Quick Start Guide

Purolator

Purolator

Let's get your business shipping with Purolator!

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

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

For full details and additional information on Purolator Services and Solutions, please see the Purolator Terms and Conditions of Service at **purolator.com**.

Meet the Purolator Solutions Suite

Online Shipping | purolator.com

Purolator E-Ship® Server (ESS)

Invoice and Payment Options
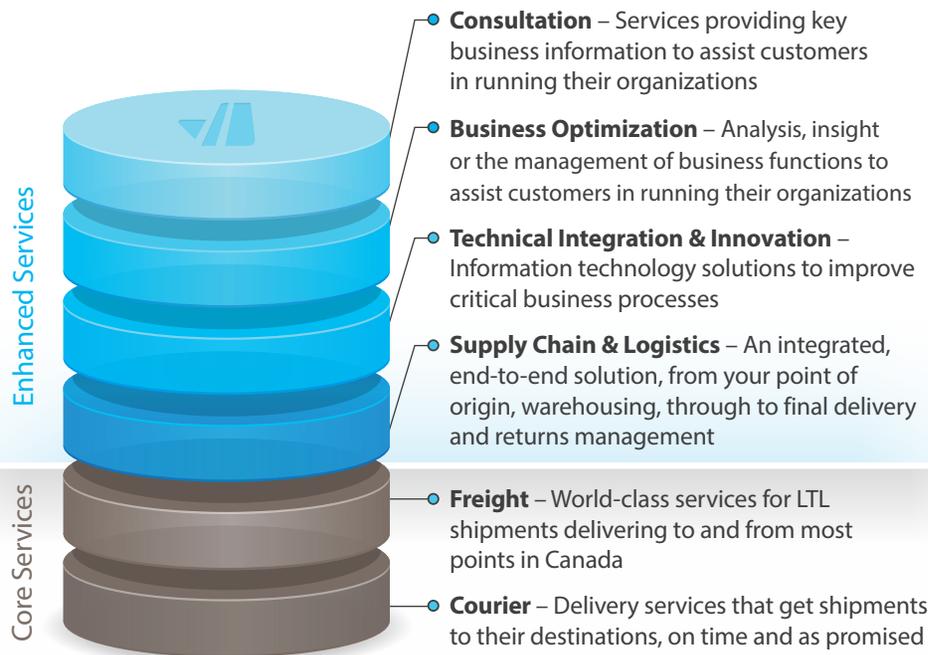
Additional Contact Information

Meet the Purolator Solutions Suite

//Purolator

At Purolator, we're in the business of helping our customers achieve measurable results that go way beyond shipping from Point A to Point B. With the Purolator Solutions Suite – an integrated offering of supply chain and transportation solutions – we can help increase revenue, profit or market share for your organization.

Working together, we select and implement the solutions that will help meet your identified business requirements and opportunities.

Visit **purolator.com** to read more about how we've helped customers just like you achieve real, quantifiable results through our integrated suite of supply chain and transportation solutions.

Enhanced Services

Consultation – Services providing key business information to assist customers in running their organizations

Business Optimization – Analysis, insight or the management of business functions to assist customers in running their organizations

Technical Integration & Innovation – Information technology solutions to improve critical business processes

Supply Chain & Logistics – An integrated, end-to-end solution, from your point of origin, warehousing, through to final delivery and returns management

Core Services

Freight – World-class services for LTL shipments delivering to and from most points in Canada

Courier – Delivery services that get shipments to their destinations, on time and as promised

Online Shipping | purolator.com

With Purolator Online Shipping, you can quickly perform important shipping functions – even in the most demanding shipping environment. 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!
2.1 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.

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.

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.

