



# Purolator Service Guide

Effective January 2021



**Purolator**  
Promises delivered<sup>®</sup>



## It's not a package. It's a promise.®

The packages you send contain the promises you've made to your customers, and Purolator is committed to helping you keep those promises.

From humble roots as a trucking company, we've evolved into a relationship-driven courier and freight company with strengths in international shipping solutions. You can always rely on us to keep delivering more.

- *More* choices than ever before for how and when your promises are delivered –worldwide and to virtually every postal code in Canada
- *More* specialized solutions to address your industry-specific challenges
- *More* visibility into every shipment you send, no matter where it is ... or where you are

To support the demands of your business, we have built and refined an extensive and responsive transportation network. So whether you are expanding into new markets, streamlining your supply chain or working to meet the ever-increasing needs of your customers, you can count on us for all your logistics needs.

We're at your service with more than 55 years of experience and 12,000 teammates who live, work and play in your communities. We are committed to operating our business in a responsible manner and driven to give back through initiatives such as the Purolator Tackle Hunger® program, which has helped deliver the equivalent of more than nine million pounds of food to food banks across Canada.

At Purolator, we understand that your reputation, profitability and customer satisfaction are driven by the promises you keep. **Let us help you deliver your promises.**



## About This Guide

This is your introduction to the many services and solutions we offer to our customers. Use this guide along with the Purolator Rate and Zone Guides to select the most appropriate delivery service for your needs, identify additional services you may require and determine your shipping costs. Please see Purolator Terms and Conditions of Service at [purolator.com](http://purolator.com) for further information.

Please note that the Purolator Terms and Conditions of Service will prevail in the case of any inconsistencies between this Service Guide and the Purolator Terms and Conditions of Service.

## Go to [purolator.com](http://purolator.com)

Can't find what you're looking for in this guide? Find everything you need at [purolator.com](http://purolator.com) and also do the following:

- Open a Purolator Business Account
- Register for the Purolator Billing Centre
- Ship or track a package, or get an estimate
- Find a shipping location
- Schedule a pickup
- Read the latest Purolator news and updates
- Download the Purolator Rate Guide, Purolator Zone Guides and Purolator Terms and Conditions of Service
- Order shipping supplies
- Access real-time support through our Live Chat, Facebook and Twitter channels

## Getting Started

To start shipping for your business, you'll need to open a Purolator Business Account and register for the Billing Centre. A Purolator Business Account provides you with many benefits, including greater visibility on your shipments, a faster and more convenient way to pay, the ability to consolidate and save on shipping and much more. Simply visit [purolator.com](http://purolator.com) to open an account online.

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# Purolator Delivery Services



# Purolator Delivery Services\*

## Services within Canada

### Courier Services

#### Purolator Express® 9AM

Choose Purolator Express 9AM service for when you need early morning, next-business-day delivery. Receive guaranteed delivery to select Canadian destinations by 9 a.m. the next business day.\*\*

#### Purolator Express® 10:30AM

If mid-morning, next-business-day delivery makes the most sense for your business needs, choose Purolator Express 10:30AM service. Receive guaranteed delivery to select destinations in Canada by 10:30 a.m. the next business day.\*\*

#### Purolator Express® 12PM

If late morning delivery the next business day suits your needs, choose Purolator Express 12PM service. Receive guaranteed delivery to select destinations in Canada by noon the next business day.\*\*

#### Purolator Express®

If getting your shipment there by the end of the next business day is soon enough, choose Purolator Express service. Receive guaranteed delivery to most destinations in Canada by the end of the next business day.\*\*

#### Purolator Express® Evening

When you need next-business-day delivery, but your recipient won't be home during business hours, choose Purolator Express Evening service. Receive guaranteed delivery between 5:30 p.m. and 9 p.m. the next business day.\*\*

#### Purolator Ground® 9AM

When you need your non-regional shipment to arrive first thing in the morning in two or more business days, choose Purolator Ground 9AM service.† Receive guaranteed delivery by 9 a.m. in two or more business days, depending on your destination.\*\*

#### Purolator Ground® 10:30AM

When you need your non-regional shipment to arrive by mid-morning in two or more business days, choose Purolator Ground 10:30AM service.† Receive guaranteed delivery by 10:30 a.m. in two or more business days, depending on your destination.\*\*

#### Purolator Ground®

When you have a less time-sensitive shipment, choose Purolator Ground. With this alternative, shipments can arrive by the end of one business day or more, depending on your destination.\*\*†

#### Purolator Ground® Evening

When you need your non-regional shipment to be delivered during the evening hours, choose Purolator Ground Evening† service. Receive guaranteed delivery between 5:30 p.m. and 9 p.m. in two or more business days, depending on your destination.\*

\* For any of Purolator's service offerings, including choice of select points and times for delivery, Purolator reserves the right to make changes from time to time, in its sole discretion, in response to market requirements.

\*\* Certain terms, conditions and geographic restrictions apply (including point-of-origin and destination guarantee restrictions and money-back guarantee restrictions). In most cases, end of day means 9 p.m. To select points in Canada, delivery will be on the day specified by Purolator. See Purolator Terms and Conditions of Service at [purolator.com](http://purolator.com) for full details.

† Purolator Ground® 9AM, Purolator Ground® 10:30AM and Purolator Ground® Evening are available only for shipments prepared using an automated shipping system. See Purolator Terms and Conditions of Service at [purolator.com](http://purolator.com) for full details.

‡ Purolator Ground service (other than Purolator Ground 9AM, Purolator Ground 10:30AM and Purolator Ground Evening) is not a money-back-guaranteed courier service. See Purolator Terms and Conditions of Service for full details.





## Freight Services

Purolator Freight® provides the same world-class services for less-than-truckload (LTL), and truckload (TL) shipments that you have come to rely on from our courier services.

### Purolator Expedited™ TL/LTL

For urgent, time-sensitive shipments, we offer service to and from most points in Canada by end of day on the scheduled delivery day specified by Purolator Freight.\*

### Purolator Standard™ TL/LTL

Delivery from an origin in Canada to a destination in Canada by end of day by road or rail, where applicable. Contact Purolator for details.\*

### White Glove Service

High Value Transportation Service, which may include blanket installation and removal of equipment (dunnage removal).

To find out more about Purolator Freight, visit [purolator.com/freight](https://www.purolator.com/freight).

