

# HOW TO CREATE A RETURN SHIPMENT

**Self serve on return shipments on MyToll**  
 Toll Priority Australia 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 return shipment from My Returns or Track your shipment.

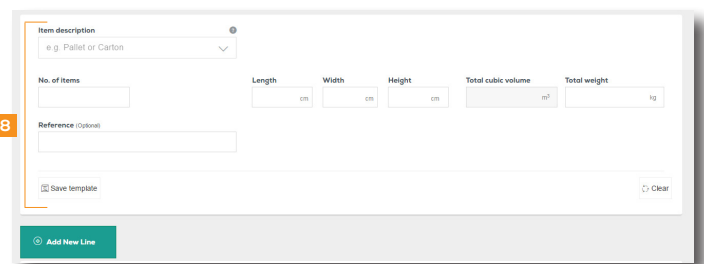
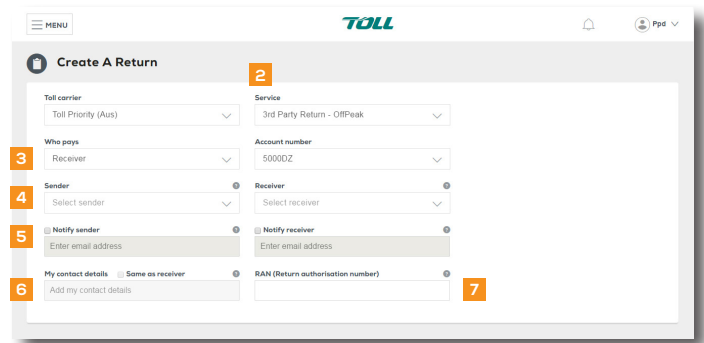
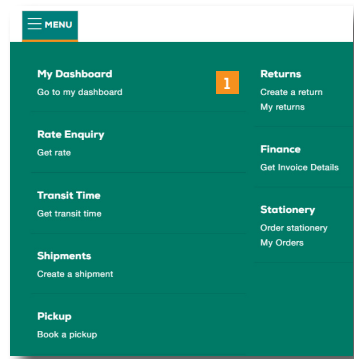
**CREATE A RETURN**

**TRACK RETURN**

Log onto MyToll

## CREATE A RETURN

- Navigate to Returns in the main menu and click **CREATE A RETURN**
- Carrier will default to Toll Priority (AUS) Select **SERVICE**:
  - 3rd Party Return – Off Peak
  - 3rd Party Return – Overnight
- Select **WHO PAYS** and the **ACCOUNT NUMBER** of the payer
- Select **SENDER AND RECEIVER**  
 NOTE: Use 'Alias' for a quick lookup
- If required, check the **NOTIFY SENDER**, **NOTIFY RECEIVER** and **NOTIFY THIRD PARTY** boxes and enter email addresses  
 NOTE: *Notify Third Party* is available if *Who Pays* is selected as Third Party. MyToll will send a notification to the provided email addresses once the Return is submitted
- Add **MY CONTACT DETAILS**. Enter your **NAME**, **PHONE NUMBER** and **EMAIL ADDRESS** and click **SAVE**  
 NOTE: If your contact details are same as the receiver, check the corresponding box
- Enter **RETURN AUTHORISATION NUMBER (RAN)**  
 NOTE: Return Authorisation number (RAN) is the number issued by the party authorising the return shipment
- Complete **RETURN SHIPMENT ITEM DETAILS**:
  - Item description
  - Number of items
  - Item dimensions – L,W & H  
 NOTE: As you enter these details, total cubic volume fields populates
  - Total weight in kg
  - Reference (optional)  
 NOTE: This is the shipping line item reference



NOTE:

Save frequently used freight item information as a template. Retrieve an existing template from the dropdown list in the Item description field.

Click PRICE NOW to get a rate

If you have more than one freight line item, click *Add New Line*

9. Complete DISPATCH DATE and time details:

- **EARLIEST DISPATCH DATE** choose up to the next 7 business days
- **READY TIME**

NOTE: Refer to Terms and conditions for return shipment pickup.

- **LOCATION CLOSING TIME**
- **RETURN REFERENCE**
- **SPECIAL INSTRUCTIONS** (Optional)

10. Click REVIEW + CREATE RETURN

11. Review your return and click CONFIRM RETURN

12. Print RETURN SUMMARY

NOTE:

Keep a record of the Toll shipment number and Return Authorisation Number (RAN)

Our customer service team will be in touch in the event of discrepancies

A confirmation email will be sent to you after we've verified with the sender

When the return is picked up, you can track progress of delivery from My Returns

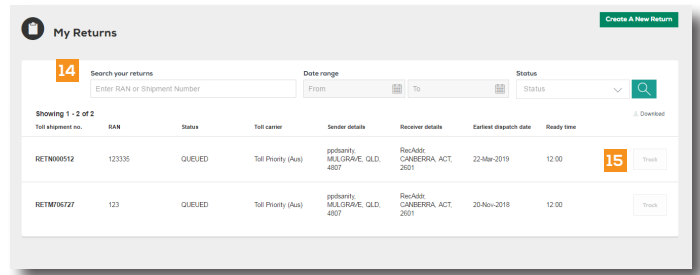
## TRACK RETURN SHIPMENT

### 13. Click *GO TO MY RETURNS*

NOTE: You can also navigate to *My Returns* from the main menu or from the footer

### 14. Search returns using the *RETURN AUTHORISATION NUMBER (RAN)* or *SHIPMENT NUMBER*

You can refine your search using filters



A typical return shipment journey has the following milestones:

- Queued – request received in MyToll, but not yet processed
- Processing – request is being processed. You may be contacted to confirm details
- Confirmed – request successfully processed
- Rejected – request has been rejected
- Printed – Return shipment documents printed
- Picked up – shipment picked up
- In Transit – goods on the way

### 15. Click *TRACK*


NOTE:

When the status of your return changes to confirmed, you'll see the Track button enabled

Download your returns as a .csv file

Track via Track your shipment function on MyToll Dashboard

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

 **READ THIS NEXT:**  
Quick Reference Guide  
How to order stationery

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