



SMB

Quick Start Guide



Let's get your business shipping with Purolator!

Thank you for choosing Purolator as your courier partner. For over 50 years, we've delivered Canada's promises—and built one of our country's most extensive transportation networks along the way.

This Purolator Quick Start Guide will show you how to perform important shipping functions—including creating and tracking a shipment, scheduling a pickup and ordering supplies—and will also provide additional contact information should you have questions.

Online Shipping | purolator.com

Invoice and Payment Options

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.

Online Shipping | purolator.com

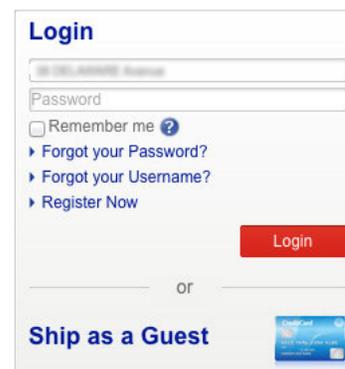
With Purolator online shipping (E-Ship® Online), you can quickly perform important shipping functions. Through **purolator.com**, easily create outbound and return shipments, schedule pickups, estimate time and cost, order shipping supplies and more.

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](#).

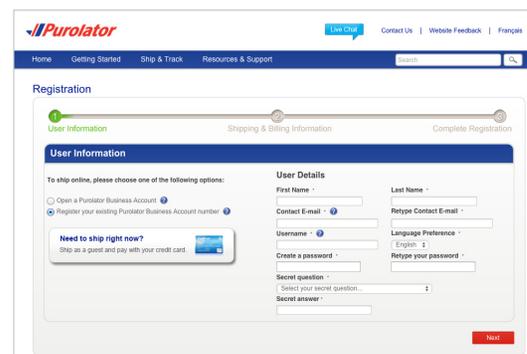
Get Started Now!

Register for Online Shipping

1. Go to **www.purolator.com** and click the Register Now link.



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



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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.

The screenshot shows the 'Registration' page on the Purolator website. The 'Shipping & Billing Information' section is active. It includes fields for:

- Company Name, Department, and Account Number (with a 'Give this account a name' link).
- Contact Name.
- Country (Canada).
- Postal Code.
- City, Province (Ontario), and Suffix.
- Street Name, Street Type, and Direction.
- Suite #, Floor #, Entry Code / Buzz #, and Address 2.
- Address 3.
- Phone Number and Ext.

 There is a checkbox to 'I agree to the Purolator Online Shipping License' and a 'Register' button at the bottom right.

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.

The screenshot shows the 'Registration Successful' page. It displays:

- Welcome message.
- Your username ID.
- Your Purolator Business Account number ID: 000010.
- A note: 'To complete your account request and online shipping registration, please check your e-mail and follow the activation instructions within the next 72 hours.'

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.

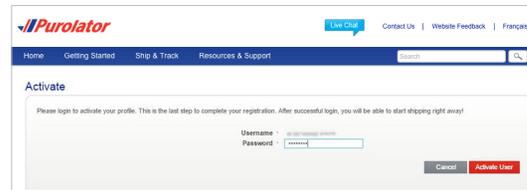
The screenshot shows an email from Purolator. The main text reads:

- 'Thank you for registering with Purolator. You can now enjoy the convenience of online shipping to create and track shipments, schedule pickups, order shipping supplies, and get estimates and transit times using our one-step shipping solution.'
- 'To complete your registration, please login to shipping on the link below.'
- 'Also, completing your registration, you will be able to start shipping right away! Thank you for choosing Purolator Online Shipping. For more information about our online shipping services and how they can benefit you, visit purolator.com.'

 The footer includes copyright information for Purolator Inc. (2015) and the website URL.

- > **Online Shipping | purolator.com**
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5. The email link 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.



Resetting Your Password

If you are unable to access your account due to an expired or forgotten password:

Expired Password

1. Log in using your username and password.
2. If prompted, update your password on the Change Password screen.

Change Password screen

3. The new password must be different from the previous password.

Forgot Password

1. Select Forgot your password on the login page.
2. A temporary password will be emailed to you.
3. Log in and update your password immediately (temporary passwords expire within 24 hours).

