TOLL | MyToll

HOW TO TRACK & TRACE FOR COURIER SHIPMENTS

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Confidence in knowing where your shipment is at all times

When tracking a Courier shipment, you will have access to detailed events for every stop along the journey. The location of your shipment and Proof of Delivery for each stop will be accessible through track and trace results on MyToll. Set up your notification preferences to receive alerts for all stops on the shipment journey.

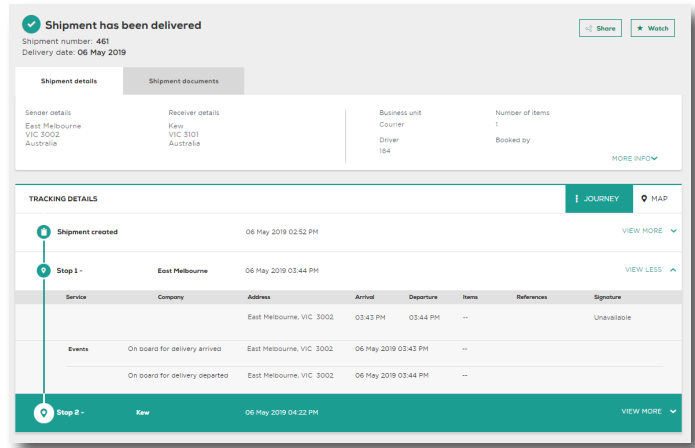| MULTI-STOP JOURNEY | NOTIFICATION | PROOF OF DELIVERY |

Go to www.mytoll.com

MULTI-STOP JOURNEY

- The status of a shipment is displayed at the top left hand corner of the screen. This changes as the shipment moves through each stop.

- Select view more for detailed shipment information for each stop, including sender/receiver details, address, arrival/departure and a link to Proof of Delivery.

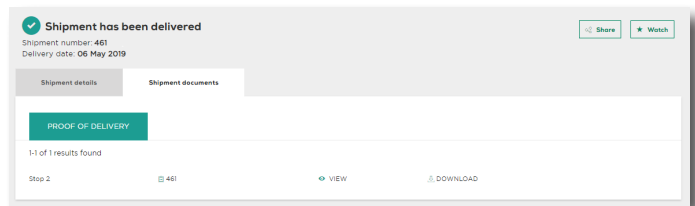 NOTE: PODs for all stops can also be found in the Shipment Documents tab

- All stops on a journey are represented with a pin and the stop number

- Planned stops are connected with a grey line while stops that have occurred are connected with a green line

- Hover over a pin to view more information about the stop

PROOF OF DELIVERY

Access a Proof of Delivery document only when the shipment milestone is delivered or collected in case of collection from an alternative delivery point

- Click *SEARCH RESULT* to navigate to shipment details

- Click *SHIPMENT DOCUMENTS* tab

- Click *PROOF OF DELIVERY* tab

- Click *VIEW OR DOWNLOAD* to save a PDF to your local device

  NOTE: If you have full financial access to the account linked to the shipment, you can also access Finance Documents. Click on the FINANCE DOCUMENT tab to view, download or print the documents

WATCH AND SHARE SHIPMENTS

Add shipments to a Watchlist for more convenient and closer monitoring of the shipment

- Click *SEARCH RESULT* to navigate to shipment details

- Click *WATCH*
  This changes the button status from watch to watching

- Click *WATCHING* to remove the shipment from your watchlist and to stop receiving notifications about the shipment

  NOTE: When you add a shipment to your watchlist, you'll receive notifications about the shipment, as per your notification preferences settings 'for items in my watchlist'

  HINT: Refer to the quick reference guide How to configure your profile to learn more about notification preferences
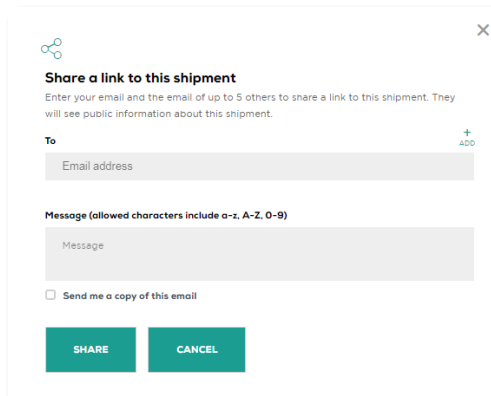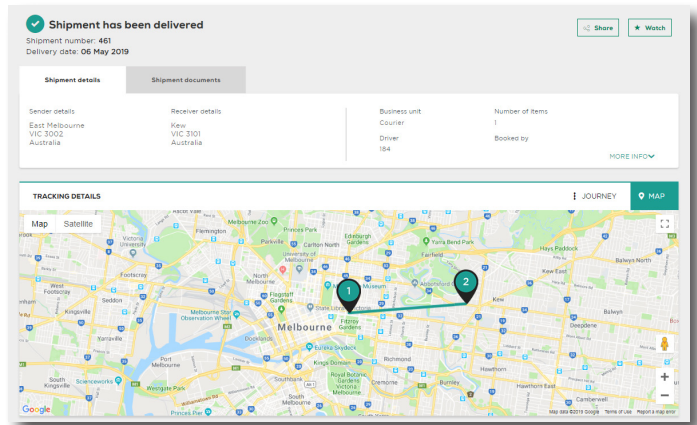
Share shipment details
Provide the shipment link with up to 5 people

- Click the *SEARCH RESULT* to navigate to the shipment details

- Click *SHARE*

- Enter *EMAIL ADDRESSES*

- Type a *MESSAGE* (optional)
  NOTE: To have a copy of the email send to you, check the corresponding box

- Click *SHARE*
  NOTE: When you share the shipment link, only public information is available

NOTE...

If an exception occurs at the last stop, the shipment status will display 'in transit' even though the shipment has been delivered

The MyToll user can receive stop level notifications if notification subscription is enabled

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RECOMMENDATION:

Quick Reference Guide
How to create a shipment and book a pickup

For more Help and Tips visit **mytoll.com**

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