

QUICK REFERENCE GUIDE

HOW TO BOOK A PICKUP

Self-serve on MyTeamGE and save time

Register for MyTeamGE to easily schedule pickups and track shipments. Use saved templates or book from the manifest, and share updates with up to 5 contacts via SMS and email.

REGISTER

COMPLETE
YOUR PROFILE

BOOK A
PICKUP

REGISTER

1. GO TO MYTEAMGE.COM AND CLICK REGISTER

2. ENTER YOUR FIRST NAME, LAST NAME AND EMAIL ADDRESS

Note: Your email address will be the login/username for MyTeamGE.

3. BY REGISTERING FOR MYTEAMGE YOU ARE AGREEING TO OUR TERMS AND CONDITIONS AND PRIVACY POLICY

4. CLICK REGISTER

The screenshot shows the 'Register for MyTeamGE' form. Callout 1 points to the 'Register' button in the top right. Callout 2 points to the 'First name' and 'Last name' input fields. Callout 3 points to the 'Email address' and 'Confirm email address' fields, along with the 'I'm not a robot' checkbox and the 'By registering for MyTeamGE you are agreeing to our Terms and Conditions and Privacy Policy' checkbox. Callout 4 points to the 'Register' button at the bottom of the form. A background image of a man in a safety vest is visible on the right side of the form.

The screenshot shows the confirmation page titled 'Your registration is almost complete'. It includes a 'Thanks for registering, Register.' message, an email icon, and a note: 'We've sent a validation email to: register2@mailinator.com. Please check your inbox to complete the registration process.' Below this, there is a 'Can't find your email?' section with three bullet points: 'Check that you registered with the correct email address.', 'Check your spam/junk folder.', and 'Finally, if you still haven't received your email, please contact us at ctada@teamglobalcx.com.'

5. VALIDATE EMAIL ADDRESS

Note: You will receive an email from MyTeamGE with a link to validate your email address. This link will expire within 3 days of generation.

6. CREATE PASSWORD

7. SELECT AND ANSWER A MEMORABLE QUESTION

8. CLICK SET PASSWORD

9. LOG ON TO MYTEAMGE TO GET STARTED

Tip: For additional details on how to register and set up your profile, view the Quick Reference Guide How to register and get started on MyTeamGE.

Validate your MyTeamGE account

Hi sundara,

Welcome to MyTeamGE. Get started by validating your account below.

5 VALIDATE ACCOUNT

This validation email will expire within three days of the email being sent.

Please note this email was automatically generated and replies will not be answered. For further questions, [contact us](#).

[Privacy policy](#) [Terms & Conditions](#)

Set Password

test111@mailinator.com Email validated. Now set your password.

All fields are required unless otherwise indicated

Password

Create password

Confirm password

Confirm password

Your password must contain 8 - 20 characters comprising of:

- one (1) number
- one (1) uppercase letter
- one (1) lowercase letter
- one (1) of the following characters !@#%&'*()

6

Please select a new memorable question and enter an answer that only you would know.

Memorable question

Please select a memorable question

Memorable answer

Enter a memorable answer

Your memorable answer must be at least 4 characters.

7

8


SET PASSWORD

Registration completed successfully

Welcome Test. Let's get started.

- Click the Login button at the top right hand corner.
- Enter your Username/Email and Password and click Login.
- To the right of your name select the down arrow and click My Profile and complete your details. You're now ready to use our product.

[Login](#)



9

COMPLETE YOUR PROFILE

10. COMPLETE THE FIELDS WITH SOME BASIC INFORMATION

Including: company name, address & phone number, valid mobile number to receive an SMS notification.

Note: You can edit your personal information at any time, including resetting your password and memorable question.

11. CLICK SAVE

12. ADD AUTHORISED MYTEAMGE CARRIER ACCOUNTS

You need at least one approved account to transact on MyTeamGE.

Note: If you are booking a pickup as a 3rd party and do not add an account to your profile, you'll be required to manually add a valid Team Global Express account number.

13. SELECT

Team Global Express Carrier, Account number, Access type

Note: MyTeamGE offers 3 levels of account access – Third party, standard and full financial.

14. CLICK SAVE TO SUBMIT THE REQUEST

Note: A confirmation email is sent acknowledging your request has been received as well as once processed.

CONFIGURE NOTIFICATION PREFERENCES

Control when and how you would like to receive notifications about your shipments where you are an involved party#.

You can select to receive alerts via email, SMS or the MyTeamGE dashboard.

15. CONFIGURE NOTIFICATION PREFERENCES

16. CLICK SAVE

Note: You can still book a pickup without configuring your notification preferences. Notification preferences settings are applied across all accounts in your profile.

An involved party includes; a sender, receiver or a payer on the shipment.