NOTE: After five (5) unsuccessful login attempts, your account will be locked. If you need assistance, contact **Purolator Technical Support at 1-800-459-5599.**

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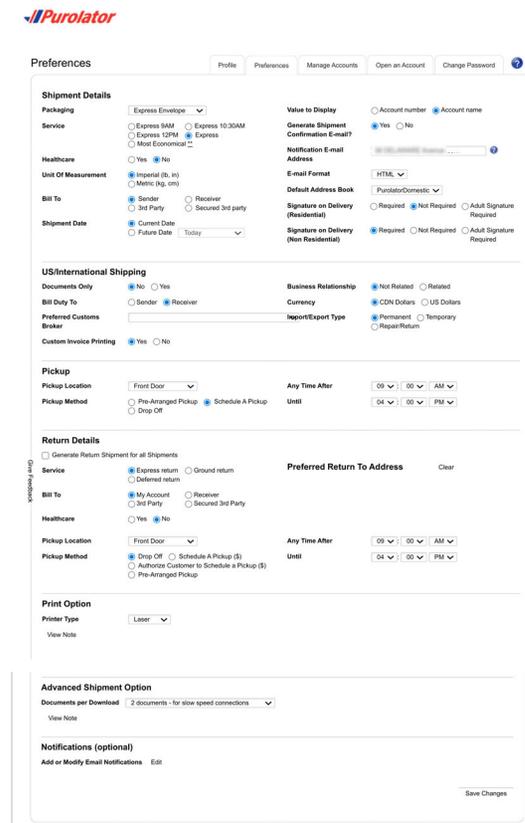
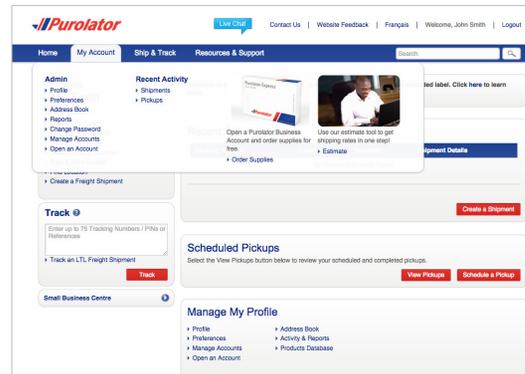
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Set or Change Default Preferences

Enter shipment details to accurately reflect the type of packaging and level of service you need.

1. From the dashboard, under Manage My Profile, select *Preferences*. Or select your preferences from the My Account dropdown 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.



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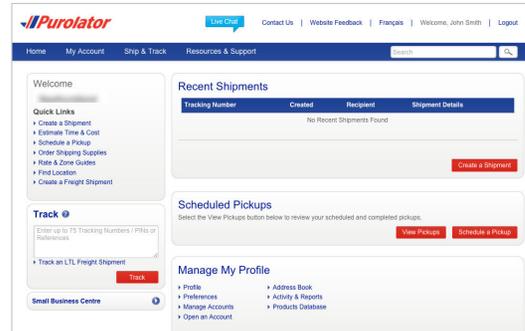
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Estimate Time & Cost

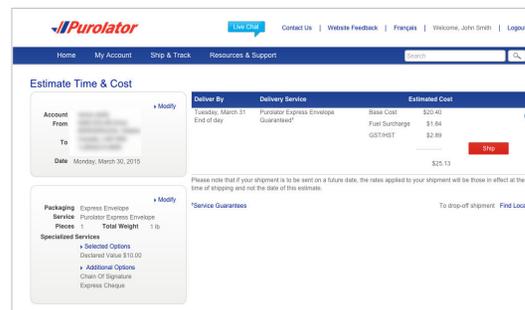
1. Select Estimate *Time & Cost* from the Ship & Track dropdown menu or from the Quick Links on the Home screen.

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

3. Review the estimated delivery date, service type and cost details. Select the desired delivery option. Click the **Ship** button to **Create a Shipment**.



Estimate Time & Cost

A screenshot of the 'Estimate Time & Cost' form. It features several input fields: 'Account' (a dropdown menu set to 'No Account'), 'From' (a 'Postal Code' field with a location icon), 'To' (a 'Canada' dropdown menu with a location icon and a 'Postal Code' field with a search icon), 'Date' (a date picker set to '2026-03-09'), and 'Packaging' (a dropdown menu set to 'Express Envelope' with a help icon). Below these are 'Pieces' (input '1') and 'Total Weight' (input '1' with a unit dropdown set to 'lb'). At the bottom, there is a 'Declared Value' field set to '\$.00' and a red 'Estimate' button.

