



Quick Start Guide

 **Purolator**



Let's get your business shipping with Purolator!

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

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

For full details and additional information on Purolator Services and Solutions, please see the [Purolator Terms and Conditions of Service](#) at [purolator.com](https://www.purolator.com).

[Online Shipping | purolator.com](#)

[Invoice and Payment Options](#)

[Contact Information](#)

With Purolator Online Shipping, you can quickly perform important shipping functions through Purolator.com. Easily create outbound and return shipments, schedule pickups, estimate time & cost, order shipping supplies and more.

After your registration is validated and you are logged into your account, you'll see your Account Dashboard, where 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 (ESO)

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

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

Online Shipping | purolator.com

- Register for Online Shipping**
- Set or Change Default Preferences
- Estimate Time & Cost
- Order Supplies
- Create a Shipment
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment
- Manage Accounts
- File a Claim

Invoice and Payment Options

Contact Information

3. Enter your Shipping & Billing Information along with your Account Number. Agree to the Purolator Online Shipping License 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.

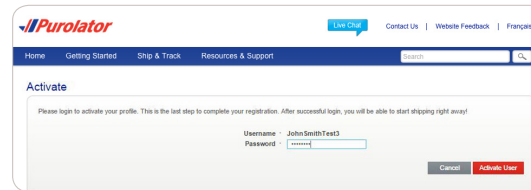
Online Shipping | purolator.com

- Register for Online Shipping**
- Set or Change Default Preferences
- Estimate Time & Cost
- Order Supplies
- Create a Shipment
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment
- Manage Accounts
- File a Claim

Invoice and Payment Options

Contact Information

5. The email link will take you to the User Activation page.
Enter your Username and Password and click the **Activate User** button to complete your account registration and Online Shipping registration.



The screenshot shows the Purolator website's user activation page. At the top, there is a navigation bar with the Purolator logo, a 'Live Chat' button, and links for 'Contact Us', 'Website Feedback', and 'Français'. Below the navigation bar, there are links for 'Home', 'Getting Started', 'Ship & Track', and 'Resources & Support', along with a search bar. The main content area is titled 'Activate' and contains a message: 'Please login to activate your profile. This is the last step to complete your registration. After successful login, you will be able to start shipping right away!'. Below this message, there are two input fields: 'Username' with the value 'JohnSmithText1' and 'Password' with a masked password. At the bottom right of the form, there are two buttons: 'Cancel' and 'Activate User'.

Online Shipping | purolator.com

Register for Online Shipping

Set or Change Default Preferences

Estimate Time & Cost

Order Supplies

Create a Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

File a Claim

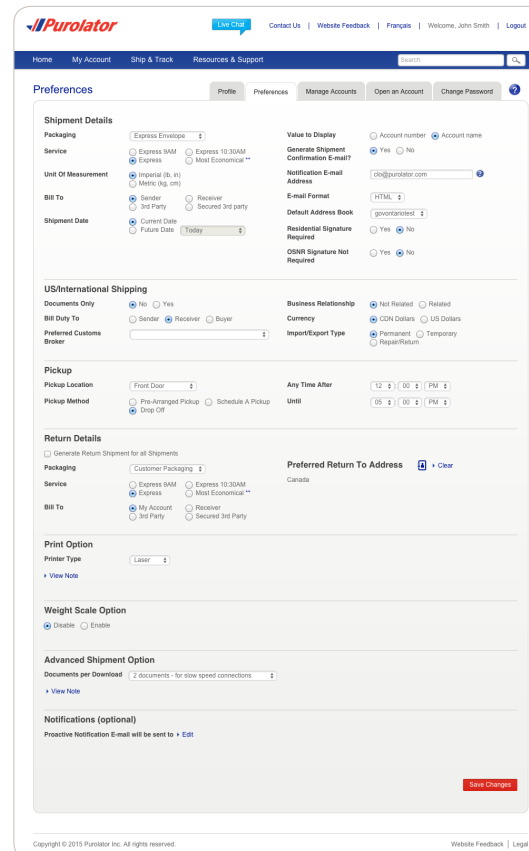
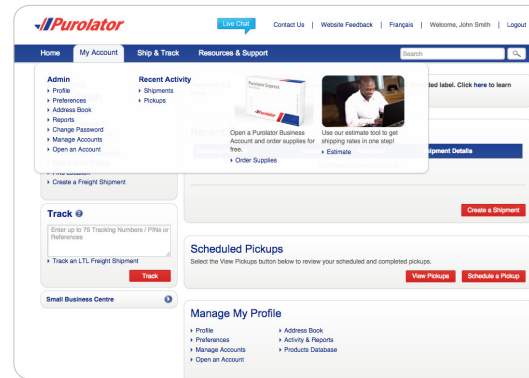
Invoice and Payment Options

Contact Information

Set or Change Default Preferences

Enter Shipment Details to accurately reflect the type of packaging and level of service you need.

