

HOW TO CREATE A SHIPMENT & BOOK A PICKUP



Create shipments on one universal online platform

Create a shipment, print labels and book pick-ups in a few easy steps. Quickly and efficiently use templates to pre-populate information including item line details, delivery information and choice of Toll carrier. Save draft shipments for finalising at your convenience.

[CREATE A SHIPMENT](#)
[PRINT LABELS & DOCUMENTS](#)
[PRINT & CLOSE MANIFEST](#)
[BOOK A PICKUP](#)

Log onto MyToll

TIP: Configure your profile settings before you create a shipment. Refer to the Quick Reference Guide: How to configure your MyToll profile settings

CREATE A SHIPMENT

Information fields reveal based on selections including default information saved in your profile settings

1. Click **CREATE A SHIPMENT** quick link on the *Dashboard*

Carrier and service availability is subject to the accounts approved in your profile.

Fields may vary subject to carrier and service selection, and configured user settings.

Values in these fields can be pre-set based on your general preferred carrier settings and carrier specific settings.

2. Select **TOLL CARRIER** and **SERVICE** from the drop-down list

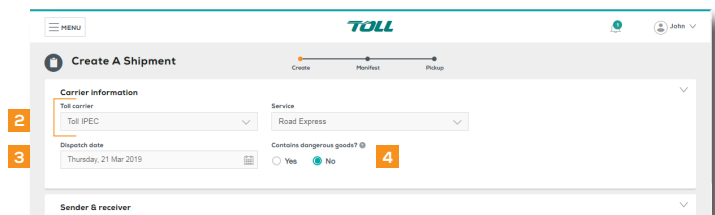
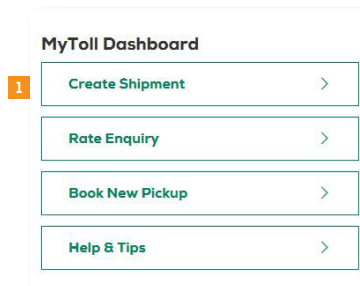
NOTE: IPEC, Auswide 3kg and Auswide 5kg services are available if enabled for your profile. To create a shipment, connotes should be ordered from *Order Stationery* on MyToll

3. Select **DISPATCH DATE**

Dispatch date defaults to the current date and you'll be able to select a date up to next 7 business days, excluding weekends

4. Select if the shipment contains **DANGEROUS GOODS (DG)**

NOTE: If a DG service is selected, the default field is YES. If you select YES, you'll be required to complete additional dangerous goods details



Provide sender and receiver details

If you have preferred sender and receiver details configured at a carrier level in your user settings, these fields auto-populate.

Add or edit an existing address for the current shipment; however, changes made do not apply to saved contact details in your profile

5. Search and select **SENDER** and **RECEIVER** from the drop-down lists
HINT: Do a quick lookup using an Alias you've assigned to the contact

6. Check the **RECEIVER GROUP** box
HINT: Adding a receiver group enables you to send this shipment to multiple receivers at the same time

TIP: To learn how to create a Receiver group, refer to the Quick Reference Guide: How to configure your profile settings

7. Select **WHO PAYS**

8. Select **ACCOUNT NUMBER**

You can also manually add an account number for this shipment. Check the corresponding box and type in a valid authorised account number

9. Check **NOTIFY SENDER** and **NOTIFY RECEIVER** boxes to activate the Advance Shipping Notice (ASN)
If yes, add **EMAIL ADDRESSES**

NOTE: *Notify third party* field is available when *Who pays* is selected as third party.

NOTE: QUOTE NUMBER, DROP OFF DEPOT and COLLECTION DEPOT (optional fields. Complete if relevant to your transactions.)

HINT: MyToll provides you with the option to consolidate shipments with the same carrier and receiver details

10. Provide **SHIPMENT REFERENCES**

NOTE: These are optional; complete only if important for your shipment

Enter Shipping items information

You can change the view to list or table

Use shipment templates to reduce data entry and save shipping item information including dangerous goods details. Refer to the Quick Reference Guide: How to configure your profile.

