User Guide

Telstra Order Express (TOX) Customer Portal User Guide

Important Information

The below is intended to provide you with information that is important when using Telstra Order Express (TOX).

1. **Returns Process**

   Telstra has introduced a new partnership with a Sydney based vendor in Managing Warranty Claims and Change of Mind Returns.

   Key benefits includes:
   - Faster resolutions with all devices in one place, minimizing errors.
   - Reduction in turnaround time from 9+ days to 5-6 days.
   - Improved self-service with detailed resolution notes for each device.

   These changes will commence from 23 February 2024.

   Do I need to do anything different when returning goods to Telstra?

   To ensure proper processing, please continue to raise **all eligible return orders in TOX only**.

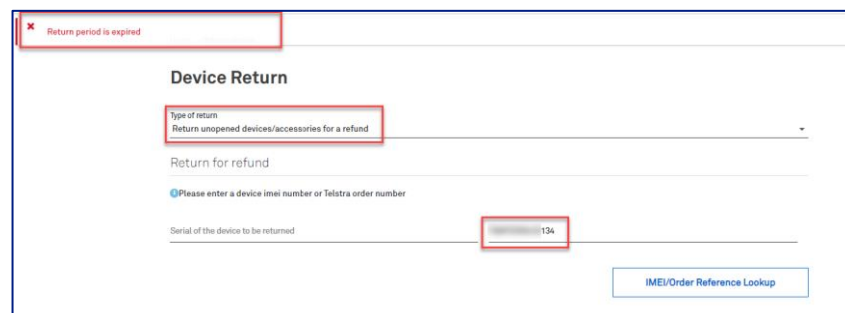2. **Returns Process – Change of Mind**

   Customer has **14 days** to return Enterprise owned devices and accessories due to change of mind.

   > **Important Note:** Change of mind return incur a minimum fee of $10. There is no minimum amount for items returned as Change of Mind. Only courier fee will be charged as per below:

   - **Minimum $10 for 1 to 2 items, then $5 each for every returned item after that.**

   Within the period of 14 days (after delivery of an order), Return Order can be raised in TOX for the return of Brand-New Devices for refund. Customer (sender of the package) will receive an email to prepare the device for return which is to be picked-up by the courier on the date specified in the email. The device will be assessed by Telstra Device Care Team and a refund will be processed depending on the result of the assessment.

   If the original order has passed this period, an error message will pop-up on the top of the page stating: **Return period is expired.**

   After 14 days (maximum 30 days), in the event returns is due to Telstra error (i.e., customer were misinformed about a product, an agent entered the order incorrectly, etc.), Telstra Internal Team can raise a return order by "Exception" to process the refund.

3. **Change of Mind Returns for Adaptive Mobility Fund (AMF) and Credit Card Purchases**

   Have you purchased hardware **using your Adaptive Mobility Funds or Credit Card** and no longer require the device?

   You can **return the unopened device** via the returns functionality in TOX. Once the device has been received, assessed, and accepted by Telstra, the refund will be applied to the nominated billing account **for change of mind return purchases.**

4. **Transport Claims**

   a. **Goods Lost In Transit (GLIT)**

   To determine whether the carton is delayed versus a genuine GLIT, check StarTrack tracking information. *(startrack.com.au/track/search)* or Aus Post *(https://auspost.com.au/mypost/track/#/search).* For expected freight deliveries please review section 5 **My Orders and Tracking**.

   If the status of the carton is **pending** (this could still arrive) versus delivery completed (and you have not received that carton) this would be classified as a GLIT. **If the parcel has not arrived in the expected timeframe, please raise a GLIT claim by contacting your local support team.**

   > **Important note:**
   >
   > Do not wait for StarTrack to confirm an item is missing. Be sure to raise claims for missing freight <u>within 28 days of date of dispatch.</u> Please call your local support team for all GLIT claims.

   b. **Damaged In Transit (DIT)**
   - **Shipping box/satchel is visibly damaged or tampered with**

     Please ensure you note the last 4 digits of the damaged article number on signature pad and write "damaged" or "tampered" when signing for the delivery. If this is not done the claim may not be honoured.

     Take custody of the article, inspect the condition of the contents, and contact your local support team. Be sure to report any damaged or missing items as required <mark>within 2 business days of delivery</mark>.