1. From the Dashboard area, under Manage My Profile, select Preferences. Or, from the My Account dropdown menu, select Preferences.
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.



Online Shipping | purolator.com

- Register for Online Shipping
- Set or Change Default Preferences**
- Estimate Time & Cost
- Order Supplies
- Create a Shipment
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment
- Manage Accounts
- File a Claim

Invoice and Payment Options

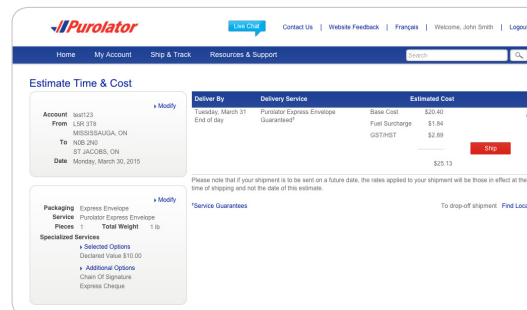
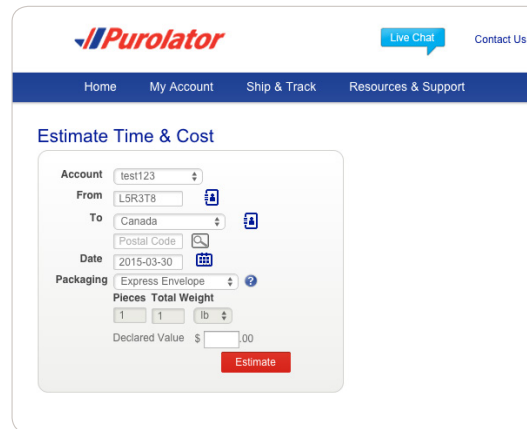
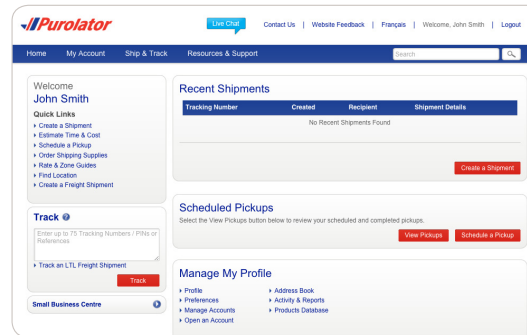
Contact Information

Estimate Time & Cost

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

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

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



Online Shipping | purolator.com

- Register for Online Shipping
- Set or Change Default Preferences
- Estimate Time & Cost**
- Order Supplies
- Create a Shipment
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment
- Manage Accounts
- File a Claim

