

Toll shipping label

Welcome to [MyToll](#). As you access our easy-to-use digital platform, you'll need to use our new labels.

The label is the industry standard size (6 x 4 inches or 100mm x 150mm) and can be used with thermal and laser printers. To ensure your freight gets to its destination on time, we strongly recommend ordering and using our adhesive labels. They're inexpensive and are easier to scan than plain paper.

Ordering new labels

Express Parcels (formerly known as Priority) customers

You can order our new labels on MyToll. Go to the menu and navigate to the Stationery section.

Express Parcels Standard (formerly known as IPEC) customers

To order laser quadrant or thermal printer labels contact the Telesales team on 1300 865 547 (press option 2 then option 1).

Intermodal & Specialised (formerly NQX, Intermodal & Express), Energy & Mining customers

There's no need for you to order new label stationery. Your current label stationery will work with our label design.

Stationery suppliers

The recommended label stationery is available from most corporate stationery suppliers. We recommend Avery brand labels. Please note, your stationery must be bright white in colour, matte (not shiny), with no transparency.

Tips for printing your new label

- It's essential to use a **high-quality, well maintained printer** so the label barcodes print and scan correctly.
- You must use **black printer cartridge** (not coloured) for printing.
- **Do not place A4 paper directly onto the freight**, as it can tear or fall off during transport.
- If you print on A4 paper and place your label into a plastic sleeve, please make sure that **all of the barcodes** are fully displayed.

Tips for placing your label onto your freight

- Make sure the label barcodes are **fully displayed**.
- Place the entire label on **one face (side) of the freight only**. Do not wrap the label around the freight. If the largest face of the freight is smaller than the label, place your freight inside larger packaging such as a carton or courier satchel, then attach the label.
- **Avoid placing anything over the barcodes** such as adhesive tape, plastic wrapping, packing straps or other labels.
- Make sure you leave **at least 4mm of white space** around the label so it can be scanned.



Toll quick label checklist

1. Get started

- I've ordered Toll's adhesive labels **or** I'm using compatible label stationery that is high-quality, bright white, matte (not shiny) and opaque (not transparent)
- I'm using a quality thermal printer or laser printer

2. Make sure your label can be scanned

- I've used a black (not colour) printer cartridge to print
- The label is printed at the correct size - 6 x 4 inches or 100mm x 150mm
- Each barcode is at least 4mm from the edges of the label
- The full barcodes and shipping details are printed on the label
- The label is free of marks or lines
- The barcodes and text are clear and sharp and not blurry, faded or faint

3. Do a final check

- The label is clearly displayed on my freight and the entire barcode is visible
- The label is placed on one face (side) only, and not wrapped around the freight
- The label is not creased or torn
- The label barcodes are not covered by adhesive tape, plastic wrapping, packing straps or other labels

You're now ready to dispatch your freight!