

# HOW TO MANAGE MY DELIVERY

**Take control of your delivery options**  
 MyToll track and trace capability provide an exceptional delivery experience for our customers' customers. MyToll provides you with the convenience of managing your deliveries. MyToll's self-serve options include to self-collect your delivery from a Toll Depot or a Toll Collection Point at your preferred time or to have your shipment re-delivered to an alternative address or to the same address on a different date.

**TRACK YOUR SHIPMENT**

**MANAGE MY DELIVERY**

## TRACK YOUR SHIPMENT

When your shipment is out for delivery, you may receive a notification via email or SMS to your registered contact details

1. Click the *REFERENCE LINK* in the notification SMS or email to view *SHIPMENT DETAILS* and status

NOTE: For more information, refer to the Quick Reference Guide How to track your shipment

2. If there is a need to change the delivery, click *MANAGE MY DELIVERY*

NOTE: You cannot manage your delivery if your shipment has already arrived at a Toll Collection Point.

## MANAGE MY DELIVERY

You are required to log on to MyToll, to manage your delivery

3. Type your *USERNAME* and *PASSWORD* and click *LOG ON*

Note: If you are not already a registered user, you'll need to register. For more information, refer to the Quick Reference Guide How to register and get started

## Register

4. Click *REGISTER*
5. Enter your first name, last name and email address

NOTE: Your email address will be the login/username for MyToll

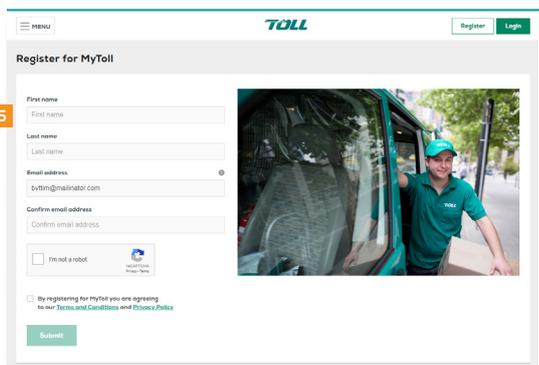
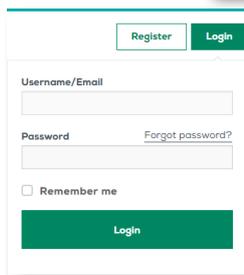
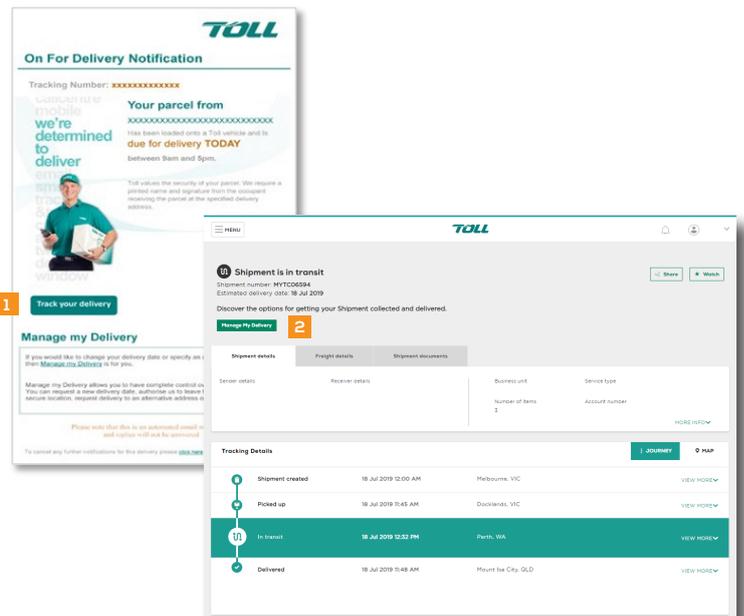
Check the box confirming you agree to Toll's terms and conditions

Click *SUBMIT*

Validate email address

NOTE: You will receive an email from MyToll with a link to validate your email address. This link will expire within 3 days of generation

6. Create *PASSWORD*
7. Select and answer a *MEMORABLE QUESTION*  
Click *SUBMIT*
8. Log on to *MYTOLL* to get started



Search your delivery

9. Enter **SHIPMENT NUMBER** or **REFERENCES** in the Track your shipment field

Click **SEARCH**

Results matching the search criteria are displayed

Click the result to **VIEW SHIPMENT DETAILS**

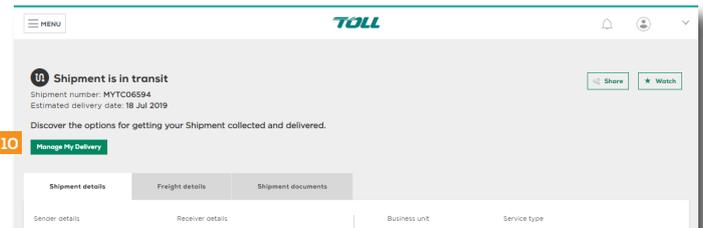


**BEFORE** your delivery is attempted

The shipment is still in transit, delivery options include:

- self-collect from a Toll Depot
- change the delivery date (to the same location)
- change location

10. Click **MANAGE MY DELIVERY**



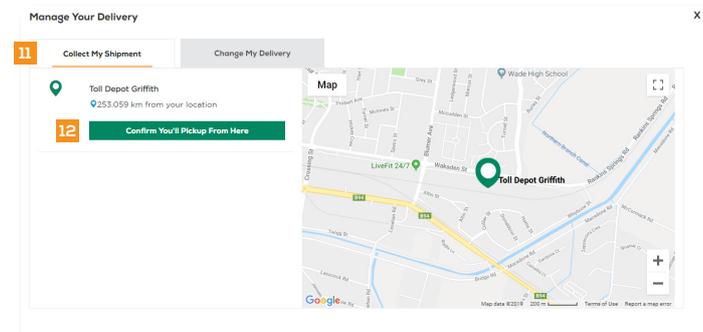
**Self-collect from a Toll Depot**

11. Click **COLLECT MY SHIPMENT**

12. Click **CONFIRM**

Note: MyToll displays the name and location of the Toll Depot closest to the original Receiver's suburb. You have the option to select another nearby depot

Read the message confirming that you have chosen to collect your parcel from the selected Toll Depot



13. Confirm your **CONTACT DETAILS** and enter any missing information

Note: Your details are pre-populated based on the information you provided during registration

14. Select **HOW** you want to collect your shipment

Note: If you select 'Someone else will collect my shipment for me', you'll be required to provide details of the person you've authorised to collect the shipment.

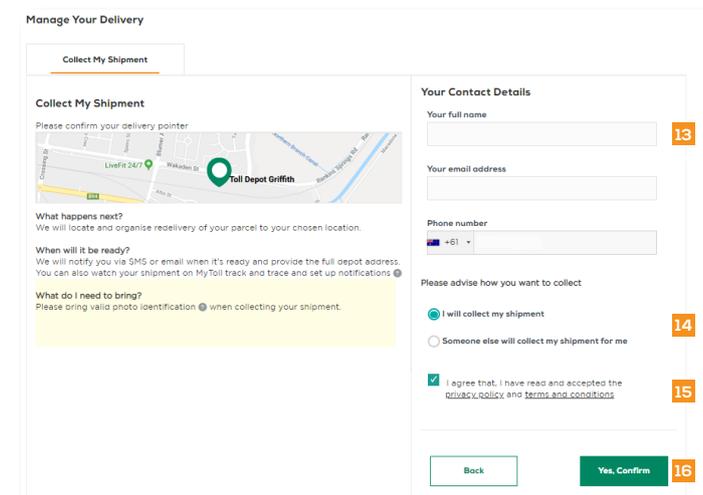
15. Check the box confirming you agree to Toll's Privacy Collection Statement

16. Click **YES, CONFIRM**

**CONFIRMATION MESSAGE** displays:

- Toll Depot name and suburb
- Notification message [via an email or SMS] when your shipment is ready for collection
- Service request number

When your shipment is ready for collection, you'll **RECEIVE NOTIFICATION** via an email or an SMS, which includes complete address and terms of parcel collection



**Change your delivery date or address**

17. Click **CHANGE MY DELIVERY** tab

18. Select where you want your shipment to be delivered:

- If **SAME ADDRESS**:
  - Select your preferred delivery date  
Note: Date defaults to the next date if the request is placed after 5 pm for IPEC and 7 pm for Priority
- If **NEW ADDRESS**:
  - Select your preferred delivery date  
Note: Date defaults to the next 48 hours if the request is placed after 5 pm for IPEC and 7 pm for Priority
  - Select address type – Residential or Business
  - Enter address details

19. Select whether or not you **AUTHORISE** the driver **TO LEAVE THE FREIGHT** without a signature

If yes, select the location where you want the driver to leave the freight

20. Confirm your **CONTACT DETAILS**

Note: Your details are pre-populated based on the information you provide during registration. Enter any missing information

21. Check the box confirming you agree to Toll's Privacy Collection Statement

22. Click **YES, CONFIRM**

**CONFIRMATION MESSAGE** displays:

- Redirection address
- Service request number

**AFTER a missed delivery attempt**

The shipment has attempted delivery, and is either:

- been delivered to a Toll Collection Point
- been returned to a Toll Depot
- still in transit