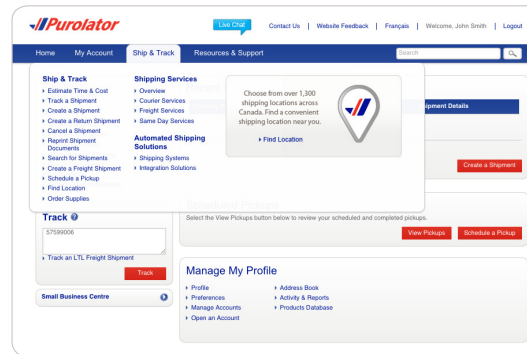
Invoice and Payment Options

Contact Information

Order Supplies

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

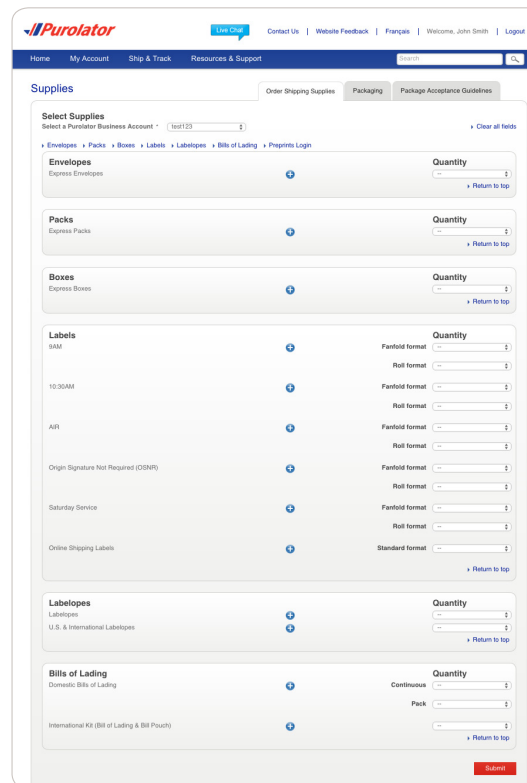
1. From the Ship & Track dropdown menu, select Order Supplies.



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

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

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



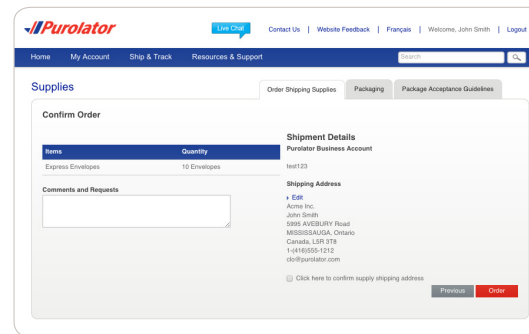
Online Shipping | purolator.com

- Register for Online Shipping
- Set or Change Default Preferences
- Estimate Time & Cost
- Order Supplies**
- Create a Shipment
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment
- Manage Accounts
- File a Claim

Invoice and Payment Options

Contact Information

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



Online Shipping | purolator.com

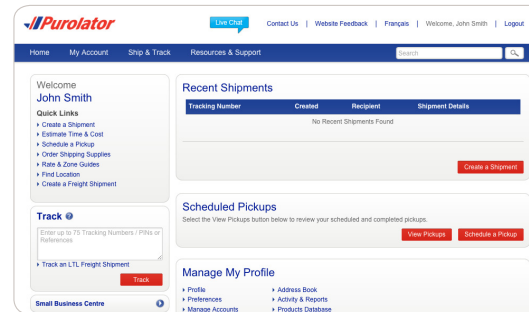
- Register for Online Shipping
- Set or Change Default Preferences
- Estimate Time & Cost
- Order Supplies**
- Create a Shipment
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment
- Manage Accounts
- File a Claim

Invoice and Payment Options

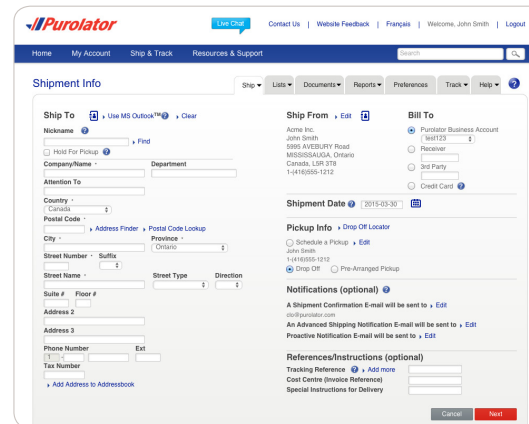
Contact Information

Create a Shipment

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



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



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

TIP: Click the *Add Address to Address book* link at the bottom of the Ship To information. Once added, simply click the icon to access saved shipping recipients or senders.

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

Online Shipping | purolator.com

- Register for Online Shipping
- Set or Change Default Preferences
- Estimate Time & Cost
- Order Supplies
- Create a Shipment**
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment
- Manage Accounts
- File a Claim

Invoice and Payment Options

Contact Information

3. Enter the package's Shipment Details, including Package Type, Service, Number of Pieces, Total Weight and any additional shipment options.

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

TIP: Before you confirm your shipment, click the **Estimate** button to get the total cost estimate for your shipment, including base cost, surcharges and taxes, all in one step!

4. Click the **Ship Now** button to complete your shipment.

NOTE: If you're shipping to a U.S./International destination—and the shipment is not Documents Only—you'll be prompted to complete the Customs & Clearance form after entering the Shipment Details.

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

The screenshot shows the 'Shipment Details' page in the Purolator online shipping system. It includes sections for 'Shipment Options' and 'Upgrade Options'. Under 'Shipment Options', there are fields for Description, Package Type (Express Envelope), Service (Purolator Express Envelope), Number of Pieces (1), Total Weight (1 Imperial lb. 10), and various checkboxes for signature requirements, dangerous goods, and payment methods. The 'Upgrade Options' section includes 'Purolator Express Envelope' and 'Ship with Purolator Freight'. At the bottom, there are buttons for 'Estimate' and 'Ship Now'.