\* Please contact Purolator Freight for delivery schedule. In most cases, end of day is 6 p.m. For full details, call 1 888 SHIP-123 and select option #6 for Purolator Freight.

## Services from Canada to the United States

### **Purolator Express® U.S. 9AM**

For early morning, next-business-day delivery of your shipment to the U.S., choose Purolator Express U.S. 9AM service. Receive guaranteed delivery to select U.S. destinations by 9 a.m. the next business day.\*

### **Purolator Express® U.S. 10:30AM**

When you need your U.S. shipment to arrive by mid-morning the next business day, choose Purolator Express U.S. 10:30AM. Receive guaranteed delivery to select destinations in the U.S. by 10:30 a.m. the next business day.\*

### **Purolator Express® U.S. 12PM**

If your U.S. shipment needs to arrive by noon the next business day, choose Purolator Express U.S. 12PM. Receive guaranteed delivery to select destinations in the U.S. by noon the next business day.\*

### **Purolator Express® U.S.**

When you need your shipment delivered to the U.S. the next business day and getting it there by end of day is soon enough, choose Purolator Express U.S. service. We offer next-business-day delivery to most destinations in the U.S. with guaranteed delivery by the end of the day.\*

### **Purolator Ground® U.S.**

If overnight delivery isn't a priority, take advantage of our Purolator Ground U.S. service, which is an efficient and budget-friendly solution. Your shipment will be delivered in two or more business days, depending on the destination.\*

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## Services from Canada to the Rest of the World

### **Purolator Express® International 9AM**

When you need early-morning delivery to an international destination, choose Purolator Express International 9AM service. Shipments are guaranteed to arrive by 9 a.m. on the second business day to select international points.\*

### **Purolator Express® International 12PM**

When you need delivery to an international destination by noon, Purolator Express International 12PM service guarantees your shipment to arrive by noon the second business day to select international points.\*

### **Purolator Express® International 10:30AM**

When you need to get your international shipment to its destination by mid-morning, choose Purolator Express International 10:30AM. Shipments are guaranteed to arrive by 10:30 a.m. the second business day to select international points.\*

### **Purolator Express® International**

Purolator offers guaranteed delivery by the end of the second business day to more than 210 countries and territories worldwide, depending on the destination.\*

\* Certain terms, conditions and geographic restrictions apply (including point-of-origin and destination guarantee restrictions and money-back guarantee restrictions). In most cases, end of day means 9 p.m. See Purolator Terms and Conditions of Service at [purolator.com](http://purolator.com) for full details.

# Services to Canada from the United States

## **Purolator Express® U.S. 9AM**

When you need your shipment from the U.S. to arrive early in the morning the next business day, choose Purolator Express U.S. 9AM. Receive guaranteed delivery to select points in Canada by 9 a.m. the next business day.\*

## **Purolator Express® U.S. 10:30AM**

If your shipment from the U.S. needs to arrive at its destination by mid-morning, Purolator Express U.S. 10:30AM provides guaranteed delivery by 10:30 a.m. the next business day.\*

## **Purolator Express® U.S.**

When getting your shipments from the U.S. by the end of the day is soon enough, choose Purolator Express U.S. Receive guaranteed delivery from most points in the U.S. to most points in Canada by the end of the next business day.\*

## **Purolator Ground® U.S.**

If overnight delivery isn't a priority, take advantage of Purolator Ground U.S., an economical solution that delivers your shipment in two or more business days, depending on the destination.\*

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# Services to Canada from the Rest of the World

## **Purolator Express® International 9AM**

When you need your shipment from international points to arrive early in the morning, choose Purolator Express International 9AM. Receive guaranteed delivery from select international points to select destinations in Canada by 9 a.m. on the second business day.\*

## **Purolator Express® International 10:30AM**

If your shipment from another country needs to arrive at its Canadian destination by mid-morning, Purolator Express International 10:30AM provides guaranteed delivery from select international points to select points in Canada by 10:30 a.m. on the second business day.\*

## **Purolator Express® International**

When getting your shipment from international points by the end of the day is soon enough, choose Purolator Express International. Receive guaranteed delivery from most international points to most points in Canada by the end of the second business day.\*

\* Certain terms, conditions and geographic restrictions apply (including point-of-origin and destination guarantee restrictions and money-back guarantee restrictions). In most cases, end of day means 9 p.m. See Purolator Terms and Conditions of Service at [purolator.com](http://purolator.com) for full details.

# Purolator International®



Purolator International delivers to, from and within Canada and offers express, freight and parcel solutions. We help U.S.-based businesses improve their supply chain efficiency through customized solutions that include transportation, expedited shipping and logistics services.

## The Purolator International Advantage

If you are a U.S.-based company, are sourcing materials from Canada or are distributing your products throughout Canada, we can provide you with full access to the resources, the technology and, most importantly, the people that will help you succeed and prosper in the Canadian market. We provide:

- 30 strategically located branches, offering complete coverage throughout the United States.
- A comprehensive agent network and non-asset-based network, providing endless scalability for virtually any size or type of client.
- Seamless integration with Purolator International's flexible IT platforms, allowing transparency throughout the last-mile delivery.

## Distribution and Logistics Services

Purolator International offers U.S.-based businesses an opportunity to better serve their customers and streamline their supply chain with a comprehensive offering of North American transportation and logistics services, including returns management, customs brokerage, inventory management, assembly and distribution, automated shipping services, warehousing and fulfilment, supply chain management and specialized services.

Our capabilities allow you to design a customized cross-border solution. Experience fewer service delays, less paperwork, faster transit times, easier tracking and greater shipment control with Purolator International. With the elimination of multiple hub transfers in the U.S. and more efficient service to the Canadian market, our comprehensive solution can increase your supply chain efficiency.

Learn more at [purolatorinternational.com](http://purolatorinternational.com).

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Purolator Logistics®



 **Purolator**  
Promises delivered®

## Imported Goods

### International Freight Forwarding

We can help manage the import of goods into and export of goods out of North America and facilitate delivery into the Canadian market with a streamlined supply chain, improving the efficiency of delivering your goods for sale. For global manufacturers, we pick up shipments offshore and load containers onto ocean liners for delivery to the Canadian market. Containers are then picked up at ports of entry and quickly moved into our Canadian logistics network.

### Cross-Border Courier

Our network offers world-class services to and from more than 210 countries and territories worldwide.

