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# 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.

At Purolator, we're continually investing to serve you better, enhancing our digital capabilities, expanding our ground services and offering Logistics services—all to meet the evolving needs of customers like you. We're building new, best-in-class solutions to help deliver your promises, today and tomorrow.

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

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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](https://purolator.com).

# Online Shipping | purolator.com

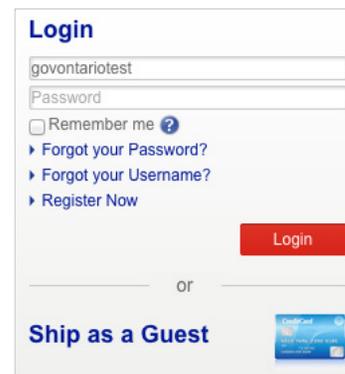
With Purolator online shipping (E-Ship® Online), you can quickly perform important shipping functions. Through **purolator.com**, easily create outbound and return shipments, schedule pickups, estimate time and cost, order shipping supplies and more.

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](#).

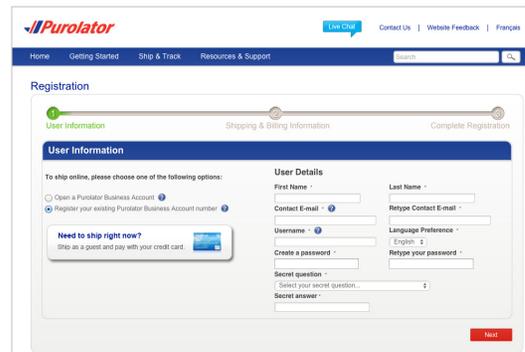
## Get Started Now!

### 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' registration page. It includes a progress bar with three steps: 1. User Information, 2. Shipping & Billing Information (current), and 3. Complete Registration. The form fields include: 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 (with Ext. field). There is a section for 'Account Number' with a 'Give this account a name' field. A checkbox for 'I agree to the Purolator Online Shipping License' is present, along with a 'Download a copy of the Purolator Online Shipping License (PDF)' link. 'Previous' and 'Register' buttons are 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.

**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: johnsmith', and 'Your Purolator Business Account number is: 000010'. A message 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 progress bar shows step 3, 'Complete Registration', as the current step.

The screenshot shows the 'Purolator Online Shipping License' agreement page. It contains a 'Read and Accept' section with a list of terms and conditions, including: 'To complete your registration, please login to shipping on the site below', 'After completing your registration, you will be able to start shipping right away if the help you get desired, take a look at our Quick Start Shipping Guide, with information about:', 'Purolator Business Account program', 'Shipping services', 'Shipping and shipping options', and 'Customer service resources'. There is a 'Read and Accept' checkbox and a 'Read and Accept' button.

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 'Activate' page. It prompts the user to '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!'. It includes fields for 'Username' (johnsmith) and 'Password'. 'Cancel' and 'Activate User' buttons are at the bottom right.

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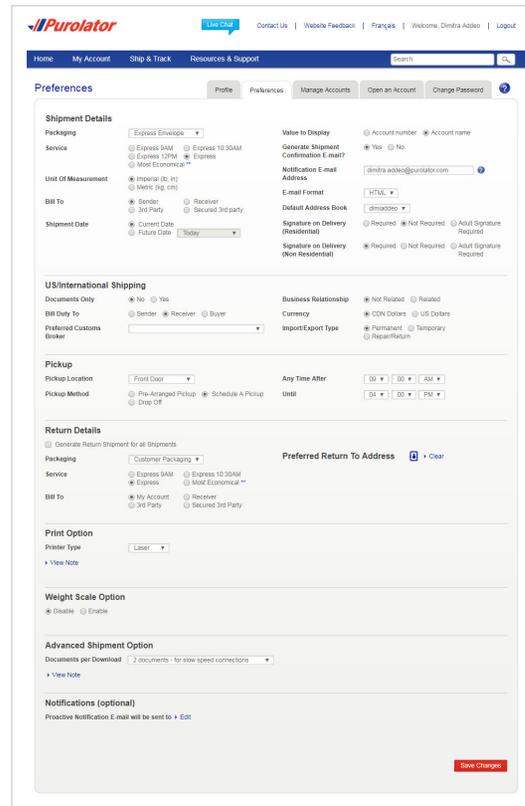
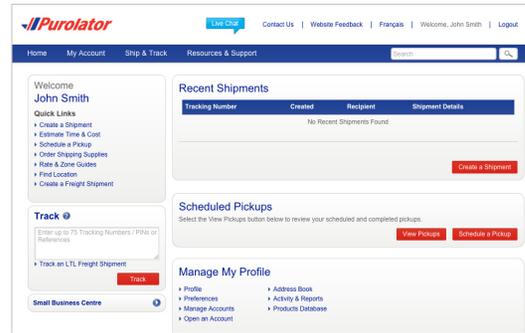
## Set or Change Default Preferences

