

Toll: Returns

Toll: Returns have expanded and customers can now utilise the network to return parcels to the following companies:

- Grays Online
- OO.com
- Deals Direct
- Top Buy

Before customers can drop of a return at your Newsagency, they have to contact one of the companies listed above first to organise a return label. Once they have made the necessary arrangements and their parcel is ready and properly labelled, you can then lodge the return on your Toll portal account.

To process a Toll: Return on the portal:

1. Click “Consumer Returns”
2. Type in the connote number
3. Press the enter key on your keyboard so the connote you have typed in will drop below the green banner
4. Click “Submit”
5. Ask the customer if they would like an electronic receipt and select the answer
6. If you have selected “Yes” for receipt, please complete customer details and click submit to finalise the return.
7. If you have selected “No”, the return has been processed
8. Please keep the parcel safe for the driver. The driver will pick up the parcel in the next few days.

The screenshots illustrate the following steps in the Toll Returns process:

- Step 1:** The user navigates to the 'Consumer Returns' section in the Toll portal menu.
- Step 2:** The user enters the barcode/connote number '2233000000037' into the input field.
- Step 3:** The user presses the 'Enter' key, causing the barcode/connote number to drop below the green banner.
- Step 4:** The user clicks the 'Submit' button.
- Step 5:** A dialog box prompts the user to ask the customer if they want an electronic receipt. The user selects 'Yes'.
- Step 6:** The user provides customer details (Name, Email, Mobile) and clicks 'Submit' to finalise the return.