### Cross-Border TL/LTL

We provide timely and efficient border crossings, ensure compliance and expedite freight shipments into Canada for truckload or less than truckload and for cargo coming from the U.S. Whether you require full truckload or less-than-full truckload, our network of hubs in the U.S. and Canada will help to ensure timely delivery across and within our borders.

## Fulfilment/Warehousing

### Order Management

We have the best-in-class technology and quality assurance procedures to ensure your orders are processed quickly and accurately.

### Inventory Management

Our warehouse management system can act as a hub for your supply chain activities.

### Picking & Packing

We have the full-service capability to break down inbound shipments and pick and pack orders for direct delivery to your distribution centre or customers.

### Kitting

We offer light assembly of components or parts into defined units ahead of your production issue or shipment.

### Assembly

For added convenience, we offer assembly groups to assemble parts and help you construct final products. An assembly may be an end item or a component of a higher-level assembly.

### Value-Added Services

Our full-service capabilities include value-added services such as label application, wrapping, customized messaging and subscription activation.

### Flashing

Vendor-managed inventory, shared IT platform across facilities.

### Multi-Client Warehousing

With full-service warehousing and fulfilment, you can cut delivery time as goods are stored closer to your customers.

### Integrated Warehouse Management System

Our warehouse management system enables centralized management of tasks such as tracking inventory levels and stock locations for inbound and outbound shipments.

## Transportation

### White Glove Service

We provide safe and secure transportation, inspection and configuration of your products.

Impress your customers and help drive repeat business with access to our White Glove service whenever you need it. We provide safe and secure transportation, as well as inspection and configuration of your products so your customers don't have to complete the set-up themselves.

## Next Flight Out

For urgent domestic and international deliveries, we will load your shipment on the first possible plane.

## Expedited LTL Freight Services

For your time-sensitive shipments, we offer flexible pickup and delivery time options, including our Advance Delivery Notification/Appointment and Pre-Booked Appointment services. We offer service to and from most points in Canada by end of day on the scheduled delivery day specified by Purolator Freight.

## Standard LTL Freight Services

This is an economical shipping solution for your less time-sensitive national LTL freight shipments. Supported by the resources, technology and national coverage of a network unlike any other, our sophisticated capabilities and services can meet your LTL shipping requirements while providing the flexibility you, and your customers, need.

## Truckload

For large and oversized LTL shipments, we offer a full suite of TL services that include heavy equipment, sheds and flatbeds.

## Rail

We offer an economical transcontinental rail service for your freight shipments between Central and Western Canada.

## Intermodal

With this end-to-end delivery service, cargo is carried in more than one mode of transportation (e.g., truck, rail, air, ship). freight shipments between Central and Western Canada.

## Global Expedited

Use this service to expedite the importation of low-value shipments into Canada for approved shipments valued at \$2,500 or less.

## Returns/Reverse Logistics

### Reverse Logistics and Returns Material Authorization

We provide the expertise to handle your returns for repair, restocking or recycling.

We receive your returned products at centralized locations, where we can refurbish them, return them to a supplier, recycle them, dispose of them or restock them for future orders, depending on your needs. Our flexible and efficient returns process helps you gain greater control of inventory management and reduce your shipping costs by eliminating the need to return products to your distribution centre. Features of our reverse logistics solutions include return material authorization (RMA) management, warranty management, refurbish-test and upgrade, repairs processing and disposal and environmental compliance. As part of our returns management system, we create and assign a reference for the return of faulty products.

This RMA form typically needs to be accompanied by a warranty/return, which helps the receiving company identify the original product and the reason for the return. The RMA number often acts as an order for any repair work required or as a reference for credit approval.

### Triage, Refurbishment, Asset/Component Salvage

Depending on your returns management needs, we can refurbish, return to supplier, recycle or dispose of returned goods.

### Environmental Disposal, Secure Distribution

We provide a disposal and recycling service for packaging and materials that are hazardous to the environment.

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# Purolator Specialized Services







## Courier Shipments

### Chain of Signature

Our Chain of Signature (COS) service provides secure transportation of controlled items for shipments that require more than one signature throughout the transportation route. Only customers authorized by Purolator may send COS shipments. If you ship a high volume of COS shipments, we can provide automated solutions to streamline your shipping process. For added convenience, special COS thermal labels are available through Purolator E-Ship® Solutions.

### Customs Clearance

When shipping to the U.S. or other international destinations, most shipments are subject to the assessment of duties and taxes imposed by the importing country's government. It is imperative to consider the effects of these fees when determining your shipping costs. Purolator's shipment rates and additional charges do not include applicable duties or brokerage fees, so you must pay any fees related to the shipment to Purolator's designated customs broker or your own customs broker.\* See Purolator Terms and Conditions of Service at [purolator.com](http://purolator.com) for more details.

### Dangerous Goods

We can help ensure the safe and secure movement of sensitive or regulated materials that require special handling and documentation. We have the systems, the resources and the experience to manage these items with care. Dangerous goods must be tendered for shipment in a manner that conforms with all applicable laws and regulations for air and/or ground transport.\*\* Purolator will not accept shipments of fully regulated dangerous goods, as described in the Transportation of Dangerous Goods Act (Canada) regulations, from non-Account Customers.

### ExpressCheque®

This service provides a convenient way for you to collect payment for goods being shipped within Canada. With ExpressCheque, Purolator collects a non-cash payment for you at the same time your shipment is delivered. Once payment is collected, we will forward it to you.† ExpressCheque is available for shipments within Canada using any of our Purolator E-Ship Solutions, except for Purolator E-Ship® Now.

\* Other ancillary fees, duties and/or taxes may apply depending on the type and value of the commodity and will be invoiced separately by Purolator's designated broker.

\*\* Subject to Purolator's Shipment Acceptance Policy. See Purolator Terms and Conditions of Service at [purolator.com](http://purolator.com) for full details.

† Acceptable forms of payment are cheques, postdated cheques, certified cheques, money orders and bank drafts. Purolator makes no representation regarding the validity of the form of payment received and assumes no liability in the event the cheque, money order or bank draft is not honoured. See Purolator Terms and Conditions of Service at [purolator.com](http://purolator.com) for full details.

## Hold For Pickup

Customers can request that a shipment be held at a Purolator delivery location in Canada for in-person pickup,\* instead of having the shipment delivered to the address indicated on the bill of lading.