1. From the dashboard area, 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.

**TIP:** Set the shipment details section to accurately reflect the type of packaging and level of service you need.



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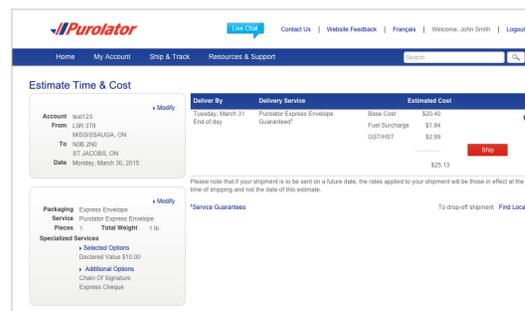
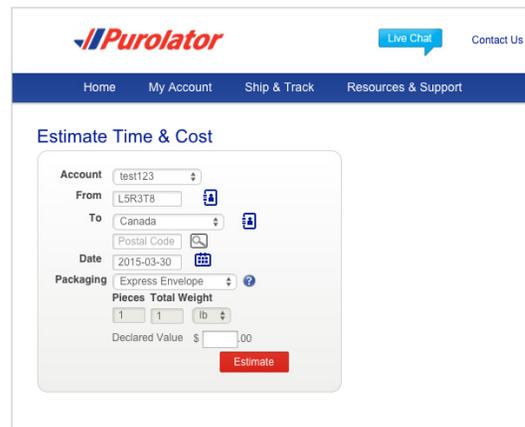
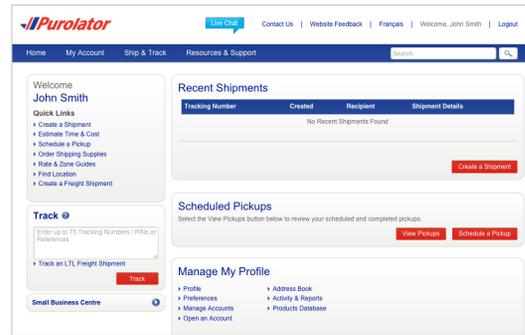
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## Estimate Time & Cost

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. Click the **Ship** button to Create a Shipment.



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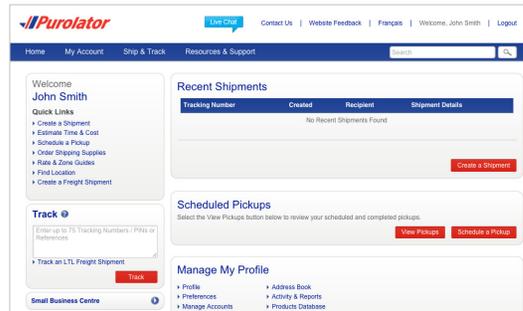
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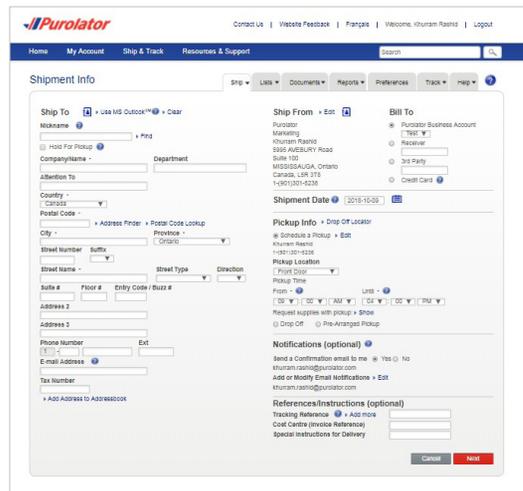
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## Create a Shipment

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 for 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 Only—you will be prompted to complete the Customs & Clearance form after entering the shipment details.

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

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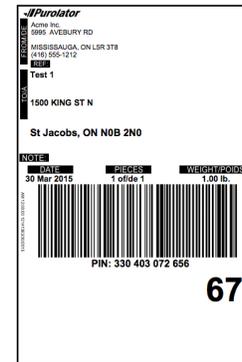
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6. Click the **View and Print** button to access your shipping documents.

