



Courier

Quick Start Guide





Let's get your business shipping with Purolator!

Thank you for choosing Purolator as your courier partner. For 60 years, we've delivered Canada's promises—and built one of our country's most extensive transportation networks along the way.

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

Online Shipping | purolator.com

Purolator E-Ship® Server (ESS)

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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.

Online Shipping | purolator.com

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

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

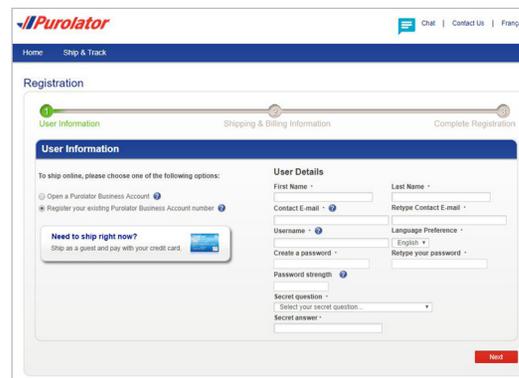
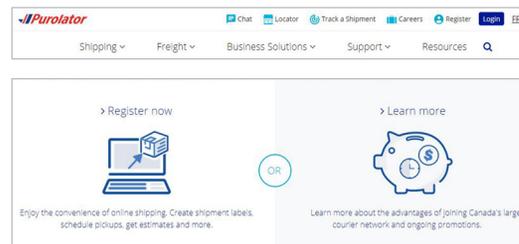
Get Started Now!

Register for Online Shipping

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

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

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



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

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

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

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

6. Password Reset & Account Lock

If you forget your password, click **Forgot your Password** on the login screen and follow the reset instructions sent to your registered email.

NOTE: After 5 unsuccessful login attempts, your account will be locked. Please contact **Technical Support at 1 800 459-5599** for assistance.

Temporary passwords must be updated upon first login and may expire if not changed within the specified timeframe (temporary passwords expire within 24 hours).

The screenshot shows the Purolator registration process at Step 2, "Shipping & Billing Information". The progress bar at the top indicates three steps: 1. User Information, 2. Shipping & Billing Information (current), and 3. Complete Registration. The form includes fields for "Shipping address" with sub-sections for "Clear", "Company Name", "Department", "Account Number", and "Give this account a name". Other fields include "Contact Name", "Country" (Canada), "Postal Code", "City", "Province" (Alberta), "Street Number", "Suffix", "Street Name", "Street Type", "Direction", "Suite #", "Floor #", "Entry Code / Buzz #", "Address 2", "Address 3", and "Phone Number" (Ext.). 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. A "Register" button is at the bottom right.

The screenshot shows the "Registration Successful" page. It displays a welcome message in Hebrew: "ברוכים הבאים", "Your username is: [redacted]", and "Your Purolator Business Account number is: 0000016". A note states: "To complete your online shipping registration, please check your e-mail and follow the activation instructions within the next 72 hours." The progress bar at the top shows Step 3, "Complete Registration", as the active step.

The screenshot shows an email activation message from Purolator. It begins with "Dear Jane," and thanks the user for registering. It provides a link to complete registration: <https://www.purolator.com/ship/track/online/registration/activation/complete/activation/complete/activation/complete>. It lists benefits: "What's next? After completing your registration, you will be able to start shipping right away! If you need help preparing your first shipment online, download our Quick Start Guide for information about: • Scheduling, creating and tracking shipments • Scheduling pickups • Ordering free supplies". It includes a "Thank you for choosing Purolator" message and contact information for Purolator Inc. (1-800-459-5599).

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 features input fields for "Username" (pre-filled with Hebrew characters) and "Password". "Cancel" and "Activate User" buttons are at the bottom right.

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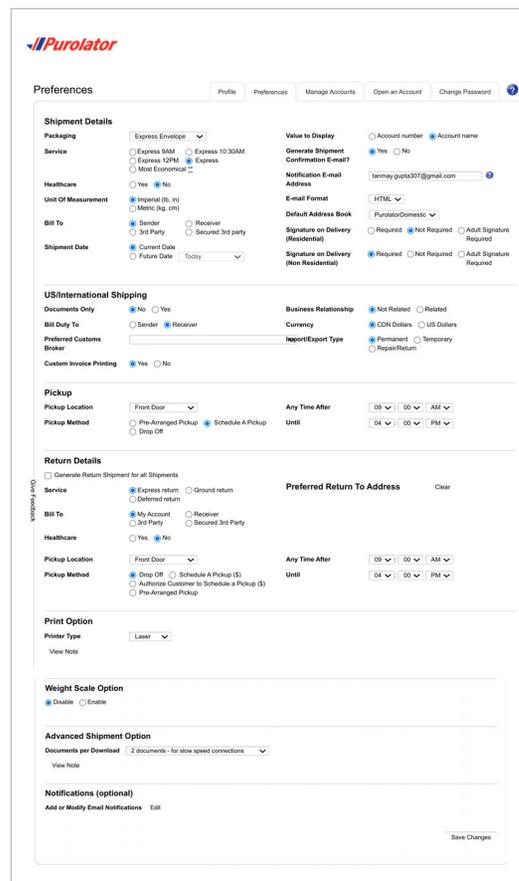
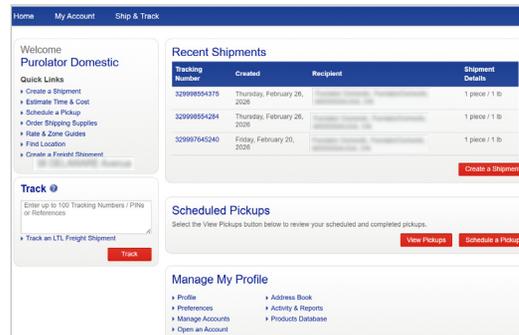
1. From the dashboard area, under Manage My Profile, select *Preferences*. Or, select your preferences from the My Account drop-down menu.

