

HOW TO BULK CREATE RETURNS

Consolidate and upload large volumes of shipments in one action
 Save time and improve efficiency. Ideal if you create a high number of consignments regularly. Upload all your shipping information as a MyToll supported excel file, and Toll does the rest - manifest and print return documents.

UPLOAD RETURNS FILE

ERROR HANDLING

BULK CREATE

Create bulk returns on MyToll via the Bulk create menu option. The returns function must be enabled for your profile to access bulk returns

UPLOAD RETURNS FILE

The returns file should match the below MyToll requirements:

- File type – Excel (xls, xlsx)
- File format – MyToll Standard file format (download the return file template)
- File size – 4MB
- Maximum number of records allowed in the file – 5,000 rows

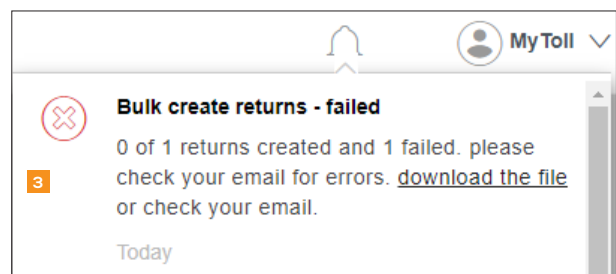
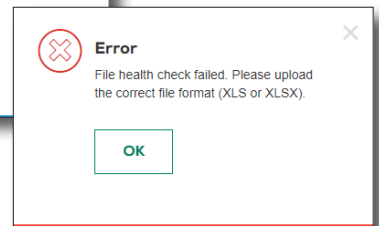
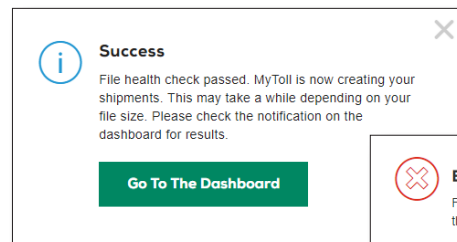
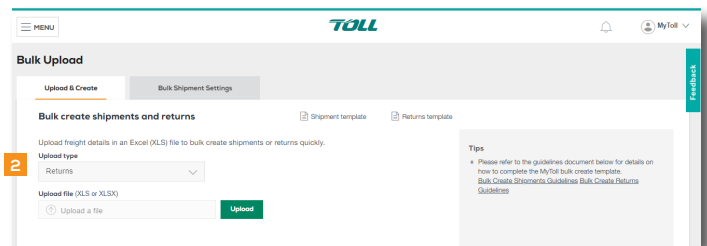
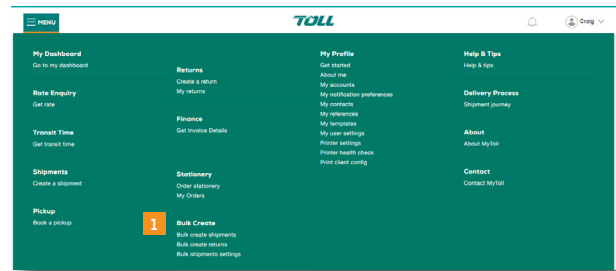
NOTE: Refer to the guidelines document for details on completing the returns file

1. **Select *BULK CREATE RETURNS* from the main menu**
 Ensure the upload type is set to Returns
2. **Select and upload your *RETURNS FILE***
 Browse your computer and select the file to upload. Click upload.

NOTE: A message displays advising the file type and format has been checked. Once successful, the file upload will commence.

3. **Once your *FILE IS PROCESSED*, MyToll notifies you via the dashboard.** The notification advises of the following:
 - Returns created successfully (displaying number of returns successfully created) OR
 - Returns creation failed

NOTE: MyToll validates the data in the upload file. If any errors are identified, the Return creation fails



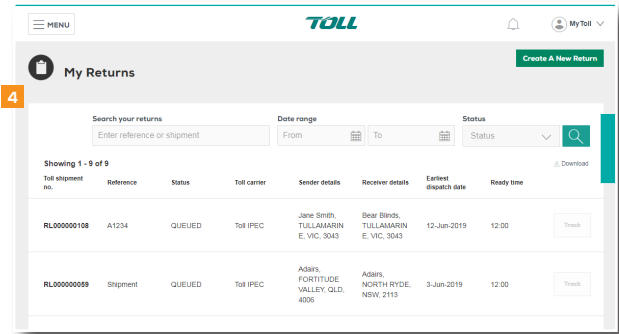
VIEW RETURNS CREATED


4. Access *MY RETURNS* menu option via the MyToll main menu to view Returns created and to track your return shipment

ERROR HANDLING

If the return creation fails, you are notified via the dashboard as well as receiving an email with the return file attached. Error details get recorded in a separate column (Column A).

5. Open the file and *REVIEW ERRORS* in column A
Dependant on error settings the error file will only display the error records
6. Fix all *ERRORS*
7. Delete the *ERROR COLUMN A*
8. *SAVE* the file (xls)
9. *UPLOAD* your return file on MyToll following the steps 1 and 2



 **RECOMMENDATION:**
Quick Reference Guide
How to track your shipment

 For more Help and Tips visit mytoll.com