About Me

10 Personal settings
You can edit your personal information below. Simply click on the field and save changes.

Company name gbl_company	First name ABLD	Last name ABCasName
Email address att_devuser@mailinator.com	SMS notification number (optional) +61 412 345 678	
Country AUSTRALIA	Address Melbourne Building, 70 Alinga St, CANBERRA, AC	Address phone number +61 412 345 678

11

My Accounts

Add accounts
You can add multiple accounts to your profile so that the correct billing account is all your fingerprints, no matter which function you are using and where freight movement is charged and manage your account in one area.

Individual Accounts
Add multiple individual accounts, update your access level and display name.

12 Filter by: ALL

My Account **Add Account**

13

About Account Number
The account number is your Team Global Express heading account number and is specific to each carrier. Account numbers are for creating shipments and booking pickups.
If you are unable to locate your account number, please contact your Account Manager or call your [24hr helpline](#).

Access type

About Access Type
Standard Access
Standard access can be granted on accounts owned by the registered User. In order for Standard access to be authorised the account must belong to a user of the registered address. Upon approval by our accounts department, you can access the following services (subject to service availability for the selected carrier): Track and Trace (including Proof of Delivery), Pickups, Role Enquiry, Consignment Enquiry.
Third Party Access
Third Party access can be granted on accounts where the owner of the account is not the registered user or the account is not located at the registered user address. Some Third Party access requires a letter of authorisation from the account owner. Upon approval by our accounts department and the owner of this account, you can access the following services (subject to service availability for the selected carrier): Track and Trace (including Proof of Delivery), Pickups, Consignment Enquiry (limited access upon request).
Full Financial Access
Full Financial access can be granted on any account, normally with a letter of authorisation from the account owner. Upon approval by our accounts department, you can access the following services (subject to service availability for the selected carrier): Track and Trace (including Proof of Delivery), Pickups, Role Enquiry, Consignment Enquiry (includes). [SHOW LESS](#)

14 Note: Please allow 24hrs for your accounts to be approved

My Notification Preferences

15 **Global Settings**
Set up how you want to Team Global Express to notify you about your shipments where you are an involved party.

When exceptions occur on any shipment

Receive alerts via email <input checked="" type="radio"/> YES <input type="radio"/> NO	Receive alerts via SMS <input type="radio"/> YES <input type="radio"/> NO	Receive alerts via dashboard <input type="radio"/> YES <input type="radio"/> NO
---	--	--

When new shipments are created:

Receive alerts via email <input checked="" type="radio"/> YES <input type="radio"/> NO	Receive alerts via SMS <input type="radio"/> YES <input type="radio"/> NO	Receive alerts via dashboard <input type="radio"/> YES <input type="radio"/> NO
---	--	--

For items in my watchlist

<input checked="" type="checkbox"/> Picked up	<input checked="" type="checkbox"/> In transit	<input checked="" type="checkbox"/> Out for delivery / Delivered / Partial delivery	<input checked="" type="checkbox"/> Awaiting collection / collected	<input checked="" type="checkbox"/> Exceptions & alerts
---	--	---	---	---

16

BOOK A PICKUP

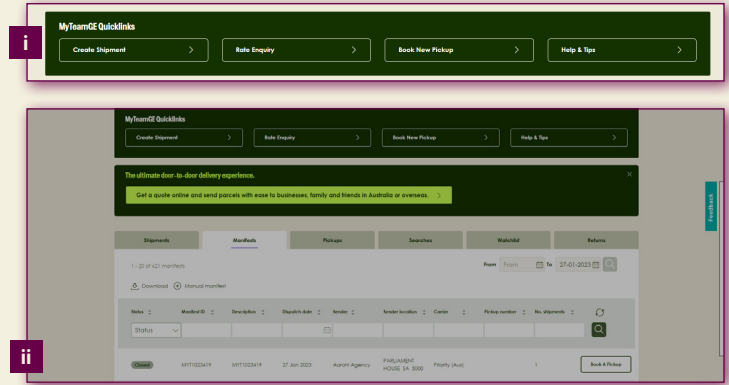
There are two ways to book a pickup:

i. Book New Pickup quick link

- To book a new pickup, click on Book New Pickup quick link on MyTeamGE Dashboard.
- This directs you to a blank book a pickup screen, where you can enter the details of your shipment in the available fields.

ii. From an existing manifest

- After you have printed and closed the manifest, you can book a pickup from the Manifest screen or the Manifest tab on MyTeamGE Dashboard.
- When you book a pickup from the manifest, all shipment details are carried across to the pickup screen.
- Go to 27 for details.



17. SELECT TEAM GLOBAL EXPRESS CARRIER

If you have an existing pickup template, select the template from the drop down list on the right-hand corner of the page or if you have configured a preferred carrier for pickup, this field shall pre-populate.

18. SELECT ACCOUNT NUMBER

- i. If you have accounts approved in your profile, select from the drop down list or enter an account number manually, if you don't have any accounts in your profile.
- ii. If the sender address & pickup address are not the same, select Charge to account as Third party and enter an account number (applicable only for certain carriers).

