



**Purolator E-Ship® Web Services - Introduction 1.4.0**

**Confidential**

**Revision Notes**

Revision	Date	Change Description
1.0	04/23/2009	Version 1.0 Created.
1.2.0	04/24/2010	Addition of Consolidation process description. Addition of Pickup service.
1.3.0	07/07/2014	Updates to introduction and information about using Purolator Web Services.
1.4.0	18/03/2016	Updates to include information about new Locator service

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## 1 Introduction

To help you integrate Purolator E-Ship Web Services into your website or application, Purolator provides technical documentation and sample code for each Web Service. The documents include detailed technical information for each Web Service and detail Purolator's service offerings. Additional information and support is available on the Purolator EShip Developer Forum <http://www.purolatorwebservices.com>, on the E-Ship Web Services Wiki <http://www.purolatorwebservices.com/wiki2>, and through the Support section of the E-Ship Resource Centre <http://www.purolator.com/eship>.

The following documents can be downloaded in the Documentation and Sample Code section.

### **Introduction**

Introduction to Purolator E-Ship Web Services

### **Service Availability Web Service**

Validate origin and destination addresses and receive all available Purolator services, products, options and associated rules.

### **Estimates Web Service**

Receive estimates based on origin and destination addresses as well as package and service inputs. Estimates are available as quick estimates using list prices or detailed estimates for customers with negotiated pricing.

### **Shipping Web Service**

Create domestic, U.S. and International shipments. Please note that shipping labels and documents are created using the Get Documents Web Service.

### **Returns Management Web Service**

Create domestic Returns Management shipments. Please note that shipping labels and documents are created using the Get Documents Web Service.

### **Get Documents Web Service**

Retrieve shipment labels and documentation for shipments.

### **Tracking Web Service**

Get detailed tracking information in real-time using a Purolator PIN / tracking number or shipment reference.

### **Locator Web Service**

Locate using Address, Coordinates, City, Point of Interest and Postal code.

### **Pickup Web Service**

Schedule, modify, validate and void pickups. View your pickup history and upcoming pickups.

### **Soap UI Project File**

Example use cases and sample results for all Purolator E-Ship Web Services.

### **Certification**

Guidelines to help ensure your Purolator E-Ship Web Services integration is ready to promote into Purolator's production environment.

### **Security Options (if applicable)**

Security options available for your Purolator E-Ship Web Services implementation. This document will be provided when you are ready to take your website or application into Purolator's production environment. The availability of this document will depend on the type of web service integration you are executing.

## **2 E-Ship Web Service Applications**

Our Web Services are written in Extended Markup Language (XML) and can communicate with server side scripting languages, allowing integration with a wide range of applications. You'll also have the flexibility of customizing the appearance and positioning of shipping information on your website to meet your workflow and user interface requirements.

Common uses for Purolator E-Ship Web Services include:

### **Online Stores and eCommerce Websites**

- Provide accurate shipping estimates and shipment visibility within your online store.
- Choose from a variety of domestic, U.S. and international time-definite delivery services.
- Automatically create shipping labels and documents when orders are received.

### **Commercial Applications**

- Integrate Purolator E-Ship Web Services into your commercial application for 3<sup>rd</sup> party use or re-sale.

### **Product Fulfillment**

- Integrate Purolator E-Ship Web Services within your Enterprise Resource Planning (ERP) framework to create shipping labels without having to re-enter information.

### **Customer Support**

- Integrate estimates and tracking into your company's Intranet to provide your Customer Service and Sales Representatives immediate access to Purolator shipment tracking and rates.
- Integrate return label creation into your company's Intranet so Customer Service Representatives and retail locations can generate return labels for product returns and repairs quickly and easily.

### **Internal Applications**

- Seamlessly integrate shipping, tracking, estimates, pickups and returns into your internal, custom-built applications.

### **Web Applications and Widgets**

- Develop web, desktop and mobile applications and widgets for estimates and tracking.

### 3 Purolator E-Ship Web Services Advantages

Experience the advantages of using Purolator E-Ship Web Services:

- Increase efficiency by integrating shipping into your internal applications and across your supply chain.
- Provide a consistent and positive customer experience by offering shipping estimates, pickups and tracking capabilities on your company's website.
- Increase revenue by ensuring your shipping rates include a built-in margin over your shipping costs.
- Reduce costs by automating shipment creation and product returns.
- Reduce call centre volume by providing estimates and shipment visibility online.
- Provide customers with more shipping options by offering Purolator's extensive suite of products and special delivery services.
- Take control of the customer experience from order placement to final delivery.

