Quick Start Guide

Purolator Virtual Assistant

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Receiving a package?
Help is at your fingertips!

Purolator's Virtual Assistant gives you real-time information regarding your shipments when you need it. Get help with tracking a shipment, obtaining proof of delivery or finding out where you can pick up your package and more, at any time.

You can also save time by submitting a request through the Virtual Assistant, for address correction, second delivery attempt, and more. Our Virtual Assistant is always available to provide you with the help you need.

In this document, we'll walk through all the functions and information you'll need to efficiently leverage our Virtual Assistant, so you can get back to doing the things that matter most!

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How to Access the Virtual Assistant

1. To access the Virtual Assistant, please go to **purolator.com** and click on the Chat button at the top of the page, **or on the icon at the bottom right corner.**
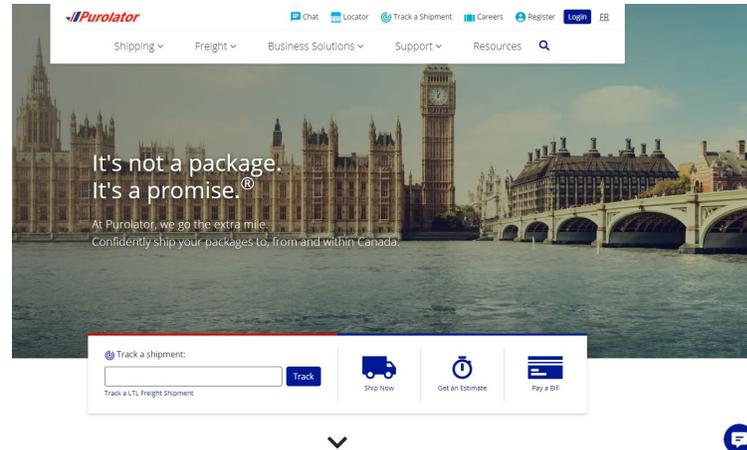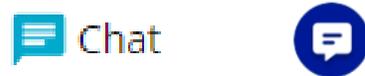
2. Once you click on the Chat button, a chat window will open, and you can start chatting with the Virtual Assistant. See the next page for tips and tricks and how to quickly get to what you are looking for.
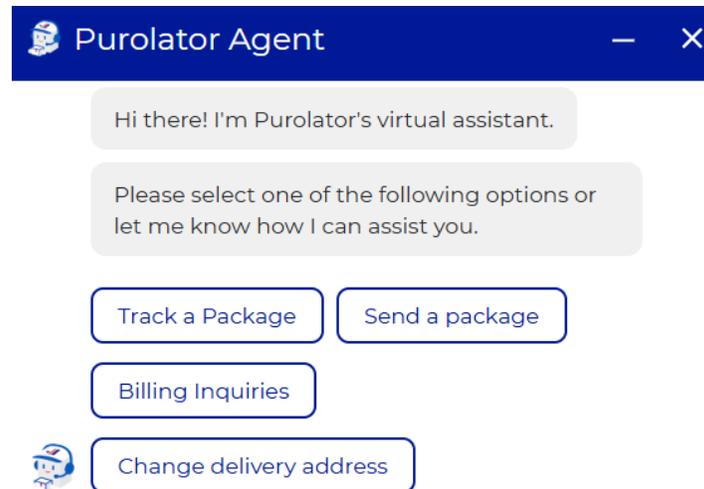
Types of Inquiries

Purolator's Virtual Assistant can answer several questions related to your shipment, from "Where is my package" to "Where can I pick up my shipment". It is also a great tool to use to submit requests such as changing a delivery address or even sending a package to a more convenient location for pick up.

Here is a list of some of the helpful information that can be provided by the Virtual Assistant:

- **Estimated Delivery Date**: When will the package arrive?
- **Who can pick up a shipment:** When asking "Who can pick up? Enter PIN here", the Virtual Assistant will provide the information on who can pick up that particular shipment.
- **What to bring for pick up:** The Virtual Assistant will advise what they need to bring to be able to pick up a shipment.

To get started, simply submit a request. See the next section on how to submit requests for Address Correction, Hold for Pickup, Redelivery, Redirects, Schedule Pickups, Order Supplies as well as File a Claim.

How to Access the Virtual Assistant

➤ **Type of Inquiries**

Submitting a Request

Address Correction Request

Hold for Pickup Request

Redelivery Request

Redirect Request

Return to Sender

Pickup Requests:

- Business
- Residence

Supply Request

Open a Trace

File a Claim

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Submitting a Request

Have a problem with a shipment that requires a quick resolution? Purolator's Virtual Assistant can submit several types of requests on your behalf with no wait time. You can request an address correction, a redirect to a different address, a second delivery attempt (Redelivery), or even request for a parcel to be brought to a more convenient location for pick up.

Some restrictions may apply: The Virtual Assistant can process most requests at almost any point during transit; however, there are a few exceptions:

- **Modifying/Changing an address:** Please note shippers may have requested specific restrictions for Address Correction, Redirect and Hold for Pickup requests. If that is the case, you will be provided with the next steps once the tracking number is provided.

- **Shipping label created:** If the package was not yet given to Purolator or the last scan on the shipment still doesn't reflect that we have the package in our possession, then a request cannot be submitted. You would have to wait for the first scan to appear after the Shipping Label Created event.

- **Returned to sender or unavailable:** If the package was already scanned returned to sender, chances are it is too late to request a change of address. We suggest speaking to one of our representatives directly to see if options are still available at this point.
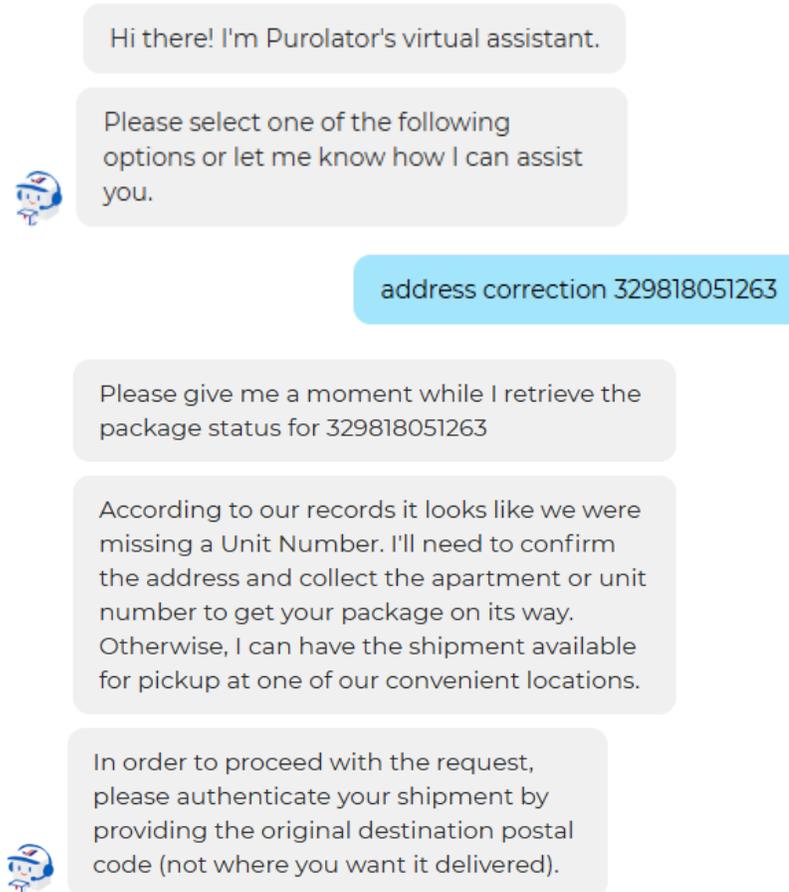
Address Correction Request

An Address Correction request is most used when a package was shipped with an incorrect address and missing information is required. An address correction can be minor, such as adding a buzz code or unit number, or it can also be something more significant (i.e. the receiver has relocated). To submit the request for Address Correction, simply follow these steps below.

