

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

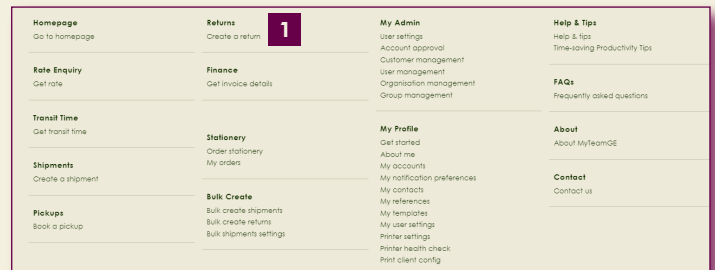
TRACK
RETURN

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.

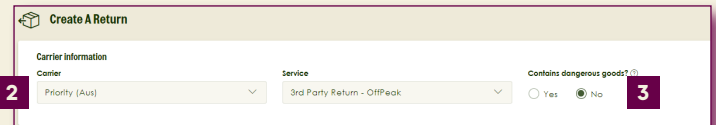
Note: Fields may vary subject to carrier and service selection and configured in user settings. Values in some fields can be set to default. To learn how to set defaults, refer to the Quick Reference Guide How to configure your MyTeamGE profile settings.



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)

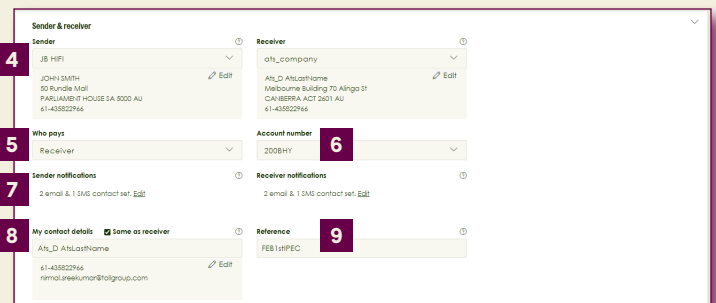
The default selection is no.

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.

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.

The screenshot shows a shipping form interface with the following elements and callouts:

- 10:** Item description dropdown menu (set to 'Pallet').
- 11:** 'Add New Line' button.
- 12:** 'Earliest dispatch date' field (set to 'Friday, 24 Nov 2023').
- 13:** 'Ready time' field (set to '10:00').
- 14:** 'Location closing time' field (set to '15:00').
- 15:** 'Returns reference (Optional)' field.
- 16:** 'Special instructions (Optional)' field.
- 17:** Declaration section with a checked box: 'I declare that: The items are ready and packed appropriately for transport. The shipment contains no Dangerous Goods. I understand that if the shipment contains Dangerous Goods, then the driver may refuse to collect them. I understand that if the goods are not ready or appropriately packed for transport at the time of pick-up, then there may be a full pickup surcharge applied to my billing account.'
- 18:** 'Review + Create Return' button.

Summary fields at the top right of the form show: Total items: 1, Total weight: 50kg, Total cubic volume: 0.001m³.

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.

REVIEW YOUR RETURN [Rate your shipment creation experience](#) Edit

Return Details

Carrier	Priority (Aus)
Service	3rd Party Return - OffPeak
Account number	200811
Reference	Receiver
	FEB14PPEC

Pickup Date & Time

Earliest dispatch date	03-02-2023
Ready time	12:00
Location closing time	18:00
Return Reference	
Special Instructions	

Sender Details

Sender company name	J&H
Phone number	61-43882266
Sender location	50 Rundle Mall PARLIAMENT HOUSE SA 5000 AU

Receiver Details

Receiver company name	oTL_company
Phone number	61-43882266
Receiver location	Melbourne Building 70 Alinga St CANBERRA ACT 2601 AU

My Contact Details

Contact name	ANL ANL@oTl.com
Phone number	61-43882266
Email	nimal.preekumar@tolgroup.com

Line Item 1 Parcel Items 1

19 Confirm Return

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.

RETURN SUBMITTED

Submitted → Confirmed → Parcel picked

Shipment number : RV0204482
Reference (Return authorisation number) : FEB14PPEC

Once the return is processed, and the pickup date confirmed, you will receive a confirmation email.

Our customer service team may need to contact the sender to confirm that the goods are ready for collection. Please ensure the goods are packed and ready to avoid a futile charge.

Once the return has been picked up, you can track the progress of your delivery using the shipment number.

20 PRINT

Go To My Dashboard Create A New Return Go To My Returns

Returns

1 - 20 of 41 returns

Track Download **23** Created by me

Status	Return No.	Reference	Dispatch date	Receiver company	Sender location	Receiver location	Carrier	Service	Manifest name
Queued	RV0204482		03 Feb 2023	oTL_company	PARLIAMENT HOUSE SA 5000	CANBERRA ACT 2601	Priority (Aus)	3rd Party Return - OffPeak	
Queued	RV0204482	RV0204482	02 Feb 2023	Bunnings Warehouse	PARLIAMENT HOUSE SA 5000	MELBOURNE WHARF VIC 3000	PPEC	Road Express	
Open	RV0204481		01 Feb 2023	Bunnings Warehouse	PARLIAMENT HOUSE SA 5000	MELBOURNE WHARF VIC 3000	Priority (Aus)	83C Offpeak Return 1kg Satchel	
Open	RV0204480		31 Jan 2023	Bunnings Warehouse	PARLIAMENT HOUSE SA 5000	MELBOURNE WHARF VIC 3000	Priority (Aus)	83C Offpeak Return 1kg Satchel	
Open	RV0204679		31 Jan 2023	Bunnings Warehouse	PARLIAMENT HOUSE SA 5000	MELBOURNE WHARF VIC 3000	Priority (Aus)	83C Offpeak Return 1kg Satchel	
Open	RV0204677		31 Jan 2023	Q&A	DERWAY QLD 4628	MELBOURNE WHARF VIC 3000	Priority (Aus)	83C Offpeak Return 1kg Satchel	

24 Track Download 23 Created by me