### 4 The Purolator Advantage

Purolator makes it easy for you to integrate Web Services into your website or custom application. You don't need to be a shipping expert – shipping rules and restrictions have already been defined within each Web Service. The Purolator EShip Resource Centre provides a variety of resources to support your Web Services development including:

- Comprehensive documentation
- Real-world code samples
- Example use cases with sample results
- The Purolator E-Ship Developer Forum
- Technical support by phone and email

Purolator provides a wide range of distribution solutions you can count on to meet your unique business needs.

As Canada's leading integrated parcel solutions provider, we have built one of Canada's most extensive transportation and logistics networks and supporting infrastructure. The advantages of this size and scale benefit our customers, with more facilities in more regional centers than any other parcel solutions provider in Canada.

Purolator also provides a range of packaging solutions that can be ordered online at <http://www.purolator.com/purolator/ship-track/supplies/packaging.page?> or picked up at most Purolator Shipping Centres.

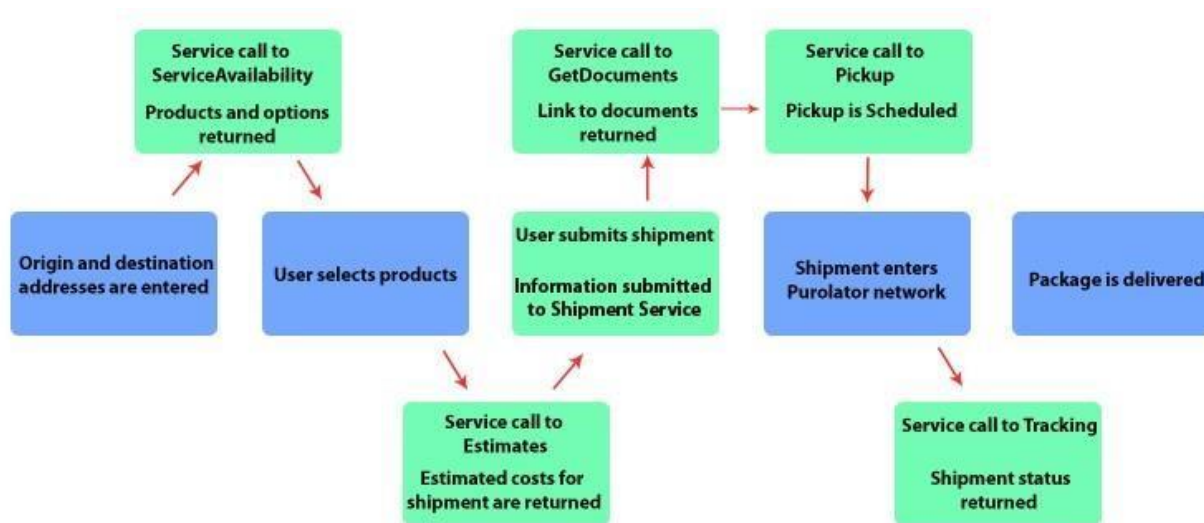
### 5 The Shipping Process

As Purolator's business changes to meet the ongoing needs of its customers, the business rules for certain products may change from time to time. As our business changes, your application doesn't have to. Purolator E-Ship Web Services offers customers an advanced Service Availability service that, when called, will return available products and services for a given origin and destination address. In addition to the available products and services, all business rules as well as product rules, product inclusions and exclusions, and products min/max dimensions and weights.

This can be used to offer your customers all of Purolator's products and services, without needing to submit a request only to discover that a particular product is not available for a particular address.

Additional Purolator E-Ship Web Services can be consumed to offer a richer customer experience. From estimates to tracking to retrieving necessary documentation and scheduling pickups, Purolator E-Ship Web Services are designed to offer you the flexibility to consume the services required for your business.

Below is an example of how the Purolator E-Ship Web Services may be utilized.



