



E-SHIP Commercial Web Services

Business Requirements

Version 2.1.0

Revision Notes

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2.1.0	May 22, 2018	Section 2.9.1 Domestic Label – Added a description of the FromOnLabel Address feature.

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Executive Summary

Purolator E-SHIP Commercial Web Services (CWS) are free, easy-to-use web components that make it simple to integrate shipping, tracking, estimates, returns, pickup, and locator services directly into a website, online store, order management systems, or other software applications.

Purolator offers eight Web Services available for use and are written in Extensible Markup Language (XML):

- **Service Availability:** Validates origin and destination addresses. Receive all available Purolator services, products, options and associated rules
- **Estimates:** Obtain a list rate or account-specific contracted rates for a single shipment or for multiple shipments
- **Shipping:** Ship within Canada and to the U.S. Also more than 210 countries and territories worldwide
- **Returns Management:** Create return labels and shipping documents
- **Get Documents:** Retrieve shipping labels and documentation for shipments
- **Pickups:** Schedule, modify and void pickup requests up to 10 days in advance
- **Tracking:** Track shipments in real time by using a tracking number/PIN or tracking reference
- **Locator Service:** Obtain information on Purolator retail locations

CWS implementation requires that Developers complete the development of the solution as well as provide Merchants with a way to onboard to the application using Purolator credentials.

Developers should follow the process outlined in this document to ensure successful implementation of E-SHIP Commercial Web Services into their product while allowing for the flexibility to ensure it meets the workflow and user interface requirements.

Shipping rules and restrictions have already been defined within each Web Service so that the Developer can concentrate on creating the XML requests and User Interfaces. The Business Rules embedded in this document provide a toolkit for the Developer to facilitate the creation of selection buttons, pop-up windows, warning messages, and error messages in the User Interfaces. This toolkit is further supplemented with Use Case Scenarios and User Interface examples.

This document provides a complete picture of Purolator's business offerings which enables complete integration of CWS into the shipping application. Topics described are:

- Process flow of a shipment, including typical shipping scenarios, and the translation of this process into the CWS
- Detailed description of the eight Web Services and Methods
- Purolator Accounts, Products and Services
- Rating, Returns Managements, Pickup, Tracking and Locator Service
- Shipping Labels and Documentation, including Manifest

The Technical Requirements chapter dives into the technical specifications, the detailed process flow and the key milestones of the implementation process specifically oriented towards the Developer. Based on previous implementations, forums and Wikis, each Web Service and Method is described in detail on usage, best practices, tips and tricks, User Interface recommendations in order to support the Developer to achieve a crisp and clean implementation of the CWS into the application. Finally, the elements of Security, Technical Resources and Support specific to E-SHIP Commercial Web Services are outlined.

The Appendix consists of additional supporting documents for all stakeholders in order to clarify and extend on the aspects described in the document such as list of acronyms and terminology, screenshots of labels, XML examples of requests and responses, and much more.

1 Introduction

This document describes the business rules, systems specifications and processes required to successfully integrate E-SHIP Commercial Web Services (CWS) into a certified Purolator shipping application/product. By meeting the requirements and adhering to the specifications described in this document, you will be providing the necessary tools and information to your customers in regards to Purolator's high quality service that is expected by your customers.

The document consists of two sections: the Business Requirements and the Technical Requirements.

The Business Requirements chapter describes the unique business rules and processes inherent to Purolator's shipping solutions. This chapter is relevant to both decision makers and developers who want to better understand Purolator's shipping services including the responsibilities of the stakeholders, the flow of the shipments, the shipping products, various services and options.

The Technical Requirements chapter sets out the key milestones and responsibilities for the Developer, and the system specifications and processes required to produce a certified Purolator shipping application capable of processing Purolator Shipments.

2 Business Requirements - E-SHIP Commercial Web Services (CWS)

This chapter provides an overview of the different E-SHIP Commercial Web Services and more specifically the usage and benefits of the E-SHIP Commercial Web Services (CWS).

For the decision makers it is important to understand the complete process to integrate CWS into the Developer's application which will be illustrated through a RACI matrix and the process flow of the shipments with Purolator.

Subsequently, this chapter provides more details on the Purolator products and the different shipping services and options available while setting up a certified Purolator Shipping Solution.

Finally, each single Web Service is described more in detail which will cover the complete offering of the E-SHIP Commercial Web Services.

2.1 What are E-SHIP Commercial Web Services?

Purolator E-SHIP Commercial Web Services are web components that enable the Developer to integrate real-time shipping, estimates, pickups, tracking, returns and locator information directly into their website, online store, order management system or custom software application (including shipping labels and additional documents). The shipping rules and restrictions have already been defined within each Web Service.

Purolator offers eight Web Services available to use at no charge:

Service Availability	Validates origin and destination addresses and receive all available Purolator services, products, options and associated rules
Estimates	Get account-specific shipping estimates within seconds
Shipping	Ship within Canada, to and from the U.S., and worldwide using our extensive suite of services
Returns Management	Generate return labels and shipping documents
Get Documents	Retrieve shipment labels and documentation for shipments
Pickup	Schedule and modify pickup requests
Tracking	Track shipments in real-time using a Purolator Tracking Number (PIN) or shipment reference

Locator	Obtain information on Purolator retail locations
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Web Services are written in Extensible Markup Language (XML) and work seamlessly with a wide range of applications; SOAP protocol for passing messages and WSDL for describing the service. Developers also have the flexibility of customizing the appearance and positioning of shipping information on websites to meet workflow and user interface requirements.

The implemented versioning strategy ensures backward compatibility and the timed depreciation allows for planned cut over.

Web Services are available for both ‘Corporate’ and ‘Commercial’ systems. The term ‘Corporate’ systems is defined by the usage of the system in a corporate environment. The application developed by Purolator’s customer is used within the corporate organization and not resold.

The term ‘Commercial’ on the other hand is more specifically applicable to Purolator’s partners and vendors. The developers are developing applications that integrate into Purolator’s APIs which in turn are ‘sold’ to their clients, i.e. Merchants who are wholesalers, distributors and retailers.

In this document we will be concentrating on the latter scenario: Web Services integrated into ‘Commercial’ Web Services (CWS) for the purpose of resale.

2.2 Usage and Benefits of CWS

Purolator E-SHIP Commercial Web Services are easy-to-use and free of charge web components that enable customers to integrate Purolator capabilities directly into websites, online stores or custom applications including mobile apps.

Common uses for Purolator E-SHIP Commercial Web Services include:

- Online Stores and E-Commerce 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,
 - ⊕ Integrate return label creation into your company’s e-commerce site so customers can generate return labels for product returns,
- Product Fulfillment
 - ⊕ Integrate Purolator E-SHIP Commercial 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 Reps immediate access to Purolator shipment tracking and rates for returns management,
- Web Applications and Widgets
 - ⊕ Develop web, desktop and mobile applications and widgets for estimates and tracking.

The exposed services act as ‘business functions’ and should be integrated with Purolator Business rules.

2.2.1 Benefits to Merchants

The implementation of CWS will improve the online sales for Merchants and simultaneously drive the efficiency in their supply chain. As a result, the application will exceed the expectations of the End-User or Customers.

The E-SHIP Commercial Web Services will enable the Merchant to make the most of their omni-channel strategy and reach more customers:

- maximize the geographic reach and product delivery in Canada, U.S. and Internationally,
- arm the sales representatives with tech tools so they can sell on the spot,
- provide integrated shipping solution such as store-to-store and DC to store transportation for merchants across the country,
- provide visibility into shipping with advanced online tracking tools,
- Warehousing - dedicated or multi-client sites, and integrated Warehouse Management Systems,
- Factory to Market Supply Chain Management Flow – Warehousing to Freight Forwarding, International Freight Forwarding, Warehousing and transportation in Canada, U.S. and International.

E-Commerce marketing and promotions play a big role in acquiring new customers in the online channel. Beyond product and seasonal promotions, shipping promotions can help drive online sales. In fact, shipping costs can be marked up or down depending on the type of product, profit margins and customer's willingness to pay to drive profitability. The Merchant or Retailer can even choose to develop a profit center for shipping services to add to the company's bottom line.

For B2B and B2C sellers, supply chain costs and inventory management remain a primary concern. CWS integrates directly into the existing e-commerce platform to enable real-time inventory management, drive sales and actively manage fulfillment costs.

As a result, the E-SHIP Commercial Web Services will empower the end Customer and enhance their experience by:

- Increasing accessibility to more customers wherever they are located - leverage Canada's largest transportation and logistics network called Purolator,
- Access to Courier and Freight Services in Canada, to U.S., and International locations,
- Providing accurate shipping estimates - offer different shipping options and apply accurate charges to shipments,
- Displaying real-time tracking – look up the status of the order directly on the website,
- Facilitating easy returns – allow the customers to generate return labels online.

These benefits will help to increase sales, enable operational efficiencies, improve costs and improve customer experience.

2.2.2 Benefits to Vendor or Partner

As Canada's leading integrated freight, parcel and logistics solutions provider, Purolator continues to expand its reach, renowned service levels and reliability to more people, more businesses and more places by partnering with vendors like you.

Through the implementation of CWS, Purolator gives you access to Canada's largest transportation and logistics network and offers you these benefits:

- Provide a consistent and positive customer experience by offering Web Services on your website, where you can manage your customer's delivery experience easily and efficiently,
- Increase efficiency and reduce errors by integrating shipping into your internal applications,

- Reduce costs by automating shipment creation and product returns,
- Reduce call center costs by providing self-serve estimates and tracking online on your website/application,
- Restrict/control shipment capabilities,
- Increase satisfaction by providing your customers with any or all shipping service options with Purolator's extensive suite of products and special delivery services,
- Take control of the customer experience from order placement to final delivery,
- Integrate Web Services with your partner applications to better manage your supply chain,
- Increase shipment visibility by having electronic records of all shipment activity.

These benefits compliment the benefits for the Merchants which support the End-to-End technology solution offering to your customers.

2.2.3 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 so that it is easy for you to develop a flexible solution for your customer's needs.

The Purolator E-Ship Resource Center 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:

- B2B2C - Purolator gives delivery options to your online customers:
 - ⊕ Buy online and pick up in a store
 - ⊕ Reserve online, pick up and pay in a store
- B2B - Purolator supply chain and logistics solutions can enable fulfillment from anywhere for your e-commerce customers.

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 centres than any other parcel solutions providers 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.

Purolator e-commerce solutions are built to serve people and Purolator will go the distance to support your customers with our *exceptional customer service*.

2.3 Overview Process – Implementation of E-SHIP Commercial Web Services (CWS)

Before going into the details of the process, we need to define roles to better understand the nature of Commercial Web Services, namely, Developer and Merchant.

The Developer is the person developing and configuring Purolator shipping services product or application that integrates Commercial Web Services. This individual will request both the Development Key and the Production Key for the Commercial Web Services in order to develop and activate the application for resale to Merchants. The Merchant is the person obtaining the Business Account Number and Activation Key in order to use the application as part of their e-commerce shipping solution and thus facilitate shipping of their products. The Merchant can be a Retailer, Wholesaler, Distributor or a Manufacturer. For the sake of simplicity we will continue to use ‘Merchant’ in this document even though this term could represent any of these four entities.

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

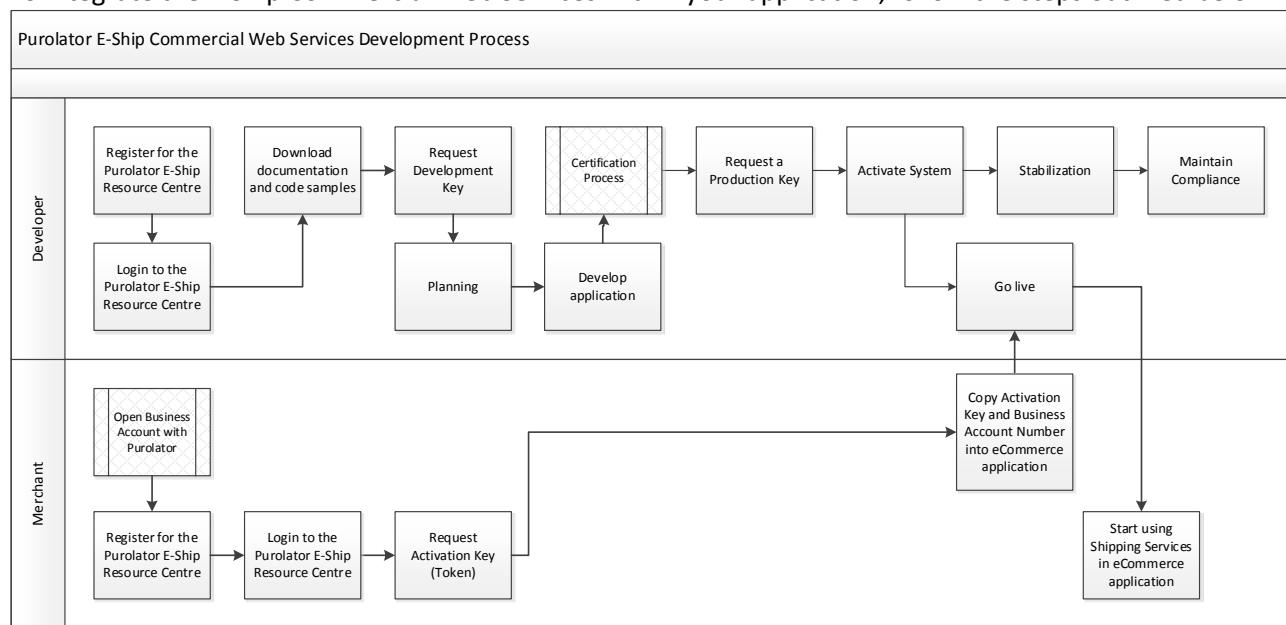


Figure 1: E-SHIP Commercial Web Services Development Process

2.3.1 Key Milestones of the Implementation Process

The Key Milestones for the Developer who will be integrating the Purolator E-SHIP Commercial Web Services are:

- Step 1. Register for the E-SHIP Resource center
- Step 2. Login to Purolator E-SHIP Resource center
- Step 3. Download Documentation and Code Sample
- Step 4. Request Development Key
- Step 5. Planning
- Step 6. Develop Application
- Step 7. Certification Process: Test Application
- Step 8. Certification Process: Certification
- Step 9. Request Production Key
- Step 10. Activate system - Go Live process
- Step 11. Stabilization
- Step 12. Maintain Compliance

The Key Milestones for the Merchant who wants to integrate the Purolator E-SHIP Commercial Web Services into their e-commerce solution, are:

- Step 1. Open Business Account
- Step 2. Register for the E-SHIP Resource center in App
- Step 3. Request Activation Key
- Step 4. Activate system - Go Live process
- Step 5. Stabilization

The activities of the Developer are completely independent from the activities of the Merchant. Nevertheless, the Merchant can only activate and start using the application once the Developer has deployed the certified Web Services into the production environment and built the ability for Merchants to activate the application into their application, not before.

2.3.2 RACI matrix

To clarify detailed responsibilities of the different participants of this process, the RACI matrix is shown below for the Developer and the Merchant, respectively. We will review these RACI matrices into more detail in the Technical Requirements Chapter of CWS implementation.

Table 1: RACI Matrix CWS - Developer

R = Responsible; A= Overall Accountable; C = Consulted; I = Informed		KEY ROLES	
Category	Key Activities	Developer	Purolator
Register into E-SHIP Web Services Resource Center	Register by completing profile and integration information	R/A	I
	Sign off on T&C's: PUROLATOR E-SHIP RESOURCE CENTRE AGREEMENT	R/A	
	Registration confirmation through validation email sent to the developer	I	R/A
	Application Profile Form sent by email to developer, discussed and signed off as scope document (manual process)	A	R/C
Login to Resource Center	Login through provided link with email address and password (registration)	R/A	I
Download Documents and Code Sample	Download the documents and code sample in E-SHIP Web Services	R/A	
Request Development Key	Obtain a development key through completion of online form	R/A	
	Sign off on T&C's of Use: PUROLATOR E-SHIP COMMERCIAL WEB SERVICES DEVELOPER AGREEMENT - DEVELOPMENT	R/A	
	Development Key automatically sent by email	I	R/A
Planning	Application Profile Form: detailed review of scope on web services and products, services, functionalities to be implemented	A	R/C
	Create contract/agreement with Partner to complete scope of the implementation: schedule, resources and cost (if applicable)		R/A/C/I
Develop	Develop the application using the latest version of the documentation and code samples from the E-SHIP Web Services Resource Centre	R/A	C/I
	Developer and field services interact intermittently to address questions during development	R/A	C/I

		KEY ROLES	
Category	Key Activities	Developer	Purolator
Develop	Execute the development plan	R	A/I/C
	Confirm readiness for testing by reviewing agreed scope is completed including completion of integration documents	R	A/I
Testing	Testing Kick-off meeting for UA assessment with Developer, Field Services, QA Team and QA Manager	R	A/I
	Demonstrate application, integration documents and functionality of the scope including access for QA to the Application	R/A	I
	Document any gaps identified during demo in defect log	C	R/A/C/I
	QA Team introduces the 'Readiness Test Suite'	C	R/A/I
	QA Team provides the Developer with the 'Certification Test Suite' incl. Test Cases	C	R/A/I
	Developer performs functional testing and submits results in 'Readiness Test Suite' upon completion	R	A/C/I
	QA Team performs 'Internal Certification Testing' and documents progress in defect log and internal/external progress documents	C	R/A/I
	Daily review of defect log	R	A/C/I
	Weekly Status Meetings - developer and QA team	R	A/C/I
	Explain errors and issues that require retesting, provide additional testing requirements if applicable	I/C	R/A/I
	Remedy all non-compliant issues in a timely fashion and re-submit the criteria	R/A	C/I
	Re-executes tests as requested by Purolator until successful results of testing criteria are achieved	R/A	C/I
	Interactive process until all defects are resolved before declaration to certify	C	R/A/I
Certification	Certification email is sent to approve certification to developer 'Congratulation Email'	I	R/A/I
Request Production Key (CWS)	Email sent by Field Services in order to advise on steps to obtain Production Key	I	R/A/I
	Obtain a production key through completion of online form	R/A	I
	Sign off on T&C's of Use: PUROLATOR E-SHIP COMMERCIAL WEB SERVICES DEVELOPER AGREEMENT - PRODUCTION by developer	R/A	I
	Inactive Production Key automatically sent by email to requestor	I	R/A
	Validation of production key request by Access management team		R/A/C
	Email notification to requestor with activated Production Key details	I	R/A/I
Activate system - Go Live process	Developer enters production key in application which will be live upon enabling of production key by Purolator	R/A	
Stabilization	Provides support to mutual customers	R/A	
	Obtain Feedback from Vendor, Partner, 3PV	C	R/A/I
Maintain compliance	Notify of updated Specifications and Compliance requirements	I	R/A
	Maintain updates and compliance with newer versions of the Specifications, as amended by Purolator (might trigger new certification process)	R/A	C/I

Table 2: RACI matrix CWS - Merchant

		R = Responsible; A= Overall Accountable; C = Consulted; I = Informed	KEY ROLES		
Category	Key Activities	Merchant	Developer	Purolator	
Open Business Account	Apply for a Purolator Business Account number: complete online form as directed from application	R		A	
	Sales contacts the merchant to inquire on shipping needs and generates a Business Account Number	C		R/A	
	Provide Purolator Business Account number to requestor with 'Welcome Email'	I		R/A	
Register into E-SHIP Web Services Resource Center	Register by completing profile information	R/A		C/I	
	Sign off on T&C's: PUROLATOR E-SHIP RESOURCE CENTRE AGREEMENT	R/A			
	Registration confirmation through validation email sent to the user	I		R/A	
Request Activation Key	Complete 'Obtain Activation Key' after initial login	R/A		I	
	Sign off on T&C's: PUROLATOR E-SHIP RESOURCE CENTRE AGREEMENT	R/A			
	Provide Activation Details on screen and in separate email	I/C		R/A	
Activate system - Go Live process	Enter Business Account number and Activation Key or Token in partners e-commerce application in order to go live with shipping services	R/A	I		
Stabilization	Obtain Feedback from Merchant, Retailer, End-User, Customer	C		R/A/I	

2.4 Process Flow of a Shipment

The process of creating a shipment entails different steps during which Shipping Components are called upon in order to create a successful shipment with the proper documentation providing correct price. The shipment is then picked up and delivered to the correct destination according to Purolator's service level agreements. In addition, the information flow during the shipment process enables proper tracking of the shipment and facilitates transparency of the shipment process.

The shipping components consist of:

- **Service Directory:** This is a repository of location-based data that is used in validating the accuracy of origin and destination province and postal codes - state and zip codes - and international country and city codes. Service Directory will determine whether a selected service is available for a destination and rate zones/codes for pricing calculations. Similarly, it is used to calculate transit times between two service points
- **Product Master:** is a repository of Purolator's offering and their characteristics
- **Customer Master:** Customer-specific information such as customer number, address and access to specific products and service options
- **Labels:** all packages moving through Purolator's system must have a Purolator approved label
- **Rating engine:** engine to calculate the costs of shipments that includes list prices and customer-specific pricing
- **Electronic Manifest:** Electronic Manifests transmit all shipments in a given day to Purolator's backend system

- **Additional Shipping Documentation:** may be required based on whether the shipment is a cross-border shipment or is a dangerous good or etc. Cross-border documentation includes: Commercial Invoice, Customs Invoice, North America Free Trade Agreement Form, Federal Communications Commission Declaration Form (Form FCC 740) and Department of Health and Human Services Declaration Form (Form FDA 2877).

2.4.1 Product Scenarios – Process Flow in CWS

This section provides product scenarios for Purolator APIs that can be developed in the context merchant's diverse needs for shipping services. For example as merchant's customers move to e-commerce as a point of purchase, so will the need for shipping products that integrate effectively with e-commerce platforms.

2.4.1.1 *E-Commerce Product Scenario – Process flow in CWS*

Applying the above described process flow of a shipment to E-Ship Commercial Web Services translates into the eight Web Services available to estimate, create and track a complete and successful shipment:

- Service Availability,
- Estimate,
- Shipping,
- Return Management,
- Get Documents,
- Pickup,
- Tracking,
- Locator Web Services.

Let us take a look at how the e-commerce product flow works when implementing CWS for your application.

At the Frontend of the application, the User selects the products he/she wants to buy. The User reviews the Shopping Cart in order to make a final decision on the purchase items and selects the method of shipment before completing the order. On the Backend, Purolator E-Ship Commercial Web Services provides an advanced Service Availability service that, when called, will return available products and services for a given origin and destination address while validating the address. In addition to the available products and services, all business rules will be applied as well as product rules, product inclusions and exclusions, and products min/max dimensions and weights.

The figure below illustrates which APIs (Application Programming Interface) are triggered ① from the Frontend of the application while the User is completing the order in the Shopping Cart.

Subsequently the User will select the appropriate method for shipping ②, complete billing information and submit the order to the Merchant ③.

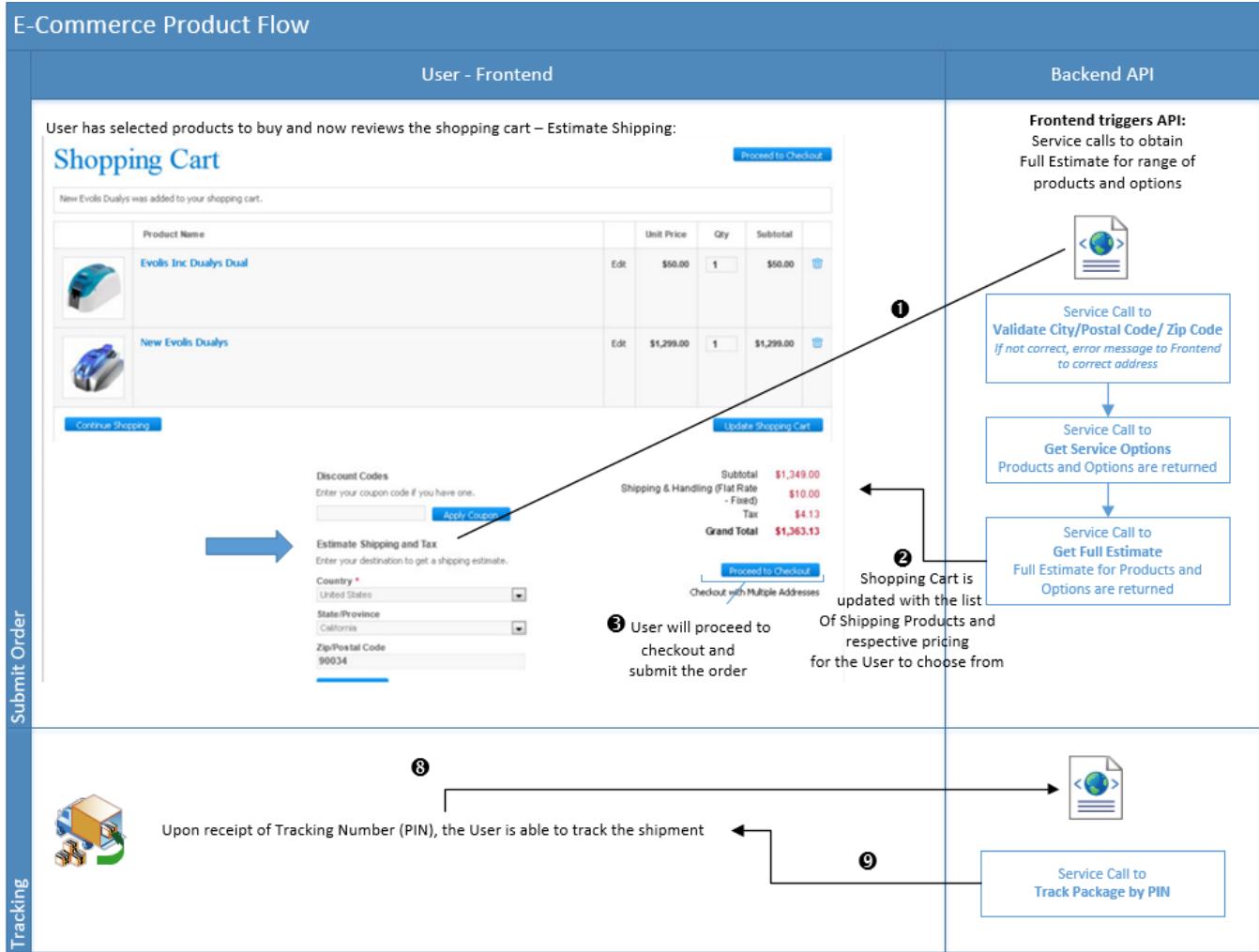


Figure 2: Example E-Commerce Product Flow - User-Frontend and Backend API

This new order will be added to the list of unfulfilled orders **④** which the Merchant needs to process in order to create the shipment as an example. As a result the Merchant-Frontend will trigger new API's **⑤** in order to create the shipment label and the necessary shipment documents to accompany the shipment **⑥**.

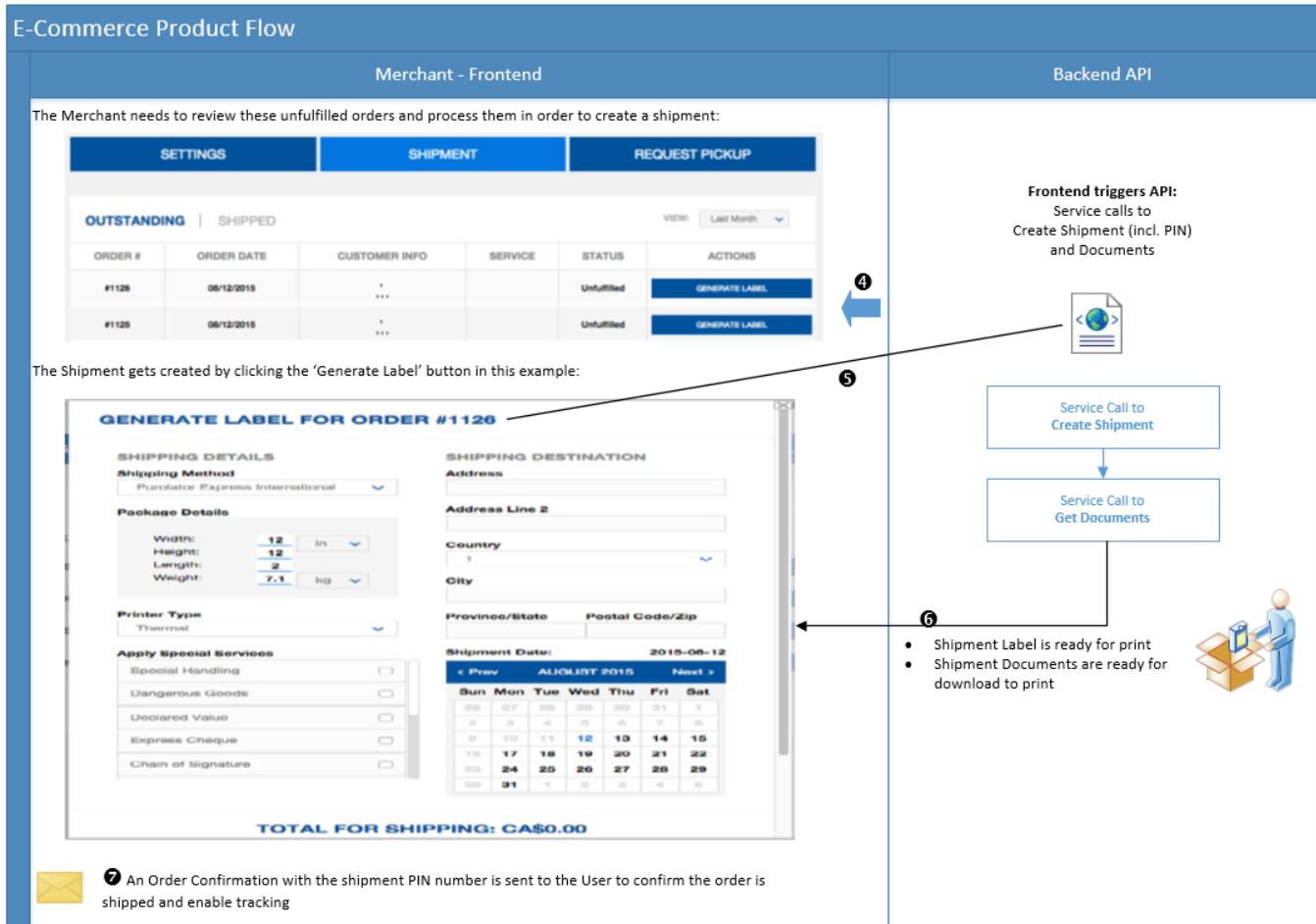


Figure 3: Example E-Commerce Product Flow - Merchant Frontend and Backend API

Once the order is shipped by the Merchant the User receives the PIN ⑦ to enable tracking of the shipment.

The API ③ triggered from the User-Frontend will result in the return of the tracking results to the User ⑨ which is illustrated in the previous figure 2.

The e-commerce product flow above illustrates how the Purolator E-Ship Commercial Web Services offer a rich customer experience. From estimates to tracking to retrieving necessary documentation and scheduling pickups.

2.4.1.2 Return Product Scenario – Process flow in CWS

For a Return Product scenario, the Developer can use the Purolator APIs to create the Returns Portal product in order to facilitate a standalone reverse shipment process for the Merchants. This portal is available for the Merchant to setup a white label ‘Returns URL’ that links directly with the Merchant’s website in order to handle the volume of returns. This URL will be accessed by end customers (of the Merchant) to generate returns labels on an ad hoc basis in order to return products back to the Merchant. The Merchant can also access this URL to manage and review all returns shipments for manifest and cost management purposes.

Let us take a look at a return product flow for [Xerox printer cartridges](#) as an example. The Merchant can have a vanity link on their website that redirects to the Returns Portal product. The end customer decides to return a box of printer cartridges and fills out a form by clicking on the URL returns link in order to generate a return label and return the printer cartridges to the Merchant.

At this instance the Frontend will trigger the API in the Backend to call the [Returns Management](#) Web Service and [Get Documents](#) Web Service.

As a result, the Return Label is displayed at the User-Frontend (for end customer) and is ready to print for the printer cartridges return to the Merchant's pre-determined address or addresses.

These scenarios illustrate clearly that Purolator E-SHIP Commercial Web Services are designed to offer the flexibility in its consumption for the services required for the applications you are developing and to meet your customers' shipping needs.

2.4.2 Purolator Shipping Scenarios

The following section describes how the most common shipping scenarios integrate with Purolator E-SHIP Commercial Web Services. Please note that a shipment enters the Purolator Delivery Network when it is scanned by the courier at pick up.

The scenarios described below in detail are:

- Create a shipment with an origin and destination in Canada and track its delivery status
- Create a shipment originating in Canada with a U.S. destination and track its delivery status
- Create a shipment originating in Canada with an international destination and track its delivery status
- Create a return shipment with an origin and destination in Canada
- Create a return shipment without an outbound piece or shipment with an origin and destination in Canada

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

This first scenario describes the creation of a domestic shipment and subsequent tracking of delivery status. The scenario involves a Shipping Application interfacing with Purolator E-SHIP Commercial Web Services. The Shipping Application should include user involvement through a graphical or automated user interface.

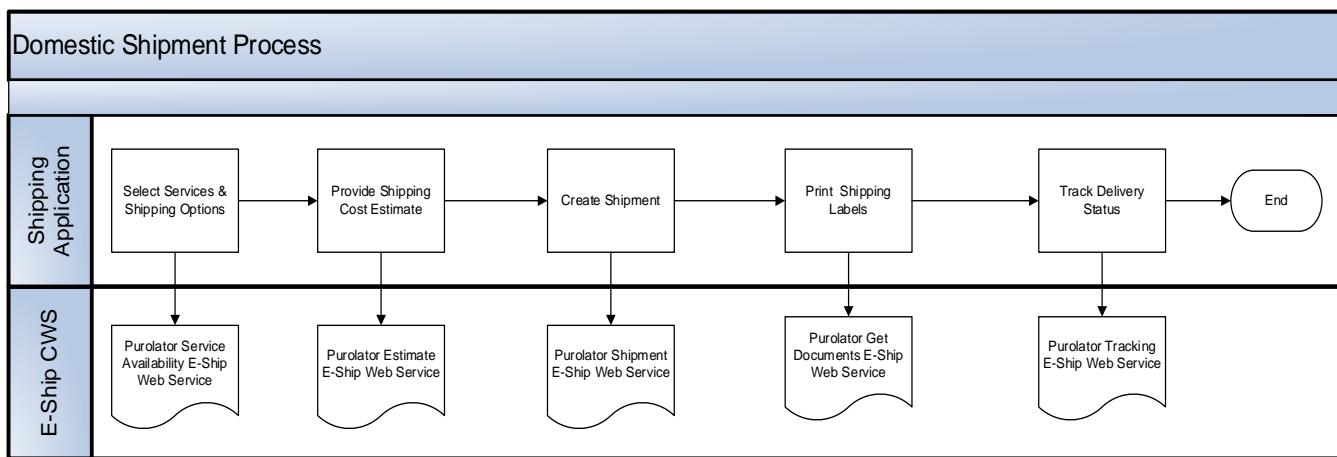


Figure 4: Domestic Shipment Process

Step 1: Shipping Application selects services and shipping options. This process refers to the Shipping Application seeking 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 Application 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: Shipping Application seeks a Shipping Cost Estimate. This means the Shipping Application estimates the price of a shipment for a given service by using the Estimates Web Service.

For example, the Shipping Application 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: Shipping Application 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: Shipping Application prints shipping labels. Once shipment information has been submitted to and accepted by Purolator, the Shipping Application 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: Shipping Application tracks delivery status. Once a shipment has entered into Purolator's delivery network, the Shipping Application can be used to track delivery status by using the Purolator [Tracking](#) Web Service.

For example, the Shipping Application 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.

The Domestic shipping scenario is illustrated in the following example of a User Interface.

Ship | Track / History | Address Book | Lists | Reports | Admin

Shipment | Auto-Ship | Return Services | Import Services / Inbound | Preferences

[Live Support \(available\)](#) |

1. From (F1)

2. To (F2)

3. Shipment Details (F3)

Optional

[Return Labels \(F6\)](#)

[Special Services \(F7\)](#)

[Billing/References \(F10\)](#)

Profiles

Domestic ?

Mandatory Fields

*** Shipping Date** 11/29/2010 Saturday Service

*** Package Type** Customer Packaging

*** Service Type** Purolator Express

*** No. of Pieces** 20 Weigh Each Piece Add and Print

*** Weight** Lb (Alt+W)

Dimensions (LxWxH) X X In

Special Handling Oversized

Quick Return Label (F8)

Signature Required

Package Details (F5) Completed Pieces **20 of 20** Total Weight **100 lbs**

Declared Value .00 CAD

*** Pickup** Today at 15:00 (Scheduled)

Cancel (Alt+F12) Ship (F12)

Shipment Summary

To Hold Save Profile

\$ 50.42 2 Days Transit Ship (F12)

Courier Services

1 Day - Arrival: 12/01/2010

- Express 9AM - Customer Packaging \$ 68.40
- Express 10:30AM - Customer Packaging \$ 58.02
- + More Options

2 Days - Arrival: 12/04/2010

- Ground - Customer Packaging \$ 50.42
- + More Options

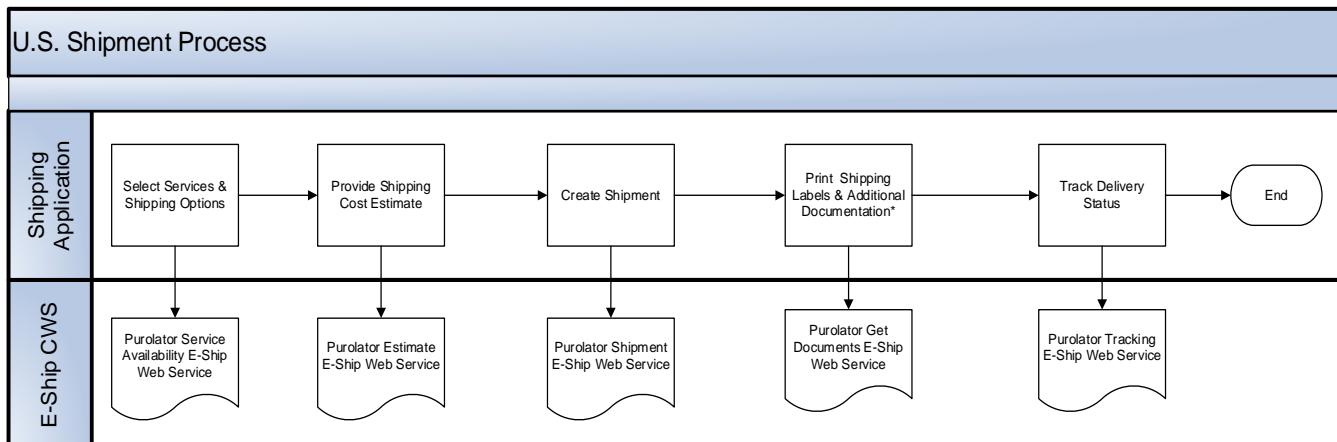
+ More Services

Signature Required + \$ 1.00

From:	Tara O'Doherty 533 Richmond Street West, Suite 405, Toronto, ON, M5V 3Y1, Buzz 0002 edit
To:	François Lavigne 400 De Maisonneuve West, Suite 700, Montreal, QC, H3A 1L4 edit
Pickup:	Today at 15:00 (Scheduled) edit
Details:	20 Pieces 0 lbs edit

Figure 5: Example User Interface - Domestic Shipment Scenario

2.4.2.2 Scenario 2: Create a shipment originating in Canada with a U.S. destination and track its delivery status
This second scenario describes the creation of a U.S. destined shipment and subsequent tracking of its delivery status. The scenario involves a Shipping Application interfacing with Purolator E-SHIP Commercial Web Services. The Shipping Application should include user involvement through a graphical or automated user interface.



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

Figure 6: U.S. Shipment Process

Step 1: Shipping Application selects services and shipping options. This process refers to the Shipping Application seeking 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 Application 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: Shipping Application provides a Shipping Cost Estimate. This means the Shipping Application estimates the price of a shipment for a given service by using the Estimates Web Service.

For example, the Shipping Application 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: Shipping Application 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: Shipping Application prints shipping labels. Once shipment information has been submitted to and accepted by Purolator, the Shipping Application 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: Shipping Application tracks delivery status. Once a shipment has entered into Purolator's Delivery Network, the Shipping Application can be used to track delivery status by using the Tracking Web Service. *For example, the Shipping Application 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.*

As an example, the following User Interface illustrates this Canada to U.S. shipping scenario.