2.2 Set or Change Default Preferences

1. From the Dashboard area, under Manage My Profile, select Preferences. Or, from the My Account dropdown menu, select Preferences.
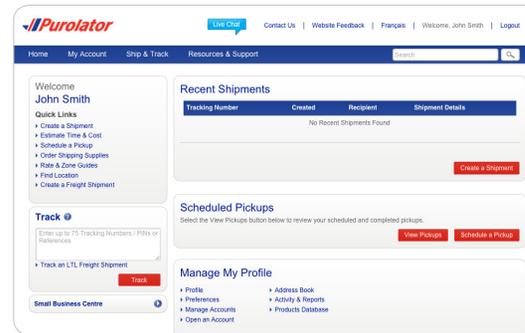
2. Customize your account with your preferred settings for Shipment Details, U.S./International Shipping, Return Details and more.
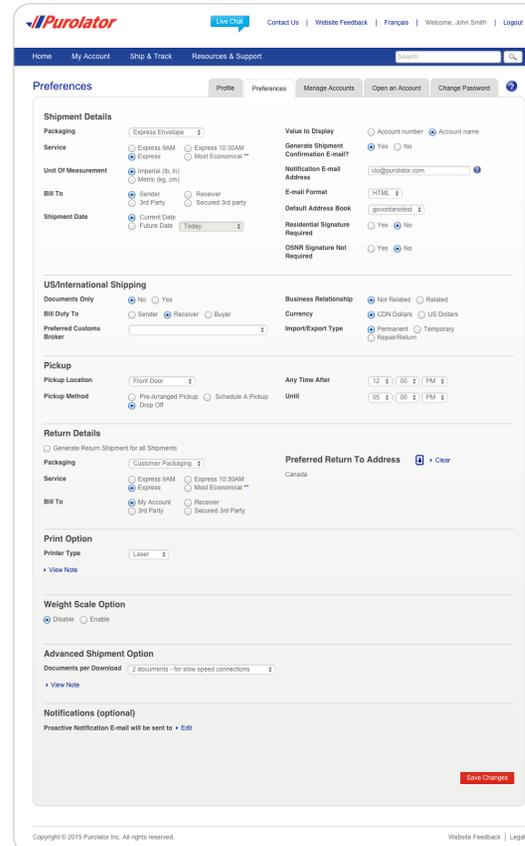
3. Click the Save Changes button. A pop-up window will confirm your changes.

TIP: Set the Shipment Details section to accurately reflect the type of packaging and level of service you need.

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2.3 Estimate Time & Cost

1. Select Estimate Time & Cost from the Ship & Track dropdown menu or from the *Quick Links* on the Home screen.
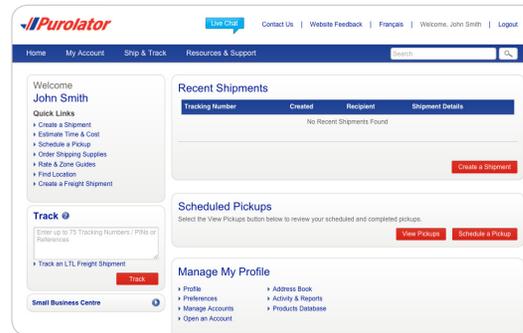
2. Select the desired Account, fill out the From, To, Date and Packaging fields, and click the `Estimate` button.
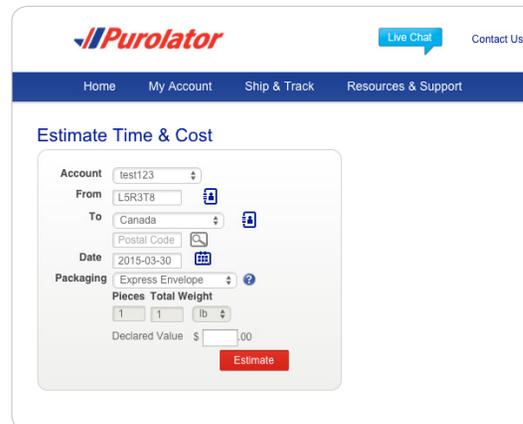
3. Review the estimated delivery date, service type and cost details. Click the `Ship` button to Create a Shipment.
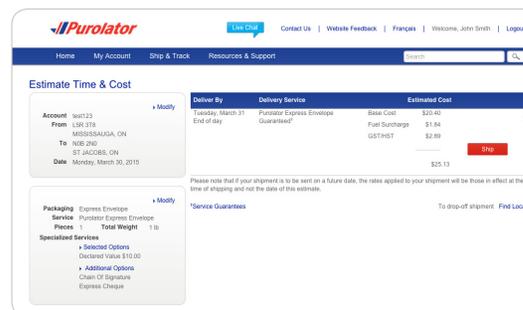
2.4 Create a Shipment