## Residential Heavyweight Service

We will accept shipments weighing over 70 lb. for delivery to or pickup from a residence. Residential Heavyweight Service for delivery or pickup must be pre-arranged by contacting Purolator. Residential heavyweight shipments will also be subjected to a Special Handling surcharge.

If a shipment is required to move through Purolator's freight network, the appropriate rates shall be applied.

## Return Services

### Outbound Return Service (within Canada)

Create return shipping labels to include with your outbound shipment or provide to your customer at a later date. Using Purolator E-Ship® Online, Purolator E-Ship® Web Services or Purolator E-Ship® Server, you can generate Purolator return shipping labels at no additional charge.\*\*

### Returns Management Service (within Canada)

This service allows you to create return shipping labels without an associated outbound shipment. Use Purolator E-Ship Online, Purolator E-Ship Web Services or Purolator E-Ship Server to create return labels that can either be printed and sent to your customer or be emailed as an attachment, at no additional charge.\*\*

## Saturday Service

When the workweek is over but you still need a shipment picked up or delivered on a Saturday, rely on Purolator's Saturday Service. Purolator offers guaranteed delivery by end of day Saturday (for shipments picked up on a Friday) or delivery by end of day on the day specified by Purolator (for shipments picked up on a Saturday).† Saturday

delivery is available to Canadian and U.S. destinations only. Saturday pickup is not available for shipments to U.S. destinations.

## Signature Required (Residential)

We offer a Signature Required option for shipments destined for delivery in a residential area. If you require a signed proof of delivery, and your shipment is prepared using our Purolator E-Ship® Solutions, you must select the option that the shipment requires a signature. If you do not make this selection, the shipment will default to the Origin Signature Not Required (OSNR) service. When the shipment is prepared using a manual bill of lading, the shipment will travel as a shipment requiring a signature and will be subject to the Residential Delivery charge, not the Signature Required (Residential) service. Note: If the receiver has selected the SNR (Signature Not Required) service, the SNR service will override a shipper's request for a signature.

## Signature Not Required/Origin Signature Not Required

We offer a Signature Not Required (SNR) service within Canada, which authorizes a shipment to be delivered without obtaining a signature from the receiver.\* SNR service can also be arranged by the originator of the shipment – Origin Signature Not Required (OSNR). This pre-arranged agreement with either the shipper or the receiver of the goods offers you and your customers added convenience and flexibility. We offer a Single Shipment Use form to make it easy for you to authorize a one-time SNR delivery and a Multiple Shipment Use form to authorize all shipments to be delivered by Purolator without a signature, whether you're the sender or the receiver. To download and print Signature Not Required forms, visit [purolator.com](http://purolator.com).

## Adult Signature Required

Adult Signature Required (ASR) is a value-add service offered by Purolator for shipments within Canada requiring proof of age from a recipient at the address a package is delivered to. Recipients must present valid

\* Certain terms, conditions and restrictions apply. See Purolator Terms and Conditions of Service at [purolator.com](http://purolator.com) for full details.

\*\* Charges will be those in effect at the time a shipment bearing a return shipping label is tendered to Purolator for travel through our courier distribution system.

† Certain terms, conditions and geographic restrictions apply (including point-of-origin and destination guarantee restrictions and money-back guarantee restrictions). In most cases, end of day means 9 p.m. See Purolator Terms and Conditions of Service at [purolator.com](http://purolator.com) for full details.

government-issued photo ID with proof of age at the time of delivery. If valid government-issued photo ID with proof of age is not presented at time of delivery, an ASR shipment will not be released and will be held for pickup at one of our Shipping Centres or Shipping Agents. Packages bearing the ASR label will not be left unattended and will override Signature Not Required service. Valid government-issued photo ID with proof of age and address must be presented to pick up an ASR shipment at a Hold for Pickup location. When the Adult Signature Required option is selected, the ASR charge will be applied to the shipment (in addition to any other fees that may apply to the shipment). This service is available through Purolator's E-Ship® Online and E-Ship® Web Services.

### Special Handling

Purolator recognizes that the items you need to ship may not always conform to our regular package specifications. We are usually able to accommodate your requirements, whether it's a one-time event or a regularly occurring shipment.

As certain shipments are not suitable for Purolator's conveyor systems at our processing facilities, we will manually handle these items using specialized equipment.

Items that require Special Handling are not eligible for Purolator's service guarantees.\*

Purolator's Special Handling categories include:

#### Flat Package

Packages whose longest side measures more than 18" (approx. 45 cm) and shortest side measures less than or equal to 2" (approx. 5 cm).

#### Additional Handling

Packages that:

- Are encased in outer packaging made of wood or metal, or bundled together with metal strapping.
- Contain high-risk items that are not packaged according to Purolator's accepted standards (see [Purolator Packaging Guide](#)) and are deemed high-risk at Purolator's discretion.

- Are non-packaged (unboxed) articles (excluding Purolator Express® Envelopes, Purolator Express® Packs, Purolator Express® Boxes and document shipments)
- Are not fully encased in a suitable shipping container (e.g., tires, pails, duffle bags) or not packaged according to Purolator's accepted standards (see [Purolator Packaging Guide](#)).

### Oversized\*

Packages that weigh more than 70 lb. (approx. 32 kg), but less than or equal to 150 lb. (approx. 68 kg) or have their longest side measure more than 48" (approx. 122 cm) and less than or equal to 108" (approx. 274 cm).

### Residential Area Heavyweight

Packages that are considered heavyweight items for standard residential area delivery because they weigh more than 70 lb. (approx. 32 kg) and less than or equal to 150 lb. (approx. 68 kg).

### Large Package

Large Package: Packages that measure between 130" (approx. 330 cm) and 165" (approx. 419 cm) in total overall Piece size. Each Large Package Piece is subject to a minimum billable weight of 90 lb. (approx. 41 kg).

### Over Maximum Limit\*\*

Over Maximum Limit: Packages that are over the maximum limit because they weigh more than 150 lb. (approx. 68 kg), measure more than 165" (approx. 419 cm) in total overall Piece size, or their longest side measures more than 108" (approx. 274 cm). Each Over Maximum Limit Piece is subject to a minimum billable weight of 120 lb. (approx. 55 kg).