*Green boxes denote service calls*

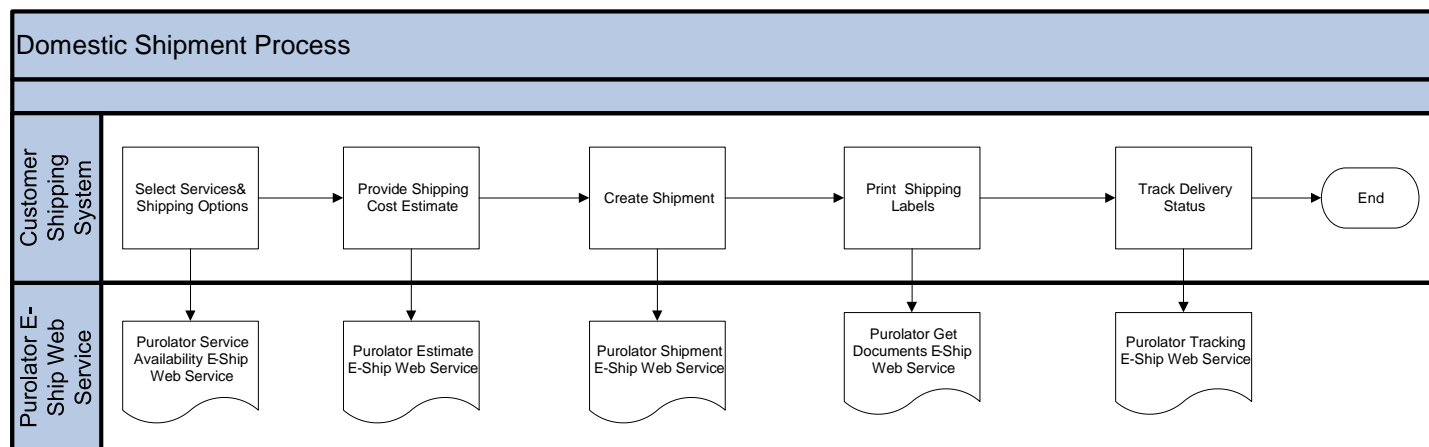
## 5.1 Shipping Scenarios

The following section describes how the most common shipping scenarios integrate with Purolator E-Ship Web Services.

Please note that not all scenarios may be applicable to your application and that it may not be necessary to use every web service. For example, if your application does not need to support return shipments, then only the Shipping web service is required to create a shipment.

Each Purolator E-Ship Web Service is documented in a separate technical document available in the Documentation and Sample Code section of the Purolator E-Ship Resource Centre.

### ***Scenario 1: Create a shipment with an origin and destination in Canada and track its delivery status***



**Scenario 1** describes the creation of a domestic shipment and subsequent tracking of delivery status. The scenario involves a customer's shipping system interfacing with Purolator E-Ship Web Services. A customer's shipping system could include user involvement through a graphical or automated user interface.

**Step 1:** Customer Shipping System selects services and shipping options. This process refers to a shipping system finding available services for a given origin/ destination by using the Purolator Service Availability Web Service.

For example a shipper needs to ship a package from Montreal to Halifax. The origin/destination are entered into the shipping system and submitted to the Service Availability Web Service as parameters. The web service then returns a list of available services like Purolator Express® 9AM, Purolator Express® Box, Purolator Express® Envelope.

**Step 2:** Customer Shipping System provides a Shipping Cost Estimate. This means a shipping system estimates the price of a shipment for a given service by using the Estimates Web Service.

For example, the shipping system submits the following information to the web service - Express 9AM, Montreal origin, Halifax destination, weight 5 LB. The web service returns a price in dollars (\$).

**Step 3:** Customer Shipping System creates a shipment. This process refers to the electronic submission of shipment information to Purolator prior to Purolator's physical handling of a shipment. All required particulars are submitted like the shipper/receiver, origin and destination addresses, service, and weight. The Shipping Web Services validate that all necessary information is received and confirms acceptance.

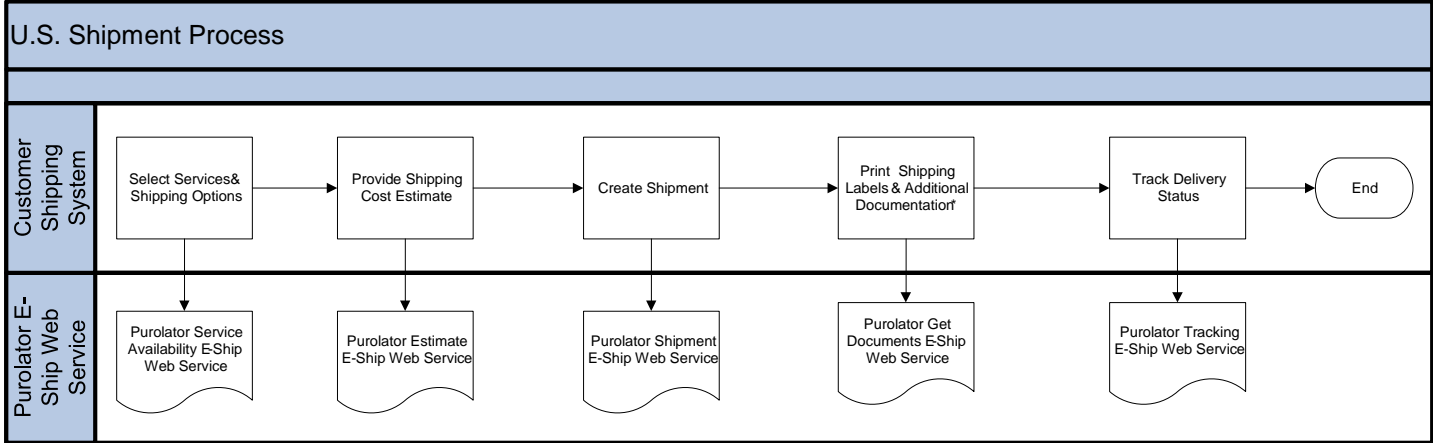
**Step 4:** Customer Shipping System prints shipping labels. Once shipment information has been submitted to and accepted by Purolator, a shipping system is required to create shipping labels to affix to the physical package. Shipping labels are obtained using the Purolator Get Documents Web Service.