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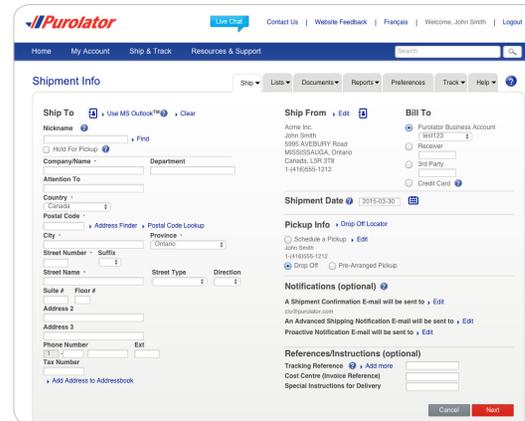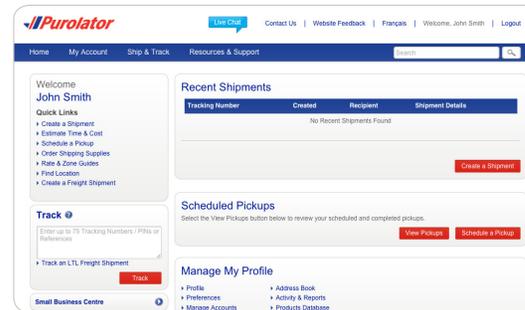
3. Enter the package's Shipment Details, including Package Type, Service, Number of Pieces, Total Weight and any additional shipment options.

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.

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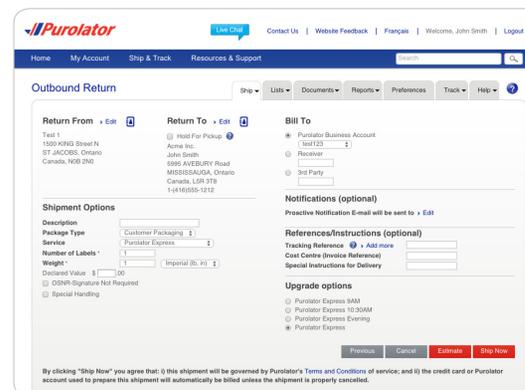

To generate a return shipment label:

1. When completing the Shipment Details, select the *Generate return shipment labels to include with your shipment* box and click the [Next] button.
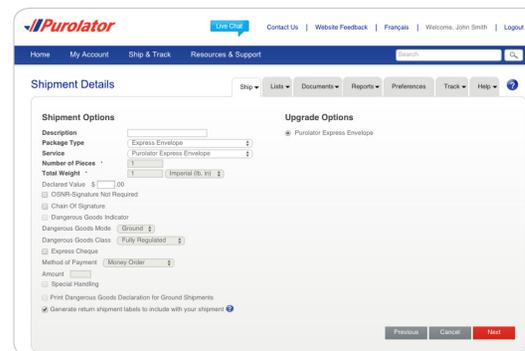
2. Verify the Return From and Return To addresses. Fill out the Bill To, Shipment and Upgrade Options, and optional Notifications or References/Instructions fields. When complete, click the [Ship Now] button.