The screenshot shows the 'U.S./International' form, which is used for shipping to these destinations. It contains a table for 'Product' with columns for Name, Description, Quantity, Country of Origin, Price, Quality, Unit of Measure, Total Weight, Product Number, and Documents. Below the table, there are sections for 'Customs Documents to be generated' (with checkboxes for 'Customer Invoice' and 'Ship to meet other Customs Documentation not listed') and 'Clearance Information' (with radio buttons for 'Residential' and 'Business', and checkboxes for 'Permanent' and 'Temporary').

The screenshot shows the 'Shipment Confirmation' page. It displays the confirmed shipment details, including the 'To' and 'From' addresses, pickup location, and a summary table of shipment information. The summary table includes fields for P/N, Shipment Type, Shipment Date, Service, Package Type, and Bill To. Below the table, there are options to 'Print Shipping Document' and 'What Would You Like To Do Next?'. The 'Print Shipping Document' section shows a table with columns for Document Name, Format, Copies Required, and PDF Download. The 'What Would You Like To Do Next?' section includes options like 'Create another shipment', 'Order Shipping Supplies', and 'Generate a manifest'.

Online Shipping | purolator.com

- Register for Online Shipping
- Set or Change Default Preferences
- Estimate Time & Cost
- Order Supplies
- Create a Shipment**
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment
- Manage Accounts
- File a Claim

Invoice and Payment Options

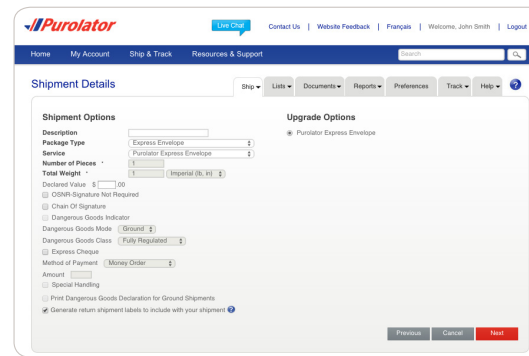
Contact Information

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

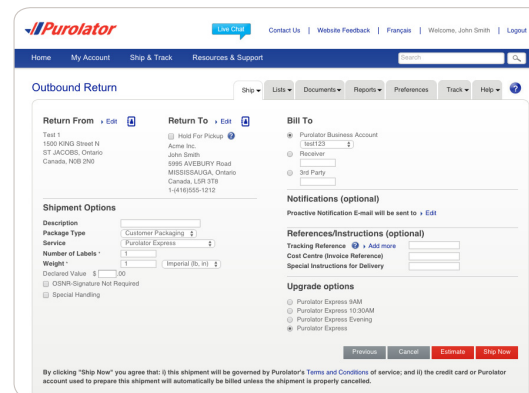


To generate a return shipment label:

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



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



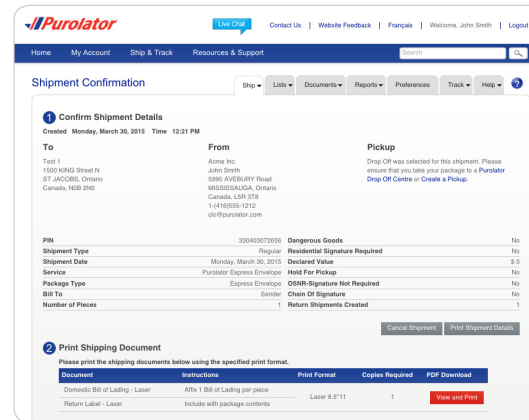
Online Shipping | purolator.com

- Register for Online Shipping
- Set or Change Default Preferences
- Estimate Time & Cost
- Order Supplies
- Create a Shipment**
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment
- Manage Accounts
- File a Claim

Invoice and Payment Options

Contact Information

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



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



Online Shipping | purolator.com

- Register for Online Shipping
- Set or Change Default Preferences
- Estimate Time & Cost
- Order Supplies
- Create a Shipment**
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment
- Manage Accounts
- File a Claim

