

---

# Quick Start Guide





## Let's get your business shipping with Purolator!

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

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

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

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

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

# Online Shipping | purolator.com

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

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

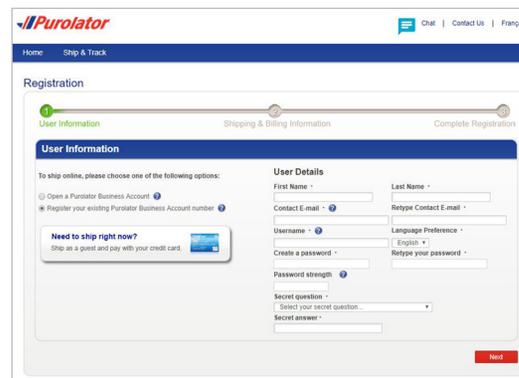
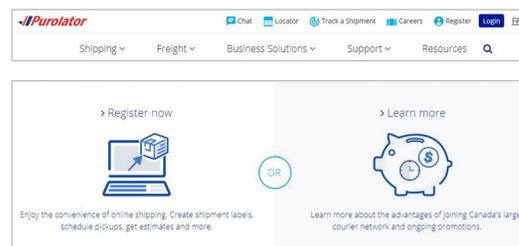
## Get Started Now!

### Register for Online Shipping

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

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

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



### > Online Shipping | purolator.com

#### Register for Online Shipping

Set or Change Default Preferences

Manage Address Book

Estimate Time & Cost

Create a Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

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

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

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

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

### > Online Shipping | purolator.com

#### Register for Online Shipping

Set or Change Default Preferences

Manage Address Book

Estimate Time & Cost

Create a Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

## Set or Change Default Preferences

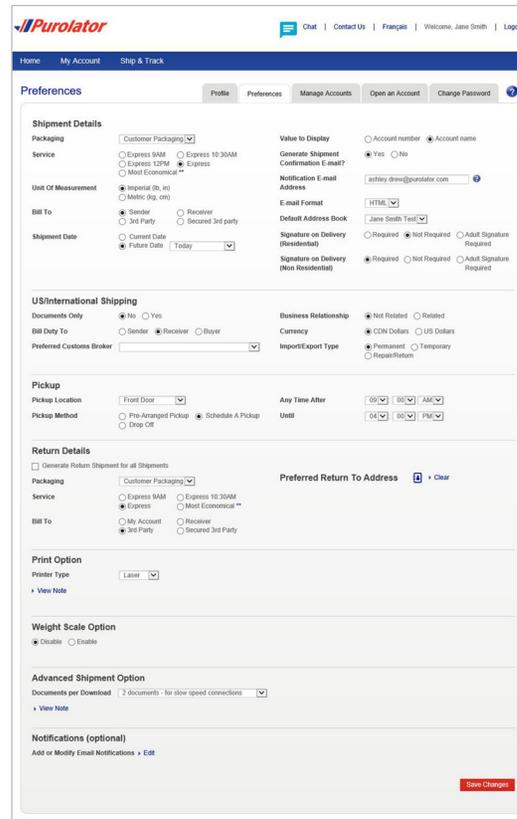
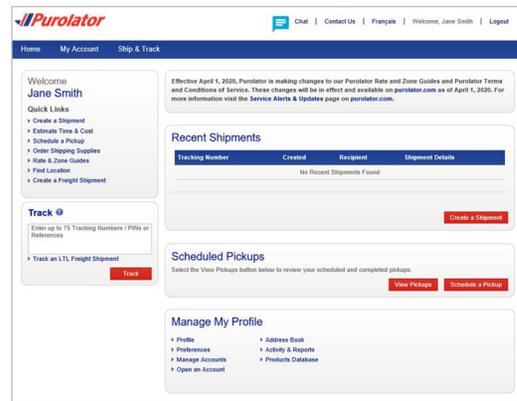
1. From the dashboard area, under Manage My Profile, select *Preferences*. Or, select your preferences from the My Account drop-down menu.

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

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

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

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



### > Online Shipping | purolator.com

Register for Online Shipping

**Set or Change Default Preferences**

Manage Address Book

Estimate Time & Cost

Create a Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

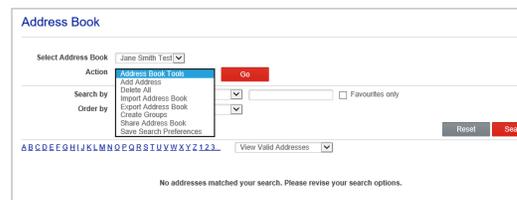
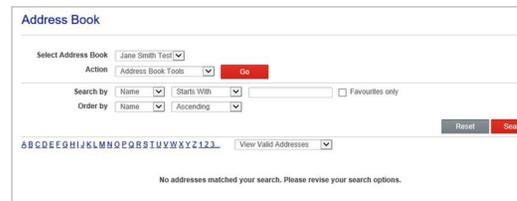
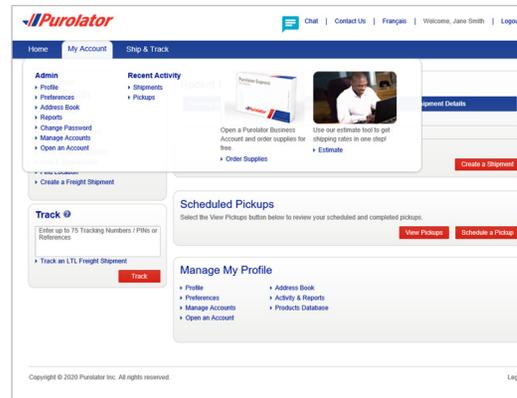
Additional Contact Information

## Manage Address Book

1. From the dashboard area, under My Account, select *Address Book* to create groups for batch shipping.

2. In the pop-up window, under Action, select *Create Groups* from the drop-down menu.

**NOTE:** In the Action drop-down menu, you can also import, export, share address books and gain access to many more address book features.



### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences

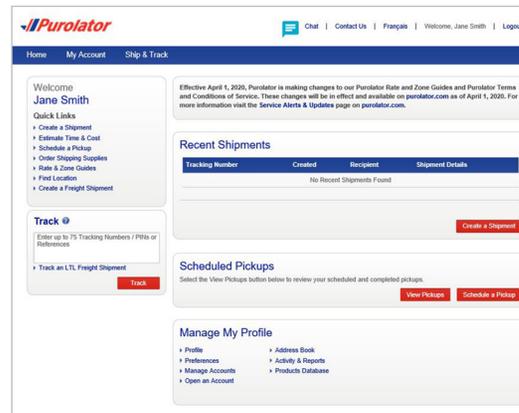
#### Manage Address Book

Estimate Time & Cost  
Create a Shipment  
Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

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

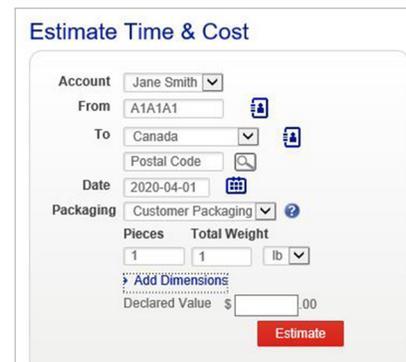
## Estimate Time & Cost

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

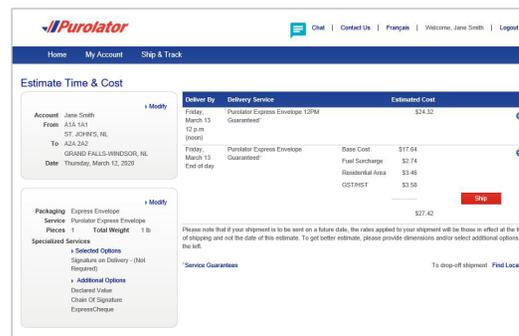


2. Select the desired account, fill out the From, To, Date and Packaging fields, and click the **Estimate** button.

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



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



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

### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book

#### Estimate Time & Cost

Create a Shipment  
Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

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

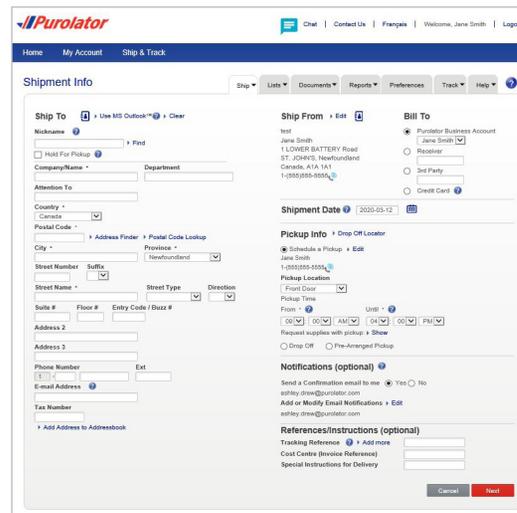
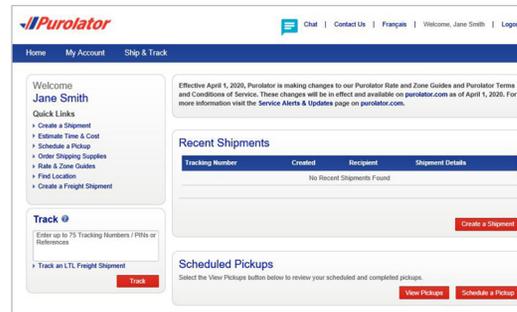
## Create a Shipment

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

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

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

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



### > Online Shipping | purolator.com

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

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

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](http://purolator.com).

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

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

**NOTE:** If you're shipping to a U.S./International destination and the shipment is not documents only, you will be prompted to complete the Customs & Clearance form after entering the shipment details.

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

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

**NOTE:** For additional information on group and batch shipping on Purolator's E-Ship® Online, please contact us at 1 800 459-5599 option 2.

Document	Intradoc	Print Format	Copies Required	PDF Download
Domestic Bill of Lading - Laser	Any, 1 Bill of Lading per piece	Laser, 8.5x11	1	<a href="#">View and Print</a>

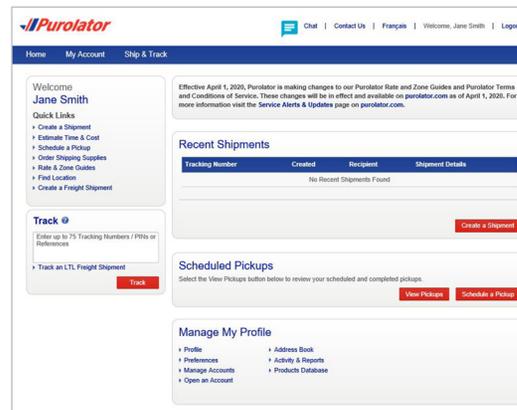
## > Online Shipping | purolator.com

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

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

## Shipping dangerous goods

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



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

A screenshot of the Purolator Shipment Info form. The form is divided into several sections: Ship To (Nickname, Hold For Pickup, Company Name, Department, Attention To, Country, Postal Code, City, Street Number, Street Name, Suite #, Address 2, Address 3, Phone Number, E-mail Address, Tax Number); Ship From (test, Jane Smith, 1 LOWER BATTERY ROAD, ST. JOHN'S, Newfoundland, Canada, A1A 1A1, 1-855-858-5554); Bill To (Purolator Business Account, Jane Smith, Resouse, 2nd Party, Credit Card); Shipment Date (2020-03-12); Pickup Info (Ship From, Pickup Location, Pickup Time, Request supplies with pickup, Drop Off, Pre-Arranged Pickup); Notifications (optional) (Send a Confirmation email to me, Add or Modify Email Notifications); and References/Instructions (optional) (Tracking Reference, Cost Centre, Special Instructions for Delivery). The form includes a Cancel button and a Next button.

## > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost

### Create a Shipment

Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

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

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

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

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

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

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

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

The screenshot shows the Purolator online shipping interface. The main heading is 'Shipment Details'. There are two main sections: 'Shipment Options' and 'Package Details (optional)'. The 'Shipment Options' section includes fields for Description, Package Type (Customer Packaging), Service (Purolator Ground), Number of Pieces (1), Total Weight (1), Declared Value (\$100), Signature on Delivery (Not Required), Chain of Signature, Express/Check, Method of Payment (Bank Draft), Amount, Additional Handling, Dangerous Goods Indicator (checked), Dangerous Goods Mode (Ground), Dangerous Goods Class (Limited Quantities), Print Dangerous Goods Declaration, and Generate return shipment labels. The 'Package Details (optional)' section includes a table with columns: Piece, Weight, Length, Width, Height, Handling. Below the table are 'Upgrade Options' including Purolator Express 10:30AM, Purolator Express, Purolator Ground, and Ship with Purolator Freight. At the bottom right, there are buttons for Previous, Cancel, Estimate, and Ship Now.

## > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences

Manage Address Book  
Estimate Time & Cost

### Create a Shipment

Cancel a Shipment  
Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

## To generate a return shipment label with your outbound shipment:

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

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

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

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.

## > Online Shipping | purolator.com

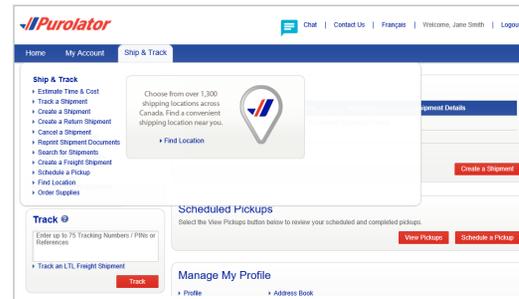
- Register for Online Shipping
- Set or Change Default Preferences
- Manage Address Book
- Estimate Time & Cost
- Create a Shipment**
- Cancel a Shipment
- Schedule a Pickup
- Track a Shipment
- Manage Accounts
- Order Supplies
- Purolator E-Ship® Server (ESS)
- Invoice and Payment Options
- Additional Contact Information

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



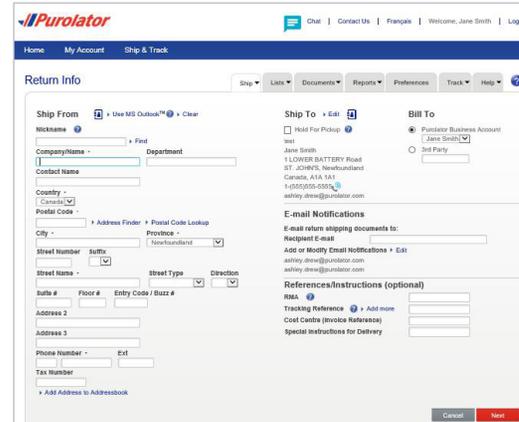
## To generate a return shipment label without an outbound shipment:

- In the drop-down menu in *Ship & Track*, select *Create a Return Shipment*.



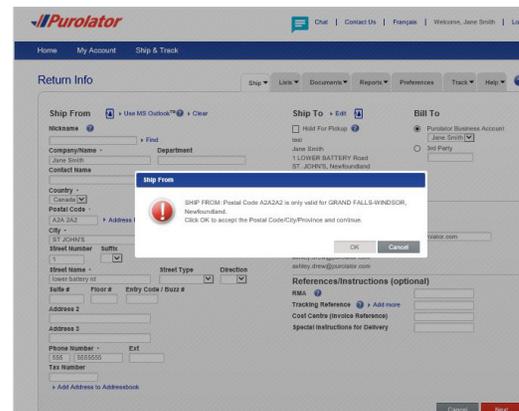
- Complete the shipment details in the *Ship From* screen and then enter the recipient's email address in the *Ship To* screen. The return label will be emailed the email in the *Recipient E-mail* field.

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



- Verify the details of your shipment, including addresses, shipping date and package details and click the **Next** button.

- Click OK in the pop-up window.



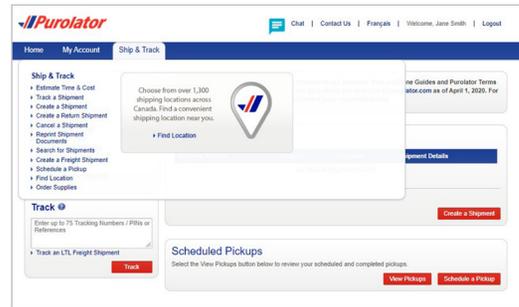
## > Online Shipping | purolator.com

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

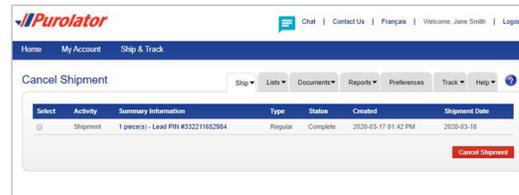
- Purolator E-Ship® Server (ESS)
- Invoice and Payment Options
- Additional Contact Information

## Cancel a Shipment

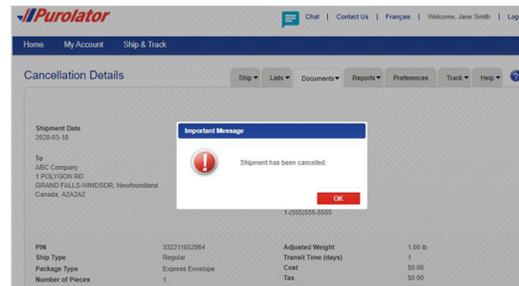
1. From the Ship & Track drop-down menu, select *Cancel a Shipment*.