1. Simply type "Address Correction", followed by your tracking number. The Virtual Assistant will now assist you with your address correction request.

2. The Virtual Assistant will provide detail on what information is missing/incorrect and will request the original destination postal code for authentication purpose.

Hi there! I'm Purolator's virtual assistant.

Please select one of the following options or let me know how I can assist you.

address correction 329818051263

Please give me a moment while I retrieve the package status for 329818051263

According to our records it looks like we were missing a Unit Number. I'll need to confirm the address and collect the apartment or unit number to get your package on its way. Otherwise, I can have the shipment available for pickup at one of our convenient locations.

In order to proceed with the request, please authenticate your shipment by providing the original destination postal code (not where you want it delivered).

Note: Please note shippers may have requested specific restrictions for Address Correction requests. If that is the case, you will be provided with the next steps once the tracking number is provided.

3. Select the Requestor type (Shipper, Receiver or **Other**). Then provide the name and phone number of the requestor as well as the Receiver.

Let's start by gathering some information so that I can find someone to help you with updating your shipment information.

Are you chatting with me as the shipper or the receiver?

Shipper   Receiver   Other

Please fill in your information in the form below.

Name

Phone Number

Email

Submit

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4. The Virtual Assistant will ask you to enter the correct delivery address. Please note the address that needs to be provided is the correct address and not the original one currently on the shipping label. Please provide your Unit, Street name or Civic address, and postal code. E.g., 306-65 NORTH SERVICE RD, L5A1A3.

I will need to gather the address where we are delivering to. Please start typing the address starting with the street number. If you are unable to find the address with the auto-complete feature, please let me know

Address

Search...

Submit

I can't find the address

5. If there is a buzz code or Unit/Suite required to complete the delivery, you will be able to enter it after you provide the civic address.

Please enter your entry code.

Please enter your Unit or Suite code.

6. If the address is a business, select "Business" and you will be asked to provide the company name. If it is a residential address, select "Residential".

Is the delivery location a business or residential address?

Business   Residential

7. You will see a summary of the information provided. If all is correct, click *Correct* to save your request. You can modify any of the fields listed there by clicking on the pencil next to the item you wish to update.

Thank you! Please confirm that the following information is correct. If it is, I will proceed with your address correction request. To edit any of the information below, please click on the pencil icon next to the item you would like to change.

Receiver Name: John Doe ✎

Receiver Phone Number: 8887447123 ✎

Delivery Address: 100-140 Rue Champlain Dieppe NB E1A 1N8 ✎

Unit number: 100 ✎

Correct   Incorrect

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8. You will receive the confirmation number of the Address Correction request, indicating that the request was submitted successfully.

I have opened a case for address correction.

Here is the case number: CS-26032968.

The revised information has been sent to the terminal for processing. If this request is successful there could be a 24 hour delay in processing your request. Please sign up for notifications to receive updates regarding this shipment.

Was there anything else I can assist with today?

Yes   No   Get updates

Proactively manage all future shipments in one place.

With Purolator Your Way, get notifications and manage your delivery experience, and more for all your future shipments. Sign up with Purolator Your Way now.

How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

➢ **Address Correction Request**

Hold for Pickup Request

Redelivery Request

Redirect Request

Return to Sender
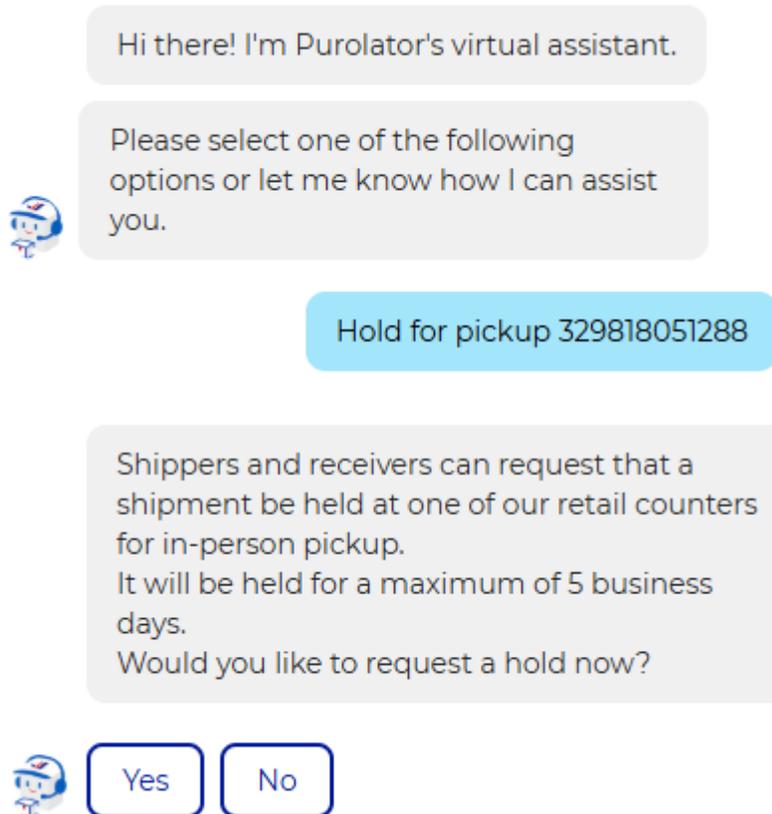
Pickup Requests:

• Business

• Residence

Supply Request

Open a Trace

File a Claim

Hold for Pickup Request

A Hold for Pickup request allows a package to be sent to the most convenient Purolator location for you to pick up.

1. Enter "Hold for Pickup" followed by the tracking number. The Virtual Assistant will now assist you with the hold for pickup request.

Hi there! I'm Purolator's virtual assistant.

Please select one of the following options or let me know how I can assist you.

Hold for pickup 329818051288

2. Answer "Yes" to the first question.

Shippers and receivers can request that a shipment be held at one of our retail counters for in-person pickup.
It will be held for a maximum of 5 business days.
Would you like to request a hold now?

Yes   No

Note: Please note shippers may have requested specific restrictions for Hold for Pickup requests. If that is the case, you will be provided with the next steps once the tracking number is provided.

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Please give me a moment while I retrieve the package status for 329818051255

3. The Virtual Assistant will then provide the status of the shipment.

We attempted delivery on Tuesday, November 18, 2025 and no one was home. We've left you a delivery notice with details on where and how to pick up your item. If you haven't received a delivery notice, please sign up to receive updates. Once signed up, we will send you an e-mail with the facility details as soon as your shipment is available to be picked up.

4. Then you will need to authenticate the shipment by providing the original destination postal code.

I can certainly request a hold for pickup for you. In order to proceed with the request, please authenticate your shipment by providing the original destination postal code

Typically after a delivery attempt, the driver will bring the package to the closest retail location for you. If you are unable to pick up from the location listed on the delivery notice, you can request a more convenient location, however that will result in a delay.

5. Select "See alternate locations".

Please note the Virtual Assistant will look for the three closest locations to the postal code provided. Therefore, you can enter the delivery postal code or alternatively, another postal code which is closer to where you wish to pick up your parcel.

