

HOW TO BOOK A PICKUP



Self-serve on MyToll and save time

Register on MyToll and in a few simple steps have your shipments collected at your convenience. With MyToll you can fast track your booking, using already saved templates or booking a pick up from the manifest. Share delivery information through notifications by SMS and email, with up to 5 people.

REGISTER

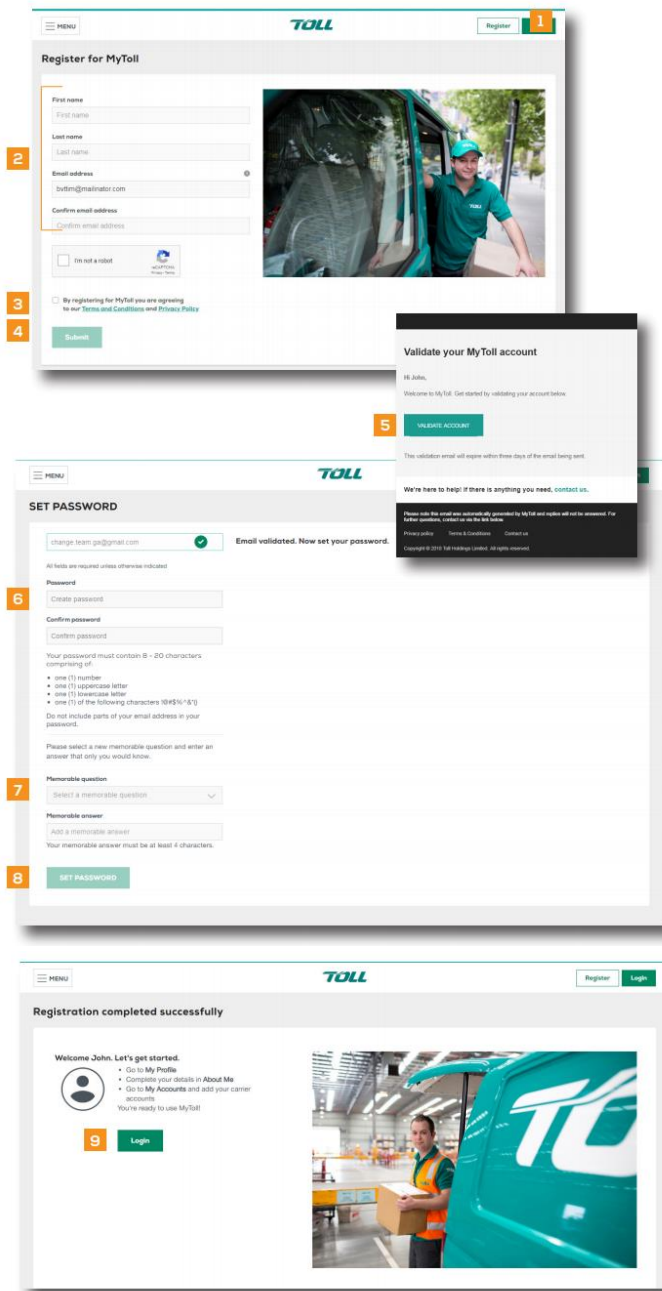
COMPLETE YOUR PROFILE

BOOK A PICKUP

Go to www.mytoll.com

REGISTER

1. Click *REGISTER*
2. Enter your first name, last name and email address
NOTE: Your email address will be the login/username for MyToll
3. Check the box confirming you agree to Toll's terms and conditions
4. Click *SUBMIT*
5. Validate email address
NOTE: You will receive an email from MyToll with a link to validate your email address. This link will expire within 3 days of generation
6. Create *PASSWORD*
7. Select and answer a *MEMORABLE QUESTION*
8. Click *SET PASSWORD*
9. Log on to *MYTOLL* to get started
TIP: For additional details on how to register and set up your profile, view the Quick Reference Guide How to register and get started on MyToll



COMPLETE YOUR ROFILE

About me

10. Complete the fields with some basic information including:

- company name
- address & phone number
- valid mobile number to receive an SMS notification

NOTE: You can edit your personal information at any time, including resetting your password and memorable question

11. Click SAVE

Add accounts

12. Add authorised **TOLL CARRIER ACCOUNTS**

You need at least one approved account to transact on MyToll.

