

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. Use templates to quickly and efficiently 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](#)
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[PRINT & CLOSE MANIFEST](#)
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CREATE A SHIPMENT

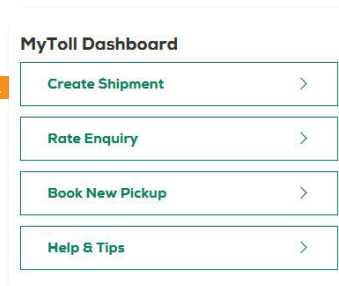
1. Click **CREATE A SHIPMENT** quick link on the *Dashboard*

Fields may vary subject to carrier and service selection, and configured 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

Enter carrier information

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

If you have configured a preferred carrier and service in your user settings, these fields auto-populate. You can change this selection if required. Carrier and service availability is subject to the accounts approved in your profile.



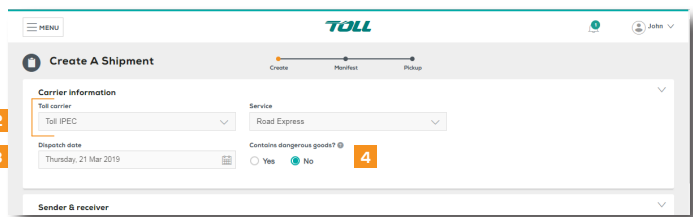
NOTE: Courier will be available to select as a Toll carrier only if shipment creation for Courier has been enabled for you on MyToll

3. Select **DISPATCH DATE**

Dispatch date will default 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)**

If a DG service is selected, the default selection 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 payer details configured at a carrier level in your user settings, these fields auto-populate

You can add or edit an existing address for the current shipment. These changes will not be saved to your contact list on MyToll

5. **Search and select *SENDER* and *RECEIVER* from the drop-down lists**
TIP: Do a quick lookup using an Alias you've assigned to the contact
6. **Check the *RECEIVER GROUP* box to select a receiver group for the shipment**
HINT: Selecting a receiver group enables you to send this shipment to multiple receivers at the same time. To learn how to create a receiver group, refer to the Quick Reference Guide: How to configure your profile settings
7. **Select *WHO PAYS***
You can select from *SENDER*, *RECEIVER* or *THIRD PARTY* For Courier, *Who pays* will always be set to sender
8. **Select and enter *ACCOUNT NUMBER***
If *Who pays* is selected as 'receiver' or 'third party', account number will need to be manually entered. (For Courier, you also need to select the state)
9. **Check *NOTIFY SENDER* and *NOTIFY RECEIVER* boxes and add email address(es) to activate the Advance Shipping Notification (ASN)**
Notify third party field is available when *Who pays* is selected as third party

The screenshot shows the 'Sender & receiver' form with the following fields and callouts:

- 5**: Sender dropdown menu
- 6**: Receiver dropdown menu
- 7**: Who pays dropdown menu
- 8**: Account number dropdown menu
- 9**: Notify sender and Notify receiver checkboxes with email address input fields
- 10**: References dropdown menu

QUOTE NUMBER, DROP OFF DEPOT and COLLECTION DEPOT will be available based on carrier selection

These are optional fields. Complete if required to your shipments

10. **Enter *SHIPMENT REFERENCES***
You can provide reference(s) for your shipment. This reference can be used to also track your shipment on MyToll

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

Enter 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 the Quick Reference Guide: How to configure your profile settings

You can change the data entry view to list or table

11. **Complete *SHIPPING ITEMS* details:**

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

The top screenshot shows the 'Shipping items' table view with a single row for 'Express' with a total weight of 4Kg and total cubic volume of 0.036M³. The bottom screenshot shows the form view for the same item, with fields for item description, number of items, dimensions (L, W, H), total cubic volume, total weight, sender reference, and receiver reference. Callout 11 points to the 'Add New Line' button.

12. Complete **DANGEROUS GOODS**

DETAILS (applicable only for DG shipments)

- Enter **UN NUMBER** pre-populating 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

The screenshot shows a 'Shipping Items' table with columns for item type, volume, dimensions, weight, and dangerous goods status. A modal form is open, allowing the user to enter details for a specific item, including UN number, class/division, sub risk, packing group, proper shipping name, packaging description, and quantities.

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.

NOTE: You can click **PRICE NOW** to do a rate enquiry

The screenshot shows the 'Shipping Items' table with one line item. A summary box displays 'Total items: 1', 'Total weight: 4Kg', and 'Total cubic volume: 0.036M³'. A 'PRICE NOW' overlay is visible, showing a 'Rate :AUD \$104.77' and 'GST : AUD \$10.48', resulting in a 'Total charge : AUD \$115.25'. A note states: 'Note: The rate shown may change if there are any variations to the actual weight, dimensions or locations entered above.'

