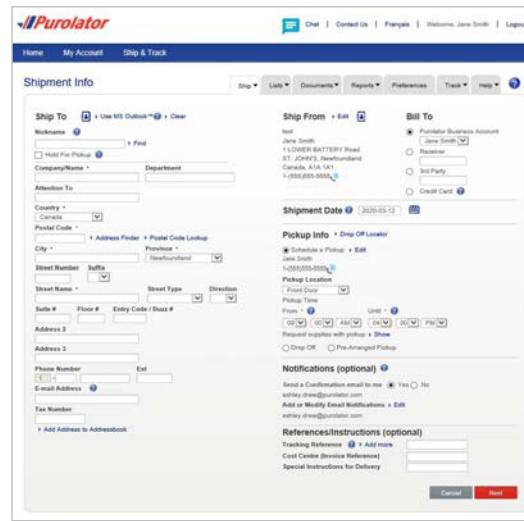
1. Select *Create a Shipment* from the Ship & Track drop-down menu or from the Quick Links on the Home screen.

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 home page. At the top, there are links for Chat, Contact Us, Français, Welcome, Jane Smith, and Logout. Below that is a "Recent Shipments" section with a table for tracking numbers, creation date, recipient, and shipment details. There are buttons for "Create a Shipment" and "Track". Below this is a "Scheduled Pickups" section with a table for "View Pickup" and "Schedule a Pickup". On the left, there are "Quick Links" including Create a Shipment, Estimate Time & Cost, Schedule a Pickup, Order Shipping Supplies, Rate & Zone Codes, Find Location, and Create a Freight Shipment. There is also a "Track" section for entering tracking numbers.The screenshot shows the "Shipment Info" page. It has tabs for Ship, Lists, Documents, Reports, Preferences, Track, Help, and a search bar. The "Ship To" section includes fields for Nickname, Hold For Pickup, Company Name, Department, Attention To, Country, Postal Code, Street Number, Street Name, Street Type, Suite #, Floor #, Entry Code / Buzz #, Address 2, Address 3, Phone Number, Email Address, and Tax Number. The "Ship From" section shows the address: 13100 100th Street NW, Edmonton, Alberta, T5J 1A1. The "Bill To" section includes fields for Business Account, Recipient, 3rd Party, and Credit Card. The "Shipment Date" is set to 2020-05-12. The "Pickup Info" section includes fields for Schedule a Pickup, Pick Up Date, From, Unit, and Required supplies with pickup. The "Notifications (optional)" section includes checkboxes for sending a confirmation email and modifying email notifications. The "References/Instructions (optional)" section includes fields for Tracking Reference, Cost Center, and Special Instructions for Delivery. At the bottom are "Cancel" and "Next" buttons.

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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.

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.

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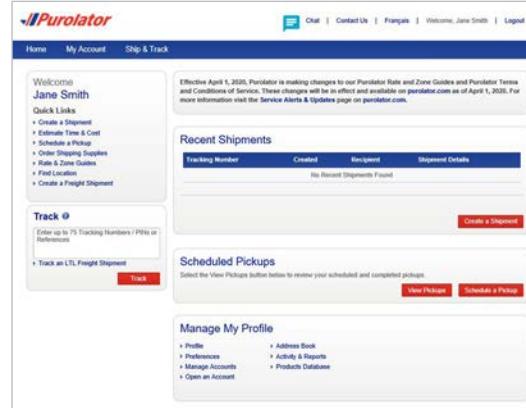
5. Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the [Cancel Shipment](#) button and recreate the shipment.

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.

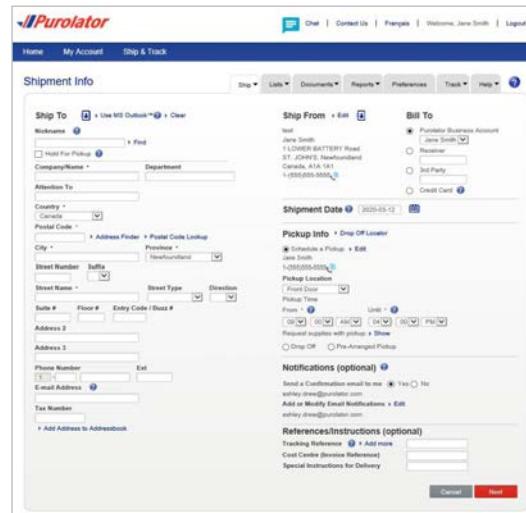
Shipping dangerous goods

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



The screenshot shows the Purolator website home page. At the top, there are links for Chat, Contact Us, Français, Welcome, Jane Smith, and Logout. Below this is a banner about rate changes. The main menu includes 'Ship & Track' which is highlighted in blue. Other options in the 'Quick Links' menu are 'Create a Shipment', 'Estimate Time & Cost', 'Schedule a Pickup', 'Order Shipping Supplies', 'Purolator Zone Guides', 'Find Locations', and 'Create a Freight Shipment'. Below the menu are sections for 'Recent Shipments', 'Scheduled Pickups', and 'Manage My Profile'.

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  button.



The screenshot shows the 'Create a Shipment' form. The 'Ship & Track' tab is selected. The form fields include 'Ship To' (Nickname: Test, Company/Name: Department, Attention To: Canada, Postal Code: N1A 1A1), 'Ship From' (Nickname: Test, Name: Jane Smith, Address: 123456 BATTERY Road, ST. JOHNS, Newfoundland, Canada, A1A 1A1, Phone: 1-888-888-8888), 'Bill To' (Purchaser Business Account: Jane Smith, Receiver, 3rd Party, Credit Card), 'Shipment Date' (2020-03-12), 'Pickup Info' (Drop Off Location: 1-888-888-8888, Pickup Location: Test, Pickup Time: From 09:00 AM to 04:00 PM, Request supplies with pickup: Show, Drop Off: Pre-arranged Pickup), 'Notifications (optional)' (Send a Confirmation email to me: Yes, Add or Modify Email Notifications: Edit), and 'References/Instructions (optional)' (Tracking Reference: Add more, Cost Centre (Service Reference): Edit, Special Instructions for Delivery: Edit). At the bottom are 'Cancel' and 'Next' buttons.

