



WELCOME PACKAGE

THANK YOU FOR CHOOSING POLARIS!

Making life easier for the shipping community is a core company value and we want to make sure you have the tools you need to take full advantage of all Polaris has to offer.

We suggest that all our new clients visit the Polaris Transportation website. It's packed with great information on our service offerings and resources that help ensure hassle-free shipping for our customers. Visit POLARISTRANSPORT.COM

1

GET STARTED

Get familiar with our online platform by creating your own Polaris Customer Login using a unique access code we provide. You can maintain your customer profile, enjoy full access to our Track/Trace, POD, Rates, Transit Times, online ordering and automated email reports.

For future access go to our home page and click on the "LOGIN" button.

HERE IS YOUR POLARIS ACCESS CODE:

XXXXXX - XXXX



REGISTER NOW

Lost your access code? Simply send a code recovery request to RGANDHI@POLARISTRANSPORT.COM. Accidentally misplace this document? All this information is available on our [Downloads](#) page under [Resources](#).

Remember: You need a Polaris access code to complete your registration. The code is unique to your organization and you can use it to register as many employees as you want.

2

PLACE AN ORDER

Once you've visited our homepage and registered as a Polaris customer, you can use our [online ordering tool](#) to:

- Book up to 4 standard pallets
- Book custom pallet configurations
- Book multiple shipments in one session
- Attach customs documents or any other special instructions
- Select various shipment options such as tailgate service
- Plus so much more!

For any inquiries, please email CUSTOMERCARE@POLARISTRANSPORT.COM

3

CUSTOMS DOCUMENTS

When placing an online order, you can directly upload your customs documents online or send to CUSTOMS@POLARISTRANSPORT.COM

4

TRACK AND TRACE

Now that you are a Polaris customer you can take advantage of our Track/Trace feature. This aspect of our website allows you to track and trace shipments, review your orders and download important documents. Don't forget to have your freight bill number, your reference number or your purchase order number handy – this will make searching our database more seamless. To Track or Trace your shipments go to the "LOGIN" section on our homepage, or use our Quick Track tool and enter your PRO number.

5

REVIEW YOUR RATES OR GET A QUOTE

To review your rates go to the "LOGIN" section on our homepage, sign in and click on your rates tab. We also encourage you to explore our site fully. For a price outside of your everyday pricing visit our Shipping Tools to get a quote.

6

TRANSIT TIMES

Looking for transit times? Please use our Transit Calculator tool located on our homepage for transit times to and from USA/Canada. Please note that you can also view transit times within our rating and online ordering tool.

7

CUSTOMER CARE TEAM

Our customer care team is here to make your life easier. Should you have inquiries related to rates, bookings or status updates you can email our customer care team at CUSTOMERCARE@POLARISTRANSPORT.COM

8

DEPARTMENT INQUIRIES

INQUIRIES	EMAIL	PHONE NUMBER
For customs communication or to forward paperwork	customs@polaristransport.com	1.800.409.2269 EXT 1700
For bonds related inquiries or bond shipments	bonds@polaristransport.com	1.800.409.2269 EXT 1301
For any inquiries related to rates, bookings or status updates	customercare@polaristransport.com	1.800.409.2269 EXT 1710
For any rates above the regular 4 skids or non-cross border moves	rates@polaristransport.com	1.800.409.2269 EXT 1705
For any tradeshow moves	tradeshow@thinkpgl.com	1.800.409.2269 EXT 1309
For any accounts receivables	receivables@polaristransport.com	1.800.409.2269 EXT 1704

9

POLARIS NEWS & SOCIAL

Take a look at our Star News, Star Blog and social media platforms to find out about our company culture.

We're always interested in your feedback. Drop us a line at CUSTOMERCARE@POLARISTRANSPORT.COM

Once again, thank you for choosing Polaris.