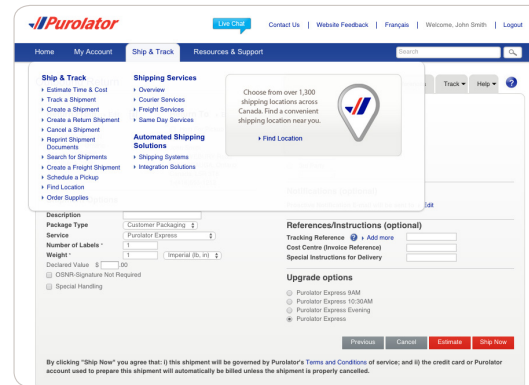
Invoice and Payment Options

Contact Information

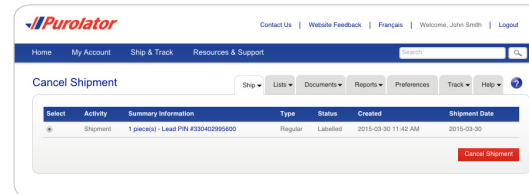
Cancel a Shipment

You can cancel shipments up to 11:59:59 p.m. EST of the Shipment Date. After that time, a Credit Request can be directed to Accounts Receivable after the Purolator invoice has been received with the applicable Parcel Identification Number (PIN). You can also call us at 1 888 SHIP-123 for additional help.

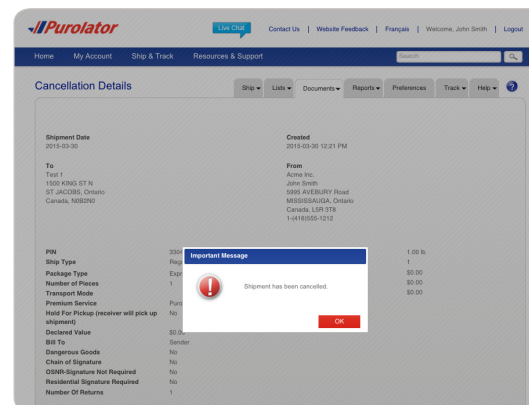
1. From the Ship & Track dropdown menu, select Cancel a Shipment.



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



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



Online Shipping | purolator.com

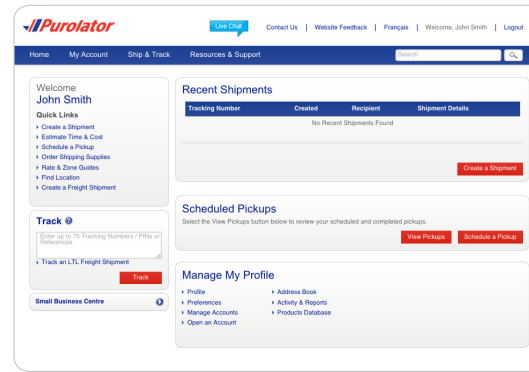
- Register for Online Shipping
- Set or Change Default Preferences
- Estimate Time & Cost
- Order Supplies
- Create a Shipment
- Cancel a Shipment**
- Schedule a Pickup
- Track a Shipment
- Manage Accounts
- File a Claim

Invoice and Payment Options

Contact Information

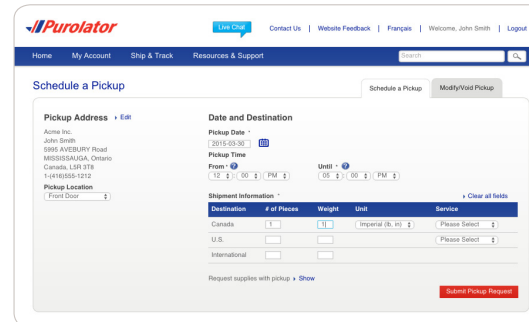
Schedule a Pickup

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



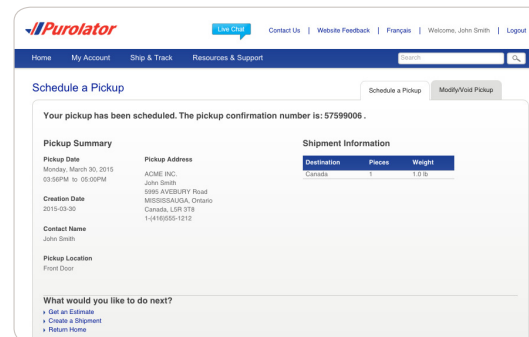
2. Verify that the Pickup Address is correct, and enter the Date and Destination and Shipment Information for your package.