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.
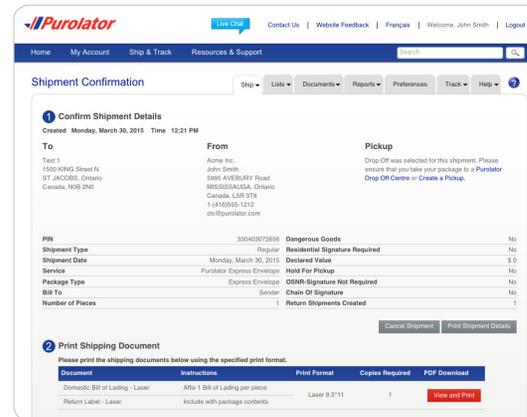
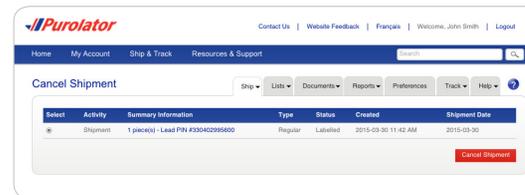**4.** Click the [View and Print] button to access your shipping documents, including your return shipping label.
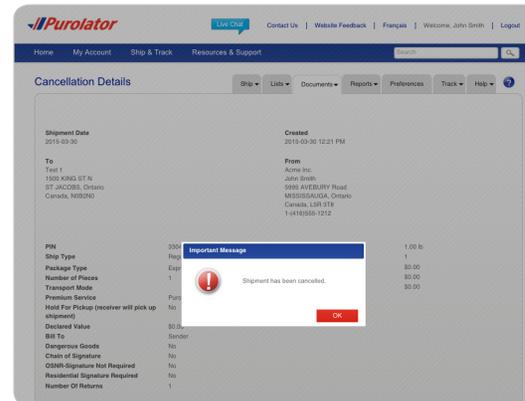
2.5 Cancel a Shipment

1. From the Ship & Track dropdown menu, select Cancel a Shipment.
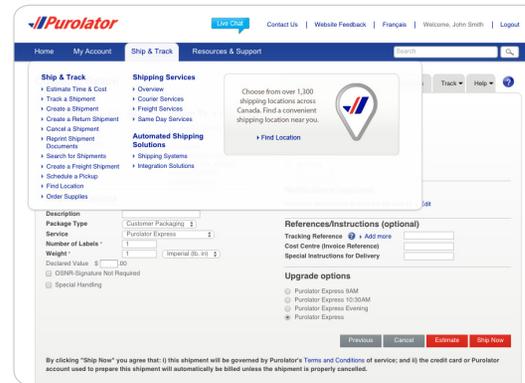
2. From your list of created shipments, select the shipment you wish to cancel and click the `Cancel Shipment` button.

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

NOTE: You can cancel shipments up to 11:59:59 p.m. ET 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.

2.6 Schedule a Pickup

1. Select Schedule a Pickup from the Ship & Track dropdown menu or from the *Quick Links* on the Home screen.
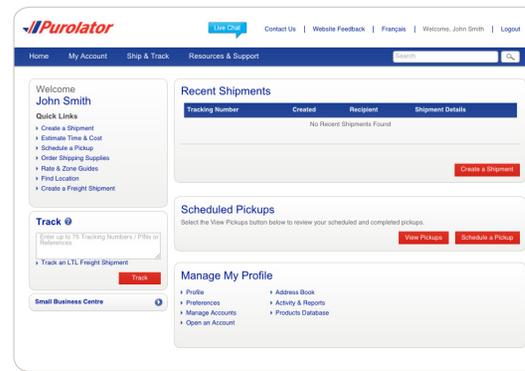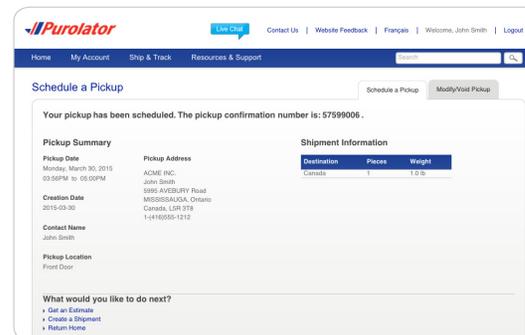
2. Verify that the Pickup Address is correct, and enter the Date and Destination and Shipment Information for your package.