   Or

   Take a photo of the visible damage or tampering and refuse the article, forcing StarTrack to return to sender. Contact your local support team to report the damage or tampering, advising that the article was rejected, <mark>within 2 business days of delivery.</mark>

   - **No visible damage to the article**

     This suggests that the damage occurred prior to shipping, take a photo of the visible damage and contact your local support team to report the damage, **within 2 business days of delivery**

   c. **Order discrepancies (under or oversupply)**

   If you have discrepancy within the order, contact your local support team <mark>within 2 business days of delivery.</mark>

5. **Completion letter and Hardware dispatch letter** (previously supplied by Brightstar to the order recipient with the physical delivery) is now sent via email only.

   For detailed information about your order, including Mobile numbers in the instance of a new activation, you will now need to check your completion letter which will be sent to the primary admin <u>by email</u>. This was previously included in the carton.

   Ensure you follow Tip 5 on how to include all users in the email notification.

   You will still receive a packing slip inside the box.

   For more information on what the packing slip and completion letter will display e.g., device and sim information, review section 18 **Customer Collateral**.

6. **Completion letters can now be sent to all users**

The (primary) Admin on your account will always receive the completion letter by default. When raising orders for someone in your organisation ensure you add their email address in checkout screen. This ensures that they will also receive the completion letter.
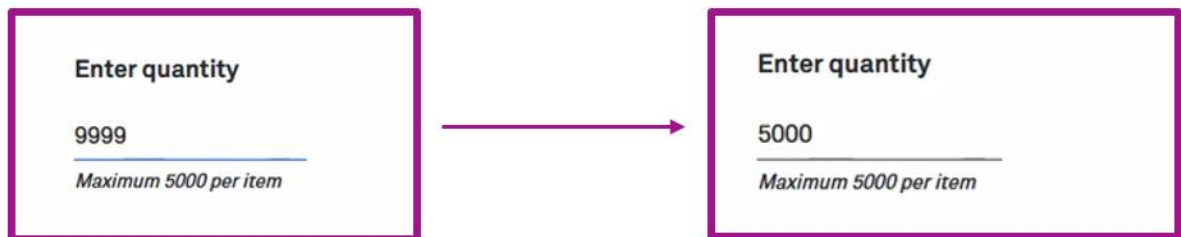

7. **Maximum Order Quantity has been increased from 99 to 5000 units per item.**

Ordering up to 5000 units per line item is now available in TOX. In the event a customer enters a quantity over 5000, TOX will update the quantity number back to the maximum limit.

Example: When 9999 was entered into the quantity field, TOX automatically reduced this to the maximum 5000.

Note: For **Lease Orders**, the quantity limit per line item is **300 units.**

What's inside

1
How to access Telstra Order Express

The purpose of this document is to provide detailed step by step instructions with screen views on how to access Telstra Order Express.

Customers can access TOX one of two direct links:

1. Using the direct link to TOX *https://orderexpress.telstra.com.au/telstra/login*
2. Telstra connect account holders can login via *https://connectapp.telstra.com/* and follow the prompts

Important Note:

- If this is your **first time login,** please follow steps 7-10
- If you have **forgotten your password,** please follow steps 11-17

Business Rules

Business Rules

- If you are a customer using the T-Connect login you won't be able to use direct link 1 (use direct link 2)

- User roles determine the functions that a user can access and perform in Telstra Order Express

- Recommended browsers to access Telstra Order Express are Chrome (preferred browser) and Firefox (second preference). It is recommended that internet explorer is never used
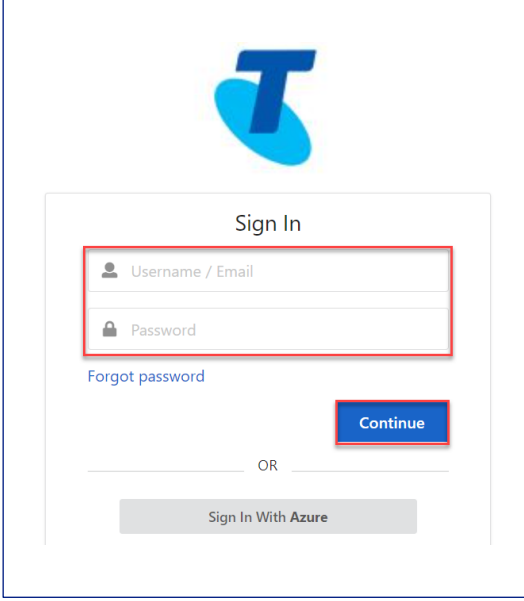
- TOX Password must be between 8 and 16 characters with no spaces. Passwords are case sensitive. Your password must contain a least one upper-case letter, at least one lower-case letter, at least one number and at least one symbol (special character)