Example:
X1X 1X1

Default closest location

See alternate locations

Please provide the postal code near the ideal drop-off point.

How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

Address Correction Request

➢ **Hold for Pickup Request**

Redelivery Request

Redirect Request

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Pickup Requests:

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• Residence

Supply Request

Open a Trace

File a Claim

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6. Select one location from the three options provided.

Based on the postal code provided, your closest pick up locations are:

- **Purolator Ship Centre - Guelph RC0503**: 147 Massey RD Guelph, ON, N1K1B2, CA
- **QS Parcel Locker - Purolator Guelph**: 147 Massey RD Guelph, ON, N1K1B2, CA
- **Remedy's Rx - Westmount Pharmacy Guelph - Smarthub**: 77 Westmount RD Guelph, ON, N1H5J1, CA

Purolator Ship Centre - Guelph RC0503

QS Parcel Locker - Purolator Guelph

Remedy's Rx - Westmount Pharmacy Guelph - Smarthub

See more Options

How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

Address Correction Request

➤ **Hold for Pickup Request**

Redelivery Request

Redirect Request

Return to Sender

Pickup Requests:

- Business
- Residence

Supply Request

Open a Trace

File a Claim

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7. Select the Requestor type (Shipper, Receiver or Other).

8. Then provide the name and phone number of the requestor

Are you chatting with me as the shipper or the receiver?

Shipper   Receiver   Other

Please fill in your information in the form below.

Name

Phone Number

Email

Submit

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9. You will see a summary of the information provided. If all is correct, click *Correct* to save your request.

You can modify any of the fields listed there by clicking on the pencil next to the item you wish to update.

Thank you! Please confirm that the following information is correct. If it is, I will proceed with your hold for pick up request. To edit any of the information below, please click on the pencil icon next to the item you would like to change.

Receiver Name: John Doe ✎

Receiver Phone Number: 8887447123 ✎

Pick up location: Purolator Ship Centre - Guelph RC0503 - 147 Massey RD Guelph, ON, N1K1B2, CA ✎

Email address: noreply@purolator.com ✎

[Correct] [Incorrect]

How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

Address Correction Request

➤ **Hold for Pickup Request**

Redelivery Request

Redirect Request

Return to Sender

Pickup Requests:

• Business

• Residence

Supply Request

Open a Trace

File a Claim

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10. You will receive the confirmation number of the Hold for Pickup request with a summary of the information, indicating that the request was submitted successfully.

Click on the buttons for additional information on picking up the package.

I have opened a case for your hold for pickup request. Once it arrives at the selected location, it will be available for pick up for 5 business days. Please sign up for notifications and we will let you know as soon as it is ready for you. Case number: CS-26032966

Was there anything else I can assist with today?

| Yes | No | Get updates |

Proactively manage all future shipments in one place.

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How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

Address Correction Request

➤ **Hold for Pickup Request**

Redelivery Request

Redirect Request

Return to Sender

Pickup Requests:

• Business

• Residence

Supply Request

Open a Trace

File a Claim

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Redelivery Request

A Redelivery request is used for a second delivery attempt at the original address on the shipping label. To begin their request, simply follow these steps below.

1. Type "Redelivery" into the chat followed by the tracking number. The Virtual Assistant will now assist you with the redelivery request.

Redelivery 329818051255

Please give me a moment while I retrieve the package status for 329818051255

We attempted delivery on Tuesday, November 18, 2025 and no one was home. We've left you a delivery notice with details on where and how to pick up your item. If you haven't received a delivery notice, please sign up to receive updates. Once signed up, we will send you an e-mail with the facility details as soon as your shipment is available to be picked up.

2. Enter the original destination postal code to authenticate the request.

In order to proceed with the request, please authenticate your shipment by providing the original destination postal code.

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3. Select the date for the redelivery, in the calendar. Please note that delivery hours are Monday to Friday between 8:00 and 9:00pm local time. We can't give you an exact time.

NOTE: The date cannot exceed 5 business days and cannot be on a weekend.

Please note that delivery hours are Monday to Friday between 8:00 am and 9:00 pm and we can't give you an exact delivery time during this window. What date would you like us to deliver the package?

← **November 2025** →

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Confirm

4. Select the Requestor type (Shipper, Receiver or Other).

Are you chatting with me as the shipper or the receiver?

| Shipper | Receiver | Other |

5. Then provide the name and phone number of the requestor, email is optional.

Please fill in your information in the form below.

Name

Phone Number

Email

Submit

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6. You will see a summary of the information provided. If all is correct, click *Correct* to save your request.

You can modify any of the fields listed there by clicking on the pencil next to the item you wish to update.

Thank you! Please confirm that the following information is correct. If it is, I will proceed with your redelivery request. To edit any of the information below, please click on the pencil icon next to the item you would like to change.

Full name: John Doe ✎

Phone number:8887447123 ✎

Redelivery Date: November 19, 2025 ✎

[Correct] [Incorrect]

7. You will receive the confirmation number of the Redelivery request with a summary of the information, indicating that the request was submitted successfully.

I have opened a case for your redelivery request with the following information. Please note that deliveries take place anytime between 8:00 AM - 9:00 PM, and no particular delivery times can be guaranteed.
Here's your case number: CS-26032970. Please note we will do our best to deliver your shipment on your preferred delivery date however some exceptions may apply. You can sign up for notifications in order to find out when your shipment goes out for delivery.

Was there anything else I can assist with today?

[Yes] [No] [Get updates]

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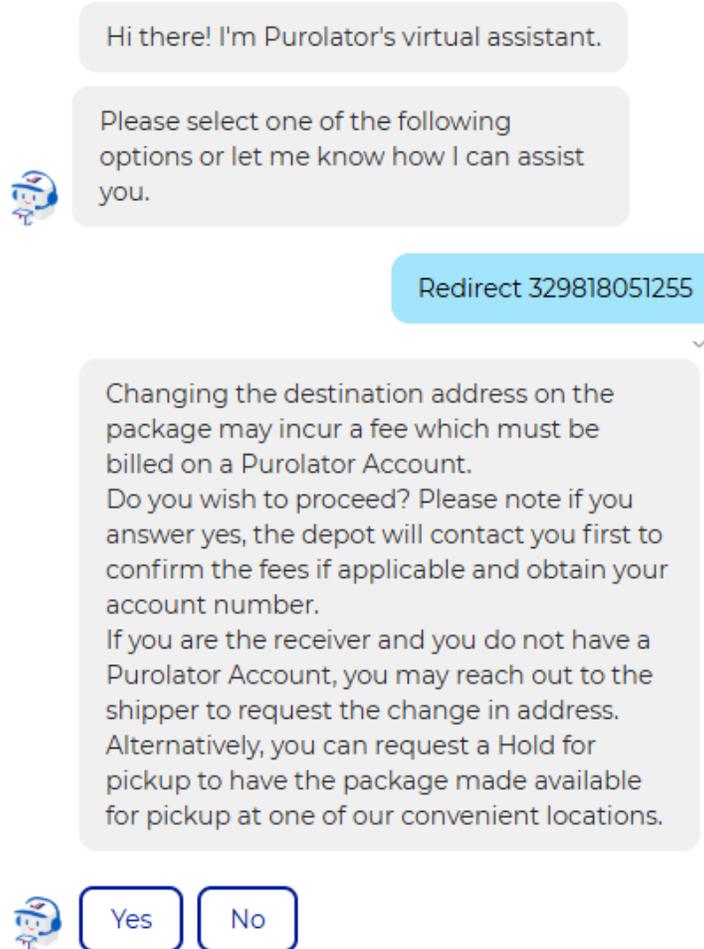
Redirect Request

A Redirect request is required when you're looking to have the shipment delivered to a different address, such as the customer's workplace. To begin the redirect request, simply follow these steps below.