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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

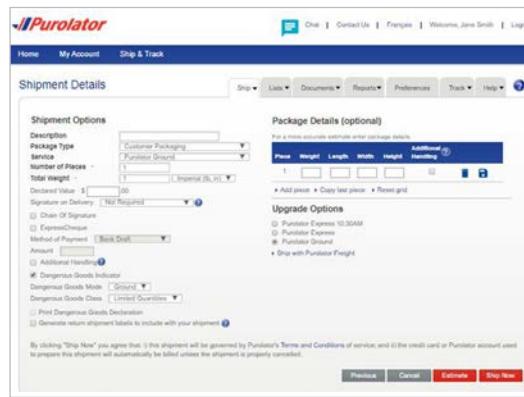
NOTE: Please ensure that you are in compliance with all regulatory requirements as described in the Transportation of Dangerous Goods Regulations (TDGR) and the International Civil Aviation Organization Technical Instructions (ICAO TI) as applicable.

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.



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To generate a return shipment label with your outbound shipment:

- 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.

- 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.

- 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.

This screenshot shows the Purolator Shipment Details screen. The Shipment Options section includes fields for Description, Package Type (Purolator Express), Service (Purolator Express), Number of Pieces (1), Total Weight (0.10 kg), and Delivery Value (\$100). The Upgrade Options section lists Purolator Express Envelope (\$2.00) and Purolator Express Envelope (\$1.00). Other options like Signature on Delivery, Chain of Signature, Express Cheque, Method of Payment (Bank Draft), and Additional Handling are also present. A checkbox for 'Print Dangerous Goods Declaration' is checked. Navigation buttons Previous, Cancel, and Next are at the bottom.

This screenshot shows the Purolator Outbound Return screen. The Return From section lists ABC Company, 1 POLYVINYL Road, Grand Falls-Windsor, Newfoundland, Canada, A2A 3A2. The Return To section lists Bill For Pickup, Jane Smith, 1 LOVISON BATTERY Road, ST. JOHNS, Newfoundland, Canada, A1A 1A1, with a phone number 709-753-8888. The Shipment Options section includes fields for Description (Customer Packaging), Package Type (Customer Packaging), Service (Purolator Express), Number of Labels (1), Weight (0.10 kg), Delivery Value (\$100), Signature on Delivery (Not Required), and Additional Handling. The Bill To section lists Purolator Business Account, 2nd Shift, Receiver, and 3rd Party. The Notifications (optional) section includes fields for Add or Modify Email Notifications and References/Instructions (optional) for Tracking Reference, Co-Opt Certificate (Invoice Reference), and Special Instructions for Delivery. Upgrade options for Purolator Parcel NQ24M and Purolator Express are listed. Navigation buttons Previous, Cancel, Estimate, and Ship Now are at the bottom.

This screenshot shows the Purolator Shipment Confirmation screen. The Confirm Shipment Details section displays the shipment information: To (ABC Company, Grand Falls-Windsor, A2A 3A2), From (Jane Smith, 1 LOVISON BATTERY Road, ST. JOHNS, Newfoundland, Canada, A1A 1A1, 709-753-8888), and Pickup (#0425108, Tuesday, March 17, 2020, 09:00 - 10:00 AM, Jane Smith, Front Door, 1-800-266-4888). The Print Shipping Document section allows users to print shipping documents in PDF or Post Format, with options for Dangerous Goods, Signature on Delivery, and Chain of Signature. The What Would You Like To Do Next? section includes links for Create a Shipment, Order Shipping Services, and Generate a manifest, along with a Sign Off button.

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4. 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:

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

2. 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 to 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.

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

4. Click OK in the pop-up window.

The first screenshot shows a return shipping label with a barcode and tracking information. The second screenshot shows the 'Ship & Track' dashboard with options like 'Create a Return Shipment'. The third and fourth screenshots show the 'Return Info' screen where a recipient's address is entered, and a pop-up window asking to accept a postal code.

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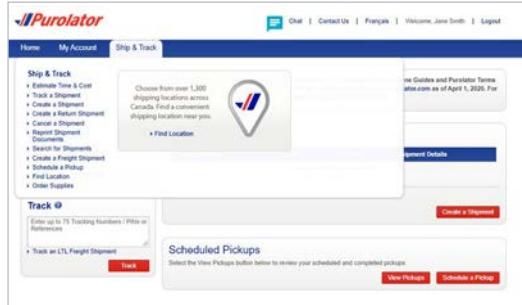
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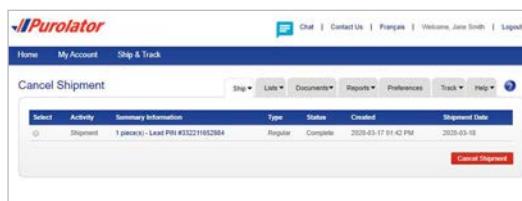
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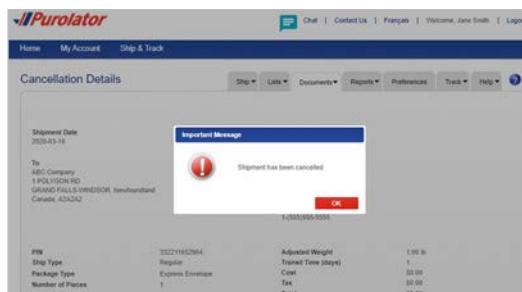
1. From the Ship & Track drop-down menu, select *Cancel a Shipment*.



