

# Polaris Transportation

## WELCOME PACKAGE

### Thanks 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 our homepage [here!](#)

#### 1 GET STARTED ONLINE:

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, Pricing & Transit Times functions and receive automated email reports.

For future access go to our home page and click on the **“Customer Login”** button.

**HERE IS YOUR POLARIS ACCESS CODE:**



Lost your access code? Simply send a code recovery request to [rgandhi@polaristransport.com](mailto:rgandhi@polaristransport.com).

Accidentally delete this email? 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 ORDERS AND CUSTOMS:

Once you've visited our homepage and registered as a Polaris customer, send your orders to [orderentry@polaristransport.com](mailto:orderentry@polaristransport.com), and your customs documents to [customs@polaristransport.com](mailto:customs@polaristransport.com).

#### 3 TRACK / 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.

#### 4 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](#).

#### 5 TRANSIT TIMES:

Looking for transit times? Please use our [Transit Calculator](#) tool located on our [homepage](#) for transit times to and from USA/Canada.

#### 6 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).

#### 7 POLARIS NEWS:

Take a look at our [Star News](#) and [Star Blog](#) to find out about Polaris 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.