Ship | Track / History | Address Book | Lists | Reports | Admin

Shipment | Auto-SHIP | Return Services | Import Services / Inbound | Preferences | Hold

1. From (F1)

2. To (F2)

3. Shipment Details (F3)

Optional
[Return Labels \(F6\)](#)
[Special Services \(F7\)](#)
[Billing/References \(F10\)](#)

Profiles
US [edit](#) ?

* Mandatory Fields [Reset to Default](#) | [Clear Screen](#)

* Shipping Date: 11 / 29 / 2010 [Calendar](#) Saturday Service [?](#)

* Shipment Type: Commodity / Merchandise [?](#)

* Package Type: Customer Packaging [?](#)

* Service Type: Purolator Express [?](#)

* No. of Pieces: 20 [Weigh Each Piece](#) [?](#) Add and Print [?](#)

* Weight: Lb [\(Alt+W\)](#) [Dimensions \(LxWxH\)](#) X X In [?](#)

Special Handling [Oversized](#) [?](#)

Quick Return Label (F6) [?](#)

Signature Required [?](#)

Package Details (F5) Completed Pieces: **0 of 20** Total Weight: **0 lbs**

Declared Value: .00 CAD [?](#)

* Pickup: Today at 15:00 (Scheduled) [?](#)

[Cancel \(Alt+F12\)](#) [Next \(F10\)](#)

Shipment Summary

To Hold [?](#)
 Save Profile [?](#)

\$ 50.42 2 Days Transit [Ship \(F12\)](#)

Courier Services

1 Day - Arrival: 12/01/2010
 Express 9AM- Customer Packaging \$ 65.40
 Express 10:30AM Customer Packaging \$ 58.62
[+ More Options](#)

2 Days - Arrival: 12/04/2010
 Ground - Customer Packaging \$ 50.42
[+ More Options](#)

[+ More Services](#)

Signature Required + \$ 1.00

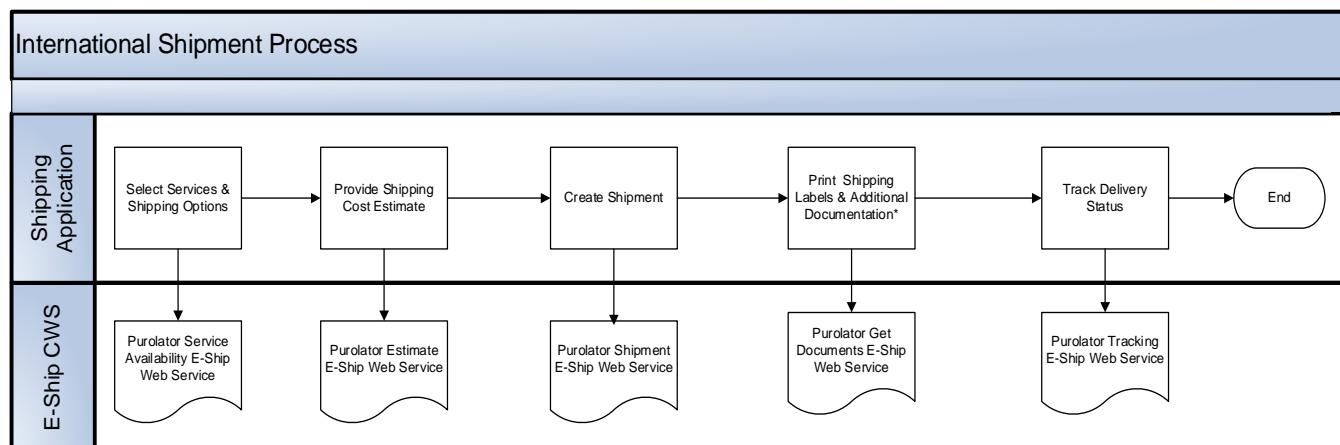
From: Tara O'Doherty [edit](#)
533 Richmond Street West, Suite 405,
Toronto, ON, M5V 3Y1, Buzz 0002

To: Steve Smith [edit](#)
500 Cleveland Drive, Suite 700,
Wichita, KS, 12345

Figure 7: Example User Interface - Canada-U.S. Shipping Scenario

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

This third scenario describes the creation of an international destined shipment and subsequent tracking of its delivery status. The scenario involves the Shipping Application interfacing with Purolator E-SHIP Commercial Web Services. The Shipping Application should include user involvement through a graphical or automated user interface.



* Additional documentation required for International Shipments – Commercial Invoice

Figure 8: International Shipment Process

Step 1: Shipping Application selects services and shipping options. This process refers to the Shipping Application seeking 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 application 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: Shipping Application provides a Shipping Cost Estimate. This means the Shipping Application estimates the price of a shipment for a given service by using the Estimates Web Service.

For example, the Shipping Application 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: Shipping Application 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: Shipping Application prints shipping labels. Once shipment information has been submitted to and accepted by Purolator, the Shipping Application 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. This service can also be used to create the following mandatory documents for cross-border shipments: NAFTA Certificate of Origin, Federal Communications Commission FCC 740 Form and the Department of Health and Human Services FDA 2877 Form.

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

For example, the Shipping Application 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.

The illustration below demonstrates the User Interface of a Canada-International shipment scenario.

1 Confirm Shipment Details

Created Monday, April 11, 2016 Time 09:09 AM

To

Equipment Desange
Jonathan Swift
78 Rue de la Concorde
IEPER
Belgium, 8890

From

JOHN DEERE
Tara O'Connor
5995 AVEBURY Road
Suite # 100
MISSISSAUGA, Ontario
Canada, L5R 3T8
1-(905)712-1084 x23880
tara.oconnor@johndeere.com

Pickup

Pre-Arranged Pickup was selected for this shipment.
Please ensure your packages are ready for the pre-scheduled Pickup time or [click here to Schedule a new Pickup for this Shipment.](#)

PIN	6900091085	Dangerous Goods	No
Shipment Type	Regular	Residential Signature Required	No
Shipment Date	Monday, April 11, 2016	Declared Value	\$ 0
Service	Purolator Express Envelope International	Hold For Pickup	No
Package Type	Express Envelope	OSNR-Signature Not Required	No
Bill To	Sender	Chain Of Signature	No
Number of Pieces	1		

[Cancel Shipment](#)

[Print Shipment Details](#)

2 Print Shipping Document

Please print the shipping documents below using the specified print format.

Document	Instructions	Print Format	Copies Required	PDF Download
International Bill of Lading - Laser	Include 1 Bill of Lading per piece in labelope	Laser 8.5*11	1	View and Print

Figure 9: Example User Interface - Canada-International Shipment Scenario

2.4.2.4 Scenario 4: Create a Return Shipment with a Canadian Origin and Destination

This scenario describes the creation of a domestic shipment with a return option and subsequent tracking of the 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 the Shipping Application interfacing with Purolator E-Ship Commercial Web Services and should include user involvement through a graphical or automated user interface.

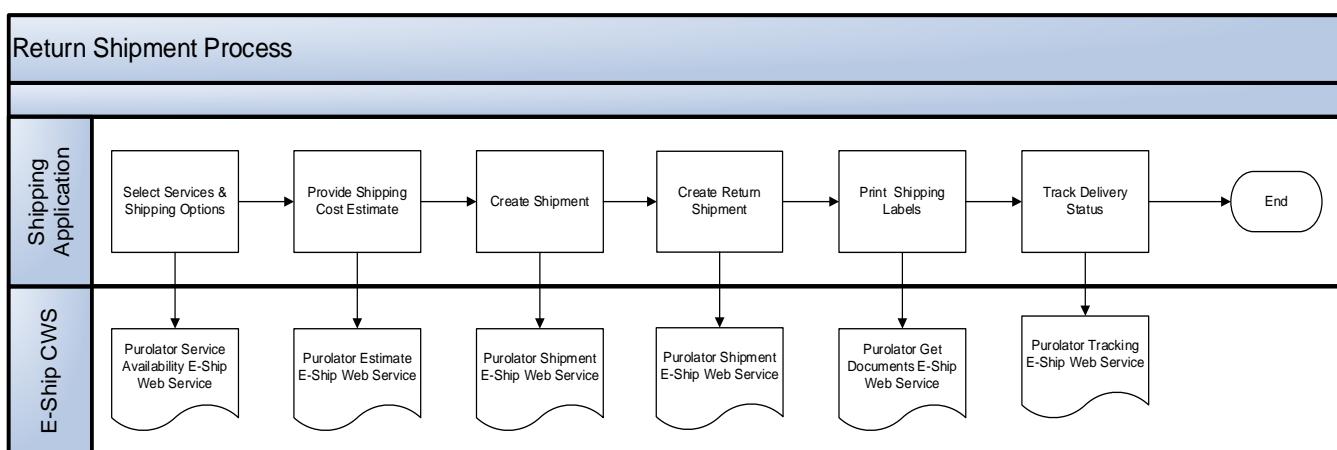


Figure 10: Return Shipment Process

Step 1: Shipping Application selects services and shipping options. This process refers to the Shipping Application seeking 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 Application 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: Shipping Application provides a Shipping Cost Estimate. This means the Shipping Application estimates the price of a shipment for a given service by using the Estimates Web Service.

For example, the Shipping Application 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: Shipping Application 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: Shipping Application prints shipping labels. Once shipment information has been submitted to and accepted by Purolator, including the return, the Shipping Application is required to create shipping labels to affix to the physical package. Shipping labels are obtained using the Get Documents Web Service.

Two shipping labels will be created: regular domestic shipping label and the return services label.

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

The following User Interface illustrates an example of a Domestic Return shipment.

Purolator

Location: Microsoft HQ | Role: Advanced Shipper | Shipping Date: 11/29/2010

Welcome User | Logout

Ship | Track / History | Address Book | Lists | Reports | Admin

Resource Centre | Live Support (available)

Shipment | Auto-SHIP | Return Services | Import Services / Inbound | Preferences | Hold

1. From (F1)

2. To (F2)

3. Shipment Details (F3)

Optional

Returns Labels (F6)

Special Services (F7)

Billing/References (F10)

Profiles

Domestic

Mandatory Fields

Return Label Type: Quick Return

Return Service Type: Purolator Express

Number of Labels: Per Shipment | 1

Label Delivery Method: Email

Recipient E-Mail:

Return References:

Reference 1: Enter or Select | Save to List

Reference 2: Enter or Select | Save to List

Reference 3: Enter or Select | Save to List

+ Add More

Note: 0 of 133 Characters

Edit (F5) Completed Piece Level Returns **0 of 1**

E-mail Notification for Returns

Recipient E-mail: tara.odoherty@wiliam.com

E-mail Notification: All | Ship | Pickup | Delivery | Exception

+ Add Additional E-mail

- Hide E-mail Notification Details

Sender Address: tara.odoherty@wiliam.com

Language: English | Format: Text

Personal Message (Optional): 0 of 255 Characters

X Cancel (Alt+F12) **Next (F12)**

Shipment Summary

To Hold:

Save Profile:

\$ 50.42 2 Days Transit **Ship (F12)**

Courier Services

1 Day - Arrival: 12/01/2010

(radio button) Express 9AM- Customer Packaging \$ 68.40

(radio button) Express 10:30AM- Customer Packaging \$ 69.82

+ More Options

2 Days - Arrival: 12/04/2010

(radio button) Ground - Customer Packaging \$ 50.42

+ More Options

+ More Services

Signature Required + \$ 1.00

From: Tara O'Doherty edit
533 Richmond Street West, Suite 405,
Toronto, ON, M5V 3Y1, Buzz 0002

To: Francois Lavigne edit
400 De Maisonneuve West, Suite 700,
Montreal, QC, H3A 1L4

Pickup: Today at 15:00 (Scheduled) edit

Details: Express Box 0 lbs edit

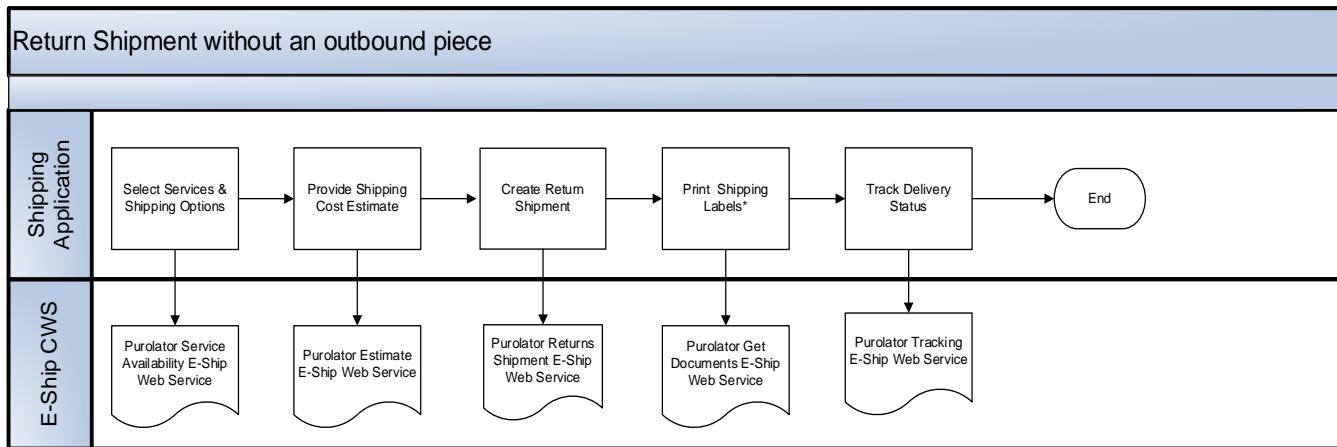
Return: 1 Quick Return Labels frank@gmail.com edit

Figure 11: Example User Interface – Domestic Return Shipment Scenario

2.4.2.5 Scenario 5: Create a Return shipment without an outbound shipment with a Canadian Origin and Destination

This last scenario describes the creation of a return only domestic shipment and subsequent tracking of delivery status. This ‘Return’ scenario typically occurs when the buyer requests to have a product in their possession be returned to the Merchant and the buyer requires a shipping label.

A ‘Returns’ process involves a Shipping Application interfacing with Purolator E-Ship Commercial Web Services and should include user involvement through a graphical or automated user interface.



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

Figure 12: Return Shipment without an outbound shipment Process

Step 1: Shipping Application selects services and shipping options. This process refers to the Shipping Application seeking available services for a given origin/destination by using the Purolator Service Availability Web Service. *For example, a shipper needs to return a package from Montreal to Halifax. The origin/destination are entered into the Shipping Application 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 for return purposes.*

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

For example, the Shipping Application 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 information is submitted like the shipper/receiver, origin and destination addresses, service, and weight. The Return Management – Create Return Shipment - Web Service validates that all necessary information is received and confirms acceptance.

Step 4: Shipping Application prints shipping labels. Once return shipment information has been submitted to and accepted by Purolator, a shipping application is required to create return shipping labels to affix to the physical package. Shipping labels are obtained using the Get Documents Web Service. The Return Services label can be emailed by your application to a customer as a .pdf.

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

This Domestic Return Shipment scenario without an outbound piece is illustrated in the User Interface example below.

Purolator

Location: Microsoft HQ ▾ Role: Advanced Shipper ▾ Shipping Date: 11/29/2010

Welcome User ▾ Logout

Ship Track / History Address Book Lists Reports Admin

Resource Centre | Live Support (available)

Shipment Auto-SHIP Returns Import Services / Inbounds Preferences Hold

1. From (F1)

2. To (F2)

3. Shipment Details (F3)

Optional
Special Services (F7)
Billing/References (F10)

Profiles
Domestic

Mandatory Fields

RMA Number

Package Type Customer Packaging

Service Type Purolator Express

No. of Labels 20

Weight Lb (Alt+W)

Dimensions (LxWxH) X X In

Special Handling Oversized

Signature Required

Declared Value .00 CAD

Label Delivery Method Email

Recipient E-Mail Enter or select

Cancel (Alt+F12) E-mail (F12)

Return Shipment Summary

To Hold
 Save Profile

\$ 50.42
2 Days Transit **E-mail (F12)**

Courier Services

1 Day - Arrival: 12/01/2010

- Express 9AM- Customer Packaging \$ 68.40
- Express 10:30AM Customer Packaging \$ 59.62
- + More Options

2 Days - Arrival: 12/04/2010

- Ground - Customer Packaging \$ 50.42
- + More Options

+ More Services

To François Lavigne
400 De Maisonneuve West, Suite 700,
Montreal, QC, H3A 1L4

From Tara O'Doherty
533 Richmond Street West, Suite 405,
Toronto, ON, M5V 3Y1, Buzz 0002
tara@email.com

Figure 13: Example User Interface – Domestic Return Shipment Scenario without Outbound Shipment

2.5 Purolator's Web Services in CWS

The eight Web Services establishing the E-Ship Commercial Web Services each consist of subsequent Methods detailing a specific transaction within the respective Web Services:

- **Service Availability Web Service:** Validates origin and destination addresses and receives all available Purolator services, products, options and associated rules (e.g. premium Express and Ground services, U.S. and International Services, ExpressCheque and Dangerous Goods Options).
- **Estimates Web Service:** Receives 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 (i.e. Full Estimate).
- **Shipping Web Service:** Creates domestic, U.S. and International shipments as well as outbound Return Shipments (outbound shipment with return label).
Shipping labels and documents are created using the [Get Documents Web Service](#).
- **Returns Management Web Service:** Creates domestic Returns Management shipments. Allows an application to generate a Return shipment without an outbound shipment - a scenario typically used where customers are requesting a shipping label to return defective products/merchandise.
Shipping labels and documents are created using the [Get Documents Web Service](#).
- **Get Documents Web Service:** Retrieves shipment labels and documentation for shipments (Commercial Invoices, NAFTA and FDA declaration forms, Dangerous Goods Declaration form). This is not a stand-alone Web Service but is used in conjunction with other Web Services.
- **Pickup Web Service:** Schedule, modify, validate and void pickups. View your pickup history and upcoming pickups.
- **Tracking Web Service:** Get detailed tracking information in real-time using a Purolator PIN/tracking number or shipment reference. Tracking events are generated by scanners as a package moves through Purolator's delivery network.
- **Locator Web Service:** Retrieves information on Purolator depot locations based on address, coordinates, city, point of interest & postal code. Customers can also see which location their shipment is being held for pickup.

The next table provides an overview of the eight Web Service Endpoints and Methods. The application Developer may choose to develop the Web Services and Methods as required but must develop the 'Mandatory' elements as indicated below contributing to the performance and quality of the customers' shipping experience with E-Ship Commercial Web Services.

Table 3: Overview Web Services Endpoints and Methods

Web Services Endpoint	Method	Mandatory (M) Strongly Recommended (SR)
Service Availability	Validate City/Postal Code/Zip Code	M
	Get Services Options	M
	Get Service Rules	M
Estimates	Get Quick Estimate	SR
	Get Full Estimate	M
Shipping	Validate Shipment	SR
	Create Shipment	M
	Void Shipment	M
	Consolidate	SR
Returns Management	Validate Return Shipment	SR
	Create Return Shipment	M
Get Documents	Get Documents	M
	Get Shipment Manifest Document	SR
Pickup	Validate Pickup	SR
	Schedule Pickup	M
	Get Pickup History	SR
	Modify Pickup	M
	Void Pickup	M
Tracking	Track Package By PIN	M
	Track Package By Reference	M
	Get Delivery Details	M
Locator	GetLocationsByAddress	SR
	GetLocationsByCoordinates	SR
	GetLocationsByCity	SR
	GetLocationsByPointOfInterest	SR
	GetLocationsByPostalCode	SR

2.6 Purolator Accounts, Products and Services

The Service Availability Web Service and the Shipping Web Service cover the fundamentals towards successful shipping with Purolator. The account types, shipping products, shipping options and specialized services reside within these two Web Services which incorporate the business rules and guidelines. In addition, functionalities such as future shipments, billing options and special configuration options will be expanded upon.

Note: Shipping rules and restrictions have already been defined within the Service Availability and Shipping Web Service (see also Business Rules) so that the Developer can concentrate on creating the XML requests and User Interfaces.

2.6.1 Purolator Account Types

There are two different Lines Of Business (LOB) that are supported by the E-Ship Commercial Web Services:

- Purolator
- Purolator International

The ‘Purolator’ Line Of Business refers to the domestic courier network that provides service to and from Canadian Points, and service to U.S. and International destinations.

The ‘Purolator International’ Line Of Business refers to U.S.-based shipments that are forwarded into the domestic Canadian Courier network for delivery. For the specifications, the ‘Purolator International’ Line Of Business is limited to customers who have specific Purolator International accounts and is limited to the scope of the Courier leg of the transportation cycle.

The chart below provides some notable differences and requirements.

Table 4: ‘Purolator’ Account versus ‘Purolator International’ Account

	Purolator	Purolator International
Use Base	Purolator Accounts	Purolator International Accounts
Primary User Base Usage (but not limited to)	Domestic Canadian Shippers	U.S. Shippers forwarding shipments into Purolator’s Domestic Canadian network for Domestic delivery
Shipment Scope	<ul style="list-style-type: none">• Domestic Shipments• U.S. Shipments• International Shipments	<ul style="list-style-type: none">• Domestic Shipments• U.S. Shipments• International Shipments
Pricing Structure	Service Point	Service Point
Pricing Methodology	Point-to-Point	<ul style="list-style-type: none">• Point-to-Point• Zone-to-Zone
Discount Approach	Discount from List Price	<ul style="list-style-type: none">• Discount from List Price• Negotiated Price (NET Price)
Currency	CAD	<ul style="list-style-type: none">• CAD• USD
Acronym	PURO	PI

2.6.1.1 Specific Considerations for the ‘Purolator’ Account Type

‘Purolator’ Customers will follow the rates, discount approach and currency which have been determined in the most recent contract between Purolator and the domestic customer. These will automatically be provided in the responses from Purolator based on the Business Account number registered in the Shipping Application.

2.6.1.2 Shipment Origins for ‘Purolator International’

All Northbound (U.S. to Canada) ‘Purolator International’ shipments must use a Designated Address within Canada (Purolator or Customer location) as the origin point for all purposes when processing a shipment for a ‘Purolator International’ account. Transit Time and Expected Delivery Date calculations will not factor the northbound segment and may not be representative of the actual Transit Time and Expected Delivery Date from a U.S. origin.

Purolator will provide the address to use as the Origin point for northbound shipments at the time of development and implementation; this is called the Designated Induction Point address.

2.6.1.3 Purolator Stop Service

If a customer is on Stop Service then the Shipping Application should not allow the shipment to proceed. Stop Service is determined by the ‘stop service indicator’ field found in Purolator’s Customer master data which will be automatically incorporated in the Purolator responses, if applicable.

An account on Stop Service should not prevent the customer from using other functionalities such as stand-alone pickups, shipment cancellation, add/remove account.

BUSINESS RULES – PUROLATOR ACCOUNT TYPES

- ❖ A customer may have an account that is associated to either ‘Purolator’ (PURO) or ‘Purolator International’ (PI), but not both
- ❖ The Business Account number is 7 digits long and is padded with leading zeroes to become 10-digits long for the manifest
- ❖ If a customer is on ‘Stop Service’, then the Shipping Application will not allow the shipment to proceed which is determined by the ‘stop service indicator’ field in Purolator’s customer master data
- ❖ Only one Purolator account number can be assigned to a single PIN Prefix
- ❖ Customers that use multiple account numbers will be assigned separate prefixes for each account used

2.6.1.4 Use Case Scenarios

During the Planning phase, the Developer and Purolator Field Services need to specify in the Application Profile Form if a specific Business Account requires the setup of either a single point of origin or multiple points of origin in the application.

2.6.1.4.1 Use Case Scenario 1

The differences in account setup is owned by Purolator. The related business specific rules and setup for a specific Business Account will automatically be reflected in the responses send by Purolator through the API.

2.6.1.4.2 Use Case Scenario 2

When onboarding Merchants, the key element is the need for a Canadian shipping address in order to activate the Shipping Application. This Canadian shipping address could be one single point of origin or multiple points of origin belonging to the same Business Account which will result in a different profile setup determined during the planning phase of the implementation project.

The Canadian shipping address could be a Designated Induction Point address provided by Purolator to the Merchant for Northbound shipments.

In the case a non-Canadian shipping address is used, the API would return an error message.

2.6.2 Purolator Shipping Products: Domestic, U.S., International

Purolator offers an extensive suite of products available to service the Domestic, U.S. and International markets. Properties, characteristics and business rules on available products are captured in the Product Master, which is a set of data files that must be incorporated into the shipping application.

The following products will form the basis of a Purolator shipping application (see also [Appendix Bullet 3.4.](#) for a detailed description of each Product):

Table 5: Overview of Purolator Shipping Products

	Destination	Delivery guaranteed by '...' on the next business day after tender					Packaging
		End of Day	9AM	10:30AM	12PM	Evening 5:30-9pm	
Purolator Ground	Domestic	x	x	x		x	Customer's Own Packaging
	US	x					
Purolator Express	Domestic	x	x	x	x	x	Customer's Own Packaging
	US	x	x	x	x		
	International	x	x	x	x		
Purolator Express Pack	Domestic	x	x	x		x	Express Pack
	US	x	x	x	x		
	International	x	x	x	x		
Purolator Express Envelope	Domestic	x	x	x		x	Express Envelope
	US	x	x	x	x		
	International	x	x	x	x		
Purolator Express Box	Domestic	x	x	x		x	Express Box
	US	x	x	x	x		
	International	x	x	x	x		

Notes:

- All Purolator Express services are money-back guaranteed* courier services
- Courier Shipments tendered in Purolator Express packaging will travel as single-piece shipments
- Purolator Ground services (other than Purolator Ground 9AM, Purolator Ground 10:30AM and Purolator Ground Evening) are not money-back guaranteed* courier services
- Each Piece in the Shipment must weigh no more than 70 lbs (approx. 32 kg) for the service guarantee to apply

There is a clear correlation between the shipping products and the packaging material. The customer can choose to either use the Purolator Packaging Solutions or their own packaging.

The Purolator Express Envelope, Purolator Express Pack and Purolator Express Box are available at no charge. These packaging solutions are used in combination with the Purolator Express Envelope products, the Purolator Express Pack products, or the Purolator Express Box products.

Purolator's Shipping Centres have a full line of packaging products that are designed for the rigours of movement through the backend induction and shipping system. The Shipping supplies can be ordered online at www.purolator.com

The dimensions of the Purolator Packaging Solutions are listed in detail in the [Appendix under Bullet 3.6](#).

Alternatively, the customer can use their own packaging in combination with the Purolator Ground products and the Purolator Express products.

The overall dimensions of a piece packed in the customer's packaging are as follows:

- Purolator Express: length + (2 x width) + (2 x height) ≤ 144 in
- Purolator Ground: length + (2 x width) + (2 x height) ≤ 165 in

BUSINESS RULES – PUROLATOR SHIPPING PRODUCTS

- ❖ Purolator Express Envelope products are 'Docs-Only' by default
- ❖ The maximum declared value for each Purolator Shipping Product is 5,000 CAD independent of the destination

2.6.2.1 Use Case Scenarios

2.6.2.1.1 Use Case Scenario 1

The following User Interface illustrates how the attributes of the different Purolator Shipping Products can be configured in the Shipping Application.

The screenshot shows the Purolator System Configuration Mode interface. The top navigation bar includes 'Location: PCL HQ', 'Role: P0 Admin', 'Shipping Date: N/A', 'Welcome PCL Admin', and 'Logout'. Below the navigation is a menu bar with 'Ship', 'Track / History', 'Address Book', 'Lists', 'Reports', 'Admin' (selected), 'Resource Centre', and 'Live Support (available)'. The main content area is titled 'System Configuration Mode' and shows a 'Preview Window' and an 'Attribute Editor'.

Preview Window:

- Shipping Date:** 11 / 29 / 2010, Saturday Service
- Package Type:** Customer Packaging
- Service Type:** Purolator Express 9:30, Purolator Express 10:00, Purolator Regular 2 Day 9:00 AM, Purolator Express 9:30 Ground Delivery
- No. of Pieces:** Completed Pieces: 0 of 0, Total Weight: lbs
- Weight:** Dimensions (LxWxH): X X In, Special Handling: Oversized, Quick Return Label (F6), Signature Required
- Pickup:** Today at 15:00 (Scheduled)

Attribute Editor:

- PCL Field Name:** Service Type (Reset to Default)
- Label (English):** Service Type
- Label (Français):** Type de service
- Other Attributes:**
 - Inherit:
 - Mandatory: (locked)
 - Display: (locked)
 - Edit:
- Number of Services to Display Above Fold:** 4
- List Options:** Display, Description, Default, Display order (French)
- Services List:**

Service	Order
Purolator Express 9:30	▼
Purolator Express 10:00	△ ▼
Purolator Regular 2 Day...	△ ▼
Purolator Express 9:30...	△ ▼
Enter or Select	✓ <input checked="" type="checkbox"/> (locked)
Purolator Service ABC2	△ ▼
Purolator Service ABC3	△ ▼
- Tab Order:**
 - Next Tab: 14 (locked)
 - Previous Tab: 12 (locked)
- Buttons:** Cancel, Save, Save & Next (F12)

Figure 14: Example User Interface - Purolator Shipping Products - Attributes Configuration

2.6.2.1.2 Use Case Scenario 2

It is important to note that Customer Packaging can only be combined with Purolator Ground or Purolator Express but not the Purolator Express Pack, Purolator Express Envelope or Purolator Express Box products which are used in combination with the Purolator specific packaging.

The developer doesn't necessarily need to link the Service with the Packaging Type, because the service name itself will denote the package:

- PurolatorExpress = Customer Packaging
- PurolatorExpressPack = Pack

[2.6.2.1.3 Use Case Scenario 3](#)

The Purolator ‘Express Envelope’ packaging is by default a ‘Docs Only’ package and needs to be set up accordingly through a checkbox feature in the User Interface.

[2.6.2.1.4 Use Case Scenario 4](#)

In a well-developed app the developer will build in the size limitations of the customer packaging, or have a pop-up warning message when using customer’s packaging. If not, the API will return an error if the sizes are higher.

[2.6.3 Purolator Service Availability](#)

A primary step in the shipping process is the validation of the origin ('ship from') and destination ('ship to') addresses which is enabled through the [ValidateCityPostalCodeZipCode](#) Method of the Service Availability Web Services.

This is an important step in the integration with Purolator E-Ship Commercial Web Services guaranteeing accurate service options and rules when obtaining estimates and generating shipments. All services, their options and possible values are determined based on the origin and destination address. If either of the two addresses are invalid or incorrect several errors will arise.

Some examples of errors are:

- Invalidated address could turn out to be a ‘beyond point’ destination address resulting in a surcharge on the total shipping cost for the Merchant, or hold for pickup and thus delaying the delivery of the shipment
- Error in the postal code could result in a faulty identification of a ‘residential’ address instead of a ‘business’ address and consequently lead to a residential area surcharge and a residential signature required surcharge on the total shipping cost which will lead to a credit claim by the payer of the shipment.

Based on the most up-to-date address database in the country, the implementation of this Method ensures a positive end-user experience and avoids frustrations and errors related to invalid addresses.

[2.6.3.1 Use Case Scenarios](#)

This Method is mandatory for the Developer to implement because of the multiple benefits it offers to create a clean shipment.

[2.6.3.1.1 Use Case Scenario 1](#)

As an example, the User Interface for an address validation error is illustrated in the figure below and is based on the response from Purolator provided through the API.

Purolator

Location: Microsoft HQ ▾ Role: Advanced Shipper ▾ Shipping Date: 11/29/2010

Welcome User Logout

Ship Track / History Address Book Lists Reports Admin

Resource Centre Live Support (available)

Shipment Auto-Ship Return Services Import Services / Inbound Preferences

Hold

1. From (F1)

2. To (F2)

3. Shipment Details (F3)

Optional

Return Labels (F6)
Special Services (F7)
Billing/References (F10)

Profiles

Domestic

*** Mandatory Fields**

Contact ID Enter or Select

Company / Name Enter or Select

Contact Name Enter or Select

Country Canada

Postal Code

Province Enter or Select

City

Street Address

Suite Floor Buzz Code

Address 2

Address 3

Address (Not Validated)

*** Phone Number** () - Ext.

Save to Global Address Book Add to Favourites

Shipment Summary

To Hold

Save Profile

Address Validation Error

The postal code and street address you provided do not correspond to our records.

Did you mean (select one):

- 533 Richmond Street West, Toronto, ON M5V 3Y1
- 530 Richmond Street West, Toronto, ON M5V 3Y1
- 500 Richmond Street West, Toronto, ON M5V 3Y1

Yes (F5) **No (F6)**

Cancel (Alt+F12) Next (F12)

Figure 15: Example User Interface - Address Validation Error

2.6.3.1.2 Use Case Scenario 2

The User Interface could look like the illustration below where an Address Book can be validated at once.

Purolator

Location: Microsoft HQ | Role: Advanced Shipper | Shipping Date: 11/29/2010

Welcome User | Logout

Ship | Track / History | Address Book | Lists | Reports | Admin

Resource Centre | Live Support (available)

Addresses | Distribution Lists | Import | Export | Preferences | Alerts! | Address Validation Errors | Hold

Global Address Book | Create Contact (F1) | Delete (F2) | Move (F3) | Share (F4) | Validate (F5) | Display | Listing (edit) | Cards (edit)

All ABCDEFGHIJKLMNOPQRSTUVWXYZ

<input checked="" type="checkbox"/> All	<input type="checkbox"/> ID	Company	Address	City	Prov/State	Country	Postal/Zip	Last Validated	
<input checked="" type="checkbox"/>	DOM1001	ABC Con	123 Main Street	Mississauga	ON	CA	L4T 1C9	11/30/10 5:55PM	
<input checked="" type="checkbox"/>	DOM1003	Adobe Ca	456 Queen Street	Toronto	ON	CA	L4T 1C9	(Validate?)	
<input checked="" type="checkbox"/>	DOM1008	Bang & O	789 Yonge Street	North York	ON	CA	L4T 1C9	(Validate?)	
<input checked="" type="checkbox"/>	DOM1007	Bell Cana	101 King Street	Downtown	ON	CA	L4T 1C9	(Validate?)	
<input checked="" type="checkbox"/>	DOM1011	Best Buy	200 Bay Street	Waterloo	ON	CA	L4T 1C9	11/30/10 5:55PM	
<input checked="" type="checkbox"/>	DOM1022	Black & D	300 University Avenue	Gatineau	ON	CA	L4T 1C9	11/30/10 5:55PM	
<input checked="" type="checkbox"/>	DOM1002	Brother Canada	Amanda White	101 Main Street West	Mississauga	ON	CA	L4T 1C9	11/30/10 5:55PM
<input checked="" type="checkbox"/>	DOM1009	Canada Goose	Janet Newmann	101 Main Street West	Mississauga	ON	CA	L4T 1C9	11/30/10 5:55PM
<input checked="" type="checkbox"/>	DOM1012	City Bank	Paul Mitchell	101 Main Street West	Mississauga	ON	CA	L4T 1C9	11/30/10 5:55PM
<input checked="" type="checkbox"/>	DOM1019	Connor Equipment	Bob Connor	101 Main Street West	Mississauga	ON	CA	L4T 1C9	11/30/10 5:55PM
<input checked="" type="checkbox"/>	DOM1016	Continental Airways...	Kim Varns	101 Main Street West	Mississauga	ON	CA	L4T 1C9	11/30/10 5:55PM
<input checked="" type="checkbox"/>	DOM1017	Crane Canada	John Pool	101 Main Street West	Mississauga	ON	CA	L4T 1C9	11/30/10 5:55PM
<input checked="" type="checkbox"/>	DOM1013	CZ Supplies	Mike McGee	101 Main Street West	Mississauga	ON	CA	L4T 1C9	11/30/10 5:55PM
<input checked="" type="checkbox"/>	DOM1020	Daytech	Huhang Ho	101 Main Street West	Mississauga	ON	CA	L4T 1C9	11/30/10 5:55PM

Address Book Validation

Both Address Books
 Global Address Book (only)
 Personal Address Book (only)

You have 230 addresses, and this process will take approximately 20 - 30 minutes - and therefore may slow the speed of your system. Addresses that require your attention will be placed in holding and will be brought to your attention.

Schedule for Later | Start Now

Search | In | AI |

Province/State | Country | Postal/Zip | Last Validated

Figure 16: Example User Interface - Address Book Validation

2.6.3.1.3 Use Case Scenario 3

As a result of the Address Validation, some errors might occur which could be visualized for resolution and illustrated in the User Interface as follows:

The screenshot shows the Purolator Address Book application. At the top, there are navigation links: Location (Microsoft HQ), Role (Advanced Shipper), Shipping Date (11/29/2010), Welcome User, Logout, Resource Centre, and Live Support (available). Below the header, there are tabs for Ship, Track / History, Address Book, Lists, Reports, Admin, Addresses, Distribution Lists, Import, Export, and Preferences. The main area is titled 'Validation Errors' and displays a table of address records. One record for 'DOM1020 Daytech' has a red background, indicating an error. A yellow callout box covers a modal dialog titled 'Address Book Validation' with the message '[insert error and correct message]'. The dialog has two buttons: 'Ignore' and 'Accept Change'. The table columns include All, ID, Company, Contact Name, Address, City, Province/State, Country, Postal/Zip, and Last Validated.

All	ID	Company	Contact Name	Address	City	Province/State	Country	Postal/Zip	Last Validated
<input type="checkbox"/>	DOM1001	ABC Consulting	John Smith	101 Main Street West	Mississauga	ON	CA	L4T 1C9	11/30/10 5:55PM
<input type="checkbox"/>	DOM1003	Adobe Canada	Steven Javor	101 Main Street We	Mississauga	ON	CA	L4T 1C9	11/30/10 5:55PM
<input type="checkbox"/>	DOM1008	Bang & Olufson	Dave Matthews	101 Main Street					5PM
<input type="checkbox"/>	DOM1007	Bell Canada	James Jones	101 Main Street					5PM
<input type="checkbox"/>	DOM1011	Best Buy	Bill Gates	101 Main Street					5PM
<input type="checkbox"/>	DOM1022	Black & Decker	Tim Taylor	101 Main Street					5PM
<input type="checkbox"/>	DOM1002	Brother Canada	Amanda White	101 Main Street					5PM
<input type="checkbox"/>	DOM1009	Canada Goose	Janet Newmann	101 Main Street West	Mississauga	ON	CA	L4T 1C9	11/30/10 5:55PM
<input type="checkbox"/>	DOM1012	City Bank	Paul Mitchell	101 Main Street West	Mississauga	ON	CA	L4T 1C9	11/30/10 5:55PM
<input type="checkbox"/>	DOM1019	Connor Equipment	Bob Connor	101 Main Street West	Mississauga	ON	CA	L4T 1C9	11/30/10 5:55PM
<input type="checkbox"/>	DOM1016	Continental Airways...	Kim Varns	101 Main Street West	Mississauga	ON	CA	L4T 1C9	11/30/10 5:55PM
<input type="checkbox"/>	DOM1017	Crane Canada	John Pool	101 Main Street West	Mississauga	ON	CA	L4T 1C9	11/30/10 5:55PM
<input type="checkbox"/>	DOM1013	CZ Supplies	Mike McGee	101 Main Street West	Mississauga	ON	CA	L4T 1C9	11/30/10 5:55PM
<input checked="" type="checkbox"/>	DOM1020	Daytech	Huhang Ho	101 Main Street West	Mississauga	ON	CA	L4T 1C9	11/30/10 5:55PM

Figure 17: Example User Interface - Address Validation Errors

2.6.4 Purolator Shipping Options and Specialized Services

Purolator offers an extensive suite of shipping options and specialized services which form, in conjunction with the Purolator Products, the basis of a Purolator shipping system:

- Dangerous Goods (DG),
- Chain of Signature (COS),
- ExpressCheque,
- Hold For Pickup (HFPU),
- Residential Heavyweight Service,
- Return Services,
- Saturday Service,
- Original Signature Not Required (OSNR),
- Residential Signature Required (RSR),
- Special Handling (incl. heavy weight),
- Declared Value Surcharge,
- Advance Shipment Notification
- Proactive Notifications.

All these options, except for return services and the notifications, are at the basis of the [GetServiceOptions](#) Method in the Service Availability Web Service.

Return Services are handled through the Returns Management Web Service and [CreateShipment](#) Method of the Shipping Web Service.

Both types of notifications form a part of the [CreateShipment](#) Method of the Shipping Web Service and the Returns Management Web Service.