**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.

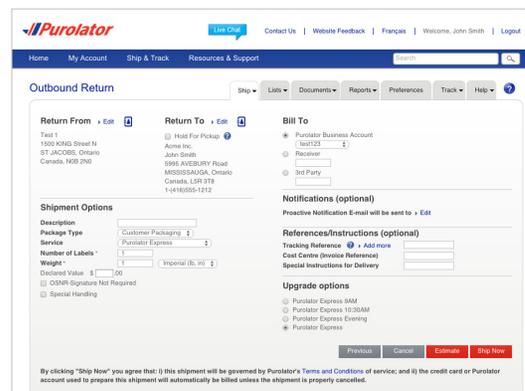
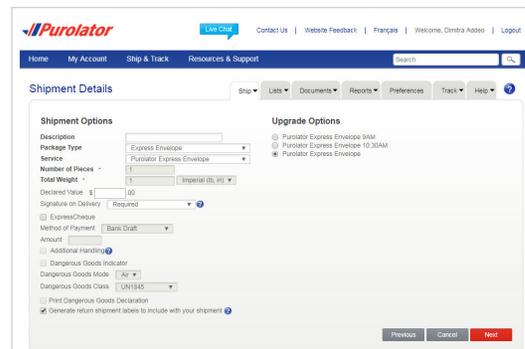


### To generate a return shipment label:

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

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

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

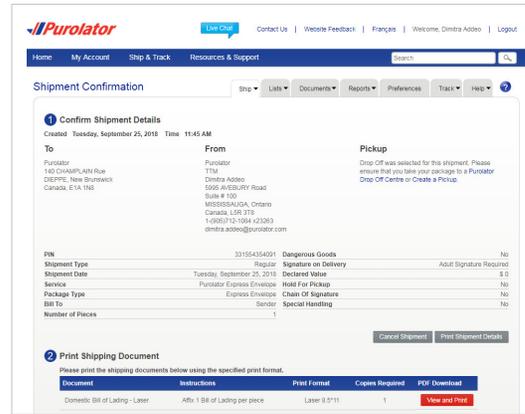


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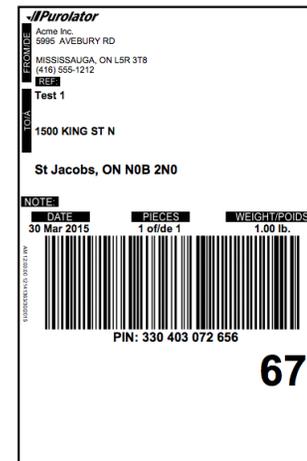
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3. Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the **Cancel Shipment** button and recreate the shipment.



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



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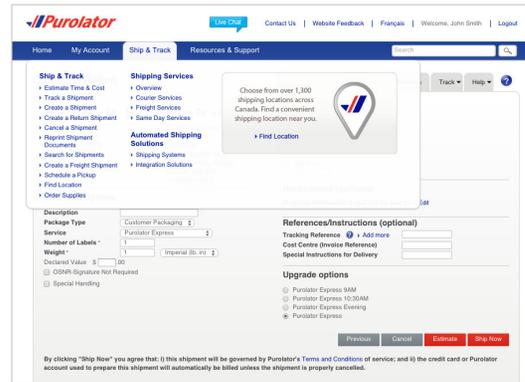
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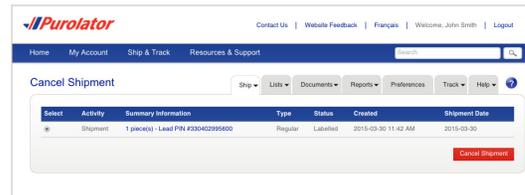
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## Cancel a Shipment