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

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

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

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



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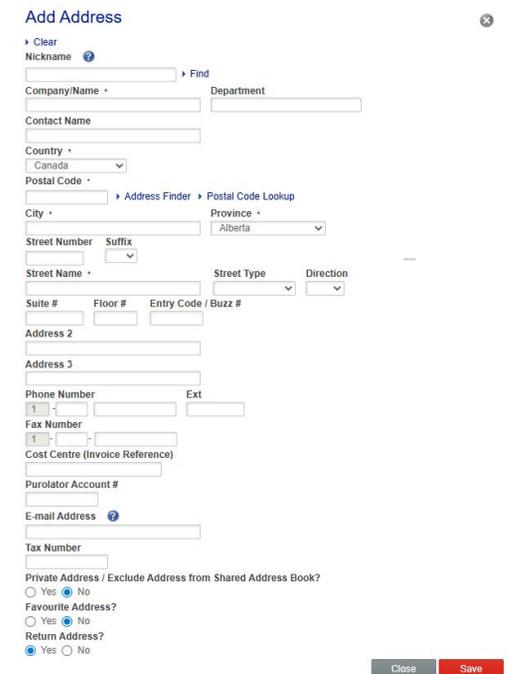
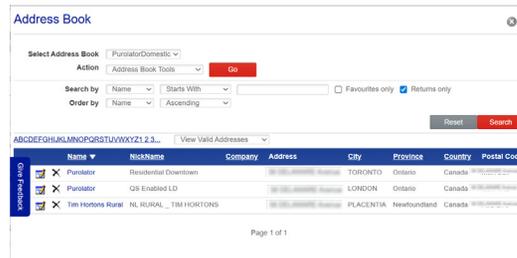
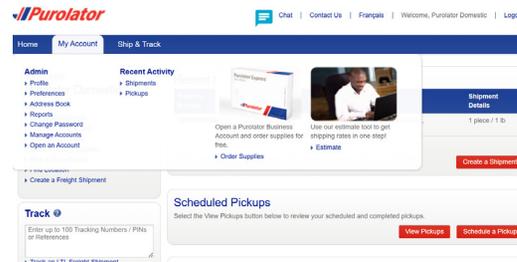
Address Book

1. From the Dashboard, under My Account, select Address Book to select different address book, manage actions, apply filters and other features.

2. In the drop-down, under Action, will allow you to create groups, add addresses, import, export and share address books, and additional address book features.

3. Select Add Address to add new address and enter all required information. Select the Return Address option to mark the address as Returns.

NOTE: Only addresses marked as Return Address will be available for selection as the Return To address when creating a return shipment.



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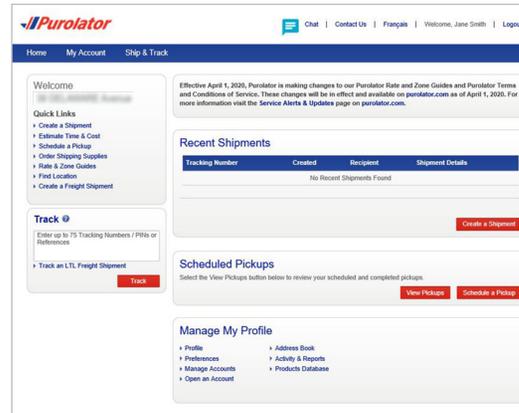
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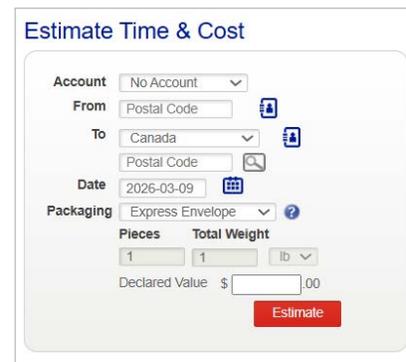
Estimate Time & Cost

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

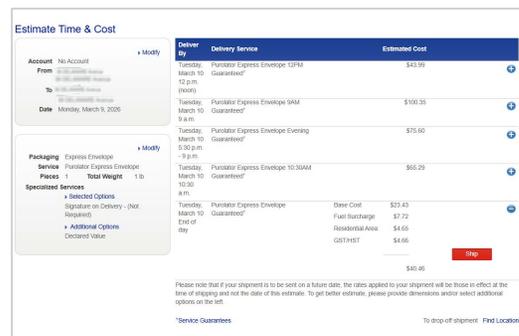


2. Select the desired account, fill out the From, To, Date and Packaging fields, and click the **Estimate** button.

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



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



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

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Create a Shipment

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

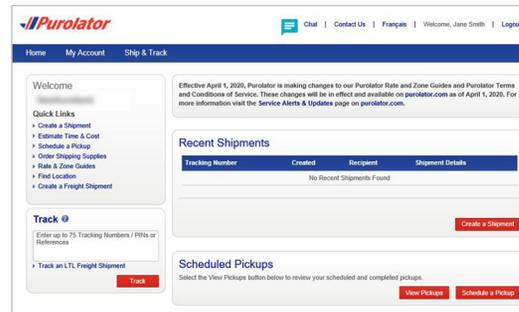
TIP: To send the shipment to a pick up location, click the *Hold For Pick Up* option under *Nickname*, enter the receiver's postal code in the pop-up window and click **Submit**. A list of all pickup locations within the designated radius will populate. Click the **Select** button to choose the pickup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

