



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.

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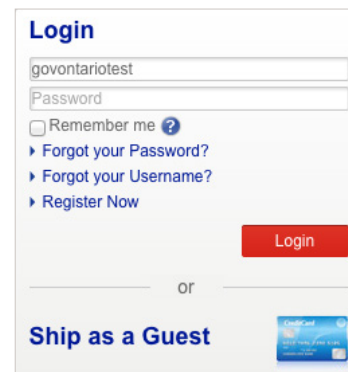
With Purolator online shipping (E-Ship® Online), you can quickly perform important shipping functions. Through **purolator.com**, easily create outbound and return shipments, schedule pickups, estimate time and cost, order shipping supplies and more.

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](#).

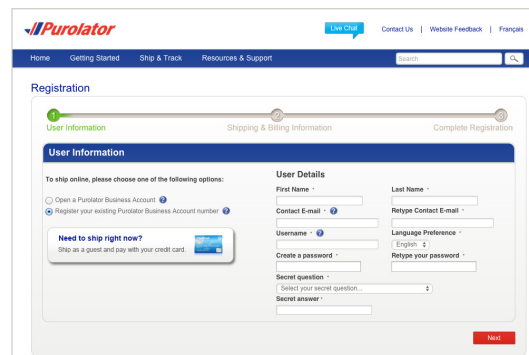
Get Started Now!

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 'Shipping & Billing Information' step of the registration process. It includes fields for Company Name, Department, Contact Name, Country (Canada), Postal Code, City, Province (Ontario), Street Number, Suffix, Street Name, Suite #, Floor #, Entry Code / Buzz #, Address 2, Address 3, and Phone Number (Ext). There is also a section for 'Associate your MyPurolator ID to an existing Purolator Business Account' with fields for Account Number and 'Give this account a name'. A checkbox for 'I agree to the Purolator Online Shipping License' is present, along with a 'Previous' button and a red 'Register' button.

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

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

The screenshot shows the 'Registration Successful' page. It displays the user's details: 'Welcome John Smith', 'Your username is: JohnSmithTest', and 'Your Purolator Business Account number is: 000010'. A note states: 'To complete your account request and online shipping registration, please check your e-mail and follow the activation instructions within the next 72 hours.' The navigation bar shows 'My Account', 'Ship & Track', and 'Resources & Support'.

The screenshot shows an email confirmation from Purolator. It includes a 'Dear John Smith,' greeting, a thank you for registering, and instructions to activate the account by clicking a link. It also lists the account details: 'Your username is: JohnSmithTest', 'Your Purolator Business Account number is: 000010', and 'Your Purolator Online Shipping License is: 000010'. The email concludes with a note to check the junk folder and contact the Shipping Channel Service Desk if needed.

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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.

The screenshot shows the Purolator website's user activation interface. At the top, there is a navigation bar with the Purolator logo on the left and links for 'Live Chat', 'Contact Us', 'Website Feedback', and 'Français' on the right. Below this is a secondary navigation bar with 'Home', 'Getting Started', 'Ship & Track', and 'Resources & Support'. The main content area is titled 'Activate' and contains a message: 'Please login to activate your profile. This is the last step to complete your registration. After successful login, you will be able to start shipping right away!'. Below the message is a form with two input fields: 'Username' (containing 'JohnSmithTest3') and 'Password'. At the bottom right of the form are two buttons: 'Cancel' and 'Activate User'.

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Register for Online Shipping