1. From the Ship & Track dropdown menu, select *Cancel a Shipment*.

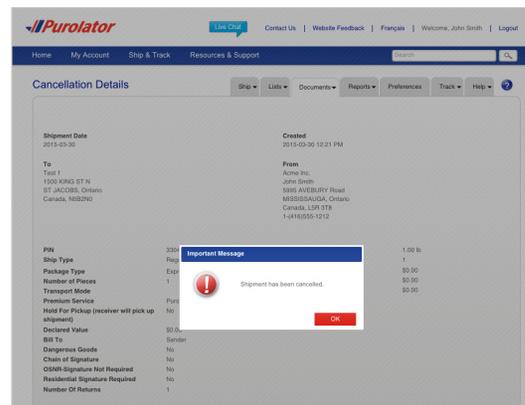


2. From your list of created shipments, select the shipment you wish to cancel and click the **Cancel Shipment** button.



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

**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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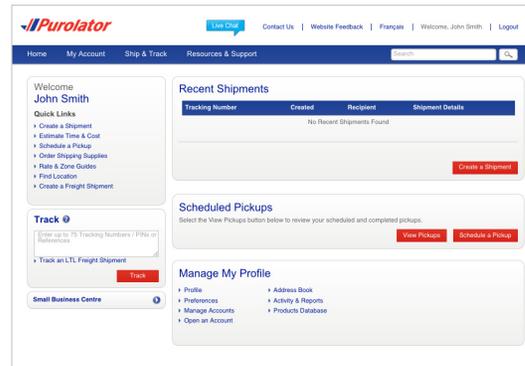
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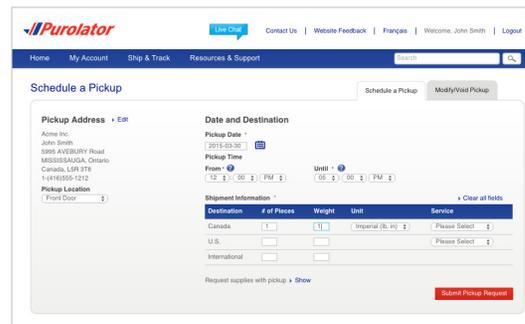
## Schedule a Pickup

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



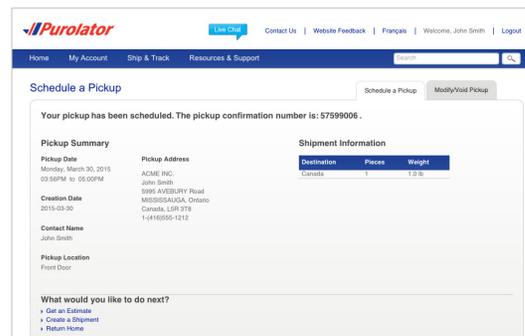
2. Verify that the pickup address is correct, and enter the date and destination and shipment information for your package.

**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

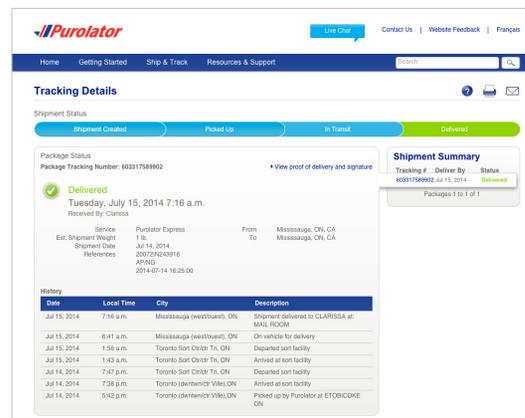
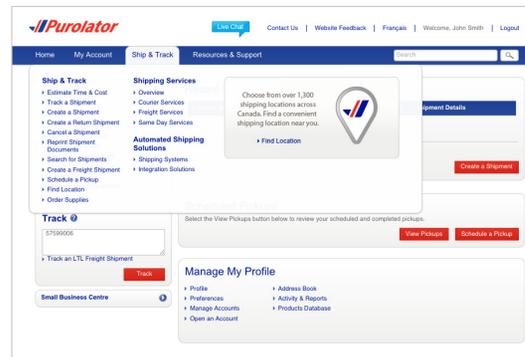
1. On the Home screen, enter the tracking number or parcel Identification Number (PIN) of a recent shipment (do not include spaces) in the track box. Then click  button.

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**

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### Tracking Details

Shipment Status

Shipment Created
Picked up
In Transit
Delivered

Package Status

Package Tracking Number: 60337589902

**Delivered**

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

Received By: Clarissa

Service	Purolator Express	From	175 GALAXY BOULEVARD
Est. Shipment Weight	1 lb.		Mississauga, ON, CA
Shipment Date	Jul 14, 2014	To	5995 AVEBURY RD
References	2007JN243916		Mississauga, ON, CA
	APR92		
	2014-07-14 16:25:00		

**Shipment Summary**

Tracking # ... Delivered By ... Status

60337589902 Jul 15, 2014 Delivered

Packages 1 to 1 of 1

History

Date	Local Time	City	Description
Jul 15, 2014	7:16 a.m.	Mississauga (westhead), ON	Shipment delivered to CLARISSA at MAIL ROOM #1640 OFFICE MAIL ROOM 5995 AVEBURY RD L5C1S19
Jul 15, 2014	6:41 a.m.	Mississauga (westhead), 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	7:47 p.m.	Toronto Sort Centre Trl, ON	Dispatched sort facility
Jul 14, 2014	7:38 p.m.	Toronto (downtown Villa), ON	Arrived at sort facility
Jul 14, 2014	5:42 p.m.	Toronto (downtown Villa), ON	Picked up by Purolator from WORLDWIDE WIRELESS at 175 GALAXY BLVD 200 ETORICOKE M9C0C8 ON