**Step 5:** Customer Shipping System tracks delivery status. Once a shipment has entered into Purolator's delivery network, a shipping system can be used to track delivery status by using the Purolator Tracking Web Service.



For example, the customer shipping system submits a shipment PIN created in an earlier step to the web service. The web service queries Purolator's tracking database and returns shipment status information such as Proof of Pickup, In Transit, Delivered Scans as well as any delivery details.

**Scenario 2: Create a shipment originating in Canada with a U.S. destination and track its delivery status**



\* Additional documentation includes a Commercial Invoice, FCC740, FDA2877 and NAFTA declaration forms.

**Scenario 2** describes the creation of a U.S. destined shipment and subsequent tracking of its delivery status. The scenario involves a customer's shipping system interfacing with Purolator E-Ship Web Services. A customer's shipping system could include user involvement through a graphical or automated user interface.

**Step 1:** Customer Shipping System selects services and shipping options. This process refers to a shipping system finding available services for a given origin/destination by using the Purolator Service Availability Web Service.

For example, a shipper needs to ship a package from Vancouver to Seattle. The origin/destination are entered into the shipping system and submitted to the Service Availability Web Service as parameters. The web service then returns a list of available services like Purolator Express® U.S.

**Step 2:** Customer Shipping System provides a Shipping Cost Estimate. This means a shipping system estimates the price of a shipment for a given service by using the Estimates Web Service.

For example, the shipping system submits the following information to the web service - Express U.S., Vancouver origin, Seattle destination, weight 8 LB. The web service returns a price in dollars (\$).

**Step 3:** Customer Shipping System creates a shipment. This process refers to the electronic submission of shipment information to Purolator prior to Purolator's physical handling of a shipment. All required particulars are submitted like the shipper/receiver, origin and destination addresses, service, and weight. The Shipping Web Service validates that all necessary information is received and confirms acceptance.

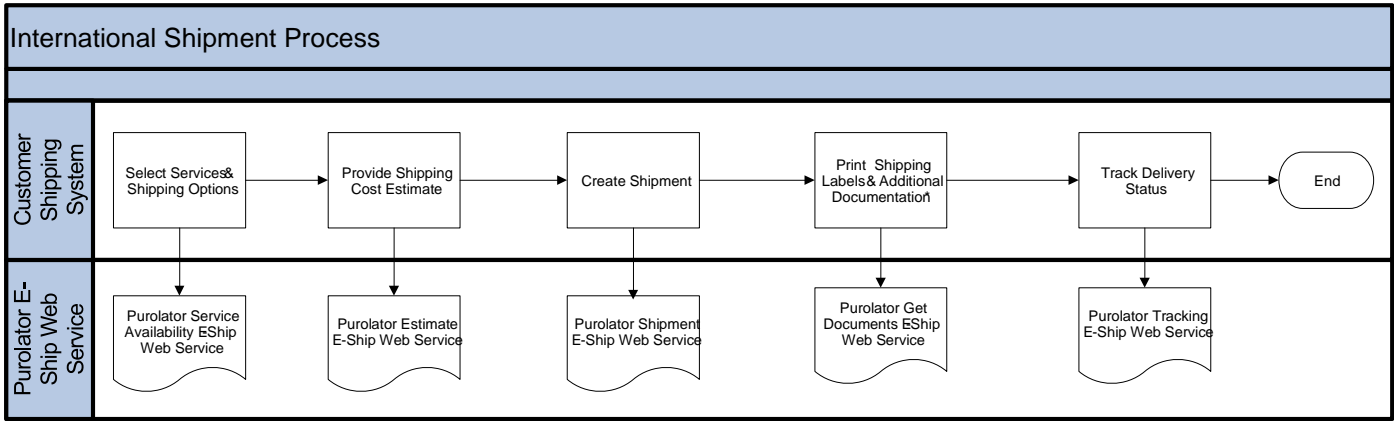
**Step 4:** Customer Shipping System prints shipping labels. Once shipment information has been submitted to and accepted by Purolator, a shipping system is required to create shipping labels to affix to the physical package. Shipping labels are obtained using the Get Documents Web Service.

For U.S. destinations, additional documentation may be required, such as a Commercial Invoice and/or any NAFTA, FCC or FDA forms. This documentation can also be created using the Get Documents Web Service.