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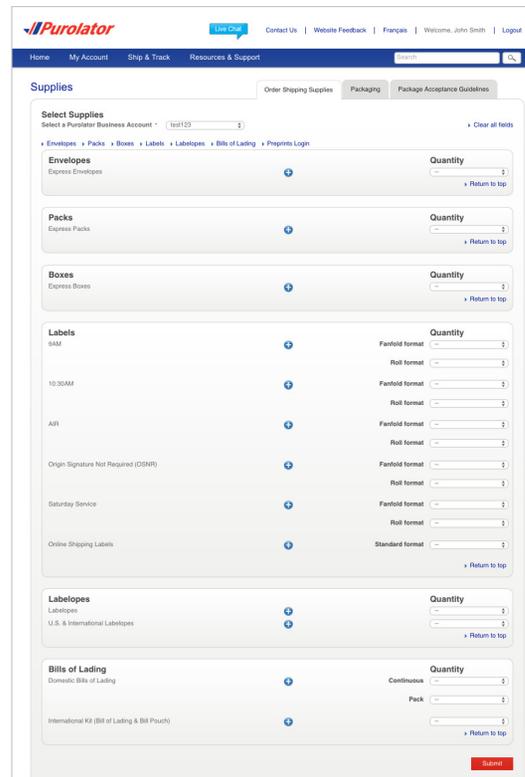
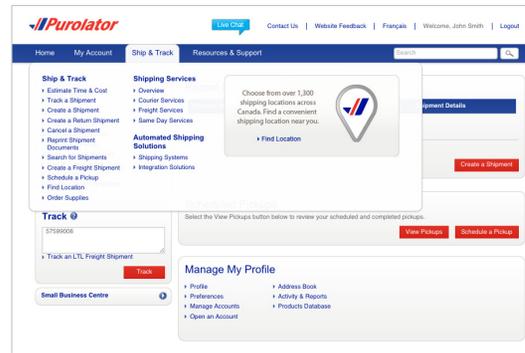
Purolator-branded packaging and supplies are available to you at no charge. Using Purolator's shipping supplies for your shipments ensures you're always meeting **packaging guidelines**.

1. From the Ship & Track dropdown menu, select *Order Supplies*.

2. Using the Quantity dropdown 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.



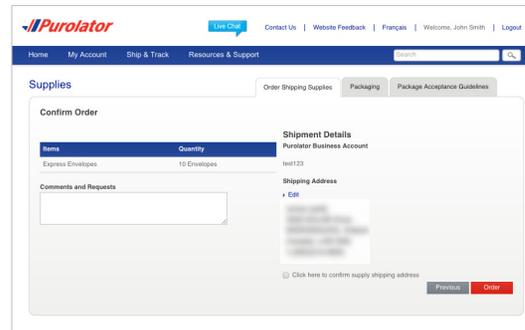
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3. Enter any additional comments or requests, verify order details and click the **Order** button.



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Create a Shipment

1. Select *Create a Shipment* from the Ship & Track dropdown 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: Click the  icons for more detailed definitions or instructions.

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.

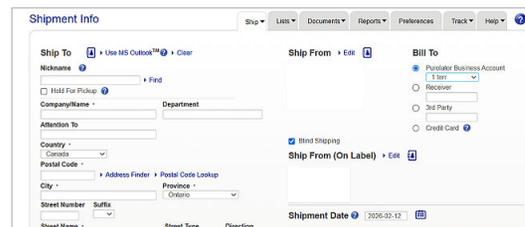
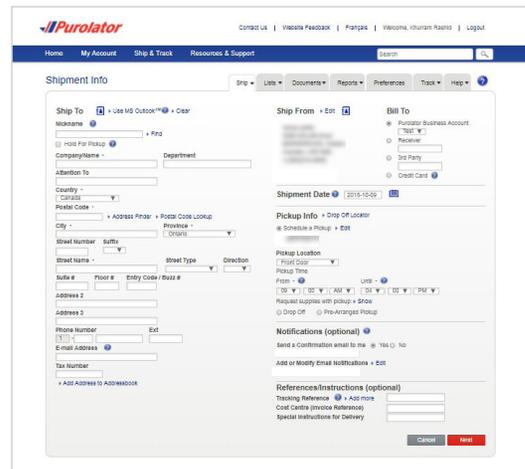
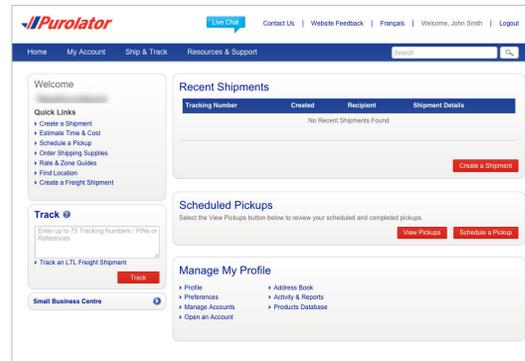
TIP: Use the Proactive Notification feature to notify you and/or your customer when a shipment has been delivered successfully and/or when exceptions occur.