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



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



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

### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences  
Manage Address Book  
Estimate Time & Cost  
Create a Shipment

#### Cancel a Shipment

Schedule a Pickup  
Track a Shipment  
Manage Accounts  
Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

## Schedule a Pickup

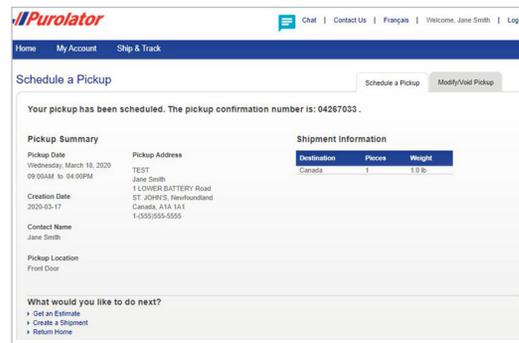
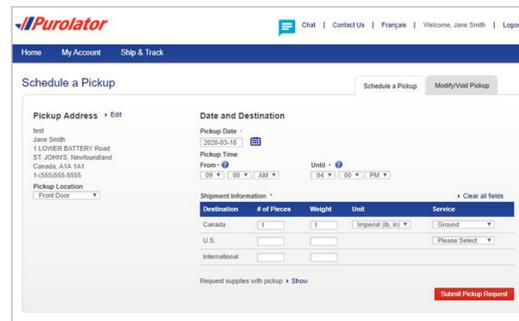
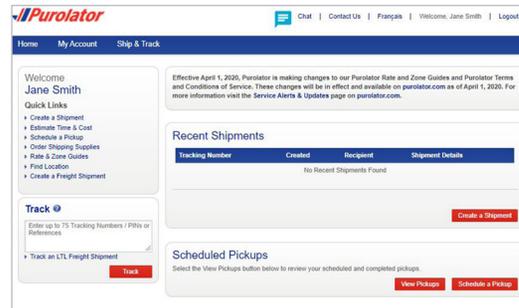
1. Select *Schedule a Pickup* from the Ship & Track drop-down menu or from the Quick Links on the Home screen.

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

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

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

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



### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences

Manage Address Book

Estimate Time & Cost

Create a Shipment

Cancel a Shipment

**Schedule a Pickup**

Track a Shipment

Manage Accounts

Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

## Track a Shipment

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

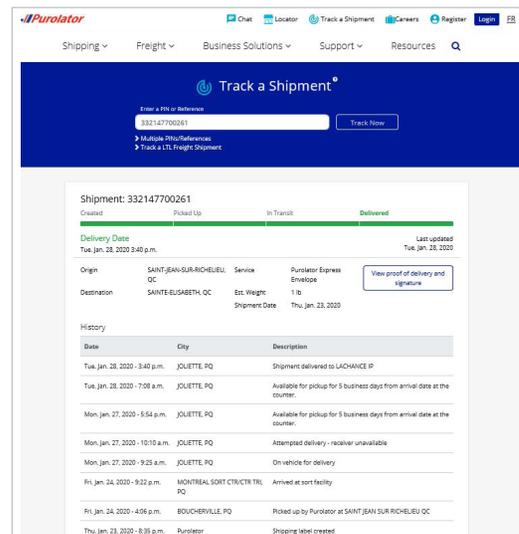
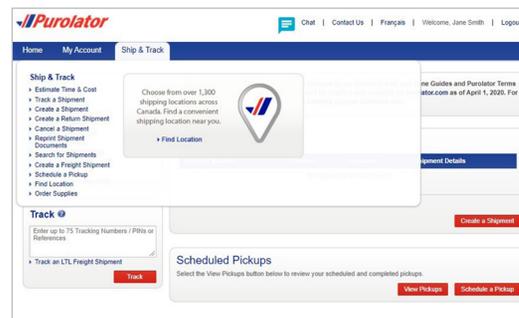
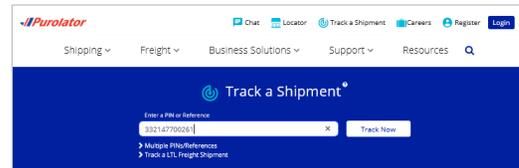
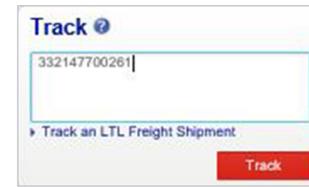
**NOTE:** When you click on the Track button, you will be automatically moved over to our tracking interface on **purolator.com**

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

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

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

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



### > Online Shipping | purolator.com

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

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

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

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

**Authentication** ✕

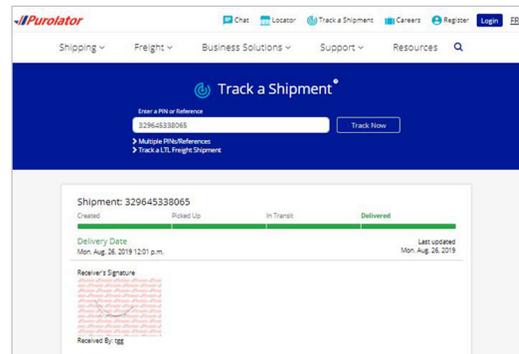
To view additional shipment details, please authenticate your shipment by providing one of the following\*:

