

# Your Guide to Using the Purolator E-Ship Now<sup>®</sup> Portal



# Using the Purolator E-Ship Now® Portal

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.

With the Purolator E-Ship Now portal, you can quickly perform important shipping functions with the use of your credit card.

## Get Started

PLEASE NOTE: This step-by-step guide is to be used as an aid to help you ship with the Purolator E-Ship Now Portal. For tips or more information, click the  icons found on the website.

## Where are you shipping from?

Enter the Shipper's Full Name and Company Name (if applicable) shipping the package, along with your address and contact information.

\*Please note all fields with an asterisk are required.

|  |  |                                |
|--|--|--------------------------------|
| <b>Shipper's Full Name*</b><br>e.g. John Doe   | <b>Company Name</b><br>e.g. ABC Company                          |                                |
| <b>Search or Enter Street Address*</b><br>e.g. 100-123 Shippers St. or K1A 1A1       | <b>Apt, Suite, Unit, Building, Floor, etc.</b><br>e.g. Suite 111 |                                |
| <b>City *</b><br>e.g. Mississauga  | <b>Province *</b><br>Please Select                               |                                |
| <b>Postal Code *</b><br>A1A 1A1  |  |                                |
| <b>Email Address *</b><br>e.g. johndoe@example.com (receipt will be sent to this)    | <b>Phone Number *</b><br>e.g. 416-456-1234                       | <b>Extension</b><br>e.g. 12321 |
| <input type="checkbox"/> I want to receive delivery updates on my shipment by email. |  |                                |

## Where are you shipping to?

Enter the name of the package recipient, along with receiver address and contact information. If you'd like the receiver to be notified of shipment updates, check the box and enter their email address.

If your recipient's building has a buzz code enter the code here.

|  |   |                                |
|--|---|--------------------------------|
| <b>Recipient's Full Name*</b><br>e.g. John Doe   | <b>Company Name</b><br>e.g. ABC Company                               |                                |
| <b>Country*</b><br>Canada  |   |                                |
| <b>Search or Enter Street Address*</b><br>e.g. 100-123 Shippers St. or K1A 1A1                 | <b>Apt, Suite, Unit, Building, Floor, etc.</b><br>e.g. Suite 111      |                                |
| <b>City *</b><br>e.g. Mississauga  | <b>Province *</b><br>Please Select                                    |                                |
| <b>Postal Code *</b><br>A1A 1A1  |   |                                |
| <b>Email Address</b><br>e.g. johndoe@example.com   | <b>Phone Number</b><br>e.g. 416-456-1234                              | <b>Extension</b><br>e.g. 12321 |
| <input type="checkbox"/> Send email updates about shipment delivery to recipient.              |   |                                |
| <b>Entry Code or Buzz Number</b><br>Code for entry into the recipient's building for delivery. | <b>Special Instructions for Delivery</b><br>e.g. deliver to side door |                                |

# Package

Select the type of packaging for the shipment. Note that there are different package options.

Select the correct option for you.

- My Own Package Includes: Box, Envelope, Polymailer, and Tube
- Purolator Express® Envelope
- Purolator Express® Pack
- Purolator Express® Box

You have the ability to ship multiple packages in one shipment, up to a maximum of 5.

If using your own packaging, select your package type and enter your package dimensions and weight

If your package requires special handling, contains liquids, unboxed items or high risk contents, check the box here.

For more information on special handling click [here](#).

# Service

Depending on your package type, you will find a variety of service options. Select the service you require. You can sort them by fastest instead or most economical.

We have also marked the most popular service option for you.

# Signature on delivery

Select **Yes** or **No**. Select **Yes**, if you would like the receiver to sign for your package upon delivery. If they aren't available to sign for their package, the package will be held for pick up at a local Purolator location.

Select **No** if the receiver is not required to sign for the package, and the package will be delivered without a signature upon delivery.