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

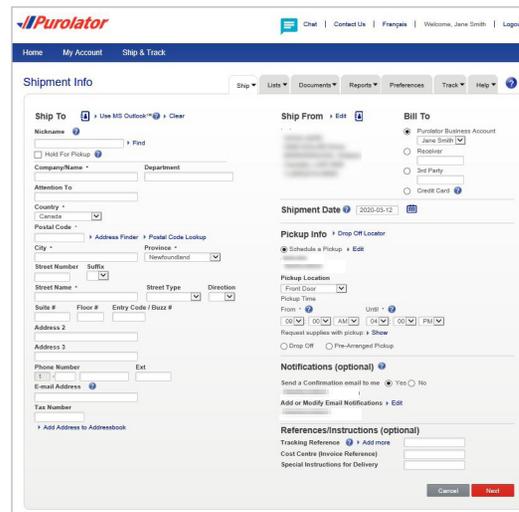
TIP: Use the Notification options feature to notify you and/or your customer when a shipment has been delivered successfully and/or when exceptions (shipment interruptions) occur.

3. Blind Shipping hides the actual shipper address on the label.
 - a. Select the *Blind Shipping* checkbox under Ship From.
 - b. The *Ship From (On Label)* address will appear on the shipping label instead.

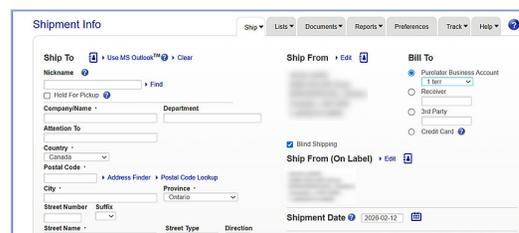
TIP: Available to approved customers only. Not applicable to Return shipments. Contact your Purolator Sales Representative if unavailable.



The screenshot shows the Purolator website's home page. The top navigation bar includes 'Home', 'My Account', and 'Ship & Track'. A 'Quick Links' sidebar on the left lists options like 'Create a Shipment', 'Estimate Time & Cost', and 'Schedule a Pickup'. The main content area features a 'Recent Shipments' table (currently empty) and a 'Scheduled Pickups' section with a 'View Pickups' button.



The screenshot shows the 'Shipment Info' form. It is divided into several sections: 'Ship To' (with fields for Nickname, Company Name, Address, etc.), 'Ship From' (with a 'Blind Shipping' checkbox), 'Bill To' (with fields for Receiver, 3rd Party, or Credit Card), 'Shipment Date', 'Pickup Info' (with 'Drop Off Locator' and 'Drop Off' options), and 'Notifications (optional)'. A 'Next' button is visible at the bottom right.



This screenshot is similar to the previous one but shows the 'Blind Shipping' checkbox under the 'Ship From' section selected. The 'Ship From (On Label)' address is now visible in the form.

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4. 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!

5. 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.

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

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

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.

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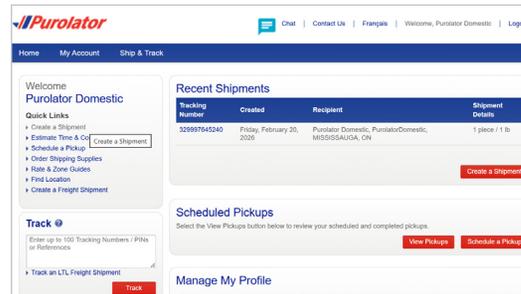
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Shipping dangerous goods

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

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



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

4. Select the category of Dangerous Goods
- Limited Quantity (ground only)
 - <500 kg (ground only)
 - Fully Regulated
 - UN1845 – Dry Ice
 - UN3373 – Biological Substance

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

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

NOTE: For return shipments, Dangerous Goods services are available only to customers whose Purolator account has been approved for Dangerous Goods shipping. Attempting to ship Dangerous Goods without approval may impact shipment delivery and may result in compliance issues or additional charges.

5. Click the **Ship Now** button to complete your shipment.
6. Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the **Cancel Shipment** button and recreate the shipment.
7. Click the **View and Print** button to access your shipping documents.

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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.

Shipment Details

Shipment Options

Upgrade Options

Next

Outbound Return

Return From

Return To

Drop Off or Pickup Package

Shipment Options

Ship Now

Shipment Confirmation

Confirm Shipment Details

Created Friday, February 27, 2026 Time 10:46 AM

From

Pickup

PN	30999144762	Signature on Delivery	Required
Shipment Type	Regular	Declared Value	3.9
Shipment Date	Friday, February 27, 2026	Hold For Pickup	No
Service	Purulator Express Envelope	Chain Of Signature	No
Package Type	Express Envelope	Special Handling	No
Bill To	Sender	Healthcare	No
Number of Pieces	1	Return Shipments Created	1
Dangerous Goods	No		

Print Shipping Document

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	View and Print

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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.