Blind Shipping

Blind Shipping hides the actual shipper address on the label.

1. Select the Blind Shipping checkbox under Ship From.
2. The Ship From (On Label) address will appear on the shipping label instead.

NOTE: Available to approved customers only. Not applicable to Return shipments. Contact your Purolator Sales Representative if unavailable.



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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, 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.

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Create a Return Shipment

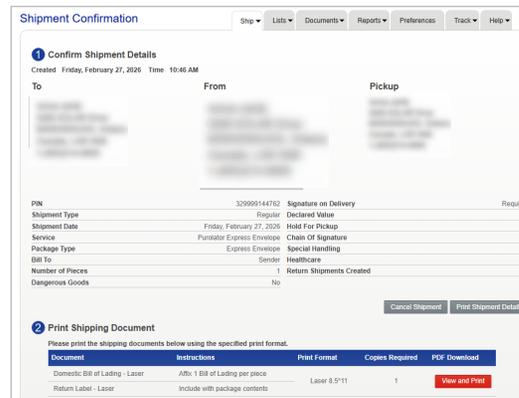
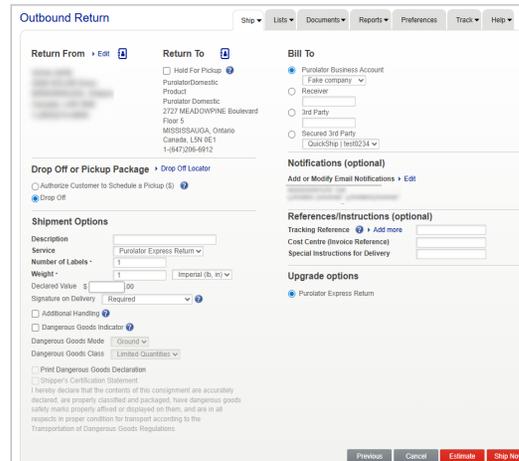
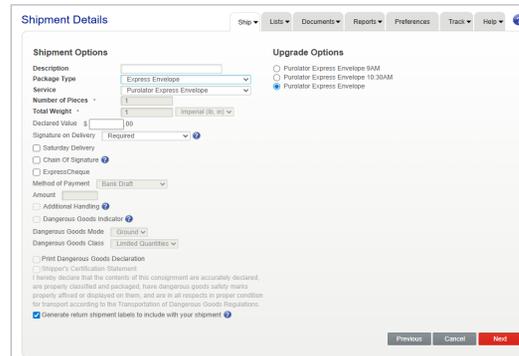
To generate a return shipment label with your outbound shipment:

1. When completing the shipment details from the Create a Shipment for outbound, select the *Generate return shipment labels* to include with your shipment box and click the **Next** button.
2. Enter the outbound return shipment details. Confirm the Return From, Return To, and Bill To addresses.
3. Select the preferred Drop Off or Pickup option for the return shipment.
4. Complete the Shipment Options, Upgrade Options fields, and add any optional Notifications or References/Instructions.
5. Click **Ship Now** to continue.

NOTE: Only addresses marked as Return Address in the Address Book can be selected as the Return To address.

NOTE: Review the shipment details, including the addresses, shipping date, and package details. If you notice any errors, select **Cancel Shipment** and create a new shipment with the correct information.

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



Document	Instructions	Print Format	Copies Required	PDF Download
Domestic Bill of Lading - Laser	Att: 1 Bill of Lading per piece	Laser 8.5*11	1	View and Print
Return Label - Laser	Include with package contents	Laser 8.5*11	1	

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To generate a return shipment label without an outbound shipment (Returns Management):

1. In the drop-down menu in *Ship & Track*, select *Create a Return Shipment*.
2. Add or select the Ship From and Ship To addresses from the Address Book and enter the required Bill To details.

TIP: Enter the recipient's email address in the Recipient Email field to send the return shipping label including QR code to the returnee by email.

NOTE: Only addresses marked as Return Address will be available to select as the Ship To address from the Address Book when creating a return shipment.