BUSINESS RULES – DANGEROUS GOODS

- ❖ Setup of the Web Service methods 'GetServiceOptions' and 'GetServiceRules' will determine the available type of transport automatically for Dangerous Goods rather than having the user select it manually
- ❖ Service selected on shipment level, and not piece level
- ❖ '<500KG Exemption' and 'Limited Quantities (Consumer Commodities)' is only available for 'Ground' and restricted to 66lbs. (29.94kg) per piece; each shipping label will be marked with the respective wording
- ❖ DG and Special Handling: DG precedes always 'Special Handling' when used together except for 'Limited Quantity'
- ❖ Air and Ground mode of transport is available for Dangerous Goods

[**2.6.4.1 Use Case Scenarios**](#)

As the Shipping rules and restrictions for these shipping options and specialized services are incorporated in the Service Availability Web Service, the Developer can concentrate on the creation of the User Interface and the XML requests.

[**2.6.4.1.1 Use Case Scenario 1**](#)

The example UI below shows the setup for a few specialized services and their respective dropdown menus in order to enable the user to select these services and accommodate proper shipping.

Ship
Track / History
Address Book
Lists
Reports
Admin

Resource Centre

Live Support (available)

Shipment
Auto-Ship
Return Services
Import Services / Inbound
Preferences
Hold

1. From (F1)

2. To (F2)

3. Shipment Details (F3)

Optional
Returns Labels (F6)

Special Services (F7)

Billing/References (F10)

Profiles

Domestic ? (F1)

*** Mandatory Fields** [Clear Screen](#)

Chain of Signature (COS) ?

Dangerous Goods Fully Regulated ? (F1)

*** Declaration** Purolator Generated ? (F1)

Completed Dangerous Goods ?
0 of 1 [Edit \(F5\)](#)

Express Cheque Certified Cheque ? (F1)

*** Amount** \$? (F1)

Cancel (Alt+F12)
Ship (F12)

Shipment Summary

To Hold

Save Profile

\$ 65.42
2 Days Transit Ship (F12)

Courier Services

1 Day - Arrival: 12/01/2010

Express 9AM - Customer Packaging \$ 68.40

Express 10:30AM Customer Packaging \$ 58.82

[+ More Options](#)

2 Days - Arrival: 12/04/2010

Ground - Customer Packaging \$ **50.42**

[+ More Options](#)

+ More Services

Signature Required + \$ 1.00

Dangerous Goods + \$ 10.00

Express Cheque + \$ 5.00

From Tara O'Doherty [edit](#)
533 Richmond Street West, Suite 405,
Toronto, ON, M5V 3Y1, Buzz 0002

To François Lavigne [edit](#)
400 De Maisonneuve West, Suite 700,
Montreal QC, H3A 1L4

Pickup Same Address as Form [edit](#)
Front Door (12:00 - 17:00)

Figure 18: Example User Interface - Specialized Services (DG, COS and ExpressCheque)

2.6.4.1.2 Use Case Scenario 2

In other instances, the Developer could create a pop-up window for a particular service which provides extra information on the business rules or restrictions of that particular service: e.g. ExpressCheque only used for domestic shipments.

2.6.4.2 Dangerous Goods (DG)

Purolator helps ensure the safe and secure movement of sensitive or regulated materials that require special handling and documentation.

There are five shipping categories of Dangerous Goods (DG). There are restrictions on this product that are captured in the Service Availability Web Service. A Dangerous Goods surcharge is applied to either an individual piece that comprises a total shipment or to the entire shipment. This is dictated by the customer's contract. Some customers have a per-piece Dangerous Goods surcharge and some have a per shipment surcharge.

2.6.4.2.1 Use Case Scenario

The User Interface for this specialized service could be setup as illustrated below.

Dangerous Goods Declaration Close

<p>* Mandatory Fields</p> <p><input type="checkbox"/> Add to DG List</p> <p>* Dangerous Good Code <input type="text" value="Enter or Select"/></p> <p>* Proper Shipper Name <input type="text"/></p> <p>Technical Name <input type="text"/></p> <p>* Class / Division <input type="text"/></p> <p>Sub Risk Class <input type="text"/></p> <p>* UN Number <input type="text"/></p> <p>Packing Group <input type="text"/></p> <p>* Quantity <input type="text"/></p> <p>* Units <input type="text" value="Grams"/></p> <p>Cargo Aircraft <input type="text"/></p> <p>Limited Qty. <input type="text"/></p> <p>* Packing Inst. <input type="text"/></p> <p>* Packing Type <input type="text"/></p> <p>* Signature Authority <input type="text"/></p> <p>* Emergency Phone Number <input type="text"/></p>	<p>Reset to Default Clear Screen</p> <p style="text-align: center;"></p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">DG Code</th> <th style="width: 80%;">Details</th> <th style="width: 10%; text-align: center;">Edit</th> <th style="width: 10%; text-align: center;">Remove</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">✓ 1234</td> <td>DG Good 1 Units: 5 - UN Number: 45313 - Package Inst: Dry Ice</td> <td style="text-align: center;"></td> <td style="text-align: center;"></td> </tr> <tr> <td style="text-align: center;">✓ 1235</td> <td>DG Good 2 Units: 5 - UN Number: 45313 - Package Inst: Dry Ice</td> <td style="text-align: center;"></td> <td style="text-align: center;"></td> </tr> </tbody> </table>	DG Code	Details	Edit	Remove	✓ 1234	DG Good 1 Units: 5 - UN Number: 45313 - Package Inst: Dry Ice			✓ 1235	DG Good 2 Units: 5 - UN Number: 45313 - Package Inst: Dry Ice		
DG Code	Details	Edit	Remove											
✓ 1234	DG Good 1 Units: 5 - UN Number: 45313 - Package Inst: Dry Ice													
✓ 1235	DG Good 2 Units: 5 - UN Number: 45313 - Package Inst: Dry Ice													

[Add \(F10\)](#)
 [Cancel \(Alt+F12\)](#)
 [Close \(F12\)](#)

Figure 19: Example User Interface - Dangerous Goods

2.6.4.2.2 Fully Regulated

Air and Ground mode of transport is available for this designation of Dangerous Goods. Full documentation is required. Fully Regulated shipments can be shipped to destinations that are accessed by ferry.

Classes, sub-classes and packing groups for DG's are listed in the Product Master and must be identified on the required shipping documentation, which is described later in this document.

2.6.4.2.3 UN3373 Biological Substances, Category B

Used when transporting Biological Substances, Category B (class 6.2). This type of shipment is partially regulated. A DG surcharge will be applied to these consignments.

2.6.4.2.4 UN1845 Dry Ice (By Air)

Used when transporting Dry-Ice (class 9) by Air and has a similar level of regulation as Biological Substances, Category B. A DG surcharge will be applied to these consignments.

UN1845 can be shipped to the U.S. and International destinations via Air only.

2.6.4.2.5 <500KG Exemption

Eliminates the need for conventional dangerous goods documentation and is acceptable for carriage by road vehicle only (ground). A DG surcharge will be applied to these consignments. Each shipping label will be marked with the wording: '<500KG Shipper's declaration not required'.

<500KG Exemption shipments cannot be shipped to destinations that are accessed by ferry. In such cases, the shipments must be shipped as Fully Regulated Dangerous Goods.

2.6.4.2.6 Limited Quantities/Consumer Commodity

These will consist of packages that are restricted in quantity and that will be offered for transport without the benefit of documentation or hazard labels. Each shipping label will be marked with the wording: 'Limited Quantity'. As is the case with Consumer Commodity shipments, no DG surcharge is applied to these consignments.

2.6.4.3 Chain of Signature (COS)

Purolator's Chain of Signature (COS) provides service that conforms to government regulations for the security, control and safe transportation of controlled drugs and firearms in Canada. A signature is recorded at each hand-off point, as the package moves through the courier network and is locked and secured overnight.

Customers must be approved by Loss Prevention to be eligible to use this product.

The Shipper will need to:

- Complete an Outbound shipment as usual, selecting the COS option
- Print off a COS shipping label (COS label stock supplied by Purolator)
- Affix each package with the COS label

COS special characteristics label stock:

- COS label stock is provided by Purolator
- 4"x10" label
- Cannot be used with thermal transfer printers
- Label stock provided is fan-fold

BUSINESS RULES – CHAIN OF SIGNATURE

- ❖ Chain of Signature (COS) label must be affixed on each individual package
- ❖ Multiple piece COS shipments are allowed and therefore all packages must have an individual COS label
- ❖ 'Bill to sender' is the only acceptable payment type for COS
- ❖ COS with ExpressCheque option requires three separate labels:
 - 1 label for COS (4"x10") and
 - 1 label for ExpressCheque return (4"x6") and
 - 1 label for ExpressCheque receipt (4"x6")

2.6.4.4 ExpressCheque®

This is an alternative to C.O.D. service for those domestic shipments where non-cash payment is required from the consignee at the time of delivery. The ExpressCheque return label, receiver receipt and ExpressCheque envelope are attached to the outgoing shipment in a labelope. The cheque is collected on delivery, inserted into the envelope and returned via fastest mode to the shipper or to an alternate Canadian address specified by the shipper.

The shipper prepares the outbound shipment as usual, selecting the ExpressCheque option – which should only appear in case of a domestic shipment - and entering the amount to be collected on delivery and the expected payment method. When the shipper confirms the shipment, three labels will be printed:

1. Outbound shipment label – ExpressCheque PIN (2) is referenced
2. Returning ExpressCheque label:
 - Original Shipment PIN (1) is referenced
 - Requires a shipment weight of '1lb'
 - Requires pieces count '1 of/de 1'
3. Receiver receipt – Courier confirms the payment amount and method received.

More details and specifications on the label are provided in the Shipping Labels chapter.

BUSINESS RULES – EXPRESSCHEQUE®

- ❖ The payment method and amount are mandatory upon delivery
- ❖ Purolator will only accept one of the following payment methods for the ExpressCheque:
 - Cheque
 - Post-dated Cheque
 - Certified Cheque / Money Order / Bank draft
- ❖ The shipment consignment must be to a valid Canadian address
- ❖ The ExpressCheque recipient must have a valid Canadian address
- ❖ Purolator International customers cannot use the Designated Induction Point address as the ExpressCheque Recipient address
- ❖ ExpressCheque service is a prepaid billing option only
- ❖ If the ExpressCheque Payment Envelope is returning to a Residential Area, Residential Signature Required will be offered free of charge
- ❖ For the outbound shipment with the ExpressCheque option the 'Ship from' phone number is mandatory and the 'Ship to' phone number is optional
- ❖ For the returning ExpressCheque shipment:
 - 'Ship from' phone number is mandatory and must be populated with the original outbound shipment's 'Ship from' phone number
 - 'Ship to' phone number is optional. It should be left blank if it is unavailable.
- ❖ Only one Returning ExpressCheque label and one Receipt label is required per shipment. For a multi-piece shipment, each package requires an outbound label but only one ExpressCheque and Receipt label are needed for the shipment.

2.6.4.5 Hold for Pickup (HFPU)

Hold for Pickup is a service where the package is held at the destination Purolator terminal or Retail Centre rather than being delivered directly to the Receiver.

By selecting Hold for Pickup, a user can choose whether to define a pickup site or drop-off location for their shipment.

BUSINESS RULES – HOLD FOR PICK UP

- ❖ The Receiver's name and telephone number are mandatory
- ❖ If a destination is Residential and Hold For Pickup is selected, then the Residential Delivery charge should not be applied to the shipment
- ❖ HFPU & Original Signature Not Required (OSNR) are mutually exclusive, so OSNR can be dropped

2.6.4.5.1 Use Case Scenario

While ordering online, the user, who is travelling a lot, prefers to pick up the shipment at one of Purolator's retail centers close to the office at a time which is convenient to his/her schedule. The User Interface illustrates below how the user should define the desired postal code, and the distance from the postal code in order to select the most appropriate and convenient pickup location. The user can then filter the results by the different types of location types and by those who have late drop off deadlines.

Select	Distance	Location	Details
<input type="radio"/>	0.5 Km	550 York Rd St. Catharines, ON L0S1J0 888-744-7123	Hours: M - F ; 8:00 AM - 8:30 PM Deadline: 5:00 PM • View Map • View Directions
<input checked="" type="radio"/>	1.5 Km	550 York Rd St. Catharines, ON L0S1J0 888-744-7123	Hours: M - F ; 8:00 AM - 8:30 PM Deadline: 5:00 PM • View Map • View Directions
<input type="radio"/>	4.5 Km	550 York Rd St. Catharines, ON L0S1J0 888-744-7123	Hours: M - F ; 8:00 AM - 8:30 PM Deadline: 5:00 PM • View Map • View Directions

Figure 20: Example User Interface - Hold for Pickup – Drop Off Location

2.6.4.6 Residential Heavyweight Service

Purolator will accept shipments weighing over 70 lbs 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 subject to a Special Handling surcharge.

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

2.6.4.7 Return Services

Return Services is a service that allows the shipper to generate return label(s) that are to be applied by the consignee to return packages to the shipper.

There are two types of Return Services:

- **Outbound Return Service (within Canada):** create return shipping labels to include with the outbound shipment, or provide to the customer at a later date, and used by the Returnee to return a shipment back to the sender or a pre-defined return address other than the senders address.
- **Returns Management Service (within Canada):** this service allows the creation of return shipping labels without an associated outbound shipment. The return label(s) can either be printed and sent to the customer, or emailed as an attachment. This service will be further explained in the Returns Management chapter.

The word 'RETURN' will be printed on the label and alert the courier that no manifest is required from the Returnee on pickup. The Return transactions are included in the electronic manifest and billed when the Returnee tenders the packages to Purolator. The Returnee has up to 24 months to use the Return label(s).

The following scenarios are possible:

- 1 to 1: Return label is printed for every outbound label in a shipment
- Many to 1: a multiple piece outbound shipment with a single Return label
- None to many: multiple Return labels without generating an outbound shipment. This solution is used in scenarios where there is a need to generate a number of labels that will be processed in the future but the actual date and number of labels that will actually be used is unknown at the time of printing.
- 1 to many: multiple Return labels can be produced with one single piece shipment. This solution is used in scenarios where the shipper is sending out one shipment, but expects many pieces to be returned.

The Shipper can use an address that is different from the sender's or receiver's address on the Return label. The Shipper can also use a different Purolator product and/or option than that of the original outbound shipment on the Return label.

BUSINESS RULES – RETURN SERVICES

- ❖ All Return labels must be declared as single-piece shipments (there is no consolidation)
- ❖ Originating return address must be Canadian
- ❖ Return destination address must be Canadian
- ❖ Weight is mandatory on the return shipment label
- ❖ Originating outbound shipment of the return may have ExpressCheque option selected
- ❖ Originating outbound shipment of the return may have DG option selected
- ❖ Originating outbound shipment of the return can be combined with Saturday Delivery
- ❖ Billing automatically occurs for all return packages in a particular shipment when a possession scan occurs - Billing consolidation occurs for shipments up to five pieces

2.6.4.7.1 Use Case Scenarios

2.6.4.7.1.1 Use Case Scenario 1

When the shipper creates the domestic outbound shipment for an order with 10 pieces of clothing then the shipper can opt to create one return label in order to enable the customer to return either one or all of the ten pieces ordered.

2.6.4.7.1.2 Use Case Scenario 2

On the other hand the shipper can also create a return label for certain pieces of the outbound shipment as not all items of this shipment can be returned because some of them are on sale and are final sale. The User Interface below illustrates a Multipiece shipment scenario: the return details are featured under a separate tab next to the piece details.

The screenshot shows a software interface titled "Multi-Piece". On the left, there's a digital scale icon displaying "Currently on scale 24 lbs". Below it is a section for "Quick Return Details" with fields for "Return Service Type" (Purolator Express), "Number of Labels" (1), "Label Delivery Method" (Email), and "Recipient E-Mail". There's also a "Return References" section with a dropdown menu and a note field. A "Save (F11)" button is at the bottom. On the right, a summary table shows "Completed Pieces 4 of 20" and "Estimated Cost \$52.34". It lists four items: Box2 - XTC Digital Receiver & Cables, Box3 - XTC Left Speaker, Box3 - XTC Right Speaker, and Box7 - XTC Sub-Woofer. Each item has an "edit" button and a "print" icon. Below the table, there are buttons for "Void Shipment (Alt+F12)" and "Close (F12)".

Figure 21: Example User Interface - Return Service for Outbound Multipiece Shipment

2.6.4.7.1.3 Use Case Scenario 3

In some return scenarios, the purchased products will not be returned to the same address where it is shipped from for the simple reason that some companies decide to handle their returns in a different location dedicated to handle and repair returns: for example a subcontractor handling the technical repairs on electronics.

2.6.4.7.1.4 Use Case Scenario 4

In general, the Developer builds a default return service with the same address and same service, and the Merchant should have the option to change these at the time of shipping if needed.

In the following User Interface, a different Return To/From can be defined for this type of Return.

Outbound Returns Close

Return To

[Reset to Default](#) | [Clear Screen](#)

*** Mandatory Fields**

Select From	Global Address Book	<input type="checkbox"/> Distribution List
Contact ID	Enter or Select	
* Company / Name	Enter or Select	
Contact Name	Enter or Select	
* Country	Canada	
* Postal Code	<input type="text"/> <input checked="" type="checkbox"/> Hold for Pickup	
* Province	Enter or Select	
* City	Enter or Select	
* Street Address	Enter or Select	
Suite	<input type="text"/> Floor <input type="text"/> Buzz Code <input type="text"/>	
Address 2	Enter or Select	
Address 3	Enter or Select	
Address (Not Validated)		
Phone Number	<input type="text"/> (<input style="width: 20px;" type="text"/>) <input type="text"/> - <input type="text"/> Ext. <input type="text"/>	
Tax ID	Enter or Select	
<input type="checkbox"/> Save to Personal Address Book <input type="checkbox"/> Add to Favourites		

Return From

[Reset to Default](#) | [Clear Screen](#)

*** Mandatory Fields**

Contact ID	DOM001
* Company / Name	Enter or Select
Contact Name	Enter or Select
* Country	Canada
* Postal Code	M5V 3Y1
* Province	Ontario
* City	Toronto
* Street Address	533 Richmond Street West
Suite	405 <input type="text"/> Floor <input type="text"/> Buzz Code <input type="text"/> 0002
Address 2	Enter or Select
Address 3	Enter or Select
Residential Address (Validated)	
* Phone Number	(<input style="width: 20px;" type="text"/>) <input type="text"/> - <input type="text"/> Ext. <input type="text"/>
<input type="checkbox"/> Save to Personal Address Book <input type="checkbox"/> Add to Favourites	

Cancel (Alt+F12) Next (F12)

Figure 22: Example User Interface - Return for Outbound Shipment - Return To/From Address

2.6.4.7.1.5 Use Case Scenario 5

As a return service for outbound shipments is most of the time not an urgent shipment the Developer can build the application in order for the goods to be returned using the least expensive shipment method and thus defaulting to Purolator Ground. Depending on how the application is build, the choice of transport method could be diverted to the Merchant who will configure the appropriate shipment method for return service.

2.6.4.8 Saturday Service

Purolator's Saturday Service is available for both Domestic and U.S.

2.6.4.8.1 Saturday Service Domestic Delivery Option

Guaranteed delivery before end of day Saturday (Friday pickup) or delivery before end of day on the next business day (Saturday pickup). The destination must be a Saturday delivery point from the point of origin.

2.6.4.8.2 Saturday Service U.S. Delivery Option

Guaranteed delivery by end of day Saturday (Friday pickup). Destination must be a Saturday delivery point form the point of origin.

Note: certain terms, conditions and geographic restrictions apply. In most cases, end of day means 6 p.m. See Purolator Terms and Conditions of Service at www.Purolator.com for full details.

BUSINESS RULES – SATURDAY SERVICE

- ❖ Saturday Delivery is available to Canadian and U.S. destinations only
- ❖ Saturday Pickup is not available for shipments to U.S. destinations
- ❖ The weight of the shipment should be less than 70 lbs (approx. 32 kg)
- ❖ Saturday Service cannot be combined with HPPU, DG, ExpressCheque, COS, (Residential) Heavy Weight, exceeding size limitations, return shipments, beyond point
- ❖ The shipment cannot be created on a Saturday for Saturday service unless it is another (future) Saturday

2.6.4.8.3 Use Case Scenario

In case Saturday delivery is part of the service offering and business rules of the Developer's application and business model, then the User Interface below illustrates on how the specialized 'Saturday Service' can be setup and selected by the shipper. A warning message at time of shipping date entry could help to set the correct expectations for the shipper when selecting Saturday delivery.

The screenshot shows the Purolator eShip software interface. At the top, there is a header bar with the Purolator logo, location (Microsoft HQ), role (Advanced Shipper), shipping date (11/29/2010), and user information (Welcome User, Logout). Below the header, there are tabs for Ship, Track / History, Address Book, Lists, Reports, Admin, Resource Centre, and Live Support. The main area is divided into sections:

- From (F1):** Fields for From Address, City, Province, and Postal Code.
- To (F2):** Fields for To Address, City, Province, and Postal Code.
- 3. Shipment Details (F3):** This section is highlighted with a blue background and contains the following fields:
 - Mandatory Fields:** Shipping Date (11/29/2010), Package Type (Customer Packaging), Service Type (Purolator Express), No. of Pieces (4), Weight (68 lbs), Dimensions (LxWxH), Special Handling (Oversized checked), Quick Return Label (F6), and Signature Required.
 - Package Details (F5):** Shows 4 of 4 completed pieces and a total weight of 68 lbs.
 - Declared Value:** A field for entering declared value in CAD.
 - Pickup:** A dropdown menu showing "Today at 15:00 (Scheduled)".
- Shipment Summary:** A summary table showing shipping costs and options:

	\$ 50.42	2 Days Transit
To Hold	<input type="checkbox"/>	
Save Profile	<input type="checkbox"/>	
Ship (F12)		
Express Customer Packaging 2 Days - Arrival: 12/01/2010	\$ 50.42	
Express Customer Packaging 10:30AM 1 Day - Arrival: 11/30/2010	\$ 50.02	
Express Customer Packaging 9:00AM 1 Day - Arrival: 11/30/2010	\$ 48.40	
Saturday Service 9:00AM 1 Day - Arrival: 11/30/2010	\$ 40.40	→
Signature Required	+ \$ 1.00	

At the bottom of the interface are two buttons: "Cancel (Alt+F12)" and "Ship (F12)".

Figure 23: Example User Interface - Saturday Service

2.6.4.9 Original Signature Not Required (OSNR)

Original Signature Not Required (OSNR) is an option whereby the Shipper gives Purolator authorization to deliver without obtaining a delivery signature.

BUSINESS RULES – ORIGINAL SIGNATURE NOT REQUIRED

- ❖ OSNR is not applicable with:
 - Purolator Express Evening Shipments
 - Purolator Ground Evening Shipments
 - Dangerous Goods Shipments, including limited quantities/consumer commodities
 - ExpressCheque Shipments
 - COS shipments
 - Hold for Pickup, as this service requires a signature
- ❖ If shipment is to be delivered in the evening, then signature is required no matter what type of ship-to (e.g. residential or business) address
- ❖ If shipment destination is a Business Point, then default is Signature Required
- ❖ If shipment destination is a Residential Point, then default is OSNR

2.6.4.10 Residential Signature Required (RSR)

The Residential Signature Required (RSR) service is available for Domestic, U.S. and International destined shipments.

2.6.4.10.1 Domestic Delivery Options

A charge for Purolator to obtain a delivery signature for shipments destined to Canadian residential area points. The [GetServiceOptions](#) Method within the Service Availability Web Service is used to identify residential points.

2.6.4.10.2 U.S. & International Delivery Options

For U.S. & International destined shipments, a shipper may select Residential Signature Required for shipments being delivered to residences.

The U.S. & International Residential Signature Required option is user selectable and is not driven by Residential points in the Service Availability Web Services. However some countries may have this option restricted.

BUSINESS RULES – RESIDENTIAL SIGNATURE REQUIRED

- ❖ Delivery signature is not obtained for residential delivery unless RSR is selected in system
- ❖ The OSNR option must be defaulted to 'Yes' for all Canadian residential area delivery points
- ❖ If the Residential Signature Required option for Canadian residential area delivery points is selected by the user or assigned through an inclusion rule, then the OSNR option must be turned off as they are mutually exclusive
- ❖ If the Residential Signature Required option is selected by the user, the Residential Area surcharge does not apply and must be excluded
- ❖ If shipment is to be delivered in the evening, then signature is required no matter what type of ship-to (e.g. residential or business) address

2.6.4.10.3 Use Case Scenario

The following User Interface illustrates the scenario where the warning message pops up in case the RSR is unchecked.

The screenshot shows the Purolator e-Ship CWS Business Requirements software interface. At the top, it displays the Purolator logo, user information (Location: Microsoft HQ, Role: Advanced Shipper, Shipping Date: 11/29/2010), and navigation links (Home, Ship, Track / History, Address Book, Reports, Admin, Resource Centre, Live Support (available)).

The main area is titled "Shipment Details (F3)". It includes fields for "From" (F1), "To" (F2), and "Shipment Details" (F3). Under "Optional" settings, there are links for Returns Labels (F6), Special Services (F7), and Billing/References (F10).

In the "Shipment Details" section, there are mandatory fields: "Shipping Date" (set to 11/29/2010), "Package Type" (Express Box), "Service Type" (Purolator Express), and "Weight" (Lb). The "Declared Value" field shows ".00 CAD". A checkbox labeled "Signature Required" is present, which is currently unchecked.

A yellow warning dialog box titled "Signature Required" appears over the form. It contains the following text:

By unselected this option you are: (i) giving your consent to allow Purolator to leave the contents of the package at the destination point unattended without obtaining a proof of delivery signature, and (ii) releasing Purolator from any claims or liability resulting from the delivery of the package.

Buttons in the dialog include "Cancel (Alt+F12)" and "Agree (F11)". There is also a checkbox "Do not show again".

To the right of the dialog, the "Shipment Summary" and "Courier Services" sections are visible. The Shipment Summary shows a total cost of \$50.42 for 2 days transit. The Courier Services section lists items with their descriptions and costs, such as Customer Packaging (\$68.40), AM Customer Packaging (\$58.82), and a Retail Outlet (\$1.00). The total cost is \$50.42.

At the bottom of the form, there are "Cancel (Alt+F12)" and "Next (F10)" buttons.

Figure 24: Example User Interface - Residential Signature Required - Warning Message

2.6.4.11 Special Handling

Purolator recognizes that the items, which need to be shipped, may not always conform to Purolator's regular package specifications. As conveyor systems at Purolator's processing facilities are often not suitable for certain items such as heavyweight packages or non-packaged goods, we manually handle these items, with one or two people, using specialized equipment, for an additional charge.

A Special Handling charge is applied to specific individual pieces within a shipment. For example, if a customer sends a shipment of ten pieces and five of those pieces are included in the Special Handling definition, then the charge is applied to those five pieces only.

The Special Handling charge is applied to all shipments to Domestic, U.S. and International destinations (excluding Purolator Express Envelope, Purolator Express Pack and inbound ExpressCheque). Special Handling charges are applied by Purolator through the re-weigh/cube process if not properly declared by the customer at the point of shipping.

Special Handling is defined and classified into five different types and currently there is only one Special Handling charge: heavy weight, oversize, liquid, non-packaged and management discretion.

[2.6.4.11.1 Heavy Weight](#)

A Heavy Weight piece is an individual package with a weight over 70 pounds, up to 150 pounds. Package dimensions must be conform to the size restrictions described in the 'Weights and Dimensions' chapter.

A package is defined as Heavy Weight through the determination of the actual weight and not cubed weight.

[2.6.4.11.2 Oversize](#)

Overweight/oversized pieces which:

- Weigh more than 70 lbs (including Purolator Express Envelopes, Purolator Express Packs or Purolator Express Boxes weighing more than 70 lbs), or
- Are equal to or exceed 5 ft. (approx.. 152 cm) in length, or
- Are equal to or exceed a total overall Piece size (L+2W+2H) of 165"

[2.6.4.11.3 Liquid](#)

Articles which are declared to contain liquids and are to be unsuitable for Purolator's distribution and sorting system.

[2.6.4.11.4 Non-Packaged](#)

Non-packaged (unboxed) articles (excluding Purolator Express Envelopes, Purolator Express Packs, Purolator Express Boxes and document shipments).

Objects not fully encased in a suitable shipping container (e.g. tires, pails, articles wrapped in stretch wrap)

[2.6.4.11.5 Management Discretion](#)

Articles which, due to their nature (e.g. size, shape, packaging, contents) are deemed by Purolator, in its sole discretion, to be unsuitable for Purolator's distribution and sorting system (e.g. ball bearings, nuts, bolts and fasteners, wooden or metal crates).

BUSINESS RULES – SPECIAL HANDLING

- ❖ The customer must select each piece within a shipment that is to receive Special Handling
- ❖ Special Handling is applied to all pieces in a shipment that fall within Purolator's definition of Special Handling
- ❖ Heavy Weight: items that exceed 70 pounds are subject to a special handling charge
- ❖ Heavy Weight: transit time is not guaranteed
- ❖ Saturday Service is not available in combination with the Heavy Weight service
- ❖ The type of Special Handling must be selected in the application and displayed in manifests and labels
- ❖ If a user does not select a Special Handling type, the application must select 'default' (which is not a user-selectable type) as the Special Handling type to indicate that the shipper did not declare a specific Special Handing type
- ❖ Different Shipments having pieces where Special Handling is declared will aggregate assuming aggregation rules are met
- ❖ Dangerous Goods and Special Handling charges are mutually exclusive and Dangerous Goods always takes precedence with one exception: when a DG is 'Limited Quantity', Special Handling charge may apply if the shipment meets the definition of Special Handling

2.6.4.11.6 Use Case Scenario

When shipping an oversized curtain rod of 2m in length, the Developer could provide a warning message in the UI advising the user that the item is oversized and special handling surcharges will apply. When the user confirms by acknowledging this message, the 'Special Handling' button is automatically selected. Based on Purolator response the surcharge will then appear in the shipping estimate.

2.6.4.12 Declared Value Surcharge

The Declared Value Surcharge is calculated as a percentage of the value declared for liability purposes that is in excess of the base value (Declared Value Allowance) amount.

BUSINESS RULES – DECLARED VALUE SURCHARGE

- ❖ The maximum allowable declared value is 5,000 CAD per Purolator shipping product
- ❖ Default 'declared value surcharge' is 100\$ for customers without contract (subject to change)
- ❖ The application should be designed to allow changes to the Default values and surcharge percentage as indicated by Purolator as it is subject to change
- ❖ The Declared Value Surcharge is applied on a shipment level

As the Declared Value Surcharge is variable up to a maximum of 5,000 CAD, the [User Interface](#) shown in the domestic shipping scenario illustrates the setup of this feature in the application.

2.6.4.13 Advance Shipment Notification

There are two types of notification:

- Shipment Confirmation for the shipper/requestor and
- Advance Shipment Notification for the receiver.

The Shipment Confirmation is send to the shipper/requestor confirming that the shipment has been electronically received by Purolator. It will indicate information such as the shipment PIN tracking number, shipping address information, number of pieces and the total shipment weight.

The Advance Shipment Notification (ASN) will allow recipients to receive shipment confirmation notifications indicating that a shipment has been received by Purolator or shipment information has been received by Purolator before receiving the actual shipment. It will indicate information such as the shipper name, PIN tracking number, shipping address information, number of pieces and the total shipment weight.

BUSINESS RULES – ADVANCE SHIPMENT NOTIFICATION

- ❖ The Shipment Confirmation and the Advance Shipment Notification are provided on the shipment level, not the piece level
- ❖ Shippers/requestors can subscribe or unsubscribe to the Shipment Confirmation service by providing their email - limited to one email
- ❖ Recipients can subscribe or unsubscribe to the Advance Shipment Notification service by providing their email - limited to two emails

2.6.4.13.1 Use Case Scenario

When a shipper and receiver need to stay on top of a certain time-sensitive shipment, the ASN will inform the shipper and receiver as soon as the shipment has been picked up and a PIN is allocated to this shipment. The User Interface below illustrates how the Developer can build this into the application.

The screenshot shows a modal dialog box titled "Shipment Confirmation". At the top right are a question mark icon and a close button. Below the title, there is a section labeled "Advanced Shipment Notification" with two "E-mail" input fields, both currently empty. Underneath this is a text area labeled "Add a personal message (150 characters max.)" which is also empty. At the bottom of the dialog are two buttons: "Cancel" (gray) and "Save" (red).

Figure 25: Example User Interface - Advanced Shipping Notifications

2.6.4.14 Proactive Notifications

Proactive Notifications (PN) will allow shippers and recipients to receive notifications via email for exception updates (i.e. weather delays, mechanical delays, location closed, refused, etc.) and for delivery confirmations.

The email will be validated before shipment is created, specifically for [CreateShipment](#) and [CreateReturnManagementShipment](#) Methods.

The Shipment creation using either the Shipping Web Service or Returns Management Web Service must not be impacted by the success or failure of a Proactive Notification subscription request. If the shipment creation is successful and PN subscription fails, the shipment pin(s) and other details must still be provided in the response. If shipment creation fails, the PN subscription request will not be applicable.

BUSINESS RULES – PROACTIVE NOTIFICATION

- ❖ Proactive Notification Subscription is at shipment level only, available in English or French
- ❖ Shippers can subscribe to Proactive Notifications upon successful shipment creation with a limitation of four recipient emails per shipment
- ❖ Recipients can unsubscribe to PN through the link in the PN notification emails
- ❖ For each email address, the option exists to specify one of, or both, Delivery and Exception notification types
- ❖ Proactive Notifications is applicable to both 'Shipping' Web Service and 'Returns Management' Web Service

2.6.4.14.1 Use Case Scenario

When shipping or receiving time sensitive products, e.g. dentures from a lab, the Merchant, i.e. the lab, will want the dentist to be informed proactively on the status of the shipment and thus send proactive notifications to the dentist's email address during the shipment process.

The Developer should provide this feature in the User Interface, as demonstrated below, where the Merchant can enter the recipient's email address(es) in order to stay informed on the exact status and progress of this time-sensitive shipment. In addition, the language the email will be sent in and the format can be defined.

Proactive Notification

The screenshot shows a user interface for 'Proactive Notification'. At the top, there are two input fields: 'Your E-mail' with the value 'tara.oconnor@johndeere.com' and 'Your Name' with the value 'Tara O'. Below these is a note: 'Please enter e-mail address and select notification types for the people you wish to notify'. A table follows, with columns: 'E-mail Address', 'Name', 'Notify when Exceptions Occur', and 'Notify when Shipment is Delivered'. The first row contains 'tara.oconnor@johndeere.com' and 'Tara O' with checked checkboxes in both 'Notify' columns. There are four empty rows for additional entries. At the bottom, a note reads: 'If you are providing Purolator with personal information relating to an individual other than yourself, you acknowledge that you have obtained that individual's consent to Purolator's collection, use and disclosure of their personal information in the circumstances described in Purolator's Privacy Statement.' Two buttons at the bottom right are 'Clear' and 'Save'.

Figure 26: Example User Interface - Proactive Notification

2.6.5 Purolator Shipping Sur-Charges

There are a number of charges that can be applied to shipments when certain conditions are met. Those features are either part of the [GetServiceOptions](#) Method (Beyond Point and Residential Area) or [GetServiceRules](#) Method (Multipiece) of the Service Availability Web Service.

As mentioned before, the Shipping rules and restrictions for these shipping surcharges are incorporated in the Service Availability Web Service so that the Developer can concentrate on the creation of the User Interface, the XML requests, and any pop-up window or warning messages that the Developer considers appropriate to avoid user's frustration due to unknown surcharges.

2.6.5.1 Beyond Point

Beyond Point is defined as where the origin or destination point is deemed by Purolator to be remote or is not serviced directly by Purolator.

BUSINESS RULES – BEYOND POINT

- ❖ The 'Beyond Point' surcharge can potentially be applied to both the pickup and delivery points
- ❖ The implementation of the ValidateCityPostalCodeZip method of the Service Availability Web Service will enable the 'Beyond Point' identification

2.6.5.1.1 Use Case Scenario

If the shipper attempts to send a package to Gander, NL, which is a destination point outside of Purolator's service area then a hold for pickup is forced on the user. Subsequently the user must enter a telephone number and select St John's, NL, as the pickup location where the package will be delivered to. The User Interface example below illustrates a similar scenario.

The screenshot shows a 'Pickup / Drop-off Options' dialog box. At the top, there is a yellow warning box with the title 'Not in Service Area' and the message: 'We're sorry, but Purolator does not currently ship to the destination address. Please select an authorized Purolator location from the list below.' Below this, there are 'Mandatory Fields' for 'Postal Code' (M5V 3Y1) and 'Select Distance' (10 KM). There is also a field for 'Phone Number'. A section titled 'Select Pickup Location' lists three options based on distance from the entered postal code:

Select	Distance	Location	Details
<input type="radio"/>	0.5 Km	550 York Rd St. Catharines, ON L0S1J0 888-744-7123	Hours: M - F : 8:00 AM - 8:30 PM Deadline: 5:00 PM View Map View Directions
<input checked="" type="radio"/>	1.5 Km	550 York Rd St. Catharines, ON L0S1J0 888-744-7123	Hours: M - F : 8:00 AM - 8:30 PM Deadline: 5:00 PM View Map View Directions
<input type="radio"/>	4.5 Km	550 York Rd St. Catharines, ON L0S1J0 888-744-7123	Hours: M - F : 8:00 AM - 8:30 PM Deadline: 5:00 PM View Map View Directions

At the bottom, there are 'Cancel (Alt+F12)' and 'Close (F12)' buttons.

Figure 27: Example User Interface - Beyond Point

2.6.5.2 Fuel Surcharge

Purolator reserves the right to apply fuel and other surcharges to all shipments regardless of destination or selected mode of carriage for such periods and in amounts as Purolator may determine appropriate, in its sole discretion. By tendering shipments to Purolator, the shipper agrees to pay all applicable surcharges, as determined by Purolator. Please see Purolator's [Terms and Conditions of Service](#) for further details.

2.6.5.3 Multipiece

For shipments of five or more pieces, a percentage of the base shipping charges (exclusive of any additional charges) can be applied. This is applicable to all products, excluding single piece products (Purolator Express Envelope, Purolator Express Pack, and Purolator Express Box) or Purolator Ground Distribution.

BUSINESS RULES – MULTIPIECE

- ❖ The Multipiece surcharge can be applied for shipments of five or more pieces

2.6.5.3.1 Use Case Scenario

One shipment can consist of multiple pieces destined for the same recipient address. The details per piece (e.g. weight, package type and dimensions) can be entered in the application as demonstrated in the User Interface example below.

A warning message, created by the Developer, could inform the shipper that a surcharge will be applied when exceeding five pieces.

The screenshot shows a software interface for managing multiple pieces of a shipment. On the left, there's a scale icon indicating "Currently on scale" and a weight of "24 lbs". Below this is a section for "Piece Details" where users can enter information like Customer Package Box (dropdown), Weight (24 Lb), Dimensions (LxWxH), Reference (XTC Sub-Woofer), and a Note field containing placeholder text. A red "Add & Print (F10)" button is at the bottom. On the right, a summary table shows "Completed Pieces" (4 of 20) and "Total Actual Weight" (66 lbs), "Total Cube Weight" (68 lbs), and "Estimated Cost" (\$52.34). The table lists individual pieces with checkboxes for "Quick Return" and "Re-print". One row for "Box7 - XTC Sub-Woofer" is highlighted with a blue border, showing its dimensions (24in x 24in x 24in) and a note about "Special Handling: Oversize". Buttons at the bottom include "Activate Quick Return (F11)", "Void Shipment (Alt+F12)", and "Close (F12)".

Figure 28: Example User Interface - Multipiece Shipment

2.6.5.4 Residential Area

The charge can potentially be applied to both the pickup and delivery points located in a Residential Area. The implementation of the [ValidateCityPostalCodeZip](#) Method of the Service Availability Web Service will enable the 'Residential' identification.

As these business rules are embedded in this Method, the Developer should translate the 'residential area' information returned in the XML responses into warning messages related to any surcharges being applied to the residential area as this will enhance the user experience by making them aware of any surcharges when estimating or creating a shipment.

