TOLL | MyToll

HOW TO TRACK YOUR SHIPMENT

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Confidence in knowing where your shipment is at all times

MyToll provides you with the convenience of real-time visibility of a shipment's status. Track multiple shipments at a time on any device. MyToll's advanced search capability supports customised search criteria with the ability to save frequently used search options and references for repeated use.

SEARCH	PROOF OF DELIVERY	SHARE AND WATCH SHIPMENTS

Go to www.mytoll.com

SEARCH

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

2. Click *SEARCH*
   Results matching the search criteria are displayed

3. Click the result to *VIEW SHIPMENT DETAILS*

Unregistered and not logged users can search up to 30 shipments displaying limited shipment information, including:

- Shipment number and references
- Estimated/actual delivery date
- Sender and receiver location (suburb and state only)
- Business unit and service
- Freight details; the number of items and total weight
- Tracking details; milestones and events
- Alternate Delivery Point details in case of missed delivery (for Express Parcels only)

An involved party in the shipment (a sender, receiver or a payer) can view additional shipping information, including:

- Complete Sender and Receiver address
- Account details
- Proof of Delivery and other shipping documents

Registered and logged in users can search up to 100 shipments at a time.
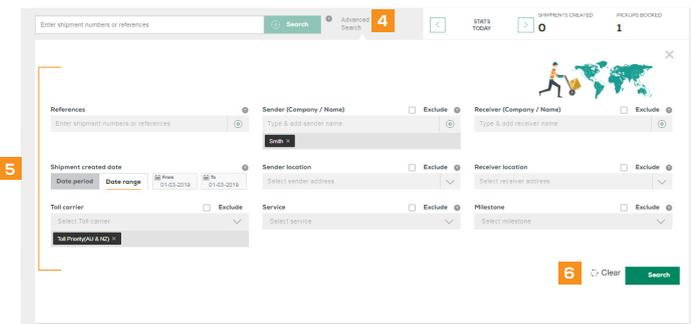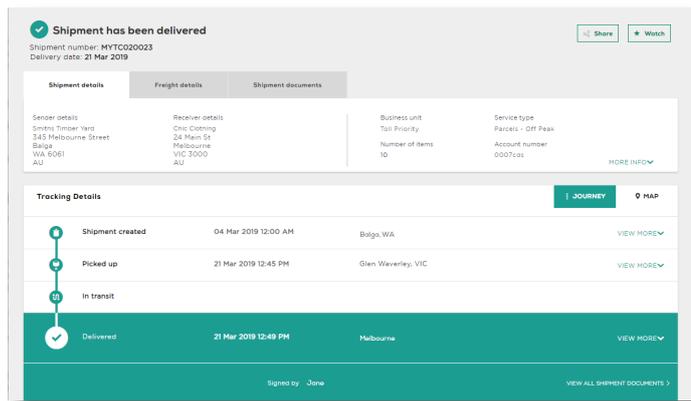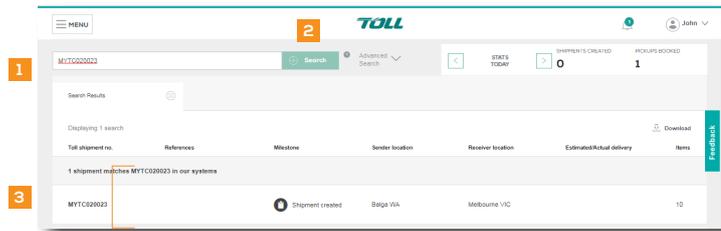
Toll Courier shipment users can see a multi-stop view of the shipment, and view Proof of Delivery documents for every stop in the shipment journey
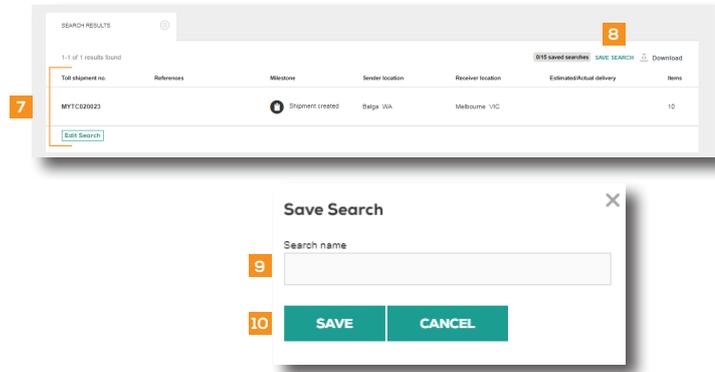
Advanced Search

Refine search results with Advanced search

Login to your *MYTOLL PROFILE*

4. Click *ADVANCED SEARCH*

5. Enter *SEARCH CRITERIA*
   Complete as many fields as required
   HINT: Fine-tune search criteria entering excluded search values.