By selecting no, you agree that Purolator will not be responsible for any loss, damage or theft of the package.

Additional surcharges may apply. Please refer to the [Purolator Terms and Conditions](#)

**My Own Package**  
You can use your own packaging to ship up to 5 packages. See examples to the right.

Types:  
• My own box  
• My own poly mailer  
• My own envelope  
• My own tube

Please select your package type:  
My own box

Package 1: My own box

Enter your package's size and weight for an accurate estimate. Entering incorrect dimensions will result in potential additional charges. Length is the longest side and Height is the shortest side.

cm/kg in/lb \*required field

Weight \*  
Length \*  
Width \*  
Height \*

My package contains liquids, unboxed items or other high risk contents

- Add Package

| Service                                       |                                       | Economical | Fastest         |
|---|---------------------------------------|------------|-----------------|
| Purolator Express® 9AM Guaranteed*            | 9AM Tomorrow, Thu Aug 27, 2020        | \$68.33    | Select          |
| Purolator Express® 10:30AM Guaranteed*        | 10:30AM Tomorrow, Thu Aug 27, 2020    | \$43.67    | Select          |
| Purolator Express® 12PM Guaranteed*           | 12PM Tomorrow, Thu Aug 27, 2020       | \$29.82    | Select          |
| <b>Popular</b> Purolator Express® Guaranteed* | <b>9PM Tomorrow, Thu Aug 27, 2020</b> |            | <b>Selected</b> |

Declared value for insurance: \$

Signature on delivery:  No  Yes

Estimated Total Cost: \$27.09

# Declared value for Insurance

If you enter the value of your shipment, you may be entitled to submit a claim if an issue occurs. No surcharge will be applied if your shipment has a declared value of \$100 or less. A surcharge of 4.5% will apply to shipments with the declared value over \$100. Please refer to the [Purolator Terms and Conditions](#) for full details.

# Drop-off/Pickup

Select **Pickup** or **Drop-off**

If you chose to have your package picked up by Purolator, select a time frame and location for our courier to pick up your package. Use the **Pickup At** dropdown menu to select a location for the courier to pick up your package.

If you choose to drop off your package, select **Drop-off** to find the most convenient Purolator location near you.

Bring your package and drop it off before the latest drop off time to ensure your package can be delivered on time.



Pickup At \*:

Additional Instructions:

Postal code:  [View additional location and get directions](#)

**The Ink Factory (ESO)**  
6435 Erin Mills  
Mississauga ON, CA L5N4H4  
905-826-3128  
0.83 km away  
Last drop-offs time: 05:00 p.m.

|           |                         |
|-----------|-------------------------|
| Monday    | 09:00 a.m. - 08:00 p.m. |
| Tuesday   | 09:00 a.m. - 08:00 p.m. |
| Wednesday | 09:00 a.m. - 08:00 p.m. |
| Thursday  | 09:00 a.m. - 08:00 p.m. |
| Friday    | 09:00 a.m. - 08:00 p.m. |
| Saturday  | 10:00 a.m. - 06:00 p.m. |
| Sunday    | 11:00 a.m. - 05:00 p.m. |

**Drop Box - Plaza 5**  
2000 Argentea  
Mississauga ON, CA L5N2R7  
1-888-744-7123  
1.57 km away  
Last drop-offs time: 05:00 p.m.

# Review and Pay

Once you have reviewed to ensure your details are correct, click the box to agree to Purolator's [Terms and Conditions](#).

I agree with the [Terms and Conditions](#) set out by Purolator Inc.

Click the **Pay Now** button to enter your payment information.

# Payment

A new pop-up box will appear where you must enter your billing information.

Click the **Ship Now** button to submit payment and ship your package.

Note: We pre-authorize your credit card with the estimated shipping cost, plus an additional percentage to cover any potential surcharges. The actual charge for this shipment should appear on your credit card in the next 5 to 10 business days.