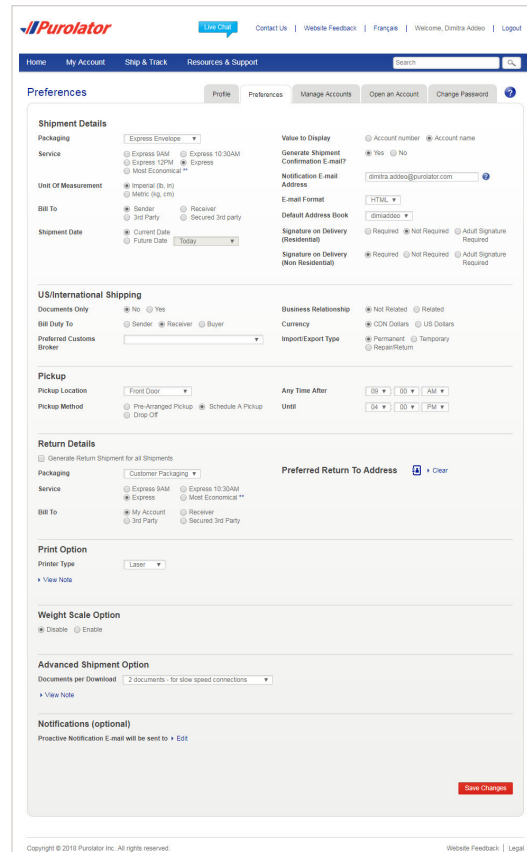
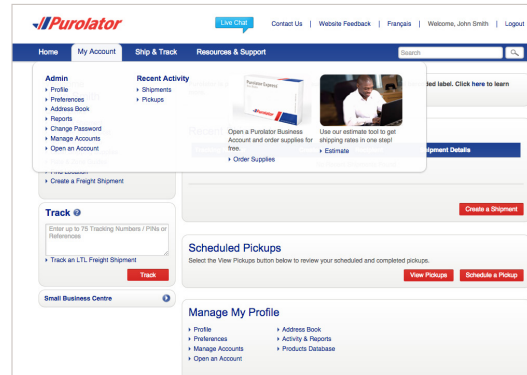
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Set or Change Default Preferences

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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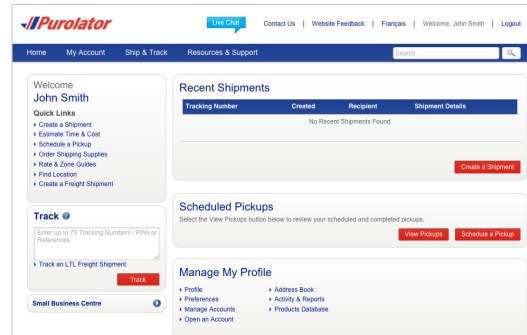
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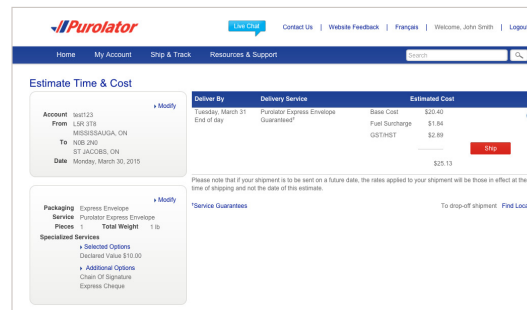
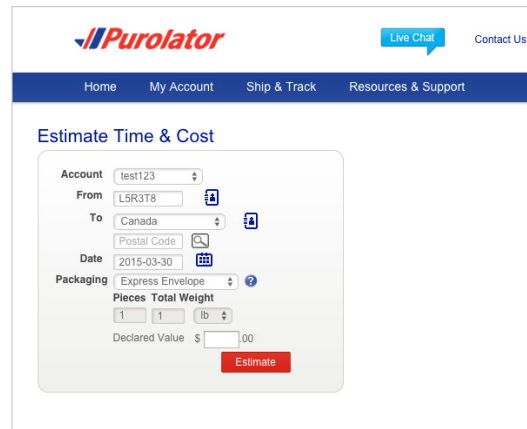
Contact Information

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**.



