

HOW TO CREATE A RETURN SHIPMENT



Self serve on return shipments on MyToll

Toll Priority and Toll IPEC customers can create a return shipment on MyToll in few easy steps. Save frequently used return shipment item details as templates to reduce repetitive data entry. Track your shipments for real time shipment status and view proof of delivery.

CREATE A RETURN

MY RETURNS

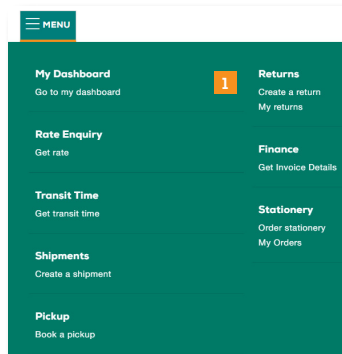
TRACK RETURN

CREATE A RETURN

1. Navigate to Returns in the main menu and click **CREATE A RETURN**

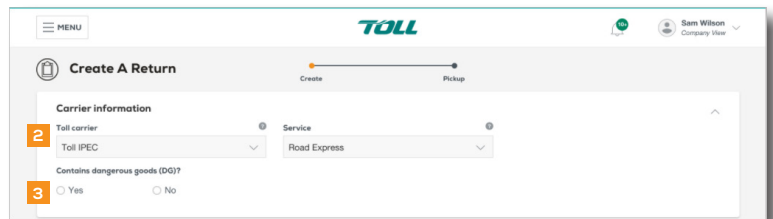
To access Returns, it must be first enabled in your profile on MyToll

NOTE: Fields may vary subject to carrier and service selection and configured in user settings. Values in some fields can be set to default. To learn how to set defaults, refer to the Quick Reference Guide How to configure your MyToll profile settings



Carrier information

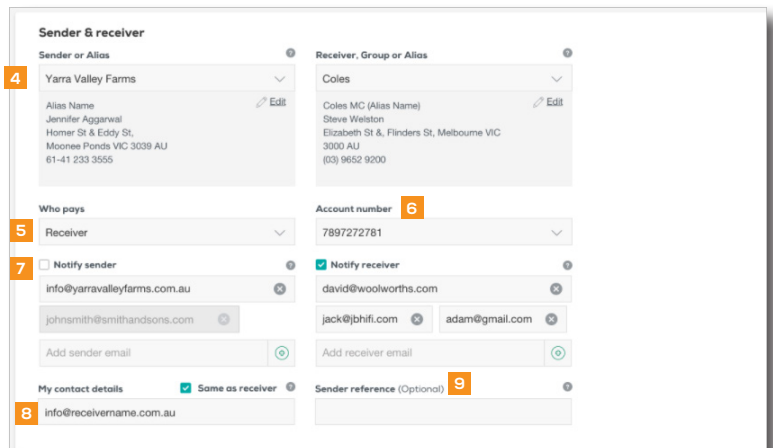
2. Select **TOLL CARRIER** and **SERVICE**
Carrier and service availability is subject to the accounts approved in your profile. If you have configured a preferred carrier and service in your user settings, these fields auto-populate. You can change this selection if required
3. Select if the shipment contains **DANGEROUS GOODS (DG)**
The default selection is no



Sender and receiver details

If you have a preferred receiver and payer details configured at a carrier level in your user settings, these fields auto-populate. You can add or edit the address. Changes made are not automatically saved to your contact list in MyToll

4. **Search and select SENDER and RECEIVER**
Do a quick look up using an Alias you've assigned to the contact
5. **Select WHO PAYS**
You can select from SENDER, RECEIVER or THIRD PARTY
6. **Select/enter ACCOUNT NUMBER**
If 'sender' or 'third party' in WHO PAYS is selected, enter account number manually



7. Check **NOTIFY SENDER** and **NOTIFY RECEIVER** boxes and add email address(es) to activate the **ADVANCED SHIPPING NOTIFICATION (ASN)**

NOTIFY THIRD PARTY field is available when WHO PAYS is selected as third party

8. Add **MY CONTACT DETAILS**

Enter your name, phone number and email address. If your contact details are the same as the Receiver, check the corresponding box

9. Add **REFERENCE**

You can provide a reference for your Return. This reference can also be used to track your shipment on MyToll

Shipping items information

Use templates to reduce data entry and save shipping item information including dangerous goods details. To learn how to create a template, refer to Quick Reference Guide – How to configure your profile settings

10. Complete **SHIPPING ITEM** details:

- Item description
- Billing type (only applicable for IPEC Fashion service)
- No. of Garments (only applicable for IPEC Fashion service)
- Number of items
- Dimensions in cm – L,W & H
- As you enter these details, total cubic volume field populates
- Total weight in Kg
- Item reference

NOTE: This is the shipping line item reference

NOTE: You can save the shipping line item details entered as a template. You can edit a selected template.

Item description: CARTON

No. of items: 1

Length: 10 cm, Width: 10 cm, Height: 10 cm

Total cubic volume: 0.001 m³, Total weight: 50 kg

Item reference (Optional):

Update template, Delete template, Add New Line

Total items: 1, Total weight: 50Kg, Total cubic volume: 0.001M³

11. Click **ADD NEW LINE** (optional)

Add more shipping line items as required. A tally of the total items, weight and cubic volume is displayed providing a shipment summary

NOTE: You can click **PRICE NOW** to make a Rate enquiry

Ready time and instructions

12. Select **EARLIEST DISPATCH DATE**

You can choose the earliest dispatch date to the next business days

13. Enter ready time

- For Returns submitted before 4pm, the sender will be contacted to confirm pickup, and pickup will be the next business day
- For Returns submitted after 4pm, the sender will be contacted the next business day, and pickup will be the next business day after the sender was contacted