23. Receive notification that you have had a missed delivery either by:

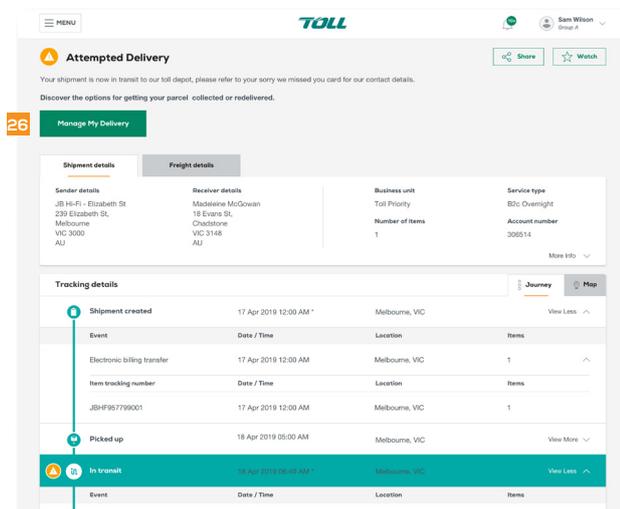
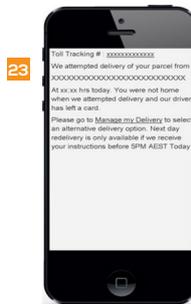
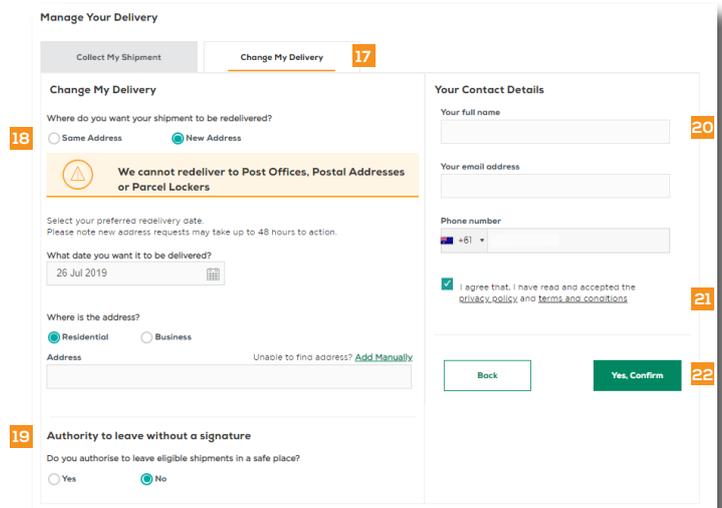
- Electronic notification
  - Click the link in the message to go to Shipment details page on MyToll
- Received a Sorry We Missed You card
  - Go to [www.mytoll.com](http://www.mytoll.com)

24. Refer to the **SHIPMENT OR CARD NUMBER** to **TRACK YOUR SHIPMENT**

25. Go to the **SHIPMENT DETAILS** page

26. Select **MANAGE MY DELIVERY**

You must log on to MyToll to manage your delivery. If you do not have a MyToll user account, you'll need to create one to manage your delivery. Registering on MyToll is easy. Refer to the Quick Reference Guide How to register and get started



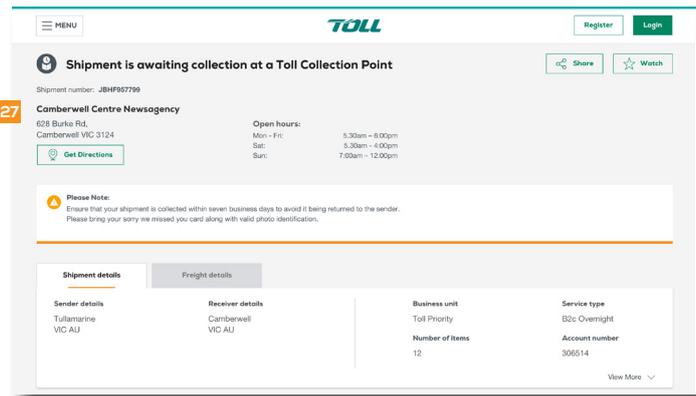
## If your delivery has been delivered to a Toll Collection Point

You cannot manage your delivery any further

### 27. View the *SHIPMENT DETAILS*:

- Toll Collection Point address
- Business hours
- Parcel collection terms

NOTE: Refer to the Quick Reference Guide What is ADP?



## If your delivery is still in transit or returned to a Toll Depot

Manage your shipment options include:

- self-collect from a Toll Collection Point
- organise the shipment for redelivery to either the same or a different location

### Self-collect from a Toll Collection Point

Toll delivers your parcel to a Toll Collection Point ONLY if:

- Item weighs less than 16 kgs or 8.5 kg<sup>3</sup> and smaller than 60x40x35 (LWHcm)
- Does not contain dangerous goods

### 28. Click *COLLECT MY SHIPMENT* tab

### 29. Select the preferred *TOLL COLLECTION POINT* location

NOTE: Toll Collection Points are predetermined by the location of the closest Toll Depot. MyToll will highlight the 'quickest option' to the original delivery address.