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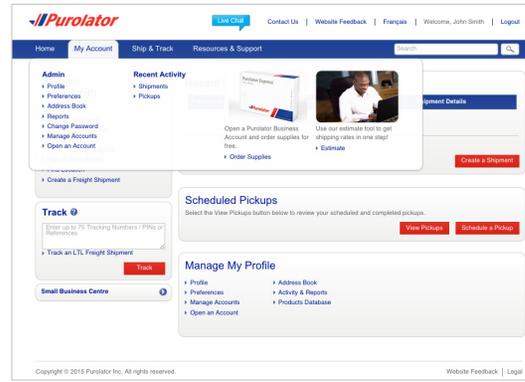
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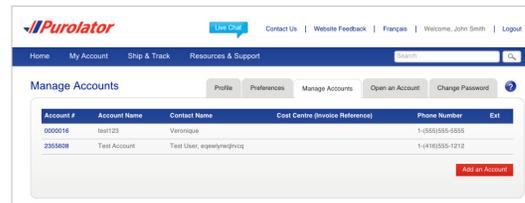
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## Manage Accounts

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

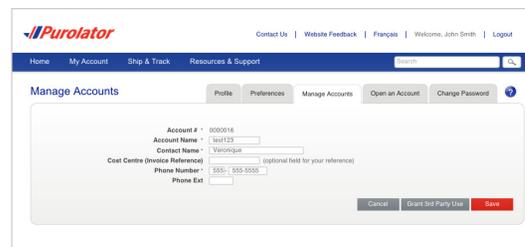


2. Here, you can add, edit or delete the account numbers listed in your profile. To add an account, click the **Add an Account** button.



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 Resources & Support dropdown menu on **purolator.com**, for FAQs, to Contact Us, to File a Claim and more.

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## Order Supplies

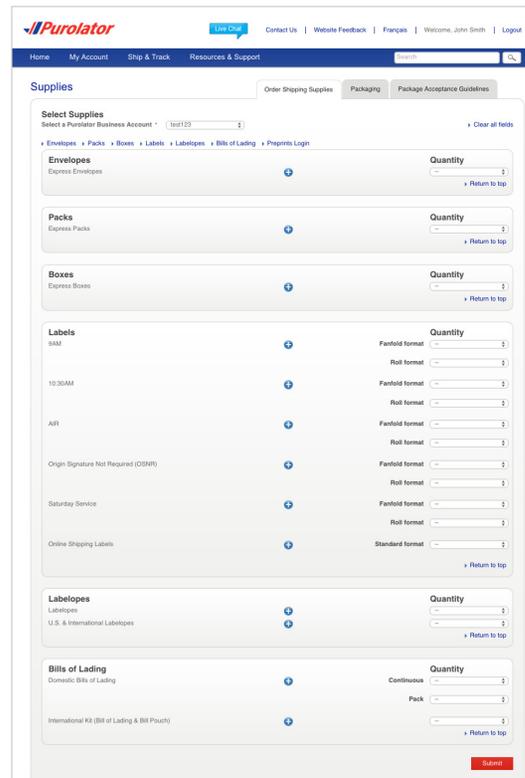
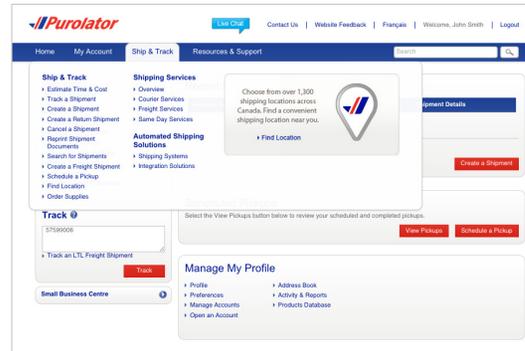
Purolator-branded packaging and supplies are available to you at no charge. Using Purolator's shipping supplies for your shipments ensures you're always meeting **packaging guidelines**.

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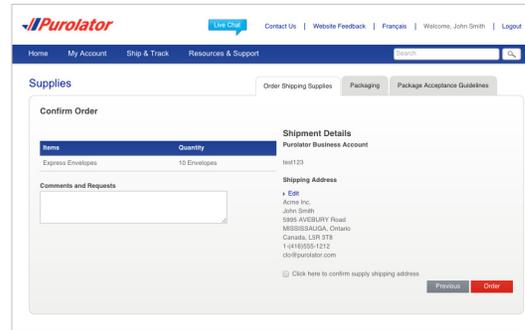
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3. Enter any additional comments or requests, verify order details and click the **Order** button.



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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.