NOTE: If you are booking a pick up as a 3rd party and do not add an account to your profile, you'll be required to manually add a valid Toll account number.

13. Select:

- Toll Carrier
- Account number
- Access type

NOTE: MyToll offers 3 levels of account access – Third party, standard and full financial

14. Click **SAVE** to submit the request

NOTE: A confirmation email is sent acknowledging your request has been received as well as once processed.

Configure notification preferences

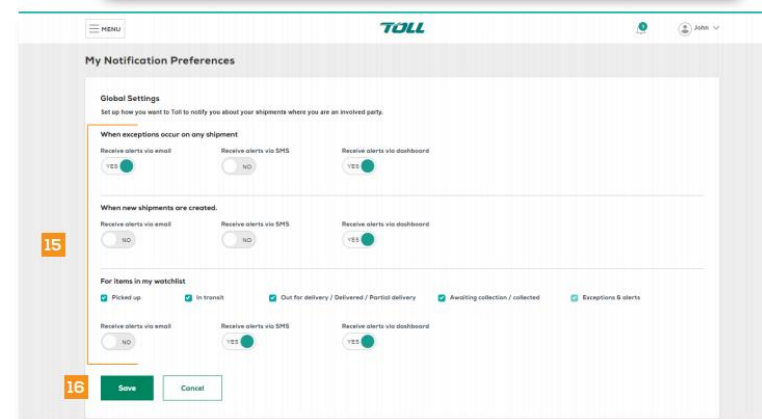
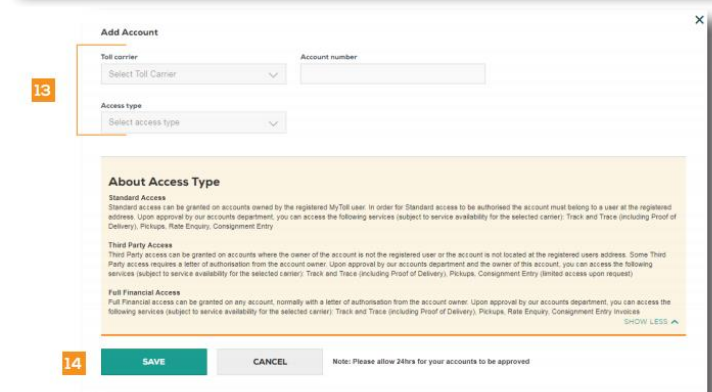
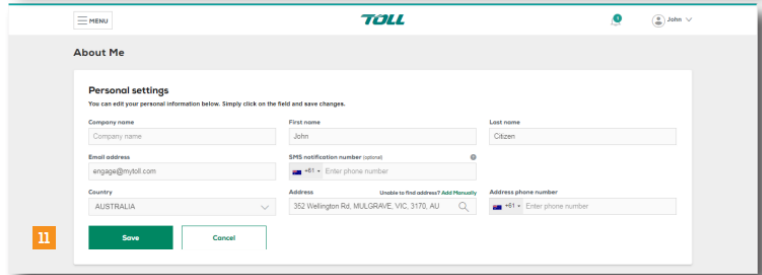
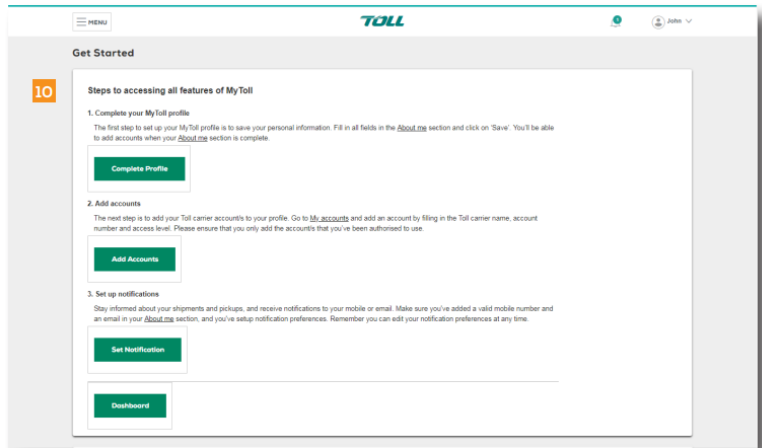
Control when and how you would like to receive notifications about your shipments where you are an involved party#. You can select to receive alerts via email, SMS or the MyToll dashboard.