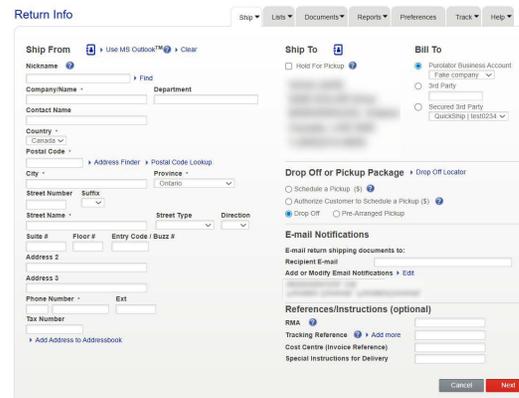
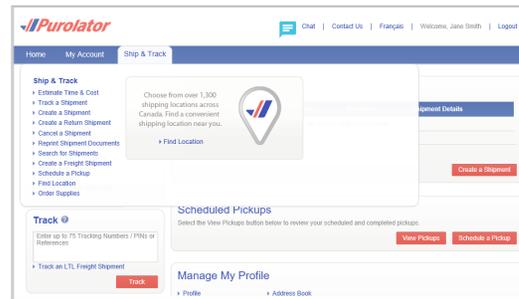
OPTIONAL: Under References/Instructions in the Ship To screen, enter your reference number in the RMA field for easy reconciliation.

3. Select the preferred return method
Drop Off: Choose *Drop Off* as the most convenient option for dropping off the return packages at a Purolator location.

Schedule a Pickup: Select this option to schedule a pickup while creating a returns shipment from the Ship From location. A pickup fee may apply.

Authorize Customer to Schedule a Pickup: Allow the person returning the item to schedule a pickup when ready to ship from their Ship From location using the Purolator chatbot or by contacting Purolator Customer Service. A pickup fee may apply.

Pre-Arranged Pickup: Select this option if the return/ship from location already has regularly scheduled pickups.



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Add to Existing Pickup: Select this option to add the return shipment to a pickup that has already been scheduled for the same day at the same location.

4. Complete the Shipment Options, Package Details, and Upgrade Options fields.
5. Click **Estimate** to view the shipment details, including any additional services or charges.
6. Click **Ship Now** to create the shipment.
7. Click **View and Print** to access and print the return shipping label.



Drop Off or Pickup Package [Drop Off Locator](#)

Schedule a Pickup (\$) ?

test
1-(416)444-5555

Pickup Location
Front Door

Pickup Time
From: 09:00 AM Until: 04:00 PM

Authorize Customer to Schedule a Pickup (\$) ?
 Drop Off Pre-Arranged Pickup
 Add to Existing Pickup

PICKUP #16380955 (Ready Time 10:14) DOM

Return Details

Shipment Options: Purulator Express Return

Package Details (optional):

Upgrade Options: Purulator Express Return

Estimate **Ship Now**

Shipment Cost Estimate

Shipment Details		To	From
Weight(s):	1	City: MISSISSAUGA, Province: Ontario, Country: Canada, Postal Code: L5N 0E1	City: MISSISSAUGA, Province: Ontario, Country: Canada, Postal Code: L5N 0E1

Service/Upgrade Details		Base Cost	
<input type="radio"/> Purulator Ground Return	Estimated Delivery Date: 2025-03-02	\$ 0.00	
<input checked="" type="radio"/> Purulator Express Return	Estimated Delivery Date: 2025-02-27	Return Pickup	\$ 4.65
	Guaranteed!	GST/HST	\$ 0.60

Transit Time: 1 Day **Total Cost: \$ 5.25**

Estimate **Ship Now**

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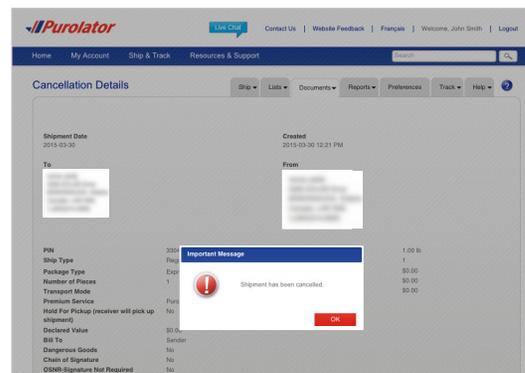
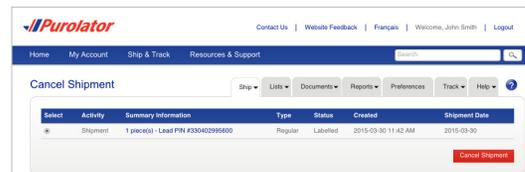
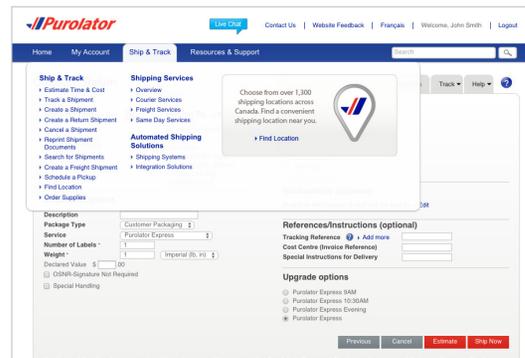
Cancel a Shipment

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.