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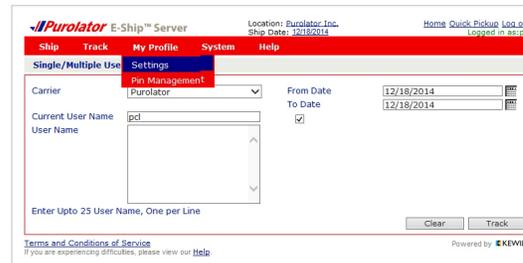
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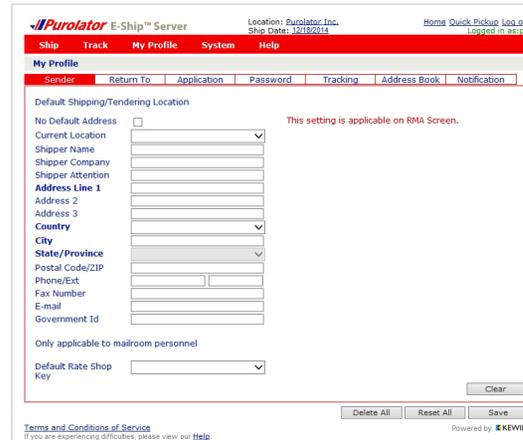
## Set or Change Default Preferences

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 dropdown 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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## Create a Shipment

1. From the Ship dropdown menu, select *Warehouse*.

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

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

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

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

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

The screenshot shows the Purolator E-Ship Server interface. The Receiver information section is visible, including fields for Shipper, Receiver, Return To, Bill To, Exporter, Importer, Broker, Shipment Number, Customer Code, Country, Company/Name, Attention To, Address 1, Address 2, Address 3, City, State/Province, Postal Code/ZIP, Phone/Ext, Fax Number, E-mail, Government Id, Address, Residential, and Personal. The Shipment information section is also visible, including fields for Ship Via, Carrier, Service, Delivery Date / Time, Package Reference, Shipment Type, Piece Weight, Packaging Type, Dimensions (LxWxH), and Package Note. There are also buttons for 'Options', 'Clear', and 'Add'.

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

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

**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. 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	
<b>Charge Details</b>	
Freight Charge	17.15
HST	2.23
Calculated Freight Charge	19.38
Total Charge	19.38

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## 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 dropdown menu, select *Status*.

2. The shipments matching the search criteria will be displayed in the Search Results field. Shipments with a status of "Shipped" will activate four buttons when selected:

,  ,  and  . Click the  button to track the shipment.

### To track by PIN:

1. From the Track dropdown menu, select By PIN.

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

3. Click the  button.

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

The screenshot shows the Purolator E-Ship Server interface. The 'Track' dropdown menu is open, showing options: Status, By PIN, By Reference, and By User. The 'Status' option is highlighted. Below the dropdown, there are search criteria fields: Tracking Carrier (Purolator Inc.), Location (Purolator Inc.), Reference Number, and Where. There are also date fields for From Date and To Date, both set to 12/18/2014. A search results table is visible at the bottom, showing a single shipment with tracking number 520017355012, service Express, company Customer ABC, city Mississauga, postal code L5R3T8, ship date 2014-12-18, and status Shipped.

This screenshot shows the same search results table as the previous one. The 'Track' button is highlighted in the row for the shipment with tracking number 520017355012. The other buttons (Void, Print, Label) are also visible in the row.

The screenshot shows the Purolator E-Ship Server interface with the 'Track' dropdown menu open and 'By PIN' selected. The search criteria fields are the same as in the previous screenshots. The search results table shows the same shipment.

The screenshot shows the 'Single/Multiple Pin Tracking' form. The 'Carrier' dropdown menu is set to 'Purolator'. The 'Enter Tracking Numbers' field contains the PIN 123456789. There are 'Clear' and 'Track' buttons at the bottom of the form.

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## To track by Reference:

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

## To track by User:

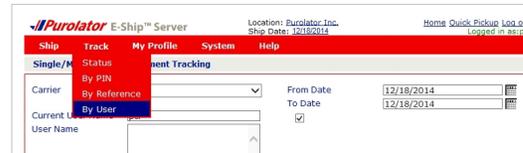
1. From the Track dropdown menu, select *By User*.
2. Select the Carrier and enter the Current User Name and up to 25 User Names.
3. The shipments matching the search criteria will be displayed in the Search Results field. Shipments with a status of "Shipped" will activate three buttons when selected: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



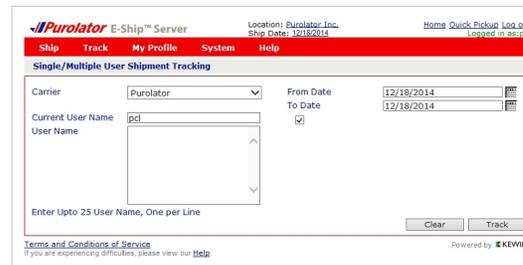
The screenshot shows the Purolator E-Ship Server interface. The 'Track' dropdown menu is open, and 'By Reference' is selected. The 'Carrier' dropdown menu is set to 'Purolator'. The 'Reference Number' field is empty. The 'Track' button is visible at the bottom right.



