

TOLL – CUSTOMER COLLECTIONS:

1. Ask for customer's name and locate the parcel in your shop
2. Check customer's PHOTO ID – the name MUST match the name on the parcel
 - a. IF NAME DOES NOT MATCH – Did the customer show you proof of AUTHORISATION? Authorisation is given on the back of the Sorry We Missed You Card signed by original receiver
3. Process the collection on the Toll portal

HOW TO PROCESS ON THE TOLL PORTAL:

1. Log onto the portal and go to CONSUMER COLLECTIONS
2. Type in the consignment number (aka CN and connote) and press enter on your keyboard.
(If you have a compatible scanner connected to the computer, feel free to scan the barcode on the parcel)
3. Fill in the details of the person who is picking up the parcel.
 - 3.1. TIP! Sometimes the portal will also ask for address details. This pops up depending on what Toll or the sender requires us to capture. The good thing is that you do not have to fill in all the address details. If you want, you can just fill in the postcode but please make sure you put a dot in address and suburb or otherwise it won't work
4. Click on CAPTURE SIGNATURE
5. Customer will need to sign on the signature pad which comes with its own pen (black Wacom pad). If you lost the pen, please contact us.
6. Click OK. A confirmation will pop up. Congrats you are done!

1 My Portal Consumer Collections **Consumer Returns** Aged Parcels Finan

2 Collections

Scan Barcode or enter Connote (CN) TEST1234ABCD

Name

ID Type

ID #

Enter last 4 digits of ID

Address

Suburb

Postcode

1234

Don't forget to press enter on keyboard

3 Collections

Scan Barcode or enter Connote (CN) TEST1234ABCD

Name TEST

ID Type Licence

ID # 1234

Enter last 4 digits of ID

Address

Suburb

Postcode 1234

Capture Signature

4 Collections

Scan Barcode or enter Connote (CN) TEST1234ABCD

Name TEST

ID Type Licence

ID # 1234

Enter last 4 digits of ID

Address

Suburb

Postcode 1234

Capture Signature

5 Signature Capture

Collection Point

TEST

OK

Cancel

6 Details Captured. Signature Saved

OK

TEST1234ABCD

TEST1234ABCD

TEST1234ABCD

2016-04-20 10:31:21

ANA Test Newsage

Parcel

202 Ferntree Gully

800 016 020

Pieces Business

Local Partn

Address

Post New

202 Ferntree

**** IF YOU ARE HAVING TROUBLE WITH THE PORTAL OR SIGNATURE PAD, PLEASE FOLLOW THE MANUAL PROCEDURE ****