



Moving to MyToll

FROM TOLL CONNECT

ALL YOU NEED TO KNOW

MyToll is Toll's global digital platform, a one-stop solution for all your shipment needs. From delivering a parcel through to moving dangerous goods and bulk commodities, you can connect with all Toll's services from one convenient location accessible anywhere, anytime.

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PREPARE

1. Learn about MyToll

MyToll is our one-stop solution for all your shipping needs. With MyToll you can create shipments, book pickups, print labels, track consignments and manage your delivery.



2. Extract data from Toll Connect

Download your current address book and pack types from Toll Connect. Next, using the MyToll templates and instructions, make the necessary changes to the format of the file. You may require assistance with this process. We're here to help!



| FUNCTION | TOLL CONNECT | MYTOLL |
|---|--------------|--------|
|  Shipments | ✓ | ✓ |
|  Return shipments | ✗ | ✓ |
|  Dangerous Goods shipments (IPEC and PRIORITY) | ✓ | ✓ |
|  Store to store transfers | ✗ | ✓ |
|  Courier shipments | ✓ | ✓ |
|  Draft shipments | ✓ | ✓ |
|  Multiple receiver shipments | ✓ | ✓ |
|  Bulk create shipments | ✓ | ✓ |
|  Add shipments to open or new manifests | ✓ | ✓ |
|  Print labels and manifests (inc thermal) | ✓ | ✓ |
|  Book a pickup | ✗ | ✓ |
|  Track shipments | ✗ | ✓ |
|  View Proof of Delivery | ✗ | ✓ |
|  Order IPEC and PRIORITY stationery | ✗ | ✓ |
|  Rate enquiry | ✓ | ✓ |
|  Transit time enquiry | ✗ | ✓ |
|  Templates | ✓ | ✓ |
|  Contact lists | ✓ | ✓ |
|  Notification preferences | ✓ | ✓ |
|  Default user settings | ✓ | ✓ |
|  User groups | ✓ | ✓ |
|  Invoices | ✗ | ✓ |

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MOVE TO MYTOLL

www.mytoll.com

Register

1. Register and add Toll carrier account(s)

You must first register; complete your profile and add a Toll carrier account to get started on MyToll. You can start creating shipments once you receive confirmation that the account is approved on MyToll.

Step 1: Register

Step 2: Complete you profile

Step 3: Add Toll account(s)



To learn more, view the Quick Reference Guide:

How to register and get started

or watch the video:

Registration to shipment



Configure

2. Configure your profile settings

MyToll offers a wide range of options to help reduce repetitive data entry, improve accuracy and increase transaction speed by customising and saving frequently used information to your MyToll profile.

Step 1: Add contacts (address book)

Step 2: Create templates

Step 3: Configure user settings

Step 4: Set notification preferences

Step 5: Configure printer settings



To learn more, view the Quick Reference Guide:

How to configure your profile settings

How to configure your printer and print settings

or watch the video:

Configuring your MyToll profile



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START USING MYTOLL



Deliver

Create a shipment

Select the Toll carrier, service required and enter sender and receiver details before adding items to create an electronic record of what you want to send. Create shipments for a single delivery or batch create for multiple destinations. On MyToll you can create shipments individually or bulk upload large quantities.

Order stationery (Toll Priority and Toll IPEC)

Order a range of Toll carrier items direct on MyToll. Items include labels, stickers and satchels.

Book a pickup

Book a pick up from the manifest or immediately after creating a shipment. You can also book a pick up as a 3rd party.

Track and trace and download a Proof of Delivery

Watch the status of a shipment across any Toll carrier on any device. You can view shipment details and download Proof of Delivery documents.



To learn more, view the Quick Reference Guides:

How to create a shipment and book a pickup

How to bulk create shipments

How to create a return shipment

How to bulk create returns

How to book a pickup

How to track your shipment

How to order Toll stationery

or watch the video:

Create a shipment to book a pickup

FREQUENTLY ASKED QUESTIONS

If we move to MyToll, can we still have Toll Connect available in case we have any issues with the new system?

Yes, Toll Connect will work concurrently with MyToll, however all your consignments will be on separate systems.

Is there a cut off date when Toll Connect will be decommissioned?

Not at this stage. However once a date has been set, we will communicate it to you.

What if we have slow Internet? What if our Internet goes down, what is the process?

If you are experiencing difficulties with your Internet, we recommend you contact your Internet provider.

Can we load our contacts from Toll Contact to MyToll?

Yes. Please refer to the Quick Reference Guide: How to transfer contacts from Toll Connect.

Do I have to import my address book before I can start using MyToll?

No. Importing your address book from Toll Connect will save you time in bringing across your contacts. You can always manually create contacts or upload contacts at any time.

Can we load our pack types from Toll Connect to MyToll?

Yes. Please refer to the Quick Reference Guide: How to transfer templates from Toll Connect.

Do we need to order new stationery for MyToll when printing to a thermal printer?

Yes. Log on to MyToll and navigate to Stationery, Order Stationery. Select your Carrier, Account number and Category (select MyToll Labels) product code TGES0171.

Can I create a prepaid shipment on MyToll?

Yes. Please email mytollmigration@tollgroup.com to request this service.

Can I ship Dangerous Goods on MyToll?

Yes.

Can I import batch consignments by uploading a .txt file that our system generates?

Yes.

GLOSSARY

| Toll Connect | MyToll | Description |
|---------------------|--------------------|---------------------------|
| ConNotRef | Shipment reference | |
| Address Book | Contacts | Customer details database |
| Commodity | Billing type | Shipping item details |
| Line Ref | Sender reference | Shipping item details |

NEED ASSISTANCE?

There is a dedicated MyToll support team to assist you in the migration process via phone and email.

1800 MYTOLL (1800 698 655)

mytollmigration@tollgroup.com

www.tollgroup.com/mytoll