1. Enter "Redirect" followed by the tracking number. The Virtual Assistant will now assist you with the redirect request.

2. Answer "Yes" to the question: "Changing the destination address on the package may incur a fee which must be billed on a Purolator Account. Do you wish to proceed?"

Selecting yes means that you acknowledge a fee may be charged for redirecting the package.

Hi there! I'm Purolator's virtual assistant.

Please select one of the following options or let me know how I can assist you.

Redirect 329818051255

Changing the destination address on the package may incur a fee which must be billed on a Purolator Account.
Do you wish to proceed? Please note if you answer yes, the depot will contact you first to confirm the fees if applicable and obtain your account number.
If you are the receiver and you do not have a Purolator Account, you may reach out to the shipper to request the change in address. Alternatively, you can request a Hold for pickup to have the package made available for pickup at one of our convenient locations.

Yes   No

Note: Please note shippers may have requested specific restrictions for Redirect requests. If that is the case, you will be provided with the next steps once the tracking number is provided.

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3. The Virtual Assistant will first provide the tracking status

4. Enter the original delivery postal code, for authentication purpose.

5. Select the date for the redelivery, in the calendar. Please note that delivery hours are Monday to Friday between 8:00 and 9:00pm local time. We can't give you an exact time.

I am happy to redirect your package

Please give me a moment while I retrieve the package status for 329818051255
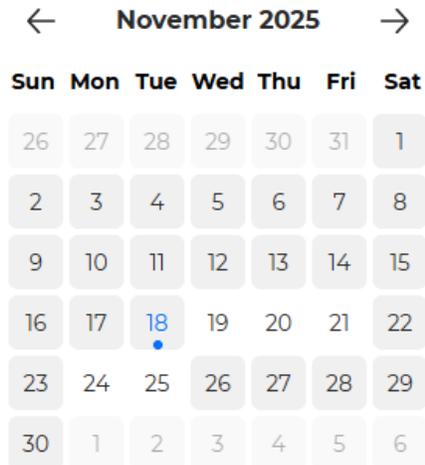
We attempted delivery on Tuesday, November 18, 2025 and no one was home. We've left you a delivery notice with details on where and how to pick up your item. If you haven't received a delivery notice, please sign up to receive updates. Once signed up, we will send you an e-mail with the facility details as soon as your shipment is available to be picked up.

In order to proceed with the request, please authenticate your shipment by providing the original destination postal code (not where you want it delivered).

← **November 2025** →

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Confirm

How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

Address Correction Request

Hold for Pickup Request

Redelivery Request

➢ **Redirect Request**

Return to Sender

Pickup Requests:

• Business

• Residence

Supply Request

Open a Trace

File a Claim

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6. Select if you are the *Shipper*, *Receiver* or *Other*.

Are you chatting with me as the shipper or the receiver?

Shipper   Receiver   Other

7. Enter your information then, click on submit.

Please fill in your information in the form below.

Name

John Doe

Phone Number

8887447123

Email

custserv@purolator.com

Submit

8. Type in the new delivery address then, click on submit.

Note: *The Virtual Assistant is unable to redirect shipments to an address outside of the original delivery province.*

I will need to gather the address where we are delivering to. Please start typing the address starting with the street number. If you are unable to find the address with the auto-complete feature, please let me know.

Address

2675 Avenue C N Saskatoon, SK, S7L 7M8

Submit

I can't find the address

9. We will ask you to confirm the address we captured.

I looked up the address, 2675 C avenue N Saskatoon SK S7L 7M8. Is that correct?

Yes   No

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10. Here you can provide an entry code and/or Unit or Suite if required.

Please enter your entry code.

Please enter your Unit or Suite code.

11. Confirm if the new address is a business or a residence.

Is the delivery location a business or residential address?

Business   Residential

12. You are also given the opportunity to leave the driver instructions.

Please write below the instructions for the driver. (Message cannot exceed 15 characters).

How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

Address Correction Request

Hold for Pickup Request

Redelivery Request

➢ **Redirect Request**

Return to Sender

Pickup Requests:

• Business

• Residence

Supply Request

Open a Trace

File a Claim

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13. You will see a summary of the information provided. If all is correct, click *Correct* to save your request.

You can modify any of the fields listed there by clicking on the pencil next to the item you wish to update.

Thank you! Please confirm that the following information is correct. If it is, I will proceed with your shipment redirect request. To edit any of the information below, please click on the pencil icon next to the item you would like to change.

Redirect date: November 20, 2025   ✏

Receiver Name: John Doe   ✏

Receiver Phone Number: 8887447123   ✏

Delivery Address: 90 Silver Star BLVD Scarborough ON M1V 4V8   ✏

[Correct]   [Incorrect]

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13. The confirmation number of your request will be provided to you.

Okay great, I submitted your request. There could be additional charges with any redirect request. The tracking number on this package will remain the same, and you can continue to track your item as normal.

Here is the case number: CS-26032969.

Please note we will do our best to deliver your shipment on your preferred delivery date however some exceptions may apply. You can sign up for notifications in order to find out if this request is successful and/or when your shipment goes out for delivery.

Was there anything else I can assist with today?

Yes   No   Get updates

How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

Address Correction Request

Hold for Pickup Request

Redelivery Request

➢ **Redirect Request**

Return to Sender

Pickup Requests:

• Business

• Residence

Supply Request
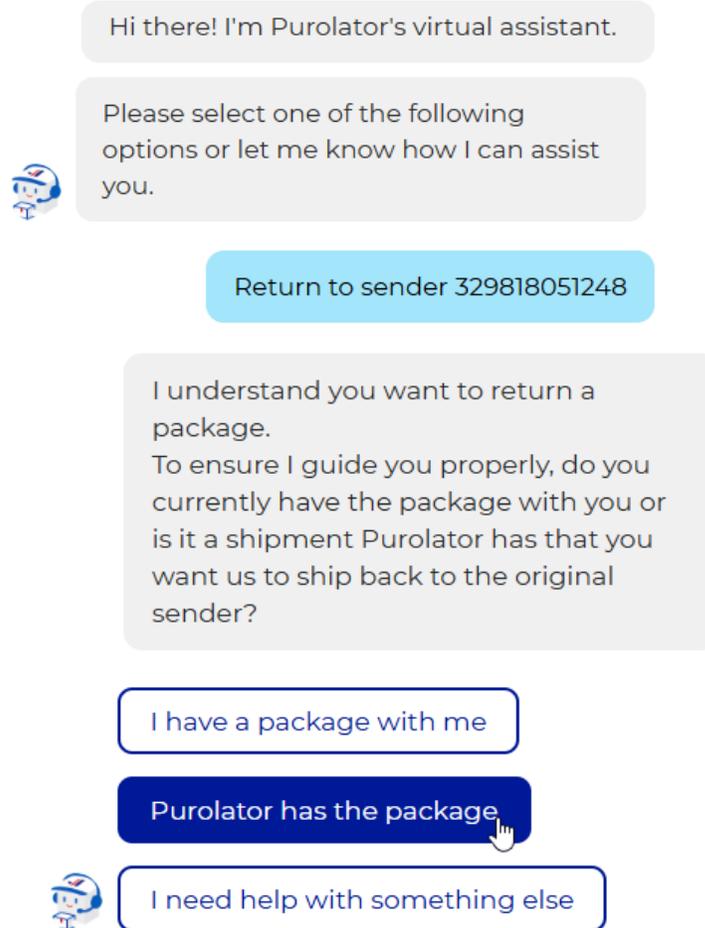
Open a Trace

File a Claim

Return to Sender Request

A Return to sender request is required when you're looking to have the shipment returned to the shipper. To begin the return to sender request, simply follow these steps below.