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



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

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



Online Shipping | purolator.com

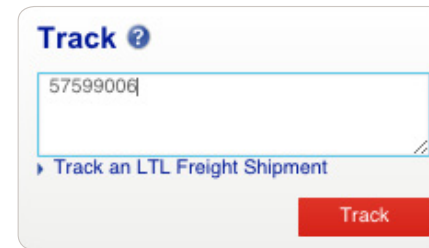
- Register for Online Shipping
- Set or Change Default Preferences
- Estimate Time & Cost
- Order Supplies
- Create a Shipment
- Cancel a Shipment
- Schedule a Pickup**
- Track a Shipment
- Manage Accounts
- File a Claim

Invoice and Payment Options

Contact Information

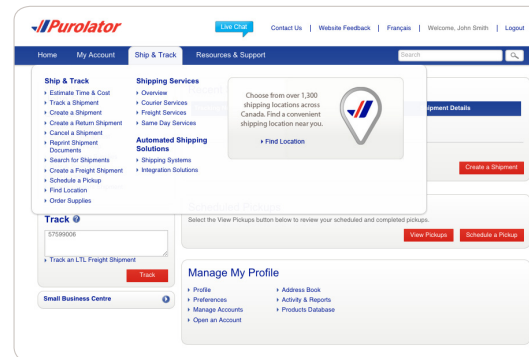
Track a Shipment

1. On the Home screen, enter the Tracking Number or Parcel Identification Number (PIN) of a recent shipment (without any spaces) in the Track box, then click the **Track** button.



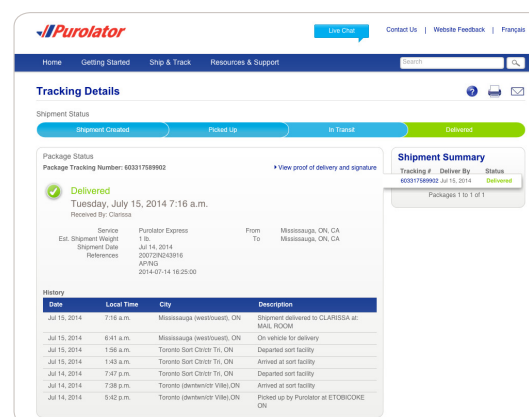
Or, from the Ship & Track dropdown menu, select Track a Shipment. Enter the Tracking Number or PIN of a recent shipment (without any spaces) in the Track box, then click the **Track** button.

NOTE: You can track up to 75 PINs in one search.



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.



Online Shipping | purolator.com

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

Contact Information

TIP: Click the *View proof of delivery and signature* link and enter the Purolator Business Account number, the Origin Postal Code or the Destination Postal Code to view proof of delivery.

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

Authentication

To view additional shipment details, please provide one of the following:

Purolator Business Account Submit

Origin Postal Code Submit

Destination Postal Code Submit

Live Chat | Contact Us | Website Feedback | Français

Home | Getting Started | Ship & Track | Resources & Support

Tracking Details

Shipment Status

Shipment Created
Picked up
In Transit
Delivered

Package Status

Package Tracking Number: 60337589902

Delivered

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

Received By: Clarissa

Shipment Summary

Tracking # ... Deliver By ... Status

60337589902 Jul 15, 2014 Delivered

Package(s) 1 of 1

Service: Purolator Express From: 175 GALAXY BOULEVARD

Est. Shipment Weight: 1 lb Mississauga, ON, CA

Shipment Date: Jul 14, 2014 To: 5995 AVEBURY RD

References: 2007JN243916 Mississauga, ON, CA

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

History

Date	Local Time	City	Description
Jul 15, 2014	7:16 a.m.	Mississauga (westhouse), ON	Shipment delivered to CLARISSA at MAIL ROOM #1640 DRIVE, MAIL ROOM 5995 AVEBURY RD L5C1P9
Jul 15, 2014	6:41 a.m.	Mississauga (westhouse), ON	On vehicle for delivery
Jul 15, 2014	1:56 a.m.	Toronto Sort Centre Ttl, ON	Departed sort facility
Jul 15, 2014	1:43 a.m.	Toronto Sort Centre Ttl, ON	Arrived at sort facility
Jul 14, 2014	7:47 p.m.	Toronto Sort Centre Ttl, ON	Dispatched sort facility
Jul 14, 2014	7:38 p.m.	Toronto (downtown Vile), ON	Arrived at sort facility
Jul 14, 2014	5:42 p.m.	Toronto (downtown Vile), ON	Picked up by Purolator from WORLDWIDE WIRELESS at 175 GALAXY BLVD 200 ETORICOKE M9C0C8 ON