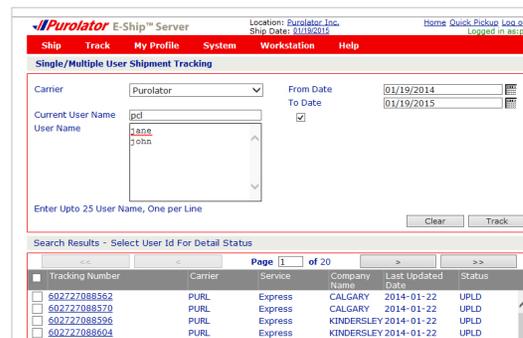
The screenshot shows the Purolator E-Ship Server interface. The 'Track' dropdown menu is open, and 'By Reference' is selected. The 'Carrier' dropdown menu is set to 'Purolator'. The 'Reference Number' field contains the number '123456789'. The 'Track' button is visible at the bottom right.



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



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



The screenshot shows the Purolator E-Ship Server interface displaying search results. The 'Track' dropdown menu is open, and 'By User' is selected. The 'Carrier' dropdown menu is set to 'Purolator'. The 'Current User Name' field contains the name 'jpd'. The 'Track' button is visible at the bottom right. Below the search results, there is a table with columns: Tracking Number, Carrier, Service, Company Name, Last Updated Date, and Status.

Tracking Number	Carrier	Service	Company Name	Last Updated Date	Status
<input type="checkbox"/> 602727088562	PURL	Express	CALGARY	2014-01-22	UPLD
<input type="checkbox"/> 602727088570	PURL	Express	CALGARY	2014-01-22	UPLD
<input type="checkbox"/> 602727088595	PURL	Express	KINDERSLEY	2014-01-22	UPLD
<input type="checkbox"/> 602727088604	PURL	Express	KINDERSLEY	2014-01-22	UPLD

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## Cancel a Shipment

1. From the Track dropdown menu, select *Status*.
2. Enter your search criteria and click the  button.
3. From the results, select the box next to the shipment to be cancelled, and click the  button.

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

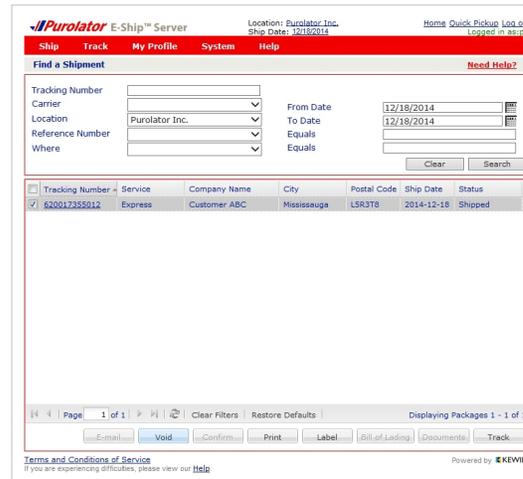


The screenshot shows the Purolator E-Ship Server interface. The 'Track' dropdown menu is open, and 'Status' is selected. The search criteria are: Carrier: Purolator Inc., From Date: 12/18/2014, To Date: 12/18/2014. The 'Search' button is visible.



The screenshot shows the search results table. The table has columns: Tracking Number, Service, Company Name, City, Postal Code, Ship Date, and Status. The first row is selected with a checkbox.

Tracking Number	Service	Company Name	City	Postal Code	Ship Date	Status
620017355012	Express	Customer ABC	Mississauga	LSR378	2014-12-18	Shipped



The screenshot shows the search results table with the 'Void' button highlighted. The table has columns: Tracking Number, Service, Company Name, City, Postal Code, Ship Date, and Status. The first row is selected with a checkbox.

Tracking Number	Service	Company Name	City	Postal Code	Ship Date	Status
620017355012	Express	Customer ABC	Mississauga	LSR378	2014-12-18	Shipped

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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](mailto: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.

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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: 5411630 RT0001, GST registration number: 100341432 TQ0001.

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

**Contact Us**  
Billing and Invoice Inquiries  
Live Chat at purolator.com  
ontario@center@purolator.com  
1 866 313-4357

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 SHIP-123.