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

Purolator Business Account

Origin Postal Code

Destination Postal Code



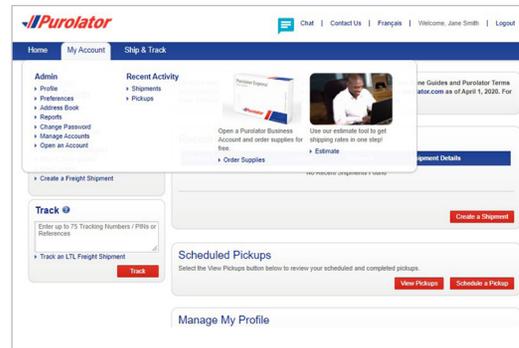
### > **Online Shipping | purolator.com**

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

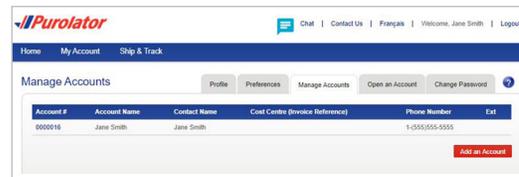
- Purolator E-Ship® Server (ESS)
- Invoice and Payment Options
- Additional Contact Information

## Manage Accounts

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

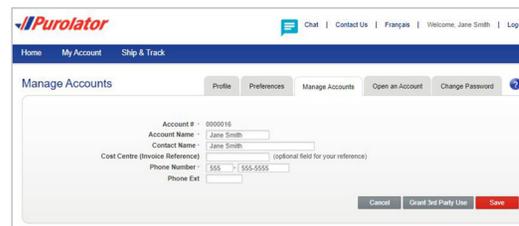


2. Here, you can add, edit or delete the account numbers listed in your profile. To add an account, click the **Add an Account** button.



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

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



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

### > Online Shipping | purolator.com

Register for Online Shipping  
Set or Change Default Preferences

Manage Address Book

Estimate Time & Cost

Create a Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

**Manage Accounts**

Order Supplies

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

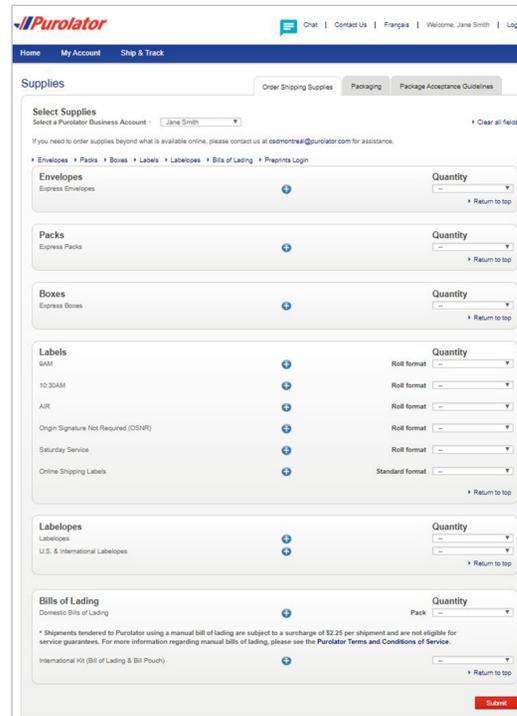
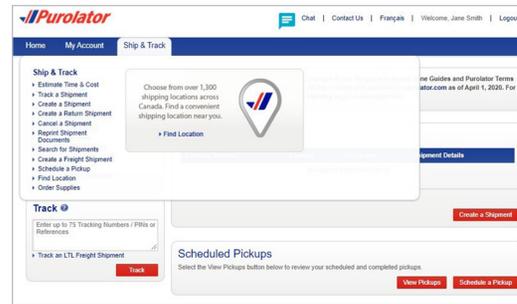
## Order Supplies

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

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

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

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

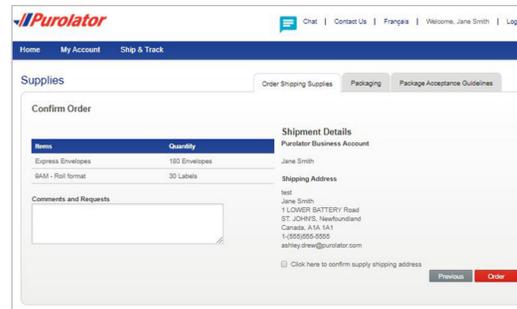


### > Online Shipping | purolator.com

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

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

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  
Manage Address Book

Estimate Time & Cost

Create a Shipment

Cancel a Shipment

Schedule a Pickup

Track a Shipment

Manage Accounts

#### **Order Supplies**

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

Additional Contact Information

# Purolator E-Ship® Server (ESS)

Purolator E-Ship® Server is our most powerful solution for centralized and fast-paced shipping environments. It is the ideal shipping solution for businesses that need to ship at least 25 packages a day.

With E-Ship® Server, you can easily create and manage your shipments using one streamlined shipping system, track shipments in real time, generate estimates, print shipping labels and more.

The Purolator team will install everything you need to get up and running—including a PC, monitor, keyboard, thermal printer and electronic scale—and provide you with the support you need to integrate E-Ship® Server with your existing systems.

For additional guidance and tutorials, click the Need Help? link located on every E-Ship® Server screen.

## Getting Started

1. From the Login screen, enter your User Name and Password.
2. Review the Welcome screen for a quick explanation of available features and functions, software updates and quick links to commonly used features.