BUSINESS RULES – RESIDENTIAL AREA

- ❖ If a destination is Residential and Hold For Pickup is selected, then no Residential Area charge is applied to the shipment
- ❖ Delivery Signature is not obtained by a courier for Residential Deliveries. If a delivery signature is required then RSR option needs to be selected
- ❖ Residential Area cannot be combined with Purolator Express Evening or Purolator Ground Evening Shipments
- ❖ The Residential surcharge can be applied to both pickup and delivery options

2.6.5.4.1 Residential Pickup

Additional charge for shipments originating from a point identified as residential or of low business density.

2.6.5.4.2 Residential Area

Additional charge for shipments delivered to a point identified as residential or of low business density. This will be known as the 'Residential Area' charge.

2.6.5.4.3 Use Case Scenario

When shipping to a residential area, the shipper could opt for RSR. This option should only appear on the UI in case of a residential address. The Developer could enhance the shipper's experience through a pop-up window pointing out that this is a residential address and therefore has the option to request a signature.

2.6.6 Future Shipments

Future Shipment is a feature where the shipper prepares the shipment in advance of the actual shipping date. Future Shipment feature is allowed in E-SHIP Commercial Web Services however it must follow the requirements outlined in order for the Future Shipment feature to be approved.

The application prompts the shipper for the actual ship date that the shipment will be shipped out. The shipping label must print the future shipment date on the label and the manifest should only declare the shipment record when it is the future shipment date. Shipment aggregation is allowed however it has to meet the shipment aggregation rules.

This Future Shipment functionality is enabled through the [CreateShipment](#) Method in the Shipping Web Service.

BUSINESS RULES – FUTURE SHIPMENT

- ❖ The Future Ship Date should be the shortest time as possible to ensure label and manifest accuracy to reflect service capability, and should not exceed 10 days from the create shipment date

2.6.6.1 Use Case Scenario

In the scenario of pre-ordering a book, the shipper might want to prepare the shipments for those books in advance but the shipments can only be shipped on the first day of the next month which is the release date of that book. The Shipper will be able to create the shipment with a future shipment date, e.g. June 1 2016, as long as this date is not more than 10 days from the current date. Through the UI, the Developer could warn the Shipper through a pop-up window in case the future shipment day exceeds the 10 days.

2.6.7 Weights and Dimensions

When creating a shipment, there are various weight and dimension restrictions, size limitations and also cubing that needs to be considered.

This data is pulled from the [GetServiceRules](#) Method in the Service Availability Web Service and applied into the Estimates Web Service and Shipping Web Service so that the Developer can concentrate on the creation of the User Interface, the XML requests, and any pop-up window or warning messages, based on the XML responses, clarifying and addressing restrictions related to weight and dimensions, size limitations and cubing.

2.6.7.1 Weight and Dimension Restrictions

Various weight and dimension restrictions exist either at the product level or the destination. Product related weight and dimension restrictions are listed in the [Appendix Bullet 3.6](#).

Purolator supports Imperial (lb) and Metric (KG) weigh units however when using metric there are certain instances where a conversion to Imperial is required to validate weight restrictions.

BUSINESS RULES – WEIGHTS AND DIMENSIONS

- ❖ For all weight restriction rules, the validation should be based on the declared weight of the package
- ❖ The following formula should be applied for the conversion: 1 KG = 2.2046 lb
- ❖ Weight per piece supersedes the total weight in a shipment

2.6.7.1.1 Use Case Scenarios

2.6.7.1.1.1 Use Case Scenario 1

For a Multipiece shipment, the shipper defines the weight for one package on the shipment level, and all of the details are applied to all pieces. An example of this scenario is illustrated in the User Interface below.

The screenshot shows the Purolator eShip CWS Business Requirements user interface. The top navigation bar includes 'Purolator' logo, location 'Microsoft HQ', role 'Advanced Shipper', shipping date '11/29/2010', and user 'User'. The main menu has tabs for 'Ship', 'Track / History', 'Address Book', 'Lists', 'Reports', 'Admin', 'Shipment', 'Auto-Ship', 'Return Services', 'Import Services / Inbound', 'Preferences', 'Resource Centre', 'Live Support (available)', and 'Logout'. A 'Hold' button is also present.

The 'Shipment Details (F3)' section is highlighted with a blue arrow. It contains fields for 'From (F1)', 'To (F2)', and 'Shipment Details (F3)'. The 'Optional' section includes 'Return Labels (F6)', 'Special Services (F7)', and 'Billing/References (F10)'. The 'Profiles' section shows 'Domestic' selected.

The 'Shipment Details (F3)' section includes:

- Mandatory Fields:** Shipping Date (11/29/2010), Package Type (Customer Packaging), Service Type (Purolator Express), No. of Pieces (20), Weight (5 Lb), Dimensions (LxWxH), Special Handling (Oversized checked), Quick Return Label (F6), and Signature Required.
- Completed Pieces:** 20 of 20, Total Weight 100 lbs.
- Declared Value:** .00 CAD.
- Pickup:** Today at 15:00 (Scheduled).

Shipment Summary: \$ 50.42, 2 Days Transit, **Ship (F12)**. The summary lists courier services and more services, including signature required.

From: Tara O'Doherty, 533 Richmond Street West, Suite 405, Toronto, ON, M5V 3Y1, Buzz 0002. **To:** Francois Lavigne, 400 De Maisonneuve West, Suite 700, Montreal, QC, H3A 1L4. **Pickup:** Today at 15:00 (Scheduled). **Details:** 20 Pieces, 0 lbs.

Figure 29: Example User Interface - Weight for Multipiece Shipment

2.6.7.1.1.2 Use Case Scenario 2

The shipper can edit the weight details at a piece level if required and print the labels one by one as illustrated in the UI below.

The screenshot shows a software interface for managing a multipiece shipment. On the left, a panel titled "Piece Details" displays a digital scale icon and the text "Currently on scale 24 lbs". It includes fields for "Customer Package Box" (dropdown), "Weight" (24 lbs, with a unit dropdown and a keyboard shortcut Alt+W), "Dimensions (LxWxH)" (input fields for length, width, height), "Cube Weight" (24 lbs), and checkboxes for "Special Handling" and "Oversized". Below these are "Reference" (XTC Sub-Woofers) and "Note" (Lorem ipsum dolor sit amet, consectetur adipiscing elit). A red "Add & Print (F10)" button is at the bottom. On the right, a summary table shows "Completed Pieces 4 of 20" and key statistics: "Total Actual Weight 66 lbs", "Total Cube Weight 68 lbs", and "Estimated Cost \$52.34". A detailed list of packages follows, with the fourth package highlighted in blue:

Piece	Details	Quick Return	Re-print
1 of 20	Box2 - XTC Digital Receiver & Cables 20 lbs - 18in x 14in x 6in	<input type="checkbox"/>	
2 of 20	Box3 - XTC Left Speaker 12 lbs - 14in x 24in x 10in	<input type="checkbox"/>	
3 of 20	Box3 - XTC Right Speaker 12 lbs - 14in x 24in x 10in	<input type="checkbox"/>	
4 of 20	Box7 - XTC Sub-Woofers 24 lbs - 24in x 24in x 24in - Special Handling: Oversize Reference: XTC Sub-Woofers Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nam ac diam eu sapien molestie aliquet vestibulum ultrices	<input type="checkbox"/>	
5 of 20		<input type="checkbox"/>	
6 of 20		<input type="checkbox"/>	
7 of 20		<input type="checkbox"/>	
8 of 20		<input type="checkbox"/>	
9 of 20		<input type="checkbox"/>	

Buttons at the bottom include "Void Shipment (Alt+F12)" and "Close (F12)".

Figure 30: Example User Interface - Weight Details for Multipiece Shipment

2.6.7.2 Size Limitations

Packages must adhere to size limits to be accepted for carriage. The limitations will be provided in Imperial (inches). Customers are permitted to declare size in metric and therefore, for validation, a conversion must be done.

BUSINESS RULES – SIZE LIMITATIONS

- ❖ The Total Size of the Package = length + (2 x height) + (2 x width)
 - = 'Overall Ground'
 - = 'Overall Air'

2.6.7.2.1 Use Case Scenario

Most likely, the shipper will not only use the Purolator packaging (e.g. Purolator Envelope) but also utilize packaging specifically created by the Merchant. The Developer should build the default dimensions and size limitations for the customer packaging into the app and configure warning messages for the shipper in case size limitations are exceeded during an estimate or creation of a shipment.

2.6.7.3 Cubing

Cubing calculates the appropriate density rate per cubic foot of a package. The cost of transporting a package is determined not only by its weight, but also by the space it occupies in the Purolator network. The customer is charged the calculated cubic (dimensional) weight if it is greater than the scale weight.

BUSINESS RULES - CUBING

- ❖ The Cubing Factor depends on the mode of transportation (Air or Ground) and not on the product group
- ❖ The Cubing Factor for Air and Ground is defined in the Contract files
- ❖ Cubing is not required for Purolator Express Envelope, Purolator Express Box and Purolator Express Pack
- ❖ The declared weight per piece must be printed on the label
- ❖ The declared weight per piece must be used in the e-Manifest submission for individual packages (Line Item Service Record). In addition, if package dimensions are being captured then these are to be included in the e-Manifest Line Item Service Record
- ❖ The declared shipment weight must be used in the e-Manifest submission as the Shipment Weight (Shipment Record)
- ❖ The billable weight (i.e. the greater of the declared or cubed weight) is to be printed on the paper/thermal manifest and used for rating
- ❖ The billable weight (i.e. the greater of the declared or cubed weight) is to be used for rating

2.6.8 Purolator Billing Options

The following billing options are available in E-Ship Commercial Web Services through the [CreateShipment](#) method in the Shipping Web Service:

- Prepaid
- Collect
- Third Party
- Credit Card

2.6.8.1 Prepaid Billing

The Shipping charges are invoiced to the Shipper.

2.6.8.2 Collect Billing

The Shipping charges are invoiced to the Receiver.

If the customer number of the Receiver is known, it should be provided. Do not use the Prepaid customer number if the Collect customer number is not known as the shipping charges will be billed to the Shipper as a result.

2.6.8.3 Third Party Billing

Third Party billing is available to customers who are responsible for the payment of the shipping charges but are neither the Shipper (consignor) nor the Receiver (consignee).

2.6.8.4 Credit Card

The Shipping charges are billed to the Shipper's credit card.

BUSINESS RULES – BILLING OPTIONS

- ❖ The Collect Billing option is not available for destinations with U.S or International addresses
- ❖ A valid Purolator customer number for the Third Party must be provided, otherwise the shipments will be billed back to the Shipper
- ❖ Third Party Billing options is only used for Canadian 3rd party billing addresses

2.6.8.5 Use Case Scenarios

2.6.8.5.1 Use Case Scenario 1

The shipper should be given four different billing options configured by the Developer in the app similar to the example User Interface below. In this particular example, the Third Party billing has been selected for which the account holder's name, number and address appears below the respective drop-down field.

The screenshot shows the Purolator e-Ship CWS Business Requirements software interface. At the top, there is a header bar with the Purolator logo, user information (Location: Microsoft HQ, Role: Advanced Shipper, Shipping Date: 11/29/2010), and navigation links (Track / History, Address Book, Lists, Reports, Admin). Below the header, there is a main menu with tabs: Ship, Shipment, Auto-Ship, Return Services, Import Services / Inbound, Preferences, Resource Centre, and Live Support (available).

The main content area is divided into two main sections:

- Left Section (Shipment Tab):** This section contains fields for 'From (F1)', 'To (F2)', and 'Shipment Details (F3)'. It also includes an 'Optional' section for 'Return Label (F6)' and 'Special Services (F7)'. A 'Billing/References (F10)' tab is currently active, highlighted with a blue background. This tab contains fields for 'Customer Charge' (with a dropdown menu and a red circle around it) and 'Shipment References' (with three dropdown menus labeled Reference 1, Reference 2, and Reference 3, each with a 'Save to List' checkbox). There is also a 'Note' text area with a character count of 0 of 133 characters. At the bottom of this section are 'Cancel (Alt+F12)' and 'Ship (F12)' buttons.
- Right Section (Shipment Summary):** This section displays a summary of the shipment. It shows a total cost of \$ 65.42 for 2 Days Transit. A large red 'Ship (F12)' button is prominently displayed. Below this, the 'Courier Services' section lists delivery options: 1 Day - Arrival: 12/01/2010 (with two options: Express 9AM and Express 10:30AM, both with packaging costs of \$ 68.40 and \$ 58.82 respectively, plus 'More Options'). It also lists 2 Days - Arrival: 12/04/2010 (with Ground and Ground + More Options options, both costing \$ 59.42, plus 'More Services'). The 'More Services' section includes options for Signature Required (+\$ 1.00), Dangerous Goods (+\$ 10.00), and Express Cheque (+\$ 5.00). Finally, the 'From' and 'To' fields are listed with their respective addresses and edit buttons.

Figure 31: Example User Interface - Billing Options

2.6.8.5.2 Use Case Scenario 2

In case of Credit Card billing the User Interface can be setup by the Developer knowing that Purolator does not store the Credit Card information on its servers. Therefore the shipper must provide the Credit Card details on the form below each and every time when paying with Credit Card.

The screenshot shows the Purolator E-Ship application interface. At the top, there is a header bar with the Purolator logo, location (Microsoft HQ), role (Advanced Shipper), shipping date (11/29/2010), and user information (Welcome User, Logout). Below the header is a navigation menu with links for Ship, Track / History, Address Book, Lists, Reports, Admin, Resource Centre, Live Support (available), and Hold. The main content area is titled 'Credit Card Details'. On the left, there is a form for entering credit card information, including fields for Credit Card Type (Visa), Card Holder's Name, Credit Card Number, Expiration Date (Month and Year), and Security Code. A note at the bottom of this section states: 'Note: Purolator does not store credit card information'. On the right, there is a section for entering shipping address details, indicated by a red asterisk next to the 'Name' field. This section includes fields for Name (Tara O'Doherty), Country (Canada), Postal Code (M5V 3Y1), Province (Enter or Select), City, Street Address, Suite, Floor, Buzz Code, Address 2, and Address 3. A search icon is located next to the postal code field. A red asterisk also appears next to the 'Billing address is same as shipping address' checkbox. At the bottom of the page are two buttons: 'Back (F5)' and 'Submit (F12)'.

Figure 32: Example User Interface - Credit Card Billing

2.6.9 Special Configuration options

In some instances, Special Configurations are setup in order to accommodate the customer's business model or to facilitate the implementation of an application's specific requirements.

'Point of Origin' – single versus multiple:

The Shipping Address completed in the 'Request for Production Key form' will function as the main point of origin for all shipments. In case multiple points of origin, or shipping points, for the same business account number are needed, then this needs to be discussed and configured with the support team.

2.7 Purolator Rating

Rating is the ability for the shipping application to determine pricing details prior to receiving a formal invoice for shipments handled by Purolator. Purolator will calculate all shipment costs using the shipment details from the electronic manifest for invoicing in accordance with Purolator's Business rules.

Estimates Web Service is the Method that applies 'Rating' within the E-Ship Commercial Web Services. For a given origin and destination and service, the Estimates Web Service will provide a price estimate. The estimate can be a quick estimate that simply uses list pricing or a full estimate for customers with negotiated rates.

Successful rating of a shipment depends on correctly implementing the different methods of the Web Services described in this document in accordance with the customer account number. As such, the Service Availability Web Service is often used in conjunction with Estimates Web Service to determine valid services for a given origin/destination.

Note: Shipping rules and restrictions have already been defined within Estimates Web Service (see also Business Rules) so that the Developer can concentrate on creating the XML requests and User Interfaces.

Each Customer will receive estimates in the Canadian currency or the currency of the contract negotiated (determined by the Customer Master file in Purolator's system).

2.7.1 Get Quick Estimate

The [GetQuickEstimate](#) Method of the Estimates Web Services will provide an estimate based on postal code to postal code input, as well as package type. Additionally, U.S. and International estimates are also available (postal code to zip code or postal code to country).

Included in the response message are all the associated costs and transit date for the Purolator service provided. Both the calculated transit time and the expected delivery date will therefore automatically be included in the quick estimate.

2.7.2 Get Full Estimate

The [GetFullEstimate](#) Method provides a detailed estimate. The full shipment information and the customer account number is used as input (detailed sender and receiver info, as well as associated package and service info).

Included in the response message are all the associated costs and transit dates for the Purolator service provided, as well as all products and services available for the specified origin and destination addresses. Both the calculated transit time and the expected delivery date will therefore automatically be included in the full estimate.

BUSINESS RULES – ESTIMATES WEB SERVICE

- ❖ A Quick estimate uses list pricing
- ❖ A Full Estimate uses customer negotiated rates based on the Customer Account number

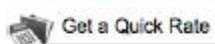
2.7.3 Use Case Scenarios

2.7.3.1 Use Case Scenario 1

Before the shipper makes a decision on how to ship the goods, the shipper first might want to get a better understanding of the pricing and products available for a specific origin and destination in order to find the least expensive method for a certain delivery due date before actually creating a shipment.

The Shipper could opt for a quick or full estimate: the quick estimate method will provide list pricing for a certain route whereas the full estimate will provide customer pricing based on the Business Account number.

As an example, the Developer could create the following User Interface for guiding the shipper through the quick estimate process.

Location: Microsoft HQ ▾ Role: Advanced Shipper ▾ Shipping Date: 11/29/2010 Welcome User ▾ [Home](#)[Ship](#)[Track / History](#) | [Address Book](#) | [Reports](#) | [Admin](#)[Resource Centre](#)Live Support
(available)[Related Services](#)[Get a detailed estimate](#)[Ship within Canada](#)[Ship outside Canada](#)*** Mandatory Fields** **Shipping From*** From

Or enter a custom shipping location

* Country * Postal Code **Shipping To*** To

Or enter a custom shipping destination

* Country * Postal Code **Package Details*** Shipping Date * Service Type * No. of Pieces * Total Weight **Additional Services****Quick Rate Summary**

Figure 33: Example User Interface - Get Quick Estimate

2.7.3.2 Use Case Scenario 2

Once a quick or full rate is estimated, a 'Create Shipment' button should appear in the User Interface (e.g. in the right hand side) in order to transfer the Estimate into a Create Shipment which is illustrated in the figure below. This button should not be made available if the shipping date is greater than 10 days.

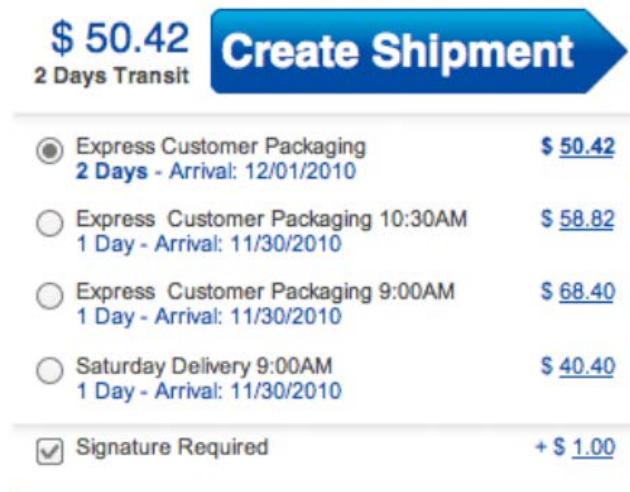


Figure 34: Example User Interface - Get Estimate – Rate Details

2.8 Purolator Returns Management

The Returns Management Web Service allows an application to generate a Domestic Return shipment without an outbound shipment. This scenario typically occurs where customers are requesting a shipping label to return defective products or merchandise. The return label(s) can either be printed and sent to the customer, or emailed as an attachment.

The Returns Management Web Service is used in conjunction with the [Get Documents Web Service](#) to obtain shipping labels and other shipping related documentation.

The other Return service provided by Purolator, more precisely the creation of an outbound shipment with a return label, will be handled through the [CreateShipment](#) Method of the Shipping Web Service as discussed previously in '[Return Services](#)'.

The shipping rules and restrictions have already been defined within the Returns Management Web Service (see also Business Rules) so that the Developer can concentrate on creating the XML requests and User Interfaces for this domestic returns management. As certain payment types and special services cannot be combined with this kind of return, the XML request and the User Interface will look different from the Return Services UI in the [CreateShipment](#) Method.

BUSINESS RULES – RETURNS MANAGEMENT

- ❖ Services requested for the Return shipment, with the exception of Expected Delivery Date, must be validated using the same logic as the outbound shipment for the purposes of deriving available products
- ❖ Return shipments will be allowed for return origin locations marked as non-serviceable areas and/or non-pickup points. A custom Non-Pickup/Non-Serviceable Return Services label will be required
- ❖ Return Destination address must serviceable
- ❖ A weight must be printed on the return shipment label. This weight can either be system generated or customer specified:
 - for system generated weight, i.e. where user interaction is not required or where a return shipment weight is not specified by the user then:
 - the weight on each return label is the total shipment weight divided by the total number of outbound labels
 - If the divided weight is less than 1 (LB or KG) then print “1” plus the unit of measure (LB or KG) as the shipment weight on the return label
 - for Customer specified weight, print the weight as entered by the user on the return label(s)
- ❖ All Return labels must be declared as single-piece shipments
- ❖ Originating return address must be Canadian
- ❖ Return destination address must be Canadian
- ❖ A Return shipment cannot be combined with the Dangerous Goods option
- ❖ A Return shipment cannot be combined with Saturday Pickup
- ❖ A Return shipment can have a different premium service, except Saturday Delivery
- ❖ A Return shipment cannot be combined with Chain of Signature
- ❖ A Return shipment cannot be combined with ExpressCheque
- ❖ For Returns to residential points, when the OSNR option is deselected or the RSR option is selected, the RSR service will be provided with no surcharges applied
- ❖ Pricing the Return is optional. The Return shipment becomes valid only upon induction into Purolator’s network and prices can change after the label is generated
- ❖ Billing automatically occurs for all return packages in a particular shipment when a possession scan occurs - Billing consolidation occurs for shipments up to five pieces
- ❖ Payment with Credit Card is not an option
- ❖ A Return shipment cannot be combined with a ‘Collect’ payment type
- ❖ Third party accounts can be used for Return billing

2.8.1 Use Case Scenarios

The following Use Case Scenarios fully illustrate the Returns Management service offered by Purolator and cover two different processes:

- Return with ‘interactive’ Material Authorization Process
- Basic Automated Return Process

2.8.1.1 Use Case Scenario 1

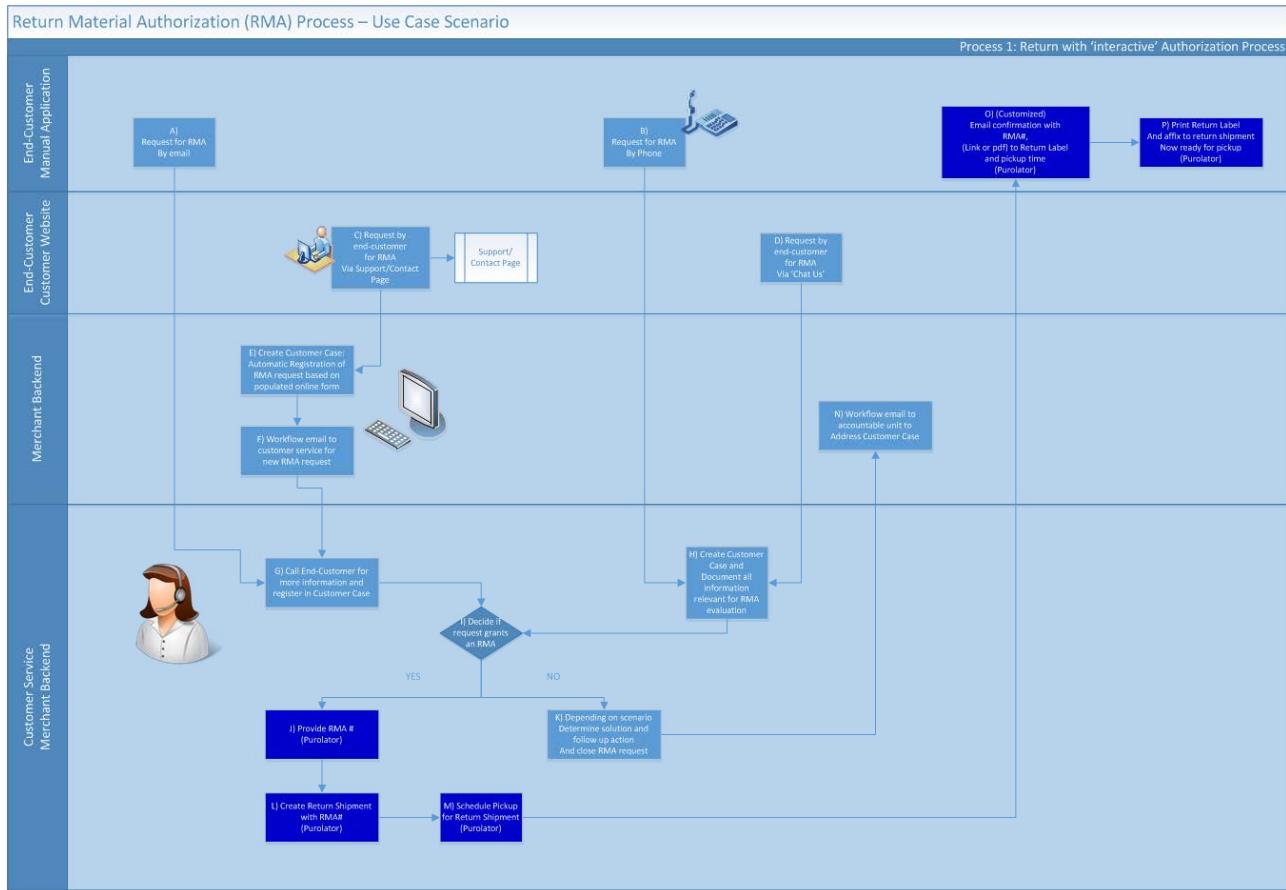


Figure 35: Return with 'interactive' Material Authorization Process

In the table below, the process is described more in detail:

Table 6: Return with 'interactive' Material Authorization process - Detailed Description

Item	Description	Owner of Action/User
A), B), C) and D)	Email, Phone, Chat, Support and Contact on website are all methods that the customer can use to contact merchants to request a return that requires authorization.	Customer/Consumer
E) and F)	These processes represent the workflow that Merchant enables in the backend to ensure that the request for Returns is routed to the right department (Customer Service) for decision making purposes	Merchant
G)	Customer Service contacts customer for more information as well as attempt to resolve the issues to encourage "no return" and if absolutely necessary routes for decision to Merchant decision makers	Merchant
K) and N)	If the decision is not to authorize return, the proper Merchant department will communicate the decision to the customer.	Merchant
J), L), M) and O)	If the decision is to authorize return, the returns process with Purolator is triggered: <ul style="list-style-type: none"> - RMA # is provided - Returns Shipment is created - Pick up request is scheduled - Email notification with details of return is communicated to Customer along with a Returns label 	Merchant
P)	Returns label is printed by customer and affixed on the package for return purposes.	Customer

2.8.1.2 Use Case Scenario 2

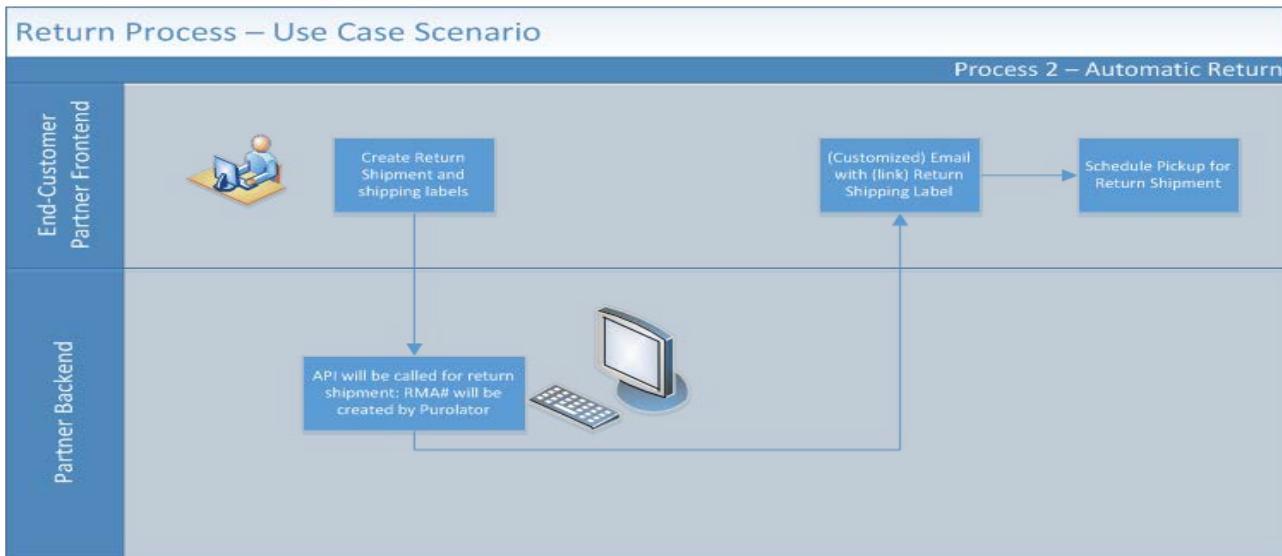


Figure 36: Basic Automated Return Process

This type of Return without Outbound shipment is illustrated in the User Interface figure below after entering the Ship From/To Addresses and details.

Figure 37: Example User Interface - Return without Outbound Shipment

2.9 Purolator Shipping Labels

All packages moving through Purolator's system must have a Purolator approved label. It is important that the information on the label is accurate and complete in order for Purolator to deliver the high quality of service that is expected from our customers. The [Get Documents Web Service](#) will provide the shipper with the shipping labels that need to be affixed to each shipment package, Commercial Invoices that must accompany U.S. and International shipments, and NAFTA and FDA declaration forms for certain kinds of U.S. destined shipments.

The [Get Documents Web Service](#) is not a stand-alone Web Service but is used in conjunction with other Web Services. For example, once a shipment has been created using the [Shipping Web Service](#) or [Returns Management Web Service](#) then [Get Documents](#) would be used to obtain shipping labels.

There are no printer restrictions for labels created via Web Services. The only condition is that the printer supports the following formats: PDF / ZPL / DPL /EPL. Thermal printers are used for 4"x6"/4"x10" labels and lasers can be used for the 8.5"x11" version of the label.

Shipping rules and restrictions have already been defined within the [Get Documents Web Service](#) (see also [Business Rules](#)) so that the Developer can concentrate on creating the XML requests and User Interfaces.

BUSINESS RULES – GET DOCUMENTS

- ❖ The 'Laser' Label is 8.5"x11" - Printer type 'Regular'
- ❖ The 'Thermal' label for regular shipments is 4"x6" and the 'Thermal' label solely used for COS is 4"x10" – Printer type 'Thermal'
- ❖ The Purolator 'peel and stick' Online Shipping Labels can be used in inkjet and laser printers and are required for shipments created in E-SHIP Commercial Web Services
- ❖ Post office box addresses are not permitted
- ❖ Only 'Customer Reference field 1' is printed on the label
- ❖ Telephone number is recommended as this assists Purolator in contacting the consignee, if necessary, in making the delivery.
- ❖ Telephone number is mandatory for addresses to Rural route numbers (RR#s)
- ❖ The System Message takes precedence over the Customer Note. If a System Message is required, then it will overwrite any Customer Notes
- ❖ Printing the piece count allows the courier to verify the number of pieces that must be delivered to the receiver
- ❖ Weight declared on label is the physical weight and not the cubed (billing) weight
- ❖ Heavy Weight takes precedence over Special Handling as a label indicator. If a shipment is both Special Handling and Heavy Weight, then display the Heavy Weight Indicator
- ❖ Once a label is printed and a PIN has been assigned, no aspect of the shipment can be modified using the same PIN. If any modifications are required, such as changes to address, pieces, weight, service, etc., a new PIN must be issued and a new label must be printed.
- ❖ The retention period for all shipping documents is same day. In case a shipping document needs reprinting, then another GetDocuments request must be submitted
- ❖ Certain systems may capture address details using a completely separated field approach. This is acceptable provided that the system maps or concatenates the data into the appropriate manifest fields, shipping label fields or additional documentation fields upon submission
For example – Street Address Line 1 can consist of the following separated fields: Street Number,

There are two primary label templates that E-Ship Commercial Web Services will use:

- **Domestic Label** – Shipments delivered within Canada
- **U.S. and International Label** – Shipments Delivered to U.S. and International Destinations

2.9.1 Domestic Label

The Domestic Label is to be used for shipments that are delivered in Canada. The following elements are required as specifications and standards that must be applied to print a compliant label:

- Purolator Logo and Product Name
- Shipper's Address Information (includes Customer Reference Field)
 - On the Label only, two options are available:
 - Shipper's Address (location from which package was sent)
 - FromOnLabel Address (an alternate location that does not represent the actual location from which package was sent)
- Receiver's Address Information
- Special Service Indicators
- System or Customer Populated Note
- PDF417 Barcode: the first of the two barcode symbols; a high-density two dimensional barcode that allows for the capture of label attributes directly onto a barcode
- Shipment Piece Characteristics
- Airport Code and Unicode
- Operational Indicators
- Code 128 Barcode: the second of the two barcode symbols providing excellent density for all-numeric data
- Purolator PIN
- Shipping System Indicator
- Purolator Terms and Conditions

Note: For the Shipper's Address Information Section, the label can display the actual shipper's address (Shipper's Address) or an alternate address (FromOnLabel Address). The alternate FromOnLabel shipping address will NOT be used in rating the costs of the shipment. It is strictly for visual representation on the label. It can be used to indicate a Return address that is different than the actual shipping address for undeliverable or refused packages OR to represent to the receiver a different shipper.

Note: FromOnLabel Address is only available for Domestic shipments.

2.9.1.1 Sample of a Domestic Label

This is a sample of the Domestic label with all sections populated. The different products/services will result in different values on the label (sample Label is meant for demonstrative purposes only).



Figure 38: Sample Domestic Label

2.9.1.2 Operational Indicators

There are a total of five operational indicators that may be displayed on the Domestic Shipping labels to help differentiate product service levels:

- Dangerous Goods Indicator
- Special Handling and Heavy Weight Indicator
- Product Service Level Indicator (Express or Ground)
- Time Definite Service Indicator
- Delivery Type Indicator (OSNR or HFPU or COS or COS/HFPU)

The label must display the ‘Product Service Level Indicator’ at all times while the remaining indicators are conditional and only need to be displayed when that service is selected by the shipper or application.

2.9.1.3 Specific Domestic Label Specifications

For the Domestic Label, certain services, options or Line Of Business Requirements will have additional elements or requirements and will result in altered Domestic Labels or additional labels:

- ExpressCheque Label
- Chain of Signature Label
- Return Services Label
- Purolator International LOB (PR0299) Label from the U.S. inducted at a Canadian facility

2.9.1.3.1 ExpressCheque Label Specifications

When a shipment is created with the ExpressCheque option selected, a total of three labels will be printed:

1. Label for Outgoing Shipment
2. Label for the Returning ExpressCheque envelope
3. Receiver ExpressCheque Receipt

The Outgoing and Returning Labels use the same domestic label template as all other shipments, except that the associated PINs will be cross referenced on the label.

2.9.1.3.1.1 ExpressCheque Shipment Creation

The shipper prepares the outbound shipment (domestic shipment only) as usual, selecting the ExpressCheque option and entering the amount to be collected on delivery and the expected payment method. When the shipper confirms the shipment, 3 labels will be printed:

1. Outbound Shipment label – Returning ExpressCheque PIN is referenced in Notes field
2. Returning ExpressCheque label
 - a. Original Outgoing Shipment PIN (1) is referenced in notes field
 - b. System records the shipment weight as “1LB”
 - c. System records the piece count as “1 of/de 1”
3. Receiver ExpressCheque Receipt – Courier confirms the payment amount and method received

Payments are only returned in an ‘ExpressCheque Envelope’. This envelope is provided by Purolator upon request from a customer.

2.9.1.3.1.2 ExpressCheque Process

The ‘Returning ExpressCheque’ label, ‘Receiver ExpressCheque Receipt’ and the ExpressCheque Envelope are attached to the outgoing shipment in a labelope.

The payment amount and method is verified and is collected upon delivery and the 'Receiver ExpressCheque Receipt' is provided to the recipient. The payment is inserted into the ExpressCheque Envelope and returned via the fastest mode to the shipper or to an alternate Canadian address specified by the shipper.

2.9.1.3.1.3 Payment methods

There are three payment methods that Purolator will accept for the ExpressCheque service:

1. Cheque
2. Post Dated Cheque
3. Certified Payment
 - a. Certified Cheque
 - b. Money Order
 - c. Bank Draft

The application must display the payment method as follows in both English and French:

- Cheque / Chèque
- Post Dated Cheque / Chèque Postdaté
- Certified / Certifié

The samples offering a graphical overview of the three labels can be found in the [Appendix - Bullet 3.7](#).

BUSINESS RULES – EXPRESSCHEQUE SHIPMENT AND LABELS

- ❖ Only one 'Returning ExpressCheque' label and one 'ExpressCheque Receipt' label is required per shipment. For a multi-piece shipment, each package requires an outbound label but only one 'Returning ExpressCheque' and one 'ExpressCheque Receipt' label are needed for the shipment
- ❖ Three different labels are needed for an ExpressCheque Shipment

2.9.1.3.2 Chain Of Signature Label Specifications

As this 4"x10" label is longer than the regular Domestic Outbound shipment label, the first 6" of the label follow the same format as the Domestic Outbound shipment label. The remaining 4" of the label is pre-printed to capture all the 8 signatures where the area is detachable. This formatting results in the usage of one single label for a COS outbound shipment which needs to be affixed to the package.

The Chain of Signature (COS) service is declared on the label by displaying the COS indicator in the 'Delivery Type Indicator' area. There will be two options: 'COS' and 'COS/HFPU'. 'COS/HFPU' will only be displayed when a COS shipment has a 'Hold for Pickup' selected.

BUSINESS RULES – COS SHIPMENT AND LABEL

- ❖ The Label size is 4"x10" and the label stock is provided by Purolator
- ❖ One single label for a COS Outbound shipment

The sample offering a graphical overview of the COS label can be found in the [Appendix - Bullet 3.8](#).

2.9.1.3.3 Return Services Label Specifications

The Return Services label will follow the standard Purolator Label template as discussed above and will have the notation 'RETURN' appear in the 'Special Service Indicator' section.

However, the exception to this standard is when a custom Non-Pickup Return Services label is printed for a service point marked as Non-Pickup and/or Non-Serviceable point.

BUSINESS RULES – RETURN SERVICES LABEL

- ❖ The Receiver's Address on the return may be either the original Shipper's Address or an alternate address (i.e. repair facility)
- ❖ One single label for a Return Service Shipment

The samples offering a graphical overview of the Return Service labels can be found in the [Appendix - Bullet 3.9](#).

2.9.1.3.4 Purolator International LOB (PR0299) Labels

Shipping applications which process shipments for the Purolator International (PR0299) Line Of Business will use the same labels and standards as the Purolator (PR0190) Line Of Business.

Shipments that originate from the U.S. and enter Canada via a central induction point (major Purolator sorting facility) will need to specify a return address on the label for undeliverable/refused shipments. Some shipments may be refused by a receiver, may be undeliverable, or may contain incorrect address information. These shipments will need to be returned to the shipper as per their requirements.

There are two types of Return Address methods for customers shipping from the U.S. into Canada:

- Purolator Managed Returns – where Purolator manages the returns process for undeliverable shipments
- Customer Managed Returns – where the Merchant needs undeliverable shipments returned to a Canadian facility

In the first method, Purolator Managed Returns, the Merchant may not have Canadian facilities that accept shipments. As a result, the shipper wishes for any returns to be sent back to a Purolator facility for further processing.

In the second method, Customer Managed Returns, the Merchant has access to a Canadian facility that can accept shipments. Purolator will send the refused/undeliverable package to this Canadian address despite the fact the shipment originated from a U.S.-based address.

The samples offering a graphical overview of the Purolator International LOB (PR0299) labels can be found in the [Appendix - Bullet 3.10](#).

BUSINESS RULES – PUROLATOR INTERNATIONAL LOB LABELS

- ❖ One single label needed for this type of Outbound shipments originating from the U.S. via a central Canadian induction point
- ❖ Two different types of Return Address methods will result in a different label: Purolator Managed Returns versus Customer Managed Returns

2.9.2 U.S. and International Label Specifications

The U.S. and International Label is to be used for shipments that are delivered outside of Canada.