14. Enter **LOCATION CLOSING TIME**

15. Add **RETURN REFERENCE** (optional)

only applicable for Toll Priority

Ready time and instructions

Earliest dispatch date: Tomorrow, Friday, 9 Nov 2018

Ready time: 10:00

Location closing time: 17:00

Return reference (Optional):

Special instructions (Optional):

Track & trace notification: Notify by SMS

Declaration:

I declare that:

1. Goods are ready and packed appropriately for Transport.
2. The shipment contains no Dangerous Goods.
3. I understand that if the shipment contains Dangerous Goods then the driver may refuse to collect.
4. I understand that if goods are not ready or appropriately packed for transport at time of pick up then there may be a Full Pick up surcharge applied to my billing account"

View service conditions, Review + Create Return

16. Add **SPECIAL INSTRUCTIONS** for your return shipment

17. Accept **DECLARATION**

18. Click **REVIEW + CREATE RETURN**
A summary of the return details is displayed

19. Confirm **RETURN**

20. Print **RETURN SUMMARY**

Note: The Return confirmation including the Toll Shipment number and Reference displays on the screen. You can print and retain the Return confirmation for your records

MY RETURNS

Navigate to **RETURNS** in the **MAIN MENU**

21. Click **MY RETURNS**

You can view details of your Returns, track your Return shipment here and also create a new return here

22. Search a **RETURN**

Enter the Toll shipment number or a reference for your return to search a return shipment.

You can refine your search using date and status filters

Filter by status:

- Queued – Return created on MyToll, but not processed in depot
- Configured - Return is manifested in the depot
- Cancelled – Depot has cancelled the Return
- Printed – Labels and manifest printed in the depot

23. Click download to get the results of your search in a .csv file

24. **TRACK** your return shipment journey

The Track button is enabled only for Returns which are in a Printed status

NOTE: You can also track your Return shipments from the MyToll Dashboard

TIP: Add a Return shipment to your Watchlist to receive notification alerts subject to your profile's notification preferences settings

Return review [Edit]

| Return details | | Dispatch details | |
|------------------|---------------------|-------------------------|------------|
| Toll carrier | Toll IPEC | Earliest dispatch date | 2018-10-29 |
| Service | SKG country PrePaid | Ready time | 12:00 |
| Account number | 00005CDS | Location (loading time) | 15:00 |
| Who pays | Receiver | Return Reference | 7281912 |
| Sender reference | 728191 | Special instructions | |

| Sender details | | Receiver details | |
|---------------------|---|-----------------------|--|
| Sender company name | Sons & Smith | Receiver company name | ABC company |
| Phone number | 61-421345678 | Phone number | 61-435767802 |
| Sender location | Melrose 45 Auberson Rd ORANGE NSW 2800 AU | Receiver location | 12 Address Street SAMPLETOWN VIC 3009 AU |

| My contact details | |
|--------------------|-----------------|
| Contact name | John Smith |
| Phone number | 61-435767829 |
| Email | abc@company.com |

| Shipping Items | | | | | | | | | | |
|------------------|--------------|-----------|----------|--------------------|-------------------|-------------|----------------|----------------------------------|--|---------|
| Line Item 1 | PRIOTemplate | | | | | | | | | Items 2 |
| Line Item 2 | Packet type | | | | | | | | | Items 4 |
| Item description | Items | Item type | Comments | Dimensions | Total volume (m³) | Weight (kg) | Item reference | Shipment contain dangerous goods | | |
| Strawberries | 2 | Items | 1 | 10cm x 10cm x 10cm | 2.258m³ | 768kg | 123 | No | | |

[19] [Confirm Return]

RETURN SUBMITTED

Confirmed [Progress Bar] Print manifest

Toll shipment number : RETN000537
RAN (Return authorisation number) : 12337

Prior to sending the driver, the customer service will contact the sender to confirm if the goods are ready for collection. If there are any discrepancies between the details provided earlier and the details confirmed by the sender, the depot will contact you to discuss the discrepancies.

An email notification will be sent only once the depot team has confirmed the details of the return with the sender. Once the return has been picked up, you will be able to track the progress of the delivery using the Toll shipment number. Use "My returns" in the returns menu to search and track your returns.

To print the return summary, click on the print icon.

[20] [PRINT]

[Go To My Dashboard] [Create A New Return] [Go To My Returns]

My returns [Create a New Return]

Showing 1 - 6 of 6 [Download] [23]

| Toll shipment no. | Status | Toll carrier | Sender details | Receiver details | Earliest dispatch date | Ready time | |
|-------------------|--------|---------------------|----------------------------------|----------------------------------|------------------------|------------|--------------|
| 1198972161 | QUEUED | Toll Priority (Aus) | ABC Company, BALDOWNE, NSW, 2519 | ABC Company, BALDOWNE, NSW, 2519 | 29-Oct-2018 | 12:00 | [Track] [24] |
| 1198972872 | QUEUED | Toll Priority (Aus) | ABC Company, BALDOWNE, NSW, 2519 | ABC Company, BALDOWNE, NSW, 2519 | 29-Oct-2018 | 12:00 | [Track] |
| 1198972872 | QUEUED | Toll Priority (Aus) | ABC Company, BALDOWNE, NSW, 2519 | ABC Company, BALDOWNE, NSW, 2519 | 29-Oct-2018 | 12:00 | [Track] |
| 1198972872 | QUEUED | Toll Priority (Aus) | ABC Company, BALDOWNE, NSW, 2519 | ABC Company, BALDOWNE, NSW, 2519 | 29-Oct-2018 | 12:00 | [Track] |

? READ THIS NEXT:
Quick Reference Guide
How to track your shipment

i For more Help and Tips visit mytoll.com