1. From the Ship & Track dropdown 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.



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Schedule a Pickup

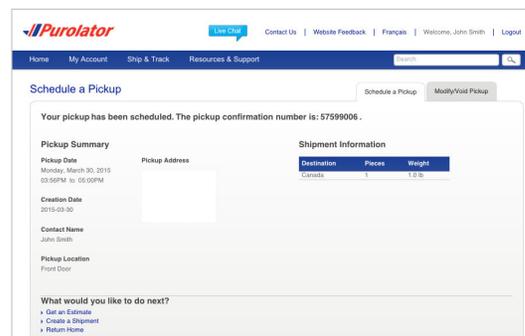
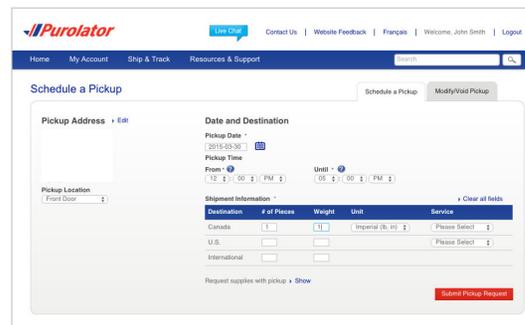
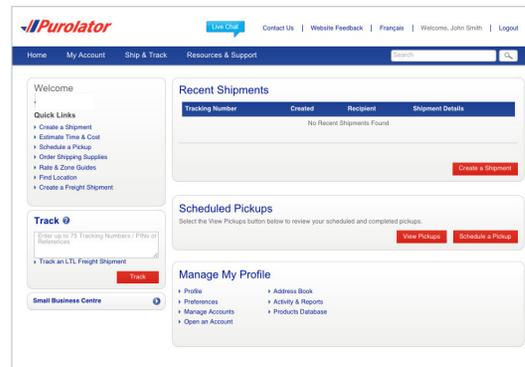
1. Select *Schedule a Pickup* from the Ship & Track dropdown menu or from the Quick Links on the Home screen.

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 the **Track** button.

Or from the Ship & Track dropdown 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** 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.

Date	Local Time	City	Description
Jul 15, 2014	7:16 a.m.	Mississauga (westwards), ON	Shipment delivered to CLARISSA at MAIL ROOM
Jul 15, 2014	6:41 a.m.	Mississauga (westwards), ON	On-vehicle for delivery
Jul 15, 2014	1:56 a.m.	Toronto Sort Centre Trl, ON	Departed sort facility
Jul 15, 2014	1:43 a.m.	Toronto Sort Centre Trl, ON	Arrived at sort facility
Jul 14, 2014	7:42 a.m.	Toronto Sort Centre Trl, ON	Departed sort facility
Jul 14, 2014	7:38 p.m.	Toronto (denverchic Vib), ON	Arrived at sort facility
Jul 14, 2014	5:42 p.m.	Toronto (denverchic Vib), ON	Picked up by Purolator at ETORICOKE ON

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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 provide one of the following:

Purolator Business Account

Origin Postal Code

Destination Postal Code

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Tracking Details

Shipment Status: **Delivered**

Package Status: **Delivered**
Package Tracking Number: 6033758992
Received By: Clarissa
Tuesday, July 15, 2014 7:16 a.m.