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.

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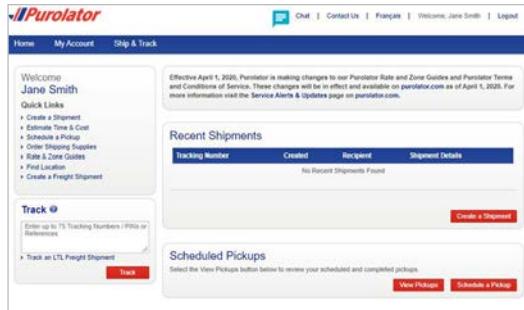
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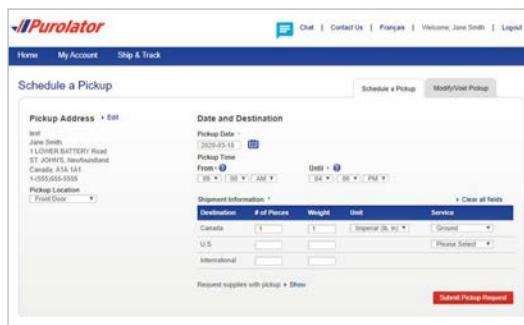
Schedule a Pickup

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



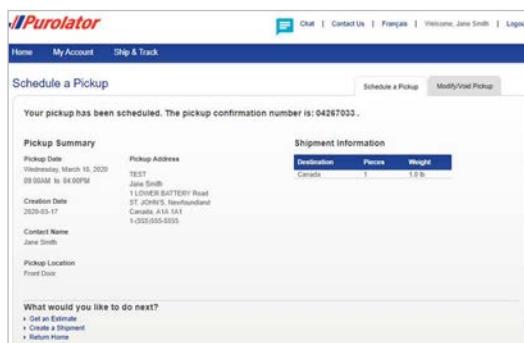
2. Verify that the pickup address is correct, and enter the date and destination and shipment information for your package.

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.



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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.

Shipment: 332147700261

Date	City	Description
Tue, Jan. 28, 2020 - 9:40 p.m.	JOUETTE, PQ	Shipment delivered to LACHANCE IP
Tue, Jan. 28, 2020 - 7:08 a.m.	JOUETTE, PQ	Available for pickup for 5 business days from arrival date at the counter.
Mon, Jan. 27, 2020 - 5:54 p.m.	JOUETTE, PQ	Available for pickup for 5 business days from arrival date at the counter.
Mon, Jan. 27, 2020 - 10:10 a.m.	JOUETTE, PQ	Attempted delivery - receiver unavailable
Mon, Jan. 27, 2020 - 9:25 a.m.	JOUETTE, PQ	On vehicle for delivery
Fri, Jan. 24, 2020 - 9:22 p.m.	MONTRÉAL SORT CTR/CTR TRI, PQ	Arrived at sort facility
Fri, Jan. 24, 2020 - 8:04 p.m.	BOUCHERVILLE, PQ	Picked up by Purolator at SAINT JEAN SUR RICHELIEU, QC
Thu, Jan. 23, 2020 - 8:03 p.m.	Purolator	Shipping label created

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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.

Authentication

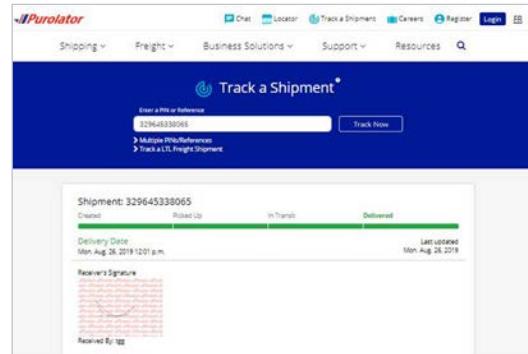
To view additional shipment details, please authenticate your shipment by providing one of the following*:

*Authentication will be applied to all packages in this shipment along with package searches that share the same tracking information.

Purolator Business Account **Submit**

Origin Postal Code **Submit**

Destination Postal Code **Submit**



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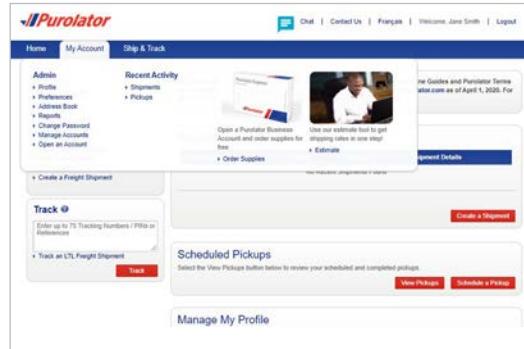
[Purolator E-Ship® Server \(ESS\)](#)

[Invoice and Payment Options](#)

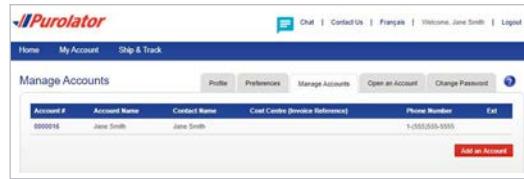
[Additional Contact Information](#)