### 30. Select and *CONFIRM TO COLLECT* from the selected Toll Collection Point

NOTE: You have 7 working days to collect your parcel from a Toll Collection Point

### 31. Confirm your *CONTACT DETAILS* and enter any missing information

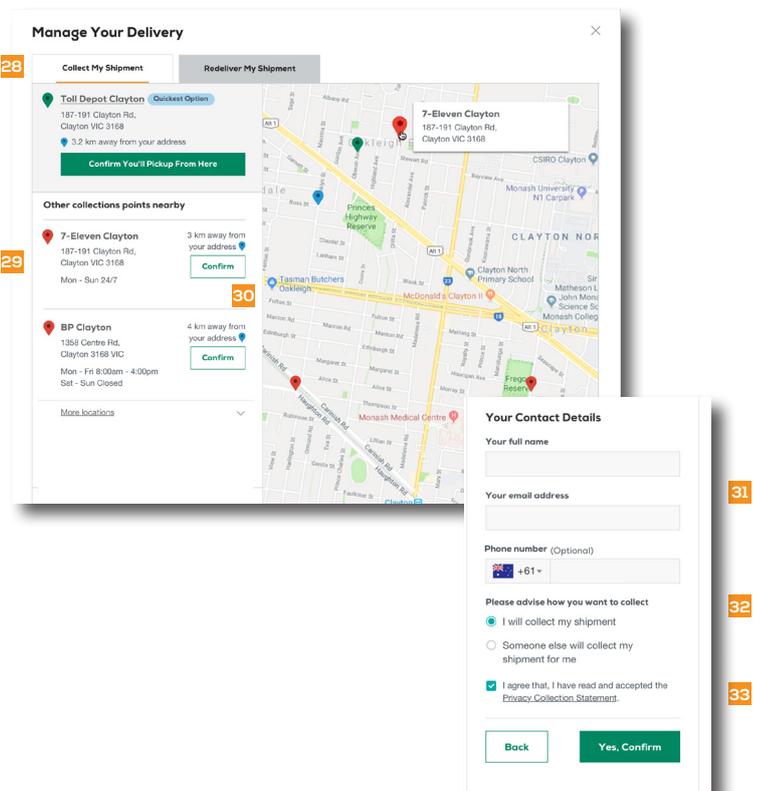
### 32. Select *WHO WILL COLLECT* your shipment

NOTE: If you select 'Someone else will collection my shipment details for me', you'll be required to provide details of the person you've authorised to collect the shipment. You are also required to sign the Sorry We Missed Card.

### 33. Check to *CONFIRM YOU AGREE* to Toll's Privacy Collection Statement

*CONFIRMATION MESSAGE* displays:

- Toll Collection Point name, address and business hours
- Service request number
- Terms of parcel collection



## Have your shipment redelivered

34. Click **REDELIVER MY SHIPMENT** tab
35. Select where you want your shipment to be delivered
  - If Same Address
    - Select your preferred delivery date  
NOTE: Date defaults to the next date if the request is placed after 5 pm for IPEC or 7pm for Priority
  - If New Address
    - Select your preferred delivery date  
NOTE: Date defaults to the next 48 hours if the request is placed after 5pm for IPEC and 7pm for Priority
    - Select the type of address – Residential or Business
    - Enter address details
36. Select whether or not you **AUTHORISE** the driver **TO LEAVE THE FREIGHT** without a signature
37. Select the location where you want the driver to leave the freight
38. Enter **SPECIAL INSTRUCTIONS** (optional)
39. Confirm your **CONTACT DETAILS**  
Note: Your details are pre-populated based on the information you provide during registration. Enter any missing information
40. Check the box confirming you agree to Toll's Privacy Collection Statement
41. Click **YES, CONFIRM**  
**CONFIRMATION MESSAGE** displays:
  - Delivery address
  - Service request number

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**Redeliver My Shipment**

Where do you want your shipment to be redelivered?  
35  Same Address  New Address

Select your preferred redelivery date. Requests must be completed before 7pm (AEST) for next business day option.

What date you want it to be delivered?  
12 Apr 2019 36

**Authority to leave without a signature**  
Do you authorise to leave eligible shipments in a safe place?  
37  Yes  No

You will leave the signed card at  
at the front door 38

Where should we leave the shipment?  
at the front door

Special instructions

**Your Contact Details**

Your full name

Your email address

Phone number  
+61 412 345 678 39

I agree that I have read and accepted the [Privacy Collection Statement](#) 40

Cancel Yes, Confirm 41

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

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