11. Complete **SHIPPING ITEMS** details:

- Item description
- Billing type (available for some carriers)
- Number of items
- Item type
- Volume (M3 / UOM / per unit)
- Dimensions in cm – L, W & H
NOTE: As you enter these details, total cubic volume field populates
- Total weight in kg
- Sender and receiver reference
NOTE: This is the shipping item reference

12. Complete **DANGEROUS GOODS**

DETAILS (applicable only for DG shipments)

- Enter **UN NUMBER** prepopulating class/division, Sub risk, packing group and proper shipping name fields
- Enter **DG PACKAGING DESCRIPTION**
- Enter **DG PACKAGING QUANTITY**
- Enter **DG QUANTITY (VOL)**

NOTE: Additional DG details can be added to a shipping line item

13. 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.

TIP: Save the current shipping line item as a template, or edit existing templates from shipment screen.

14. Click **PRICE NOW** (optional)

15. Provide **ADDITIONAL INFORMATION**

This section is optional to complete, and the fields vary subject to carrier and service selection. Fields include:

- Add pallet transactions (if yes, complete details)
- **PURCHASE ORDER**
- **SPECIAL INSTRUCTIONS** and print **SPECIAL INSTRUCTIONS LABEL**
- Contains food or food packaging
- **Toll Extra Service** (if yes, enter agreed amount)

TIP: Save shipment as a draft to complete later. If **Receiver group** is selected, **SAVE AS DRAFT** option is not available. Access draft shipments from the **Shipments tab** on **MyToll Dashboard**.

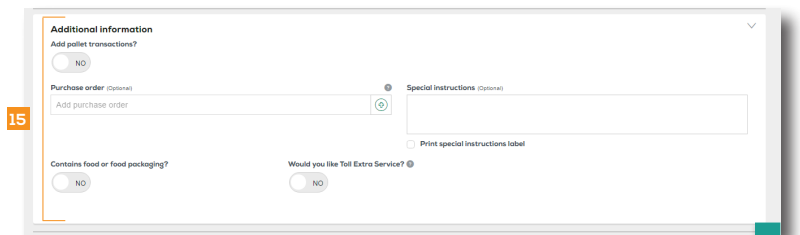
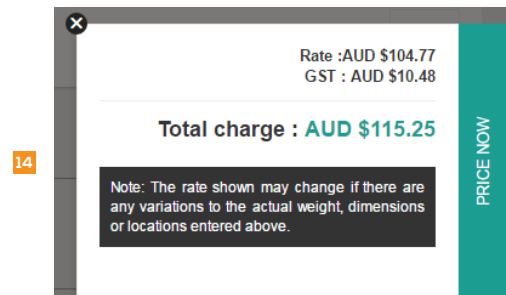
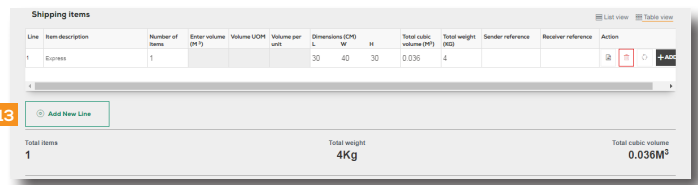
PRINT AND CLOSE SHIPMENT

Assign shipment to a manifest

A shipment is automatically assigned to a manifest. You can also manually assign the shipment to an existing open manifest or create a new manifest to add the shipment.

There are two ways to manually assign a shipment to a manifest:

- Select open manifest from the dropdown list
- Check **CREATE AND ADD TO NEW MANIFEST** box



Print and close the shipment

There are two ways to print and close a shipment:

- Select **PRINT & CLOSE** to manually print the labels and close the manifest
- Select **SMART PRINT** to auto-complete printing actions and close the manifest
NOTE: Smart Print button displays if this button is activated and configured in *Printer settings*

TIP: To learn how to activate Smart Print option, refer to the Quick Reference Guide: How to configure your printer and print settings

Print labels

All Toll carriers use an industry standard 6x4 label. This single label design prints on both thermal and laser printers.

