

HOW TO RETURN OLD PARCELS BACK TO TOLL DEPOT

Any Toll parcel that has been in your shop for over 7 days can be returned back to Toll as aged freight. You are welcome to keep the parcel longer if you like but please do not hold for longer than a month. You have two options.

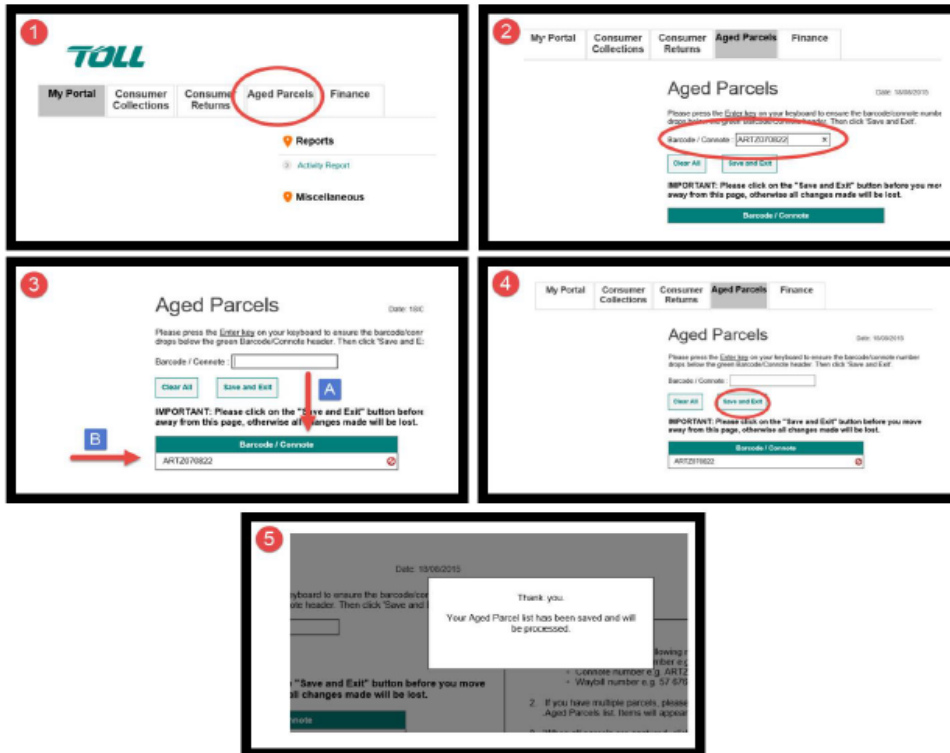
OPTION 1 – CONTACT NPARCEL

Feel free to contact us with the consignment numbers ready. We will book in a driver to pick up the old parcels on the next business day.

Phone: 1800 016 020
Email: enquiries@nparcel.com.au

OPTION 2 – PROCESS IT ON YOUR TOLL PORTAL

- Go to “Aged Parcels” on your Toll Portal
- Type in the parcel’s barcode/connote/consignment number
- Press enter on your keyboard so it drops below the green “Barcode / Connote” header
- Click “Save and Exit”



TIP: You can upload multiple aged parcels at once before clicking “Save and Exit” instead of processing one aged parcel at a time. Just make sure you hit the enter button on your keyboard after typing in the consignment number for each parcel so they move below the green “Barcode / Connote” header. Once you have uploaded all the Toll parcels you want the drivers to pick up, you can then click on “Save and Exit” to send your instructions to the depots.