**Step 5:** Customer Shipping System tracks delivery status. Once a shipment has entered into Purolator’s Delivery Network, a shipping system can be used to track delivery status by using the Tracking Web Service.

For example, the customer shipping system submits a shipment PIN, created in an earlier step, to the web service. The web service queries Purolator’s tracking database and returns shipment status information such as Proof of Pickup, In Transit, Delivered Scans as well as any delivery details.

**Scenario 3: Create a shipment originating in Canada with an International destination and track its delivery status**



\* Additional documentation required for International Shipments - Commercial Invoice.

**Scenario 3** describes the creation of an international destined shipment and subsequent tracking of its delivery status. The scenario involves a customer’s shipping system interfacing with Purolator E-Ship Web Services. A customer’s shipping system could include user involvement through a graphical or automated user interface.

**Step 1:** Customer Shipping System selects services and shipping options. This process refers to a shipping system finding available services for a given origin/destination by using the Purolator Service Availability Web Service.

For example, a shipper needs to ship a package from Regina to London, England. The origin/destination are entered into the shipping system and submitted to the Service Availability Web Service as parameters. The web service then returns a list of available services like Purolator Express® International and Purolator Express® Pack International.

**Step 2:** Customer Shipping System provides a Shipping Cost Estimate. This means a shipping system estimates the price of a shipment for a given service by using the Estimates Web Service.

For example, the shipping system submits the following information to the web service - Express U.S., Regina origin, London, England destination, weight 3 LB. The web service returns a price in dollars (\$).

**Step 3:** Customer Shipping System creates a shipment. This process refers to the electronic submission of shipment information to Purolator prior to Purolator’s physical handling of a shipment. All required particulars are submitted like the shipper/receiver, origin and destination addresses, service, and weight. The Shipping Web Service validates that all necessary information is received and confirms acceptance.

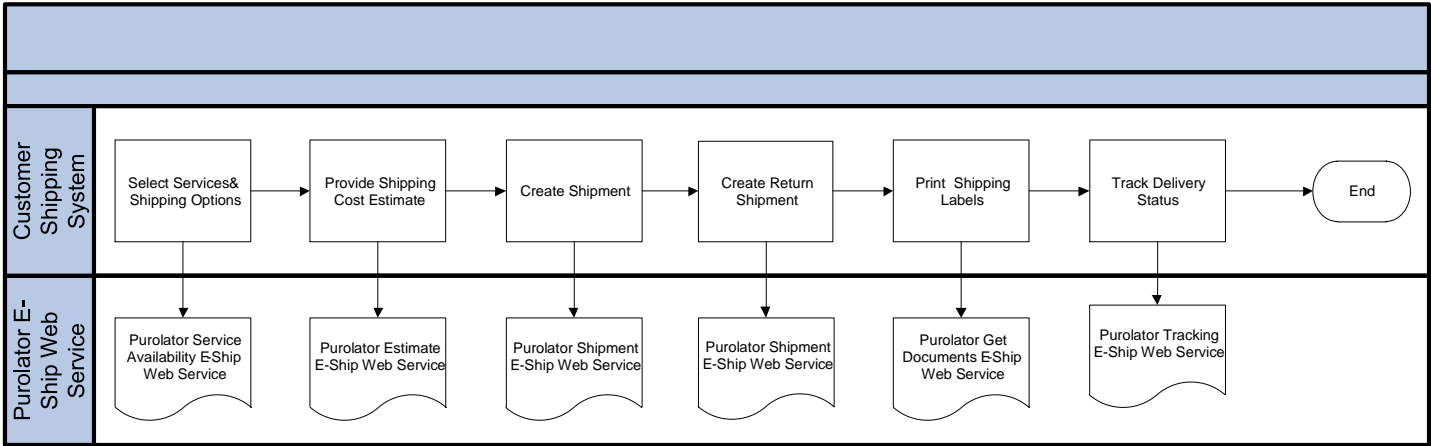
**Step 4:** Customer Shipping System prints shipping labels. Once shipment information has been submitted to and accepted by Purolator, a shipping system is required to create shipping labels to affix to the physical package. Shipping labels are obtained using the Get Documents Web Service.

For international destinations a Commercial Invoice is required and can be produced using the Get Documents Web Service.

**Step 5:** Customer Shipping System tracks delivery status. Once a shipment has entered into Purolator’s Delivery Network, a shipping system can be used to track delivery status by using the Tracking Web Service.

For example, the customer shipping system submits a shipment PIN, created in an earlier step, to the web service. The web service queries Purolator’s tracking database and returns shipment status information such as Proof of Pickup, In Transit, Delivered Scans as well as any delivery details.