Online Shipping | purolator.com

### > Purolator E-Ship® Server (ESS)

#### Getting Started

Set or Change Default Preferences

Create a Shipment

Track a Shipment

Cancel a Shipment

Order Supplies

Invoice and Payment Options

Additional Contact Information

## Set or Change Default Preferences

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

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

The screenshot shows the 'Settings' page in the Purolator E-Ship Server. The 'Settings' menu is open, and the 'Carrier' is set to 'Purolator'. The 'From Date' and 'To Date' are both set to '12/18/2014'. The 'Current User Name' is 'pd' and the 'User Name' field is empty. There are 'Clear' and 'Track' buttons at the bottom right of the form.

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

3. Click the **Save** button to confirm your changes.

The screenshot shows the 'My Profile' page in the Purolator E-Ship Server. The 'My Profile' menu is open, and the 'Default Shipping/Tendering Location' is set to 'No Default Address'. The 'Current Location' is set to 'Purolator'. The 'Shipper Name', 'Shipper Company', 'Shipper Attention', 'Address Line 1', 'Address 2', 'Address 3', 'Country', 'City', 'State/Province', 'Postal Code/ZIP', 'Phone/Ext', 'Fax Number', 'E-mail', and 'Government Id' fields are all empty. The 'Default Rate Shop Key' is set to 'Key'. There are 'Delete All', 'Reset All', and 'Save' buttons at the bottom right of the form.

Online Shipping | purolator.com

### > Purolator E-Ship® Server (ESS)

Getting Started

#### Set or Change Default Preferences

Create a Shipment

Track a Shipment

Cancel a Shipment

Order Supplies

Invoice and Payment Options

Additional Contact Information

## Create a Shipment

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

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

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

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

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

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

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

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

### > Purolator E-Ship® Server (ESS)

Getting Started  
Set or Change Default Preferences

#### Create a Shipment

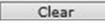
Track a Shipment  
Cancel a Shipment  
Order Supplies

Invoice and Payment Options

Additional Contact Information

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

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

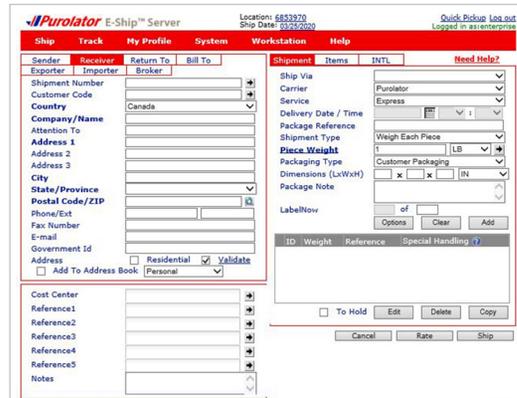
5. Verify the details of your shipment, including addresses, shipping date and package details. If there are any errors, click the  button and recreate the shipment.

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

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

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

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



The screenshot shows the Purolator E-Ship Server interface. The main window is titled "Purolator E-Ship Server" and includes a navigation menu with options like "Ship", "Track", "My Profile", "System", "Workstation", and "Help". The "Ship" tab is active, displaying various fields for shipment details. On the left, there are sections for "Sender" (with sub-sections for Exporter, Importer, Broker), "Company/Name", "Address 1-3", "City", "State/Province", "Postal Code/ZIP", "Phone/Fax", "E-mail", "Government Id", and "Address" (with checkboxes for Residential, Personal, and Validate). Below these are "Cost Center" and "Reference" fields. On the right, there are sections for "Ship Via" (Carrier, Service), "Delivery Date / Time", "Package Reference", "Ship Weight" (with "Weigh Each Piece" checkbox), "Piece Weight", "Packaging Type", "Dimensions (LxWxH)", "Package Note", and "Label/Nov". At the bottom right, there are buttons for "Options", "Clear", "Add", "To Hold", "Edit", "Delete", "Copy", "Cancel", "Rate", and "Ship".

Online Shipping | purolator.com

> **Purolator E-Ship® Server (ESS)**

Getting Started  
Set or Change Default Preferences

**Create a Shipment**

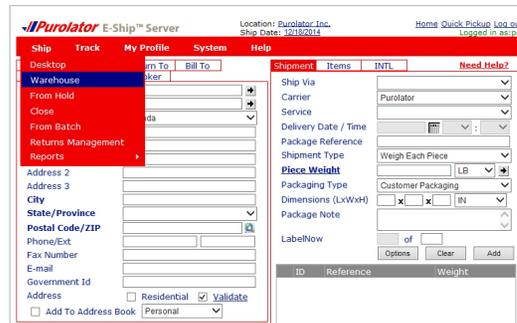
Track a Shipment  
Cancel a Shipment  
Order Supplies

Invoice and Payment Options

Additional Contact Information

## Shipping dangerous goods

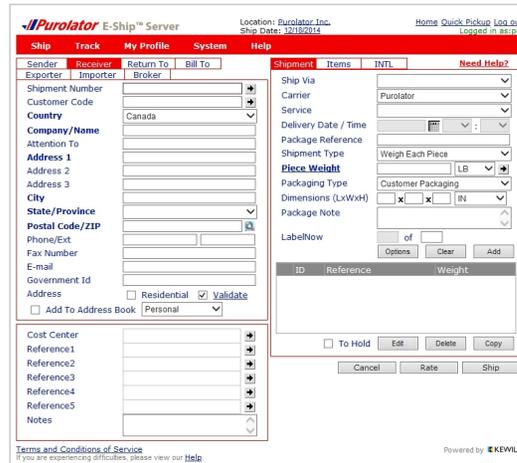
1. From the Ship drop-down menu, select *Warehouse*.