Content

Step 1
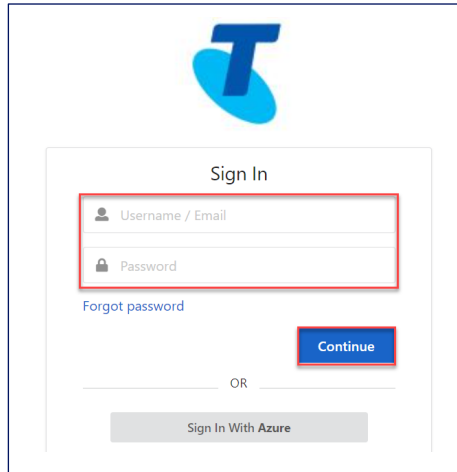
Enter *https://orderexpress.telstra.com.au/telstra/login* into your web browser. (Chrome or Firefox is recommended).

Tip: Save the link as a favorite / bookmark, ready for when you need it.

Step 2

- Enter your username / email
- Enter your password
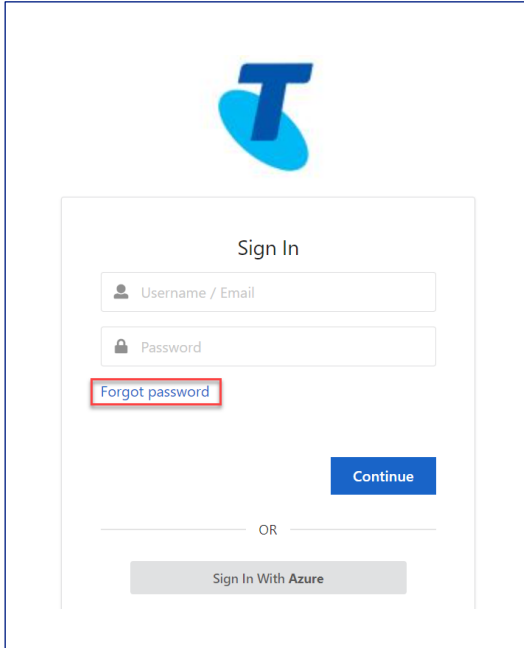- Click **Login** to take you to the Telstra Order Express homepage

Step 3

You will land on the **TOX homepage**

Step 4

Accessing TOX via Telstra Connect

Telstra Connect account holders can login via typing the following into your web browser (Firefox or Chrome recommended) *https://connectapp.telstra.com/*

Click **Sign in.**

Step 5

To view your Order Express orders, select **Order Express** from **Your orders** tile.
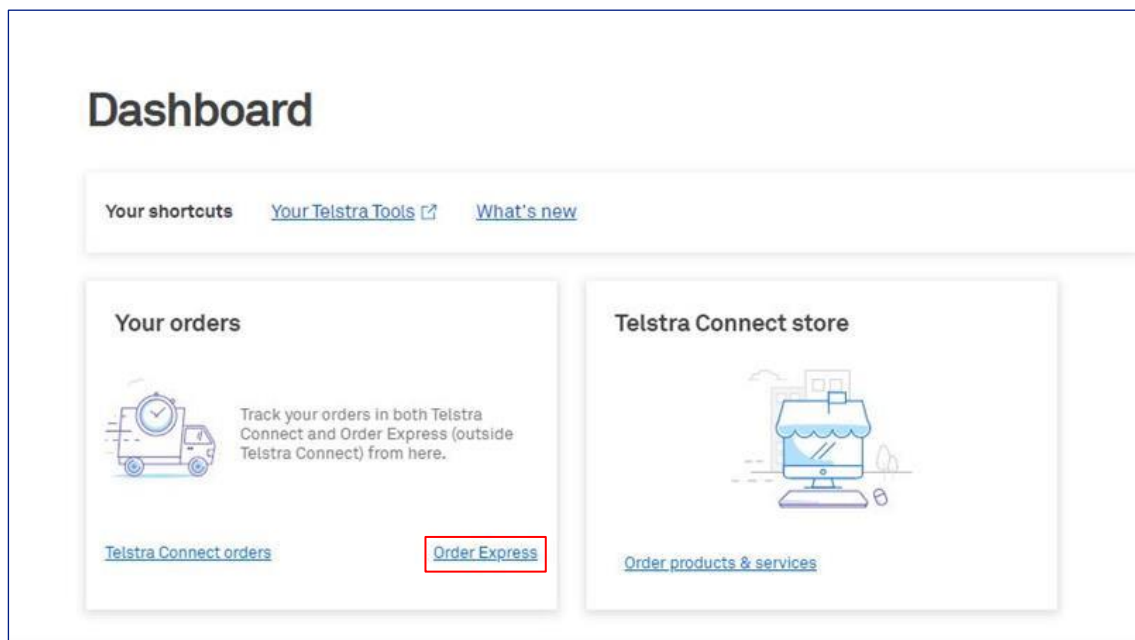
Step 6