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

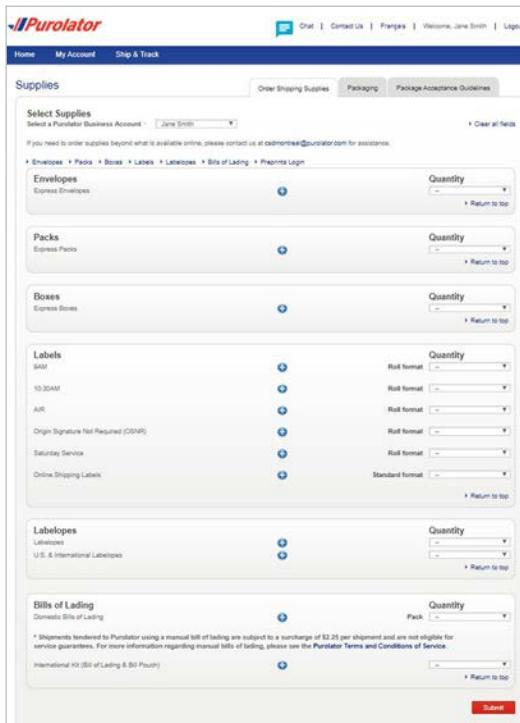
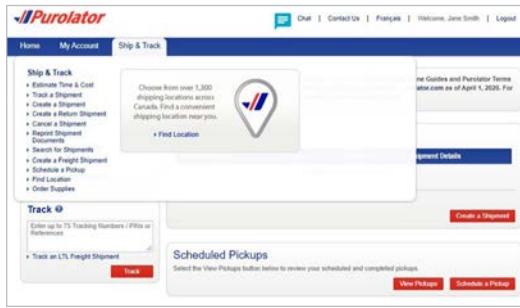
Order Supplies

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.

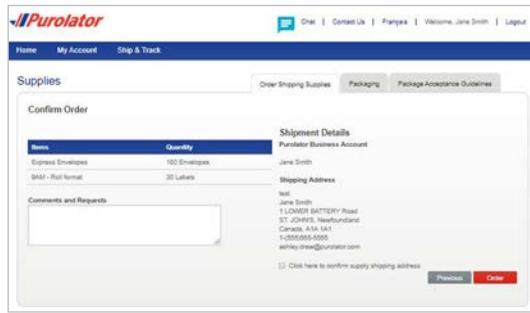


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3. Enter any additional comments or requests, verify order details and click the **Order** button.



The screenshot shows the Purolator Online Shipping interface. At the top, there are links for Chat, Contact Us, Fiançais, Welcome, Jane Smith, and Logout. Below that is a navigation bar with Home, My Account, and Ship & Track. The main content area is titled 'Supplies' and shows a 'Confirm Order' section. It lists 'Items' and 'Quantity': Express Envelopes (100 Envelopes) and SAM - Roll format (30 Labels). To the right, 'Shipment Details' are listed under 'Purolator Business Account' for 'Jane Smith'. The 'Shipping Address' is listed as 'test' with the details: Jane Smith, 1 LOWER BATTERY Road, ST. JOHNS, Newfoundland, Canada, A1C 1A1, 1-855-655-5055, ashley.drew@purolator.com. There is a checkbox labeled 'Click here to confirm supply shipping address'. At the bottom are 'Previous' and 'Order' buttons.

> Online Shipping | purolator.com

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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.

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](#)

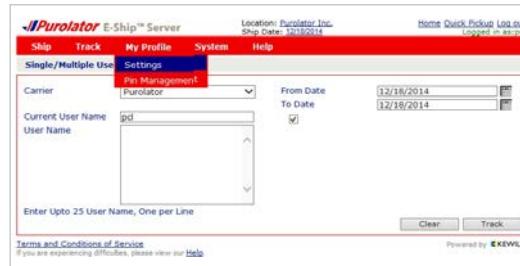
[Invoice and Payment Options](#)

[Additional Contact Information](#)

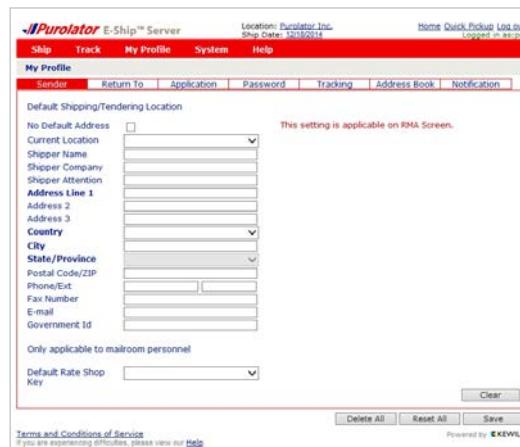
Set or Change Default Preferences

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.

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> Purolator E-Ship® Server (ESS)

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Set or Change Default Preferences

Create a Shipment

Track a Shipment

Cancel a Shipment

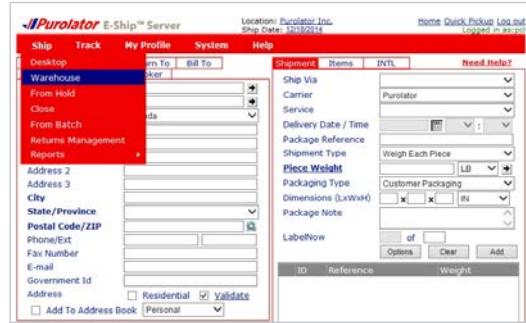
Order Supplies

Invoice and Payment Options

Additional Contact Information

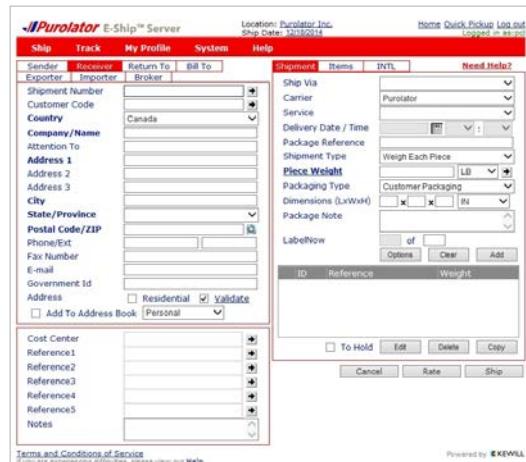
Create a Shipment

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



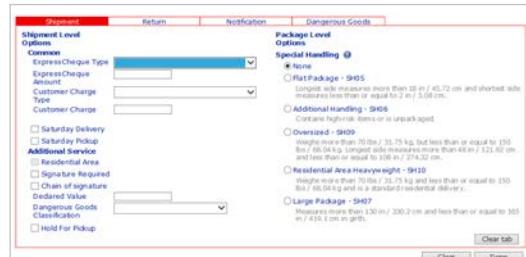
2. The screen is split into two sections: Receiver and Shipment. First, complete the Receiver information. Enter the customer ID code in the Customer Code field and hit the Tab key.

