

HOW TO BOOK A PICKUP - COURIER



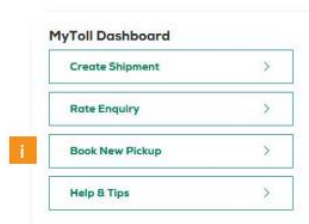
Self-serve on MyToll and save time

With MyToll you can fast track your booking, using already saved templates. Share delivery information through notifications by SMS and email, with up to 5 people.

BOOK A PICKUP

To book a new pickup, click on Book New Pickup quick link on MyToll Dashboard.

This directs you to a blank book a pickup screen, where you can enter the details of your booking in the available fields.



1. Select **TOLL CARRIER - COURIER**
Select Courier from the Toll carrier drop-down. You can also configure preferred carrier to Courier for pickup, this field will pre-populate. Templates can be saved and reused if you send the same items frequently.
2. Select **ACCOUNT NUMBER**
If you have accounts approved in your profile, select from the drop-down list.
3. Ability to change **NAME, EMAIL ADDRESS & PHONE NUMBER**
Contact information is auto filled based on the profile. These details can be changed if needed.
4. Enter **REFERENCES**
Depending on the account references might be optional or mandatory and a maximum of three can be entered.
5. Enter **SENDER & RECEIVER** details
SPECIAL INSTRUCTIONS can also be added for both the Sender and the Receiver.
6. Select **SERVICE**
7. Select **GOODS**
8. Enter **NUMBER OF ITEMS**
9. Enter **TOTAL WEIGHT**
10. Select **CONTAINS DANGEROUS GOODS?**
Select No if you are not sending dangerous goods. If yes, then you will not be able to continue.

11. **INFORMATION**

NOTE: Important information on times.

12. Enter **DISPATCH DATE** of pickup

13. Enter **READY TIME** (optional)

14. Enter **DELIVERY TIME** (optional)

15. **ARRANGE FOR RETURN** (optional)

16. **Click REVIEW & BOOK PICKUP**

Pickup review screen will be displayed.

NOTE: Information is still able to be edited if required.

17. Click **CONFIRM PICKUP**

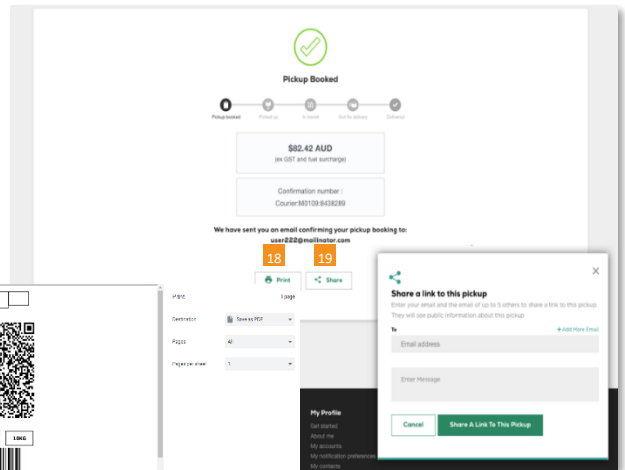
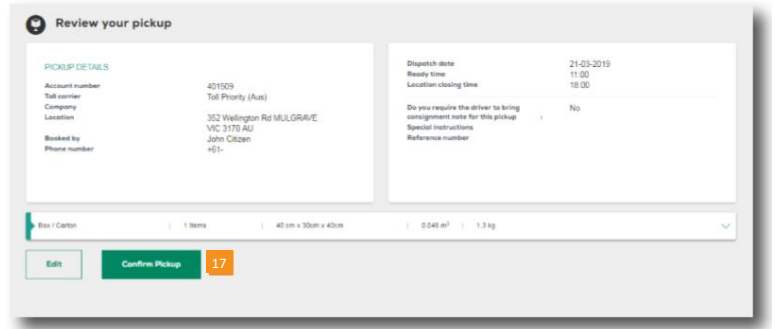
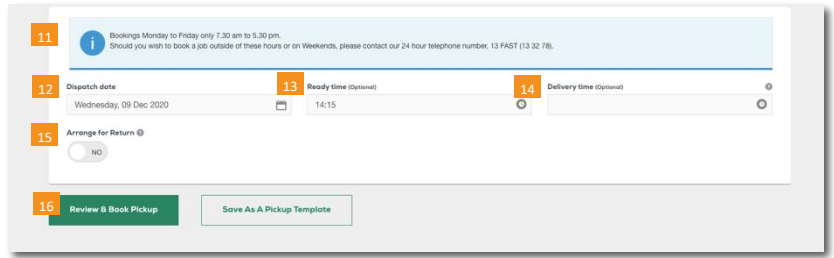
NOTE: A confirmation message including the **pickup reference number** is displayed. Additionally, this information is forwarded to the email address you provided in the booking.

18. Click **PRINT** to print the labels if desired.

19. Click **SHARE** to send Pickup details to others directly from within MyToll.

NOTE:

- Enter up to 5 people **EMAIL ADDRESSES**
- When you share the Link with others, only public information is available.



READ THIS NEXT:
Quick Reference Guide
How to track your Courier shipment

For more Help and Tips visit mytoll.com