A screen will pop up to let you know that you are leaving Telstra Connect.

Select **Continue** and you will be redirected to **Telstra Order Express (TOX).**
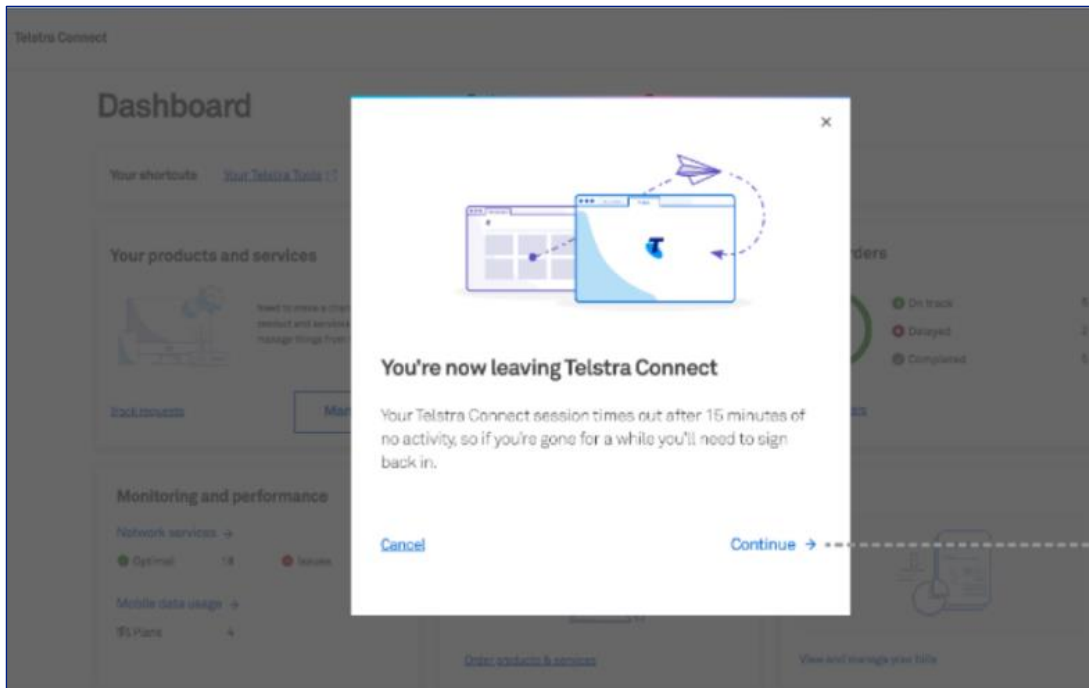
Step 7

First time login – direct link

Once the customer enrolment has been completed, you will receive an email with the activation link from Telstra.

Click on **Activate now.**
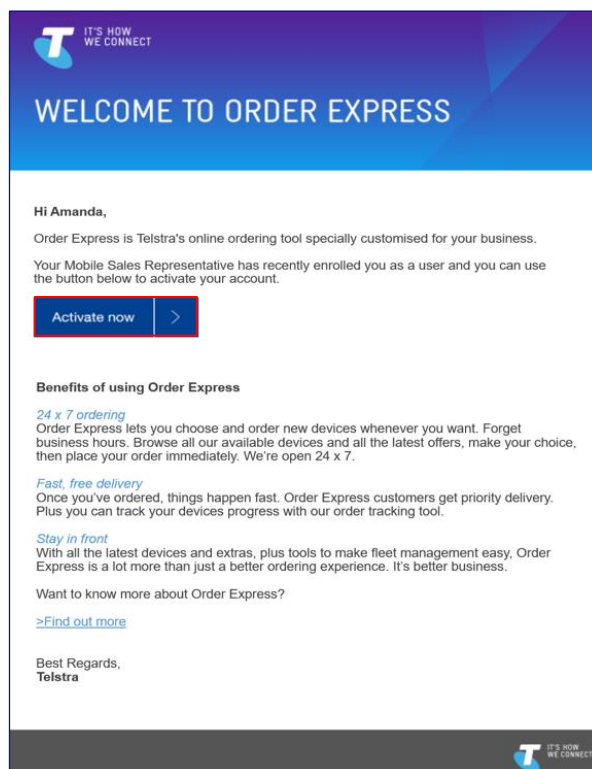
Step 8

Read the **Terms of Use** and click I **Agree**.