Shipment Summary
Tracking #... Delivered By... Status...
6033758992 Jul 15, 2014 Delivered
Packages 1 to 1 of 1

Date	Local Time	City	Description
Jul 15, 2014	7:16 a.m.		Shipment delivered to [redacted] st.
Jul 15, 2014	6:41 a.m.		On vehicle for delivery
Jul 15, 2014	1:56 a.m.		Departed sort facility
Jul 15, 2014	1:43 a.m.		Arrived at sort facility
Jul 14, 2014	7:47 p.m.		Departed sort facility
Jul 14, 2014	7:38 a.m.		Arrived at sort facility
Jul 14, 2014	5:42 p.m.		Picked up by Purolator from [redacted]

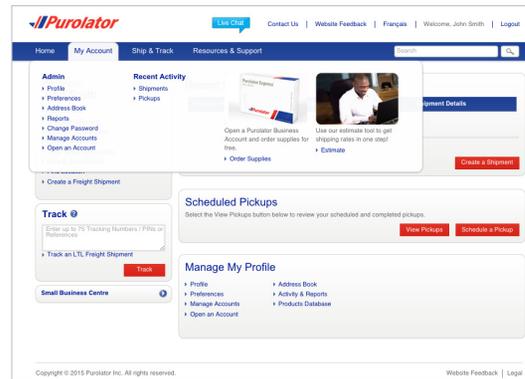
> Online Shipping | purolator.com

- Register for Online Shipping
- Resetting Your Password
- Set or Change Default Preferences
- Estimate Time & Cost
- Order Supplies
- Create a Shipment
- Create a Return Shipment
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment**
- Manage Accounts
- File a Claim
- Invoice and Payment Options
- Contact Information

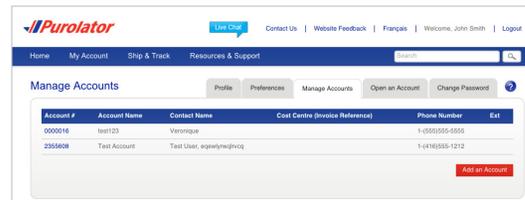
Manage Accounts

Here, you can add, edit or delete the account numbers listed in your profile.

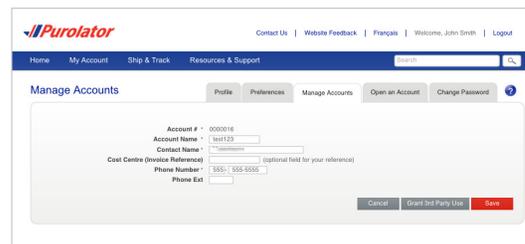
1. From the My Account dropdown menu, select *Manage Accounts*.



2. To add an account, click the **Add an Account** button.



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



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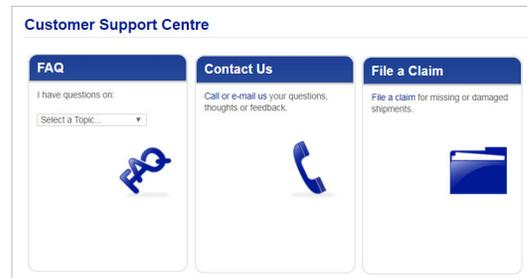
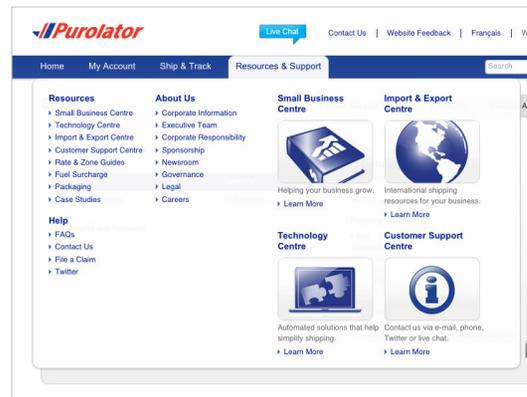
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File a Claim

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 simple steps:

1. Go to **purolator.com**, and from the Resources & Support dropdown menu, select Customer Support Centre.

Or, from the Resources & Support dropdown menu, select Customer Support under the Help section. In the Customer Support Centre, select File a Claim.



> Online Shipping | purolator.com

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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 the **Customer Support Centre**, located under the Resources & Support dropdown menu on **purolator.com**, to read FAQs, to contact us, to file a claim and more.

Purolator - File a Claim

Customer Support Centre Home

Frequently Asked Questions

File a Claim

Contact Us

Update Account Information

Shipping Agent Opportunities

Twitter

Invoice Legend

Claims

If the shipment is damaged and valued at over CAD\$500, or you require assistance completing this form, please call 1 800 461-0540.

Retain all damaged freight and packaging including packaging until claim is finalized. Please note that all claims will be evaluated pursuant to Purolator Terms and Conditions of Service.

