

# WHAT IS AN ALTERNATE DELIVERY POINT (ADP)?

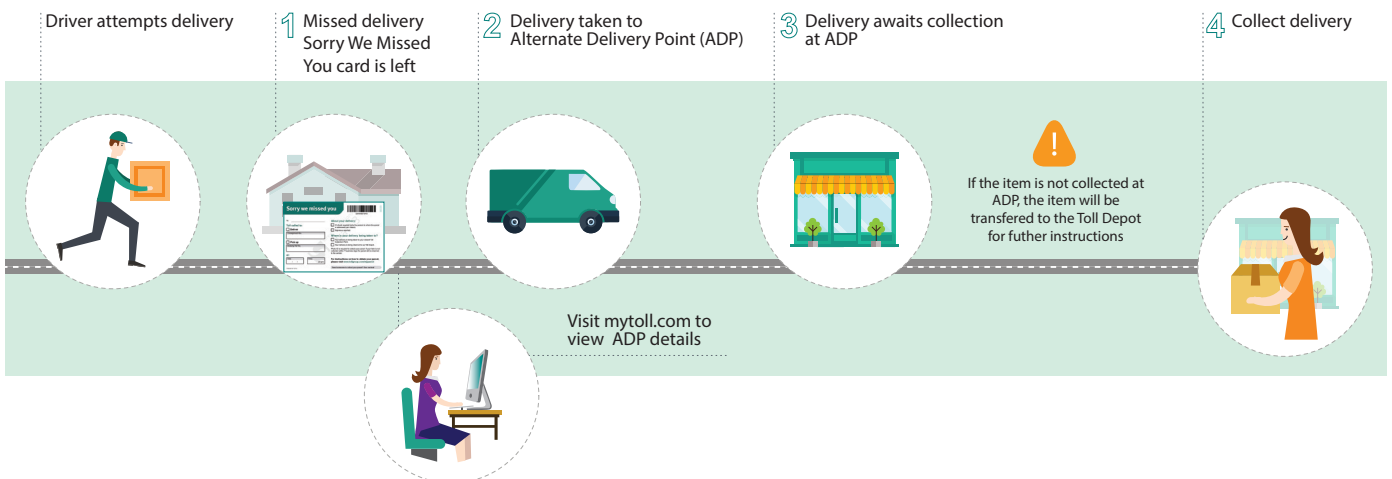


## Missed your delivery?

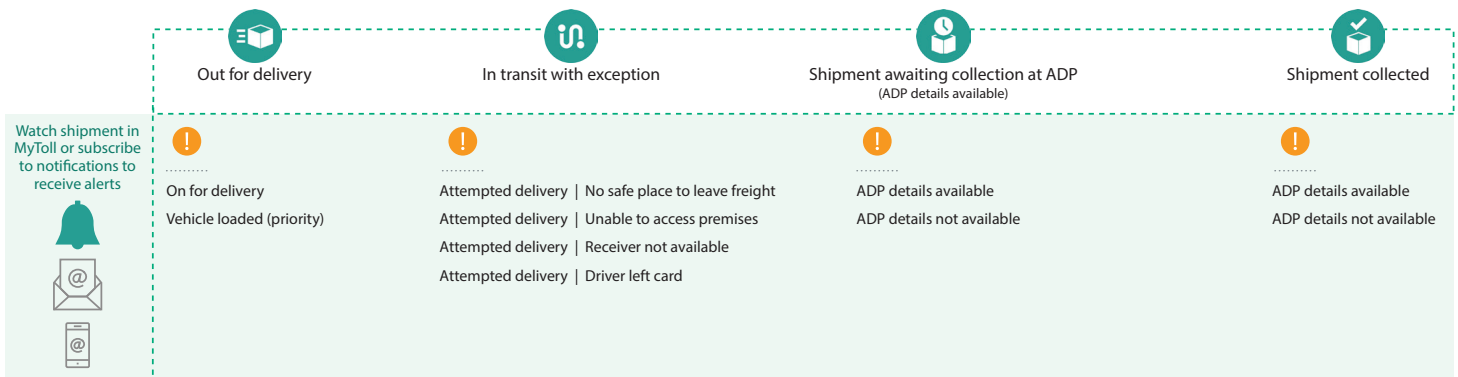
Toll Collection Point (TCP), also described as Alternate Delivery Point (ADP), refers to the secure location a shipment is taken to, on occasions when the recipient was unavailable at time of delivery. Our drivers will leave a 'Sorry We Missed You' card that includes shipment reference details and collection terms. TCP opening hours vary from 9-5 to 24 hours a day. The customer can track their shipment on MyToll to view details of the collection point. On occasions when the shipment is not taken to a TCP, the customer should follow the instructions provided on the SWMY card.