**Scenario 4: Create a Return shipment**



Return Shipment Process

**Scenario 4** describes the creation of a domestic shipment with a return option and subsequent tracking of delivery status. This Return scenario typically occurs when a product is shipped to a customer and a return label is included in the shipment. The customer can use this label to return the original product back to the shipper.

A Returns process involves a customer's shipping system interfacing with Purolator E-Ship Web Services and could include user involvement through a graphical or automated user interface.

**Step 1:** Customer Shipping System selects services and shipping options. This process refers to a shipping system finding available services for a given origin/destination by using the Purolator Service Availability Web Service.

For example a shipper needs to ship a package from Montreal to Halifax. The origin/destination are entered into the shipping system and submitted to the Service Availability Web Service as parameters. The web service then returns a list of available services like Purolator Express 9AM, Purolator Express Box, Purolator Express Envelope.

**Step 2:** Customer Shipping System provides a Shipping Cost Estimate. This means a shipping system estimates the price of a shipment for a given service by using the Estimates Web Service.

For example, the shipping system submits the following information to the web service - Express 9AM, Montreal origin, Halifax destination, weight 5 LB. The web service returns a price in dollars (\$).

**Step 3:** Customer Shipping System creates a shipment. This process refers to the electronic submission of shipment information to Purolator prior to Purolator's physical handling of a shipment. All required particulars are submitted like the shipper/receiver, origin and destination addresses, service, and weight. The Shipping Web Service validates that all necessary information is received and confirms acceptance.

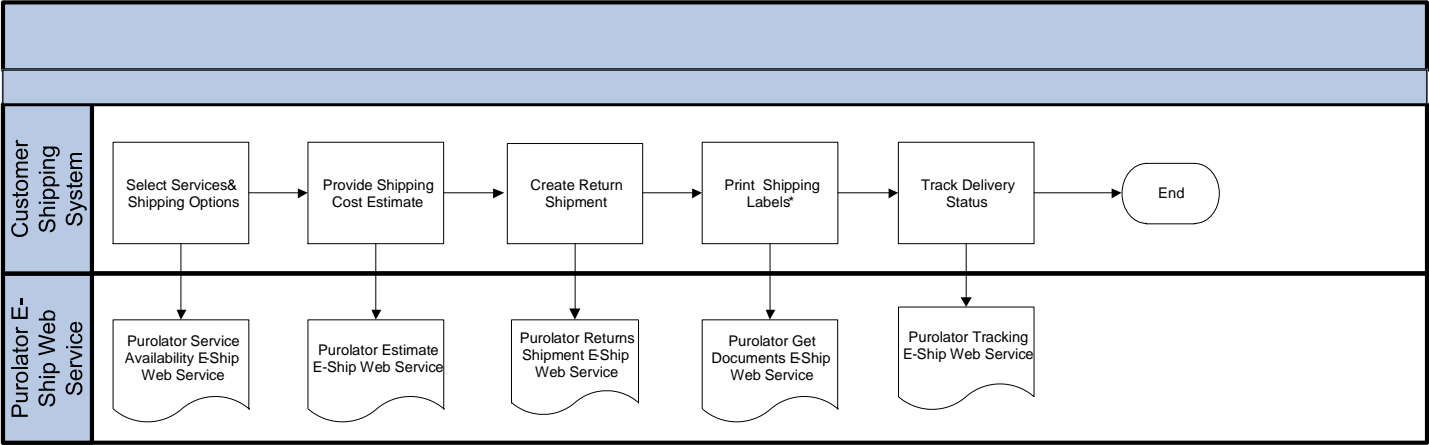
**Step 4:** Create Return Shipment. This process is used to submit return shipment information electronically to Purolator. All required particulars are submitted like the shipper/receiver, origin and destination addresses, service, and weight. The same service used to create an outbound shipment, the Shipping Web Service, is also used to create the return.

**Step 5:** Customer Shipping System prints shipping labels. Once shipment information has been submitted to and accepted by Purolator, including the return, a shipping system is required to create shipping labels to affix to the physical package. Shipping labels are obtained using the Get Documents Web Service.

**Step 6:** Customer Shipping System tracks delivery status. Once a shipment has entered into Purolator's Delivery Network, a shipping system can be used to track delivery status by using the Tracking Web Service.

For example, the customer shipping system submits a shipment PIN, created in an earlier step, to the web service. The web service queries Purolator's tracking database and returns shipment status information such as Proof of Pickup, In Transit, Delivered Scans as well as any delivery details.

Scenario 5: Create a Return shipment without an outbound piece



Return Shipment without an outbound piece

\* The rendered shipping label can be printed or emailed by your application to a customer as a pdf.

**Scenario 5** describes the creation of a return only domestic shipment and subsequent tracking of delivery status. This Return scenario typically occurs when a customer requests to have a product in their possession be returned to a vendor and the customer requires a shipping label.

