


MyToll | Quick Reference Guide

Track and trace for Courier shipments

 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.



TRACK YOUR SHIPMENT 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

Shipment is in transit to stop 3
Shipment number: 1535

SHIPMENT DETAILS

| | | | |
|---|--|---|--|
| Sender details CUSTOMER 1 Street address Arncliffe Park NSW 2148 Australia | Receiver details CUSTOMER 2 Street address Blacktown NSW 2148 Australia | Business unit Courier Number of items 10 | Service type Toll: Toll Relay - IT Driver ABC |
|---|--|---|--|

TRACKING DETAILS

| Stop | Address | Arrival | Departure | Items | Deliveries | Signature |
|--------|--------------------------------|----------------------|-----------|-------|------------|-----------|
| Stop 1 | Street address, Arncliffe Park | 04 Oct 2018 02:56 PM | | | | |
| Stop 2 | Street name, Toongate | 04 Oct 2018 02:58 PM | | | | |
| Stop 3 | Street address, Blacktown | | | | | |
| Stop 4 | Street address, Mount Druitt | | | | | |

PROOF OF DELIVERY

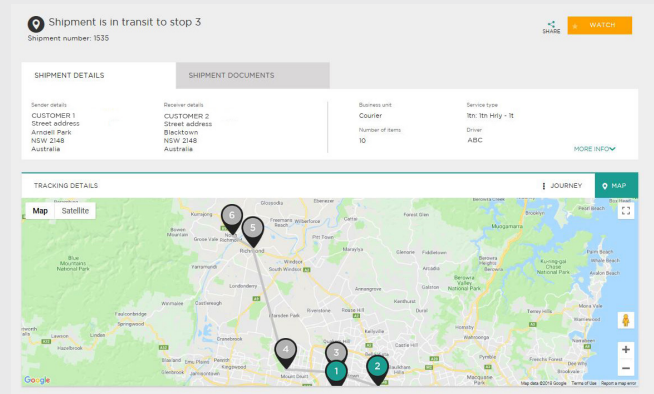
4 of 4 results found

| Stop | POD ID | VIEW | DOWNLOAD |
|--------|--------|------|----------|
| Stop 1 | 1535_1 | VIEW | DOWNLOAD |
| Stop 2 | 1535_2 | VIEW | DOWNLOAD |
| Stop 3 | 1535_3 | VIEW | DOWNLOAD |
| Stop 4 | 1535_4 | VIEW | DOWNLOAD |



VIEW YOUR SHIPMENT JOURNEY ON A MAP

- 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



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.



FOR MORE HELP AND TIPS

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