## Here's how it works

When a shipment is taken to an ADP not when an ADP occurs.



MyToll users can receive SMS and/or email notifications throughout the shipment journey, including location details when available, of the ADP.



## Frequently asked questions

### What is an Alternate Delivery Point (ADP)?

Toll Collection Points (TCP), also described as Alternate Delivery Points (ADP), refers to the secure location a shipment could have been taken to, on occasions when the receiver was unavailable to receive the shipment.

### What is a missed or futile delivery?

A missed or futile delivery is when a driver is unable to successfully deliver a shipment due to a range of circumstances, such as:

- locating the delivery address
- inability to access the premises
- an unattended delivery address
- the receiver rejecting delivery
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### The delivery is missed, where is the shipment?

In the case of a missed delivery, the driver leaves a Sorry We Missed You (SWMY) card for the receiver. This card provides information about the location of the shipment, which will be at:

- Toll Collection Point/Alternate Delivery Point or
- Toll Depot

Using information provided on the SWMY card, the receiver is directed to [tollgroup.com/myparcel](http://tollgroup.com/myparcel) where they can arrange a redelivery or can click through to MyToll to track their shipment, and view ADP details.

### How long will a shipment remain at an ADP?

7 business days. After this time the shipment will be taken to a Toll Depot.

### What happens if the shipment is taken directly to a Toll Depot instead of an ADP?

Customers can either submit an enquiry online or call Toll as per the details listed on the SWMY card to arrange a redelivery or request the location of the Toll Depot for collection.

### What TO SHOW WHEN collecting at an ADP?

The receiver must bring the 'Sorry We Missed You' card and a valid photo identification card.

If the receiver requires someone else to collect on their behalf, the authorisation instructions must be completed on the 'SWMY' card.

### Do you have to be a registered MyToll user to view ADP details for a shipment?

No, ADP details are publicly available.

### How long will it take for ADP details to be available on MyToll?

Once delivered to an ADP, the scanned event should be available on MyToll.

### Shipment notifications on MyToll

There are two ways to receive notifications.

As a registered user

- Log into the user account, go to My Profile My Notification Preferences
- Select 'yes' to receive alerts for Watchlist items. Ensure to select alerts for all milestones

As a public user

- Visit [mytoll.com](http://mytoll.com)
- Enter the shipment reference number in the track your shipment field
- Click on the search result, which will display shipment details
- Click on the watch button on the top right hand corner
- Enter an email address to receive alerts as the shipment progresses through each milestone

### You don't need to be a registered user or logged into MyToll to view ADP shipment details

Being a registered MyToll user has additional benefits, and it is recommended to set up a MyToll profile and configure notification preferences to receive shipment milestones, details and retrieve PODs for shipments for all involved parties.


### What is an exception?


When a consignment cannot be successfully delivered by Toll, MyToll will display an exception event so customers are made aware of the status of their delivery. Some examples of exceptions include: held in depot, unable to access premises, no safe place to leave freight, or receiver was unavailable.

Configure My Notification preferences on MyToll to be notified when exceptions occur on any shipment.

### Will ADP details always be available On MyToll?

It is extremely unlikely that ADP details are not available on MyToll. In such cases, MyToll will display a message that ADP details are currently unavailable.

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

 For more Help and Tips visit [mytoll.com](http://mytoll.com)