



**E-Ship® Certification Program – 2.0**  
**Commercial Web Services**

**Confidential**

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## **Program Contact Information**

### **Mailing Address:**

Purolator Inc.  
Certification Program  
5995 Avebury Rd.  
Mississauga ON L5R 3T8

## **Support**

### **Developer Support**

Purolator will provide Commercial Providers, during the Term of this Agreement, with support regarding the Certification Program and compliance with the Specifications by granting Commercial Provider access to:

- i) upon Commercial Provider's registration and acceptance of the associated terms of use, the Purolator E-Ship Developer Forum accessible through the Resource Centre by clicking the "E-Ship Developer Forum";
- ii) email at [clientservices@purolator.com](mailto:clientservices@purolator.com) or
- iii) a web input form accessible from the Resource Centre which, when completed, will notify the Purolator developer support team to respond.

### **Testing and Certification Support**

Purolator will provide Commercial Providers, during the Term of this Agreement, with support regarding testing and certification via email at [qualityassurance@purolator.com](mailto:qualityassurance@purolator.com);

### **Production Support**

Purolator will provide Commercial Providers ongoing production support in their implementation of customers as well as general inquiries by providing access to the Purolator E-Ship Help Desk, available from 9:00 am to 5:00 pm Eastern Standard Time on Mondays through to and including Fridays, except on federal or provincial statutory holidays, via:

- i) telephone at 1-800-459-5599;
- ii) email at [shippingchannelsupport@purolator.com](mailto:shippingchannelsupport@purolator.com); or
- iii) live chat accessible through Purolator's website at [www.purolator.com](http://www.purolator.com).

## **1 Introduction**

Welcome to the Certification Program. The E-Ship® Certification Program Guide is written for Commercial Provider's who intend to develop one or more Applications based on Purolator's Service offerings, Specifications and the Application's Profile to provide integrated shipping, distribution or related services to Purolator's mutual customers.

Purolator's E-Ship® Certification Program supports the development of all Applications and ensures that all Applications have met Purolator's standards.

### **1.1 Objective**

The objective of this guide is to highlight Purolator's requirements as set forth in the Web Services agreements. The Certification Program is written for developers who create their Application to generate information that supports Purolator services. This guide covers the process from enrolment in the program through certification.

The purpose of certification testing is to evaluate an Application's compliance with Purolator requirements based on the Specifications documents that will be provided during this process.

The Specifications describe the business rules, system requirements and processes necessary to successfully implement a certified Purolator solution and refers to all versions of Purolator's Web Services Specifications, as amended.

This document provides guidance on the processes, procedures, environments, methods and resources that comprise the certification testing effort as well as a description of ongoing support and maintenance of certification status.

Purolator's objective is that all Applications are in compliance with the Certification Program documentation, agreements and Specifications.

### **1.2 Scope**

This document is applicable to all commercially developed Applications and supports developments of Applications based on Web Services.

All Applications must be certified by Purolator through the Certification Program. Full commercial release is strictly prohibited without authorization from Purolator.

### **1.3 General Requirements**

You can find the general Purolator requirements in the license agreement that is between your company and Purolator.

**Important:** The Application should not suggest, promote, or prefer the services of one specific carrier in place of the services of Purolator. You should not aggregate, derive, or develop information, services, or products that use Purolator related information other than expressly permitted under the Web Services agreements.

## 1.4 Responsibilities

Organization	Responsibilities
Commercial Provider	<ul style="list-style-type: none"> <li>• Registers to Purolator E-Ship Resource Centre</li> <li>• Reviews the Certification Program Guide and requirements</li> <li>• Enrolls in the Certification Program by accepting the Purolator E-Ship Commercial Development Agreement</li> <li>• Defines scope of development by completing the Application Profile form</li> <li>• Evaluates the Specifications and engages Purolator for assistance during review, design and development stages</li> <li>• Delivers a functional and technical overview of the Application to Purolator for review prior to testing</li> <li>• Executes internal testing and demonstrates successful results</li> <li>• Executes the certification requirements and submits required criteria to Purolator for validation</li> <li>• Remedy all non-compliant issues in a timely fashion and re-submit the criteria to Purolator</li> <li>• Re-executes tests as requested by Purolator until successful results of testing criteria are achieved</li> <li>• Provides access and training to the Application for Purolator to complete UI testing</li> <li>• Provides support to mutual customers during implementation and</li> <li>• Maintains currency and compliance with newer versions of the Specifications, as amended by Purolator</li> </ul>
Purolator Inc.	<ul style="list-style-type: none"> <li>• Consults on general inquiries regarding the Certification Program, agreements, documentation and requirements</li> <li>• Provides Commercial Providers with support during the term of the agreement, in development and production</li> <li>• Assesses requirements and provide system design consultation</li> <li>• Ensures all requirements are documented in the Application Profile form</li> <li>• Provides guidance and recommendations during the functional and technical overview</li> <li>• Provides Test Submission Criteria to registered Commercial Providers</li> <li>• Validates the results of submissions and identifies any non-compliant issues that are detected</li> <li>• Explains errors and issues that require retesting, provides additional testing requirements is applicable</li> <li>• Provides regular feedback on certification status</li> <li>• Rewards certification approval by providing a Confirmation Letter</li> <li>• Notifies Commercial Providers of updated Specifications and compliance requirements</li> </ul>

## 1.5 Process Stages

This section outlines the steps involved in the Certification Program.