Online Shipping | purolator.com

- Register for Online Shipping
- Set or Change Default Preferences
- Estimate Time & Cost
- Order Supplies
- Create a Shipment
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment**
- Manage Accounts
- File a Claim

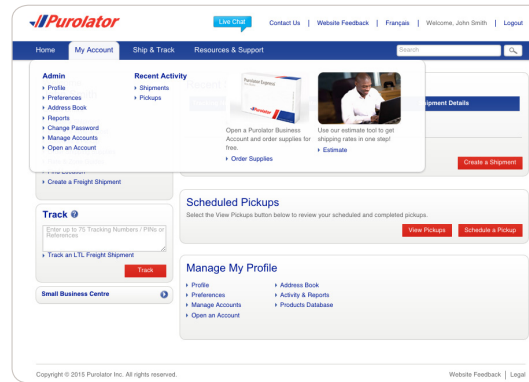
Invoice and Payment Options

Contact Information

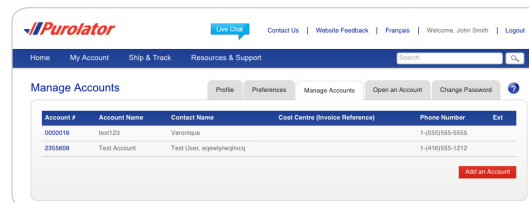
Manage Accounts

Here, you can add, edit or delete the Account numbers listed in your Profile.

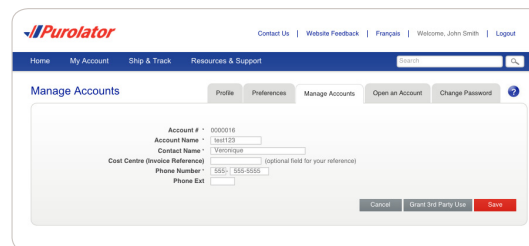
1. From the My Account dropdown menu, select Manage Accounts.



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



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



Online Shipping | purolator.com

- Register for Online Shipping
- Set or Change Default Preferences
- Estimate Time & Cost
- Order Supplies
- Create a Shipment
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment
- Manage Accounts**
- File a Claim

Invoice and Payment Options

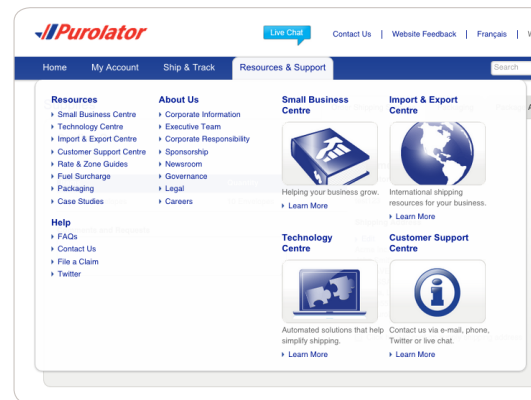
Contact Information

File a Claim

If a shipment is missing, damaged or if specific pieces are lost due to a damaged shipment, you can file a claim to be reimbursed for the value of the lost or damaged item(s).

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

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



Online Shipping | purolator.com

- Register for Online Shipping
- Set or Change Default Preferences
- Estimate Time & Cost
- Order Supplies
- Create a Shipment
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment
- Manage Accounts
- File a Claim**

Invoice and Payment Options

Contact Information

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

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

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

TIP: Need additional help? Visit the **Customer Support Centre**, located under the Resources & Support dropdown menu on **purolator.com**, for FAQs, to Contact Us, to File a Claim and more.

Online Shipping | purolator.com

- Register for Online Shipping
- Set or Change Default Preferences
- Estimate Time & Cost
- Order Supplies
- Create a Shipment
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment
- Manage Accounts
- File a Claim**

Invoice and Payment Options

Contact Information

Invoice and Payment Options



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

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

Page 1 of 3

Invoice date MM/DD/YY
Account number 1234567
Invoice number 123456789

CUSTOMER NAME
ATTN: CUSTOMER CONTACT
CUSTOMER STREET ADDRESS
CUSOTMER 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

Purolator Same Day offers urgent pickup and delivery as fast as 30 minutes, available 24 hours a day, 7 days a week. SOC days a year. *Certain conditions apply. Visit purolator.com/sameday or call 1 888 519-123.