A Returns process involves a customer’s shipping system interfacing with Purolator E-Ship Web Services and could include user involvement through a graphical or automated user interface.

**Step 1:** Customer Shipping System selects services and shipping options. This process refers to a shipping system finding available services for a given origin/destination by using the Purolator Service Availability Web Service.

For example, a shipper needs to ship a package from Montreal to Halifax. The origin/destination are entered into the shipping system and submitted to the Service Availability Web Service as parameters. The web service then returns a list of available services like Purolator Express 9AM, Purolator Express Box, Purolator Express Envelope.

**Step 2:** Customer Shipping System provides a Shipping Cost Estimate. This means a shipping system estimates the price of a shipment for a given service by using the Estimates Web Service.

For example, the shipping system submits the following information to the web service - Express 9AM, Montreal origin, Halifax destination, weight 5 LB. The web service returns a price in dollars (\$).

**Step 3:** Create Return Shipment. This process is used to submit return shipment information electronically to Purolator. All required particulars are submitted like the shipper/receiver, origin and destination addresses, service, and weight. The Shipping Web Service validates that all necessary information is received and confirms acceptance.

**Step 4:** Customer Shipping System prints shipping labels. Once return shipment information has been submitted to and accepted by Purolator, a shipping system is required to create shipping labels to affix to the physical package. Shipping labels are obtained using the Get Documents Web Service.

**Step 5:** Customer Shipping System tracks delivery status. Once a shipment has entered into Purolator's Delivery Network, a shipping system can be used to track delivery status by using the Tracking Web Service.

## 6 Purolator Delivery Options & Services

This section describes Purolator's delivery options and services offered through E-Ship Web Services.

### 6.1 Purolator Delivery Options

As Canada's leading integrated parcel solutions provider, we continue to expand our reach to more people, more businesses and more places from coast-to-coast and around the world.

For a complete list of Purolator Courier Delivery Services for domestic, U.S. and International shipments please see the Shipping Overview available at <http://www.purolator.com/en/ship-track/shipping-services/index.page>.

For the delivery options, certain terms, conditions, and geographic restrictions apply. See Purolator's [Terms and Conditions](#) for full details at <http://www.purolator.com/en/legal/index.page>.

### 6.2 Purolator Specialized Services

We offer several Specialized Services that can help complement your delivery needs, including Chain of Signature (COS), Dangerous Goods, Hold for Pickup, Special Handling and many more.

For more details, including a complete list of Purolator Specialized Services for courier shipments, please see the Purolator Specialized Services overview available at <http://www.purolator.com/purolator/shiptrack/shipping-services/delivery-services/specialized-services.page>.

### 6.3 Billing Options

Purolator supports the following billing options:

- (i) **Prepaid** – Shipping charges invoiced to the Shipper.
- (ii) **Collect** – Shipping charges are invoiced to the Receiver.

- (iii) **Third Party Billing** – Third party billing is available to customers who are responsible for the payment of the shipping charges but are neither the Consignor (Shipper) nor Consignee (Receiver).
- (iv) **Credit card** – shipping charges are billed to the Shipper's credit card.

## 6.4 Shipment Aggregation

Shipment aggregation refers to the process where a number of individual shipments are aggregated (consolidated), by the system, into one shipment. The benefit is reduced shipping charges since the base rate is only applied once instead of across several shipments.

If shipments are not or cannot be aggregated by the system, individual shipment pricing will apply.

Reduced shipping charges however, do not always occur since a multiple piece surcharge (Multipiece®) may be applied to the consolidated shipment. For more details on the Multipiece surcharge, please see Purolator's published [Terms and Conditions](#) at <http://www.purolator.com/en/legal/index.page> and/or contact your Sales Representative.

## 7 Using Purolator E-Ship Web Services

The following section provides information for using Purolator's E-Ship Web Services.

### 7.1 Purolator E-Ship Web Services Development Process

To integrate Purolator E-Ship Web Services within your application, follow the steps outlined below.

#### Web Services Developer Process

Follow these steps if you're a developer that will be integrating Purolator E-Ship Web Services.

#### Step 1: **Download Documentation and Code Samples**

View code samples and documentation for the Purolator E-Ship Web Service(s) you will be using.

Documentation and sample code, such as WSDL, is available in the Documentation and Sample Code section of the E-Ship Resource Centre at [www.purolator.com/eship](http://www.purolator.com/eship).

#### Step 2: **Obtain a Development Key**

Obtain a Development Key. This will allow you to test your code in the Purolator E-Ship Test Environment.

**Note:** Your Development Key, password, and test account number will be used to access the development environment.

#### Step 3: **Develop**

Develop your application using the code samples and documentation.