General Inquiries and Tracking  
Live Chat at purolator.com  
1 866 SHIP-123

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

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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	1.50LB <small>(declared weight)</small>	Exp Fuel Surcharge GST	16.76 1.86 \$18.62
	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 <small>Declared weight: 1.86</small>	Exp Fuel Surcharge HST	2.47 1.17 \$3.64
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	15.27 2.36 \$18.64

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

Please detach and return side 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 EFT (USD remittance by calling 1 800 328-4963, Ext 5218)

111 X 1234567 123456789 00000000

PUROLATOR INC. CUSTOMER NAME  
P.O. BOX 7006 ATTN: CUSTOMER CONTACT  
31 ADELAIDE STREET EAST  
TORONTO, ON M5C 3E2

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## 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](http://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 this is a secondary navigation bar with 'Home', 'Getting Started', 'Ship & Track', and 'Resources & Support'. The main content area is titled 'Purolator Billing Centre' and includes a 'New to Billing Centre? Register' button. There are two main sections: 'Login to your account' with fields for 'Email' and 'Password', a 'Login' button, and links for 'Remember Me' and 'Forgot Password'; and 'Quick Pay' with fields for 'Account Number' and 'Invoice Number', and a 'Continue' button. The footer contains copyright information and links for 'Employee Login', 'Website Feedback', and 'Legal'.

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Purolator E-Ship® Server (ESS)

### > Invoice and Payment Options

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### 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.

## 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.

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

### Technical Support

1 800 459-5599

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

### Claims Department

1 800 461-0540

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

### Billing & Invoicing

1 866 313-4357

Ontario to British Columbia – [OntarioA/RCenter@Purolator.com](mailto:OntarioA/RCenter@Purolator.com)

Quebec to Newfoundland – [AR@purolator.com](mailto:AR@purolator.com)

### Central Supplies

1 888 744-7123

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

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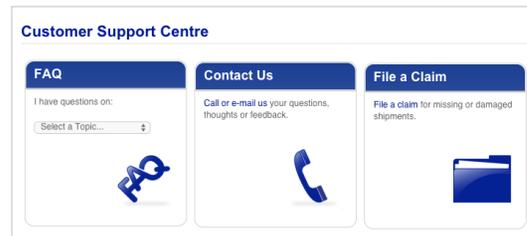
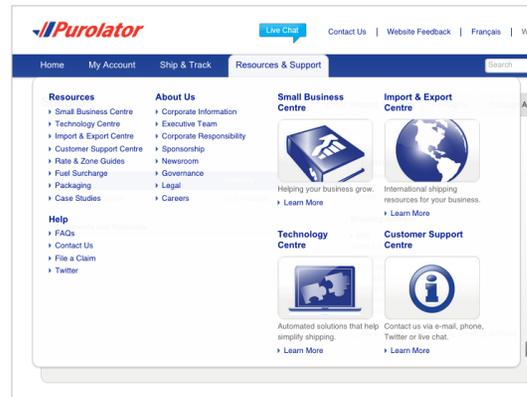
[File a Claim](#)

## 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 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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> **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 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** | [Log Out](#) | [Contact Us](#) | [U.S. Shippers](#) | [Feedback](#) | [Français](#)

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Customer Support Centre

**Purolator - File a Claim**

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**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 (S) \*  
Tracking Number / P/N \*  
Date Shipment Sent \*  
Trace or Case Number \*  
Internal Reference Number \*  
Brief Description \*

**Claimant**

Claimant - Account Number \*  
First Name \*  
Last Name \*  
Company \*  
Phone \*  
E-mail \*

**Claimant Address**

Country \* Canada \*  
Postal Code \* Postal Code Lookup  
City \*  
Province \* Select a Province \*  
Street Number \* Suffix \*  
Street Name \*  
Street Type \* Direction \*  
State \* Floor \*

**Shipper**

Shipper is same as Claimant

First Name \*  
Last Name \*  
Company \*  
Phone \*  
E-mail \*  
Country \* Canada \*  
Postal Code \* Postal Code Lookup  
City \*  
Province \* Select a Province \*  
Street Number \* Suffix \*  
Street Name \*  
Street Type \* Direction \*  
State \* Floor \*

**Receiver**

Receiver is same as Claimant

First Name \*  
Last Name \*  
Company \*  
Phone \*  
E-mail \*  
Country \* Canada \*  
Postal Code \* Postal Code Lookup  
City \*  
Province \* Select a Province \*  
Street Number \* Suffix \*  
Street Name \*  
Street Type \* Direction \*  
State \* Floor \*

**Next**

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**File a Claim**



Learn more about how Purolator can meet your business needs at [purolator.com](https://www.purolator.com).

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