Contact Us
Billing and Invoice Inquiries
Live Chat at purolator.com
ontario@center@purolator.com
1 866 315-4357

Valid registration for this service: Fuel Surcharge rate, GST/HST registration number: 104116230 RT0001, GST registration number: 1003841452 T00001.

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

Page 3 of 3

Invoice date MM/DD/YY
Account number 1234567
Invoice number 123456789

Your invoice details

Date shipped	Package identification number	Order placed through	Shipped from	Shipped to	# of pieces	Billed weight	Service	Total charges
MM/DD/YY	PK NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY, PROV RECEIVER POSTAL CODE	1	15.0L (adjusted weight)	Exp Fuel Surcharge GST	\$76.00
			Declared weight: 15.0L					\$20.33
	PK NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY, PROV RECEIVER POSTAL CODE	1	1.0L	Exp Fuel Surcharge HST	\$24.17
								\$1.37
								\$0.07
								\$26.71
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	1.0L	Exp Fuel Surcharge GST	\$13.37
								\$2.36
								\$0.89
								\$16.64

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

Please detach and return stub with your payment

Account number 1234567 Amount due: \$65.68
Invoice number 123456789 Payment due by: MM/DD/YY
Amount paid \$

How to pay your bill

- By cheque, payable to Purolator Inc., along with this stub.
- By credit card by calling 1 888 315-4357, Option 1
- Automatically by Electronic Funds Transfer or EFT/SEI remittance by calling 1 800 326-4963, Ext 23190

111 X 1234567 123456789 00000000

PUROLATOR INC. CUSTOMER NAME
P.O. BOX 1006 ATTN: CUSTOMER CONTACT
31 ADELAIDE STREET EAST
TORONTO, ON M5C 3E2

Online Shipping | purolator.com

Invoice and Payment Options

Contact Information

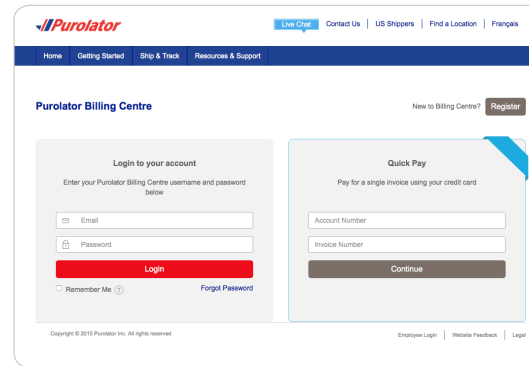
* Account must be in good standing and will only be accepted if using Purolator's Online Billing Centre.

How to pay your invoice:

1. Online

Purolator's Online Billing Centre is the fastest, easiest, and greenest way to receive, view and pay your invoices. You also have the option to pay by credit card or electronic funds transfer (EFT). Plus, you avoid a paper invoice fee and help the environment.

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



2. By phone

Department	Phone or Fax	Hours (local time)
Credit card payment line	Phone: 1 866 313-4357	Mon–Fri: 8:30 a.m.– 7:00 p.m.
PPC automatic credit card program	Phone: 1 800 326-4963 x 23433	Mon–Fri: 9:00 a.m.– 5:00 p.m. A voice mail can be left outside of these hours. A Customer Service Representative will be happy to call you back within 48 hours.

3. By mail

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

Purolator Inc.
P.O. Box 7006, 31 Adelaide Street East, Toronto, Ontario, M5C 3E2

If you have any questions or require assistance, contact us at 1 800 326-4963 x 23433 and a Customer Service Representative will be happy to assist you.

Online Shipping | purolator.com

Invoice and Payment Options

Contact Information

Contact Information



Need further assistance? Purolator has you covered.



Purolator Business Rewards® Program Support

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

1 855 711-7277

businessrewards@purolator.com

Live Chat

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

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

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

Billing & Invoice Inquiries: 8:00 a.m.–5:30 p.m.

Technical Support: 8:00 a.m.–7:00 p.m.

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

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

Purolator Customer Service

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

custserv@purolator.com

Technical Support

1 800 459-5599

onlineshipping@purolator.com

Claims Department

1 800 461-0540

claims@purolator.com

Billing & Invoicing

1 866 313-4357

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

Quebec to Newfoundland – AR@purolator.com

[Online Shipping | purolator.com](#)

[Invoice and Payment Options](#)

[Contact Information](#)



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

Promises delivered

 ***Purolator***

Copyright © 2015 Purolator Inc.
All rights reserved.