

## 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](http://POLARISTRANSPORT.COM)

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#### GET STARTED

Get familiar with our online platform by creating your own Polaris Customer Login using the unique access code we have provided below. You can maintain your customer profile, enjoy full access to our Shipment Tracking, POD, Rates, Transit Times, Online Ordering and Automated Email Reports. We also provide EDI and API integration options.

Remember: You need the Polaris access code to complete your registration. This code is unique to your organization and you can use it to register as many employees as you want. Enter the provided code in the "LOGIN" field after clicking **REGISTER NOW FOR ACCESS**.

HERE IS YOUR POLARIS ACCESS CODE:

XXXXXX-XXXX



**REGISTER NOW FOR ACCESS**

If you require further assistance please contact [CUSTOMERCARE@POLARISTRANSPORT.COM](mailto:CUSTOMERCARE@POLARISTRANSPORT.COM).

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#### 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
- Booking online you can access BOL's and labels instantly
- Plus so much more!

For any inquiries, please email [CUSTOMERCARE@POLARISTRANSPORT.COM](mailto:CUSTOMERCARE@POLARISTRANSPORT.COM)

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#### CUSTOMS DOCUMENTS

When placing an online order, you can directly upload your customs documents online or send your digital paperwork to [CUSTOMS@POLARISTRANSPORT.COM](mailto:CUSTOMS@POLARISTRANSPORT.COM) with the Polaris order number, beginning with the letter P, in the subject line.

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#### SHIPMENT TRACKING

Now that you are a Polaris customer you can take advantage of our Shipment Tracking feature. This aspect of our website allows you to track 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 your shipments go to the "LOGIN" section on our homepage, or use our Quick Track tool and enter your PRO number.

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#### 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.

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#### 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.

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#### 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](mailto:CUSTOMERCARE@POLARISTRANSPORT.COM)

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#### DEPARTMENT INQUIRIES

INQUIRIES	CONTACT	PHONE NUMBER
For customs communication or to forward paperwork	<a href="mailto:customs@polaristransport.com">customs@polaristransport.com</a>	1.800.409.2269 <b>EXT 1701</b>
For bonds related inquiries or bond shipments	<a href="mailto:bonds@polaristransport.com">bonds@polaristransport.com</a>	1.800.409.2269 <b>EXT 1301</b>
For any inquiries related to rates, bookings or status updates	<a href="mailto:customercare@polaristransport.com">customercare@polaristransport.com</a>	1.800.409.2269 <b>EXT 1710</b>
For any rates above the regular 4 skids or non-cross border moves	<a href="mailto:rates@polaristransport.com">rates@polaristransport.com</a>	1.800.409.2269 <b>EXT 1710</b>
For any tradeshow moves	<a href="mailto:tradeshow@thinkpgl.com">tradeshow@thinkpgl.com</a>	1.800.409.2269 <b>EXT 1309</b>
For any accounts receivables	<a href="mailto:receivables@polaristransport.com">receivables@polaristransport.com</a>	1.800.409.2269 <b>EXT 1707</b>
For assistance with EDI and API integration	<a href="mailto:webform_technology@polaristransport.com">webform_technology@polaristransport.com</a>	1.800.409.2269 <b>EXT 1257</b>

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#### BEYOND LTL

Polaris Transportation Group offers a full suite of transportation, logistics, warehousing, distribution, and advanced technology services. To learn more about the services we offer throughout Canada and the U.S.A., visit our website [POLARISTRANSPORT.COM](http://POLARISTRANSPORT.COM) or contact our team below:

COMPANY	CONTACT	PHONE NUMBER
Polaris Global Logistics	<a href="mailto:info@thinkpgl.com">info@thinkpgl.com</a>	1.800.409.2269 <b>EXT 1309</b>
Polaris Commercial Warehousing	<a href="mailto:customercare@polaristransport.com">customercare@polaristransport.com</a>	1.800.409.2269 <b>EXT 2227</b>
NorthStar Digital Solutions	<a href="mailto:info@northstardigital.solutions">info@northstardigital.solutions</a> web: <a href="http://NorthStarDigital.Solutions">NorthStarDigital.Solutions</a>	1.800.409.2269 <b>EXT 1247</b>

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#### POLARIS NEWS & SOCIAL

Take a look at our Star News 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](mailto:CUSTOMERCARE@POLARISTRANSPORT.COM)

Once again, thank you for choosing Polaris.