Claim

Reason for Claim *

Amount of Claim (\$) *

Tracking Number / PIN *

Date Shipment Sent DDMMYYYY

Trace or Case Number

Internal Reference Number

Brief Description *

Claimant

Claimant - Account Number

First Name *

Last Name *

Company

Phone *

E-mail *

Claimant Address

Country *

Postal Code *

City *

Province *

Street Number *

Street Name *

Street Type *

State *

Direction *

Floor *

Shipper

Shipper is same as Claimant

First Name

Last Name

Company

Phone

E-mail

Country

Postal Code *

City *

Province *

Street Number

Street Name

Street Type *

State *

Direction *

Floor *

Receiver

Receiver is same as Claimant

First Name

Last Name

Company

Phone

E-mail

Country

Postal Code *

City *

Province *

Street Number

Street Name

Street Type *

State *

Direction *

Floor *

Next

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Invoice and Payment Options
Contact Information

Invoice and Payment Options

Purolator invoices are sent on a weekly or monthly 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



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**

Total number of shipments 3
Total number of pieces shipped 3

Visit purolator.com for the current Fuel Surcharge rate.
 GST/HST registration number: 104116230 RT0001, GST registration number: 100341462 TC0001.

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 1 866 313-4357.

Contact Us
 Billing and invoice inquiries
 Live Chat at purolator.com
 onlineinquiries@purolator.com
 1 866 313-4357

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

Page 3 of 3



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	Billed 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	15.0LB (adjusted weight)	Exp Fuel Surcharge GST	16.76 2.60 0.07 \$20.33
	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	1LB	Exp Fuel Surcharge HST	21.47 1.17 0.02 \$22.71
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	1LB	Exp Fuel Surcharge GST	15.37 2.36 0.89 \$18.64

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

Please detach and return stub with your payment



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 credit card by calling 1 866 313-4357, Option 1
- Automatically by Electronic Funds Transfer or EDC (see remittance by calling 1 800 326-4863, Ext 23190)

111 X 1234567 123456789 00000000

PURULATOR INC.
 P.O. BOX 7006
 31 ADELAIDE STREET EAST
 TORONTO, ON M5C 3E2

CUSTOMER NAME
 ATTN: CUSTOMER CONTACT

* Account must be in good standing and will only be accepted if using Purolator's Online Billing Centre.

Online Shipping | purolator.com
 > Invoice and Payment Options
 Contact Information

How to Pay Your Invoice

1. 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 pay by credit card or electronic funds transfer (EFT). Plus, you avoid a paper invoice fee and help the environment.

To register, login or get more information, visit purolator.com/billing.

The screenshot shows the Purolator Billing Centre interface. At the top, there is a navigation bar with links for Home, Getting Started, Ship & Track, Resources & Support, Live Chat, Contact Us, US Shippers, Find a Location, and Français. Below this, the main heading is 'Purolator Billing Centre' with a 'Register' button for new users. There are two main sections: 'Login to your account' which asks for email and password, and 'Quick Pay' which asks for account number and invoice number. Both sections have 'Login' and 'Continue' buttons respectively. A footer contains copyright information and links for Employee Login, Website Feedback, and Legal.

2. 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 x 23433	Mon–Fri: 9:00 a.m.–5:00 p.m. A voice mail can be left outside of these hours. A Customer Service Representative will be happy to call you back within 48 hours.

3. 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

> **Invoice and Payment Options**

Contact Information

Contact Information

Need further assistance? Purolator has you covered.

Purolator Business Rewards® Program Support

Our Purolator Business Rewards® Program Specialists are your dedicated source of support and are available to help meet your needs. Contact one of our Specialists for more information on savings and benefits.

1 855 711-7277

businessrewards@purolator.com

Live Chat

For on-the-go assistance, just click the blue  bubble at the top of every screen on purolator.com. Select the topic you need help with and click the  button to start speaking with a Purolator Representative.

Live Chat is available Monday to Friday during the following times (EST):

Tracking Inquiries: 8:00 a.m. – 9:00 p.m.

Billing & Invoice Inquiries: 8:00 a.m – 7:00 p.m

Technical Support: 8:00 a.m. – 9:00 p.m.

General Inquiries: 8:00 a.m. – 9:00 p.m.

Purolator Business Rewards Support: 8:00 a.m. – 6:30 p.m.

Purolator Customer Service

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

custserv@purolator.com

Claims Department

1 800 461-0540

claims@purolator.com

Technical Support

1 800 459-5599

onlineshipping@purolator.com

Billing & Invoicing

1 866 313-4357

Ontario to British Columbia – OntarioA/RCenter@purolator.com

Quebec to Newfoundland – AR@purolator.com

Online Shipping | purolator.com

Invoice and Payment Options

> [Contact Information](#)



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