15. Configure **NOTIFICATION PREFERENCES**

16. Click **SAVE**

NOTE: You can still book a pickup without configuring your notification preferences. Notification preferences settings are applied across all accounts in your profile.

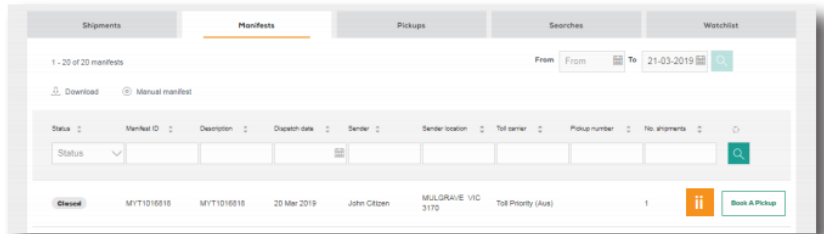
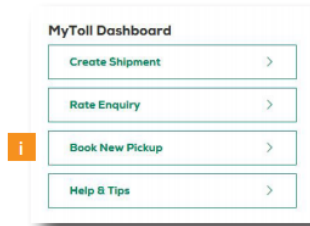
#An involved party includes; a sender, receiver or a payer on the shipment



BOOK A PICKUP

There are two ways to book a pickup

- i. Book New Pickup quick link
 - To book a new pickup, click on Book New Pickup quick link on MyToll Dashboard
 - This directs you to a blank book a pickup screen, where you can enter the details of your shipment in the available fields
- ii. From an existing manifest
 - After you have printed and closed the manifest, you can book a pickup from the Manifest screen or the Manifest tab on MyToll Dashboard
 - When you book a pickup from the manifest, all shipment details are carried across to the pickup screen
 - Go to 27 for details

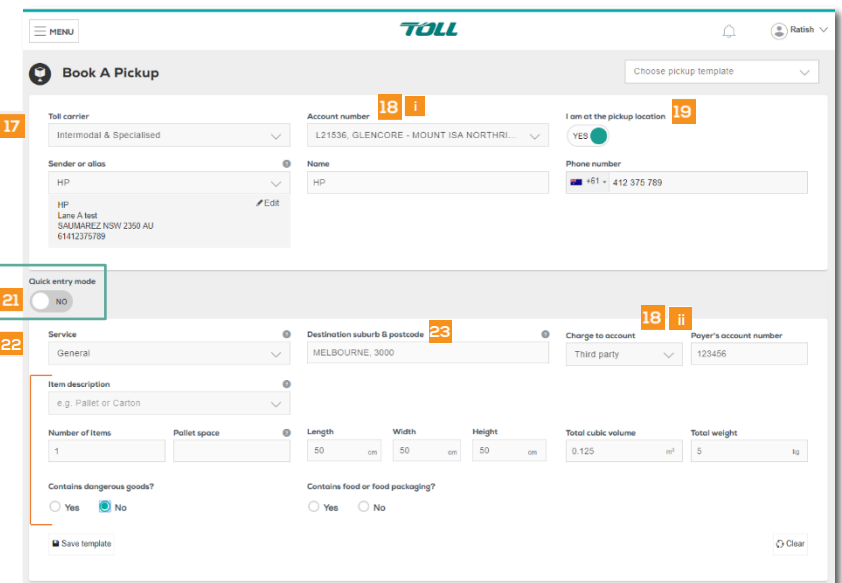


17. Select *TOLL CARRIER*

If you have an existing pickup template, select the template from the drop down list on the right-hand corner of the page or if you have configured a preferred carrier for pickup, this field shall pre-populate