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](#).



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](#)

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

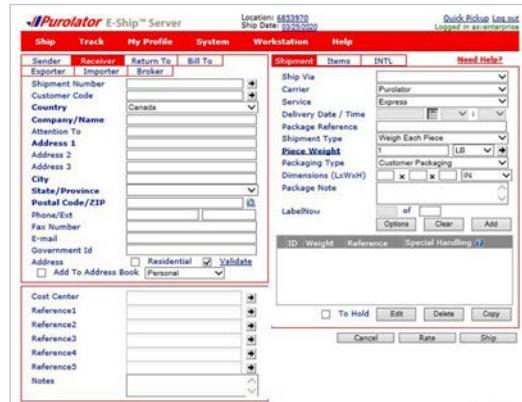
5. Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the **Clear** button and recreate the shipment.

6. 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.

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.

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



The screenshot shows the Purolator E-Ship Server software interface. The main window has tabs for Ship, Track, My Profile, System, Workstation, and Help. The Ship tab is active. The Shipment section contains fields for Sender, Receiver, Return To, Bill To, and various shipping details like Customer Code, Country, Company/Name, Address 1, Address 2, Address 3, City, State/Province, Postal Code/ZIP, Phone/Fax, E-mail, and Government Id. The Items section shows a table with columns for Shipment, Items, and INTL. The INTL tab is selected, showing details for a package, including Shipment Type (Purolator Express), Piece/Weight (1 LB), Packaging Type (Customer Packaging), and Dimensions (LxWxH). The LabelNow section contains buttons for Options, Clear, and Add. The bottom of the window shows a toolbar with buttons for To Hold, Edit, Delete, Copy, Cancel, Rate, and Ship.

Online Shipping | purolator.com

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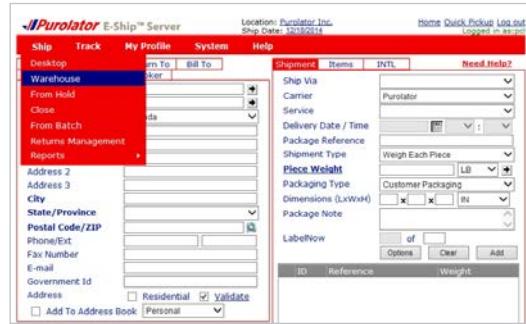
[Order Supplies](#)

[Invoice and Payment Options](#)

[Additional Contact Information](#)

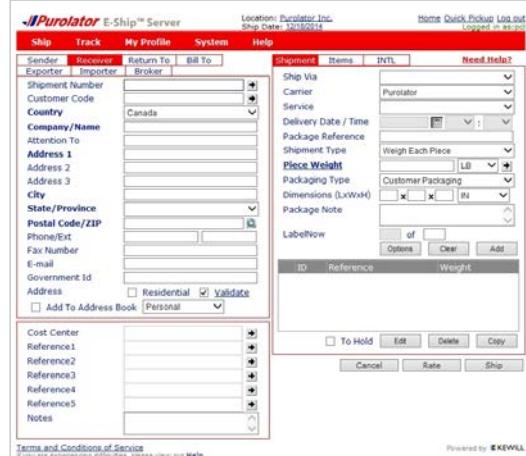
Shipping dangerous goods

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](#).

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

Online Shipping | [purolator.com](#)

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5. 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:

- 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 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.

| JPUrolator E-Ship™ Server | | Location: JPUrolator Inc.

 | Home | Quick Pickup | Log out | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Ship | Track | My Profile