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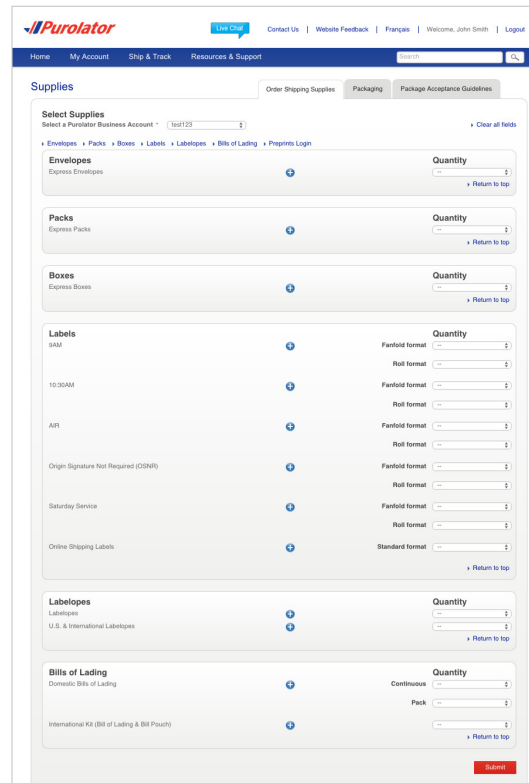
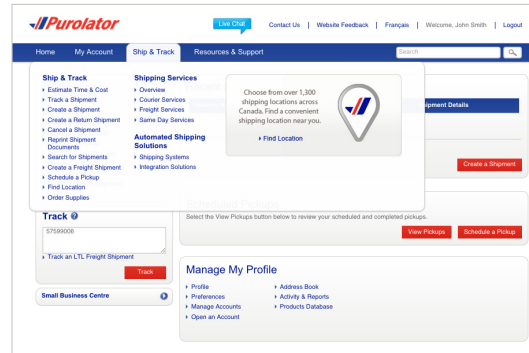
Order Supplies

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 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.



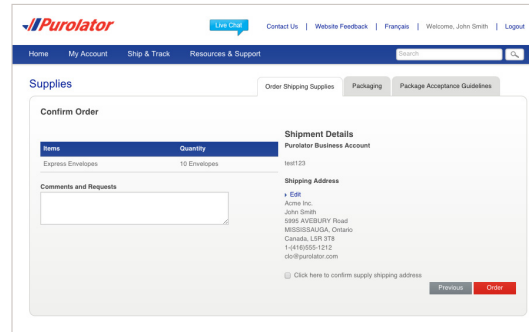
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3. Enter any additional comments or requests, verify order details and click the **Order** button.



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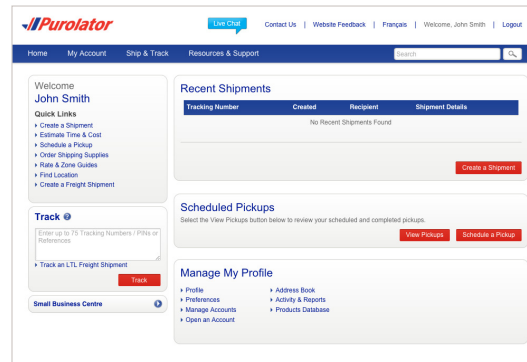
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Create a Shipment

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

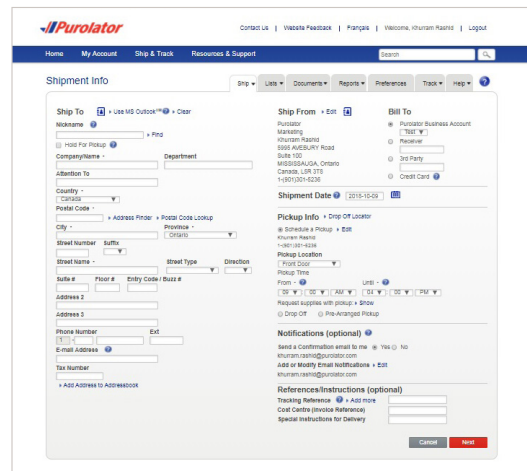


2. Fill out the Ship To, Bill To, Shipment Date, Pickup Info and optional Notifications or References/Instructions fields. Verify that your Ship From address is correct. When complete, click the **Next** button.

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.



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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.

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



To generate a return shipment label:

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

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

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

Shipment Confirmation

1 Confirm Shipment Details
Created: Tuesday, September 25, 2018 Time: 11:45 AM

To	From	Pickup
Purolator 180 CHAMPLAIN Rue DIEPPE, New Brunswick Canada E1A 1N6	Purolator TNA Dimitra Address 5950 AVEBURY Road Suite # 100 MISSISSAUGA, Ontario Canada L5R 3T8	Drop Off was selected for this shipment. Please ensure that you have your package in a Purolator Drop Off Centre or Create a Pickup.