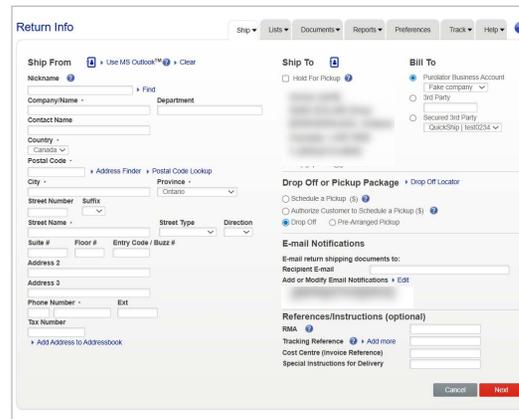
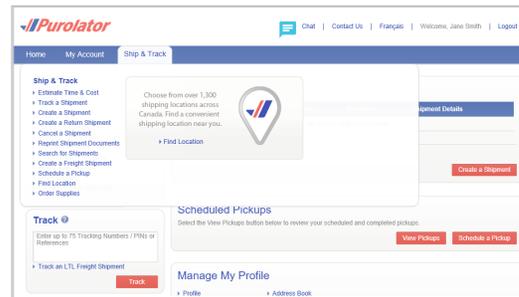
OPTIONAL: Under References/Instructions in the Ship To screen, enter your reference number in the RMA field for easy reconciliation.

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. Add any optional Notifications or References/Instructions if required.
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
Description: Purolator Express Return
Service: Purolator Express Return
Number of Pieces: 1
Total Weight: 1 Imperial (lb. oz)
Declared Value: \$ 100
Signature on Delivery: Required

Package Details (optional)
For a more accurate estimate enter package details.

Piece	Weight	Length	Width	Height	Additional Handling
1					

Upgrade Options
 Purolator Express Return

Buttons: Previous, Cancel, Estimate, Ship Now

Shipment Cost Estimate

Shipment Details
Weight: 1
To: City, Province, Country, Postal Code
From: City, Province, Country, Postal Code

Service/Upgrade Details

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

Transit Time: 1 Day
Total Cost: \$ 5.25
Note: *subject to change based on actual weight/volume

Buttons: Previous, Ship Now

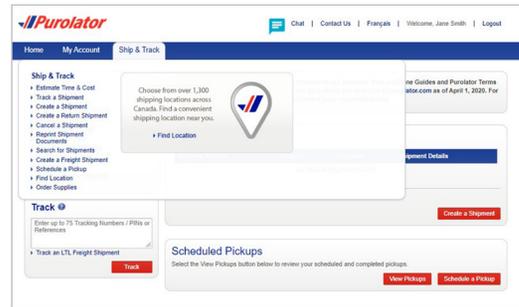
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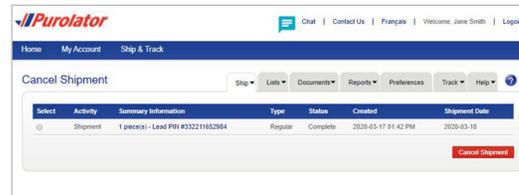
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Cancel a Shipment

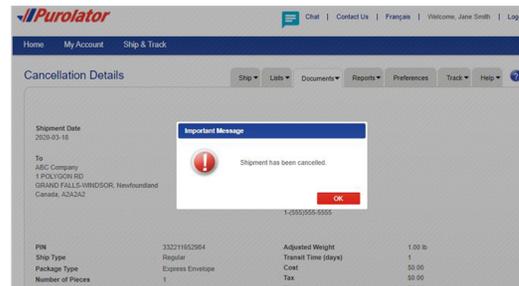
1. From the Ship & Track drop-down menu, select *Cancel a Shipment*.



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



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



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

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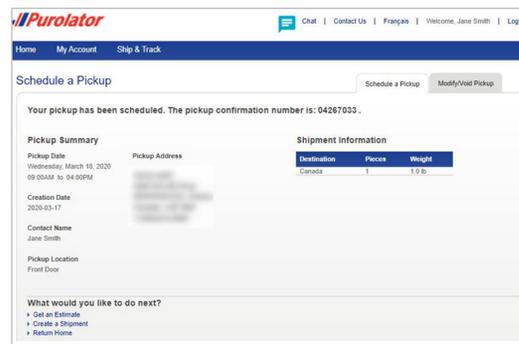
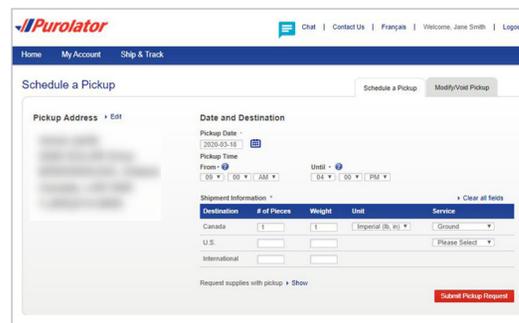
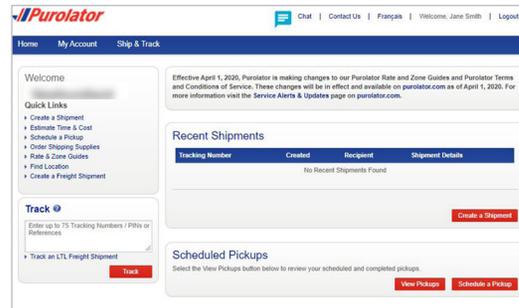
1. Select *Schedule a Pickup* from the Ship & Track drop-down menu or from the Quick Links on the Home screen.

