

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 SHIPMENT OR RETURNS FILE

VIEW UPLOAD HISTORY

ERROR HANDLING

OPEN BULK CREATE SHIPMENT & RETURNS

Bulk create shipment and returns saves time by consolidating and uploading large volumes of shipments in one action.

1. Hover over or click **MENU**
2. Select **BULK CREATE RETURNS**

NOTE: Configure settings to manage how shipments are created from the data in the uploaded file. Refer to Quick Reference Guide - "Configure Bulk Shipment Settings".



UPLOAD BULK RETURNS FILE

3. Download **RETURNS TEMPLATE**

Download the respective template from the **UPLOAD & CREATE** tab.

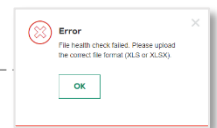
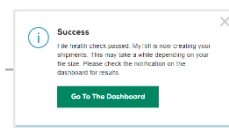
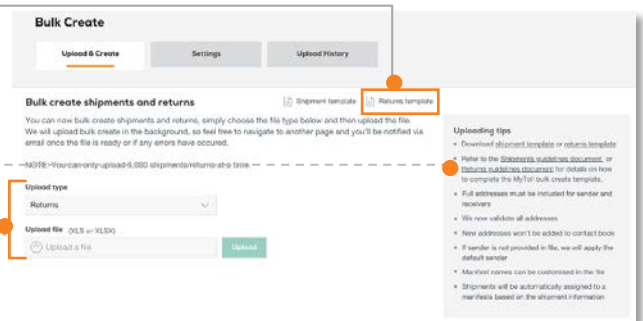
4. Complete the **RETURNS FILE**

Refer to the "Bulk Create Returns Guidelines" for details on completing the shipments file

5. Select & upload the **SHIPMENT 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.

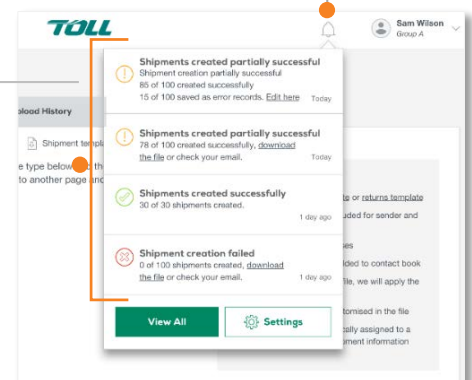


6. Once your **FILE IS PROCESSED** click the **BELL** icon to view the notifications.

Notifications include:

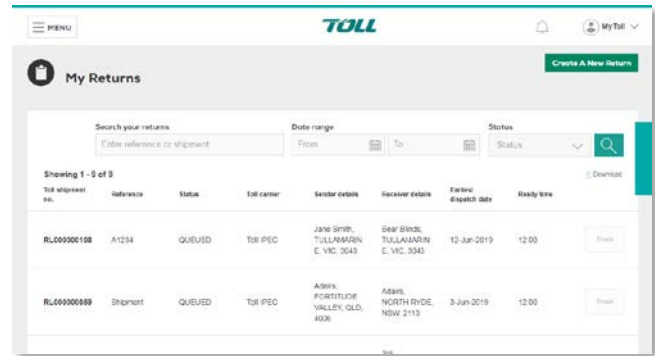
- **RETURNS created** – successfully (displays number of shipments successfully created) OR
- **RETURNS creation** – failed

NOTE: MyToll validates the data in the upload file. If any errors identified, depending on the settings, shipment creation will fail, or partial shipments will be created.



VIEW CREATED RETURNS

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



ERROR HANDLING - RETURNS

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).

- 7. Open the file and *REVIEW ERRORS* in column A

Dependant on error settings the error file will only display the error records

- 8. Fix all *ERRORS*
- 9. Delete the *ERROR COLUMN A*
- 10. *SAVE* the file (xls)
- 11. *UPLOAD* your return file on MyToll

Refer to [UPLOAD BULK RETURN FILE](#) section in this document.

RECOMMENDATION:
Quick Reference Guide – [“How to track your shipment”](#)

For more Help and Tips visit mytoll.com