19. CONFIRM IF YOU'RE AT THE PICKUP LOCATION

If YES, the next 3 fields are auto-populated; however, you can edit the address for this pickup.

If NO, you'll be required to complete the next 3 fields manually.

20. ENTER SENDER DETAILS

21. SELECT QUICK ENTRY MODE

To modify the display of the service and item description layout.

Note: If Quick entry mode is selected, there is no option to save as a pickup template.

22. SELECT SERVICE

23. ENTER DESTINATION; SUBURB AND POSTCODE

24. COMPLETE ITEM DESCRIPTION FIELDS

- item description, number of items
- pallet space, item dimensions (L,W,H)
- Note: Enter the dimensions of the largest shipping item, to ensure an appropriate pickup vehicle is available to collect your shipments.
- total cubic volume and weight
- dangerous goods, food or food packaging

Note: Pickup item fields may vary subject to Carrier and service selection.

The screenshot shows the 'Book A Pickup' form. The form is divided into several sections. The 'Carrier' section has a dropdown menu with 'Intermodal & Specialised' selected, highlighted with a red box and a red '17'. The 'Account number' field is highlighted with a red box and a red '18i'. The 'Item of the pickup location' section has a radio button for 'YES' selected, highlighted with a red box and a red '19'. The 'Sender or office' section has a dropdown menu with 'ATS_COMPANY' selected, highlighted with a red box and a red '20'. The 'Quick entry mode' section has a radio button for 'NO' selected, highlighted with a red box and a red '21'. The 'Service' section has a dropdown menu with 'General' selected, highlighted with a red box and a red '22'. The 'Destination suburb & postcode' section has a text input field with 'PARLIAMENT HOUSE, 5000' entered, highlighted with a red box and a red '23'. The 'Charge to account' section has a dropdown menu with 'Sender' selected, highlighted with a red box and a red '18ii'. The 'Item description' section has a dropdown menu with 'e.g. Pallet or Carton' selected, highlighted with a red box and a red '24'. The 'Number of items', 'Pallet space', 'Length', 'Width', 'Height', 'Total cubic volume', and 'Total weight' fields are also visible.

The screenshot shows the 'Quick entry mode' table. The table has the following columns: 'Service', 'Destination', 'Charge to', 'Account', 'Item description', 'Number of items', 'Pallet space', 'Dimensions (CM) L', 'W', 'H', 'Total cubic volume (m³)', and 'Weight (kg)'. The 'Service' column has 'General' selected, highlighted with a red box and a red '22'. The 'Destination' column has 'PARLIAMENT HOUSE, 5000' entered, highlighted with a red box and a red '23'. The 'Account' column has 'Sender' selected, highlighted with a red box and a red '24'. The 'Item description' column has 'Item' entered, highlighted with a red box and a red '24'.

25. SELECT DISPATCH DATE AND TIME

As to when your shipment is ready for collection.

26. ENTER CLOSING TIME OF THE PICKUP SITE

27. ADD AND SELECT OPTIONAL DETAILS

Including:

- Driver is required to ring
- Consignment notes
- Type in reference number
- Exact pickup point
- Special instructions

28. OPTION TO SAVE AS A PICKUP TEMPLATE

If so, new screen displays to add template name.

Hint: Save frequently used pickup information as a pickup template.

29. SELECT REVIEW AND BOOK PICKUP

30. CLICK CONFIRM PICKUP

Note: Information is still able to be edited if required.

A confirmation message including the pickup reference number is displayed. Additionally, this information is forwarded to the registered email address associated with the MyTeamGE account.

31. CLICK PRINT OR SHARE SHIPMENT DETAILS

If shared:

- Enter EMAIL ADDRESSES Up to 5 people
- Click SHARE A LINK TO THIS PICKUP

Note: When you share the shipment link, only public information is available.

25 Dispatch date: Friday, 27 Jan 2023
Ready time: 15:00
26 Location closing time: 18:00
27 Special instructions (optional)
29 Review & Book Pickup | Save As A Pickup Template | 28

Review your pickup
PICKUP DETAILS
Account number: I49057
Center: Intermodal & Specialised
Company: PAROH Agency
Location: LORE & PARLIAMENT HOUSE SA 5000 AU
Booked by: AUSTRI Agency
Phone number: +61-412345678
Dispatch date: 30-01-2023
Ready time: 15:00
Location closing time: 18:00
Special instructions
Item: 1 Items | 1 cm x 1cm x 1cm | 0.001 m³ | 10kg
Edit | Confirm Pickup | 30 | Save As A Pickup Template

Pickup Booked
Pickup booked | Picked up | In transit | Out for delivery | Delivered
Reference number: 1TNGX:I49057:11418
We have sent you an email confirming your pickup booking to: ds_devuser@mailinator.com
31 | Print | Share

Share a link to this pickup
Enter your email and the email of up to 5 others to share a link to this pickup. They will see public information about this pickup
To: [Add More Email]
Email address
Enter Message
Cancel | Share A Link To This Pickup