\* For details, see the "Service Guarantees" section in the Purolator Terms and Conditions of Service at [purolator.com](#).

\*\*The formula for calculating total overall Piece size is: length + (width x 2) + (height x 2).



## Freight Shipments

### After Hours Pickup/Delivery

If pickup or delivery is required at any time other than Monday–Friday between 5 p.m. and 8 a.m. local time or on statutory holidays in Canada, an additional charge will be applied.\*

### Dangerous Goods

We can help ensure the safe and secure movement of sensitive or regulated materials that require special handling and documentation. We have the systems, the resources and the experience to manage these items with care. Dangerous goods must be tendered for shipment in a manner that conforms with all applicable laws and regulations for air and/or ground transport.\*\* Purolator shall not accept shipments of fully regulated dangerous goods, as described in the Transportation of Dangerous Goods Act (Canada) regulations, from non-Account Customers. Service offered with Purolator Expedited™ TL/LTL only.

\* Certain geographic restrictions may apply. Call 1 888 SHIP-123 for details.

\*\* Subject to Purolator's Shipment Acceptance Policy. See Purolator Terms and Conditions of Service at [purolator.com](http://purolator.com) for full details.



### **Inside Pickup/Delivery**

Purolator may pick up or deliver a shipment from/to a place other than a loading dock upon request, for an additional charge.

### **Protect From Freezing**

Customers may request, where available, Purolator's Protect From Freezing service for items that have a freezing point of 0°C (32°F) or lower, for an additional charge.\* Service offered with Purolator Expedited™ TL/LTL only.

### **Stop-Off**

Purolator may, upon request, stop to make an additional delivery for a customer en route to the destination originally indicated, for an additional charge.

### **Storage**

Purolator will hold a shipment in storage, for an additional charge, when we are unable to complete delivery on the first attempt.\*

### **Tailgate**

Purolator Freight services are available with a power tailgate (whether at pickup or delivery), upon request, for an additional charge.

### **Trailer Spotting**

Purolator may, upon request, leave a trailer (unaccompanied by a power unit) at a customer's premises, for subsequent loading, for an additional charge.

### **Two-Person Pickup/Delivery**

You may request the presence of a second person to assist with a pickup or delivery, for an additional charge.

### **Advance Delivery Notification/Appointment**

Upon request, Purolator can provide notice to or book an appointment with the receiver in advance of making a delivery, for an additional charge.

### **Pre-Booked Appointment Fee**

Purolator will honour a pre-booked appointment made by a party other than Purolator, for an additional charge. Service offered with Purolator Expedited™ TL/LTL only.



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“Purolator said, ‘Let’s take a look at your business situation and see how we can deliver a solution.’ It was out-of-the-box thinking. Purolator came in as a problem-solving team, not as a company that moves boxes.”

– Junior Ali, Vice President of Service, Environment, and Customer Relationship Management at Sony Canada

## Repair Service Satisfaction

### Company Profile

Sony of Canada Ltd. (Sony Canada), a wholly owned subsidiary of Sony Corporation, is a world leader in high definition and in delivering entertainment experiences through its products.

### Business Situation

Customers who needed to get select Sony products repaired dropped them off at an authorized repair shop and waited anywhere from a week to a month for the repair to be completed, with no way of tracking the status of the repair.

### Solution

Purolator showed Sony Canada how it could leverage technology to book repairs, ship products and track

every step of the repair using an integrated online portal, while centralizing repairs in one location. With Purolator’s concept in hand, Sony built Fastrac Service, which is integrated with Sony’s Enterprise Resource Planning (ERP) and Purolator E-Ship® Web Services. And with Purolator’s nationwide network, Sony customers have more choices for package pickup and drop-off.

### Benefits

- Sony Canada’s repair program, Fastrac Service, integrated with Purolator E-Ship® Web Services, boosted its customer satisfaction rating by 200% in one year.
- Fastrac Service reduces repair costs for consumer products, while Purolator Express® speeds electronics shipments, cutting the repair time from weeks to days.

# Automated Shipping Solutions





## Puolator.com

From our Puolator E-Ship® solutions to our tracking capabilities, everything you need is on [puolator.com](http://puolator.com), including how to:

- Open a Puolator Business Account
- Register for the Puolator Billing Centre
- Log in or register for online shipping
- Create courier and freight shipments
- Get estimates and transit times
- Schedule a pickup
- Track a shipment
- Find a shipping location
- Order free shipping supplies using your business account number
- Access real-time support through our Live Chat, Facebook and Twitter channels
- Read the latest Puolator news and updates
- Download the Puolator Rate Guide, Puolator Zone Guides and Puolator Terms and Conditions of Service

## Shipping Systems

### Puolator E-Ship® Online

Puolator E-Ship Online (ESO) is a fully featured, web-based shipping system that helps you quickly and easily create, track and send a shipment through our network, saving you time and enabling you to focus on your business.

You have the ability to set up your own preferences and manage your shipping requirements online in a few easy steps: Create a shipment, schedule a pickup up to 10 days in advance, choose packaging type and delivery options from a dynamic list of what is available specifically from your location and get an account-based estimate of your shipping costs in seconds.

### Easy to Use

You can view your most recent shipments and pickups at a glance on one screen after you log in. ESO auto-populates address fields and customs documentation, which helps you save time, eliminates errors and generates customized reports on your online shipping activity and history.



## Enhanced Shipment Visibility

View precisely where your package is throughout our network by tracking your shipment in real time, from the moment it is picked up until it is in your customer's hands. Using our proactive notification feature, you can receive an email notification and also notify up to four recipients by email when a shipment has been created, when a delivery is completed and when a scheduled delivery time has changed.

## Advanced Features

Whether you need to use a Purolator Specialized Service like Return Services or arrange for secure third-party billing, ESO has the ability and flexibility to meet your advanced shipping needs. ESO even allows you to use your scale to interface with our system and expedite data entry for shipments.

## Purolator E-Ship® Now

E-Ship Now is a user-friendly online shipping tool that allows you to quickly and easily ship online as our guest and use your credit card to pay for your online shipments without having to register for an account.

## Purolator E-Ship® Server

If you are looking to improve cost-efficiency, productivity and communication, and you ship large volumes, consider Purolator E-Ship Server (ESS).\* ESS is a powerful hardware/software solution that puts you in control of your shipping needs – across Canada, to and from the U.S. and internationally.