The following elements are required as specifications and standards that must be applied to print a compliant U.S. and International shipping label:

- Purolator Logo and Product Name
- Shipper's Address Information (includes Customer Reference Field)
- Receiver's Address Information
- Customer Populated Note
- Code 39 Barcode: is the required symbology for Parcel Identification Number bar codes and consists of the PIN number only
- Purolator PIN
- Customs Declaration Area
- Customs Tax Declaration Area
- Shipment Piece Characteristics
- Destination IATA Code
- Operational Indicators
- Shipping System Indicator and Service Directory Date
- Purolator Terms and Conditions

BUSINESS RULES – U.S. AND INTERNATIONAL LABELS

- ❖ On the label, the Country must be represented by the Country Name and not as a CountryCode
- ❖ Telephone Number may be represented as entered by shipper. Telephone number must be complete to ensure a courier can contact the receiver
- ❖ The shipping application should account for how many characters can be printed on the shipping label for the Receiver's Address information. This is important because acceptance of longer field lengths than can be printed may result in missed deliveries
- ❖ Printing the term PUROLATOR PIN below the Code 39 Barcode highlights the Purolator barcode(s) and facilitates the scanning process. This is essential when there are other non-Purolator barcodes on the label and/or parcel
- ❖ It is very important that every piece has a unique PIN and that the human readable portion of the barcode matches the data encoded in the barcode(s). Furthermore, the PIN number on the piece must be identical to the one listed on the manifest and electronic manifest
- ❖ For U.S. and International shipments, the shipper is responsible for producing any additional customs related documentation

2.9.2.1 Sample of a U.S. and International Label

This is a sample of the U.S. and International Label with all sections populated. The different products/services will result in different values on the label (sample Label is meant for demonstrative purposes only).



Figure 39: Sample U.S. and International Label

2.9.2.2 Customs Declaration Area

The ‘Customs Declaration Area’ is used to display key elements for Customs processing that are reflective of the Commercial Invoice declaration.

For the ‘Documents/Non Documents Indicator’, the content of the shipment will be either identified as ‘Documents’ (DOCS) or ‘Non-Documents’ (NON DOCS).

- ‘DOCS’ refer to general correspondence that applies to business and personal shipments. This includes items such as printed matter, interoffice correspondence and letters.
- ‘NON DOCS’ refer to any non-document shipment which may have applicable duties and taxes payable to destination customs. Dangerous Goods shipment will be classified as NON DOCS.

There are a total of five ‘Customs Processing Fields’ that may be displayed on the label if they are applicable to the shipment:

- | | |
|--------------------|--------------------------------------|
| ▪ ‘DESC’ | Description of the Shipment Contents |
| ▪ ‘VALUE’ | Value of the Shipment |
| ▪ ‘IMP/EXP TYPE’ | Description of Import/Export Type |
| ▪ ‘COUNTRY OF MFG’ | Name of Country of Manufacture |
| ▪ ‘BROKER’ | Name of the Customs Broker |

2.9.2.3 Operational Indicators

There are a total of five operational indicators that may be displayed on the U.S. and International Shipping labels:

- Dangerous Goods Indicator
- Special Handling and Heavy Weight Indicator
- Product Service Level Indicator (Express or Ground)
- Time Definite Service Indicator
- Residential Signature Required Indicator

The label must display the ‘Product Service Level Indicator’ at all times while the remaining indicators are conditional and only need to be displayed when that service is selected by the shipper or system.

More detailed descriptions and information on the Purolator Shipping Labels can be found in the Purolator Carrier Compliance Specifications.

2.9.3 Use Case Scenarios

2.9.3.1 Use Case Scenario 1

For a standard domestic shipment, the XML request for the Get Documents Method provides the URL in a pdf format for the shipping label in one single document call. Whereas three document calls are needed in case of a domestic ExpressCheque shipment or a domestic COS ExpressCheque shipment in order to obtain all necessary labels.

2.9.3.2 Use Case Scenario 2

For U.S. or International shipments, the distinction is made between a shipment of only documents and a shipment of products and goods. As a result, the label and shipping documentation requirements differ between the two. The User Interface needs to reflect this requirement by allowing the user to identify if the shipment is a ‘Documents Only’ shipment through a ‘button’ or dropdown menu, which is illustrated in the example User Interface below.

Location: Microsoft HQ | **Role:** Advanced Shipper | **Shipping Date:** 11/29/2010

Welcome User | **Logout**

Home | **Ship** | **Track / History** | **Address Book** | **Reports** | **Admin**

Resource Centre | **Live Support (available)**

Shipment Summary

\$ 50.42
2 Days Transit **Ship (F12)**

Courier Services

- 1 Day** - Arrival: 12/01/2010
 - Express 9AM- Customer Packaging \$ 68.40
 - Express 10:30AM Customer Packaging \$ 58.82
 - + More Options**
- 2 Days** - Arrival: 12/04/2010
 - Ground - Customer Packaging \$ 59.42
 - + More Options**
- + More Services**
- Signature Required + \$ 1.00

Shipping Staples Retail Outlet
Location 1000 Dixie Road, Mississauga, ON, L5N 8L9

From Tara O'Doherty 533 Richmond Street West, Suite 405, Toronto, ON, M5V 3Y1, Buzz 0002 **edit**

To Jonathan Swift 400 Liliput Lane, Wichita, KS 12345 **edit**

Details Documents only 0 lbs **edit**

1. From (F1)
2. To (F2)
3. Shipment Details (F3) **Cancel (Alt+F12)** **Ship (F12)**

Optional
Returns Labels (F6)
Special Services (F7)
Billing/References (F10)

Mandatory Fields

- * Shipping Date** 11 / 29 / 2010 **Clear Screen**
- * Shipment Type** Documents Only
- * Package Type** Customer Packaging
- * Service Type** Purolator Express
- * No. of Pieces** 20 Weigh One Piece (All are equal)
- * Weight** 100 Lb (Alt+W)
- * Dimensions (LxWxH)** X X In
- Special Handling Oversized
- Quick Return Label (F6)
- Signature Required

Package Details (F5) Completed Pieces **0 of 20** Total Weight **0 lbs**

Declared Value .00 CAD **?**

Figure 40: Example User Interface - Get Documents - Documents Only

2.9.3.3 Use Case Scenario 3

As the Printer Type is an integral part of printing a proper label, the Developer should configure the User Interface for the Merchant in order to facilitate the setup of the different printer types which could look like the following illustration.

The screenshot shows the Purolator Admin interface. At the top, there's a header bar with the Purolator logo, location (Microsoft HQ), role (Advanced Shipper), shipping date (11/29/2010), and user information (Welcome User, Logout). Below the header is a navigation menu with links like Ship, Track / History, Address Book, Lists, Reports, Admin, Resource Centre, and Live Support (available). The Admin menu is selected and highlighted in blue. Under Admin, there are tabs for Summary, Company / Accounts, Roles, Users, Views / Modules, and Other, with Other being the active tab.

Printer Setup

This section contains fields for configuring a printer:

- * Printer ID: A text input field.
- * Printer Function: A dropdown menu set to "Report Printer".
- * Printer Type: A dropdown menu set to "Laser Printer".
- * Printer Port: A text input field with a "Browse" button.

Buttons at the bottom include "Print Test Page" and "Save (F10)".

Printers (F11)

This section displays a list of printers:

AI	Printer Function	Printer Type	Printer Port	Printer ID	Printer Class	Heat Setting
<input type="checkbox"/>	Report Printer	Laser Printer	192.168.1.1	Report Printer 1	N/A	N/A
<input type="checkbox"/>	Label Printer	Thermal Printer	/network address	Main Thermal Printer	M	B
<input type="checkbox"/>	AUX (COS)	HP SmartPrint 123	/network address	Backup Printer	N/A	N/A

Buttons at the top of the printer list include "Details (F1)", "Edit (F2)", and "Delete (F5)".

Figure 4.1: Example User Interface - Printer Setup - Laser

2.10 Purolator Shipping Documentation for U.S. & International Shipments and Dangerous Goods

U.S., International and Dangerous Goods shipments require additional documentation for carriage.

In addition to the shipping labels, the Get Documents Web Service is used to obtain additional documents such as Commercial Invoices that must accompany U.S. and International shipments, NAFTA and FDA declaration forms for certain kinds of U.S. destined shipments, and Dangerous Goods Declaration Form for Domestic Ground shipments.

The Get Documents Web Service is not a stand-alone Web Service but is used in conjunction with other Web Services. For example, once a shipment has been created using the Shipping Web Service or Returns Management Web Service then Get Documents would be used to obtain the shipping labels and the additional documentation for carriage.

Shipping rules and restrictions have already been defined within the Get Documents Web Service (see also Business Rules) so that the Developer can concentrate on creating the XML requests and User Interfaces, as well as ensure that the shipper is aware of the proper shipping documentation needed to accompany the U.S. or International shipment, or the Dangerous Goods shipment.

BUSINESS RULES – SHIPPING DOCUMENTATION

- ❖ The necessary information must be provided by the shipper when creating a U.S. or International shipment and captured from the UI in order to populate and complete the required additional documentation (e.g. Customs Processing Fields, HS Tariff Classification number)
- ❖ If the shipment is a ‘Non Documents’ (NON DOCS) shipment, Customs and Clearance information should be completed after entering the shipment details
- ❖ These additional documents must be supported by the customers shipping processes, if not supported by the shipping application

The following chart summarizes the additional documentation requirements.

Table 7: Overview of required Shipping Documentation

Form	Required for the following destinations?			Notes
	Domestic	U.S.	Intl	
Commercial Invoice		YES	YES	Required for all U.S./Intl shipments A commercial invoice must be printed when shipping to the U.S. or International destinations
North America Free Trade Agreement - Certificate of Origin		YES	NAFTA Countries Only	Required when new goods are passing through country borders participating in the North American Free Trade Agreement as proof of country of origin of the goods
Federal Communications Commission (Form FCC 740)		YES		Required for each radio frequency device that is exported to the U.S.
Department of Health and Human Services (Form FDA 2877)		YES		Required for any imported radiation-emitting electronic products or commodities that are subject to Radiation Control Standards prior to entry into the U.S.
Dangerous Goods Declaration Form for Ground Shipments	YES			Required for Fully Required Dangerous Goods shipments via Ground only The Air Declaration is a dedicated mandatory form and is not available on shipping applications

2.10.1 Commercial Invoice

The commercial invoice must be printed when shipping to the U.S. or International destinations. The commercial invoice should be printed on 8.5" x 11" paper using a laser printer, or alternatively on a 4"x6" thermal label. The Thermal Commercial Invoice is to be placed inside the plastic pouch. It is not required to be placed on a box like a label.

The Commercial Invoice must contain the following content:

- Ship From Information
- Ship To Information
- Shipment Details Information
- Sold To Information (if different from Ship To)
- Detail Information
- Duty Information
- Terms and Conditions Information
- Signature and Date Information

BUSINESS RULES – COMMERCIAL INVOICE

- ❖ Contact Name and Contact Telephone Number must be printed on the Commercial Invoice and populated in the electronic manifest if the sender is paying for duties and taxes
- ❖ ‘Sold-To’ must be in the same country as the ‘Ship-To’
- ❖ FDA (Food) is to be checked for shipments containing food items regulated by the U.S. FDA. This is not the same as FDA 2877, described later in this section as a separate form. Do not check FDA (Food) for shipments containing FDA 2877 items on the Commercial Invoice
- ❖ If a U.S. destined shipment contains ‘Textiles’ then,
 - Print ‘Y’ in the Textile Column for each textile item being described
 - Print either a Manufacturer’s ID in the description on the line underneath the declared item or the manufacturer’s name and address information
- ❖ If a U.S. destined shipment does not contain ‘Textiles’ then,
 - Print ‘N’ in the Textile Column for each non textile item being described
- ❖ For International destined shipments leave the ‘Textile’ column blank

A sample of the Commercial Invoice, and a US/Intl Request Sample, is included in the [Appendix – Bullet 3.11](#).

2.10.1.1 Use Case Scenario

In order to create an accurate Commercial Invoice, the shipper will need to identify and enter certain information specific to U.S. or International shipments which the Developer needs to make available in the User Interface. An example UI is illustrated in the figure below. Note for this example: if paperless is selected, then the shipper is requesting Purolator to create an invoice on the shipper’s behalf.

Customs Invoice

* Mandatory Fields		Reset to Default	Clear Screen
* Customs Invoice	Paperless	?	
* Bill Duties to	<input checked="" type="radio"/> Sender <input type="radio"/> Receiver <input type="radio"/> Buyer	?	
* Contact Name	David Thomas		
* Phone Number	416 555 9998	Ext.	<input type="text"/>
* Broker	Enter or Select		
Business Relationship	<input checked="" type="radio"/> Not Related <input type="radio"/> Related	?	
* Currency	CDN Dollar	?	
* Reason for Export	Other (Specify)		
* Other Reason			
<input type="checkbox"/> Save Customs Invoice ?			
Cancel (Alt+F12)		Next (F10)	

Figure 42: Example User Interface - Commercial Invoice

2.10.2 North America Free Trade Agreement - Certificate of Origin

This document is required when new goods are passing through country borders participating in the North America Free Trade Agreement (NAFTA).

This document must be completed, upon request by Customs, as proof of country of origin of goods.

A sample of the NAFTA Certificate of Origin is included in the [Appendix – Bullet 3.12](#).

2.10.2.1 Use Case Scenario

For shipments to the U.S., the goods need to be accompanied by a NAFTA certificate in which the shipper declares the origin of the products and other information pertinent to NAFTA. The Developer can facilitate the creation of this NAFTA certificate for the shipper through providing a selection button and overview of the necessary forms on the piece level of the shipment as is illustrated in the User Interface example below.

The screenshot shows a software application window titled "Customs Invoice". On the left, there's a sidebar with "Product Details" containing fields for Product Code (dropdown), Description (10 Foot USB Cables), Harmonized Code (Optional if known), Country of Manufacture (Canada), Unit Price (\$7.50), Quantity (10), and Unit of Measure (Packet). Below this are sections for Product Indicator (NAFTA checked, FDA (Food) and Other unchecked) and Additional Product Forms (NAFTA Certificate checked). At the bottom of the sidebar are buttons for "Save to Product Database" and "Add (F10)". On the right, a large grid displays three items: 1. 50 Packets x 6 Foot USB Cables (\$5.50 each), 2. 50 Packets x 3 Foot USB Cables (\$3.75 each), and 3. 10 Packets x 10 Foot USB Cables (\$7.50 each). The third item has a blue checkmark next to "NAFTA Certificate". A summary box at the top right shows a box icon, "Total Invoice Value \$537.50 PES", and "Printing Options" with a checkbox for "Do not print value on label".

Figure 43: Example User Interface - NAFTA Indicator for US/International Shipment

2.10.3 Federal Communications Commission (Form FCC 740)

This form must be completed for each radio frequency device that is exported to the U.S. and that was not manufactured in the U.S. The original shall be filed with the U.S. Customs and Border Protection on or before the date shipment is delivered to the U.S. port of entry.

Form FCC 740 is not required and not applicable to any radio frequency device manufactured in the U.S. When reproducing this document, it must be identical to the original as it is a controlled U.S. Customs and Border Protection form.

A sample of the Form FCC 740 is included in the [Appendix – Bullet 3.13](#).

2.10.4 Department of Health and Human Services (Form FDA 2877)

This is a declaration for any imported radiation-emitting electronic products or commodities that are subject to Radiation Control Standards prior to entry into the U.S.

When reproducing this document, it must be identical to the original as it is a controlled U.S. Customs and Border Protection form.

A sample of the Form FDA 2877 is included in the [Appendix – Bullet 3.14](#).

2.10.4.1 Use Case Scenario

The following figure illustrates how the requirement for additional forms can be incorporated into the User Interface by the Developer in order to ensure the Shipper provides all necessary shipment documentation when shipping to the U.S.

The screenshot shows a software application window titled "Customs Invoice". On the left, there's a "Product Details" panel with fields for Product Code, Description, Harmonized Code, Country of Manufacture, Unit Price, Quantity, and Unit of Measure. Below these are sections for Product Indicator (NAFTA, FDA, Textile, Other) and Additional Product Forms (FCC740, FD2077, NAFTA Certificate, Footwear Declaration, Fish & Wildlife, Commodity Chart, TSCA, DOT). A red arrow points to the "NAFTA Certificate" checkbox in the Additional Product Forms section. On the right, there's a summary box showing a box icon, a total value of \$537.50, and a "Printing Options" section with a checked checkbox for "Do not print value on label". Below this is a grid table showing three items: 50 Packets x 6 Foot USB Cables, 50 Packets x 3 Foot USB Cables, and 10 Packets x 10 Foot USB Cables. The last item has a checked checkbox for "NAFTA Certificate". At the bottom, there are buttons for "Clear All Products (Alt+F12)", "Close (F12)", and "Add (F10)".

Figure 44: Example User Interface - Shipping Documentation US/International Shipments

2.10.5 Dangerous Goods Declaration Form for Ground Shipments

The Dangerous Goods Declaration Form is for fully regulated Ground shipments only. The air declaration is a dedicated, mandatory form and is not available on the E-SHIP Commercial Web Services.

The Dangerous Goods Declaration is presented as a bilingual form. The bilingual form allows flexibility for shipments and is recommended for shipping applications.

A sample of the Dangerous Goods Declaration Form for Ground Shipments is included in the [Appendix – Bullet 3.15.](#)

BUSINESS RULES – DANGEROUS GOODS DECLARATION FORM FOR GROUND SHIPMENTS

- ❖ It is mandatory that a completed Dangerous Goods Declaration form accompanies all fully regulated dangerous goods

2.11 Purolator Manifests

A Shipping Manifest is a detailed list of all shipments ready for a courier pickup. It describes and summarizes what is being transported on a given shipping day. The manifest must be generated in electronic and printed format and lists for instance the number of pieces and shipments, weight, type of service and/or product requested, and consignee.

Manifest files are primarily used for billing purposes but also used for generating shipment tracking statuses, enabling cross-border procedures for U.S. and International shipments and initiating email notifications.

Printed manifests must reflect shipments tendered to Purolator for delivery and also contain the same information submitted in the electronic manifest. It acts as a backup for the electronic manifest should any issues arise.

The [GetShipmentManifestDocument](#) Method of the Get Documents Web Service is used to obtain the shipping manifest for the date requested.

Note: Shipping rules and restrictions have already been defined within the Get Documents Web Service (see also Business Rules) so that the Developer can concentrate on creating the XML requests and User Interfaces.

There are two options for obtaining a manifest:

- **Automatic:** the Manifest Report is run automatically at 1AM every day for Web Services (including automatic consolidation), and is called an e-Manifest
- **Manual:** the shipper can manually obtain the manifest through the UI throughout the day and especially at the end of the day. The Developer of the application will need to call the [Consolidate](#) Method in Shipping Web Service first, and then call the [GetShipmentManifestDocument](#) in Get Documents Web Service.

A sample of the Manifest is included in the [Appendix – Bullet 3.16](#).

BUSINESS RULES - MANIFEST

- ❖ Each day's manifests must only contain shipments for one shipper account that were tendered to Purolator for that day
- ❖ The customer number is 7 digits long however the account number in the manifest file will be displayed as 10 digits long by padding it with leading zeroes
- ❖ In future ship scenarios whereby shipments are labeled one day but tendered to Purolator at a later date, the shipments must be included in the manifest on that later date
- ❖ The final manifest at the end of the shipping day - manifest must be closed and include all shipments of the day for billing purposes
- ❖ Manifest Report is run automatically at 1AM every day for Web Services
- ❖ Manually running the Consolidation/Manifest report at different times of the day in Web Services will result in different manifests (e.g. reporting purposes by division or department)
- ❖ The retention period for all shipping documents is same day. If you wish to reprint a shipping document, you must submit another GetShipmentManifestDocument request. Manifests can be reprinted up to 24 months after consolidated date

2.11.1 Shipment Aggregation Rules

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.

Shipment aggregation occurs when a final manifest is generated, usually at end of day when shipment processing is complete.

In E-SHIP Commercial Web Services, shipping aggregation is accomplished through calling the Consolidate Method of the Shipping Web Service prior to the call for the GetShippingManifestDocument Method of the Get Documents Web Service.

2.11.2 Void Shipment

A void shipment is defined as a shipment that has been cancelled after a shipping label has already been printed. All void shipments must be stored and fully declared in the e-manifest file. Void shipments are not required to be printed on the paper manifests. The PIN's from voided shipments cannot be re-used.

BUSINESS RULES – VOID SHIPMENT

- ❖ Voiding applies at shipment level only
- ❖ Individual pieces within a shipment cannot be voided, the entire shipment must be voided and reprocessed with the revised number of pieces
- ❖ Only shipments voided after a label has been printed need to be declared in the manifest
- ❖ Functionality must exist to void future dated shipments. The shipments must be declared as voids in the manifest transmitted on the service date matching the future date
- ❖ When a shipment is voided that has a return label associated, both shipments (outgoing and return) are voided. Voiding either the outbound or the return(s) will void the entire shipment. Both shipments must indicate they are voided in the manifest
- ❖ When an outbound shipment is cancelled which has a return shipment associated to it the return shipment must also be cancelled
- ❖ When a shipment is voided that has an associated ExpressCheque, both (outbound and ExpressCheque) are voided. Voiding either the outbound or the ExpressCheque portion will void the entire shipment. Both shipments must indicate they are voided in the manifest
- ❖ A shipment that has been previously submitted on a previous day's manifest cannot be voided
- ❖ You can cancel shipments up to 11:59:59 p.m. ET of the Shipment Date, assuming the driver hasn't picked up the shipment. After that time, a Credit Request can be directed to Accounts Receivable after the Purolator invoice has been received with the applicable PIN. You can also call us at 1 888 SHIP-123 for additional help.

The implementation of Void shipment is mandatory in E-SHIP Commercial Web Services and can be realized through calling the Void Shipment Method of the Shipping Web Service.

2.11.3 Use Case Scenarios

2.11.3.1 Use Case Scenario 1

In order to benefit from the shipping aggregation rules which could potentially lead to shipment cost efficiencies, the Developer should configure the application to first call the Consolidate Method before calling the GetShipmentManifestDocument Method.

2.11.3.2 Use Case Scenario 2

The reduction in credit claims could be achieved through mandating the Shipper to void each shipment that is not supposed to be shipped on a given day. The manifest will contain all shipments ready to be shipped including the ones that are not actually picked up and have not been voided before the manifest was run. As the manifest files are used for billing purposes, the shipments that were not voided in time will be invoiced and the shipper will need to claim a credit for that particular 'void' shipment.

The User Interface below illustrates a Void Shipment warning before voiding the shipment.

The screenshot shows the E-SHIP Multi-Piece shipping interface. At the top, it displays "Currently on scale 24 lbs". Below this is a "Piece Details" section where users can enter package information. To the right is a summary table showing completed pieces (4 of 20), total actual weight (66 lbs), total cube weight (68 lbs), and estimated cost (\$52.34). A detailed list of packages follows, including:

Piece	Details	Quick Return	Re-print
✓ 1 of 20	Box2 - XTC Digital Receiver & Cables 20 lbs - 18in x 14in x 6in	<input type="checkbox"/>	
✓ 2 of 20	Box3 - XTC Left Speaker 12 lbs - 14in x 24in x 10in	<input type="checkbox"/>	
✓ 3 of 20	Box3 - XTC Right Speaker 12 lbs - 14in x 24in x 10in	<input type="checkbox"/>	
✓ 4 of 20	Box7 - XTC Sub-Woofer 24 lbs - 24in x 24in x 24in - Special Handling: Oversize	<input type="checkbox"/>	

A "Void Shipment Warning" dialog box is overlaid on the interface, containing the message: "You are about to void the entire shipment. Click OK to proceed or Cancel to return to the previous screen." It includes "Cancel (Alt+F12)" and "OK (F12)" buttons, and a checkbox for "Do not show this message again".

Figure 45: Example User Interface - Void Shipment Warning

2.12 Purolator Pickup

In the E-Ship Commercial Web Services, the shipper is able to schedule a pickup request up to 10 days in advance. The implementation of the Pickup Web Service will allow the Developer to setup the following features: schedule, modify and void a pickup request in addition to validate pickup request and get pickup history.

In order to schedule a pickup the following key elements are required: pickup address, number of pieces, destination address, trailer accessible, pickup location (e.g. front door), and packaging supplies requested.

Shipping rules and restrictions have already been defined within the Pickup Web Service (see also Business Rules) so that the Developer can concentrate on creating the XML requests and User Interfaces.

BUSINESS RULES - PICKUP

- ❖ A pickup can be scheduled during business days: Monday to Friday inclusive, except for statutory holidays observed by Purolator
- ❖ The pickup request should be made at least 1 hour before the cut off time (local time)
- ❖ The pickup request can be scheduled up to 10 days in advance
- ❖ Ideally only ONE pickup should be scheduled in a day, preferably at the end of the day, in the E-Ship Commercial Web Services in order to pick up all shipments ready by the end of the business day

2.12.1 Use Case Scenario

2.12.1.1 *Use Case Scenario 1*

For a Returns Management Scenario, the Customer Service Rep could schedule a pickup in the application as part of the [Returns Management process](#) described earlier.

2.12.1.2 *Use Case Scenario 2*

On the other hand, the Customer can self-serve the return management process and schedule a pickup based on their availability.

2.12.1.3 *Use Case Scenario 3*

In another scenario, the Merchant can schedule a series of pickups during a certain timeframe as long as it is not scheduled more than 10 days in advance which is illustrated in the User Interface example below.

The screenshot shows the Purolator e-Ship CWS Business Requirements interface. At the top, there's a header with the Purolator logo, location (Microsoft HQ), role (Advanced Shipper), shipping date (11/29/2010), and user information (User, Logout). Below the header is a navigation bar with links like Ship, Track / History, Address Book, Lists, Reports, Admin, Resource Centre, and Live Support (available). A 'Shipment' tab is selected.

The main area has sections for 'From (F1)', 'To (F2)', and 'Shipment Details (F3)'. Under 'Optional', there are 'Special Services (F7)' and 'Billing/References (F10)'. Under 'Profiles', there's a dropdown for 'Domestic - Freight'.

A modal dialog box titled 'Pre-booked Appointment Options' is open. It contains 'Mandatory Fields' for 'Pickup Date' (From 11/28/2010 to 11/30/2010) and 'Pickup time' (From 12:00 PM to 5:00 PM). Buttons for 'Cancel (Alt+F12)' and 'Save (F12)' are at the bottom.

To the right of the modal is a 'Shipment Summary' section showing shipping details: Weight \$168.40, Packaging \$158.82, and Total \$59.42. It lists the 'To' address: Francois Lavigne, 400 De Maisonneuve West, Suite 700, Montreal QC, H3A 1L4, and pickup details: Same Address as Form, Front Door (12:00 - 17:00). Units are listed as 20 Skids.

Figure 46: Example User Interface - Schedule Pickup

2.12.1.4 Use Case Scenario 4

If the user wishes to edit the pickup address in order to allow to pick up their product from the office rather than home if that is more convenient, the UI below illustrates the options to designate the address, the location and the pickup time.

The screenshot shows the 'Pickup / Drop-off Options' dialog box. It has a 'Mandatory Fields' section with a 'Select Option' radio group (selected 'Pickup'), a 'Pickup Address' field (533 Richmond Street West, Suite 405, Toronto, ON, M5V 3Y1, Buzz 0002, 905-555-1212), a 'Pickup from' dropdown (Front Door), and a 'Pickup time' field (12:00 PM to 5:00 PM). Buttons for 'Cancel (Alt+F12)' and 'Close (F12)' are at the bottom.

Figure 47: Example User Interface - Pickup Location

2.13 Purolator Tracking

After the shipment has been created and picked up, the shipment can be tracked based on a list of tracking references and/or shipment PINs. Both real-time detailed tracking information and tracking summaries can be provided through the implementation of the Tracking Web Service. It is used to track Domestic, U.S. and International shipments.

A logical scan history for the valid PIN number will include the following responses and descriptions:

- Shipment Created
- Proof of Pickup - Picked up by Purolator
- Other - Arrived at Sort Facility
- On Delivery - On the Vehicle for Delivery
- Exception Scan – e.g. Weather Delay
- In Transit - On the Vehicle for Delivery
- Delivery - Shipment delivered to destination address

Shipping rules and restrictions have already been defined within the [Tracking Web Service](#) (see also Business Rules) so that the Developer can concentrate on creating the XML requests and User Interfaces.

BUSINESS RULES – TRACKING WEB SERVICE

- ❖ The responses will return information with a similar level of detail to Purolator.com
- ❖ Tracking by PIN - up to 75 PINs can be tracked
- ❖ Tracking by Reference – only 1 reference can be tracked at a time
- ❖ Detailed tracking - only 1 PIN allowed at a time
- ❖ Tracking is possible for all four Customer reference fields used in the creation of the shipment

2.13.1 Use Case Scenarios

2.13.1.1 Use Case Scenario 1

As a Merchant might prefer to link the Purolator PIN number with their own reference numbers for a shipment and for tracking purposes, the Developer should provide the User Interface with the necessary entry fields for additional shipment references as illustrated in the UI below.

Purolator

Location: Microsoft HQ | Role: Advanced Shipper | Shipping Date: 11/29/2010 | Welcome User | Logout

Ship | Track / History | Address Book | Lists | Reports | Admin

Shipment | Auto-SHIP | Return Services | Import Services / Inbound | Preferences | Hold

1. From (F1)
2. To (F2)
3. Shipment Details (F3)

Optional
Return Labels (F6)
Special Services (F7)

Billing/References (F10)

Profiles
US

*** Mandatory Fields** | Reset to Default | Clear Screen

Billing Options:

- Sender: Tara O'Doherty, 533 Richmond Street West, Suite 405, Toronto, ON, M5V 3Y1, Buzz 0002
- Receiver: Enter Customer Code or Name
- Third Party: Jonathan Swift, Account Number: 1345411, 533 Gulliver Road, Suite 405, Lilliput, AB, T8N 2Y2,

Customer Charge

Shipment References:

Reference 1	111113	<input type="checkbox"/> Save to List
Reference 2	Enter or Select	<input type="checkbox"/> Save to List
Reference 3	111112	<input type="checkbox"/> Save to List

+ Add More

Note: 0 of 133 Characters

Shipment Summary

To Hold
Save Profile

\$ 65.42 2 Days Transit | **Ship (F12)**

Courier Services

1 Day - Arrival: 12/01/2010

- Express 9AM - Customer Packaging \$ 68.40
- Express 10:30AM - Customer Packaging \$ 58.62
- + More Options

2 Days - Arrival: 12/04/2010

- Ground - Customer Packaging \$ 50.42
- + More Options

+ More Services

- Signature Required + \$ 1.00
- Dangerous Goods + \$ 10.00
- Express Cheque + \$ 5.00

From: Tara O'Doherty, 533 Richmond Street West, Suite 405, Toronto, ON, M5V 3Y1, Buzz 0002 | **edit**

To: Jonathan Swift, 400 Lilliput Drive, Wichita, KS 12345 | **edit**

Pickup: Same Address as Form, Front Door (12:00 - 17:00) | **edit**

Details: Express Envelope | **edit**

Bill To: Jonathan Swift, Account Number: 1345411, 533 Gulliver Road, Suite 405, Lilliput, AB, T8N 2Y2, | **edit**

Figure 48: Example User Interface - Shipment References for Tracking

2.13.1.2 Use Case Scenario 2

Either the shipper or the receiver will want to track their shipment within the same application, similar to 'one-stop-shopping' concept, by entering certain search criteria for their respective PIN/reference or a range of PINs. The User Interface could facilitate this feature for the shipper or the receiver as is illustrated below.

The screenshot shows the Purolator tracking search interface. At the top, there's a header bar with the Purolator logo, location (Microsoft HQ), role (Advanced Shipper), shipping date (11/29/2010), and user information (Welcome User, Logout). Below the header are navigation links: Ship, Track / History (which is selected), Address Book, Lists, Reports, Admin, Summary, Recent Searches, Watch List, and Preferences. On the right side, there are links for Resource Centre, Live Support (available), Hold, and a user icon.

The main area is titled "Track / History Summary". It contains two panels: "Search Criteria" on the left and "Criteria" on the right.

Search Criteria:

- Account: All
- Ship Date From: 10/30/2010 To Date: 11/30/2010
- Status: All
- PIN: (empty)
- Contact ID: Enter or Select
- Company Name: Enter or Select
- Contact Name: Enter or Select
- Email: Enter or Select

Criteria:

- Account: All
- Ship Dates: 10/30/2010 to 11/30/2010
- PIN: 1272873699881-[ALL]
- Status: [ALL]
- Company: IBM Head Office
- Email: IBM Head Office
- Reference: [ALL]
- Cost Centre: HR Dept
- Service: [ALL]
- Package Type: [ALL]
- Payment Type: [ALL]
- Address: [ALL]
- City: [ALL]
- Postal Code: [ALL]
- Province: [ALL]
- User ID: [ALL]
- Search Criteria Alias: [1]

Buttons at the bottom include "Add (F10)", "Clear All Criteria (Alt+F12)", and "Search (F12)".

Search Results:

Below the search results section, there are buttons for Details (F1), Watch List (F2), Email (F3), Reprint (F4), Documents (F5), Shipment (F6), Refresh (F7), Export (F8), and Void (F9).

All	Ship Date	PIN	Contact ID	Company Name	Destination	Service	Last Update	Status
<input type="checkbox"/>	11/30/10 5:55PM	600921779689	DOM1001	Daytech	101 Main Street West, Mississ...	Express	11/30/10 5:55PM	In Transit
<input type="checkbox"/>	11/30/10 5:55PM	600921779697	DOM1023	Connor Equipment	101 Main Street West, Mississ...	Express	11/30/10 5:55PM	Delivered
<input type="checkbox"/>	11/30/10 5:55PM	600921779705	DOM1209	Best Buy	101 Main Street West, Mississ...	Express	11/30/10 5:55PM	Delivered
<input checked="" type="checkbox"/>	11/30/10 5:55PM	600921779713	DOM1001	Daytech	101 Main Street West, Mississ...	Express	11/30/10 5:55PM	Delivered
<input type="checkbox"/>	11/30/10 5:55PM	600921779721	DOM1209	Best Buy	101 Main Street West, Mississ...	Freight	11/30/10 5:55PM	Delivered

Page navigation: « Back, Page 1 of 5, Next » and Displaying 5 of 50.

Figure 49: Example User Interface - Tracking Search Criteria

2.13.1.3 Use Case Scenario 3

The tracking details, as a result of the implementation of the Tracking Web Service, is illustrated in the User Interface below.

The screenshot shows the Purolator tracking details page. At the top, there are navigation links for Location (Microsoft HQ), Role (Advanced Shipper), Shipping Date (11/29/2010), and a welcome message for User. Below the header, there are tabs for Ship, Track / History (selected), Address Book, Lists, Reports, Admin, Summary, Recent Searches, Watch List, and Preferences. On the right, there are links for Resource Centre, Live Support (available), Hold, and a user profile icon.

Tracking Details:

- Tracking Number: 600921779689
- Status: Delivered
- Delivery Date: January 10, 2011

Shipment Details:

From	Tara O'Doherty 533 Richmond Street West, Suite 405, Toronto, ON, M5V 3Y1, Buzz 0002
To	François Lavigne 400 De Maisonneuve West, Suite 700, Montreal, QC, H3A 1L4
Service	Purolator Ground
Cost	\$ 58.81
Date of Shipment	January 06, 2011
Estimated Delivery Date	January 11, 2011
Signature Required	Yes

Package Details:

Package Type	Customer Defined
Declared Weight	10 lbs
Actual Weight	62 lbs
Reference	63010246201
Number of Pieces	5
Related Pieces	2801919393 2801919332 2801919231 2801919233 2801919483
Special Services	None

Proof of Signature: A large rectangular area with a large 'X' drawn through it.

History:

Date / Time	Location	Description	Comments
10/01/11 5:35PM	400 de Maisonneuve Ouest, Montreal, QC	Delivered to Frank Lavigne in Montreal	
10/01/11 5:55PM	Montreal, QC	On vehicle for delivery	
06/01/11 12:17AM	Toronto, ON	Shipment in transit	
06/01/11 5:55PM	Mississauga, ON	At Purolator Distribution Centre	
06/01/11 10:34AM	500 Richmond St, Toronto, ON	Picked up by Purolator at Front Door from Tara	

Figure 50: Example User Interface - Tracking Details

2.14 Purolator Locations

In order to make shipping as efficient and convenient as possible, Purolator has developed a variety of choices to get your shipments into our system and on their way. In addition to the E-SHIP Commercial Web Services, you can ship your packages through the numerous Purolator Shipping Centers and designated Purolator Authorized Shipping Agents across the country or drop boxes located in busy urban areas.

The implementation of the Locator Web Services in the E-SHIP Commercial Web Services, will allow the customer to find the closest Purolator location to enable shipping or identify the location to pick up a shipment. The retrieval of the location information will be based on six different methods:

- Address,
- Coordinates,
- City,
- Point of Interest, or
- Postal Code.

As a result, the following information will be provided based on the respective search criteria:

- Address
- List of Services: DG, HFPU, Street Access, Wheel Chair Access, Kiosk
- Location Type: Purolator Shipping Center, Purolator Authorized Shipping Agent, Staples Locations, DropBox
- Hours of Operation
- Days of Operation

Note: Shipping rules and restrictions have already been defined within the Locator Web Service (see also Business Rules) so that the Developer can concentrate on creating the XML requests and User Interfaces.

BUSINESS RULES – LOCATOR WEB SERVICE

- ❖ If the 'location type' is not specified then all 4 location types will be returned in the response: Shipping Center, Shipping Agent, Staples, DropBox
- ❖ GetLocationsByPostalCode:
 - US Zip codes are not accepted
 - PostalCode must follow the standard format: A#A#A#, or A#A #A#
 - Only a single space will be allowed between the first and last three characters

2.14.1 Use Case Scenario

In the case of the Returns Management process, the customer wants to return the shipment before his next business travel and wants to drop off the return package at a Purolator Location close to the airport. Through the implementation of the Locator Web Service in the application, the customer will now be able to find a Purolator Location close to the airport thanks to the [GetLocationByPointOfInterest](#) Method.

