QUICK REFERENCE GUIDE
HOW TO CREATE A RETURN SHIPMENT

Self serve on return shipments on MyTeamGE

Priority and IPEC customers can create a return shipment on MyTeamGE in few easy steps. Save frequently used return shipment item details as templates to reduce repetitive data entry. Track your shipments for real time shipment status and view proof of delivery.

CREATE A RETURN

RETURNS

TRACK RETURN

CREATE A RETURN

1. NAVIGATE TO RETURNS IN THE MAIN MENU AND CLICK CREATE A RETURN

To access Returns, it must be first enabled in your profile on MyTeamGE.

Note: Fields may vary subject to carrier and service selection and configured in user settings. Values in some fields can be set to default. To learn how to set defaults, refer to the Quick Reference Guide How to configure your MyTeamGE profile settings.
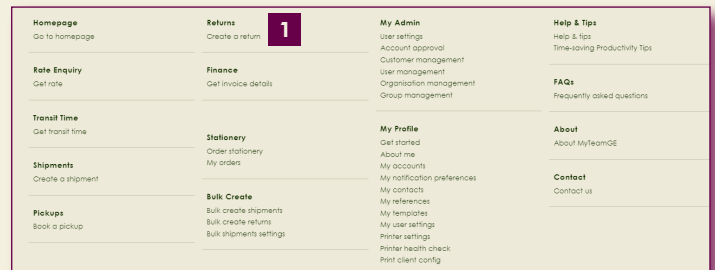
CARRIER INFORMATION

2. SELECT CARRIER AND SERVICE

Carrier and service availability is subject to the accounts approved in your profile. If you have configured a preferred carrier and service in your user settings, these fields auto-populate. You can change this selection if required.
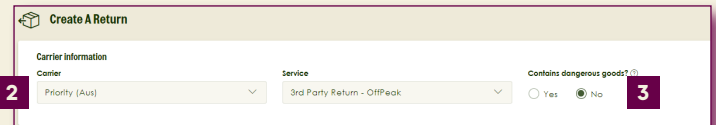
### 3. SELECT IF THE SHIPMENT CONTAINS DANGEROUS GOODS (DG)

The default selection is no.

SENDER AND RECEIVER DETAILS

If you have a preferred receiver and payer details configured at a carrier level in your user settings, these fields auto-populate. You can add or edit the address. Changes made are not automatically saved to your contact list in MyTeamGE.

4. SEARCH AND SELECT SENDER AND RECEIVER

Do a quick look up using an Alias you've assigned to the contact.
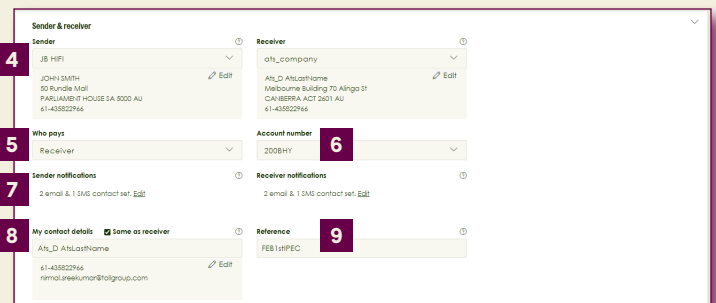
5. SELECT WHO PAYS

You can select from SENDER, RECEIVER or THIRD PARTY.

6. SELECT/ENTER ACCOUNT NUMBER

If 'sender' or 'third party' in WHO PAYS is selected, enter account number manually.

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7. CHECK NOTIFY SENDER AND NOTIFY RECEIVER BOXES

And add email address(es) to activate the advanced shipping notification (ASN).

NOTIFY THIRD PARTY field is available when WHO PAYS is selected as third party.

8. ADD MY CONTACT DETAILS

Enter your name, phone number and email address. If your contact details are the same as the Receiver, check the corresponding box.

9. ADD REFERENCE

You can provide a reference for your Return. This reference can also be used to track your shipment on MyTeamGE.

SHIPPING ITEMS INFORMATION

Use templates to reduce data entry and save shipping item information including dangerous goods details. To learn how to create a template, refer to Quick Reference Guide – How to configure your profile settings.

10. COMPLETE SHIPPING ITEM DETAILS

Item description, Billing type (only applicable for IPEC Fashion service), No. of Garments (only applicable for IPEC Fashion service, Number of items, Dimensions in cm – L,W & H, As you enter these details, total cubic volume field populates, Total weight in Kg, Item reference.

Note: This is the shipping line item reference.

Note: You can save the shipping line item details entered as a template. You can edit a selected template.

11. CLICK ADD NEW LINE (OPTIONAL)

Add more shipping line items as required. A tally of the total items, weight and cubic volume is displayed providing a shipment summary.

Note: You can click PRICE NOW to make a Rate enquiry.

READY TIME AND INSTRUCTIONS

12. SELECT EARLIEST DISPATCH DATE

You can choose the earliest dispatch date to the next business days.

13. ENTER READY TIME

- For Returns submitted prior to 3 pm local time (relevant to the collection address) the pick-up will in most cases be attempted the next business day.
- Returns received after 3 pm will be processed the next working day and the collection attempted the working day after.

14. ENTER LOCATION CLOSING TIME

15. ADD RETURN REFERENCE (OPTIONAL)

Only applicable for Priority.

16. ADD SPECIAL INSTRUCTIONS FOR YOUR RETURN SHIPMENT

17. ACCEPT DECLARATION

18. CLICK REVIEW + CREATE RETURN
A summary of the return details is displayed.

19. CONFIRM RETURN

20. PRINT RETURN SUMMARY
Note: The Return confirmation including the Shipment number and Reference displays on the screen. You can print and retain the Return confirmation for your records.

RETURNS

Navigate to returns in the main menu.

21. CLICK RETURNS
You can view details of your Returns, track your Return shipment here and also create a new return here.

22. SEARCH A RETURN
Enter the shipment number or a reference for your return to search a return shipment.

You can refine your search using date and status filters. Filter by status:
- Queued – Return created on MyTeamGE, but not processed in depot
- Configured - Return is manifested in the depot
- Cancelled – Depot has cancelled the Return
- Printed – Labels and manifest printed in the depot

23. CLICK DOWNLOAD TO GET THE RESULTS OF YOUR SEARCH IN A .CSV FILE

24. TRACK YOUR RETURN SHIPMENT JOURNEY
The Track button is enabled only for Returns which are in a Printed status.

Note: You can also track your Return shipments from the MyTeamGE Dashboard.

Tip: Add a Return shipment to your Watchlist to receive notification alerts subject to your profile's notification preferences settings.

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