 | System | Help | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| <input style="width: 100px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-right: 5px;" type="text" value="Sender"/> Receiver
<input style="width: 100px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-right: 5px;" type="text" value="Exporter"/> Importer | <input style="width: 100px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-right: 5px;" type="text" value="Return To"/> Broker
<input style="width: 100px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-right: 5px;" type="text" value="Bill To"/> | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Shipments</th> <th style="width: 15%;">Items</th> <th style="width: 15%;">INTL</th> <th colspan="4" style="text-align: right; padding-right: 10px;">Need Help?</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 5px;">Ship Via</td> <td colspan="4" style="text-align: center; padding: 5px;"><input style="width: 150px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-right: 5px;" type="text" value="JPUrolator"/><input style="width: 20px; height: 20px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/></td> <td colspan="2" style="text-align: right; padding: 5px;">▼</td> </tr> <tr> <td style="text-align: center; padding: 5px;">Carrier</td> <td colspan="4" style="text-align: center; padding: 5px;"><input style="width: 150px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-right: 5px;" type="text" value="JPUrolator"/><input style="width: 20px; height: 20px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/></td> <td colspan="2" style="text-align: right; padding: 5px;">▼</td> </tr> <tr> <td style="text-align: center; padding: 5px;">Service</td> <td colspan="4" style="text-align: center; padding: 5px;"><input style="width: 150px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-right: 5px;" type="text" value="JPUrolator"/><input style="width: 20px; height: 20px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/></td> <td colspan="2" style="text-align: right; padding: 5px;">▼</td> </tr> <tr> <td style="text-align: center; padding: 5px;">Delivery Date / Time</td> <td colspan="4" style="text-align: center; padding: 5px;"><input style="width: 150px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-right: 5px;" type="text" value="12/15/2014"/><input style="width: 20px; height: 20px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/></td> <td colspan="2" style="text-align: right; padding: 5px;">▼</td> </tr> <tr> <td style="text-align: center; padding: 5px;">Package Reference</td> <td colspan="4" style="text-align: center; padding: 5px;"><input style="width: 150px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-right: 5px;" type="text" value="JPUrolator"/><input style="width: 20px; height: 20px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/></td> <td colspan="2" style="text-align: right; padding: 5px;">▼</td> </tr> <tr> <td style="text-align: center; padding: 5px;">Shipment Type</td> <td colspan="4" style="text-align: center; padding: 5px;"><input style="width: 150px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-right: 5px;" type="text" value="Customer"/><input style="width: 20px; height: 20px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/></td> <td colspan="2" style="text-align: right; padding: 5px;">▼</td> </tr> <tr> <td style="text-align: center; padding: 5px;">Piece Weight</td> <td colspan="4" style="text-align: center; padding: 5px;"><input style="width: 150px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-right: 5px;" type="text" value="LB"/><input style="width: 20px; height: 20px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/></td> <td colspan="2" style="text-align: right; padding: 5px;">▼</td> </tr> <tr> <td style="text-align: center; padding: 5px;">Packaging Type</td> <td colspan="4" style="text-align: center; padding: 5px;"><input style="width: 150px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-right: 5px;" type="text" value="Customer Packaging"/><input style="width: 20px; height: 20px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/></td> <td colspan="2" style="text-align: right; padding: 5px;">▼</td> </tr> <tr> <td style="text-align: center; padding: 5px;">Dimensions (LxWxH)</td> <td colspan="4" style="text-align: center; padding: 5px;"><input style="width: 150px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-right: 5px;" type="text" value="10x10x10"/><input style="width: 20px; height: 20px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/></td> <td colspan="2" style="text-align: right; padding: 5px;">▼</td> </tr> <tr> <td style="text-align: center; padding: 5px;">Package Note</td> <td colspan="4" style="text-align: center; padding: 5px;"><input style="width: 150px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-right: 5px;" type="text" value="Customer Note"/><input style="width: 20px; height: 20px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/></td> <td colspan="2" style="text-align: right; padding: 5px;">▼</td> </tr> <tr> <td colspan="6" style="text-align: center; padding: 10px;">LabelNow</td> </tr> <tr> <td colspan="6" style="text-align: center; padding: 10px; border-top: 1px solid #ccc;"> <input style="width: 20px; 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| Delivery Date / Time | <input style="width: 150px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-right: 5px;" type="text" value="12/15/2014"/> <input style="width: 20px; height: 20px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/> |

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| Shipment Type | <input style="width: 150px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-right: 5px;" type="text" value="Customer"/> <input style="width: 20px; height: 20px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/> |

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| Packaging Type | <input style="width: 150px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-right: 5px;" type="text" value="Customer Packaging"/> <input style="width: 20px; height: 20px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/> |

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| Dimensions (LxWxH) | <input style="width: 150px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-right: 5px;" type="text" value="10x10x10"/> <input style="width: 20px; height: 20px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/> |

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| Package Note | <input style="width: 150px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-right: 5px;" type="text" value="Customer Note"/> <input style="width: 20px; height: 20px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="▼"/> |

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| <input style="width: 100px; border: 1px solid #ccc; border-radius: 5px; margin-right: 5px;" type="checkbox" value="To Hold"/> <input style="width: 100px; border: 1px solid #ccc; border-radius: 5px; margin-right: 5px;" type="button" value="Edit"/> <input style="width: 100px; border: 1px solid #ccc; border-radius: 5px; margin-right: 5px;" type="button" value="Delete"/> <input style="width: 100px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="Copy"/> | |

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| <input style="width: 100px; border: 1px solid #ccc; border-radius: 5px; margin-right: 5px;" type="button" value="Cancel"/> <input style="width: 100px; border: 1px solid #ccc; border-radius: 5px; margin-right: 5px;" type="button" value="Rate"/> <input style="width: 100px; border: 1px solid #ccc; border-radius: 5px;" type="button" value="Ship"/> | |

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Segment	Return	Notification	Dangerous Goods
Segment Level			
Options			
Common			
Express/Check Type	<input style="width: 150px;" type="button" value="..."/>		
Express/Check	<input style="width: 150px;" type="button" value="..."/>		
Amount	<input style="width: 150px;" type="button" value="..."/>		
Customer Charge Type	<input style="width: 150px;" type="button" value="..."/>		
Customer Charge	<input style="width: 150px;" type="button" value="..."/>		
Customer			
<input type="checkbox"/> Saturday Delivery			
<input type="checkbox"/> Saturday Pickup			
Additional Service			
<input type="checkbox"/> Signature Required			
<input type="checkbox"/> Client Signature			
Desired Value	<input style="width: 150px;" type="button" value="..."/>		
Dangerous Goods Classification	<input style="width: 150px;" type="button" value="..."/>		
<input type="checkbox"/> Hold For Pickup			
<input style="width: 150px;" type="button" value="..."/>			
Package Level Options			
Special Handling			
<input type="radio"/> None			
<input type="radio"/> Large Package - SH05 Longest side measures more than 18 in / 45.72 cm and shortest side measures more than 12 in / 30.48 cm and weight is 5.08 lbs.			
<input type="radio"/> Additional Handling - SH06 Contains high-risk items or is unopened.			
<input type="radio"/> Overweight Weighs more than 70 lbs / 31.73 kg, but less than or equal to 150 lbs / 68.04 kg. Longest side measures more than 48 in / 121.92 cm and shortest side measures more than 12 in / 30.48 cm.			
<input type="radio"/> Residential Area Heavyweight - SH10 Weighs more than 70 lbs / 31.73 kg, but less than or equal to 150 lbs / 68.04 kg. Longest side measures more than 48 in / 121.92 cm and shortest side measures more than 12 in / 30.48 cm.			
<input type="radio"/> Large Package - SH07 Measures more than 150 in / 381.02 cm and less than or equal to 165 in / 419.1 cm or greater.			