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

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

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

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



> Online Shipping | purolator.com

Register for Online Shipping
Set or Change Default Preferences
Address Book

Estimate Time & Cost
Create a Shipment
Create a Return Shipment
Cancel a Shipment

Schedule a Pickup
Track a Shipment
Manage Accounts
Order Supplies

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

Track a Shipment

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

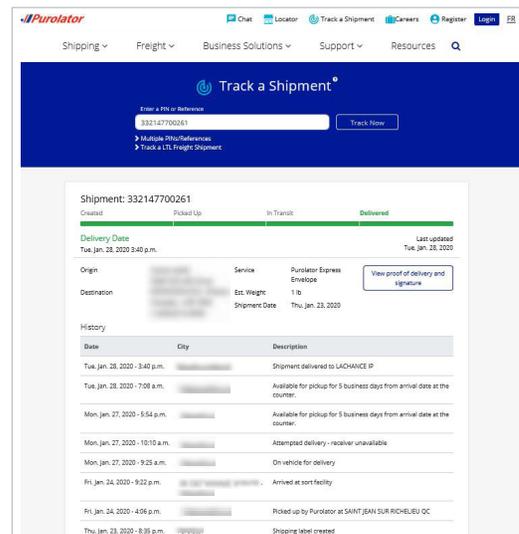
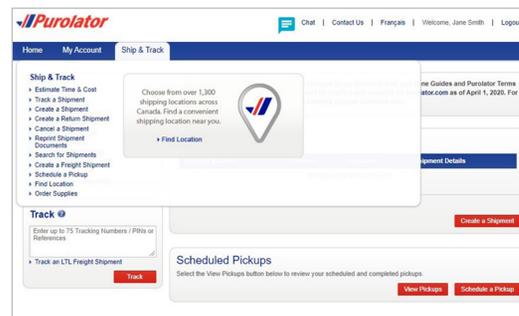
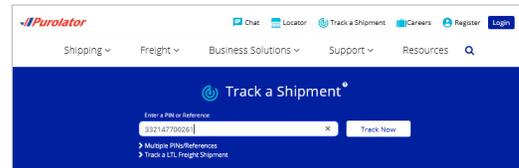
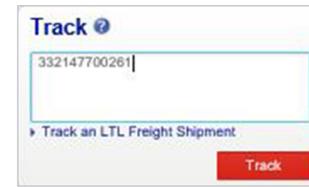
NOTE: When you click on the Track button, you will be automatically moved over to our tracking interface on **purolator.com**

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

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

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

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



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

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

Authentication ✕

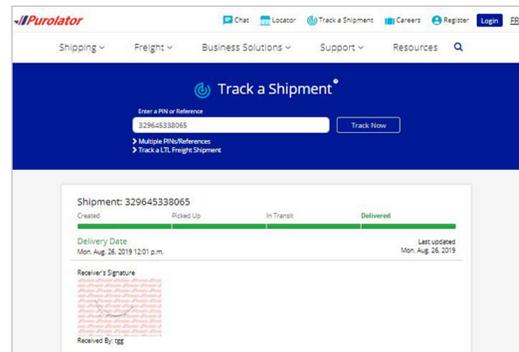
To view additional shipment details, please authenticate your shipment by providing one of the following*:

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

Purolator Business Account

Origin Postal Code

Destination Postal Code



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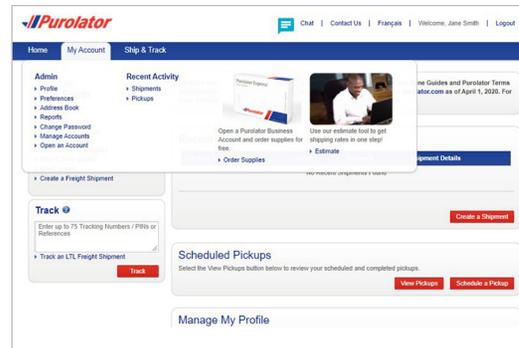
Purolator E-Ship® Server (ESS)

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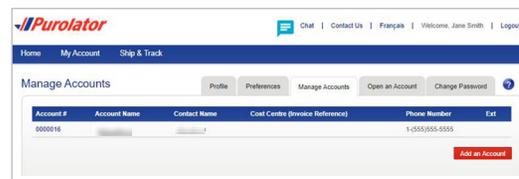
Additional Contact Information

Manage Accounts

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

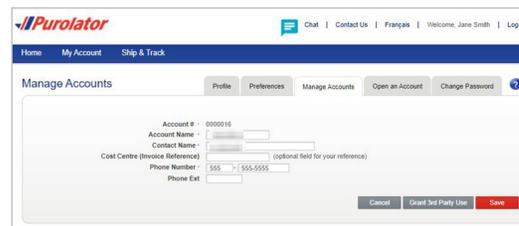


2. Here, you can add, edit or delete the account numbers listed in your profile. To add an account, click the **Add an Account** button.