TIP: To request Purolator supplies upon pickup, click the *Show* link and select Purolator Express® Envelope, Purolator Express® Pack or Labelope for your package.
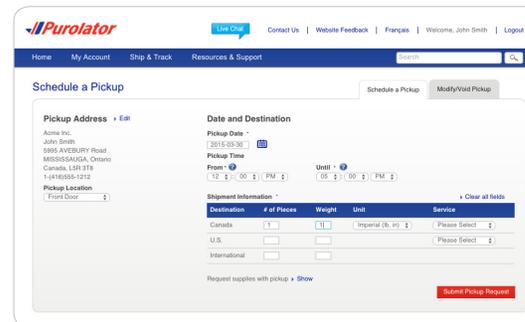
3. Click the [Submit Pickup Request] button to schedule your pickup.

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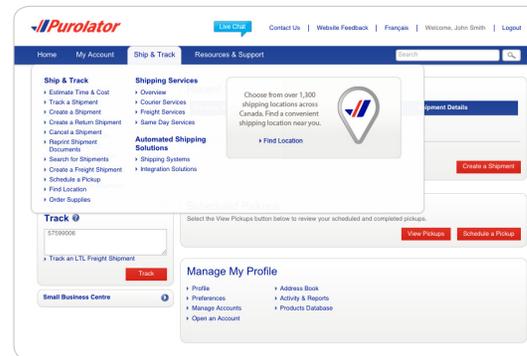
2.7 Track a Shipment

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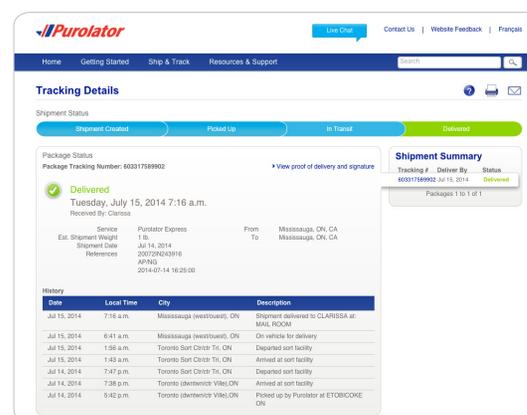
TIP: Click the *View proof of delivery and signature* link and enter the Purolator Business Account number, the Origin Postal Code or the Destination Postal Code to view proof of delivery.

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

2.8 Manage Accounts

1. From the My Account dropdown menu, select Manage Accounts.
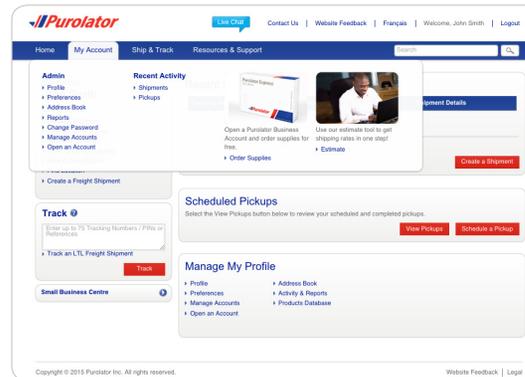
2. Here, you can add, edit or delete the Account numbers listed in your Profile. To add an Account, click the `Add an Account` button.

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

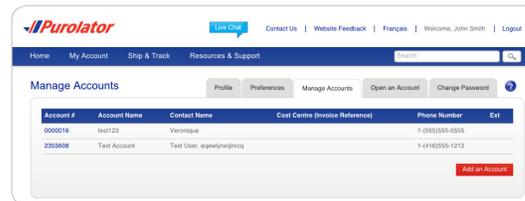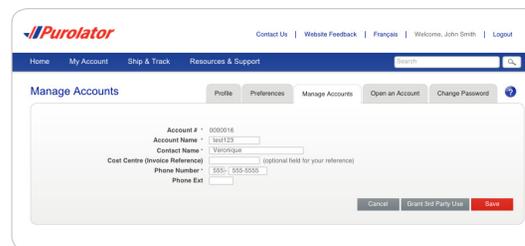**NOTE:** Be sure to enter your Account # in this section. Receiver and Third-Party Account numbers should only be used if the "Users" Account number is the same as the Purolator Head Office Account number.