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> 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

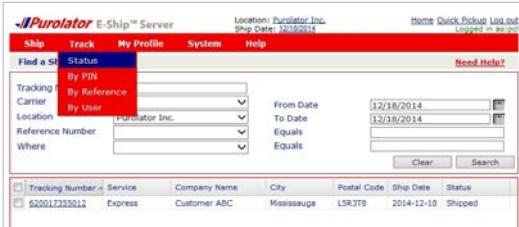
Additional Contact Information

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*.



The screenshot shows the Purolator E-Ship Server interface. The 'Track' dropdown menu is open, and the 'Status' option is highlighted with a red box. Other options in the dropdown are 'By PIN', 'By Reference', and 'By User'. The search form includes fields for 'From Date' (12/18/2014) and 'To Date' (12/18/2014), and dropdowns for 'Carrier' (Purolator Inc.), 'Location' (Purolator Inc.), 'Reference Number', and 'Where'. Below the search form is a table with one row, showing tracking information for a shipment with tracking number 620017355012.

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.



The screenshot shows the Purolator E-Ship Server interface with the 'Status' search criteria selected. A single shipment is listed in the search results table, with the tracking number 620017355012 and status 'Shipped'.

To track by PIN:

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



The screenshot shows the Purolator E-Ship Server interface. The 'Track' dropdown menu is open, and the 'By PIN' option is highlighted with a red box. Other options are 'Status', 'By Reference', and 'By User'. The search form includes fields for 'From Date' (12/18/2014) and 'To Date' (12/18/2014), and dropdowns for 'Carrier' (Purolator Inc.), 'Location' (Purolator Inc.), 'Reference Number', and 'Where'. Below the search form is a table with one row, showing tracking information for a shipment with tracking number 620017355012.

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.



The screenshot shows the 'Single/Multiple Pin Tracking' page of the Purolator E-Ship Server. The 'Carrier' dropdown is set to 'Purolator'. The 'Enter Tracking Numbers' field contains the tracking number '123456789'. Below the form are links for 'Terms and Conditions of Service' and 'Powered by KIWILL'.

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> 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 **Track** 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: **Void**, **Label** and **Track**. Click the **Track** button to track the shipment.

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Cancel a Shipment

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

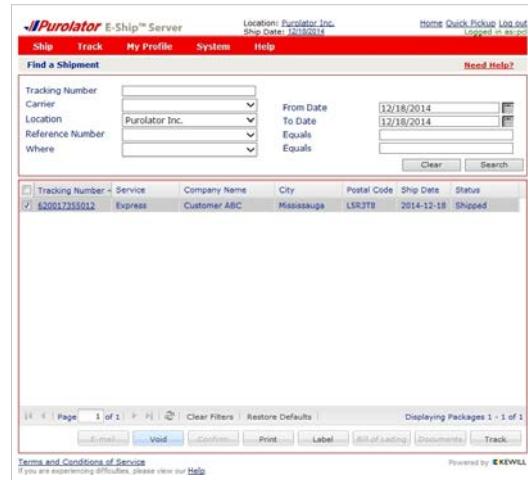


2. Enter your search criteria and click the **Search** button.



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



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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.

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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.

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	\$52.80
Shipments you received (sent to you collect)	0	\$0.00
3rd party shipments	0	\$0.00

Fuel Surcharge

Subtotal	\$8.15
Total GST	\$60.75
Total HST (next page for details)	\$1.88
Total	\$3.07

Total number of shipments 3
Total number of pieces shipped 3

Value added tax (VAT) is not included in the total amount of this invoice. GST/HST registration number: 104116230 RT2001. GST registration number: 1003841482 TQ2001. The CUBE factor charged is 10.4 lbs per cubic foot for shipments that do not travel via Purolator's air network. Visit purolator.com to download our Rate and Zone Quotes and Terms and Conditions of Service.

Contact Us

Billing and invoice inquiries
Live Chat at purolator.com
1 866 313-4357

General inquiries and tracking
Live Chat or E-mail at purolator.com
1 866 SHIP-123

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

Page 3 of 3

Purolator

Your invoice details

Date shipped	Package identification	Order placed date	Shipped to	# of pieces	Billed weight	Service	Total charges
SHIPPER PN NUMBER	SYSTEM USED	SHIPPER NAME	RECEIVER NAME	1	15.00	Reg (adjusted weight)	\$65.68
		SHIPPER ADDRESS	RECEIVER ADDRESS			Fuel Surcharge	2.40
		SHIPPER CITY, PROV	RECEIVER CITY, PROV			GST	0.00
		SHIPPER POSTAL CODE	RECEIVER POSTAL CODE				
		Deemed weight: 15.00					
SHIPPER PN NUMBER	SYSTEM USED	SHIPPER NAME	RECEIVER NAME	1	15.00	Reg	\$65.68
		SHIPPER ADDRESS	RECEIVER ADDRESS			Fuel Surcharge	2.40
		SHIPPER CITY, PROV	RECEIVER CITY, PROV			GST	0.00
		SHIPPER POSTAL CODE	RECEIVER POSTAL CODE				
		Deemed weight: 15.00					
SHIPPER PN NUMBER	SYSTEM USED	SHIPPER NAME	RECEIVER NAME	1	15.00	Reg	\$65.68
		SHIPPER ADDRESS	RECEIVER ADDRESS			Fuel Surcharge	2.40
		SHIPPER CITY, PROV	RECEIVER CITY, PROV			GST	0.00
		SHIPPER POSTAL CODE	RECEIVER POSTAL CODE				
		Deemed weight: 15.00					