3 Appendix

3.1 Business Rules Summary

Business Rule Topic	Business Rule Description
Account	Customer account is either a Purolator account (PURO) or a Purolator International (PI) account but not both
Account number	Account number is 7 digits long and is padded with leading zeroes to become 10-digits long for manifest
Billing	Collect shipments only for shipments within Canada, not for US or international shipments
Billing	Third party billing: only used for Canadian 3rd party billing addresses
Cancel shipment	You can cancel shipments up to 11:59:59 p.m. ET of the Shipment Date. After that time, a Credit Request can be directed to Accounts Receivable after the Purolator invoice has been received with the applicable PIN. You can also call us at 1 888 SHIP-123 for additional help.
Commercial Invoice	Contact Name and Contact Telephone Number must be printed on the Commercial Invoice and populated in the electronic manifest if the sender is paying for duties and taxes. Sold-To must be in the same country as the Ship-To.
COS	Chain of Signature (COS) label must be affixed on each individual package
COS	Bill to sender is the only acceptable payment type for COS
COS	COS with ExpressCheque option: 2 separate labels: 1 label for COS (4"x10") and 1 label for ExpressCheque return and receipt (4"x6")
Courier Shipments	Each Piece in the Shipment must weigh no more than 70 lbs (approx. 32 kg) for the service guarantee to apply
Cubing	Customer is charged the calculated cubic weight if > scale weight
Cubing	Cubing factor depends on the mode of transportation (Air or Ground) and is defined in the Contract Files and are subject to change
Cubing	Default 'Ground Cube factor' is 10.4 and 'Air Cube Factor' is 15 - the Cubing Factor for Air and Ground is defined in the Contract files
Cubing	Not required for Express Envelope, Pack or Box
Cubing	Declared weight per piece on label and e-Manifest submission
Cubing	Declared shipment weight on e-Manifest submission
Cubing	Billable weight on paper manifest and used for rating
Cubing	The declared weight per piece must be used in the e-Manifest submission for individual packages (Line Item Service Record). In addition, if package dimensions are being captured then these are to be included in the e-Manifest Line Item Service Record
Cubing	The declared shipment weight must be used in the e-Manifest submission as the Shipment Weight (Shipment Record)

Business Rule Topic	Business Rule Description
Dangerous Goods	<500 kg exemption is only available for 'Ground' and restricted to 66lbs. (29.94kg) per piece
Dangerous Goods	Limited Quantities (Consumer Commodities) is only available for 'Ground' and restricted to 66lbs. (29.94kg) per piece - Each shipping label will be marked with the wording, "Limited Quantity"
Dangerous Goods	DG and special handling: DG precedes always special handling when used together except for 'limited quantity'
Dangerous Goods	<500kg to Ferry Point needs to be upgraded to fully regulated shipment
Dangerous Goods	Air and Ground mode of transport is available
Dangerous Goods	UN1845 Dry Ice: can be shipped to U.S. and International destinations via air only
Dangerous Goods	Each shipping label will be marked with the wording, '<500KG Shipper's declaration not required'
Dangerous Goods	Dangers Goods: Limited Quantities / Consumer Commodity - no DG surcharge is applied to these consignments
Dangerous Goods	Dangers Goods: UN3373 Biological Substances, Category B - UN3373 is partially regulated. A DG surcharge will be applied to these consignments
Dangerous Goods	Setup of the web service GetServiceOptions and GetServiceRules, will determine the available type of transport automatically for Dangerous Goods rather than having the client select it manually
Dangerous Goods	Service selected on shipment level and not piece level
Development Key	By default, all Development and Production keys are restricted to use the Ship From address you provided when the key was initially requested
Document Type	For Shipments outside of Canada (US or International), the Document Type must be 'InternationalBillOfLading'
Document Type	All Domestic Labels with the Exception of ChainOfSignature are considered 'DomesticBillof Lading or DomesticBillOfLading Thermal'.
Document Type	The Document Type for COS is 'COSBillofLading'
Envelope Products	Envelope products are 'docs-only' by default. UI should update automatically or prompt user to make 'docs-only' selection
Express Envelope	Max weight for Express Envelope is 1LB
ExpressCheque	Only for domestic shipments with a valid Canadian address
ExpressCheque	3 labels needed: outbound shipment label, returning ExpressCheque label and Receiver receipt label
ExpressCheque	Payment is mandatory upon delivery
ExpressCheque	ExpressCheque recipient must have a valid Canadian address
ExpressCheque	ExpressCheque Payment envelope is returned via the fastest mode to the shipper or alternate address
ExpressCheque	ExpressCheque Payment envelope to a residential address, with RSR free of charge
ExpressCheque	Outbound shipment with this option: 'ship from' phone number mandatory

Business Rule Topic	Business Rule Description
ExpressCheque	Returning ExpressCheque shipment: 'ship from' phone number and 'ship from' phone number from original outbound shipper mandatory but 'ship to' phone number is optional
ExpressCheque	Only ONE Returning ExpressCheque Label and ONE Receipt label per shipment (note: outbound shipment label on each package still needed with multi-piece shipment)
ExpressCheque	When selecting the 'Express Cheque' box, the amount, or any other information, should be completed - if not, an error should be returned to the customer informing them that they need to include the amount (and the other additional details, province, postal code, etc.)
ExpressCheque	Shipments with Express Cheque include the Lead outbound Pin (Shipment Pin) , the Express Cheque Receipt and the ExpressChequePin
ExpressCheque	The Express Cheque Recipient Address must be one of the following: Sent back to Sender or alternate recipient
Future Shipment	A future ship date should be limited to 10 days
GetLocationbyPostalCode	Business rules: US Zip codes are not accepted. Postal Code must follow the standard format: A#A#A#, or A#A #A# Only a single space will be allowed between the first and last three characters
Getting Started	Need a Canadian Address to set up E-Ship Commercial Web Services - even PCL US Account number needs to be linked with Canadian address in order to enable set up of Production Key
Heavy Weight Service	> 70 lbs. subject to special handling charge
Heavy Weight Service	Saturday delivery not available
Heavy Weight Service	Transit time not guaranteed
Hold for Pickup	Drop OSNR if HFPU
Hold for Pickup	Receiver's name and telephone number are mandatory
Hold for Pickup	HFPU & OSNR MUTUALLY EXCLUSIVE
Hold for Pickup	If a destination is Residential and Hold For Pickup is selected, then do not apply the Residential Delivery charge to the shipment
Labelling	Post office box addresses are not permitted
Manifest	Final manifest at the end of the shipping day - manifest must be closed and incl all shipments of the day > billing purposes
Manifest	Void shipments must be fully declared in the e-manifest file
Manifest	Courier's Final Pickup Sheets are required to only show the number of shipment pieces that are expected to be picked up by a Courier. Items such as returns that are created do not need to be displayed. In the case where there is more than one pickup during the day, only a Final Pickup Sheet is required for the final pickup of the day.
Manifest	Manifests can be reprinted up to 24 months after consolidated date.

Business Rule Topic	Business Rule Description
Manifest	Manifest Report is run automatically at 1AM every day for Web Services
Manifest	Run Consolidation report 'manually' at different times of the day in Web Services will result in different manifests (e.g. reporting purposes by division or department)
Multipiece	Multipiece surcharge kicks in at the fifth piece
Notifications	Advanced Shipment Notification (ASN) can be at shipment or piece level limited to 5 emails (1 shipper email and 4 recipient emails)
Notifications	Proactive Notification (PN) Subscription is at shipment level only no limitation on number of recipient emails per shipment
Order Supplies	Our 'peel and stick' Online Shipping Labels can be used in inkjet and laser printers and are required for shipments created in Online Shipping
OSNR Default Values	Business rules for residential addresses - Residential/OSNR Shipments: <ul style="list-style-type: none"> - If Business point, default is Signature Required. - If Residential point, default is OSNR* when there is no preference from the customer (shouldn't be made mandatory) <p>Note: No error message is required in the Web Service response. However, the warning message details should still be documented in technical design and customer documentation</p>
OSNR	Applications with a UI, OSNR specific message displayed
OSNR	OSNR cannot be combined with Evening Delivery as this service needs a signature
OSNR	OSNR cannot be combined with Hold for Pickup as this service needs a signature
OSNR	Cannot be combined with Chain of Signature
OSNR	Cannot be combined with ExpressCheque
OSNR	Cannot be combined with Dangerous Goods
Outbound Return Service	Each return package in the shipment is considered a single piece – there is no consolidation
Outbound Return Service	You are automatically billed for all return packages in a particular shipment when a possession scan occurs
Outbound Return Service	It is available within Canada only
Outbound Return Service	It is available in Purolator E-Ship™ Server, Purolator E-Ship™ Online and Purolator E-Ship™ EDI
Pickup	Only one pickup can be scheduled a day, per login location
Purolator Systems, Downtime and Service Suspensions	Purolator will endeavor to provide You email notice of any Service Suspension in accordance with the notice provisions set forth in Section 15 of the Purolator Resource Center Agreement and to post updates at www.purolator.com regarding resumption of access to the Resource Centre and the Materials following any such suspension, but shall have no liability for the manner in which Purolator may do so or if Purolator fail to do so
Returns Management	Originating outbound shipment of the return may have ExpressCheque or DG option selected
Returns Management	Weight is mandatory on the return shipment label

Business Rule Topic	Business Rule Description
Returns Management	Return shipments are allowed from non-serviced areas or non-pickup points > custom label required
Returns Management	Return labels are declared as a single piece shipment
Returns Management	Originating return address and return destination address must be Canadian
Returns Management	Return shipments cannot be combined with other specialized services and collect shipments
Returns Management	3rd party accounts can be used for return billing
Returns Management	Returns to residential points, RSR provided without surcharge
Returns Management	You will be billed for all return shipments upon the first scan of any return label in a shipment Billing consolidation occurs for shipments up to five pieces (RMS has a five piece per shipment maximum)
Returns Management	All Returns Management shipments must have a domestic originating address
Returns Management	A Return shipment cannot be combined with a 'Collect' payment type.
Returns Management	A Return shipment cannot be combined with the Dangerous Goods option.
Returns Management	Pricing the Return is optional. The Return shipment becomes valid only upon induction into Purolator's network and prices can change after the label is generated
Returns Management	A weight must be printed on the return shipment label. This weight can either be system generated or customer specified. * For system generated weight, i.e. where user interaction is not required or where a return shipment weight is not specified by the user then: * The weight on each return label is the total shipment weight divided by the total number of outbound labels. * If the divided weight is less than 1 (LB or KG) then print "1" plus the unit of measure (LB or KG) as the shipment weight on the return label * For Customer specified weight, print the weight as entered by the user on the return label(s).
Returns Management	Return Destination address must serviceable
Returns Management	A Return shipment cannot be combined with Saturday pickup
Returns Management	For the Return Shipment: - Outbound shipment can be combined with Saturday Delivery - Return shipment can have a different premium service except Saturday Delivery
Returns Management	A Return shipment cannot be combined with Chain of Signature
Returns Management	A Return shipment cannot be combined with ExpressCheque
Returns Management	The Returnee has up to 24 months to use the return label(s)
Returns Management	A Return shipment cannot be combined with a 'Collect' payment type
Returns Management	Payment with Credit Card is not an option; all other payment types are: Sender, Receiver or 3rd Party

Business Rule Topic	Business Rule Description
RSR Default Values	<p>Business rules for residential addresses - Residential/OSNR Shipments:</p> <ul style="list-style-type: none"> - If Business point, default is Signature Required. - If Residential point, default is OSNR* when there is no preference from the customer (shouldn't be made mandatory) <p>Note: No error message is required in the Web Service response. However, the warning message details should still be documented in technical design and customer documentation</p>
RSR	Delivery signature is not obtained for residential delivery unless RSR is selected in application
RSR	'OSNR' defaulted for all Canadian residential delivery points
RSR	'OSNR' and 'RSR' are mutually exclusive and 'RSR' has priority
RSR	'RSR' may be selected by shipper for US and International deliveries to residences
RSR	Residential ship-to versus business ship-to - If ship in evening then signature required no matter what type of ship-to
RSR	Domestic: If the Residential Signature Required option is selected by the user, the Residential Delivery surcharge does not apply and must be excluded
RSR	<p>Domestic Delivery Options</p> <p>For applications with a User Interface, Purolator suggests that one of the following messages be displayed if a user action results in the application not selecting the Residential Signature Required option for Canadian residential delivery points:</p> <p>English:</p> <p><i>Please note that by not selecting Residential Signature Required, this shipment will be delivered without a signature in accordance with our OSNR policy and new delivery release procedures. See our Terms and Conditions of Service at (www.purolator.com) for additional details, including your release and indemnification of Purolator from and against any claim resulting from the delivery of this shipment without a signature (i.e. unattended in accordance with our new delivery release procedures).</i></p> <p>French:</p> <p><i>Veuillez noter que si vous ne sélectionnez pas l'option Signature requise liv. résidentielle, cet envoi sera livré sans signature conformément à notre politique OSNR et à nos nouvelles procédures « Autorisation de livraison ». Veuillez consulter nos Modalités et conditions de service à (www.purolator.com) pour obtenir de plus amples détails, y compris la libération et l'exonération de Purolator pour et contre toute plainte résultant de la livraison de cet envoi sans obtenir de signature (soit sans surveillance conformément à nos nouvelles procédures « Autorisation de livraison »).</i></p>
Saturday Delivery	Saturday Delivery Characteristics not in Express INTL product class
Saturday Delivery	Saturday service is not available in combination with the Heavy Weight service
Schedule Pickup	Business Day: Monday to Friday inclusive, except for statutory holidays observed by Purolator.
Shipment consolidation	Web Services consolidates automatically
Shipping (sur)charges	'Beyond point' surcharge can be applied either at origin or destination

Business Rule Topic	Business Rule Description
<u>Shipping (sur)charges</u>	'Multipiece' surcharge can be applied for shipments over 'x' number of pieces
<u>Shipping (sur)charges</u>	Beyond Point: The charge can potentially be applied to both the pickup and delivery points. Please refer to the Service Directory chapter for details on how to identify Beyond points. - An additional charge applied to points where the origin is deemed by Purolator to be remote or is not serviced directly by Purolator
<u>Shipping charges</u>	Default 'declared value surcharge' is 100\$ for customers without contract (subject to change)
<u>Shipping charges</u>	Residential charges nil in case residential destination + hold for pickup
<u>Shipping charges</u>	Residential' surcharge can be applied to both pickup and delivery options Additional charge for shipments originating from a point identified as residential or of low business density
<u>Shipping labels</u>	The Application Message takes precedence over the Customer Note. If a Application Message is required, then it will overwrite any Customer Notes
<u>Shipping labels</u>	Weight declared on label is the physical weight and not the cubed (billing) weight
<u>Shipping labels</u>	Heavy Weight takes precedence over Special Handling as a label indicator. If a shipment is both Special Handling and Heavy Weight, then display the Heavy Weight Indicator
<u>Shipping labels</u>	Once a label is printed and a PIN has been assigned, no aspect of the shipment can be modified using the same PIN. If any modifications are required, such as changes to address, pieces, weight, service, etc., a new PIN must be issued and a new label must be printed
<u>Shipping labels</u>	US/International label: On the label, the Country must be represented by the Country Name and not as a Country Code. Please ensure that Country Name aligns to the Country Code as provided in the [country] (SDF01) file
<u>Size limitations</u>	The limitations will be provided in imperial (inches). Customers are permitted to declare size in metric; therefore, for validation, a conversion must be done.
<u>Special Configuration</u>	The shipping address completed in the request for production key form will function as the main point of origin for all shipments. In case multiple points of origin for the same business account number are needed, then this needs to be discussed and configured with the support team
<u>Special Handling</u>	Special Handling is applied to all pieces when applied at the shipment level
<u>Special Handling</u>	Special Handling Charge is applied only to the specific pieces within a shipment
<u>Special Handling</u>	Special Handling Charge is applied to all shipments: Domestic, US and International Destinations
<u>Special Handling</u>	Type of special handling must be selected in the application and displayed in manifests and labels - if not, the application will select 'default'
<u>Special Handling</u>	The shipping application must collect and provide this information on any manifest submissions.
<u>Special Handling</u>	Applicable to either shipment level or piece level

Business Rule Topic	Business Rule Description
<u>Tracking</u>	Up to 75 pins can be tracked at the summary level, and 1 pin allowed at the details level
User Support	<p>1. Purolator E-Ship™ Help Desk (1-800-459-5599) 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</p> <p>2. Web input form accessible from the Resource Centre which, when completed, will notify the Purolator technical support team to respond.</p>
<u>Void Shipment</u>	When cancelling an outbound shipment which has a return shipment associated to it the return shipment must also be cancelled.
Web Service Authentication	Multiple service requests submitted with the wrong password (currently over 4 times), flags the key as locked and updates the key last locked date
Web Service Authorization	<ul style="list-style-type: none"> • Keys for a corporate system integration will use one level of authorization – a corporate key. • Keys for a commercial system integration will use two levels of authorization - a commercial key and a user token. The user token must not be locked and must be associated to the key in the database key claim set
<u>Weights & Dimensions</u>	Weight restrictions validation based on the declared weight of the package
<u>Weights & Dimensions</u>	Weight per piece supersedes the total weight in a shipment
<u>Weights & Dimensions</u>	Conversion to Imperial is required to validate weight restrictions

3.2 List of Acronyms

Acronym	Description
3PV	Stands for 3rd Party Vendor. A number of commercial software companies have successfully integrated the ability to ship with Purolator, providing a wider range of options in accessing our products and services
API	Application Programming Interface
ASN	Advanced Shipment Notification <ul style="list-style-type: none"> - Shipment confirmation to shipper/requestor: shipment electronically received by Purolator - Advanced Shipment Notification to recipient(s): shipment has been sent to them via Purolator
B2B	Business-to-Business: the exchange of products, services or information between businesses
B2C	Business-to-Customer: the exchange of products, services or information between a business and a customer
BOL	Bill of Lading
Code 128 Barcode	The second of the two barcode symbols on the Purolator Domestic Shipping Label. It provides excellent density for all-numeric data
Code 39 Barcode	The required symbology for Parcel Identification Number bar codes and consists of the PIN number only. It is used on the U.S. and International Shipping Labels

Acronym	Description
COS	Chain of Signature: a specialized service that conforms to government regulations for the security, control and safe transportation of controlled drugs and firearms in Canada. Need thermal printer to print those labels. A security procedure used in shipping controlled substances and firearms that requires a special bill of lading for multiple signatures. Each employee involved in the pickup, processing and delivery of COS shipments is required to sign the bill of lading.
CWS	E-Ship Commercial Web Services E-Commerce solution or shipping software or any other application that will integrate with E-Ship Commercial Web Services (EWS) that is offered for shipping with a user token or Activation Key.
ERC	Enterprise Resource Center
ESO	E-Ship Online Purolator E-Ship Online is a one-stop shop for all of your shipping solutions. It automates many of the steps required to ship a package and helps to improve the accuracy and visibility of your shipments as they travel through our network. It allows you to be more productive by saving you time and effort
ESS	E-Ship Server Purolator E-Ship Server is designed for businesses that, in rapid succession, ship high volumes of packages per day. It is a powerful hardware/software system that puts complete shipping control at your fingertips, and is designed to increase the efficiency of your daily shipping operations. The Purolator E-Ship Server allows you to estimate, weigh and manifest your shipments electronically, ensuring accuracy. These manifests can then be forwarded to your head office. You will also have direct and instant access to Purolator's tracking network, allowing you to confirm the progress of your shipment. As well, the application prints your Bills of Lading, and prepares your Shipping Manifests*. Purolator's E-Ship Server does all of this and more, in an effort to minimize the amount of time you spend shipping domestically or internationally, while optimizing your shipping accuracy.
ESS API	API stands for Application Programming Interface. Purolator E-Ship Server API gives you access to all E-Ship Server shipping functionality noted above, but via the Application Program Interface without the need to use the interface. E-Ship Server APIs are an enhanced service offering that seamlessly integrates shipping functionality into core business systems, including customer developed shipping solutions and websites. This eliminates the need to design, build and support custom applications to enable shipping on your current platform
EWS	Enterprise or Corporate Web Services: Purolator Customer using their own shipping application integrated with e-Ship Web (EWS) Services
HGPU	Hold for Pick Up: A service available upon customer request where a shipment is held at the destination terminal until the customer picks it up rather than being delivered directly to the receiver - held at the authorized Purolator location up to five business days.
LOB	Line Of Business Purolator: Line of Business Indicator <lob_ind> = "PR0190" Purolator International: Line of Business Indicator <lob_ind> = "PR0299"
OSNR	Origin Signature Not Required: When the shipper gives authorization for the delivery of a shipment without obtaining a delivery signature.

Acronym	Description
PDF417 Barcode	The first of the two barcode symbols on the Purolator Domestic Shipping Label. It is a high-density two dimensional barcode that allows for the capture of label attributes directly onto a barcode
PI	Purolator International
PIN	Package Identification Number (a total of 12 characters) A unique number applied to each piece of a shipment which has a bar code and allows easy tracking and tracing of a shipment as it moves through the transportation system.
PN	Proactive Notification <ul style="list-style-type: none"> · Delivery Notification to email recipient on delivery status · Tracking Notification Exception to email recipient on any changes in the service level · Tracking Notification Hold for Pickup to email recipient that shipment is ready for pickup from Purolator location
QA	Quality Assurance
RMA	Return Merchandise or Material Authorization
RR#s	Rural route numbers
RSR	Residential Signature Required
SCFS	Shipping Channel and Field Support Services
SCSD	Shipping Channel Service Desk
SNR	Signature Not Required: a service that may be elected by a Receiver where signed proof of delivery is not required
SOAP	Simple Object Access Protocol
UAT	User Acceptance Testing
UI	User Interface
WSDL	Web Services Definition Language
XML	Extensible Markup Language

3.3 Terminology

Terminology	Description
Access Token	Activation Key in E-SHIP Commercial Web Services for account on 'resale' platform used by Merchant
Account Customer	A person, entity, partnership or organization that is party to a Services Pricing Agreement or has otherwise set up an account with Purolator for billing purposes, including an account set up using an Automated Shipping System
Additional Charges	those specialized service charges, administrative charges and shipping charges that may be applied to a Shipment, in addition to a Service Rate, as more fully described in "Purolator Specialized Services", "Administrative Charges" and "Shipping Charges", respectively (see also Purolator Terms and Conditions of Service)
Application	a software application developed by You or on Your behalf, and approved by Purolator pursuant to the Purolator E-SHIP Resource Center Agreement that will enable you to interface with Purolator's systems and use the Web Services

Terminology	Description
Automated Shipping System	Any automated shipping system used by Purolator or its Customers to access and use Purolator's services, including Purolator E-Ship® Online, Purolator E-Ship® Server, Purolator E-Ship® Web Services, and any Customer's own or third party provider's automated shipping system approved by Purolator pursuant to the applicable Purolator certification program
Beyond Point	The origin or destination point is deemed by Purolator to be remote or is not serviced directly by Purolator
Bill of Lading	Any shipping document, label, waybill, manifest or similar instrument used by Purolator to accept Shipments for carriage, and includes a Purolator Bill of Lading
Business Day	Monday to Friday inclusive, except for statutory holidays observed by Purolator
Certification Program	Purolator's E-Ship Certification Program, which supports the development of all Applications and ensures that all Applications have met Purolator's standards for product selection, rating, labelling, manifesting and reporting
Collect Billing	The Shipping charges are invoiced to the Receiver
Consignee	The party to whom a Shipment is destined for delivery, also called the Receiver
Consignor	The party tendering a Shipment to Purolator for carriage, also called the Shipper
Courier Shipment	A Shipment that consists of one or more Pieces that travel through Purolator's courier distribution network
Create a shipment	The electronic submission of shipment information to Purolator prior to Purolator's physical handling of a shipment
Customer	A person, entity, partnership or organization using Purolator's services, whether as Shipper or Receiver, and includes any Account Customer
Customer Master	Customer-specific information such as customer number, address and access to specific products and service options
Customs Clearance Charges	Any and all brokerage fees, surcharges, customs and duties related to a Shipment tendered by a Customer to Purolator
Cut off time	Latest time when you can schedule a pickup
E-Commerce Partner	Purolator engages this partner to build an e-commerce platform solution against remuneration and sets up an agreement with this partner (e.g. Tangentia, Demac Media)
E-Commerce Vendor	Provides shipping solutions for Purolator to service the end-customer. There is no agreement between both parties (e.g. Ship2, ProcessWeaver)
End of Day	In respect of an Urban Area, 6:00 p.m. (Receiver's local time) and, in respect of a Residential Area or non-Urban Area, 8:00 p.m. (Receiver's local time)
E-Ship EDI	<p>Stands for Electronic Data Interchange, which Purolator offers to our customers via E-Ship EDI. For companies moving towards more cost efficient paperless systems, Purolator offers a variety of options with which to exchange electronic data. From invoices and manifests to electronic shipment status, Purolator can send and receive data in a wide variety of formats, which enables even non EDI-capable companies to exchange electronic data with Purolator. Purolator also offers a wide variety of communication options, which can make the exchange of electronic data a viable option for all customers.</p> <p>The end result is optimal cost efficiency, more accurate data, faster turnover times and improved customer service</p>

Terminology	Description
Evening Delivery	A premium product offered in select areas; shipments scheduled for delivery between the hours of 5:30 p.m. and 9 pm
Expected Delivery Dates	Represent the date on which a shipment will be delivered to the destination address. The Shipping Application will factor in holidays, weekends, service restrictions, options such as Saturday service and any other items in determining the Expected Delivery Date. Transit Time calculation is required if this option is selected
ExpressCheque®	A collect-on-delivery service whereby Purolator will collect payment from the Receiver, on behalf of the Shipper, at the time a Shipment is delivered
Freight Shipment	A Shipment that consists of one or more Pieces that travel through Purolator's freight distribution network
Heavy Weight Pieces	Weigh more than 70 lbs (approx. 32 kg), including Purolator Express Envelopes, Purolator Express Packs or Purolator Express Boxes weighing more than 70 lbs (approx. 32 kg)
ICAO Technical Instructions	The Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization
Induction point in Canada	A major Purolator sorting facility in Canada, used in the context of U.S. Northbound Shipments
Multi-Carrier System	Any shipping application, system or software program providing functionalities for, without limitation, rating, labeling, routing manifesting, processing or the logistical movement of shipments via one or more carriers, in addition to Purolator
On Delivery	Tracking information of a shipment informing the shipper/receiver that the shipment was scanned leaving the depot and on route for delivery
Outbound Return Service	Customers have the ability to create return shipping labels for inclusion with an outbound Shipment
Oversized Pieces	Are equal to or exceed 5 ft. (approx. 152 cm) in length; or Are equal to or exceed a total overall Piece size* of 165" (approx. 419 cm)
Piece	A single envelope, parcel, container, pallet or unpackaged article accepted by Purolator for delivery
Prepaid Billing	The Shipping charges are invoiced to the Shipper
Product Master	A repository of Purolator's offering and their characteristics
Profile	The profile form completed by the developer during the registration to the Resource Centre regarding their application
Purolator Account Holder	A Person with a valid Purolator account who wishes to gain access to the Resource Centre (including the Materials) in order to develop an Application that will enable the usage of Purolator's Services
Purolator Bill of Lading	A Bill of Lading generated by an Automated Shipping System, Purolator-branded manual Bill of Lading or a Purolator-branded manifest Bill of Lading
Purolator Business Account	Account registered to a Customer
Rating Engine	Engine to calculate the costs of shipments that includes list prices and customer-specific pricing
Receiver	The party to whom a Shipment is destined for delivery, also called the consignee

Terminology	Description
Residence	A traditional residence or commercial business operating out of a residence
Residential Area	An area that is primarily residential, or is of a low business (commercial) density as determined by Purolator from time to time
Residential Heavyweight Service	Shipments weighing over 70 lbs delivered to or picked up from a Residence
Resource Centre	Purolator's E-Ship Resource Centre website, located at www.purolator.com/eship
Returns Management Service	The ability for the customer to create return shipping labels without an associated Shipment
Service Directory	A repository of location-based data that is used in validating the accuracy of origin and destination province and postal codes, state and zip codes, and international country and city codes. Service Directory will determine whether a selected service is available for a destination and rate zones/codes for pricing calculations. Similarly, it is used to calculate transit times between two service points
Service Rate	In respect of a Shipment, the rate charged by Purolator to a Customer based on the service selected, but excludes any Additional Charges, Taxes and Customs Clearance Charges in respect of such Shipment
Services	Purolator products and services, including, but not limited to, shipping, tracking, estimates and return services, which can be accessed and used through an Application
Services Pricing Agreement	A services pricing agreement or other agreement between Purolator and a Customer governing the services provided or arranged by Purolator for such Customer, including courier, TL and LTL services
Shipment	One or more Pieces sent on the same date and at the same time, with the same Purolator service and other identical shipment characteristics, from one Shipper to one Receiver at one address under a Bill of Lading, and the charges for which will be billed to one Customer
Shipment aggregation	Equal to shipment consolidation
Shipper	The party tendering a Shipment to Purolator for carriage, also called the consignor
Specifications	All applicable specifications for the particular Web Services selected by the developer as such are set forth in the Web Services area of the Resource Center at www.purolator.com/eship/documentation
Stop Service	If a customer is on Stop Service, then the application must not allow the shipment to proceed; determined by the "stop service indicator" field in the customer master data: value = null or blank > service is allowed value = populated Value (i.e. 01, 02, 99, etc.) > customer is on stop service
Taxes	Any and all taxes ordinarily payable by Customers in respect of services provided by Purolator, including those characterized as goods and services tax, sales tax, value-added tax or business transfer tax
Third Party Billing	Third Party billing is available to customers who are responsible for the payment of the shipping charges but are neither the Shipper (consignor) nor the Receiver (consignee)

Terminology	Description
Transit Time	The exact number of transit days between a Canadian origin and any destination point. Transit days represent operational days in which the Purolator network is capable of processing shipments
Unicode	A Purolator Routing Code that provides the destination terminal for the shipment
Urban Area	An area that is primarily urban, as determined by Purolator from time to time
Web Services	Purolator's E-Ship Commercial Web Services, which are web-based services designed to support and facilitate use of Purolator products and services including shipping, tracking, estimates and return services, access to which is integrated directly into a website, platform, or on-line store through an Application

3.4 List of Purolator Shipping Products: detailed description

3.4.1 Purolator Express Domestic Delivery Options

Purolator Express®

Delivery guaranteed** from and to select points in Canada by end of day on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by end of day on the delivery day specified by Purolator.

Purolator Express® 9AM

Delivery guaranteed** from and to select points in Canada by 9:00 a.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 9:00 a.m. on the day specified by Purolator.

Purolator Express® 10:30AM

Delivery guaranteed** from and to select points in Canada by 10:30 a.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 10:30 a.m. on the day specified by Purolator.

Purolator Express® Evening

Delivery guaranteed** from and to select points in Canada between 5:30 p.m. and 9:00 p.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be between 5:30 p.m. and 9:00 p.m. on the day specified by Purolator.

Purolator Express® Envelope

A protective cardboard, legal sized envelope used for shipping documents with guaranteed** delivery before end of day the next business day. Where delivery by Purolator's fastest mode does not provide for delivery the next business day, delivery will be on the day specified in Purolator's service directory. Shipment destination must be an eligible delivery point from point of origin.

Purolator Express® Envelope 9AM

A protective cardboard, legal sized envelope used for shipping documents with guaranteed** delivery from and to select points in Canada by 9:00 a.m. on the next business day after tender.** However, where geographic limitations apply, guaranteed** delivery will be by 9:00 a.m. on the day specified by Purolator.

Purolator Express® Envelope 10:30AM

A protective cardboard, legal sized envelope used for shipping documents with guaranteed** delivery from and to select points in Canada by 10:30 a.m. on the next business day after tender**. However, where geographic limitations apply, guaranteed** delivery will be by 10:30 a.m. on the day specified by Purolator.

Purolator Express® Envelope Evening

A protective cardboard, legal sized envelope used for shipping documents with guaranteed** delivery from and to select points in Canada between 5:30 p.m. and 9:00 p.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be between 5:30 p.m. and 9:00 p.m. on the day specified by Purolator.

Purolator Express® Pack

A convenient, easy to use, sealable bag that is tear-free and water-resistant used for shipments with guaranteed** delivery from and to select points in Canada by end of day on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by end of day on the delivery day specified by Purolator.

Purolator Express® Pack 9AM

A convenient, easy to use, sealable bag that is tear-free and water-resistant used for shipments with guaranteed** delivery from and to select points in Canada by 9:00 a.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 9:00 a.m. on the day specified by Purolator.

Purolator Express® Pack 10:30AM

A convenient, easy to use, sealable bag that is tear-free and water-resistant used for shipments with guaranteed** delivery from and to select points in Canada by 10:30 a.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 10:30 a.m. on the day specified by Purolator.

Purolator Express® Pack Evening

A convenient, easy to use, sealable bag that is tear-free and water-resistant used for shipments with guaranteed** delivery from and to select points in Canada between 5:30 p.m. and 9:00 p.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be between 5:30 p.m. and 9:00 p.m. on the day specified by Purolator.

Purolator Express® Box

An easy to assemble, self-sealing corrugated box (ideal for binders and other large documents) used for shipments with guaranteed** delivery from and to select points in Canada by end of day on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by end of day on the delivery day specified by Purolator.

Purolator Express® Box 9AM

An easy to assemble, self-sealing corrugated box used for shipments with guaranteed** delivery from and to select points in Canada by 9:00 a.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 9:00 a.m. on the day specified by Purolator.

Purolator Express® Box 10:30AM

An easy to assemble, self-sealing corrugated box used for shipments with guaranteed** delivery from and to select points in Canada by 10:30 a.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 10:30 a.m. on the day specified by Purolator.

Purolator Express® Box Evening

An easy to assemble, self-sealing corrugated box used for shipments with guaranteed** delivery from and to select points in Canada between 5:30 p.m. and 9:00 p.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be between 5:30 p.m. and 9:00 p.m. on the day specified by Purolator.

** For the delivery options, certain terms, conditions, and geographic restrictions apply. See the Purolator Terms and Conditions of Service for full details.

3.4.2 Purolator Express U.S. Delivery Options

Purolator Express® U.S.

Delivery guaranteed** from Canada to select points in the U.S. by end of day on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by end of day on the delivery day specified by Purolator.

Purolator Express® U.S. 9AM

Delivery guaranteed** from Canada to select points in the U.S. by 9:00 a.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 9:00 a.m. on the delivery day specified by Purolator.

Purolator Express® U.S. 10:30AM

Delivery guaranteed** from Canada to select points in the U.S. by 10:30 a.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 10:30 a.m. on the day specified by Purolator. Note that for certain points, guaranteed** delivery will be by noon on the applicable delivery day.

Purolator Express® U.S. 12PM

Delivery guaranteed** from Canada to select points in the U.S. by 12 p.m. (noon) on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 12 p.m. (noon) on the day specified by Purolator.

Purolator Express® Envelope U.S.

A protective cardboard, legal sized envelope used for shipping documents with guaranteed** delivery from Canada to select points in the U.S. before end of day the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by end of day on the delivery day specified by Purolator.

Purolator Express® Envelope U.S. 9AM

A protective cardboard, legal sized envelope used for shipping documents with guaranteed** delivery from Canada to select points in the U.S. by 9:00 a.m. on the next business day after tender. However, where

geographic limitations apply, guaranteed** delivery will be by 9:00 a.m. on the delivery day specified by Purolator.

Purolator Express® Envelope U.S. 10:30AM

A protective cardboard, legal sized envelope used for shipping documents with guaranteed** delivery from Canada to select points in the U.S. by 10:30 a.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 10:30 a.m. on the delivery day specified by Purolator. Note that for certain points, guaranteed** delivery will be by noon on the applicable delivery day.

Purolator Express® Envelope U.S. 12PM

A protective cardboard, legal sized envelope used for shipping documents with guaranteed** delivery from Canada to select points in the U.S. by 12:00 p.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 12 p.m. (noon) on the delivery day specified by Purolator.

Purolator Express® Pack U.S.

A convenient, easy to use, sealable bag that is tear-free and water-resistant used for shipments with guaranteed** delivery from Canada to select points in the U.S. before end of day the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by end of day on the delivery day specified by Purolator.

Purolator Express® Pack U.S. 9AM

A convenient, easy to use, sealable bag that is tear-free and water-resistant used for shipments with guaranteed** delivery from Canada to select points in the U.S. by 9:00 a.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 9:00 a.m. on the delivery day specified by Purolator.

Purolator Express® Pack U.S. 10:30AM

A convenient, easy to use, sealable bag that is tear-free and water-resistant used for shipments with guaranteed** delivery from Canada to select points in the U.S. by 10:30 a.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 10:30 a.m. on the delivery day specified by Purolator. Note that for certain points, guaranteed** delivery will be by noon on the applicable delivery day.

Purolator Express® Pack U.S. 12PM

A convenient, easy to use, sealable bag that is tear-free and water-resistant used for shipments with guaranteed** delivery from Canada to select points in the U.S. by 12:00 p.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 12 p.m. (noon) on the delivery day specified by Purolator.

Purolator Express® Box U.S.

An easy to assemble, self-sealing corrugated box (ideal for binders and other large documents) used for shipments with guaranteed** delivery from Canada to select points in the U.S. before end of day the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by end of day on the delivery day specified by Purolator.

Purolator Express® Box U.S. 9AM

An easy to assemble, self-sealing corrugated box used for shipments with guaranteed** delivery from Canada to select points in the U.S. by 9:00 a.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 9:00 a.m. on the delivery day specified by Purolator.

Purolator Express® Box U.S. 10:30AM

An easy to assemble, self-sealing corrugated box used for shipments with guaranteed** delivery from Canada to select points in the U.S. by 10:30 a.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 10:30 a.m. on the delivery day specified by Purolator. Note that for certain points, guaranteed** delivery will be by noon on the applicable delivery day.

Purolator Express® Box U.S. 12PM

An easy to assemble, self-sealing corrugated box used for shipments with guaranteed** delivery from Canada to select points in the U.S. by 12:00 p.m. on the next business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 12 p.m. (noon) on the delivery day specified by Purolator.

** For the delivery options, certain terms, conditions, and geographic restrictions apply. See the Purolator Terms and Conditions of Service for full details

3.4.3 Purolator Express International Delivery Options

Purolator Express® International

Delivery guaranteed** from Canada to select international (non-U.S.) points by end of day on the second business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by end of day on the delivery day specified by Purolator.

Purolator Express® International 9AM

Delivery guaranteed** from Canada to select international (non-U.S.) points by 9:00 a.m. on the second business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 9:00 a.m. on the delivery day specified by Purolator.

Purolator Express® International 10:30AM

Delivery guaranteed** from Canada to select international (non-U.S.) points by 10:30 a.m. on the second business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 10:30 a.m. on the day specified by Purolator. Note that for certain points, guaranteed** delivery will be by noon on the applicable delivery day.

Purolator Express® International 12PM

Delivery guaranteed** from Canada to select international (non-U.S.) points by 12 p.m. (noon) on the second business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 12 p.m. (noon) on the delivery day specified by Purolator.

Purolator Express® Envelope International

A protective cardboard, legal sized envelope used for shipping documents with guaranteed** delivery from Canada to select international (non-U.S.) points by end of day on the second business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by end of day on the delivery day specified by Purolator.

Purolator Express® Envelope International 9AM

A protective cardboard, legal sized envelope used for shipping documents with guaranteed** delivery from Canada to select international (non-U.S.) points by 9:00 a.m. on the second business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 9:00 a.m. on the delivery day specified by Purolator.

Purolator Express® Envelope International 10:30AM

A protective cardboard, legal sized envelope used for shipping documents with guaranteed** delivery from Canada to select international (non-U.S.) points by 10:30 a.m. on the second business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 10:30 a.m. on the day specified by Purolator. Note that for certain points, guaranteed** delivery will be by noon on the applicable delivery day.

Purolator Express® Envelope International 12PM

A protective cardboard, legal sized envelope used for shipping documents with guaranteed** delivery from Canada to select international (non-U.S.) points by 12:00 p.m. on the second business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 12 p.m. (noon) on the delivery day specified by Purolator.

Purolator Express® Pack International

A convenient, easy to use, sealable bag that is tear-free and water-resistant used for shipments with guaranteed** delivery from Canada to select international (non-U.S.) points by end of day on the second business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by end of day on the delivery day specified by Purolator.

Purolator Express® Pack International 9AM

A convenient, easy to use, sealable bag that is tear-free and water-resistant used for shipments with guaranteed** delivery from Canada to select international (non-U.S.) points by 9:00 a.m. on the second business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 9:00 a.m. on the delivery day specified by Purolator.

Purolator Express® Pack International 10:30AM

A convenient, easy to use, sealable bag that is tear-free and water-resistant used for shipments with guaranteed** delivery from Canada to select international (non-U.S.) points by 10:30 a.m. on the second business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 10:30 a.m. on the day specified by Purolator. Note that for certain points, guaranteed** delivery will be by noon on the applicable delivery day.

Purolator Express® Pack International 12PM

A convenient, easy to use, sealable bag that is tear-free and water-resistant used for shipments with guaranteed** delivery from Canada to select international (non-U.S.) points by 12 p.m. (noon) on the second business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 12 p.m. (noon) on the delivery day specified by Purolator.

Purolator Express® Box International

An easy to assemble, self-sealing corrugated box (ideal for binders and other large documents) used for shipments with guaranteed** delivery from Canada to select international (non-U.S.) points by end of day on the second business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by end of day on the delivery day specified by Purolator.

Purolator Express® Box International 9AM

An easy to assemble, self-sealing corrugated box used for shipments with guaranteed** delivery from Canada to select international (non-U.S.) points by 9:00 a.m. on the second business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 9:00 a.m. on the delivery day specified by Purolator.

Purolator Express® Box International 10:30AM

An easy to assemble, self-sealing corrugated box used for shipments with guaranteed** delivery from Canada to select international (non-U.S.) points by 10:30 a.m. on the second business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 10:30 a.m. on the day specified by Purolator. Note that for certain points, guaranteed** delivery will be by noon on the applicable delivery day.

Purolator Express® Box International 12PM

An easy to assemble, self-sealing corrugated box used for shipments with guaranteed** delivery from Canada to select international (non-U.S.) points by 12 p.m. (noon) on the second business day after tender. However, where geographic limitations apply, guaranteed** delivery will be by 12 p.m. (noon) on the delivery day specified by Purolator.

** For the delivery options, certain terms, conditions, and geographic restrictions apply. See the Purolator Terms and Conditions of Service for full details

[3.4.4 Purolator Ground Domestic Delivery Options](#)

Purolator Ground® 9AM

Travels via the most economical mode and takes 2 or more days to arrive, depending on the destination, with delivery guaranteed by 9 a.m.** Shipment destination must be a 9 a.m. point from point of origin.

Purolator Ground® 10:30AM

Travels via the most economical mode and takes 2 or more days to arrive, depending on the destination, with delivery guaranteed by 10:30 a.m.** Shipment destination must be a 10:30 a.m. point from point of origin.