1. Enter "Return to sender" followed by the tracking number. The Virtual Assistant will now assist you with the Return to sender request.

Hi there! I'm Purolator's virtual assistant.

Please select one of the following options or let me know how I can assist you.

Return to sender 329818051248

I understand you want to return a package.
To ensure I guide you properly, do you currently have the package with you or is it a shipment Purolator has that you want us to ship back to the original sender?

2. Click on Purolator has the package

I have a package with me

Purolator has the package

I need help with something else

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3. Click on " Yes, return the package to sender "

I can certainly send a request to have this shipment returned back to the shipper.
Please note return charges will be applied and billed to the original payer. Would you like to proceed?

Yes, return the package to the sender

No, cancel this request

I need help with something else

4. Enter the original delivery postal code, for authentication purpose.

In order to proceed with the request, please authenticate your shipment by providing the original destination postal code (not where you want it delivered).

5. Select the role (Shipper, Receiver or Other) that describes you.

Are you chatting with me as the shipper or the receiver?

Shipper   Receiver   Other

How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

Address Correction Request

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➢ **Return to Sender**

Pickup Requests:

• Business

• Residence

Supply Request

Open a Trace

File a Claim

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6. Provide your full name and phone number

Please fill in your information in the form below.

Name

John Doe

Phone Number

8887447123

Email

custserv@purolator.com

Submit

7. You can provide a return authorization number, if applicable or click Skip.

Please provide me with the return authorization number or instructions. (Message cannot exceed 150 characters).

Skip

How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

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Redirect Request

➢ **Return to Sender**

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8. You will see a summary of the information provided. If all is correct, click *Correct* to save your request. You can modify any of the fields listed there by clicking on the pencil next to the item you wish to update.

Thank you! Please confirm that the following information is correct. If it is, I will submit your request to return this shipment. To edit any of the information below, please click on the pencil icon next to the item you would like to change.

Name: John Doe ✎

Phone number: 8887447123 ✎

Email address:
custserv@purolator.com ✎

Correct   Incorrect

9. The confirmation number of your request will be provided to you.

I submitted your request. **Here's your case number**: CS-26119900

There are additional charges with any return requests. These will be automatically charged to the original payer. A new tracking number will be assigned to your shipment once the return process has started however you can continue to track it using the current tracking number.

If you need to cancel or modify this request, please contact us at 1-888-744-7123. You can sign up for notifications in order to get updates on this shipment.

Was there anything else I can assist with today?

How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

Address Correction Request

Hold for Pickup Request

Redelivery Request

Redirect Request

➤ **Return to Sender**

Pickup Requests:

• Business

• Residence

Supply Request

Open a Trace

File a Claim

Yes   No   Get updates

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Pickup Request – Business

A Pickup request is required when you would like us to pick up a shipment at your address. We have 2 types of pickups: a business pickup scheduled on account with an existing profile, or as a Guest and a pickup at a residence.
To begin the pickup request for a business, simply follow these steps below. Instructions for residential pickup to follow.

1. Enter "Schedule a pickup". The Virtual Assistant will now assist you with the pickup request.

Please select one of the following options or let me know how I can assist you.

Schedule a pickup

2. Select "schedule at my address. If it is for another address, you will need to contact us.

Before proceeding with scheduling a pickup, you may be interested in dropping off your package at one of our convenient locations; we have drop-off points available near you. I can provide you with a list of our closest locations.

Drop-off locations

Schedule at my address

Pickup at another address

I need help with something else

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3. Next select if the pickup is ready now or select a future date or time.

Note: if you select a future date or time, you would be provided with a calendar to make a date selection and a time selection for the ready time for the pickup.

4. Select the destination of your shipments. Options are:

- Within Canada
- Outside Canada
- Both

5. Enter your phone number, if there is more than one contact on file you will be required to provide an extension number, locator code or account number.

Note: If no contacts are associated with the provided phone number, you will be prompted to schedule the pickup as a guest or supply an alternative number.

We can send a driver as soon as possible, but your shipment must be labeled and ready. Is your shipment ready to go now?

Yes, it's ready

Select a future date or time

Label or packaging inquiry

Is your package staying within Canada or is it being delivered outside Canada?

Within Canada   Outside Canada

Both

Please provide me with your phone number.

More than one contact was found for that phone number. Please provide me with either the extension, the locator code or the account number associated with your file. If you do not have it, let me know.

I don't have it

How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

Address Correction Request

Hold for Pickup Request

Redelivery Request

Redirect Request

Return to Sender

Pickup Requests:

➢ **Business**

• Residence

Supply Request

Open a Trace

File a Claim

6. The Virtual Assistant will confirm the address we have on file.

> The address I have on file is: 100-140 CHAMPLAIN Rue DIEPPE NB E1A 1N8, Is that correct?

[Yes] [No]

7. You can provide instructions to the driver or skip.

> What are the instructions you would like me to provide to your driver?
> Instructions are not mandatory. If not required, please skip this step.
> Note you have a limit of 15 characters.

8. Enter the number of pieces and weight of your shipment.

> Great, thank you. Please enter the number of pieces in your shipment and the approximate total weight.

Canada shipment pieces

1

Canada shipment weight

1

Shipment unit

imperial (lbs)

Submit

9. You will see a summary of the information provided. If all is correct, click *Correct* to save your request.

You can modify any of the fields listed there by clicking on the pencil next to the item you wish to update.

Thank you! Please confirm the below information is correct. If it is, I will proceed with your pickup request.
Contact phone number: 5145554444
Pickup address: 140 CHAMPLAIN Rue DIEPPE NB E1A 1N8.

Change closing time: 4:09 PM ✏

Change Ready time: 3:09 PM ✏

Change Pickup Location: front door ✏

Change Pickup date: November 14, 2025 ✏

Change Canada shipment information: 1 lbs, 1 piece(s) ✏

Correct   Incorrect

10. Once submitted, the Virtual Assistant will provide you with the confirmation number.

Great! I have scheduled your pickup. Your confirmation number is 16364491.

If you need to make any modification to this pickup request, I can do that for you. Simply say "modify pickup". Was there anything else I can assist with today?

Yes   No

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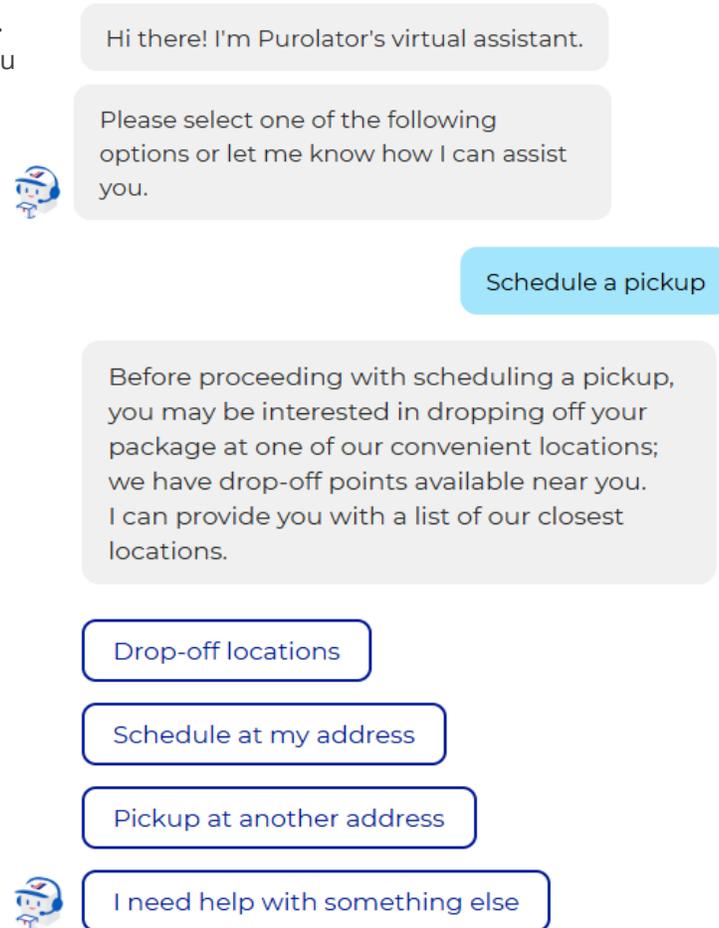
Pickup Request – Residence