18. Select *ACCOUNT NUMBER*

- i. If you have accounts approved in your profile, select from the drop down list or enter an account number manually, if you don't have any accounts in your profile
- ii. If the sender address & pickup address are not the same, select Charge to account as Third party and enter an account number (applicable only for certain carriers)



19. Confirm if *YOU'RE AT THE PICKUP LOCATION*

If *YES*, the next 3 fields are auto-populated; however, you can edit the address for this pickup
If *NO*, you'll be required to complete the next 3 fields manually

20. Enter *SENDER* details

21. Select *QUICK ENTRY MODE* to modify the display of the service and item description layout

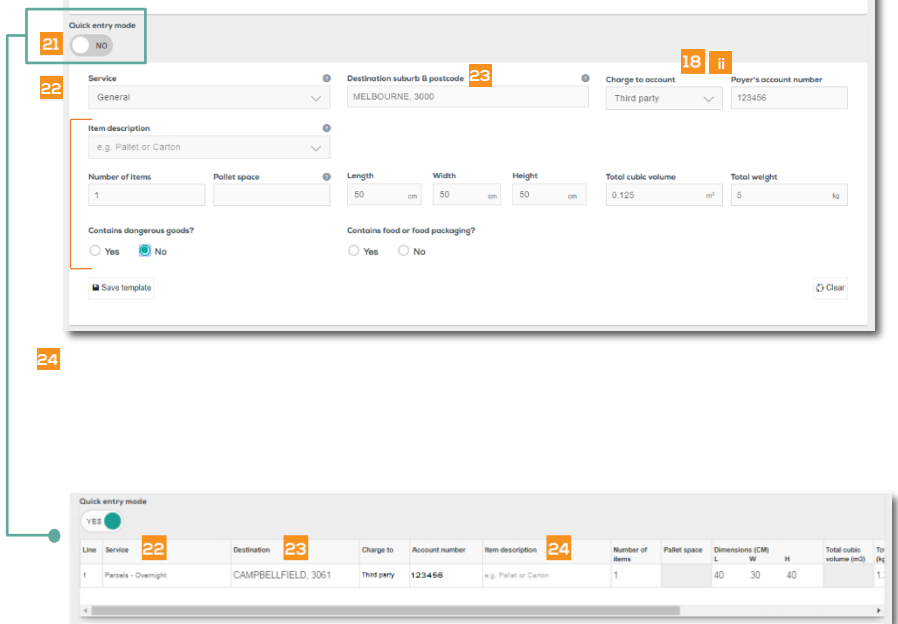
NOTE: If Quick entry mode is selected, there is no option to save as a pickup template

22. Select *SERVICE*

23. Enter *DESTINATION*; suburb and postcode

24. Complete *ITEM DESCRIPTION* fields:

- a. item description
 - b. number of items
 - c. pallet space
 - d. item dimensions (L,W,H)
 - e. NOTE: Enter the dimensions of the largest shipping item, to ensure an appropriate pickup vehicle is available to collect your shipments
 - f. total cubic volume and weight
 - g. dangerous goods
 - h. food or food packaging
- NOTE: Pickup item fields may vary subject to Carrier and service selection



25. Select *DISPATCH DATE* and *TIME* as to when your shipment is ready for collection

26. Enter *CLOSING TIME* of the pickup Site

27. Add and select optional details, including:

- Driver is required to bring consignment notes
- Type in reference number
- Exact pickup point
- Special instructions

28. Option to *SAVE AS A PICKUP TEMPLATE*. If so, new screen displays to add template name
 HINT: Save frequently used pickup information as a pickup template.