NOTE: Printing the label locks the freight lines and manifest restricting any further changes

16. Select **PRINT & CLOSE**

17. Select **START POSITION** for label printing (A4 Part Label (PDF))

18. Click **PRINT** or download **PDF**

NOTE: Printing the label locks the freight lines restricting any further changes

Print shipment (applicable for select carriers)

PRINT AND CLOSE MANIFEST

19. Click **GO TO MANIFEST**

20. **PRINT & CLOSE** the manifest

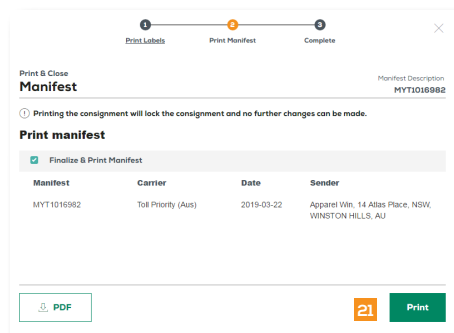
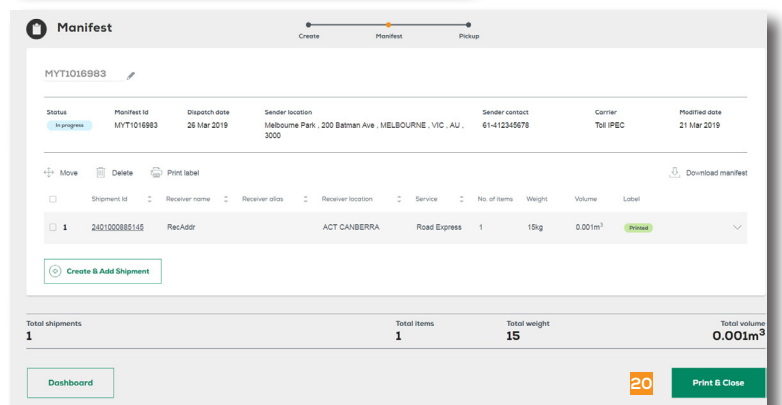
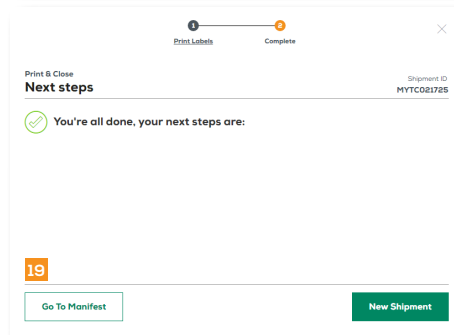
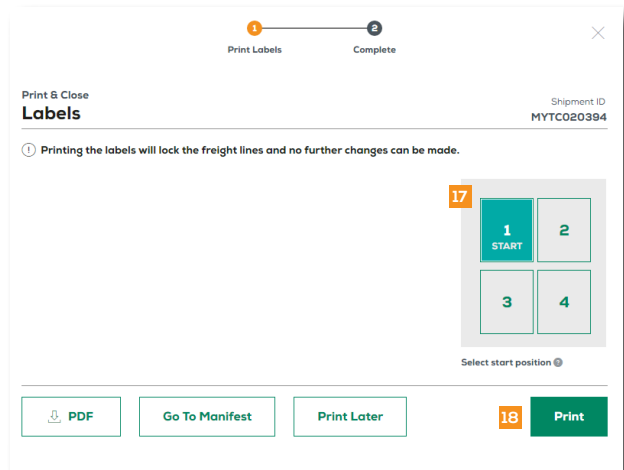
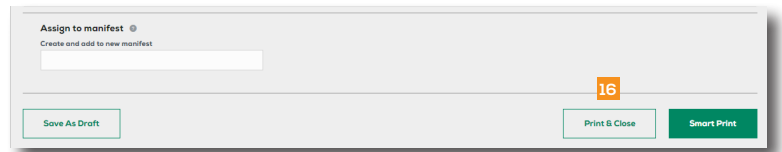
NOTE: Enter Manifest description. You can also perform multiple actions from the Manifest screen:

- Move shipments to an open or new manifest
- Delete shipment(s)
- Print labels and shipment
- Create and add a new shipment to the manifest

21. Review manifest details and click **PRINT**

NOTE: Printing the consignment will lock the consignment and no further changes can be made. Reprinting can only occur when the manifest is still open.

Book a pickup from the Manifest screen, once you have printed and closed the manifest.