With ESS, you receive complimentary software and hardware, including a PC, monitor, keyboard, thermal printer and electronic scale. Most importantly, you will receive the support you need to integrate ESS with your existing systems, thereby helping you to maximize the time and cost advantages you can achieve with ESS.

## Functionality at a glance: Shipping

- Create and manage your Purolator Courier® and Purolator Freight® shipments using one streamlined shipping system.
- Streamline group and batch shipping.
- Ship using multiple Purolator accounts.
- Print shipping labels and customs documentation.
- Create future-dated and ship-to-hold shipments.
- Receive email notifications when a shipment has been created, if the scheduled delivery time has changed and when a shipment has been delivered using the proactive notification feature.
- Create return labels and shipping documents.
- Choose prepaid, collect or third-party billing.
- Automatically add your own shipping and handling charges to your Purolator shipping rates.
- Ship using Purolator's delivery and specialized services.
- Import address lists as well as customer and product databases.
- Save time on customs documentation with pre-populated fields.
- Add our Purolator E-Ship® Server API service offering and integrate Purolator's shipping functionality into your core business systems or website.

## Tracking

- Track shipments in real time.
- Create your own shipment tracking codes based on your order and invoice numbers.
- Automatically notify recipients that a shipment is on its way and provide a tracking number/PIN or tracking reference.

\* For more information regarding our qualification criteria, please contact your Account Executive or call 1 888 SHIP-123.

## Reporting

- Create a variety of custom reports from Purolator E-Ship® Server Connect to assist you with cost analysis, future planning and more.

ESS is the perfect solution, whether you need only one system for your business or your company is networked on a central computer system across multiple locations. Completely scalable, it will grow as you grow.

In addition to time and cost savings, ESS's benefits include expanded functionality, enhanced security, faster response time to your customers, improved accuracy and more efficient decision-making.

## Purolator E-Ship® Server Subscription

Even if your shipping volume does not meet the minimum volume requirements, you may still desire to have access to Purolator E-Ship Server's functionalities and inherent efficiencies.

Through an ESS subscription, Purolator provides customers that do not meet the minimum shipment per day threshold with an opportunity to lease a system for a monthly fee. Included within these costs are software, hardware (including a PC, monitor, keyboard, thermal printer and electronic scale) and remote support.

## Purolator E-Ship® Certified Providers

A number of commercial software companies have successfully integrated the ability to ship with us, providing you with a wider range of options in accessing our products and services. Potential benefits from using a third-party vendor shipping solution include:

- Processing shipments from multiple carriers on a single system, including truckload and less than truckload.
- Managing all transportation expenditures from a single system.

- Improving workflow and shipment accuracy by reducing manual processes such as duplicate data entry.
- Integrating seamlessly with host systems to automate data transfer.
- Customizing user interfaces and workflows to meet your specific needs.

If you are considering an automated shipping system, choosing a solution certified by the Purolator E-Ship® Certification Program ensures that the standards for product selection, rating, labelling, reporting and manifesting are met by the solution provider. By selecting a shipping solution that is in compliance with the requirements of the Purolator E-Ship Certification Program, you can be assured that it accurately represents our products and services.

For further information, please forward your inquiries to [3rdpartysystems@purolator.com](mailto:3rdpartysystems@purolator.com).

## Integration Solutions

### Purolator E-Ship® Web Services

Purolator E-Ship Web Services (EWS)\* are free, easy-to-use web components that make it simple for you to integrate shipping, tracking, estimates, returns and pickup services directly into your website, online store, order management systems, or custom software application.

We offer five web services available for use at no charge:

- Shipping: Ship within Canada and to and from the U.S. and more than 210 countries and territories worldwide.
- Tracking: Track your shipments in real time by using your tracking number/PIN or tracking reference.
- Estimates: Obtain a list rate or account-specific estimate for a single shipment or for multiple shipments.

\* For more information regarding our qualification criteria, please contact your Account Executive or call 1 888 SHIP-123.

- Returns: Create return labels and shipping documents.
- Pickups: Schedule and modify pickup requests up to 10 days in advance.

Our web services are written in Extensible Markup Language (XML) and work seamlessly with a wide range of applications. You will also have the flexibility of customizing the appearance and positioning of shipping information to ensure that it meets your workflow and user interface requirements.

To learn more, visit the Purolator E-Ship® Resource Centre at [purolator.com/eship](http://purolator.com/eship).

### **Purolator E-Ship® Data File Distribution**

Integrating with Purolator E-Ship Data File Distribution offers developers complete control and customization of the shipping process and enables participation in the Purolator E-Ship® Certification Program.

### **Purolator E-Ship® Certification Program**

Shipping solutions developed by corporate customers based on Purolator's specifications are designed to suit specific needs of the customers' business. The specifications describe the business rules, system requirements and processes necessary to successfully implement a certified Purolator shipping solution.

### **Benefits of using a Purolator-certified shipping solution:**

- Control over the system, processes, development and support without depending on a separate contractor
- Control of implementation, costs, customization and maintenance
- Ability to process shipments from multiple carriers on a single system, including truckload and less than truckload
- Ability to manage all transportation expenditures from a single system
- Improved workflow and shipment accuracy by reducing manual processes, such as duplicate data entry

- Seamless integration with your host systems to automate data transfer
- Ability to customize user interfaces and workflows to meet your specific needs
- Access to our suite of delivery and specialized services

The Purolator E-Ship Certification Program ensures that your chosen solution has met our standards for product selection, rating, labelling, manifesting and reporting. By certifying your proprietary system, you can be assured that it accurately represents our services.\* Shipping solutions developed under the Purolator E-Ship Certification Program must remain compliant and be re-certified as needed when Purolator introduces updates to the specifications. For further information, please forward your inquiries to [clientservices@purolator.com](mailto:clientservices@purolator.com).

### **Purolator E-Ship® Server API**

Purolator E-Ship Server Application Program Interface (ESS API)\* is an enhanced service offering that seamlessly integrates shipping directly into your core business system. With ESS API, you can enable your internal shipping solutions (and/or e-commerce-enabled website) to work directly with our shipping services, thereby allowing your customers to automatically receive accurate shipping estimates when they purchase your products. You can also automatically create shipping and return labels and/or have your customers track their Purolator shipments directly from your website.

