HOW TO TRACK & TRACE FOR COURIER SHIPMENTS



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

	Shipment documents							
nder details	Receiver details		Busines	s unit		Number of items		
C 3002 ustralia	VIC 3101 Australia		Driver 184			Booked by	MOREINI	
RACKING DETAILS							1 JOURNEY	9 MAS
Shipment created		06 May 2019 02:52 PM					VIEW	NORE
Stop 1 -	East Melbourne	06 May 2019 03:44 PM					VIEW	LESS
Service	Company	Address	Arrival	Departure	Items	References	Signature	
		East Melbourne, VIC 3002	03:43 PM	03:44 PM			Unavailable	
Events		East Melbourne, VIC 3002	06 May 2019 0	3:43 PM				
Events	On board for delivery arrived							

Shipment has Shipment number: 461 Delivery date: 06 May 201	been delivered			🗠 Shore 🗶 Wotch
Shipment detoils	Shipment documents			
PROOF OF DELIVER	ey .			
1-1 of 1 results found				
Stop 2	461	• VIEW	الله DOWNLOAD الم	



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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Share a link to this shipment	
Enter your email and the email of up to 5 others to share a link to this shipment. They will see public information about this shipment.	
То	+ ADD
Email address	
Message	
Send me a copy of this email	
SHARE CANCEL	

(?) RECOMMENDATION:

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

(i) For more Help and Tips visit **mytoll.com**