**Step 4: Test**

Test your application in the Purolator E-Ship Test Environment. Data in the Test Environment is sample data and should be used for testing purposes only.

**Step 5: Certification**

Based on qualification criteria, some applications may be required to go through Certification before moving to production. A Purolator representative will inform you of whether your application will be required to complete this step. Certification documentation is available in the Documentation and Sample Code section.

**Step 6: Request a Production Key**

Request a Production Key once your development and testing are complete. You will receive an inactive Production Key until we review your request.

If you're integrating Purolator E-Ship Web Services into an application that won't be re-sold, the Purolator Business Account holder must request the Production Key.

Replace the Development Key with the Production Key, and replace the development WSDL with the production WSDL. The Production Key will allow you to access account-specific shipping, tracking, estimates and returns information. Once activated, you will then be ready to use Purolator E-Ship Web Services.

**Note:** Your Production Key, password, and account number will be used to access the production environment.

**Application Owner or Representative Process**

Follow these steps if you have development resources and want to integrate Purolator E-Ship Web Services into your website or application that won't be re-sold.

**Step 1: Open a Purolator Business Account**

If you do not already have a Purolator Business Account, please visit [www.purolator.com/register](http://www.purolator.com/register) to get started.

**Step 2: Request a Production Key**

Login to the Purolator E-Ship Resource Centre and request a Production Key. The Production Key will allow you to access shipping, tracking, estimates and returns information specific to your Purolator Business Account.

You will receive an inactive Production Key until we review your request. A Purolator representative may contact you for security purposes before your Production Key is activated. Optional security features are available through consultation with Purolator.

**Step 3: Provide your developer with the Production Key**

Ask your developer to replace their Development Key with your Production Key. You will then be ready to use Purolator E-Ship Web Services.



## 7.2 Purolator E-Ship Web Services Support Policy

Most delivery services and delivery options are offered through Purolator E-Ship Web Services and it is expected that as new delivery services are developed, they will be made available through Web Services.

Each E-Ship Web Service is versioned and documented in a technical specification available in the Documentation and Sample Code section of the Purolator E-Ship Resource Centre. The documentation describes Purolator's service offerings, how to implement each web service, and sample code. Developers can use this documentation to build applications that interact with Purolator.

It is not Purolator's intent to introduce changes that will force developers to update their code. Rather, for a given web service, the intention is to data distribute new delivery services as values within the existing framework. For changes that can not be data distributed, Purolator will create new web services. This approach reduces the risk that downstream coding will be required and allows for existing functionality to be supported. It also enables you to implement these new services when you choose to invest in development, testing and implementation activities.

New delivery services and delivery options are introduced as needed to address business conditions. These changes result in updated documentation, announced and published to developers in advance on the Purolator E-Ship Resource Centre. The same holds true for changes relating to clarifications and defect fixes; these are announced and published in advance in an updated version of a document. It is therefore recommended that you log into the Purolator E-Ship Resource Centre periodically to keep abreast of changes.

Support is offered on the Purolator E-Ship Resource Centre at [www.purolator.com/eship](http://www.purolator.com/eship). This includes documentation, code samples, sample test cases with expected results, access to the E-Ship Developer Forum, and access to request Development and Production Keys.

For further assistance please contact your Purolator sales representative or complete the form available in the Support section on the Purolator E-Ship Resource Centre. A Purolator representative will contact you within two business days.

For technical questions, you can also call the Purolator E-Ship Help Desk at 1-800-459-5599 (Monday-Friday: 7 a.m. – 8 p.m. ET).

## 7.3 Maintenance Windows

While Purolator makes every effort to ensure maximum availability of its E-Ship Web Services, please be aware that maintenance windows will occur. Prior to the maintenance and where possible, Client notifications will be provided.

If you require the Estimate Service during scheduled downtimes please contact your Purolator sales representative or complete the form available in the Support section on the Purolator E-Ship Resource Centre.

## 7.4 Specifications Compliance

The Web Services are designed to comply with the following specifications:

Specification Name	Website
Simple Object Access Protocol (SOAP) 1.1	<a href="http://www.w3.org/TR/2000/NOTE-SOAP-20000508/">http://www.w3.org/TR/2000/NOTE-SOAP-20000508/</a>
Web Service Description Language (WSDL) 1.1	<a href="http://www.w3.org/TR/2001/NOTE-wsdl-20010315">http://www.w3.org/TR/2001/NOTE-wsdl-20010315</a>

Please visit the websites listed above for detailed information regarding SOAP and WSDL technologies.

## 7.5 Development Platforms

The Web Services work with any current SOAP/XML development environments.

**Note:** Development platforms vary in their SOAP/XML implementations. Please refer to your platform's documentation for more information.