### **Purolator E-Ship® EDI**

Purolator E-Ship Electronic Data Interchange (ESS EDI) provides customers with access to data-rich business intelligence, from invoices to shipment status in various formats. Data are shared for the purpose of integrating shipment information into core business systems. Regularly scheduled data exchange enables you to store and manage the information independently of Purolator. We also offer several communication options, which can make the exchange of electronic data viable for all customers.

The benefits of EDI include optimal cost-efficiency, more accurate data, faster turnover times and improved customer service.

\* For more information regarding our qualification criteria, please contact your Account Executive or call 1 888 SHIP-123.



## Mobile Solutions

### Purolator Mobile App

Purolator's mobile app gives you increased visibility and control of your shipments when you need to find out your shipment's status in real time.

Whether you are in the office, at a meeting or en route to another city, you can easily get estimates, schedule pickups and track shipments from your mobile device, anywhere and anytime. You can even locate your nearest drop-off location and subscribe to proactive notifications for instant updates of shipments. Available for iPhone, iPad and Android devices.



“Retail is a volatile environment, and we need to know our shipping provider can work with us to get stock out fast if a location is selling out. Purolator is flexible and willing to work with us.”

- Michel Beliveau,  
FAB Distribution Manager

## Quickly Delivering the Latest Fashions to Retail Stores and Online Customers

### Company Profile

Through strategic partnerships, Freemark Apparel Brands Inc. (FAB) has brought leading fashion brands including Bench, Scotch & Soda, Garcia and Mink Pink to more than 500 Canadian retailers and to Canadian shoppers through Bench Canada stores and its e-commerce site.

### Business Situation

The popularity of FAB's Bench Canada division led the company to open branded retail stores and launch Bench's e-commerce site. To maintain growth, the company needs to make sure that stores are consistently stocked with the hottest Bench trends and that online purchases are delivered securely.

### Solution

FAB found the right fit with us. We deliver to Bench Canada stores that need stock for daily sales, and to online shoppers looking for fast, reliable service Canada-wide.

### Benefits

- Purolator Express® 10:30AM delivers Bench store stock early, easing restocking and protecting the day's sales.
- Since it opened in October 2010, Bench Canada's new online store has integrated Purolator E-Ship® Web Services to process more than 13,000 packages containing jackets, shirts and accessories to customers across Canada with Purolator Express® 10:30AM and Purolator Ground®.
- Purolator Freight® delivers to Bench Canada stores to stock shelves for grand openings.

# Shipping Locations



In order to make your shipping as efficient and convenient as possible, we have developed a variety of choices to get your shipments into our system and on their way. In addition to our Purolator E-Ship® Solutions, you can ship your packages through our numerous Purolator Shipping Centres or designated Purolator Authorized Shipping Agents across the country or drop boxes located in busy urban areas. You'll find solutions that work with your schedule, business priorities and budget.

## Purolator Shipping Centres

Located in high-traffic areas such as shopping malls, office towers and Purolator terminals, our nationwide network of over 130 Purolator Shipping Centres offers you friendly, expert advice and the latest possible cut-off times for next-business-day delivery.

Visit your nearest Shipping Centre to:

- Ship using any of our convenient Purolator Delivery Services.
- Take advantage of later cut-off times
- Pick up shipments that are Hold for Pickup or that have been redirected.
- Access our convenient fax and copy services.
- Use Purolator E-Ship® Online.
- Ask questions and discuss shipping solutions with our experts.

## Staples® Locations

Purolator is partnered with Staples to deliver even more convenience to you and your business. Purolator services are available at more than 300 Staples locations across Canada. From extended business hours to product and packaging solutions, Staples can fulfil all of your shipping needs. Look for the Purolator sign displayed in-store at the Staples Copy and Print Centre, and speak to a friendly, knowledgeable Staples associate for assistance.

Visit [purolator.com/dropofflocator](https://purolator.com/dropofflocator) or [staplescopyandprint.ca](https://staplescopyandprint.ca) to find the Staples location nearest you.

## PostNet® Locations

Purolator is partnered with PostNet in Canada to offer Purolator Express® and Purolator Ground® services for delivery within Canada, to the U.S. and to other international destinations. PostNet stores can also serve as pickup locations for redirected shipments or when choosing the Hold for Pickup option. For more information, visit [purolator.com/dropofflocator](https://purolator.com/dropofflocator) or [postnet.ca](https://postnet.ca).

## Purolator Authorized Shipping Agents

To better serve our customers in rural and urban areas, Purolator maintains a network of over 550 Authorized Shipping Agents across the country. These shipping agents provide customers access to Purolator Express and Purolator Ground services for delivery within Canada, to the U.S. and to other international destinations. Shipping agent locations can also serve as pickup locations for redirected shipments or when choosing the Hold for Pickup option. Visit [purolator.com/dropofflocator](https://purolator.com/dropofflocator) to find a Purolator Authorized Shipping Agent near you.

## Drop Boxes

Purolator has more than 240 drop boxes across Canada. Located in high-traffic areas, both inside office complexes and outdoors on busy routes, these drop boxes are popular because of their convenience and versatility. Simply drop off your shipment for delivery at any time during the day (before the scheduled "clear time" of the drop box), and it will be delivered on time to its destination.\* Visit [purolator.com/dropofflocator](https://purolator.com/dropofflocator) to find a drop box location near you.

® "Staples" is a trademark of Staples, Inc.

\* Certain terms, conditions and geographic restrictions apply. See Purolator Terms and Conditions of Service at [purolator.com](https://purolator.com) for full details.



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“We pride ourselves on being able to help our distributors at the drop of a hat, and you can only do that if your shipping company helps you deliver on those promises.”

– Adrian Jess, Director of Technical Services and Logistics ConMed Linvatec Canada

## Surgical Instruments Delivered with Precision

### Company Profile

ConMed Linvatec Canada (ConMed), a division of ConMed Corporation, manufactures and distributes medical goods for orthopaedic and endoscopic applications to hospitals and clinics, in addition to operating a repair facility in Mississauga, Ontario.

### Business Situation

With customers across Canada, ConMed needed a logistics supplier with the flexibility to meet varying delivery requirements, providing speed for urgent shipments and cost-effective delivery of palletized orders while ensuring delicate equipment is handled with care.

### Solution

ConMed chose Purolator as its single-source solution for all its shipping needs. Since its freight and courier services are now handled by one logistics provider, ConMed can offer options to customers that balance delivery deadlines and cost.