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

2.9 Order Supplies

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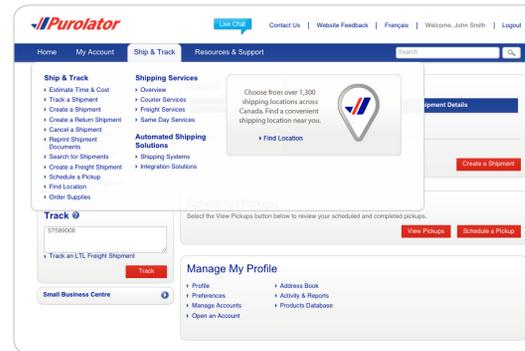
2. Using the Quantity dropdown menu, select how many of each item you wish to order. When you're finished, click the Submit button.

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.
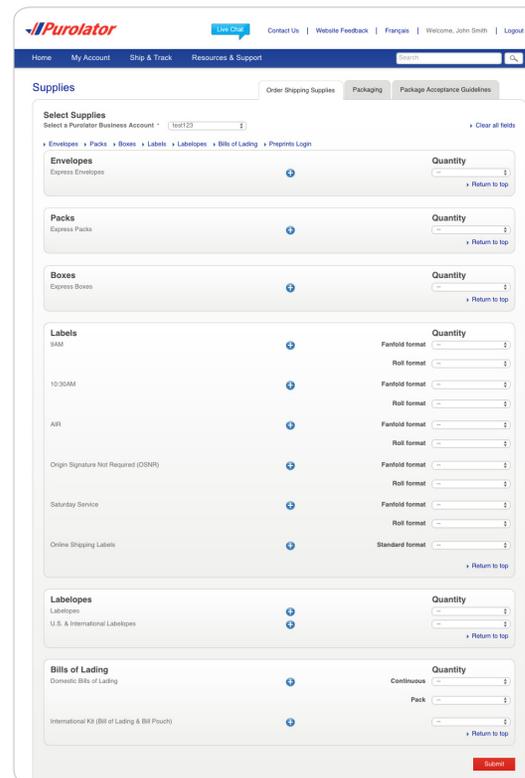
3. Enter any additional comments or requests, verify order details and click the `Order` button.
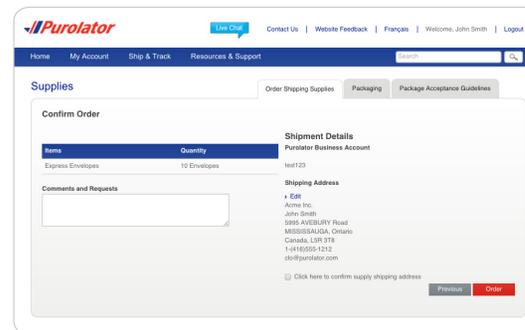
Purolator E-Ship® Server (ESS)

Purolator

A fully deployed web server running Purolator software, 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.

3.1 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.

3.2 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:

1. From the My Profile dropdown menu, select Settings.

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

3. Click the Save button to confirm your changes.

3.3 Create a Shipment

1. From the Ship dropdown 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 ⬚Add⬚ button to commit the package to the Shipment Table.

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

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

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

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

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

NOTE: You can cancel shipments up to 11:59:59 p.m. ET 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 PIN. You can also call us at 1 888 SHIP-123 for additional help.

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

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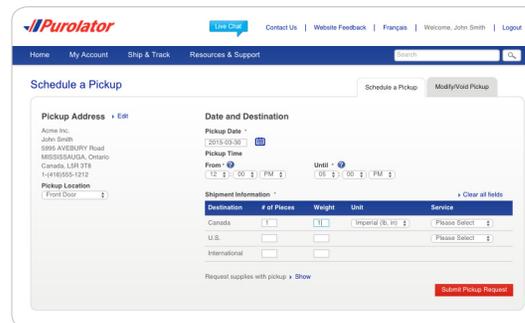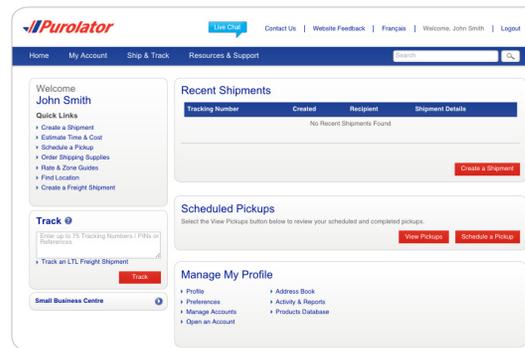**Purolator E-Ship® Server (ESS)**

Invoice and Payment Options

Additional Contact Information

3.4 Schedule a Shipment

If you'd like to schedule a shipment with a specific time and date, you can do so through Purolator Online Shipping.