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

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



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

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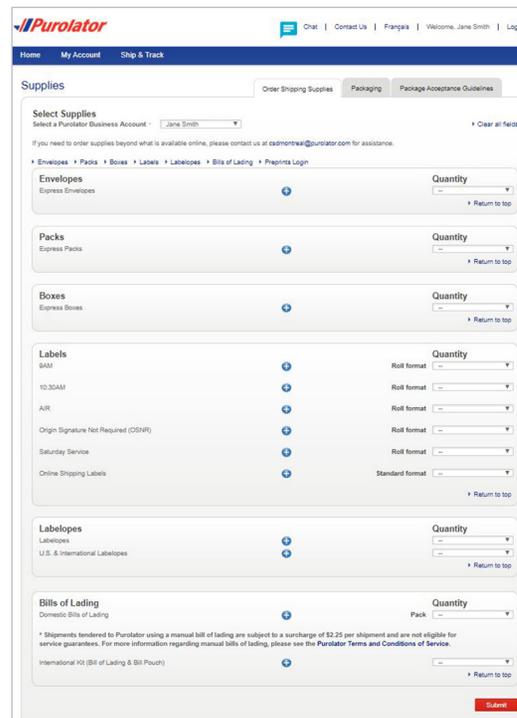
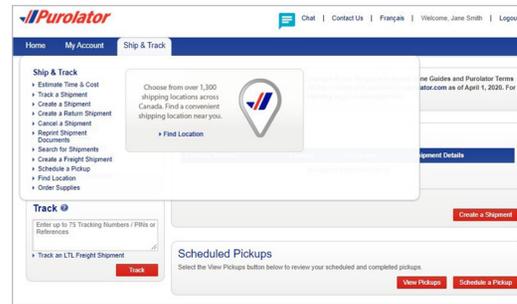
Order Supplies

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

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

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

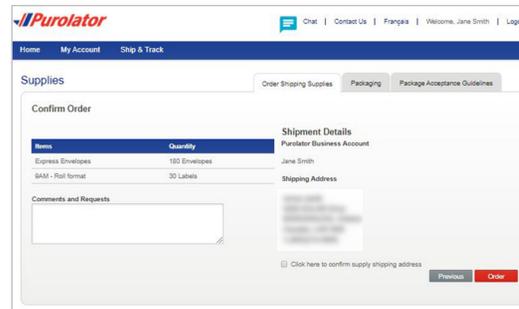


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3. Enter any additional comments or requests, verify order details and click the **Order** button.



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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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Set or Change Default Preferences

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

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

The screenshot shows the 'Settings' page in the Purolator E-Ship Server interface. The navigation bar includes 'Ship', 'Track', 'My Profile', 'System', and 'Help'. The 'My Profile' dropdown menu is open, showing 'Settings' as the selected option. The main content area contains the following fields:

- Carrier:** A dropdown menu with 'Purolator' selected.
- From Date:** A date field with '12/18/2014' entered.
- To Date:** A date field with '12/18/2014' entered.
- Current User Name:** A text field with 'pd' entered.
- User Name:** A text area for entering a name.

At the bottom of the form, there is a 'Clear' button and a 'Track' button. A note at the bottom states 'Enter Upto 25 User Name, One per Line'.

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.

The screenshot shows the 'My Profile' page in the Purolator E-Ship Server interface. The navigation bar includes 'Ship', 'Track', 'My Profile', 'System', and 'Help'. The 'My Profile' dropdown menu is open, showing 'Sender', 'Return To', 'Application', 'Password', 'Tracking', 'Address Book', and 'Notification' as options. The main content area contains the following fields:

- Default Shipping/Tendering Location:** A section with a 'No Default Address' checkbox and a 'Current Location' dropdown menu.
- Shipper Name:** A text field.
- Shipper Company:** A text field.
- Shipper Attention:** A text field.
- Address Line 1:** A text field.
- Address 2:** A text field.
- Address 3:** A text field.
- Country:** A dropdown menu.
- City:** A text field.
- State/Province:** A dropdown menu.
- Postal Code/ZIP:** A text field.
- Phone/Ext:** A text field.
- Fax Number:** A text field.
- E-mail:** A text field.
- Government Id:** A text field.
- Only applicable to mailroom personnel:** A checkbox.
- Default Rate Shop Key:** A dropdown menu.

At the bottom of the form, there is a 'Clear' button and a 'Save' button. A note at the bottom states 'This setting is applicable on RMA Screen'.

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Create a Shipment

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

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

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

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

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

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

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

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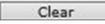
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NOTE: The Items and INTL tabs must be completed if you're shipping to the U.S. or international destinations. Note that the Items tab is subdivided by Details and Producer.

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

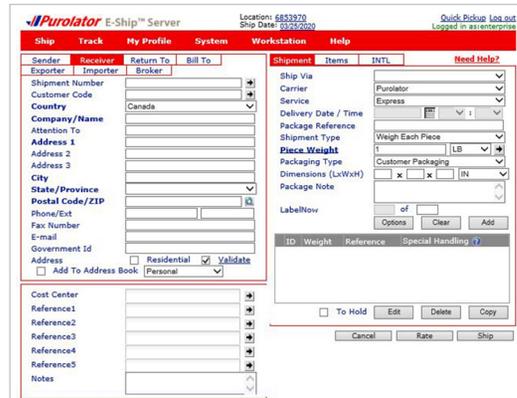
5. Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the  button and recreate the shipment.

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

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

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

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



The screenshot shows the Purolator E-Ship Server interface. The main window is titled "Purolator E-Ship Server" and includes a navigation menu with options like "Ship", "Track", "My Profile", "System", "Workstation", and "Help". The "Ship" tab is active, displaying various input fields for shipment details such as "Ship Via", "Carrier", "Service", "Delivery Date / Time", "Package Reference", "Ship Weight", "Packaging Type", "Dimensions (LxWxH)", and "Package Note". A table at the bottom of the window lists items with columns for "ID", "Weight", "Reference", and "Special Handling". The table is currently empty, and there are buttons for "To Hold", "Edit", "Delete", and "Copy" below it. At the bottom of the interface, there are buttons for "Cancel", "Rate", and "Ship".