Purolator Ground®

Travels via the most economical mode and takes 2 or more days to arrive, depending on the destination.

Purolator Ground® Evening

Travels via the most economical mode and takes 2 or more days to arrive, depending on the destination with delivery guaranteed between 5:30 p.m. and 9:00 p.m. Shipment destination must be an evening delivery point from point of origin; otherwise Purolator Ground will be used.

** For the delivery options, certain terms, conditions, and geographic restrictions apply. See the Purolator Terms and Conditions of Service for full details

[3.4.5 Purolator Ground U.S. Delivery Options](#)

Travels via the most economical mode and takes 2 or more days to arrive, depending on the destination.

3.5 Overview of Purolator Packaging Solutions

Purolator Packaging Solutions

Purolator Express® Box*

A durable corrugated cardboard box that is ideal for shipping binders, large documents and other items that may require handling protection.



Purolator Express® Pack

A convenient, easy-to-use, sealable bag that is tear free and water resistant. For shipments up to 3 lbs. (1.3 kg), use the Purolator Express Pack to get your package to its destination via the fastest mode.



Purolator Express® Envelope

A legal-sized cardboard envelope that is ideal for shipping all of your important documents.



The Purolator Express Envelope, Purolator Express Pack and Purolator Express Box are available at no charge. Alternatively, you can use your own packaging. Purolator's Shipping Centres have a full line of packaging products that are designed for the rigours of movement through a shipping system or for when you need sturdy cartons for other purposes. For more information on Purolator packaging solutions, visit purolator.com or come to a Purolator Retail Shipping Centre, where our Representatives can assist with all your packaging needs.

You can order shipping supplies online at purolator.com.
Purolator's supplies are available at no charge to Purolator Business Account customers.

*Purolator Express® Box is available only when shipment is prepared using an automated shipping system. See Purolator Terms and Conditions of Service for details.

3.6 Overview of the weight and dimension restrictions per product

Purolator Courier Products	Destination	Min Pieces per shipment	Max Pieces per shipment	Min Weight per shipment (lb/kg)	Max Weight per shipment (lb/kg)	Min Weight per piece (lb/kg)	Max Weight per piece (lb/kg)	Min Length per piece (in/cm)	Max Length per piece (in/cm)	Min Width per piece (in/cm)	Max Width per piece (in/cm)	Min Height per piece (in/cm)	Max Height per piece (in/cm)	Max Size (in/cm)
Purolator Ground Customer Packaging	Domestic	1	100	1 / 0.45	15,000/6,804	1 / 0.45	150*/68*	0	120 / 305	0	47 / 120	0	47 / 120	165 / 549
	US	1	100	1 / 0.45	15,000/6,804	1 / 0.45	150*	0	108	0	27.5	0	27.5	165
Purolator Express Customer Packaging	Domestic	1	100	1 / 0.45	15,000/6,804	1 / 0.45	150*/68*	0	96 / 244	0	23 / 58	0	23 / 58	144 / 366
	US	1	100	1 / 0.45	15,000/6,804	1 / 0.45	150*/68*	0	108	0	27.5	0	27.5	165
	International	1	100	1 / 0.45	15,000/6,804	1 / 0.45	150*/68*	0	108 / 274	0	27.5 / 70	0	27.5 / 70	165 / 419
Purolator Express Pack	Domestic	1	1	1 / 0.45	70 / 32	1 / 0.45	70 / 32	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	US	1	1	1 / 0.45	70 / 32	1 / 0.45	70 / 32	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	International	1	1	1 / 0.45	70 / 32	1 / 0.45	70 / 32	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Purolator Express Envelope	Domestic	1	1	1 / 0.45	1 / 0.45	1 / 0.45	1 / 0.45	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	US	1	1	1 / 0.45	1 / 0.45	1 / 0.45	1 / 0.45	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	International	1	1	1 / 0.45	1 / 0.45	1 / 0.45	1 / 0.45	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Purolator Express Box	Domestic	1	1	1 / 0.45	150*/68*	1 / 0.45	150*/68*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	US	1	1	1 / 0.45	70 / 32	1 / 0.45	70 / 32	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	International	1	1	1 / 0.45	70 / 32	1 / 0.45	70 / 32	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Notes:

* Exception for 9am and 10:30am services where weight is limited to 70lbs (approx. 32kg) per piece

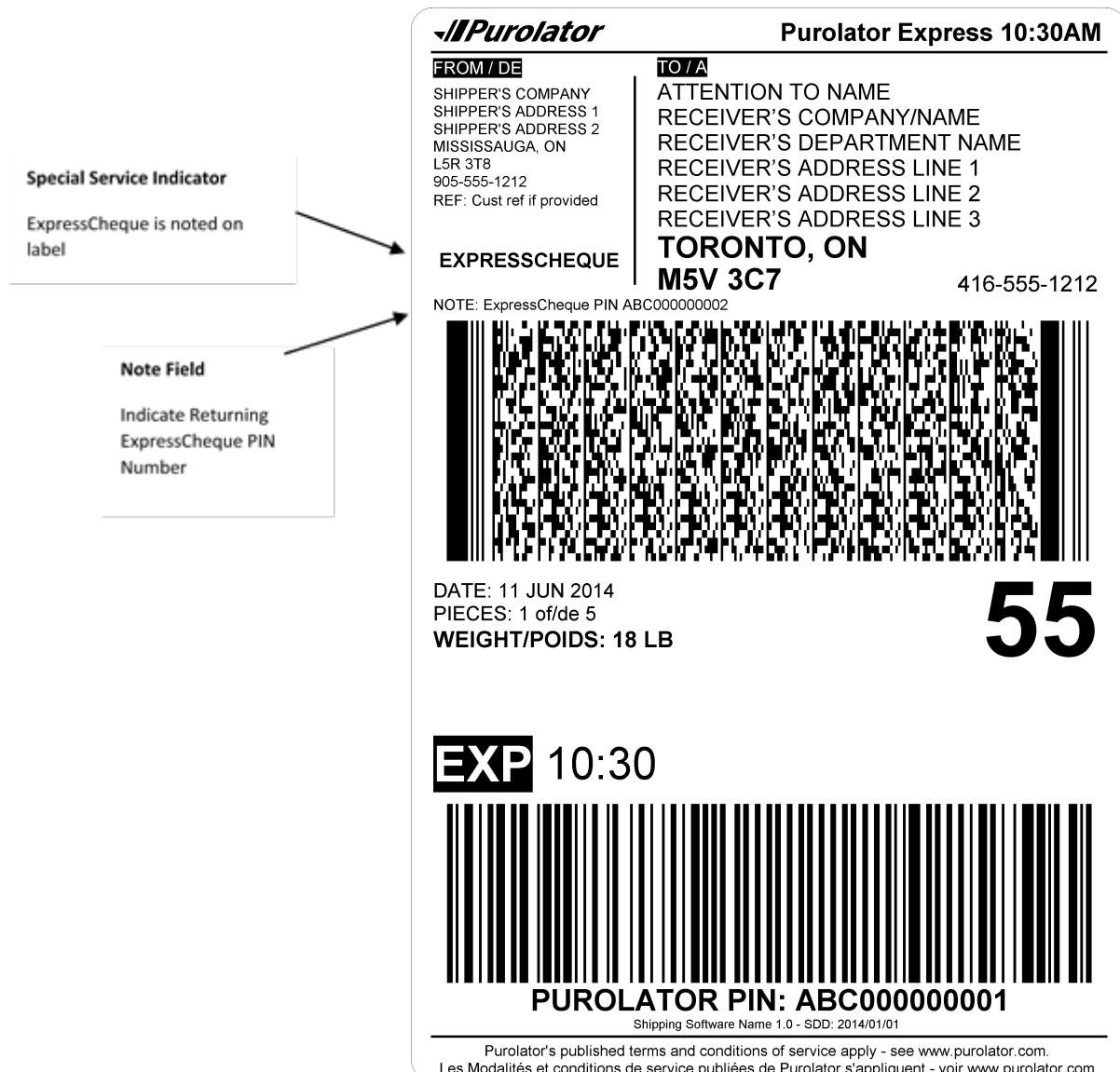
Each Piece in the Shipment must weigh no more than 70 lbs (approx. 32 kg) for the 'service guarantee' to apply

For Courier Shipments, where agents or subcontractors are used, more restrictive size and weight limitations than those set out above may apply

3.7 Shipping Labels – ExpressCheque

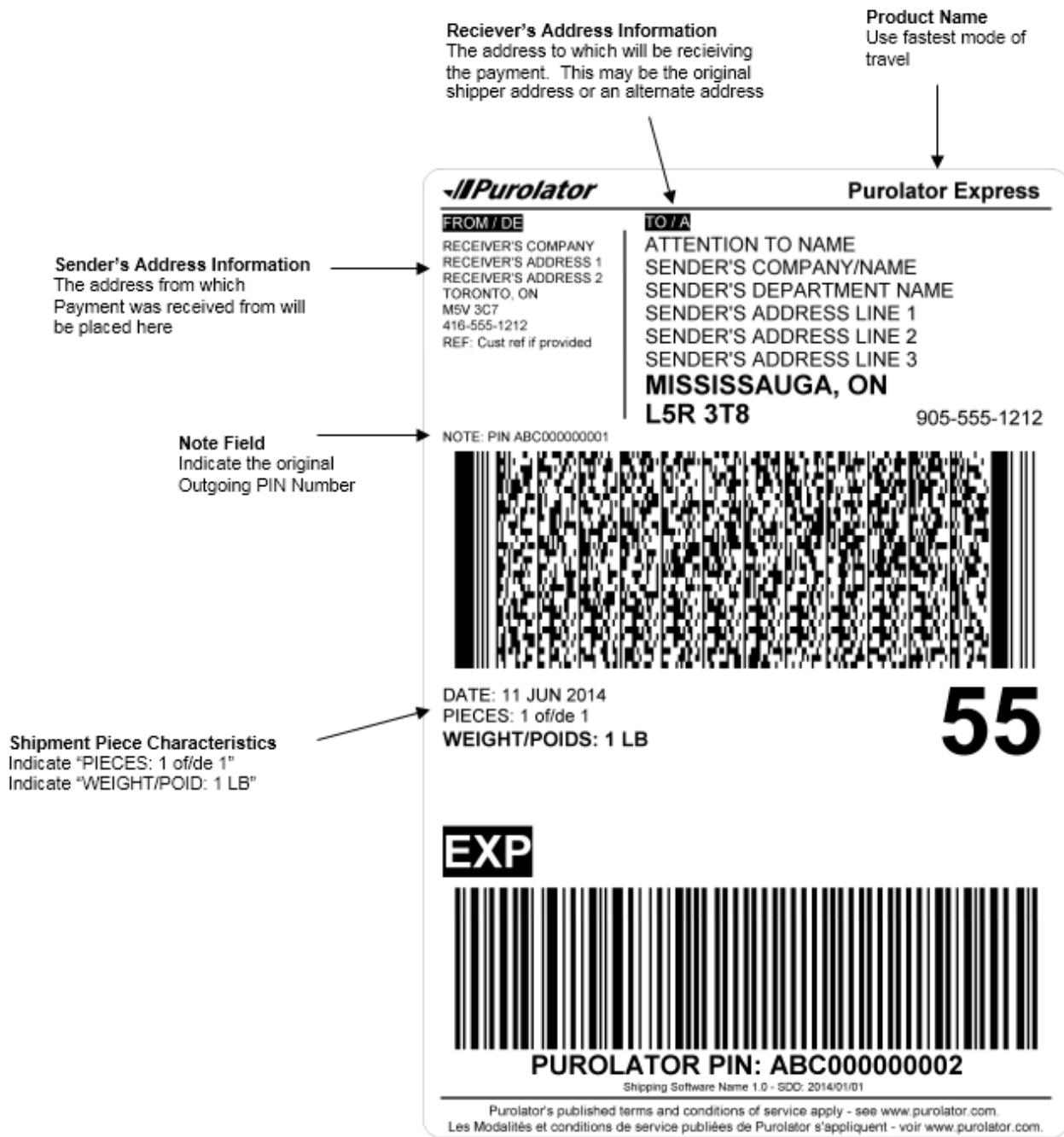
The following samples offer a graphical overview of the three labels specific to the ExpressCheque process.

3.7.1 Outgoing Shipment Label for ExpressCheque



3.7.2 Returning ExpressCheque Labels

The application will use the same Domestic Label for ExpressCheque, but will apply requirements discussed in above sections. The following sample provide a graphical overview of the Outgoing Label:



3.7.3 Receiver ExpressCheque Receipt

The Receiver ExpressCheque Receipt will appear as shown below. It will be printed on the same 4"x6" label stock as all other labels.

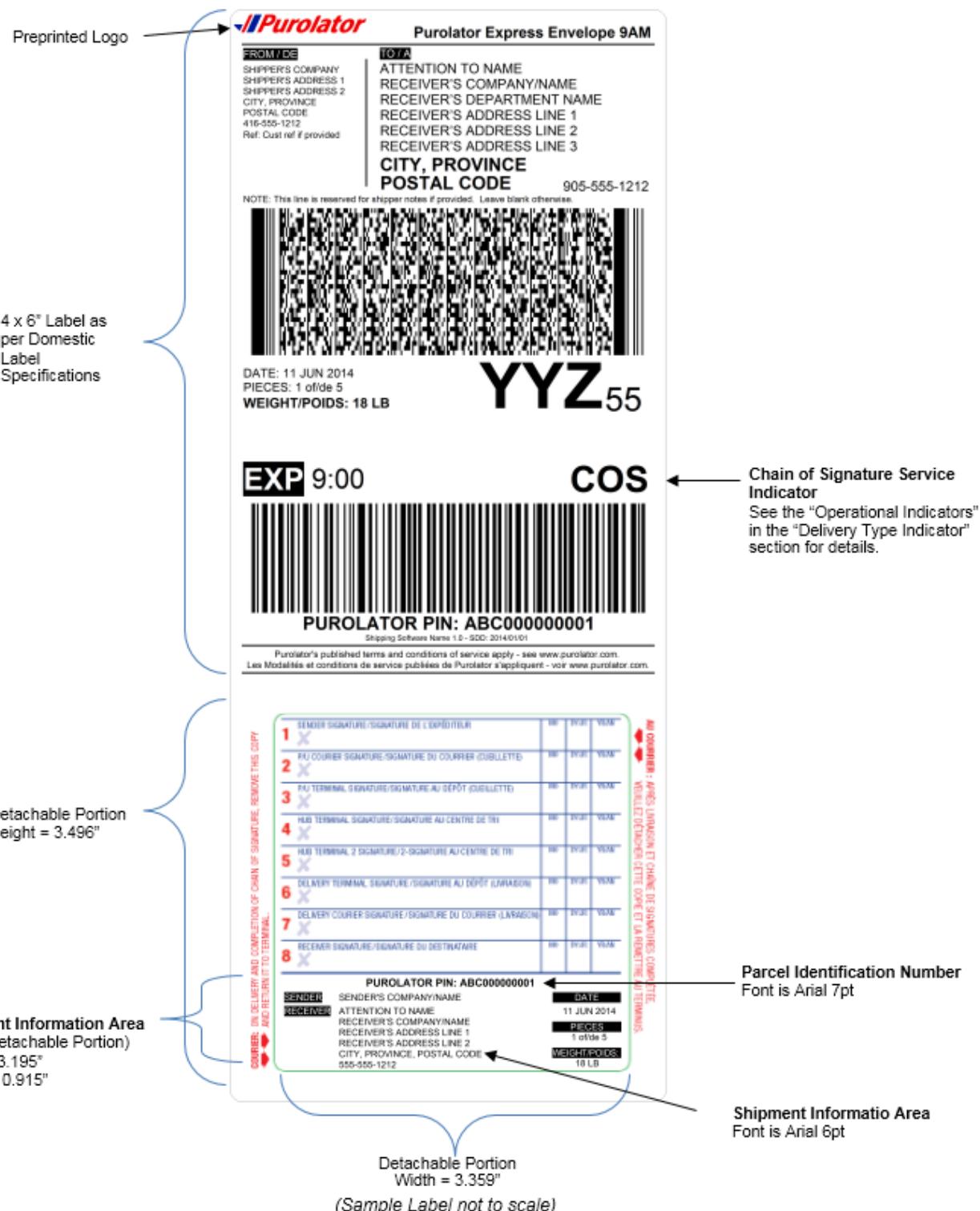
Purolator		ExpressCheque Receipt / Reçu ExpressCheque
FROM / DE	TO / A	
Shipper's Company/Name Shipper's Address Line 1 Shipper's Address Line 2 City, Province Postal Code 416-555-1212 REF: Cust ref if provided	Attention To Name Reciever's Company/Name Reciever's Department Name Reciever's Address Line 1 Reciever's Address Line 2 Reciever's Address Line 3 CITY, PROVINCE POSTAL CODE	
	905-555-1212	
NOTE: ExpressCheque PIN: ABC000000002		
DATE: 11 JUN 2014 TOTAL PIECES: 1 TOTAL WEIGHT/POIDS: 100 LB		
PUROLATOR PIN: ABC000000001		
Amount Requested / Montant demandé: \$100.00 Post Dated Cheque / Chèque Postdaté		
Amount Received / Mintant reçu <input type="checkbox"/> Cheque / Chèque <input type="checkbox"/> Post Dated Cheque / Chèque Postdaté <input type="checkbox"/> Certified / Certifié \$ _____ One of: Certified Cheque / Chèque certifié Money Order / Mandat Bank Draft / Traite Banque		
X Courier Signature / Signature du Courrier <hr/> <small>Shipping Software Name 1.0 - SDO: 2014/01/01 Purolator's published terms and conditions of service apply - see www.purolator.com. Les Modalités et conditions de service publiées de Purolator s'appliquent - voir www.purolator.com.</small>		

Top Section of Label
Same as domestic label

Botton Section of Label
Same as domestic label

3.8 Shipping Label – Chain Of Signature

The following sample offers a graphical overview of the COS label specific to the Chain of Signature process. Purolator provides these special 4"x10" labels via Purolator's Central Supplies. These labels are direct thermal only, they are not compatible with thermal transfer (ribbon based) printers.

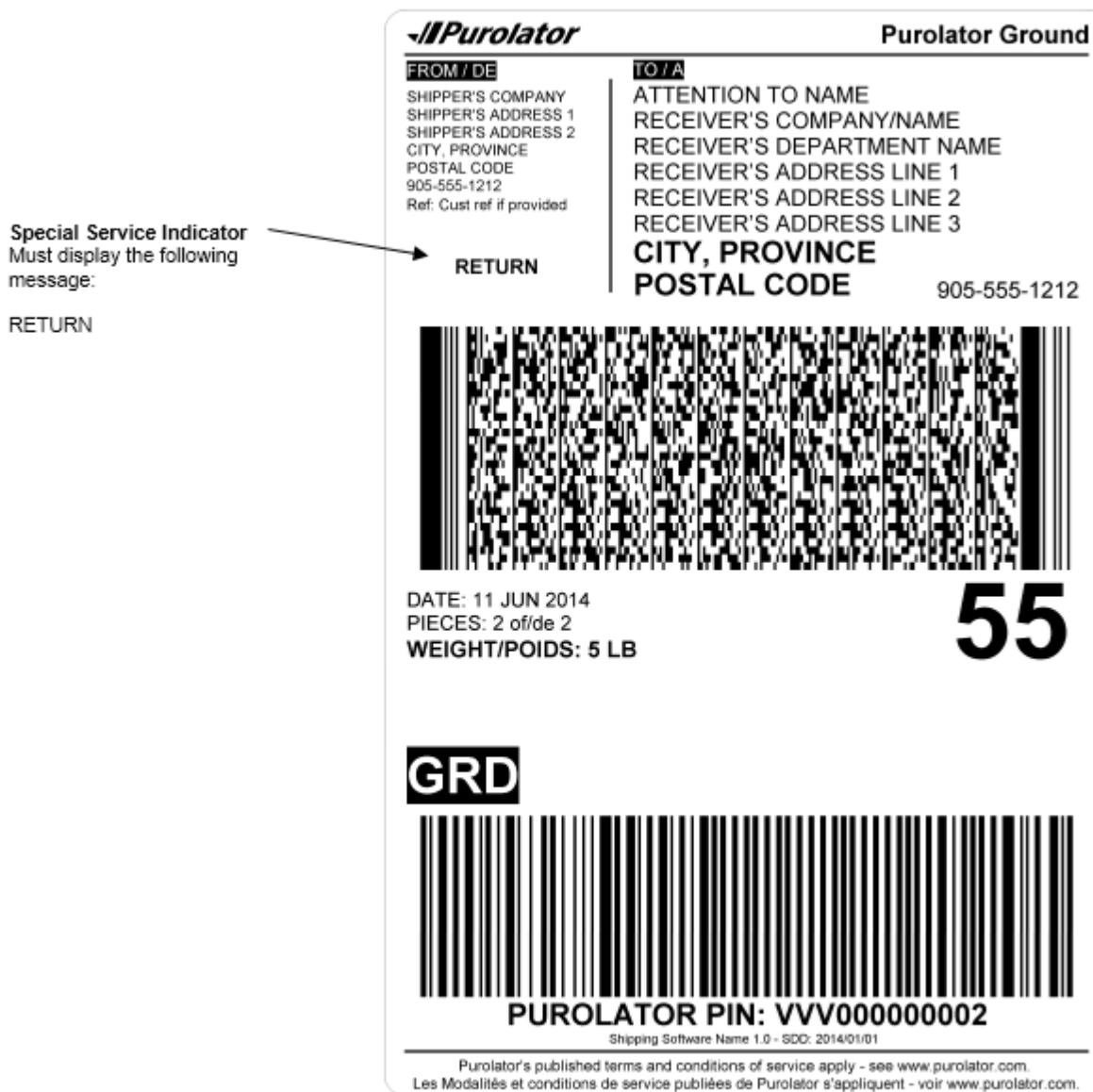


3.9 Shipping Label – Return Service

The following samples offer a graphical overview of the Return Service labels specific to the Return Service process.

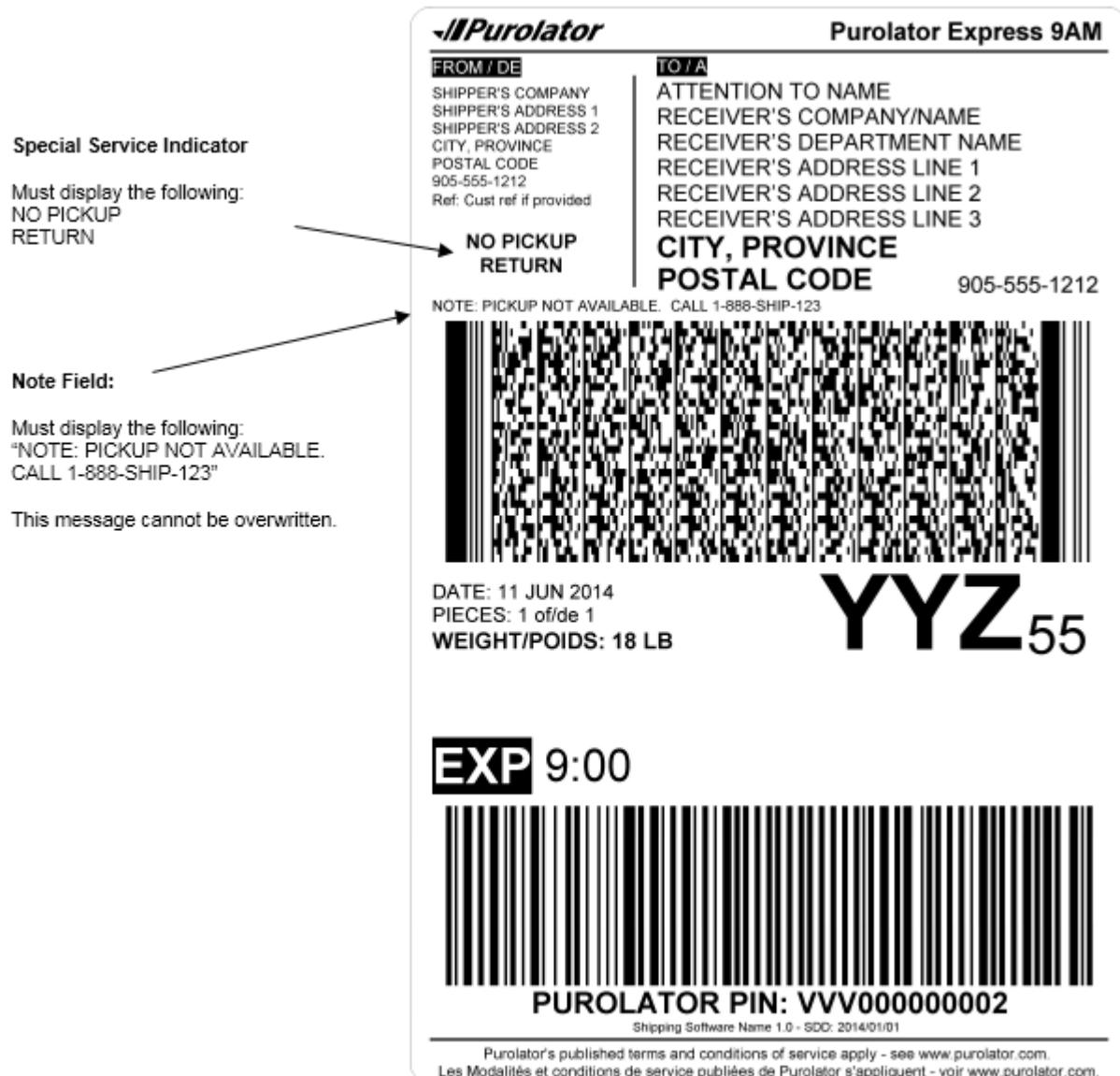
3.9.1 Return Service Label

A return label appears the same as a regular label except that the notation “RETURN” appears in the Special Service Indicator section.



3.9.2 Custom Non-Pickup Return Services label

The label will follow all specifications as presented in the sections above except for the two custom values to be displayed as shown below:

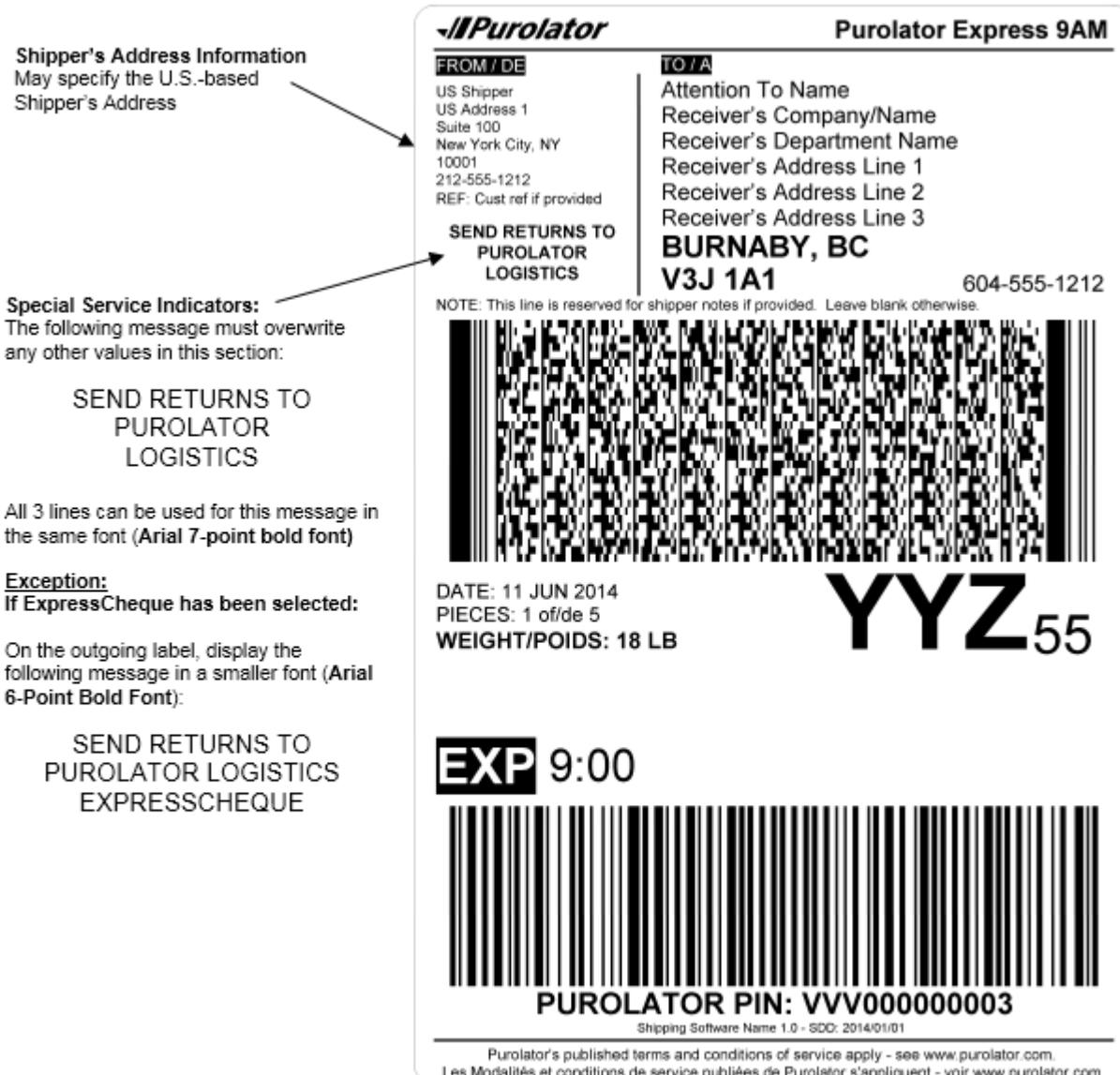


3.10 Shipping Label – Purolator International LOB (PR0299)

The following samples offer a graphical overview of the Purolator International LOB (PR0299) labels specific to the U.S. Northbound shipping process with Canadian induction point and two different Return Address methods.

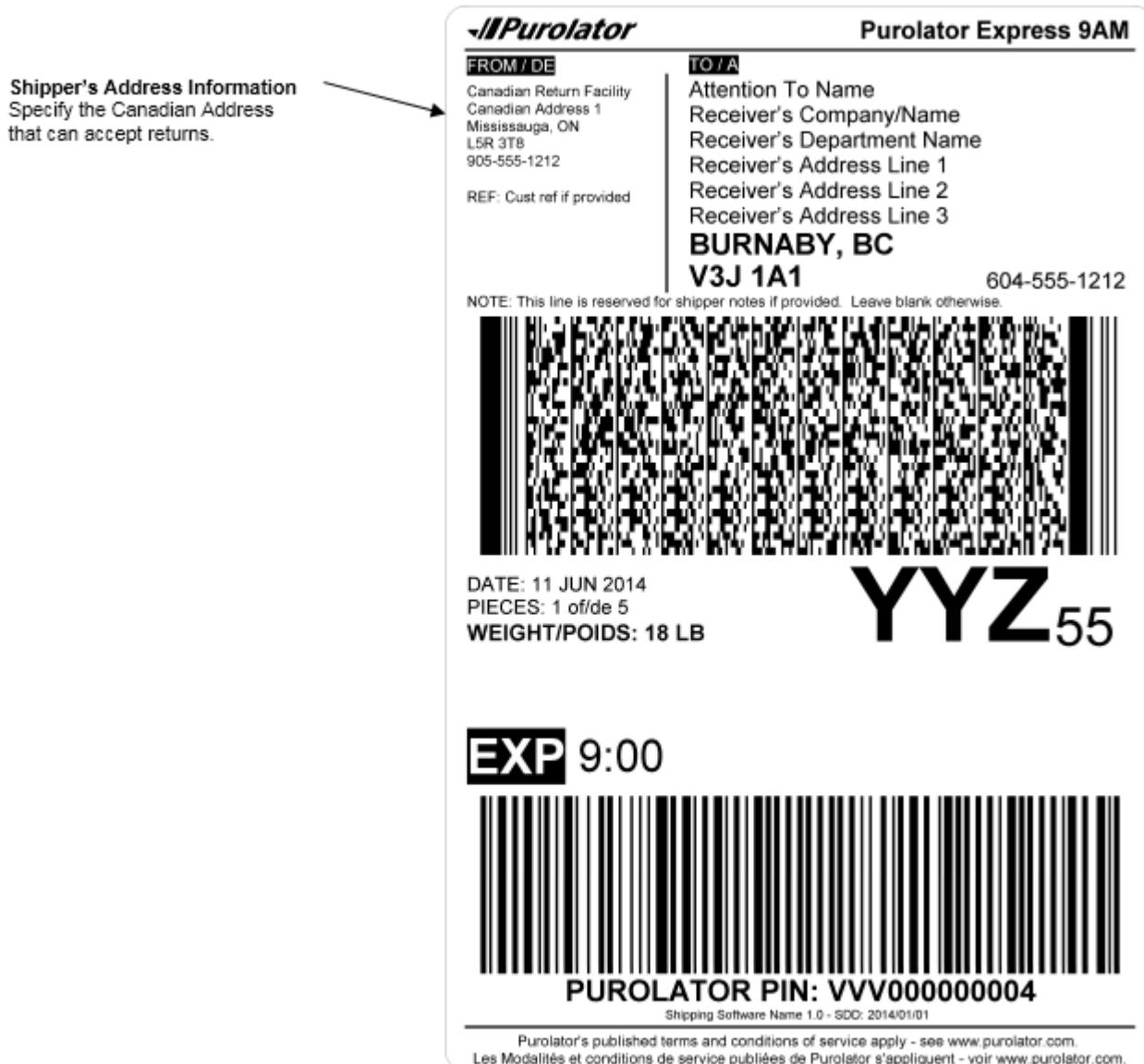
3.10.1 Purolator Managed Returns

Customers shipping from the U.S. into Canada whereby Purolator manages the returns process for undeliverable shipments.



3.10.2 Customer Managed Returns

For customers shipping from the U.S. into Canada who needs undeliverable shipments returned to a Canadian facility.



3.11 Shipping Documentation – Commercial Invoice

3.11.1 Commercial Invoice

Commercial Invoice										Page 1 of 1
Shipping Date: 31 Mar 2016										PIN: 2495827319
From					Ship To					
Test Origin sIX John Smith 99 COIN CRPS MAUCERVILLE, NB E8A 0A8 1 (508) 734-9256					ADDRESS FINDER PLACE MR PURULATOR 1 ADDRESS WAY IN # 423 SACRAMENTO, CA USA 94265 1 (833) 754-8256					Details from the Receiver Address Information. This data is included with all shipments. No additional details are required. Details from the Receiver Address Information. This data is included with all shipments. No additional details are required
TAX NUMBER:					TAX NUMBER:					
Shipment Details					Sold To (if different from Ship to)					
Shipment Date: 31 Mar 2016 Shipment PIN: 2495827319 No. of Packages: 1 Shipment Weight: 10 lb. Reference: UAT TC006					BUYER ID MR.BUYER 4519 D NORTH EAST KENTUCKY STN # 111 ACCOUNTS PAYABLE ACCOUNTS PAYABLE NORTH MISSISSAUGA ON L8R 3T6 Canada (800) 734-9256					TAX NUMBER: 12345678
QTY	U of M	Description	HS Code	NAFTA	FDA (Food)	Textile	Country of MFG	Unit Value	Total Value	
1		WIDGET		N	N	N	Canada	12.00	12.00	
Bill duties/brokerage to: Customs Broker (US Ground Shipments): Import/Export Type: Parties to this transaction are:					Receiver: USGS1-ACCENT Permanent _____ Net Related _____					Total Invoice: \$12.00 Currency: CAD
I hereby certify that the information given above and on the continuation sheet(s), if any, is true and complete in every respect and agree to the conditions on the Bill of Lading including all terms and conditions incorporated therein. Par les présentes, j'atteste que les renseignements fournis ci-dessus et sur les feuilles supplémentaires, le cas échéant, sont exacts et complets à tous égards et j'accepte les conditions figurant sur la comissionnaire, y compris toutes les conditions qui y sont intégrées.										
Signature _____					Date _____					
Request Section - International Information Preferred Customs Broker This is mandatory for all Non-Document type shipments destined to the US (Ground Shipments Only)					Request Section - International Information Buyer Information This is the Buyer Address Details of the shipment request. This is a mandatory section for US / INTL destined shipments if the 'SOI D TO' is different than the 'SHIP TO' and the SOLD TO Party is paying for Duties and Taxes. Data from the Buyer Address Details is populated in this section when the flag for: BillDutiesToParty = Buyer					
Request Section - International Information Content Details This is mandatory for all Non-Document shipments destined for US / INTL locations										
Request Section - International Information Duty Information Mandatory for all Non-Document Type shipments destined for US / INTL locations. BillDutiesToParty - Mandatory BusinessRelationship - Mandatory Currency - Mandatory										