1. From the Purolator E-Ship® Server Home screen, click the *Quick Pickup* link in the top right-hand corner.

2. From the Purolator Online Shipping Home screen, select Schedule a Pickup from either the Ship & Track dropdown menu or from the *Quick Links*.

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

4. 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.

NOTE: You must have an existing Purolator Online Shipping account to schedule shipments through **purolator.com**.

3.5 Track a Shipment

There are four methods to track shipments: by Status, by PIN, by Reference and by User.

To track by Status:

1. From the Track dropdown menu, select Status.

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

To track by PIN:

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

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

3. Click the Track button.

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

To track by Reference:

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

2. From the Carrier dropdown menu, select Purolator and enter the Reference Number.

3. Click the [Track] button.

To track by User:

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

2. Select the Carrier and enter the Current User Name and up to 25 User Names.

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

3.6 Cancel a Shipment

1. From the Track dropdown menu, select Status.

2. Enter your search criteria and click the Search button.

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

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

3.7 Order Supplies

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

To order labels, contact Purolator Customer Service at 1 888 SHIP-123 or custserv@purolator.com.

Invoice and Payment Options

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

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

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

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

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.**
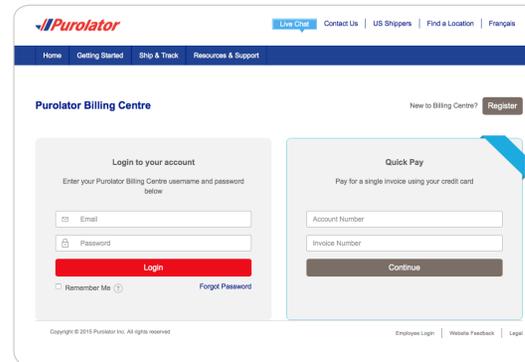
2. By phone

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.

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Need further assistance? Purolator has you covered.

Sales Representative and Customer Implementation Specialist

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

Live Chat

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

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

Central Supplies
1 888 744-7123
CSDMontreal@purolator.com

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5.1 File a Claim

5.1 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).

To file a claim:

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

2. Click File a Claim.

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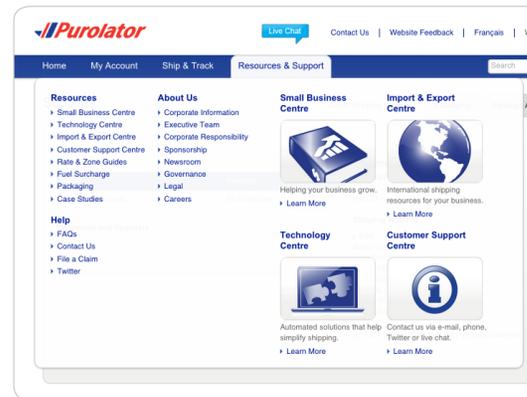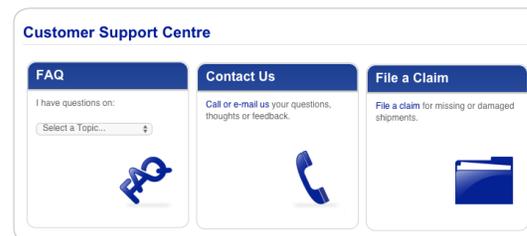
Additional Contact Information

5.1 File a Claim

3. Complete the form, including the Claimant, Shipper and Receiver information. Click the [Next] button to submit your claim.

4. 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**.

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5.1 File a Claim

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

For questions, guidance and support, please contact your Purolator Sales Representative or Customer Implementation Specialist.

Promises delivered

///Purolator