A pickup request for a residence is for when you would like us to pick up a pre-paid shipment at your residential address. To begin the pickup request , simply follow these steps below.

1. Type "Schedule a pickup" into the chat. The Virtual Assistant will now assist you with the pickup request.

Hi there! I'm Purolator's virtual assistant.

Please select one of the following options or let me know how I can assist you.

Schedule a pickup

2. Select "Schedule, at my address". If it's for an alternate address, you will need to contact us.

Before proceeding with scheduling a pickup, you may be interested in dropping off your package at one of our convenient locations; we have drop-off points available near you. I can provide you with a list of our closest locations.

Drop-off locations

Schedule at my address

Pickup at another address

I need help with something else

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3. If ready now select "Yes, it's ready" or click on "Select a future date or time"

We can send a driver as soon as possible, but your shipment must be labeled and ready. Is your shipment ready to go now?

Yes, it's ready

Select a future date or time

Label or packaging inquiry

4. Select the destination of your shipment. Options are:

- Within Canada
- Outside Canada
- Both
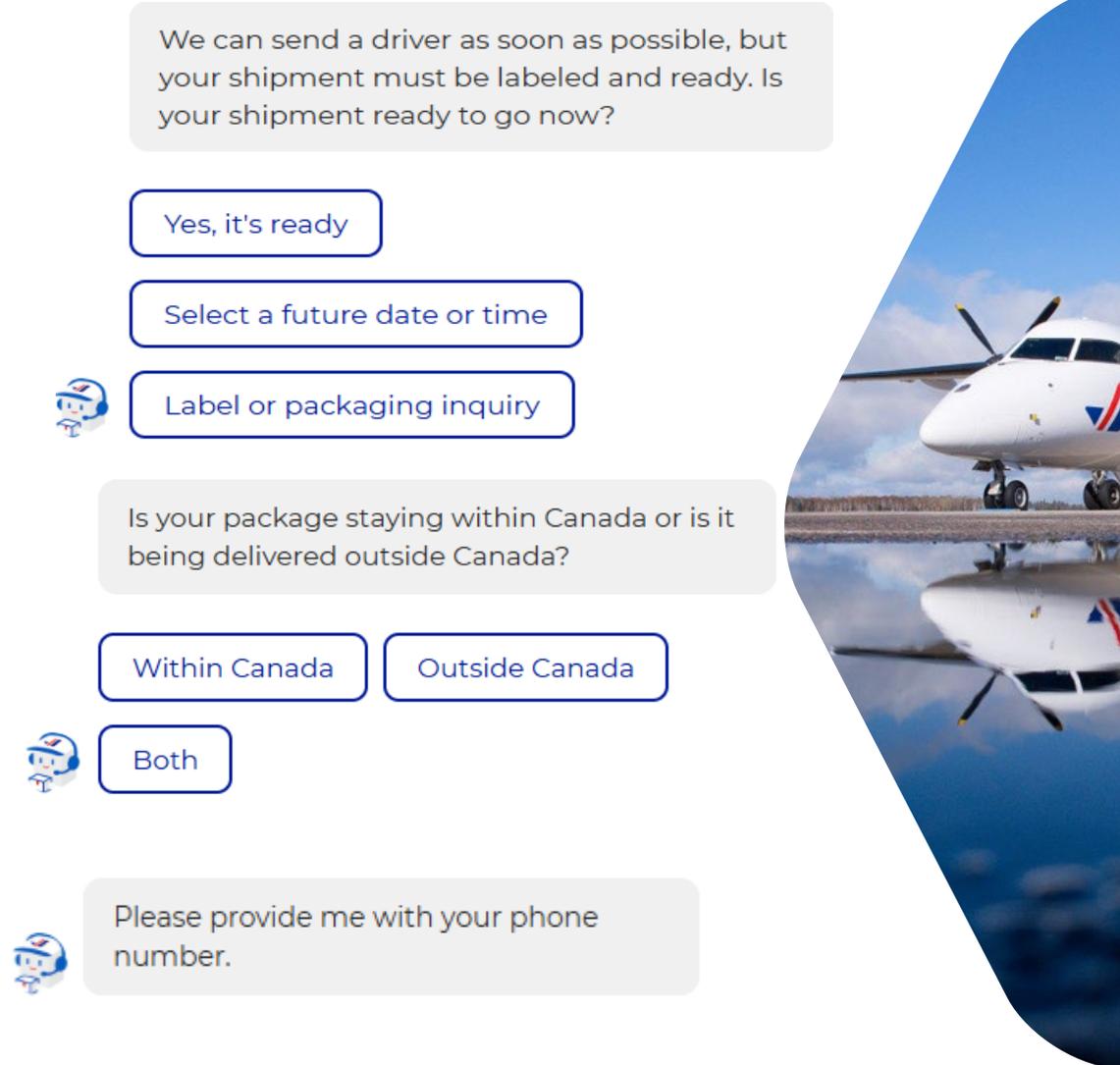
Is your package staying within Canada or is it being delivered outside Canada?

Within Canada   Outside Canada

Both

5. Enter your phone number.

Please provide me with your phone number.

How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

Address Correction Request

Hold for Pickup Request

Redelivery Request

Redirect Request

Return to Sender

Pickup Requests:

- Business

➢ **Residence**

Supply Request

Open a Trace

File a Claim

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6. Select "Schedule pickup as a guest"

There are no contacts associated with that phone number. I can schedule your pickup as a guest.

Provide another number

Schedule pickup as a guest

Schedule pickup as a guest

7. Select "Residential"

Are we picking up at a business or at a residence?

Business   Residential

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8. Select *"Other"* unless it is a *Return* or *Lab Sample*

Is this a return prepaid shipment or a Lab Sample?

Return   Lab Sample   Other

9. Please fill in your Name and Phone number

Please fill in your information in the form below.

Name

John Doe

Phone Number

8887447123

Email

noreply@purolator.com

Submit

How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

Address Correction Request

Hold for Pickup Request

Redelivery Request

Redirect Request

Return to Sender

Pickup Requests:

• Business

➢ **Residence**

Supply Request

Open a Trace

File a Claim

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10. Please type the address for the pickup

I will need to gather the address where we are picking up from. Please start typing the address starting with the street number. If you are unable to find the address with the auto-complete feature, please let me know.

Address

Search...

Submit

I can't find the address

11. The Virtual Assistant will ask you to confirm the address.

I looked up the address, 140 Rue Champlain Dieppe NB E1A 1N8. Is that correct?