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

Page 2 of 3

Purolator

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

How to pay your bill

- By cheque, payable to Purolator Inc., along with this stub
- By telephone, calling 1 866 313-4357, Option 1
- Automatically by Electronic Funds Transfer, arranged by calling 1 800 328-4963, Ext 23100

111 X 1234567 123456789 00000000

PUROLATOR INC.
P.O. BOX 7020
31 ADELAIDE STREET EAST
TORONTO, ON M5C 3E2

CUSTOMER NAME
ATTN: CUSTOMER CONTACT

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Purolator E-Ship® Server (ESS)

> Invoice and Payment Options

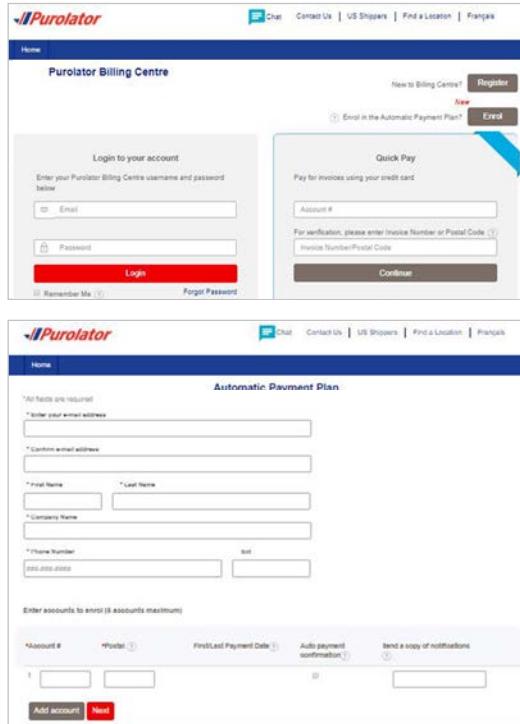
Additional Contact Information

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.

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> 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

Technical Support

1 800 459-5599 (Select option 2 for E-Ship® Online/
Select option 4 for E-Ship® Server)
onlineshipping@purolator.com

Claims Department

1 800 461-0540

claims@purolator.com

Billing & Invoicing

1 866 313-4357

Ontario to British Columbia –

OntarioA/RCenter@Purolator.com

Quebec to Newfoundland –

AR@purolator.com

Central Supplies

1 888 744-7123

CSDMontreal@purolator.com

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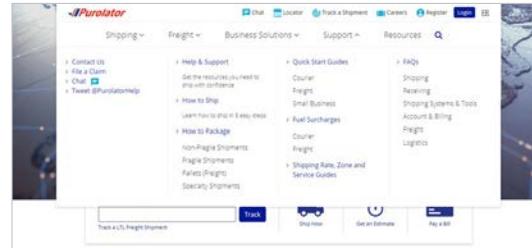
> Additional Contact Information

[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

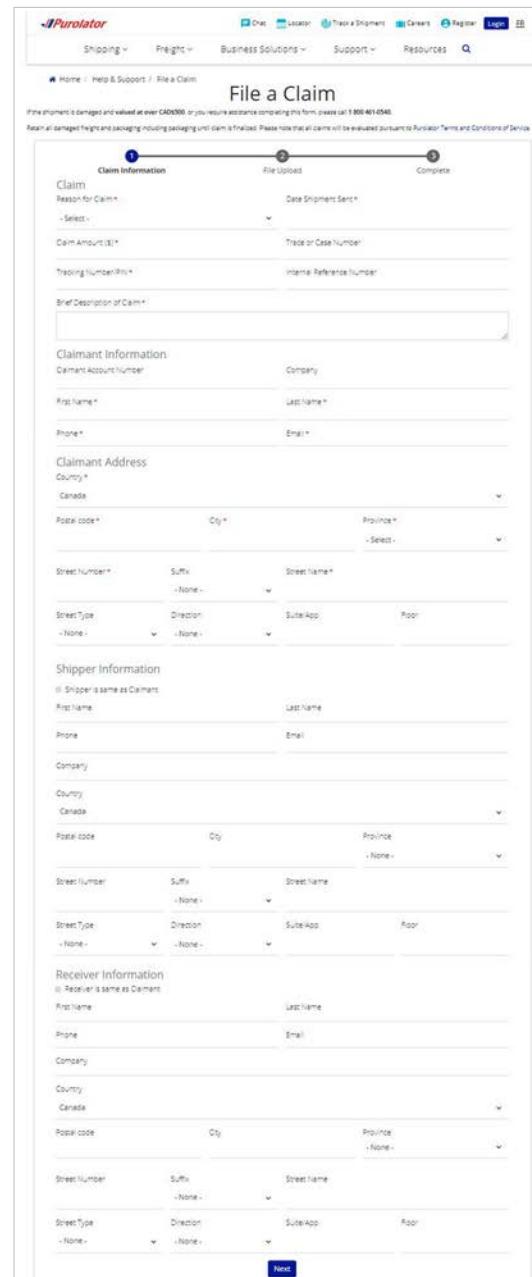
File a Claim

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 image shows the 'File a Claim' form on the Purolator E-Ship® Server (ESS) website. The form is divided into three main sections: Claim Information, Claimant Information, and Shipper Information. Each section contains several input fields for claim details, such as reason for claim, date of shipment, claim amount, tracking number, and contact information for the claimant. The 'Claim Information' section includes a 'File Upload' button. The 'Shipper Information' section includes a 'Receiver Information' sub-section. A 'Next' button is located at the bottom right of the form.

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> 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.