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

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

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



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

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

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

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

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

### > Purolator E-Ship® Server (ESS)

Getting Started  
Set or Change Default Preferences

#### Create a Shipment

Track a Shipment  
Cancel a Shipment  
Order Supplies

Invoice and Payment Options

Additional Contact Information

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

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

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

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

Online Shipping | purolator.com

## > Purolator E-Ship® Server (ESS)

Getting Started  
Set or Change Default Preferences

### Create a Shipment

Track a Shipment  
Cancel a Shipment  
Order Supplies

Invoice and Payment Options

Additional Contact Information

## Track a Shipment

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

### To track by Status:

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

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

### To track by PIN:

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

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

3. Click the **Track** button.

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

The screenshot shows the Purolator E-Ship Server interface. The 'Track' dropdown menu is open, and 'Status' is selected. The search criteria are: Carrier: Purolator Inc., From Date: 12/18/2014, To Date: 12/18/2014. The search results table shows one shipment with Tracking Number 520017355012, Service Express, Company Name Customer ABC, City Mississauga, Postal Code L5R3T8, Ship Date 2014-12-18, and Status Shipped.

The screenshot shows the search results for the selected shipment. The shipment details are: Tracking Number 520017355012, Service Express, Company Name Customer ABC, City Mississauga, Postal Code L5R3T8, Ship Date 2014-12-18, and Status Shipped. The buttons Void, Print, Label, and Track are visible below the shipment details.

The screenshot shows the Purolator E-Ship Server interface. The 'Track' dropdown menu is open, and 'By PIN' is selected. The search criteria are: Carrier: Purolator Inc., From Date: 12/18/2014, To Date: 12/18/2014. The search results table shows one shipment with Tracking Number 520017355012, Service Express, Company Name Customer ABC, City Mississauga, Postal Code L5R3T8, Ship Date 2014-12-18, and Status Shipped.

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

Online Shipping | purolator.com

### > Purolator E-Ship® Server (ESS)

Getting Started

Set or Change Default Preferences

Create a Shipment

**Track a Shipment**

Cancel a Shipment

Order Supplies

Invoice and Payment Options

Additional Contact Information



## Cancel a Shipment

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

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

2. Enter your search criteria and click the  button.

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

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

The screenshot shows the Purolator E-Ship Server interface with search results. A table lists the results, and the 'Void' button is highlighted. The table has the following data:

<input type="checkbox"/>	Tracking Number	Service	Company Name	City	Postal Code	Ship Date	Status
<input checked="" type="checkbox"/>	620017355012	Express	Customer ABC	Mississauga	LSR3T8	2014-12-18	Shipped

At the bottom, there are navigation controls: Page 1 of 1, Clear Filters, Restore Defaults, and buttons for Email, Void, Confirm, Print, Label, Bill of Lading, Documents, and Track. There is also a 'Terms and Conditions of Service' link and a 'Powered by KEVILL' logo.

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

Online Shipping | purolator.com

### > Purolator E-Ship® Server (ESS)

Getting Started

Set or Change Default Preferences

Create a Shipment

Track a Shipment

**Cancel a Shipment**

Order Supplies

Invoice and Payment Options

Additional Contact Information



## Order Supplies

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

To order labels, contact us at 1 800 459-5599 or [eshipserversupport@purolator.com](mailto:eshipserversupport@purolator.com).

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

> **Purolator E-Ship® Server (ESS)**

Getting Started

Set or Change Default Preferences

Create a Shipment

Track a Shipment

Cancel a Shipment

**Order Supplies**

Invoice and Payment Options

Additional Contact Information

# 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.

Page 1 of 3



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

CUSTOMER NAME  
ATTN: CUSTOMER CONTACT  
CUSTOMER STREET ADDRESS  
CUSTOMER CITY, PROVINCE, POSTAL CODE

**Summary of your charges**  
Total amount of this invoice **\$65.68**  
Your payment is due by MM/DD/YY

**Summary of shipments charged to your account**

Shipments you sent	3	\$52.60
Shipments you received (sent to you collect)	0	\$0.00
3rd party shipments	0	\$0.00
<b>Fuel Surcharge</b>		<b>\$8.15</b>
<b>Subtotal</b>		<b>\$60.75</b>
<b>Total GST</b>		<b>\$1.86</b>
<b>Total HST (next page for details)</b>		<b>\$3.07</b>

**Total number of shipments** 3  
**Total number of pieces shipped** 3

Visit purolator.com for the current Fuel Surcharge rate.  
GST/HST registration number: 16411630 RT0001, GST registration number: 100541462 T00001.

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

**Contact Us**  
Billing and invoice inquiries  
Live Chat at purolator.com  
ontario@center@purolator.com  
1 866 313-4567

Purolator Same Day offers urgent pickup and delivery as fast as 30 minutes, available 24 hours a day, 7 days a week, 365 days a year. Certain conditions apply. Visit purolator.com/sameday or call 1 866 SHIP-123.

General inquiries and tracking  
Live Chat or E-mail at purolator.com  
1 866 SHIP-123

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

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	1.50LB <small>(includes weight)</small>	Exp Full Surcharge GST	16.76 2.86 \$19.62
			Declared weight: 1.36					
	PK NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY, PROV RECEIVER POSTAL CODE	1	1LB	Exp Full Surcharge HST	22.47 3.17 \$25.64
MM/DD/YY	PK NUMBER	SYSTEM USED	SHIPPER NAME SHIPPER ADDRESS SHIPPER CITY, PROV SHIPPER POSTAL CODE	RECEIVER NAME RECEIVER ADDRESS RECEIVER CITY, PROV RECEIVER POSTAL CODE	1	1LB	Exp Full Surcharge GST	15.07 2.36 \$17.43

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

Please detach and return stub with your payment



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

**How to pay your bill**

- By cheque, payable to Purolator Inc. along with this stub
- By credit card by calling 1 866 313-4567, Option 1
- Automatically by Electronic Funds Transfer or EFT (EFT remittance by calling 1 866 313-4567, Ext 2218)