3.11.2 US/International Request XML Schema

```
<v1>CreateShipmentRequest>
  <!--Optional:-->
  <v1:Shipment>
    <v1:SenderInformation>
      <v1:Address>
        <v1:Name>John Smith</v1:Name>
        <v1:Company>Test Origin slX</v1:Company>
        <v1:Department/>
        <v1:StreetNumber>99</v1:StreetNumber>
        <v1:StreetSuffix/>
        <v1:StreetName>COLIN</v1:StreetName>
        <v1:StreetType>CRESCENT</v1:StreetType>
        <v1:StreetDirection/>
        <v1:Suite/>
        <v1:Floor/>
        <v1:StreetAddress2/>
        <v1:StreetAddress3/>
        <v1:City>MAUGERVILLE</v1:City>
        <v1:Province>NB</v1:Province>
        <v1:Country>CA</v1:Country>
        <v1:PostalCode>E3A0A8</v1:PostalCode>
        <v1:PhoneNumber>
          <v1:CountryCode>1</v1:CountryCode>
          <v1:AreaCode>538</v1:AreaCode>
          <v1:Phone>7349256</v1:Phone>
          <v1:Extension/>
        </v1:PhoneNumber>
        <v1:FaxNumber>
          <v1:CountryCode>1</v1:CountryCode>
          <v1:AreaCode>538</v1:AreaCode>
          <v1:Phone>7349200</v1:Phone>
          <v1:Extension/>
        </v1:FaxNumber>
      </v1:Address>
      <v1:TaxNumber/>
    </v1:SenderInformation>
    <v1:ReceiverInformation>
      <v1:Address>
        <v1:Name>MR.PUROLATOR</v1:Name>
        <v1:Company>ADDRESS FINDER PLACE</v1:Company>
        <v1:Department/>
        <v1:StreetNumber>1</v1:StreetNumber>
        <v1:StreetSuffix/>
        <v1:StreetName>ADDRESS</v1:StreetName>
        <v1:StreetType>WAY</v1:StreetType>
        <v1:StreetDirection>n</v1:StreetDirection>
        <v1:Suite>423</v1:Suite>
        <v1:Floor>10</v1:Floor>
        <v1:StreetAddress2/>
        <v1:StreetAddress3/>
        <v1:City>SACREMENTO</v1:City>
        <v1:Province>CA</v1:Province>
        <v1:Country>US</v1:Country>
        <v1:PostalCode>94295</v1:PostalCode>
        <v1:PhoneNumber>
          <v1:CountryCode>1</v1:CountryCode>
          <v1:AreaCode>835</v1:AreaCode>
          <v1:Phone>7349256</v1:Phone>
          <v1:Extension/>
        </v1:PhoneNumber>
        <v1:FaxNumber>
          <v1:CountryCode>1</v1:CountryCode>
          <v1:AreaCode>835</v1:AreaCode>
          <v1:Phone>7349256</v1:Phone>
```

```

        <v1:Extension/>
        </v1:FaxNumber>
    </v1:Address>
    <v1:TaxNumber/>
</v1:ReceiverInformation>
<v1:ShipmentDate/>
<v1:PackageInformation>
    <v1:ServiceID>PurolatorGroundU.S.</v1:ServiceID>
    <v1:Description>UAT-TC005</v1:Description>
    <v1>TotalWeight>
        <v1:Value>10</v1:Value>
        <v1:WeightUnit>lb</v1:WeightUnit>
    </v1>TotalWeight>
    <v1>TotalPieces>1</v1>TotalPieces>
<v1:PiecesInformation>
    <v1:Piece>
        <v1:Weight>
            <v1:Value>10</v1:Value>
            <v1:WeightUnit>lb</v1:WeightUnit>
        </v1:Weight>
        <v1:Length>
            <v1:Value>0</v1:Value>
            <v1:DimensionUnit>in</v1:DimensionUnit>
        </v1:Length>
        <v1:Width>
            <v1:Value>0</v1:Value>
            <v1:DimensionUnit>in</v1:DimensionUnit>
        </v1:Width>
        <v1:Height>
            <v1:Value>0</v1:Value>
            <v1:DimensionUnit>in</v1:DimensionUnit>
        </v1:Height>
    </v1:Piece>
</v1:PiecesInformation>
<v1:DangerousGoodsDeclarationDocumentIndicator>false</v1:DangerousGoodsDeclarationDocumentIndicator>
<v1:OptionsInformation>
    <v1:Options/>
</v1:OptionsInformation>
</v1:PackageInformation>
<v1:InternationalInformation>
    <v1:DocumentsOnlyIndicator>false</v1:DocumentsOnlyIndicator>
    <v1:ContentDetails>
        <v1:ContentDetail>
            <v1:Description>WIDGET</v1:Description>
            <v1:HarmonizedCode/>
            <v1:CountryOfManufacture>CA</v1:CountryOfManufacture>
            <v1:ProductCode/>
            <v1:UnitValue>12</v1:UnitValue>
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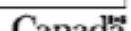
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```

3.12 Shipping Documentation – NAFTA Certificate of Origin

	Canada Border Services Agency Agence des services frontaliers du Canada	PROTECTED B (When Completed)																				
NORTH AMERICAN FREE TRADE AGREEMENT CERTIFICATE OF ORIGIN <small>(Instructions Attached)</small>																						
<p>Please print or type</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 5px;">1 Exporter's Name and Address:</td> <td style="width: 50%; padding: 5px;">2 Blanket Period: From <input type="text" value="DD-MMM-YY"/> To <input type="text" value="DD-MMM-YY"/></td> </tr> <tr> <td colspan="2" style="padding: 5px; text-align: center;">Tax Identification Number: ►</td> </tr> <tr> <td style="padding: 5px;">3 Producer's Name and Address:</td> <td style="padding: 5px;">4 Importer's Name and Address:</td> </tr> <tr> <td colspan="2" style="padding: 5px; text-align: center;">Tax Identification Number: ►</td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%; padding: 5px;">5 Description of Good(s)</th> <th style="width: 10%; padding: 5px;">6 HS tariff Classification Number</th> <th style="width: 10%; padding: 5px;">7 Preference Criteria</th> <th style="width: 10%; padding: 5px;">8 Producer</th> <th style="width: 10%; padding: 5px;">9 Net Cost</th> <th style="width: 10%; padding: 5px;">10 Country of Origin</th> </tr> </thead> <tbody> <tr> <td colspan="6" style="height: 200px;"></td> </tr> </tbody> </table>			1 Exporter's Name and Address:	2 Blanket Period: From <input type="text" value="DD-MMM-YY"/> To <input type="text" value="DD-MMM-YY"/>	Tax Identification Number: ►		3 Producer's Name and Address:	4 Importer's Name and Address:	Tax Identification Number: ►		5 Description of Good(s)	6 HS tariff Classification Number	7 Preference Criteria	8 Producer	9 Net Cost	10 Country of Origin						
1 Exporter's Name and Address:	2 Blanket Period: From <input type="text" value="DD-MMM-YY"/> To <input type="text" value="DD-MMM-YY"/>																					
Tax Identification Number: ►																						
3 Producer's Name and Address:	4 Importer's Name and Address:																					
Tax Identification Number: ►																						
5 Description of Good(s)	6 HS tariff Classification Number	7 Preference Criteria	8 Producer	9 Net Cost	10 Country of Origin																	
<p>11 I certify that:</p> <ul style="list-style-type: none"> - the information on this document is true and accurate and I assume the responsibility for proving such representations. I understand that I am liable for any false statements or material omissions made on or in connection with this document; - I agree to maintain, and present upon request, documentation necessary to support this Certificate, and to inform, in writing, all persons to whom the Certificate was given of any changes that would affect the accuracy or validity of this Certificate; - the goods originated in the territory of one or more of the Parties, and comply with the origin requirements specified for those goods in the North American Free Trade Agreement, and unless specifically exempted in Article 411 or Annex 401, there has been no further production or any other operation outside the territories of the Parties; and - this Certificate consists of <input type="text" value=" "/> pages, including all attachments. 																						
Authorized Signature:		Company:																				
Name:		Title:																				
Data (dd-mm-yy)	Telephone:	Fax:																				
B232 E (CB)		(Ce formulaire existe aussi en français)																				
		BSF314 E																				
																						

(Document not to scale)

**NORTH AMERICAN FREE TRADE AGREEMENT
CERTIFICATE OF ORIGIN INSTRUCTIONS**

For purposes of obtaining preferential tariff treatment, this document must be completed legibly and in full by the exporter and be in the possession of the importer at the time the declaration is made. This document may also be completed voluntarily by the producer for use by the exporter. Please print or type.

- Field 1: State the full legal name, address (including country) and legal tax identification number of the exporter. Legal tax identification number is: In Canada, employer number assigned by the Canada Revenue Agency or the import/exporter number assigned by the Canada Border Services Agency; in Mexico, federal taxpayer's registry number (RFC); and the United States, employer's identification number or Social Security Number.
- Field 2: Complete Field 1 if the Certificate covers multiple shipments of identical goods as described in Field 5 that are imported into a NAFTA country for a specified period of up to one year (blanket period). "FROM" is the date upon which the Certificate becomes applicable to the good covered by the blanket Certificate (it may be prior to the date of signing this Certificate). "TO" is the date upon which the blanket period expires. The importation of a good for which preferential tariff treatment is claimed based on this Certificate must occur between these dates.
- Field 3: State the full legal name, address (including country) and legal tax identification number, as defined in Field 1, of the producer. If more than one producer's good is included on the Certificate, attach a list of the additional producers, including the legal name, address (including country) and legal tax identification number, cross-referenced to the good described in Field 5. If you wish this information to be confidential, it is acceptable to state "Available to Customs upon request". If the producer and the exporter are the same, complete field with "SAME". If the producer is unknown, it is acceptable to state "UNKNOWN".
- Field 4: State the full legal name, address (including country) and legal tax identification number, as defined in Field 1, of the importer. If importer is not known, state "UNKNOWN", if multiple importers, state "VARIOUS".
- Field 5: Provide a full description of each good. The description should be sufficient to relate it to the invoice description and to the Harmonized System (HS) description of the good. If the Certificate covers a single shipment of a good, include the invoice number as shown on the commercial invoice. If not known, indicate another unique reference number, such as the shipping order number.
- Field 6: For each good described in Field 5, identify the HS tariff classification to six digits. If the good is subject to a specific rule of origin in Annex 401 that requires eight digits, identify to eight digits, using the HS tariff classification of the country into whose territory the good is imported.
- Field 7: For each good described in Field 5, state which criterion (A through F) is applicable. The rules of origin are contained in Chapter Four and Annex 401. Additional rules are described in Annex 703.2 (certain agricultural goods), Annex 300.B, Appendix 6A (certain textile goods) and Annex 308.1 (certain automatic data processing goods and their parts). Note: In order to be entitled to preferential tariff treatment, each good must meet at least one of the criteria below.

Preference Criteria

- A. The good is "wholly obtained or produced entirely" in the territory of one or more of the NAFTA countries, as referred to in Article 415. Note: The purchase of a good in the territory does not necessarily render it "wholly obtained or produced". If the good is an agricultural good, see also criterion F and Annex 703.2. (Reference: Article 401(a) and 415)
- B. The good is produced entirely in the territory of one or more of the NAFTA countries and satisfies the specific rule of origin, set out in Annex 401, that applies to its tariff classification. The rule may include a tariff classification change, regional value-content requirement or a combination thereof. The good must also satisfy all other applicable requirements of Chapter Four. If the good is an agricultural good, see also criterion F and Annex 703.2. (Reference: Article 401(b))
- C. The good is produced entirely in the territory of one or more of the NAFTA countries exclusively from originating materials. Under this criterion, one or more of the materials may not fall within the definition of "wholly produced or obtained", as set out in Article 415. All materials used in the production of the good must qualify as "originating" by meeting the rules of Article 401(a) through (d). If the good is an agricultural good, see also criterion F and Annex 703.2. (Reference: Article 401(c))
- D. Goods are produced in the territory of one or more of the NAFTA countries but do not meet the applicable rule of origin, set out in Annex 401, because certain non-originating materials do not undergo the required change in tariff classification. The goods do nonetheless meet the regional value-content requirement specified in Article 401(d). This criterion is limited to the following two circumstances:
1. the good was imported into the territory of a NAFTA country in an unassembled or disassembled form but was classified as an assembled good, pursuant to HS General Rule of Interpretation 2(a), or
 2. the good incorporated one or more non-originating materials, provided for as parts under the HS, which could not undergo a change in tariff classification because the heading provided for both the good and its parts and was not further subdivided into subheadings, or the subheading provided for both the good and its parts and was not further subdivided.
- Note: This criterion does not apply to Chapters 81 through 93 of the HS (Reference: Article 401(d))

- E. Certain automatic data processing goods and their parts, specified in Annex 308.1, that do not originate in the territory are considered originating upon importation into the territory of a NAFTA country from the territory of another NAFTA country when the Most-Favoured-Nation Tariff rate of the good conforms to the rate established in Annex 308.1 and is common to all NAFTA countries. (Reference: Annex 308.1)
- F. The good is an originating agricultural good under preference criterion A, B or C above and is not subject to a quantitative restriction in the importing NAFTA country because it is a "qualifying good" as defined in Annex 703.2, Section A or B (please specify). A good listed in Appendix 703.2.B.7 is also exempt from quantitative restrictions and is eligible for NAFTA preferential tariff treatment if it meets the definition of "qualifying good" in Section A of Annex 703.2. Note 1: This criterion does not apply to goods that wholly originate in Canada or the United States and are imported into either country. Note: A tariff rate quota is not a quantitative restriction.
- Field 8: For each good described in field 5, state "YES" if you are the producer of the good. If you are not the producer of the good, state "NO" followed by (1), (2), or (3), depending on whether this certificate was based upon: (1) your knowledge of whether the good qualifies as an originating good, (2) your reliance on the producer's written representation (other than a Certificate of Origin) that the good qualifies as an originating good, or (3) a completed and signed Certificate for the good, voluntarily provided to the exporter by the producer.
- Field 9: For each good described in Field 5, where the good is subject to a regional value content (RVC) requirement, indicate "YES" if the RVC is calculated according to the net cost method; otherwise, indicate "NO". If the RVC is calculated according to the net cost method over a period of time, further identify the beginning and ending dates (DDMMYY) of that period. (Reference: Articles 402.1, 402.5)
- Field 10: Identify the name of the country ("MX" or "US" for agricultural and textile goods exported to Canada; "US" or "CA" for all goods exported to Mexico; or "CA" or "MX" for all goods exported to the United States) to which the preferential rate of customs duty applies, as set out in Annex 302.2, in accordance with the Marking Rules or in each Party's schedule of tariff elimination.
- For all other originating goods exported to Canada, indicate appropriately "MX" or "US" if the goods originate in that NAFTA country, within the meaning of the NAFTA Rules of Origin Regulations, and any subsequent processing in the other NAFTA country does not increase the transaction value of the goods by more than 7%; otherwise indicate as "JNT" for joint production. (Reference: Annex 302.2)
- Field 11: This field must be completed, signed and dated by the exporter. When the Certificate is completed by the producer for use by the exporter, it must be completed, signed and dated by the producer. The date must be the date the Certificate was completed and signed.

(Document not to scale)

3.13 Shipping Documentation – Federal Communications Commission (Form FCC 740)

FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554

Approved by OMB
3000-0059

STATEMENT REGARDING THE IMPORTATION OF RADIO FREQUENCY DEVICES CAPABLE OF CAUSING HARMFUL INTERFERENCE

(Read instructions before completing form. Please type or print clearly in ink.)

Part I - All Blocks MUST Be Completed				
Date of Entry	Entry Number	Port of Entry ¹	Harmonized Tariff Number ²	Quantity of Item (not number of containers) ³
Device Model/Type Name or #	Trade Name	FCC ID	Description of Equipment	
Manufacturer's Name and Address	Consignee's Name and Address	Importer's Name and Address		
Printed or Typed Name of Importer or Consignee	Signature of Importer or Consignee		Date (Month/Day/Year)	

Warning: Any person who knowingly makes a false declaration may be fined not more than \$250,000 or imprisoned not more than 5 years, or both, pursuant to 18 U.S.C. § 1001.

Part II - With Regard to the Importation of the Described Radio Frequency Device(s), I DECLARE THAT: <i>(Place an "X" in only one box)</i>	
<input type="checkbox"/>	1. The FCC has issued a grant of equipment authorization for the FCC ID listed above.
<input type="checkbox"/>	2. An FCC grant of equipment authorization and an FCC ID are not required, but the equipment complies with FCC technical requirements.
<input type="checkbox"/>	3. The described equipment is being imported in limited quantities for testing and evaluation for compliance with technical requirements or marketing suitability. The equipment will not be offered for sale or otherwise marketed. (See Instructions)
<input type="checkbox"/>	4. The described equipment is being imported in limited quantities for demonstration at industry trade shows and will not be offered for sale or otherwise marketed. (See Instructions)
<input type="checkbox"/>	5. The described equipment is being imported solely for export. It will not be offered for sale or otherwise marketed in the U.S.
<input type="checkbox"/>	5(a). The described equipment is a non-U.S. standard cellular phone that can only function outside of the U.S. (See Instructions)
<input type="checkbox"/>	6. The described equipment is being imported for use exclusively by the U.S. Government.
<input type="checkbox"/>	7. Three or fewer radio receivers, computers, or other unintentional radiators as defined in Part 15 of the FCC Rules, are being imported for an individual's personal use and are not intended for sale.
<input type="checkbox"/>	8. The described equipment is being imported for repair and will not be offered for sale or otherwise marketed.

1. Port of Entry Use Schedule D – Classification of U.S. Customs Districts and Ports for U.S. Foreign Trade Statistics – a four digit code i.e., New York City, NY 1001.
2. Harmonized Tariff Number – Harmonized Tariff Schedule of the United States.
3. This quantity must be total number of items, not number of containers.

(Document not to scale)

INSTRUCTIONS FOR COMPLETION OF FCC FORM 740

This form must be completed for each radio frequency device, as defined in 47 U.S.C. 302 and 47 C.F.R. 2.801, which is imported into the Customs territory of the United States. The original shall be filed with the U.S. Customs Service on or before the date the shipment is delivered to a U.S. port of entry.

The completed form must accompany each such entry.

The following are typical examples of devices that require the use of FCC Form 740: radio and TV receivers, converters, transmitters, transmitting devices, radio frequency amplifiers, microwave ovens, industrial heaters, ultrasonic equipment, transceivers, and computers.

Marketing, as used in this form (and 47 C.F.R. 2.1201 et seq.), means sale or lease (including advertising for sale or lease, or display at a trade show) or import, ship or distribute for the purpose of selling or leasing or offering for sale or lease.

Limited quantities, as used in this form, are the number specified in 47 C.F.R. 2.1204(a)(3). Waivers of this limit are infrequently granted but may be requested from the FCC office listed in 47 C.F.R. 2.1204(a)(3)(iii). Written waiver requests must contain specific information required by that office.

Equipment imported for test, evaluation or display (see import conditions 3 or 4 of Part II of this form) may not be marketed (sold or leased, offered for sale or lease, advertised, etc.). Display of this equipment must include markings clearly indicating that the device(s) are not eligible for sale. See 47 C.F.R. 2.803 for details regarding this labeling.

Wireless telephony devices that do not have a FCC grant of equipment authorization must either comply with 47 C.F.R. 2.1204(a)(5) or 47 C.F.R. 2.803(a)(2) (e.g., Verification or Declaration of Conformity is required).

The identification (company name and model number/FCC ID) of the radio frequency device specified on the front of this form must be identical to the company name and model number/FCC ID inscribed on the device. If the device being imported requires an equipment authorization to be issued by the FCC (e.g., Certification), it is important that the name of the company, description of the device and FCC ID specified on the grant of equipment authorization agree exactly with the same information shown on the front of this form. Any discrepancy between the information on this form and the FCC grant of equipment authorization may result in unnecessary delays, additional expense, or enforcement action.

FCC Form 740 may be reproduced provided the following conditions are met (see 47 C.F.R. 0.409, Commission Policy on Private Printing of FCC Forms.) Some of the conditions are listed below:

1. That private companies reproducing the form use a printing process resulting in a product that is comparable to the original document;
2. That private companies reproducing the form refrain from including therein or attaching thereto any advertising matter or deleting any material from the form;
3. That private companies reproducing the form exercise care that the form being reproduced or distributed is the current edition presently used by the FCC for the type of application involved; such private company to be advised that, though the Commission will endeavor to keep the public advised of revisions of the form, it cannot assume responsibility to the extent of eliminating any element or risk against overstocking, etc.

PAPERWORK REDUCTION ACT STATEMENT AND PRIVACY ACT STATEMENT

The solicitation of information requested on this form is authorized by the Communications Act of 1934, as amended. The information collected will be used to ascertain whether equipment authorization is required, and if so, whether or not it has been granted. If all the information is not provided the importation of this or other shipments may be delayed or prevented. Accordingly, every effort should be made to provide all necessary information. Your response is required to obtain a benefit.

Public reporting for this collection of information is estimated to average .04 seconds per response, including the time for reviewing instructions searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, should be sent to the Federal Communications Commission, Performance and Evaluations and Records Management, Washington, DC 20554, Paperwork Reduction Project (3060-0059) DO NOT SEND COMPLETED FORMS TO THIS ADDRESS. Individuals are not required to respond to a collection of information unless it displays a currently valid OMB control number.

THE FOREGOING NOTICE IS REQUIRED BY THE PRIVACY ACT OF 1974, P.L. 93-579, DECEMBER 31, 1974, 5 U.S.C. 552A(E)(3), AND THE PAPERWORK REDUCTION ACT OF 1995, P.L. 104-13, OCTOBER 1, 1995, 44 U.S.C. 3507.
FCC Form 740 instructions – Page 2

March 2004

3.14 Shipping Documentation - Department of Health and Human Services (Form FDA 2877)

DEPARTMENT OF HEALTH AND HUMAN SERVICES FOOD AND DRUG ADMINISTRATION DECLARATION FOR IMPORTED ELECTRONIC PRODUCTS SUBJECT TO RADIATION CONTROL STANDARDS		<i>Form Approved OMB No. 0910-0025 Expiration Date: October 31, 2013</i> INSTRUCTIONS 1. If submitting entries electronically through ACS/ABI, hold FDA-2877 in entry file. Do not submit to FDA unless requested. 2. If submitting paper entry documents, submit the following to FDA: a. 2 copies of Customs Entry Form (e.g. CF 3461, CF 3461 A/I, CF 7501, etc.) b. 1 copy of FDA-2877 c. Commercial Invoice(s) in English.	
U.S. CUSTOMS PORT OF ENTRY		ENTRY NUMBER	DATE OF ENTRY
NAME & ADDRESS OF MANUFACTURING SITE; COUNTRY OF ORIGIN		NAME & ADDRESS OF IMPORTER & ULTIMATE CONSIGNEE (if not importer)	
PRODUCT DESCRIPTION	QUANTITY (Items/Containers)	MODEL NUMBER(S) & BRAND NAME(S)	
DECLARATION: I / WE DECLARE THAT THE PRODUCTS IDENTIFIED ABOVE: <i>(Mark X applicable statements, fill in blanks, & sign)</i>			
<input type="checkbox"/> A. ARE NOT SUBJECT TO RADIATION PERFORMANCE STANDARDS BECAUSE THEY: <ul style="list-style-type: none"> <input type="checkbox"/> 1. Were manufactured prior to the effective date of any applicable standard; Date of Manufacture _____. <input type="checkbox"/> 2. Are excluded by the applicability clause or definition in the standard or by FDA written guidance. Specify reason for exclusion _____. <input type="checkbox"/> 3. Are personal household goods of an individual entering the U.S. or being returned to a U.S. resident. (Limit: 3 of each product type). <input type="checkbox"/> 4. Are property of a party residing outside the U.S. and will be returned to the owner after repair or servicing. <input type="checkbox"/> 5. Are components or subassemblies to be used in manufacturing or as replacement parts (NOT APPLICABLE to diagnostic x-ray parts). <input type="checkbox"/> 6. Are prototypes intended for on going product development by the importing firm, are labeled "FOR TEST/EVALUATION ONLY," and will be exported, destroyed, or held for future testing (i.e., not distributed). (Quantities Limited - see reverse.) <input type="checkbox"/> 7. Are being reprocessed in accordance with P.L. 104-134 or other FDA guidance, are labeled "FOR EXPORT ONLY," and will not be sold, distributed, or transferred without FDA approval. 			
<input type="checkbox"/> B. COMPLY WITH THE PERFORMANCE STANDARDS WHICH ARE APPLICABLE AT DATE OF MANUFACTURE AND THAT A CERTIFICATION LABEL OR TAG TO THIS EFFECT IS AFFIXED TO EACH PRODUCT. COMPLIANCE DOCUMENTED IN: <ul style="list-style-type: none"> <input type="checkbox"/> 1. Last annual report or Product/Initial report ACCESSION NUMBER of Report _____ Name of MANUFACTURER OF RECORD (Filed report with FDA/CDRH) <input type="checkbox"/> 2. Unknown manufacturer or report number; State reason: _____ 			
<input type="checkbox"/> C. DO NOT COMPLY WITH PERFORMANCE STANDARDS; ARE BEING HELD UNDER A TEMPORARY IMPORT BOND; WILL NOT BE INTRODUCED INTO COMMERCE; WILL BE USED UNDER A RADIATION PROTECTION PLAN; AND WILL BE DESTROYED OR EXPORTED UNDER U.S. CUSTOMS SUPERVISION WHEN THE FOLLOWING MISSION IS COMPLETE: <ul style="list-style-type: none"> <input type="checkbox"/> 1. Research, Investigations/Studies, or Training (attach Form FDA 766) <input type="checkbox"/> 2. Trade Show/Demonstration; List dates & use restrictions _____. 			
<input type="checkbox"/> D. DO NOT COMPLY WITH PERFORMANCE STANDARDS; ARE HELD AND WILL REMAIN UNDER BOND; AND WILL NOT BE INTRODUCED INTO COMMERCE UNTIL NOTIFICATION IS RECEIVED FROM FDA THAT PRODUCTS HAVE BEEN BROUGHT INTO COMPLIANCE IN ACCORDANCE WITH AN FDA APPROVED PETITION. (See Form FDA 766.) <ul style="list-style-type: none"> <input type="checkbox"/> 1. Approved Petition is attached. <input type="checkbox"/> 2. Petition Request is attached. <input type="checkbox"/> 3. Request will be submitted within 60 days. 			
WARNING: Any person who knowingly makes a false declaration may be fined not more than \$10,000 or imprisoned not more than 5 years or both, pursuant to Title 18 U.S.C. 1001. Any person importing a non-compliant electronic product may also be subject to civil penalties of \$1000 per violation, up to a maximum \$300,000 for related violations pursuant to Title 21 U.S.C. 360pp.		SIGNATURE OF IMPORTER OF RECORD NAME AND TITLE OF RESPONSIBLE PERSON	
Public reporting burden for this collection of information is estimated to average 0.2 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to:			
Department of Health and Human Services Food and Drug Administration Office of Chief Information Officer 1350 Picard Drive, Room 400 Rockville, MD 20850		<i>An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.</i>	

INSTRUCTIONS TO IMPORTERS/BROKERS OF ELECTRONIC PRODUCTS

PURPOSE: The Form FDA 2877 must be completed for electronic products subject to Radiation Control Standards (21 CFR 1010 and 1020-1050) prior to entry into the United States. The local Food and Drug Administration (FDA) district office will review the declaration and notify the importer/agent if the products may be released into U.S. commerce or if they must be held under bond until exported, destroyed, or reconditioned. Until the shipment is released, it may be subject to redelivery for FDA examination.

PAPER OR ELECTRONIC SUBMISSION: Paper entries may be made by submitting the signed original FDA 2877 along with U.S. Customs forms to the local FDA district office; if electronic products are given a MAY PROCEED, a signed copy of CF 3461 will be returned, or if not given a MAY PROCEED, a FDA Notice of Action will be issued. For electronic entries, follow U.S. Customs Service ACS/ABI format and procedures, supported by a signed copy of this form or similar letter. Multiple entries of the same product and model families that are filed electronically may be supported by one form dated not more than 12 months previously.

DECLARATION: Select A, B, C, or D and then select the appropriate number; fill in requested information and sign. For electronic entries, AoC (affirmation of compliance) = RA#, RB#, RC#, or RD# (e.g., Radiation Declaration A5 = RA5). Transmit model number using AoC code MDL and transmit brand name using FDA line level brand name field. If RA3 or RA6 is selected, you must transmit quantity (number of units) using the Quantity and Unit of Measure Pairs at the FDA line level.

DECLARATION A: Importers should be prepared to demonstrate compliance to or non-applicability of FDA standards, regulations, or guidance. Components or sub-assemblies must be non-functioning. Products being reprocessed must be exported by the importer, without intermediate transfer of ownership. For RA3 the quantity limit is 3 and for RA6 the limit = 50 units TV products, microwave ovens, and Class 1 laser products limit = 200 units CD-ROM and DVD (digital versatile disc) laser products; see May 14, 1997, notice to industry issued by the Center for Devices and Radiological Health (CDRH).

DECLARATION B: If declaration RB1 is selected, provide the FDA Establishment Identifier (FEI) of the manufacturer who filed the radiation product/abbreviated report to FDA, CDRH, Rockville, Maryland. To transmit the accession number of that report use AoC code ACC. If the manufacturer cannot be determined or located, the importer must be able to provide evidence showing a certification (certifi.) label on each product and state reason: returned to orig exporter or certifi. label evidence. The new AoC codes (RB1, RB2) for this declaration will not be activated until a process is made available to determine the FEI of the responsible firm. Continue to use RAB in electronic transmission until the FEI query is available and industry is notified of its availability.

DECLARATION C: Noncompliant products may be imported only for research, investigations/studies, demonstration or training. They should be used only by trained personnel and under controlled conditions to avoid unnecessary radiation exposure. Product(s) will be detained by the local FDA district office. Since product(s) for which "C" Declarations are made will be under Temporary Import Bond (TIB) or equivalent, ultimate disposition is limited to export or destruction under U.S. Customs supervision when the purpose has been achieved or the length of time stated has expired. For purposes other than demonstration, the Form FDA 766, outlining protections, must be approved by FDA prior to use. The importer/broker must include with the FDA 766:

1. A full description of the subject electronic product(s).
2. The purpose for which the product(s) is being imported.
3. How the product(s) will be used.
4. Where the product(s) will be located.
5. The approximate length of time and dates the product(s) will be in this country.

For product(s) being used for trade shows/demonstrations, list the dates and use restrictions (Form FDA 766 is not required). A sign stating that the product does not comply with FDA performance standards must be displayed and viewable at all times during the use of product(s). All medical products, cabinet x-ray, or Class IIIb and IV lasers may NOT operate (turn on product(s)) at trade shows.

DECLARATION D: Noncompliant products must be brought into compliance with standards under FDA supervision and following a plan approved by FDA. The plan, documented on the Form FDA 766, must address technical requirements, labeling, and reporting. Some plans may need approval by both the CDRH and the local FDA district office. Use of this declaration is limited to occasional shipments; ongoing reconditioning is considered manufacturing that is handled through other means. Product(s) will be detained by the local FDA district office. An FDA 766 must be filed indicating the procedure intended to bring the product into compliance. This procedure will include a satisfactory corrective action plan and/or a product report. The FDA 766 must include all of the information requested under Declaration C. The approximate length of time will be for the amount of time needed to bring product(s) into compliance. Declaration D is also made for failure to provide reports, failure to certify, etc.

If an importer/broker intends to import equipment into the United States for purposes of research, investigation, studies, demonstrations, or training but also wishes to retain the option of bringing the product into compliance with the performance standard, check Declarations C and D on the FDA 2877 and insert the word "or" between the Affirmations. Note: The U.S. Customs Service will treat this entry as a "D" Declaration for purposes of duty. Such requests must be made on the FDA 766; include Items 1, 2, and 3 under Declaration C, a statement of the need to use the option "C" or "D" Declaration, a statement of how the product(s) will be brought into compliance and the approximate length of time necessary to evaluate or demonstrate the product(s) and the time necessary to bring the product(s) into compliance (both actions must be accomplished within the period of time granted by FDA). For electronic entries select Declaration RD3.

Ultimately, product(s) must be brought into compliance with the applicable standard in accordance with a corrective action plan which has been approved by the FDA. If the product(s) are not brought into compliance within the allotted time frame of the approved application and an extension is not requested of, or granted by, the FDA, the local FDA district office shall refuse entry on the shipment and require the product(s) to be either exported or destroyed under U.S. Customs supervision.

If additional guidance is needed, please contact your local FDA district office or consult the following FDA web pages: www.fda.gov/, www.fda.gov/ora/hier/ora_field_names.txt, and http://www.fda.gov/ors/compliance_ref/rpm/.

[Ref: 21 U.S.C. 360mm, 21 CFR 1005, 19 CFR 12.90-12.91.]

FDA: CP 7382.007/.007A

FORM FDA 2877 (1/11)

PREVIOUS EDITION IS OBSOLETE.

PAGE 2 OF 2 PAGES

3.15 Shipping Documentation - Dangerous Goods Declaration Form for Ground Shipments

DANGEROUS GOODS DECLARATION FOR GROUND SHIPMENTS

DECLARATION DE L'EXPEDITEUR POUR ENVOI TERRESTRE

Date:	Waybill Number/ Numéro de connaissance:
Consignor/ Expéditeur:	Consignee/Destinataire:
Address/Adresse:	Address/Adresse:
City/Ville-Prov:	City/Ville -Prov:
Postal Code Postal:	Postal Code Postal:
Telephone/ Téléphone:	Telephone/ Téléphone:

DESCRIPTION OF DANGEROUS GOODS/ DESCRIPTION DES MARCHANDISES DANGEREUSES

UN Number Numéro UN	Proper Shipping Name Appellation Réglementaire	Primary Class Classe Primaire	Sub Class "(in brackets)" Classe Sous-classe	Packing Group Groupe D'emballage	# of Pkgs # de Colis	Volume/Weight Volume/Poids

PLACARDS REQUIRED? PLACARDS REQUIS : NO/NON / YES/OUI -

CLASS/CLASSE _____ X 4

24 HOUR NUMBER/ NUMERO 24 HRS: _____

Other Details/Autre Détails:

Certification Statement: "I hereby declare that the contents of this consignment are fully and accurately described above by the proper shipping name and are classified, packaged, marked and labeled/placarded and are in all respects in proper condition for transport according to the applicable international and national government regulations."

Déclaration d'attestation: " Je déclare par la présente que la désignation exacte d'expédition ci-dessus, décrit avec précision et exactitude le contenu de cette expédition qui est classifiée, emballée, marquée, étiquetée ou dotée d'une plaque-étiquette de danger et à tous égards en bon état pour le transport conformément à la réglementation internationale ou nationale applicable"

Shipper Signature / Signature de l'Expéditeur : _____

(Document not to scale)

3.16 Manifest

Page 1 of 1

Purolator Inc. Detailed Manifest							
Service Date (MM/DD/YYYY): 1/14/2016				Manifest Number: 000232782666			
Shipper Customer No.: 2355608							
Shipper: Toronto Argonauts Football Clu							
Address: 212 King Street West Toronto, ON M5H 1K5							
Totals for this Manifest:		Shipments	Weight	Pieces	Charge	GST/HST	QST
		2	2.00 (lb)	2	\$30.40	\$0.00	\$0.00
PIN	Consignee/Name City, Prov Reference	Prod Type	Pieces	Weight(lb)	Declared Value	SH/DG	COS
1 330631186377	Ron Simon ETOBICOKE, ON M9V2Z1 100076	EE	1	1.00	\$0.00		\$15.20 GST/HST: \$0.00
2 330631203982	Ron Simon ETOBICOKE, ON M9V2Z1 100076	EE	1	1.00	\$0.00		\$15.20 GST/HST: \$0.00
Shipper's Signature: Toronto Argonauts Football Clu _____				Courier's Signature: Purolator Inc. _____ Date: _____			

3.17 Application Profile Form



CONFIDENTIAL

CWS Application Profile

Commercial Providers

Version 1.2.

This form is required for all Applications supporting Purolator.

All applicable sections must be completed in order for this form to be valid

Commercial Provider Profile	
Commercial Provider	
Name:	
Street Address 1:	
Street Address 2:	
City:	
Province / State:	
Postal/Zip Code:	Country:
Commercial Provider Contacts	
Business Contact	
i.e. Decision taker/Owner	
Business Telephone	
Business Email	
Technical Contact	
i.e. Development Lead	
Technical Telephone	
Technical Email	
Support Contact	
Support Telephone	
Support Email	
Platform Name:	
Development Key:	
Email associated to Development Key:	

Timeline Commitment

Purolator requires completion of development and certification in a timely manner. Please provide reasonable commitments for the following milestones:

Development Start

Development

Certification Start

Certification Completion

Go Live

Application Profile

Please provide the following information related to the shipping application:

Application Name

Application Version

Application Scope

Purolator offers eight web services. Please select the services that will be supported by the Application:

Shipping Services includes Service Availability, Shipping and Get Documents Web Services

Determine if single or multiple shipping addresses are linked with same business account (single point of origin: default shipping address from Production Key is used):

Single Point of Origin

Multiple Point of Origin

Estimates Services

Pickup Services

Tracking Services

Returns Management

Locator Services

Comments

3.18 Application Profile – Scope of Work

Application Profile – Scope of Work

Web Services, Shipping Options & Services, and System Functionality

'Partner Name' shall develop Functionality (as described below) as they relate to the '*'Partner Name'* platform to be developed in conjunction with the offering of Purolator's transportation services. **'Partner Name' shall** develop the **Mandatory** elements as indicated on the following document, at a minimum. For 'Automatic' items, the system will automatically apply the specific service based on the data entered by the end-user (e.g. 'Residential area' will automatically apply based on the destination address identified as 'residential')

Registration for Development

'Partner Name' shall register through <https://eship.purolator.com> in order to receive the development key which will enable '*Partner Name*' access to development environment for developing the API connections necessary. Upon the completion of Purolator's QA and certification process in respect of '*Partner Name*' development platform, a certification key will be granted.

Change Management

In the event Purolator requests that Functionality is modified, or new mandatory Functionality implemented, '*Partner Name*' shall update the platform using their existing development key. Upon receiving such request, '*Partner Name*' shall notify Purolator of the expected timeline commitment to implement such change, with the expectation that Purolator personnel will cooperate with '*Partner Name*' to implement any requested changes. Any such modifications required by Purolator shall be free of any fees or expenses.

1. Web Services

Web Services Endpoint	Method	Mandatory (M) Strongly Recommended (SR)
Service Availability	Validate City/Postal Code/Zip Code	M
	Get Services Options	M
	Get Service Rules	M
Estimates	Get Quick Estimate	SR
	Get Full Estimate	M
Shipping	Validate Shipment	SR
	Create Shipment	M
	Void Shipment	M
Returns Management	Consolidate	SR
	Validate Return Shipment	SR
	Create Return Shipment	M
Get Documents	Get Documents	M
	Get Shipment Manifest Document	SR
Pickup	Validate Pickup	SR
	Schedule Pickup	M
	Get Pickup History	SR
	Modify Pickup	M
Tracking	Void Pickup	M
	Track Package By PIN	M
	Track Package By Reference	M
Locator	Get Delivery Details	M
	GetLocationsByAddress	SR
	GetLocationsByCoordinates	SR
	GetLocationsByCity	SR
	GetLocationsByPointOfInterest	SR

Web Services Endpoint	Method	Mandatory (M) Strongly Recommended (SR)
	GetLocationsByPostalCode	SR

2. Specialized Services

SERV	Web Services: Service Availability, Estimates, Shipping, Return Management Shipping Options and Specialized Services (incl. Surcharged Services)	Mandatory (M) or Strongly Recommended (SR)	Link to Web Services Endpoint/ Method Validation
1	ExpressCheque	SR	Service Availability - GetServicesOptions
2	Dangerous Goods	SR	Service Availability - GetServicesOptions
3	Chain of Signature (COS)	SR	Service Availability - GetServicesOptions
4	Return Services - Return Shipment (no surcharge)	M	Returns Management Shipping
5	Return Services - Outbound Shipment w/return label (no surcharge)	SR	Shipping - Create Shipment
6	Residential Area	automatic	Service Availability - GetServicesOptions
7	Residential Pickup	M	Estimates
8	Saturday Pickup	M	Service Availability - GetServicesOptions
9	Saturday Delivery	M	Service Availability - GetServicesOptions
10	Beyond Point	automatic	Service Availability - GetServicesOptions
11	Residential Signature Required	M	Service Availability - GetServicesOptions
12	OSNR (no surcharge)	automatic	Service Availability - GetServicesOptions
13	Special Handling - Heavy Weight (>70LBS)	automatic	Service Availability - GetServicesOptions
14	Special Handling - Oversized	automatic	Service Availability - GetServicesOptions
15	Special Handling - Liquid	M	Service Availability - GetServicesOptions
16	Special Handling - Non-packaged	M	Service Availability - GetServicesOptions
17	Special Handling - Management Discretion	M	Service Availability - GetServicesOptions
18	Hold for Pickup (no surcharge)	M	Service Availability - GetServicesOptions
19	Future Shipping Functionality (Max 10 days)	M	Shipping - Create Shipment
20	Multi-Piece	automatic	Service Availability - GetServiceRules
21	Cubing (Dimensional Weight)	SR	Estimates Shipping - Create Shipment
22	Declared Value	M	Service Availability - GetServicesOptions
23	Advance Shipment Notification at the Shipment level (no surcharge)	SR	Shipping - Create Shipment
24	Proactive Notification (no surcharge)	SR	Shipping - Create Shipment
25	Calculate Transit Time ⁱ	automatic	Estimates
26	Expected Delivery Date ⁱⁱ	automatic	Estimates Shipment Tracking
27	Void Functionality	M	Shipping - Void Shipment Pickup - Void Pickup
28	Payment Types (Sender, CreditCard)	M	Shipping - Create Shipment

3. Documentation

DOC	Web Service: Get Documents	Mandatory (M), Strongly Recommended (SR) or Conditional (C) ⁱⁱⁱ	Link to Web Services Endpoint/Method
1	Standard Shipping Label - Domestic	M	Get Documents
2	Standard Shipping Label - Domestic ExpressCheque	C	Get Documents
3	Standard Shipping Label - Domestic Receiver ExpressCheque Receipt	C	Get Documents
4	Standard Shipping Label - Domestic COS	C	Get Documents
5	Standard Shipping Label - Domestic Return Services	C	Get Documents
6	Standard Shipping Label - Domestic Purolator International LOB (PR0299)	M	Get Documents
7	Standard Shipping Label - International	M	Get Documents
8	Custom Shipping Label	SR	n/a
9	Shipping Manifest	M	Get Documents - GetShipmentManifest Document
10	Customs Invoice (US/INTL Commercial Invoice) ^{iv}	M for Cross Border	Get Documents
11	NAFTA Certificate of Origin ^v	M for Cross Border	Get Documents
12	FCC 740 Form: Federal Communications Commission ^{vi}	M for Cross Border	Get Documents
13	FDA 2877 Form: Department of Health and Human Services ^{vii}	M for Cross Border	Get Documents
14	Dangerous Goods Declaration Form for Ground Shipments	M for DG	Get Documents

4. System Functionality

FUNCT	System Functionality	Mandatory (M) or Optional (O)	Link to Web Services Endpoint/Method
1	Generic code for authentication of user, password and account (merchant)	M	n/a
2	Point of origin: one or multiple	M	n/a

Notes:

ⁱ Transit Time is the exact number of transit days between a Canadian origin and any destination point. Transit days represent operational days in which the Purolator network is capable of processing shipments.

ⁱⁱ Expected Delivery Dates represent the date on which a shipment will be delivered to the destination address. The Shipping System will factor in holidays, weekends, service restrictions, options such as Saturday service and any other items in determining the Expected Delivery Date. Transit Time calculation is required if this option is selected.

ⁱⁱⁱ Conditional: if option is selected, then label is required

^{iv} If Cross Border (US and/or International) shipping is selected, then the shipping system must be able to produce additional forms which are required for Customs purposes.

^{v vi vii} The Customs forms must be supported by the customers Shipping Processes, if not supported by the shipping application