BOOK A PICKUP

22. Click **BOOK A PICKUP**

23. Confirm details:

- Toll carrier
- Account number
- 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

- Sender details
- Service
- Destination suburb and postcode

24. Select the **LARGEST ITEM** and confirm **ITEM DESCRIPTION** fields:

- Item description
- Number of items
- Pallet space
- Item dimensions (L,W,H)

NOTE: Enter the dimensions of the largest shipping item, to ensure an appropriate pickup vehicle is available to collect your shipments

- Total cubic volume and weight
- Dangerous goods
- Food or food packaging

NOTE: Pickup item fields may vary subject to Carrier and service selection

25. Select **DISPATCH DATE** and **READY TIME**

Note: Dispatch date defaults to the current date

26. Enter **LOCATION CLOSING TIME**

27. Select optional details, including:

- Driver is required to bring consignment notes
- Reference number
- Exact pickup point
- Special instructions

28. Click **REVIEW & BOOK PICKUP**

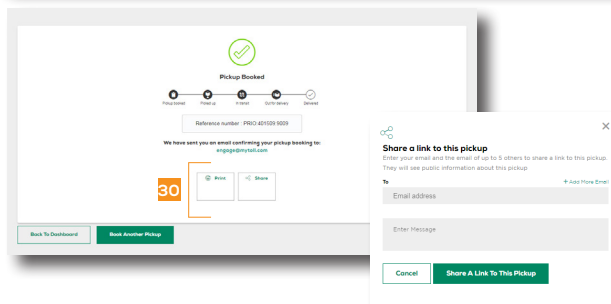
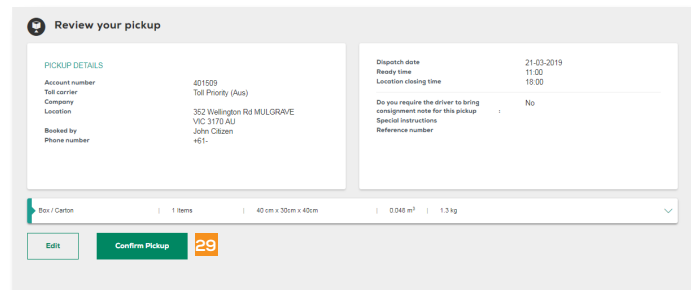
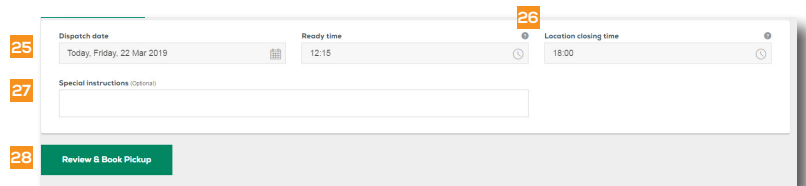
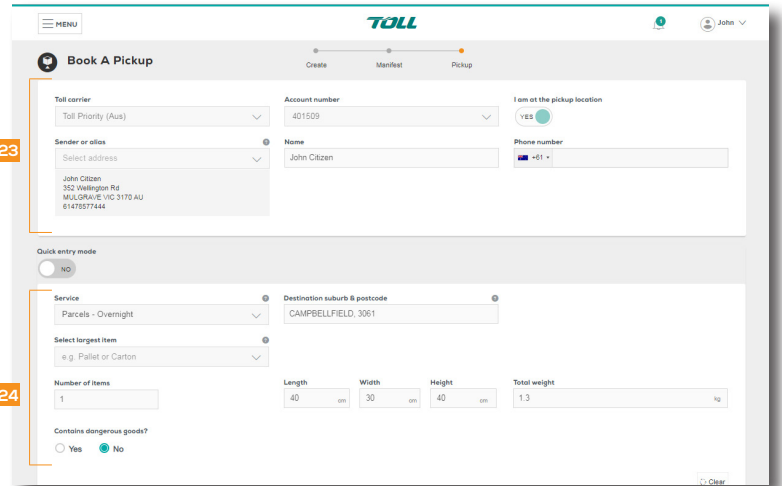
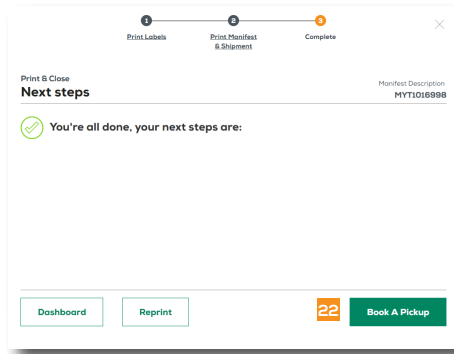
29. Review pickup details and click **CONFIRM PICKUP**

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.

30. Click **PRINT** or **SHARE** shipment details (optional)



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

i For more Help and Tips visit mytoll.com