6. Click *SEARCH*
   Results matching the search criteria are displayed

7. Click the result to *VIEW SHIPMENT DETAILS*

8. *SAVE SEARCH* for frequently used search criteria

9. Enter a *NAME*

10. Click *SAVE*
    HINT: You can access your saved searches from the searches tab on My Dashboard. Select the saved search from the dropdown list to launch the search
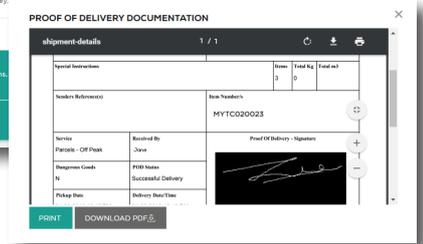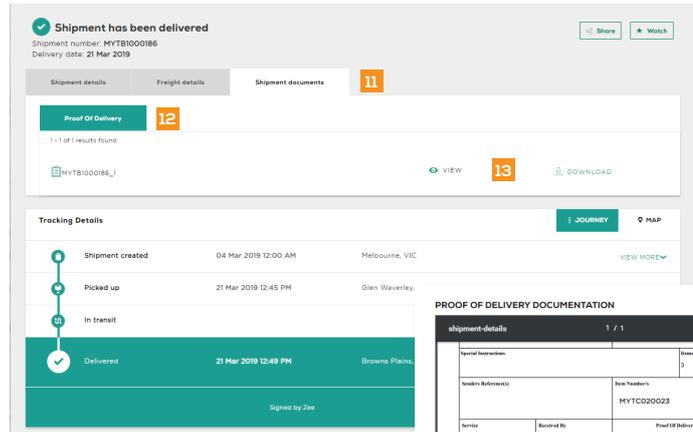
PROOF OF DELIVERY

Access a Proof of Delivery document only when the shipment milestone is delivered or collected in case of collection from an alternative delivery point

View Shipment results

11. Click *SHIPMENT DOCUMENTS* tab

12. Click *PROOF OF DELIVERY* tab

13. Click *VIEW OR DOWNLOAD*
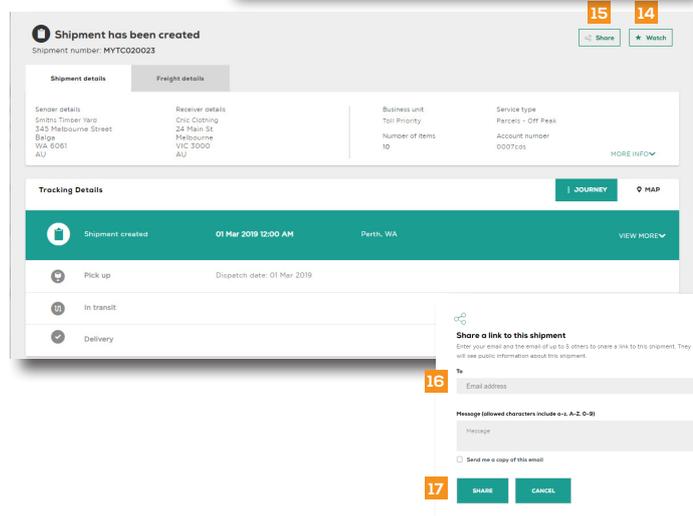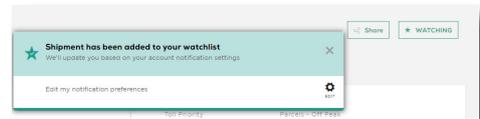   to save a PDF to your local device

WATCH AND SHARE SHIPMENTS

Add shipments to a Watchlist for more convenient and closer monitoring of shipments

14. 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, according to 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

15. Click *SHARE*
    Provide the shipment link with up to 5 people

16. Enter *EMAIL ADDRESSES AND MESSAGE*

17. Click *SHARE*
    NOTE: When you share the shipment link, only public information is available

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(?) READ THIS NEXT:
    Quick Reference Guide
    How to set your printer and configure your printing settings

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

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