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> **Purolator E-Ship® Server (ESS)**

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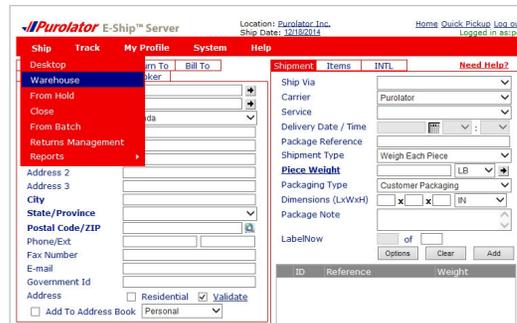
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Shipping dangerous goods

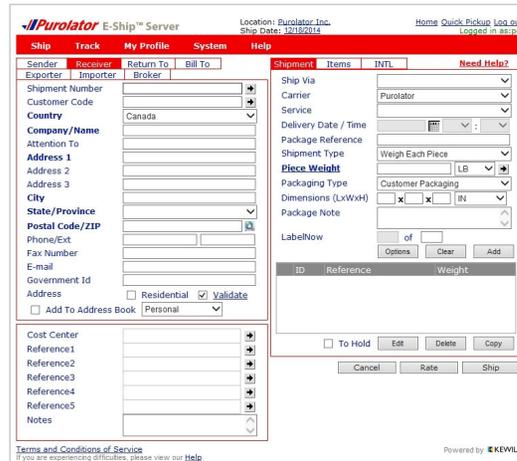
1. From the Ship drop-down menu, select *Warehouse*.

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 main sections: Receiver information on the left and Shipment information on the right. 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.

The screenshot shows the Purolator E-Ship Server interface with the 'Receiver' section filled out. The 'Ship' dropdown menu is now closed. The Receiver section includes fields for Ship 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, and Address. The Shipment section is the same as in the previous screenshot. There are also buttons for 'To Hold', 'Edit', 'Delete', 'Copy', 'Cancel', 'Rate', and 'Ship'.

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

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

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

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

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

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

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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 drop-down menu, select *Status*.

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

To track by PIN:

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

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

3. Click the **Track** button.

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

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, Reference Number: (empty), and Where: (empty). The search results table shows one shipment with Tracking Number 520017355012, Service Express, Company Name Customer ABC, City Mississauga, Postal Code L9R3T8, Ship Date 2014-12-18, and Status Shipped.

The screenshot shows the search results for the 'Status' search. The search criteria are: Carrier: Purolator Inc., From Date: 12/18/2014, To Date: 12/18/2014, Reference Number: (empty), and Where: (empty). The search results table shows one shipment with Tracking Number 520017355012, Service Express, Company Name Customer ABC, City Mississauga, Postal Code L9R3T8, Ship Date 2014-12-18, and Status Shipped.

The screenshot shows the Purolator E-Ship Server interface. The 'Track' dropdown menu is open, and 'By PIN' is selected. The search criteria are: Carrier: Purolator Inc., From Date: 12/18/2014, To Date: 12/18/2014, Reference Number: (empty), and Where: (empty). The search results table shows one shipment with Tracking Number 520017355012, Service Express, Company Name Customer ABC, City Mississauga, Postal Code L9R3T8, Ship Date 2014-12-18, and Status Shipped.

The screenshot shows the 'Single/Multiple Pin Tracking' form. The carrier is set to Purolator. The 'Enter Tracking Numbers' field contains the PIN 123456789. The 'Track' button is visible.

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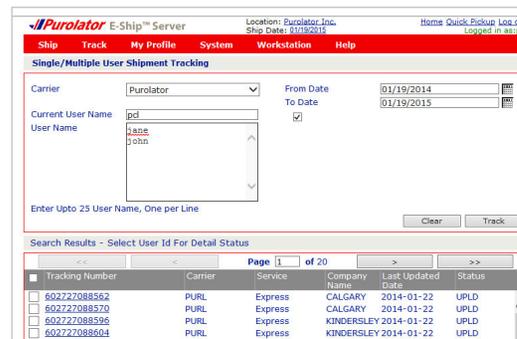
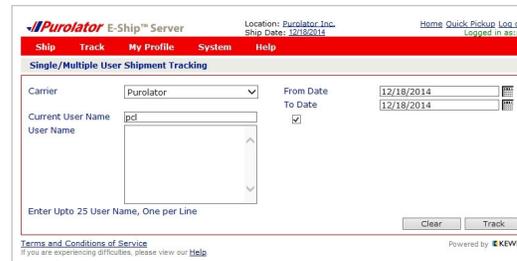
To track by Reference:

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



To track by User:

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



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"/> 602727088596	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 drop-down menu, select *Status*.

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. There are 'Clear' and 'Search' buttons at the bottom.

2. Enter your search criteria and click the button.

The screenshot shows the Purolator E-Ship Server interface with the search criteria entered: Tracking Number, Carrier: Purolator Inc., From Date: 12/18/2014, To Date: 12/18/2014. There are 'Clear' and 'Search' buttons at the bottom.