Pin	3315435400	Dangerous Goods	No
Shipment Type	Regular	Signature on Delivery	Adult Signature Required
Shipment Date	Tuesday, September 25, 2018	Declared Value	0.0
Service	Purolator Express Envelope	Hold For Pickup	No
Package Type	Express Envelope	Chain Of Signature	No
Bill of Lading	Sender	Special Handling	No
Number of Pieces	1		

2 Print Shipping Document
Please print the shipping documents below using the specified print format.

Document	Print Format	Copies Required	PDF Download	
Domestic Bill of Lading - Label	Auto 1 Bill of Lading per piece	Label 0.2*11	1	View and Print

Purolator Express

TO:
WILE E. COYOTE
ACME WIDGET SUPPLY
5955 AVEBURY DRIVE
SUITE 200
MISSISSAUGA, ON
L5R 3T8
905-712-1084

FROM:
BENCO LOGISTICS
100 BAYVIEW STREET
SUITE 401
EDMONTON AB
T5C 1B6
REF: ORDER #123456

DATE: 11 JUN 2014
PIECES: 2 of 16
WEIGHT: 18 LB

EXP

PUROLATOR PIN: VV00000002

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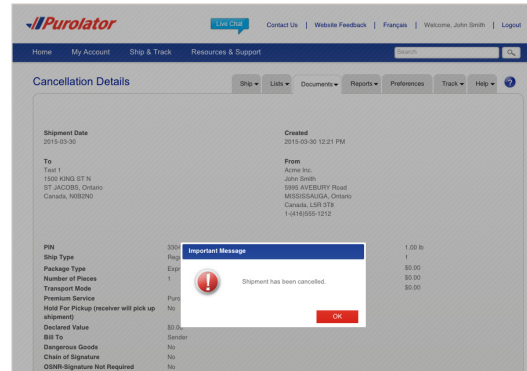
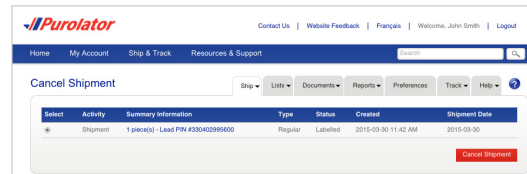
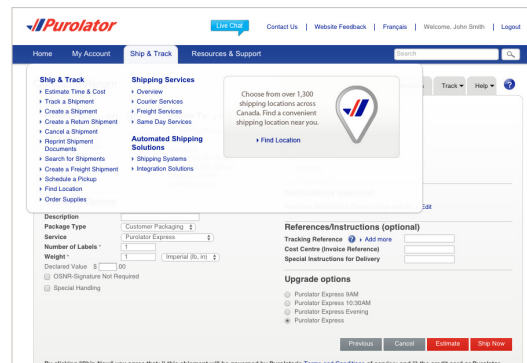
Cancel a Shipment

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

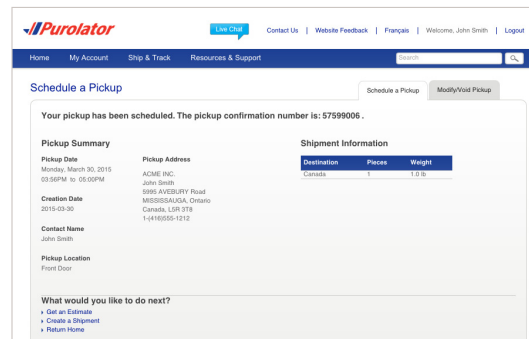
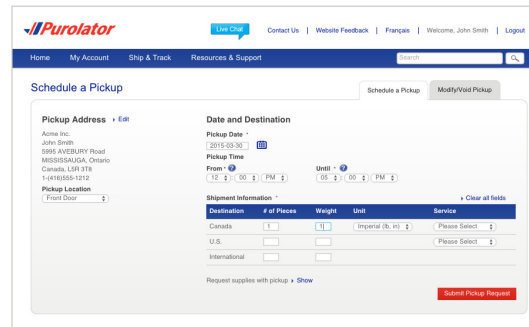
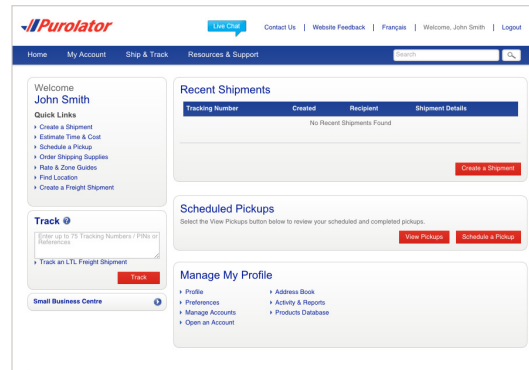
1. Select *Schedule a Pickup* from the Ship & Track dropdown menu or from the Quick Links on the Home screen.