### Benefits

- Consolidating freight and courier shipments with one provider allows ConMed to improve efficiency by 19% through streamlined operations, decreased administration time and reduced shipping costs.
- By contracting freight services with a single provider, ConMed saves close to 8% in operational and administrative costs.
- Delicate surgical instruments are effectively handled with Purolator Specialized Services and delivered to hospitals using Purolator Express® 9AM and Purolator Express® 10:30AM services.



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# Going Beyond Our Business





## Our Commitment to Help Alleviate Hunger in Canada

Since 2003, we have focused our efforts and attention on what we believe is one of the most fundamental and pressing issues facing every Canadian community: Hunger. With our expertise in logistics and distribution, we are working with local, regional and not-for-profit organizations, such as Food Banks Canada, to provide both food and financial support, while also exploring new ways to collaborate and assist with organizational capacity.

We are committed to tackling hunger in Canada and making a positive difference in the communities where we live, work and play. Some of the ways that we are working toward our objectives include the following:

### **Purolator Tackle Hunger® Game Day Food Drives**

We have been a proud sponsor of the Canadian Football League (CFL), including the CFL Playoffs and Grey Cup, since 2003. We are also a sponsor of each CFL team: The Montreal Alouettes, Ottawa Redblacks, Toronto Argonauts, Hamilton Tiger-Cats, Winnipeg Blue Bombers, Saskatchewan Roughriders, Edmonton Eskimos, Calgary Stampeders and BC Lions.

In each city we work in partnership with the local food banks and Purolator employee volunteers at our CFL food drive game days to raise food and funds for the communities where we work and live.

Our award-winning program, Purolator Tackle Hunger, was elevated nationally through our sponsorship of the CFL. The Purolator Tackle Hunger program has helped deliver the equivalent of over 13 million pounds of food since 2003. At one game in every CFL city, we organize a food drive and fundraiser, where fans are encouraged to drop off non-perishable food items or a cash donation to the volunteers stationed at the stadium. In return, fans have the chance to get their picture taken with the Grey Cup. For more information on the program, visit [www.purolatortacklehunger.com](http://www.purolatortacklehunger.com).

### **Purolator Tackle Hunger Month**

Purolator Tackle Hunger Month is a national fundraising campaign held annually in June, when our teammates and customers host food drives to raise food and funds for local food banks across Canada. Events are planned throughout the month to support this initiative, involving hundreds of employees and customers across the country.

### **In-Kind Logistics and Consulting Services Support**

We proudly support Food Banks Canada, Second Harvest, Grocery Foundation and Moisson Québec, by providing in-kind logistics and consulting services, freeing up funds for these organizations to deliver services and programs.



## Our Commitment to the Environment

We are committed to reducing our environmental impact and have an established environmental policy. We have also been actively engaged at different levels of our business to help improve our efficiency and reduce our environmental footprint.

### Innovation

We keep ahead of the curve by exploring technology that contributes to a sustainable future.

- We introduced the Quicksider prototype – the first fully electric delivery truck in the courier industry. Developed with Unicell Limited, it has been tested and evaluated for performance on the streets of Toronto, reducing up to 85% of greenhouse gas (GHG) emissions compared to conventional curbside delivery trucks.
- We utilize 21 new electric vehicle charging stations at our head office parking lot in Mississauga, Ontario, with more electric vehicle charging stations planned for facilities across Canada over the next few years.
- We are the only Canadian courier company to have introduced, in 2012, a class 6 hydraulic hybrid delivery

truck, Freightliner/Parker Hannifin, that promises to save 40-50% in fuel as compared to a similar conventional diesel truck, now in service in Mississauga.

- In 2012 we also introduced the first Hino Diesel-HEV cabover truck in Canada, now in service in Calgary.

### Our Vehicles

We have the largest hybrid electric vehicle (HEV) fleet of any freight and package solutions provider in North America.

We operate over 300 HEVs in Canada.

Our HEV fleet has logged 48.8 million kilometres to date, and we have prevented the emission of 6,009 tons of GHG emissions and saved 2,502,555 litres of fuel since introducing HEVs in 2005.

All new 53-foot trailers are equipped with fairing skirts for reduced aerodynamic drag to improve fuel efficiency. Four to seven per cent fuel savings are realized by using side skirts on tractor trailers, which help to minimize the air flow under the trailer and around the back axle.



All new heavy equipment is specified with Ecoflaps (perforated mudflaps) to assist in improving on-highway fuel efficiency through less drag on the vehicle.

All new class 8 highway tractors are specified with automated manual transmissions to assist in improving fuel efficiency and reduce driver fatigue. These trucks are also equipped with clean-burning diesel exhaust fluid (DEF) engines, reducing harmful emissions and fuel consumption.

We save 2,400 tons of GHG emissions annually through the use of 12 ground power units (GPUs) in nine of our air operations facilities to eliminate running the jet engines while on the ground.

We have eliminated 10,600 tons of GHGs annually, using sophisticated modelling software to redesign our ground network in Eastern and Western Canada.

Network optimization projects have reduced driving distances by more than 8.5 million kilometres annually.

### **Our Facilities**

We have reduced our energy consumption on average by 25% at 60 facilities nationwide, by retrofitting the lighting systems. The lighting retrofit project has reduced electricity usage overall by more than 7 million kWh annually and

by 1,300 tons of GHG emissions. We have reduced our natural gas consumption by 10% in one year, through piloting the installation of a destratification fan at one of our major facilities. An additional five facilities in Ontario have had these fans installed, with five more planned in Quebec.

### **Our Packaging**

Every day, hundreds of thousands of shipments enter Purolator's network for delivery, which includes a significant amount of paper, cardboard and plastic. Customers often provide their own packaging, but Purolator also offers several environmentally responsible packaging options to suit their needs. Purolator Express® Envelopes, FSC certified, are made from 50% recycled fibres, including 35% post-consumer fibres, and are recyclable in virtually all recycling programs. Purolator Express® Boxes are made from 75% post-consumer fibres and are fully recyclable. Our cardboard and boxboard packaging (sold in retail locations) is made from up to 95% recycled fibres, including 80% post-consumer content. We have also reduced the size of our Purolator Express® Pack and mailbags, decreasing our annual plastic usage by over 195,000 kg.

## Purolator Inc.

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