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

The screenshot shows the Purolator E-Ship Server interface with search results. The results table has columns: Tracking Number, Service, Company Name, City, Postal Code, Ship Date, Status. One result is shown: 620017355012, Express, Customer ABC, Mississauga, LSR378, 2014-12-18, Shipped. Below the table are navigation and action buttons: Page 1 of 1, Clear Filters, Restore Defaults, Displaying Packages 1 - 1 of 1, Void, Confirm, Print, Label, Bill of Lading, Documents, Track. There is also a 'Terms and Conditions of Service' link and a 'Powered by KEVILL' logo.

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

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Order Supplies

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

To order labels, contact us at 1 800 459-5599 or eshipserversupport@purolator.com.

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

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

Page 1 of 3



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: 16411630 RT0001, GST registration number: 100544463 T00001.

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
1 866 313-4567

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 or E-mail 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 Full Surcharge GST	16.76 2.86 \$19.62
			Declared weight: 1.36					
	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 Full Surcharge HST	22.47 3.17 3.07 \$28.71
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 Full Surcharge GST	15.07 2.36 1.05 \$18.48

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 1 866 313-4567, Option 1
- Automatically by Electronic Funds Transfer or EFT (EFT remittance by calling 1 866 313-4567, Ext 2218)

111 X 1234567 123456789 00000000

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

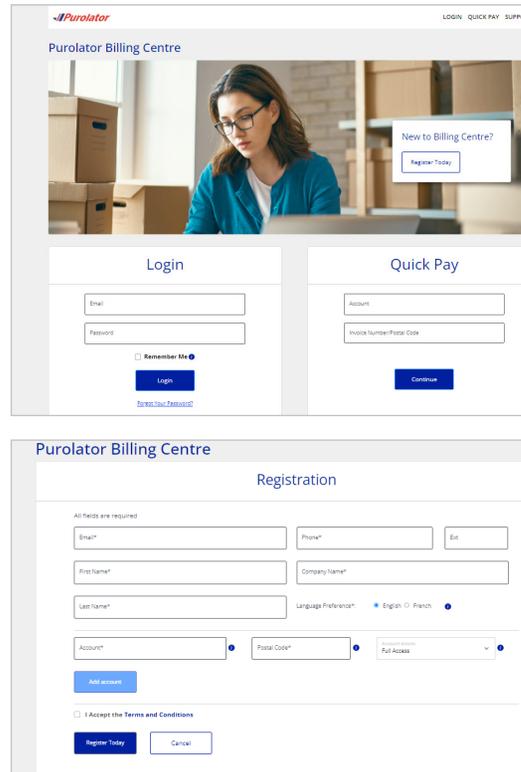
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Purolator E-Ship® Server (ESS)
> **Invoice and Payment Options**
Additional Contact Information

How to Pay Your Invoice:

Online

1. To register, login or get more information, visit purolator.com/billing and click on the  button.
2. Complete the form, including shipper contact information and account number. Click the  button.

NOTE: The Billing Centre can be used for all lines of business and you have the option to pay invoices at the invoice and pin level and we have CAD and USD options for credit card payments.



The image shows two screenshots of the Purolator Billing Centre website. The top screenshot displays the 'Login' and 'Quick Pay' sections. The 'Login' section has fields for 'Email' and 'Password', a 'Remember Me' checkbox, and a 'Login' button. The 'Quick Pay' section has fields for 'Account' and 'Invoice Number/Pin Code', and a 'Continue' button. The bottom screenshot shows the 'Registration' form with fields for 'Email*', 'Phone*', 'First Name*', 'Last Name*', 'Company Name*', 'Account*', 'Postal Code*', and 'Language Preference*' (English/French). It also includes an 'Add account' button and a checkbox for 'I Accept the Terms and Conditions'.

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By phone

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

By mail

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

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

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

Additional Contact Information

Need further assistance? Purolator has you covered.

Sales Representative and Customer Implementation Specialist

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

Virtual Assistant

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

To speak with a representative, please call:

Purolator Customer Service

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

custserv@purolator.com

Technical Support

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

Select option 4 for E-Ship® Server)

onlineshipping@purolator.com

Claims Department

1 800 461-0540

claims@purolator.com

Billing & Invoicing

1 866 313-4357

Ontario to British Columbia –

OntarioARCenter@Purolator.com

Quebec to Newfoundland –

AR@purolator.com

Central Supplies

1 888 744-7123

CSDMontreal@purolator.com

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Invoice and Payment Options

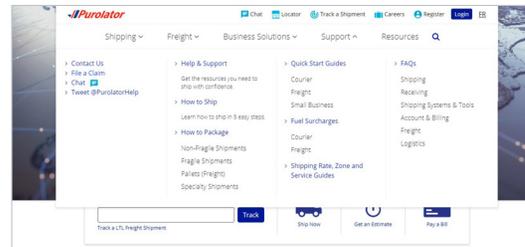
> Additional Contact Information

[File a Claim](#)

File a Claim

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

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



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Purolator E-Ship® Server (ESS)

Invoice and Payment Options

> **Additional Contact Information**
File a Claim

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

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

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

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

The screenshot shows the 'File a Claim' form on the Purolator website. The form is titled 'File a Claim' and includes a progress bar with three steps: Claim Information, File Upload, and Complete. The form is divided into several sections: Claim, Claimant Information, Claimant Address, Shipper Information, and Receiver Information. Each section contains various input fields such as text boxes, dropdown menus, and checkboxes. A 'Next' button is located at the bottom right of the form.

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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.