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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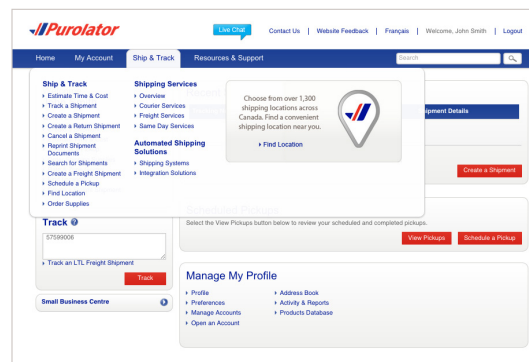
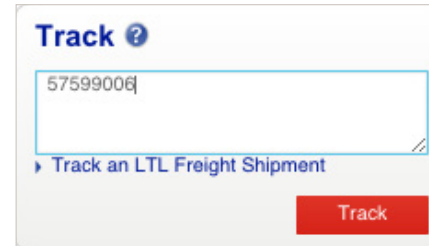
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Track a Shipment

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  button.

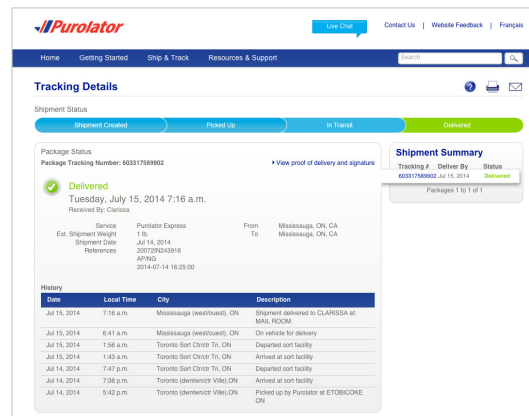
Or from the Ship & Track dropdown menu, select *Track a Shipment*. Enter the tracking number or PIN of a recent shipment (do not include spaces) in the Track box. Then click the  button.

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.



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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

Submit

Submit

Submit

Log Out | Contact Us | Website Feedback | Français

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Tracking Details

Shipment Status

Shipment Created
Picked Up
In Transit
Delivered

Package Status

Package Tracking Number: 60317589902

✓
Delivered

Tuesday, July 15, 2014 7:16 a.m.

Received By: Carissa

Shipment Summary

Tracking # | Deliver By | Status

60317589902 | Jul 15, 2014 | Delivered

Packages 1 of 1

Service: Purolator Express

Est. Shipment Weight: 1 lb

Shipment Date: Jul 14, 2014

References: 20072N243916

APNO: 2014-07-14 16:25:00

From: 175 GALAXY BOULEVARD

Mississauga, ON, CA

To: 5985 AVEBURY RD

Mississauga, ON, CA

Date	Local Time	City	Description
Jul 15, 2014	7:16 a.m.	Mississauga (westhwy05), ON	Shipment delivered to CLARISSA at MAIL ROOM W/HEAD OFFICE MAIL ROOM 5985 AVEBURY RD L5C1B3
Jul 15, 2014	6:41 a.m.	Mississauga (westhwy05), ON	On vehicle for delivery
Jul 15, 2014	1:56 a.m.	Toronto Sort Centre Trk, ON	Departed sort facility
Jul 15, 2014	1:43 a.m.	Toronto Sort Centre Trk, ON	Arrived at sort facility
Jul 14, 2014	7:47 p.m.	Toronto Sort Centre Trk, ON	Departed sort facility
Jul 14, 2014	7:38 p.m.	Toronto (downtown Village), ON	Arrived at sort facility
Jul 14, 2014	5:42 p.m.	Toronto (downtown Village), ON	Picked up by Purolator from WORLDWIDE WIRELESS at 175 GALAXY BLVD, 200 ETOBICOKE M9C0C8 ON