Yes   No

12. Please select the location for the pickup

At which location will the shipment be available ? Common locations are:

Front door   Back Door   Reception

Other

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13. If there is a buzz code required and a Unit or Suite to complete the pickup, enter it now.

Please enter your entry code.

Please enter your Unit or Suite code.

14. If there are any special instructions to provide enter them here. Or select "Skip".

What are the instructions you would like me to provide to your driver? Instructions are not mandatory. If not required, please skip this step.
Note you have a limit of 15 characters.

Skip

15. You can edit the number of pieces and the weight then click "Submit".

Great, thank you. Please enter the number of pieces in your shipment and the approximate total weight.

Canada shipment pieces

1

Canada shipment weight

1

Shipment unit

imperial (lbs)

Submit

How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

Address Correction Request

Hold for Pickup Request

Redelivery Request

Redirect Request

Return to Sender

Pickup Requests:

• Business

➤ **Residence**

Supply Request

Open a Trace

File a Claim

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16. The Virtual Assistant will ask you to confirm all the information you provided and give you the chance to modify your request before submitting.

If the information is accurate, select "Correct". If not, you can modify the request by selecting the pencil next to the data you wish to modify.

Thank you! Please confirm the below information is correct. If it is, I will proceed with your pickup request. Contact phone number: 8887447123 Pickup address: 1-140 Rue Champlain Dieppe NB E1A 1N8.

Change Name: John Doe ✎

Change e-mail: custserv@purolator.com ✎

Change Unit number: 1 ✎

Change closing time: 5:00 PM ✎

Change Ready time: 10:35 AM ✎

Change Pickup Location: front door ✎

Change Pickup date: November 18, 2025 ✎

Change Canada shipment information: 1 lbs, 1 piece(s) ✎

Correct   Incorrect

How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

Address Correction Request

Hold for Pickup Request

Redelivery Request

Redirect Request

Return to Sender

Pickup Requests:

• Business

➤ **Residence**

Supply Request

Open a Trace

File a Claim

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17. Once submitted, the Virtual Assistant will provide you with the confirmation number.

Great! I have scheduled your pickup. Your confirmation number is 16662937.

If you need to make any modification to this pickup request, I can do that for you. Simply say "modify pickup". Was there anything else I can assist with today?
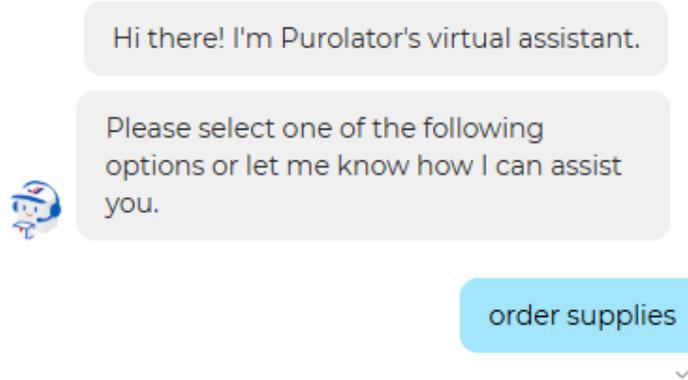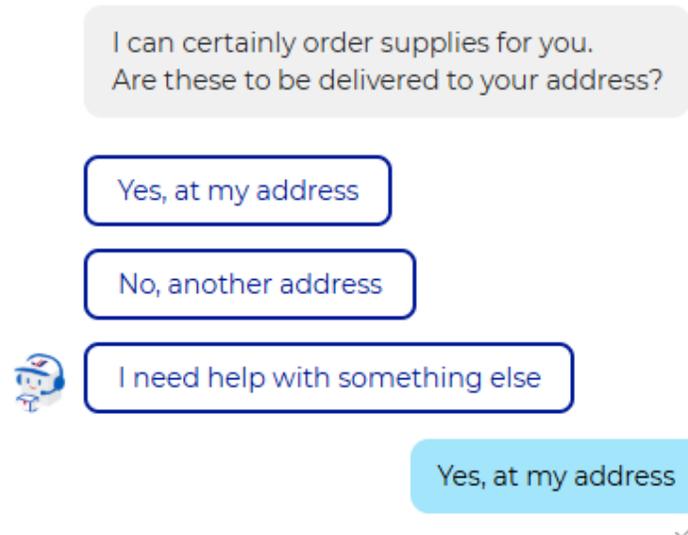
Yes   No

Supply Request

A Supply request is required when you're looking to order Purolator shipping supplies. To begin your supply request , simply follow these steps below.

1. Enter "Order Supplies". The Virtua Assistant will now assist you with the supply request.

Hi there! I'm Purolator's virtual assistant.

Please select one of the following options or let me know how I can assist you.

order supplies

2. Answer "Yes, at my address" If it is for an alternate address, you will need to contact us.

I can certainly order supplies for you. Are these to be delivered to your address?

Yes, at my address

No, another address

I need help with something else

Yes, at my address

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3. Enter your phone number.

Please provide me with your phone number.

4. You will have to confirm your account number in order to proceed with your request.

The address I have on file is: 140 CHAMPLAIN Rue DIEPPE NB E1A 1N8, Is that correct?

Yes   No

5. Confirm if the address we have on file is correct. If incorrect, you will need to contact us.

In order to ensure I have the right file, can you please confirm your account number?

I don't have it

6. You can provide your email address or select skip to move forward.

Would you like to receive an email notification once your supply order has been shipped? You can enter your email address in order to get notified, or simply press 'Skip' if you prefer not to receive an email.

Skip

7. Select all the supplies you would like to order and click "Submit". You can use the dropdown menu to see the available supplies or type in the name of the supply.

Please note you can order up to 5 different supplies.

What supplies would you like to order?

Supply no1

Please select a supply

Manual Domestic Bills of Lading

Express Box

International Kits (Bill of Lading & Bill Pouch)

Origin Signature Not Required (OSNR) labels

Supply no2

Please select a supply

Supply no3

Please select a supply

Supply no4

Please select a supply

Supply no5

Please select a supply

Submit

8. Select the quantity required using the dropdown menu. Click "Submit" once completed.

What quantities would you like to order? Please note the quantities listed are the only available options.

Express Box

10

Submit

9. Click on "Correct" if supply type and quantities are right.

Thank you! Please confirm the below information is correct. If it is, I will proceed.

Express Box - 10 pieces ✏️

Correct   Incorrect

10. Once the request is submitted, the Virtual Assistant will provide you with a confirmation number.

Great! I have submitted your supply request. Your confirmation number is **SR-3434204**. Please note it can take up to 10 business days to process your request.
If you need to make any modifications to this order, please contact us at 1-888-744-7123.

Did you know you can avoid the delays that accompany manual shipping labels using our Purolator Mobile® App? Learn more by choosing the option below. Anything else I can help with today?

Yes   No

More info on the Mobile App

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Open a Trace

A Trace case is required when a package doesn't have an updated scan, and the estimated delivery date is passed. The Virtual Assistant will confirm is a trace is required and then provide you with step-by-step instructions.

1. Type "Open a trace". The Virtual Assistant will now assist you with your trace request after you provide the Package Identification Number (PIN).

> Please select one of the following options or let me know how I can assist you.

> open a trace 329750151089

> Please give me a moment while I retrieve the package status for 329750151089

> The latest update on Tuesday, October 8, 2024 shows this item was on our vehicle for delivery. The status hasn't been updated today.

2. If a trace is in fact required, the Virtual Assistant will ask you if you are the shipper, the receiver or a third party (other).

