



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 customer portal! **Login** with the provided username and password that was emailed to you. 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: The Polaris access code, which was also included in the email to you, allows you to register as many employees as you want. Enter the provided access code **here** for any new registration.

If you require further assistance please contact **CUSTOMERCARE@POLARISTRANSPORT.COM**.

You can also **schedule a demo or training session** for a walk through on how to use our customer portal! Simply book some time with one of our training specialists and we'd be happy to assist!

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 or up to 6 for certain lanes
- 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**

3

CUSTOMS DOCUMENTS

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

4

SHIPMENT TRACKING

Now that you're a Polaris customer, you can take advantage of our Shipment Tracking feature, allowing 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. You can track shipments in full once logged into our customer portal or you can simply enter your PRO Number in the Quick Track tool on our website's homepage!

5

REVIEW YOUR RATES OR GET A QUOTE

Once logged into our customer portal, you will land on the main dashboard, giving you quick access to important features like Quick Estimate, Detailed Rate Quote, Saved Quotes, Order Entry and more!

6

TRANSIT TIMES

Want to know our service lanes, premium overnight options or typical days in transit between select points across Canada and the USA? An interactive map and transit calculator can be found on our website **here**.

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	CONTACT	PHONE NUMBER
For customs communication or to forward paperwork	customs@polaristransport.com	1.800.409.2269 EXT 1701
For bonds related inquiries or bond shipments	bonds@polaristransport.com	1.800.409.2269 EXT 1701
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 1710
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 1707
For assistance with EDI and API integration	webform_technology@polaristransport.com	1.800.409.2269 EXT 1257

9

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** or contact our team below:

COMPANY	CONTACT	PHONE NUMBER
Polaris Global Logistics	info@thinkpgl.com	1.800.409.2269 EXT 1309
Polaris Commercial Warehousing	customercare@polaristransport.com	1.800.409.2269 EXT 2227
NorthStar Digital Solutions	info@northstardigital.solutions web: NorthStarDigital.Solutions	1.800.409.2269 EXT 1247

10

POLARIS NEWS & SOCIAL

Stay up to date on everything going on at Polaris, get a feel for our company culture and be part of our wonderful community!



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

Once again, thank you for choosing Polaris.