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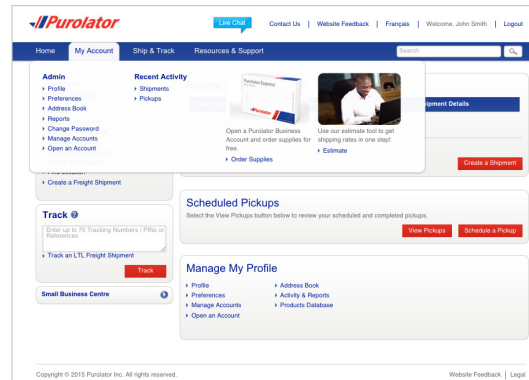
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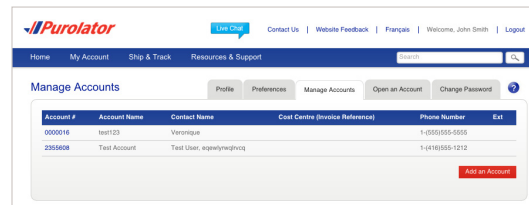
Manage Accounts

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

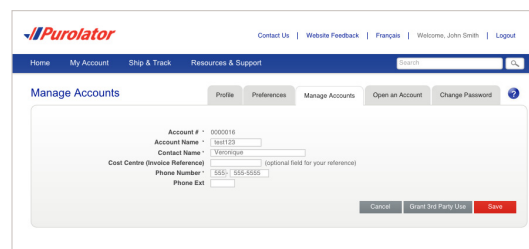
1. From the My Account dropdown menu, select *Manage Accounts*.



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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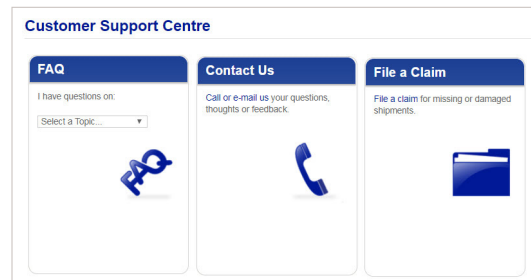
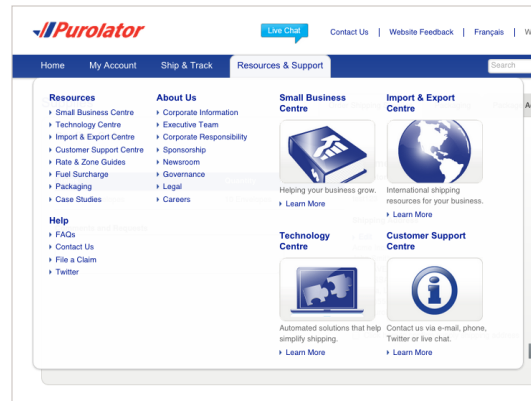
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File a Claim

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.



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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.

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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.

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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: 100341482 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	\$176.20 2.60 0.87 \$180.33
	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	1.0Lb	Exp Fuel Surcharge HST	\$2.47 1.17 0.37 \$4.01
MM/DD/YY	PK#NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY, PROV RECEIVER POSTAL CODE	1	1.0Lb	Exp Fuel Surcharge GST	\$2.47 1.17 0.89 \$4.53

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 (not applicable by calling 1 800 326-4963, 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 the Purolator logo and links for Live Chat, Contact Us, US Shippers, Find a Location, and Français. Below the navigation bar, the main heading is 'Purolator Billing Centre' with a 'New to Billing Centre? Register' button. The page is divided into two main sections: 'Login to your account' and 'Quick Pay'. The 'Login' section has fields for Email and Password, a 'Login' button, and links for 'Remember Me' and 'Forgot Password'. The 'Quick Pay' section has fields for Account Number and Invoice Number, and a 'Continue' button. At the bottom, there is a copyright notice for 2019 Purolator Inc. 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](https://www.purolator.com).