Provide additional information

This section is optional to complete, and the fields vary subject to carrier and services enabled for your profile.

Fields could include:

- Add pallet transactions
- Purchase order
- Contains food or food packaging
- Toll Extra Service (if yes, enter agreed amount)
- Security
- Allow delivery to alternate delivery location
- Notify by SMS
- Receiver delivery fields (earliest delivery date/time and latest delivery date/time)
- Special instructions

You can add special instructions and select to print a separate special instructions label for your shipping items

The screenshot shows the 'Additional information' form with fields for 'Add pallet transactions?', 'Purchase order (optional)', 'Special instructions (optional)', 'Contains food or food packaging?', and 'Would you like Toll Extra Service?'. There is a 'Print special instructions label' checkbox.

Assign shipment to a manifest

MyToll automatically assigns shipments to a manifest. You can also manually assign the shipment to an existing open manifest or create a new manifest to add the shipment.

To manually assign a shipment to a manifest, you can:

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

The screenshot shows the 'Assign to manifest' form with a dropdown menu to select a manifest. Below the dropdown are buttons for 'Save As Draft', 'Print & Close', and 'Smart Print'. There is also a 'View service conditions' link.

Print and close the shipment

To close the shipment and print shipping documents, you can select:

- **PRINT & CLOSE** to manually print the labels and close the manifest
- **SMART PRINT** to auto-complete printing actions
NOTE: Smart Print button will only display 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*

NOTE: You can also 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*.

14. Select **PRINT & CLOSE**

PRINT LABELS AND DOCUMENTS

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

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

16. Click **PRINT** or download **PDF**

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

NOTE: Print shipment is available for select carriers only

PRINT AND CLOSE MANIFEST

17. Click **GO TO MANIFEST**

18. **PRINT & CLOSE** the manifest

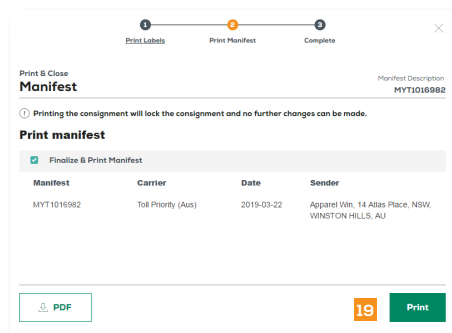
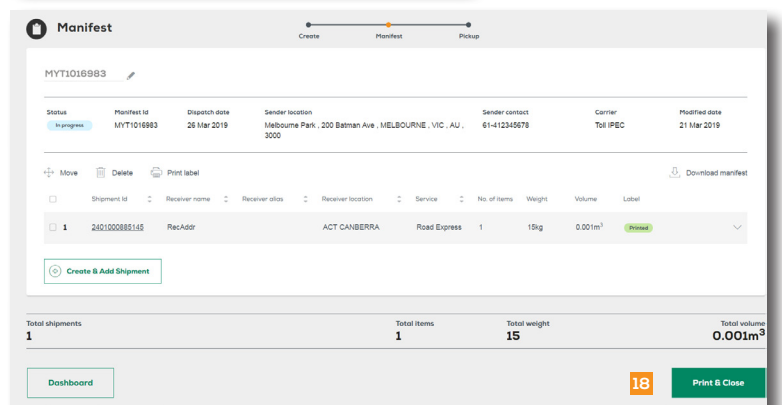
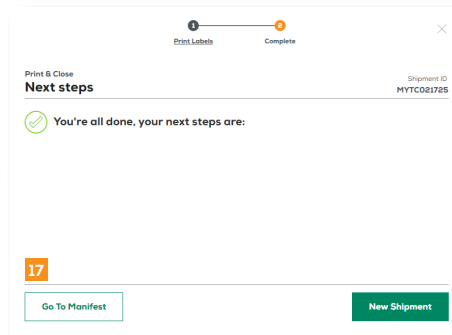
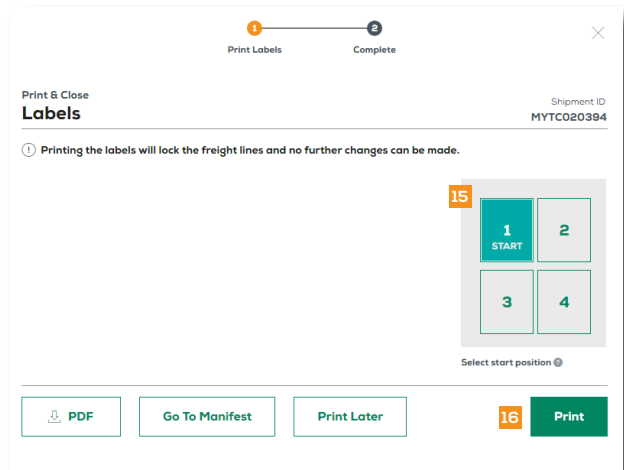
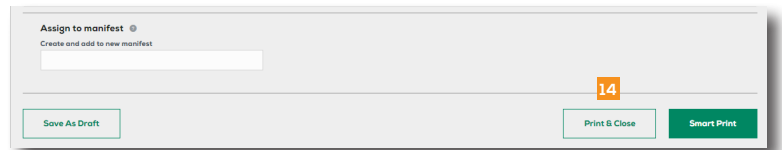
NOTE: Enter Manifest description. You can also perform multiple actions from the Manifest screen:

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

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

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

NOTE: You can **BOOK A PICKUP** from the Manifest screen, once the manifest is printed and closed (with the exception of Courier).



BOOK A PICKUP

20. Click **BOOK A PICKUP**

21. 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

22. 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

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

Note: Dispatch date defaults to the current date

24. Enter **LOCATION CLOSING TIME**

25. Select optional details, including:

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

26. Click **REVIEW & BOOK PICKUP**

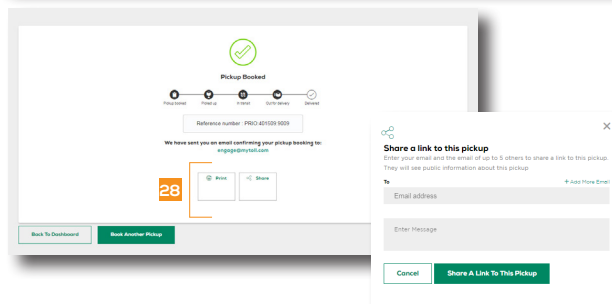
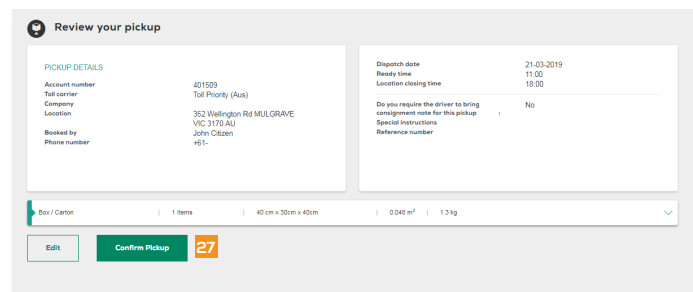
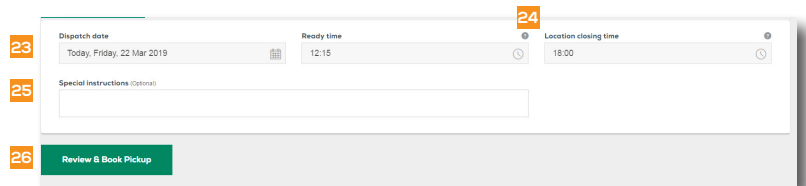
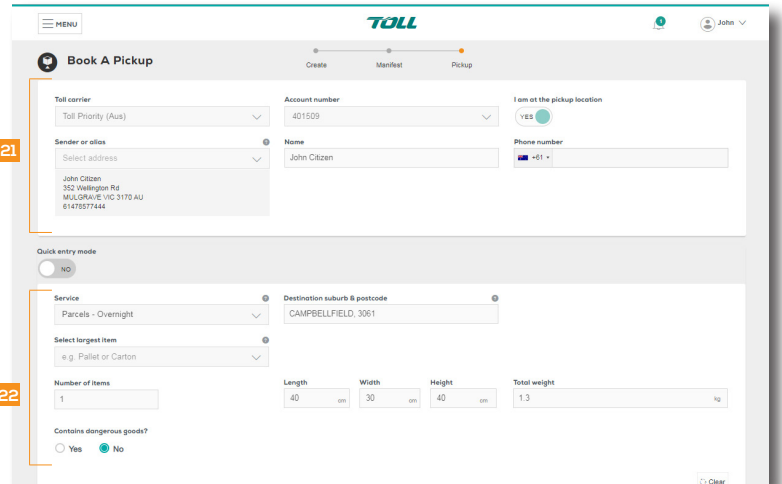
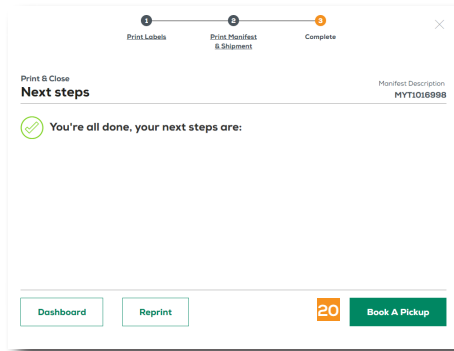
27. Review pickup details and click **CONFIRM PICKUP**

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.

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



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How to track your shipment

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