> My apologies for the inconvenience. It appears as though there is no trace case open for this tracking number. I would need to initiate a trace case for you in order for a tracing specialist to further investigate. Let's gather some information.

> Are you chatting with me as the shipper or the receiver?

| Shipper | Receiver | Other |

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3. You will be asked to provide your complete name as well as your phone number and your e-mail address.

Please fill in your information in the form below.

Name

Phone Number

Email

Submit

4. Please provide the delivery address

Please begin typing the address, starting with the street number. If you are unable to find the address using the auto-complete feature, please let me know.

Address

Search...

Submit

I can't find the address

5. Once entered, you'll need to provide a description of the content of package(s) and/or enter a weblink of the item.

Please provide a description of the contents or a web link to the product(s) if available. This may help our team to recognize your item in the event the exterior box identifies the product. It can also be helpful to know the contents in the rare event the shipping label has been damaged or removed from the package.(Please note you have a maximum of 150 characters).

Skip

6. You will see a summary of the information provided. If all is correct, click "Correct" to save your trace.

You can modify any of the fields listed there by clicking on the pencil icon next to the item you wish to modify.

Thank you! Please confirm the information below is correct. To edit any of the information below, please click on the pencil icon next to the item you would like to change.If it's correct, I will proceed with your trace initiation.

Name: John Doe ✎

Phone Number: 8887447123 ✎

Description: pair of yellow shoes shipped in white box 12x12x5 inches ✎

Email: noreply@purolator.com ✎

Correct   Incorrect

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7. To expedite your trace, you can upload your supporting documents directly using our Virtual Assistant.

Click on "Upload".

Note: You can upload up to 8 files.

To help us better identify your contents, would you like to upload a file or picture?

Upload   Skip

To help us better identify your contents, would you like to upload a file or picture?

Drag & Drop your files here

or

📎 **Browse Files**

Files supported are in the following formats: png, jpg, pdf, application/zip, txt. Each file can be up to 5 MB in size. The maximum limit of attachments is 8 files.

For your privacy and security, please **do not upload** or share any files containing sensitive or confidential information. Learn more about handling sensitive data.

Cancel

8. Once you are done uploading your documents, you will get the confirmation number of your trace.

I have successfully submitted the information to our tracing department. Your trace number is: CS-26032959. One of our tracing specialists will review your case and contact you as soon as possible. In the meantime, I can sign you up to receive e-mail notifications. I apologize for any inconvenience this may have caused.

Was there anything else I can assist with today?

Yes   No   Get updates
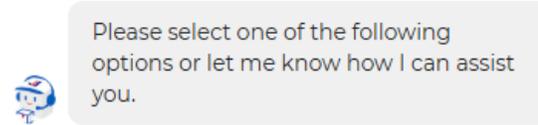
File a Claim

Filing a claim is required when a package is deemed lost, is missing part of its content or is damaged. To begin filing your claim, simply follow these steps below.

1. Type "Claim". The Virtual Assistant will now assist you with filing a claim.

2. Enter your tracking number

3. Select a reason for claim. The dropdown includes the following choices:
- Damaged
- Missing Content (Shipment Received)
- Shipment not received
- Shipping fees only

Please select one of the following options or let me know how I can assist you.

File a claim

Can I please get your tracking number or shipper reference?

I don't know my tracking number

329818051313

Please give me a moment while I retrieve the package status for 329818051313

I can certainly submit a claim for you.

Please select the reason for the claim from the below choices

Select

Submit

How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

Address Correction Request

Hold for Pickup Request

Redelivery Request

Redirect Request

Return to Sender

Pickup Requests:

- Business

- Residence

Supply Request

Open a Trace

➢ **File a Claim**

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4. Select the Requestor type (Shipper, Receiver or Other).

5. Then provide your name and phone number.

6. Select where you are located.

Are you chatting with me as the shipper or the receiver?

| Shipper | Receiver | Other |

Please fill in your information in the form below.

Name

Phone Number

Email

Submit

Are you located in Canada, in the USA or in another country?

| I'm in Canada | I'm in the USA |

| Other Country |

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7. Enter your address

In the event of payment by check, to which address should we send it? Please begin typing the address, starting with the street number. If you are unable to find the address using the auto-complete feature, please let me know.

Address

Search...

Submit

I can't find the address

8. You have the option to provide an entry code and/or Unit/Suite if required

Please enter your entry code.

Please enter your Unit or Suite code.

9. Provide a description of the claim

Please provide me with a brief description of your claim. Include as much details as possible as well as a description of the content (article, brand, make, model, serial number if applicable).
Note you have a maximum of 245 characters.

Skip

10. Enter the name of the person or organization to receive the settlement if your claim is approved.

In the event of a settlement, what name should appear on the cheque?

My full name   Other

11. Enter the amount you would like to claim.

What is the total amount that you would like to claim? Please note that shipping charges should be excluded from this amount.

How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

Address Correction Request

Hold for Pickup Request

Redelivery Request

Redirect Request

Return to Sender

Pickup Requests:

• Business

• Residence

Supply Request

Open a Trace

➢ **File a Claim**

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12. You can provide an internal reference number or click skip.

Please provide me with the internal reference number you would like me to add to your claim.

Skip

13. You will see a summary of the information provided. If all is correct, click "Correct" to save your claim.

You can modify any of the fields listed there by clicking on the pencil next to the item you wish to modify.

Thank you! Please confirm that the following information is correct. To edit any of the information below, please click on the pencil icon next to the item you would like to change.

Name: John Doe

Name on Cheque: John Doe

Phone Number: 8887447123

E-mail Address: noreply@purolator.com

Amount Claimed: 100.00$

Internal Reference:

Brief Description: this section is for adding the necessary details

Correct   Incorrect

14. To expedite your claim, you can upload your supporting documents directly using our Virtual Assistant. Click on "Upload".

In order to expedite your claim, please submit the following documents:
• A copy of the original Purolator Bill of Lading or Manifest (obtain from sender)
• A copy of the original Cost Invoice verifying the claimed amount. This invoice should indicate the actual breakdown of costs claimed. These costs should reflect only your wholesale/manufacturer's costs and should not include retail markup/profit.
• A copy of Damaged Inspection Report (if applicable)
• A copy of the Repair Bill (if applicable)
• Pictures of the damaged item(s) including internal and external packaging (if applicable)
• Any other relevant supporting documentation.
Would you like to upload those documents now, e-mail them or send them by mail?

Upload **Skip**

15. You can Drag & Drop or select "Browse Files" to upload.

Note: You can upload up to 8 files.

Drag & Drop your files here

or

🔗 **Browse Files**

Files supported are in the following formats: png, jpg, pdf, application/zip, txt. Each file can be up to 5 MB in size. The maximum limit of attachments is 8 files.

For your privacy and security, please **do not upload** or share any files containing sensitive or confidential information.
Learn more about handling sensitive data.

Cancel

How to Access the Virtual Assistant

Type of Inquiries

Submitting a Request

Address Correction Request

Hold for Pickup Request

Redelivery Request

Redirect Request

Return to Sender

Pickup Requests:

• Business

• Residence

Supply Request

Open a Trace

➤ **File a Claim**

16. The claim will be successfully saved, and you will receive a confirmation number.

I have successfully submitted the information. Your claim number is: 000699225-20251112.

I apologize for any inconvenience this may have caused. Once the claim has been processed, you will be contacted by one of our Claim Specialists.

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

If you require more information, please feel free to reach out to our National Claims Office, Monday to Friday from 8am to 5pm ET.
E-mail: claims@purolator.com
Phone: 1-800-461-0540.

Was there anything else I can assist with today?

Yes   No   Get updates

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

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

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