The screenshot shows a payment form with the following fields and elements:

- Header: "Payment" and "Enter a Credit Card"
- Logos: VISA, Mastercard, and AMEX
- Text: "All fields are required."
- Fields: Card Number, Name On Card (pre-filled with "Purolator Inc."), Expiry Date (MM/YY), CVV Code (with a security icon), and Billing Postal / ZIP Code (with a help icon).
- Checkbox: "I have read and agree to the terms of the Purolator Consent Agreement"
- reCAPTCHA: "I'm not a robot" with a reCAPTCHA logo and "Privacy Terms" link.
- Buttons: "Ship Now" (red) and "Change Details" (grey).

# Confirmation Page

Upon payment completion you will see a confirmation page with details about your shipment.

From this page you will be able to print your labels, review shipment details, and if necessary cancel your shipment.

These details will also be captured and emailed to the shippers email for future reference.

The screenshot shows a confirmation page with the following sections:

- Navigation: Address Details, Package Details, Service Details, Pickup / Drop-off Details, Review and Pay.
- Header: "Thank you for Shipping with Us" and "Your payment has been successfully processed. A receipt has been emailed to you."
- Tracking Info: Tracking #: 328058375, Order Date: Wednesday Feb 19, 2020, Customer Name: Bashir Ahmed.
- Express Guaranteed: Delivered by: 10:30 am Tomorrow, Thurs Feb 20, 2020.
- Deliver to: Bashir Ahmed, 1 Sussex Dr., Ottawa, ON K1A 0A1.
- Deliver to: Anna Sale, Canada Bank, 9 Adelaide St W, Suite 200, Toronto, Ontario M5H 1L6.
- Your nearest Location: Staples - Gerrard Square, 1000 Gerrard St E., Suite DD16, Toronto ON, M4M 3G6, 416-466-4900, 0.8 km away. Includes a link to "Get Additional Locations and Details".
- Payment Method: VISA, \*\*\*\* \* 139, Exp: 01.2026.
- Billing Address: Bashir Ahmed, 1 Sussex Dr., Ottawa, ON K1A 0A1.
- Package Summary: #1: My Own Box, 5" L X 5" W X 5" H, 75 lbs.
- Your Label is Ready! Includes a QR code and buttons for "Save PDF(s)" and "Print Label(s)".
- Helpful information: "Have a printer?" and "Don't have a printer?" sections.
- Sign up and save with a Business Account. Includes a "Start Saving Now" button.

# Frequently Asked Questions

## **What does 'Where are you shipping from' and 'Where are you shipping to mean'?**

**1** 'Where are you shipping from' means is the location that you are shipping your package from. 'Where are you shipping to' is the address or location that you're shipping your package to.

## **Do I need to enter information in every box for the From and the To fields?**

**2** Enter as much information as you have and remember, some fields are mandatory, noted by an asterisk, while others are optional.

## **What if I don't have the postal code of the person receiving the package or have the wrong one?**

When you start typing the address you will be given suggestions for (City, Province, and Postal Code)

## **What if I choose Pickup, but it's too late or can't be picked up?**

**4** You have the option to choose the next day for pickup. We do have cut-off times for pickup from both residential and business addresses. If your package can't be picked up on the date and time you've selected, you can drop your package off at one of our retail locations. Visit <https://www.purolator.com/en/shipping/find-shipping-centre> to find your nearest Purolator shipping location

## **Is there any easy way to switch from metric to imperial and vice versa?**

**5** When shipping your own package, you can easily switch between metric and imperial by clicking on the one you prefer. From the Package Details you can choose (cm/kg or in/lb) it will be highlighted in the dark blue button.

## **What if I want to ship to the U.S. or international destinations?**

**6** If you'd like to ship a package outside of Canada, please visit one of our retail locations. Visit <https://www.purolator.com/en/shipping/find-shipping-centre> to find your nearest Purolator shipping location