### Step 1: Register

Sign up for the Purolator E-Ship Resource Centre to access to all Web Services resources.

### Step 2: Download Documentation and Code Samples

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

### Step 3: Obtain a Development Key

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

### Step 4: Develop

Develop your application using the code samples and documentation.

### Step 5: 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 6: 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. The following steps must be completed to achieve Certification:

- I. Perform Application Certification Testing and submit all criteria to Purolator**  
Perform testing provided and submit all criteria to Purolator for validation. You are notified of areas not meeting requirements and the necessary steps to take.
- II. User Interface Verification and Application Access**  
Provide access to the Application to Purolator to perform UI testing and validate Branding requirements.
- III. Receive compliance approval**  
Purolator will provide written test results and a letter of Certification upon approval.

### Step 7: 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. Once activated, you will then be ready to use Purolator E-Ship Web Services.

## Chapter 2: Perform Certification Testing

### 2.1 Overview

This chapter provides the steps that need to be performed to complete Certification which ensures that your application meets Purolator's requirements.

## 2.2 Application Profile

Once registered to Purolator E-Ship Resource Centre, Purolator collects specific information concerning the minimum requirements that are necessary for the successful review of your application. Providing this information in advance enables Purolator to prepare the testing requirements, thus enabling an efficient and timely compliance review.

As an integral part of the first phase of the Certification Program, Commercial Provider will define the Profile for each Application it seeks to develop and submit to Purolator. The profile form is completed during registration to the Resource Centre and will be re-confirmed and documented by Purolator upon engagement.

Commercial Provider will seek certification of its Application based on the scope set forth in the Profile and approved in writing by Purolator. Commercial Provider will not change the Profile at any time during or after the Application's completion of the Certification Program without Purolator's express written approval. Any Purolator-approved changes to the Application's Profile made after Purolator has certified Commercial Provider's Application, including without limitation any additional Application functionality or customer-driven requirements, will require Commercial Provider to re-enter the Certification Program and obtain certification on the revised scope.

Purolator will offer support through the process of defining the scope of development for the Application, including products, service options and functionality to be implemented.

**Important:** Purolator does not begin testing your application until a representative of your company accepts the agreement and completes the submission of an Application Profile.

## 2.3 Test Guide and Submission Criteria

Upon enrolment on the Program and receipt of the Application Profile, Purolator will define the testing requirements for the Application. The Testing Guide and submission criteria will be provided and include all information necessary to fulfill testing.

In addition to the functional and user interface compliance testing, Purolator may review help files and user documentation to verify adherence to requirements. Prior to submitting your application for testing, please review the checklist and verify that you have obtained all of the submission criteria defined in the Testing Guide.

## 2.4 Application Certification Submission and Validation

Commercial Providers must submit all criteria resulting from the testing documented in the Testing Guide including but not limited to, labels, e-manifest files, printed manifests, screen shots and logs required via courier or registered mail to Purolator at:

**Purolator Inc.**  
**Attention: Quality Assurance**  
**5995 Avebury Road**  
**Mississauga, ON L5R 3T8 Canada**



Once all submission criteria are received, Purolator will validate the results. The Application is thoroughly reviewed for compliance with Purolator's requirement as explained throughout this guide. Purolator returns the results of each submission within five (5) consecutive business days from the date of your submission, unless Purolator needs additional time to work around unforeseen, failed compliance tests or code fixes.

Following test completion, Purolator notifies your company's primary contact with any non-compliant issues that are detected. You are encouraged to remedy all non-compliant issues as timely as possible and re-submit the criteria to Purolator.

Upon re-submission, Purolator verifies that all non-compliant areas are corrected, and then proceeds with testing until all issues are resolved. Additional testing scenarios might be performed with each re-submission of an application. If at any time during this process, you elect not to resolve any non-compliant issues, testing ceases and your application is deemed non-compliant.

Throughout your involvement in the Certification Program, you should provide to Purolator all necessary information, support and cooperation required to facilitate testing of your application.

**Important:** Non-compliant applications are not allowed commercial distribution until all references to Purolator and its products and services are removed.

## **2.5 User Interface Verification and Application Access**

Purolator requires User Interface testing for all Application after successful completion of the functional testing for evaluation of potential concerns that cannot be captured by the functional testing.

The objective of software user testing is to process Purolator shipments as a typical user and review areas that could influence the quality of outputs.

Commercial Providers will provide Purolator access to the Application by providing, free of charge, a version of the software to be used at a Purolator facility or remote access to the Application. Additionally, Commercial Providers will provide any necessary user training and support to Purolator in order to perform the testing.

Purolator provides feedback in writing after completing the user interface testing. Purolator will also validate during this phase the requirements defined in the Purolator Brand Guidance document.