29. Select *REVIEW AND BOOK PICKUP*

30. Click *CONFIRM PICKUP*

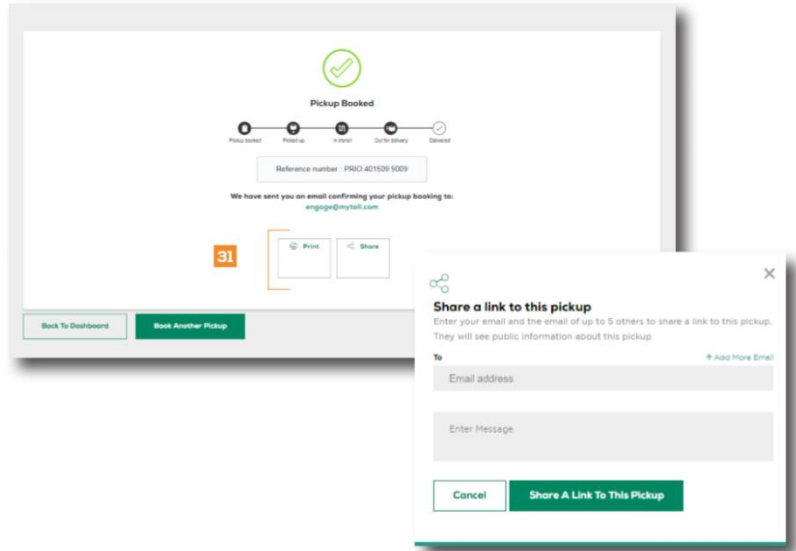
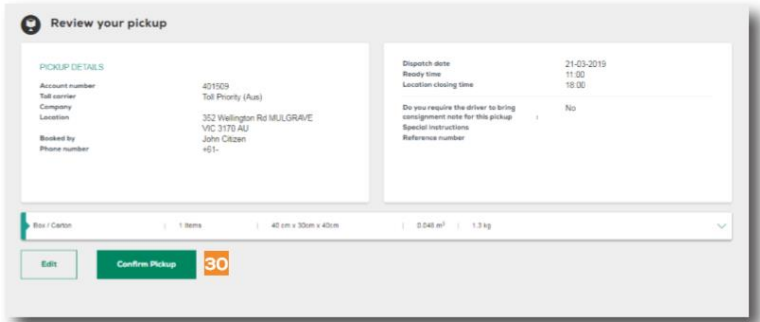
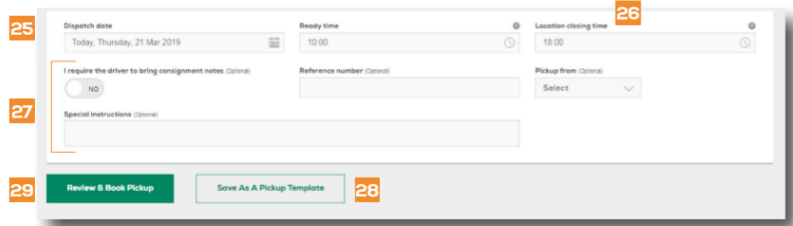
NOTE: Information is still able to be edited if Required

A confirmation message including the pickup reference number is displayed
 Additionally, this information is forwarded to the registered email address associated with the MyToll account.

31. Click *PRINT* or *SHARE* shipment details

If shared:

- Enter *EMAIL ADDRESSES*
Up to 5 people
- Click *SHARE A LINK TO THIS PICKUP*
NOTE: When you share the shipment link, only public information is available



? READ THIS NEXT:
 Quick Reference Guide
 How to track your shipment and view Proof of Delivery

i For more Help and Tips visit mytoll.com