111 X 1234567 123456789 00000000

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

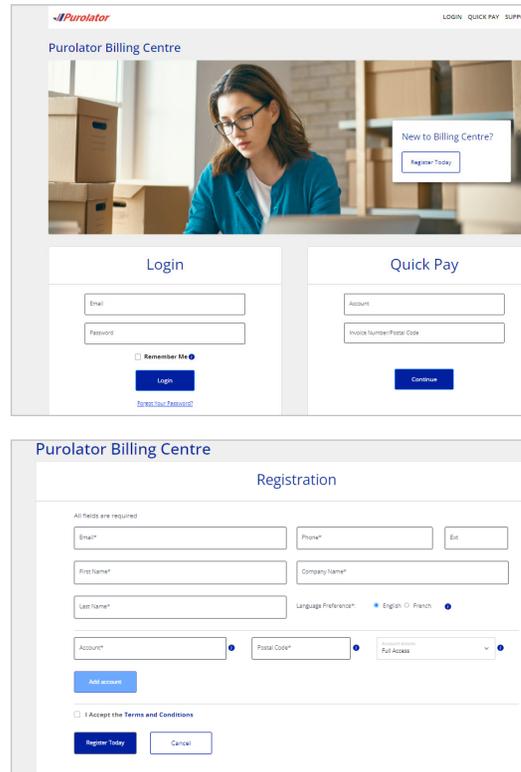
Online Shipping | purolator.com  
Purolator E-Ship® Server (ESS)  
> **Invoice and Payment Options**  
Additional Contact Information

## How to Pay Your Invoice:

### Online

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

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



The image shows two screenshots of the Purolator Billing Centre website. The top screenshot displays the 'Login' and 'Quick Pay' sections. The 'Login' section has fields for 'Email' and 'Password', with a 'Remember Me' checkbox and a 'Login' button. The 'Quick Pay' section has fields for 'Account' and 'Invoice Number/Pin Code', with a 'Continue' button. A 'New to Billing Centre?' pop-up with a 'Register Today' button is also visible. The bottom screenshot shows the 'Registration' form with fields for 'Email\*', 'Phone\*', 'Ed', 'First Name\*', 'Company Name\*', 'Last Name\*', 'Language Preference\*' (English/French), 'Account\*', 'Postal Code\*', and 'Account Access Full Access'. It includes an 'Add account' button, a checkbox for 'I Accept the Terms and Conditions', and 'Register Today' and 'Cancel' buttons.

Online Shipping | [purolator.com](https://purolator.com)  
Purolator E-Ship® Server (ESS)

### > Invoice and Payment Options

Additional Contact Information

### By phone

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

### By mail

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

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

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

## Additional Contact Information

Need further assistance? Purolator has you covered.

### Sales Representative and Customer Implementation Specialist

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

### Virtual Assistant

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

To speak with a representative, please call:

#### Purolator Customer Service

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

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

#### Technical Support

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

Select option 4 for E-Ship® Server)

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

#### Claims Department

1 800 461-0540

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

#### Billing & Invoicing

1 866 313-4357

Ontario to British Columbia –

[OntarioARCenter@Purolator.com](mailto:OntarioARCenter@Purolator.com)

Quebec to Newfoundland –

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

#### Central Supplies

1 888 744-7123

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

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

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

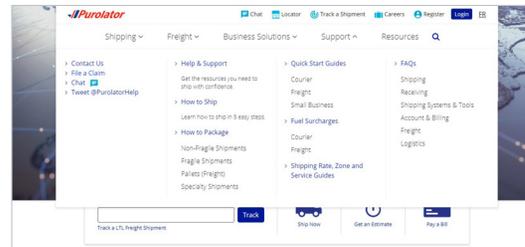
> **Additional Contact Information**

[File a Claim](#)

## File a Claim

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

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



Online Shipping | purolator.com

Purolator E-Ship® Server (ESS)

Invoice and Payment Options

> **Additional Contact Information**  
**File a Claim**

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

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

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

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

**Purolator** Chat Locator Track a Shipment Careers Register Login EB  
Shipping Freight Business Solutions Support Resources

Home / Help & Support / File a Claim

### File a Claim

If the shipment is damaged and valued at over CAD\$500 or you're unsure assistance completing this form, please call 1 800 461-0540.  
Retain all damaged freight and packaging including packaging until claim is finalized. Please note that all claims will be evaluated pursuant to Purolator Terms and Conditions of Service.

1 Claim Information 2 File Upload 3 Complete

**Claim**

Reason for Claim \*  
- Select -

Date Shipment Sent \*

Claim Amount (B) \*  
Trace or Case Number

Tracking Number(P/N) \*  
Internal Reference Number

Brief Description of Claim \*

**Claimant Information**

Claimant Account Number  
Company

First Name \*  
Last Name \*

Phone \*  
Email \*

**Claimant Address**

Country \*  
Canada

Postal code \*  
City \*  
Province \*  
- Select -

Street Number \*  
Suffix  
- None -

Street Name \*

Street Type  
- None -

Direction  
- None -

Suite/App  
Floor

**Shipper Information**

iii Shipper is same as Claimant

First Name  
Last Name

Phone  
Email

Company

Country  
Canada

Postal code  
City  
Province  
- None -

Street Number  
Suffix  
- None -

Street Name

Street Type  
- None -

Direction  
- None -

Suite/App  
Floor

**Receiver Information**

iii Receiver is same as Claimant

First Name  
Last Name

Phone  
Email

Company

Country  
Canada

Postal code  
City  
Province  
- None -

Street Number  
Suffix  
- None -

Street Name

Street Type  
- None -

Direction  
- None -

Suite/App  
Floor

**Next**

Online Shipping | purolator.com  
Purolator E-Ship® Server (ESS)  
Invoice and Payment Options  
> **Additional Contact Information**  
**File a Claim**



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

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