**Important:** Successful user interface testing is required prior to production implementations.

## **2.6 Certification Approval**

Upon an Application's successful completion of the Certification Program, Purolator will provide Commercial Provider with a letter of certification authenticating Commercial Provider's successful completion of the Certification Program with respect to such Application.

Further, Purolator will add Commercial Provider to the list of E-Ship Certified Providers on [www.purolator.com](http://www.purolator.com) upon an Application's successful completion of the Certification Program.

## **2.7 Purolator Website Publication**

Upon successful implementation of two (2) customers in the production environment Purolator lists on its website certified Commercial Providers and the extent of their certification with respect to Purolator products, services and functionality supported. The listing provides new Purolator customers with a convenient way to locate certified Applications. Listing on Purolator's website is subject to the vendor's continuing compliance with Purolator's certification requirements.

## **2.8 Commercial Provider Publications**

Provided that Commercial Provider remains in compliance with Purolator's Certification Program, Commercial Provider may:

- i) Represent to its customers that its Application certified in accordance with this Certification Program are compatible for use in connection with Purolator's products and services; and
- ii) Subject to the Terms and Conditions of Site Use available at [www.purolator.com](http://www.purolator.com), provide a link to [www.purolator.com](http://www.purolator.com) from its website.

Any publication by a vendor that refers to this Certification Program and/or Purolator must be approved in writing by Purolator in advance.

## **2.9 Installations and Production Support**

Commercial Providers must ensure consistent installation, configuration, and interface of its Application at whatever site is suitable for use by the customer. After installation of the Application at the customer site, Purolator requires the account owner to request the production activation key.

Purolator processes requests for new customer installations upon receipt, and provides required information to enable a new customer installation within 2 business days.

## **Chapter 3: Important to remember!**

### **3.1 Reporting**

Commercial Provider will deliver to Purolator monthly written progress reports with respect to Certification Program activities during the Application's progression through the Certification Program. Commercial Providers will complete the Certification Program within twelve (12) months from the Development Start Date as set forth in Application's Profile.

Purolator will provide regular status updates during the testing phases of the Certification Program.

### **3.2 Compliance with Specifications**

Commercial Providers will fully comply at all times with the Specifications for the Services upon which its Application is based. In addition, the Application seeking certification through Purolator's Certification Program must strictly comply with the Application's Profile at all times.

Once certification has been awarded to an Application, Purolator requires that the Commercial Provider maintain the quality and integrity of its Application. Purolator has monitoring tools and maintains regular communication with the Commercial Provider on any production issues found. All production issues are communicated to the Commercial Provider and the Commercial Provider is expected to acknowledge receipt within 24 hours. Commercial Provider is required to work with Purolator in good faith and correct any production issues identified by Purolator in the Application.

Commercial Providers are responsible for ensuring that any changes to its shipping system do not result in non-compliance with Purolator's certification requirements. Purolator performs basic compliance checks in connection with the implementation of new customers.

Commercial Providers are responsible for obtaining approval from Purolator for any customer-driven requirements that conflict with the certification requirements outlined in the Specifications.

### **3.3 Requirement to Maintain Application Currency**

Purolator's commitment of continuous improvement and innovation to its customers will lead to changes to Purolator's requirements and specifications including as a result of the following:

- Introduction of new products and services
- New, expanded or altered pricing structures and methods
- Improvements to bar-code, label and other encoding practices and structures
- New or changed output formats and appearance

Commercial Providers will maintain its Application's currency with the most recently released version of the applicable Specifications. Each time Purolator issues a new version of the applicable Specifications Purolator will notify Commercial Providers of such updates.

Commercial Provider will update its Application to the most recently released version of the Specifications.

In the event that Purolator releases a new version of the applicable Specifications while Commercial Provider is in the course of obtaining certification of an Application, Commercial Provider may elect to either continue to obtain certification on the previous version of the Specifications or re-direct certification efforts to Purolator's most recently released version of the Specifications.

### **3.4 Purolator's Right of Refusal to Certify or Revoke Certification**

Purolator may refuse to certify an Application or it may withdraw certification by providing written notice of intention, including all reasons and a fifteen (15) business days cure period to address the issues if Commercial Provider or Application:

- i) Are not in compliance with the requirements of this Certification Program and agreements;
- ii) The Application is not in compliance with the Specifications at any time;
- iii) Commercial Provider changes the Profile, without Purolator's written approval;
- iv) Commercial Provider places a version of its Application into a live production environment that is inconsistent with the Application's Purolator-approved Profile;
- v) Commercial Provider fails to maintain the quality and integrity of its Application;
- vi) Does not maintain currency of its Application with respect to the Specifications; or
- vii) Fails to notify Purolator within thirty (30) business days of new software releases or upgrades that materially alter an Application's certification status.

In addition to revoking or refusing certification in accordance with the agreement, Purolator may also immediately:

- i) Deny new system implementation requests from Commercial Provider;
- ii) Remove Commercial Provider from its list of certified providers on [www.purolator.com](http://www.purolator.com);

### **3.5 Purolator Certification Program Changes**

Purolator may discontinue or replace / update this Certification Program in its sole discretion at any time without notice.