Step 9

You will be asked to create a password

- Enter your new password
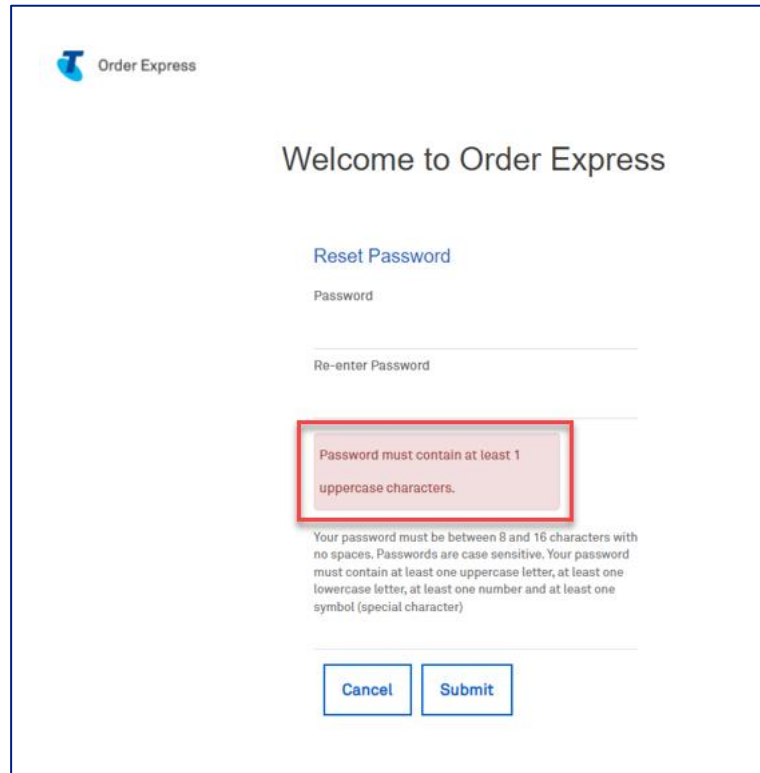- Re-enter your new password
- Click **Submit**

> **Note:** TOX Password must be between 8 and 16 characters with no spaces. Passwords are case sensitive. Your password must contain a least one upper-case letter, at least one lower-case letter, at least one number and at least one symbol (special character).

Step 10

Once password has been successfully created, you will get navigated to Telstra Order Express login window:

- Enter your username / email
- Enter your password
- Click **Continue** to take you to the Telstra Order Express homepage

Step 11

Reset / Forgot Password
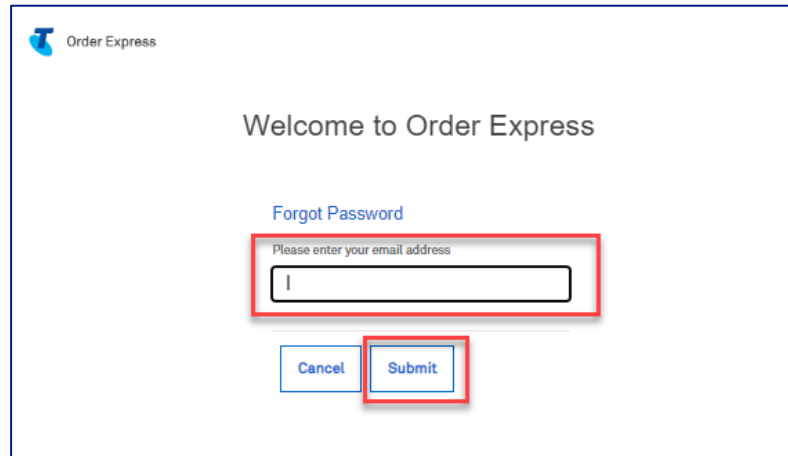
From TOX login window, click on **Forgot Password** link as highlighted.

Step 12
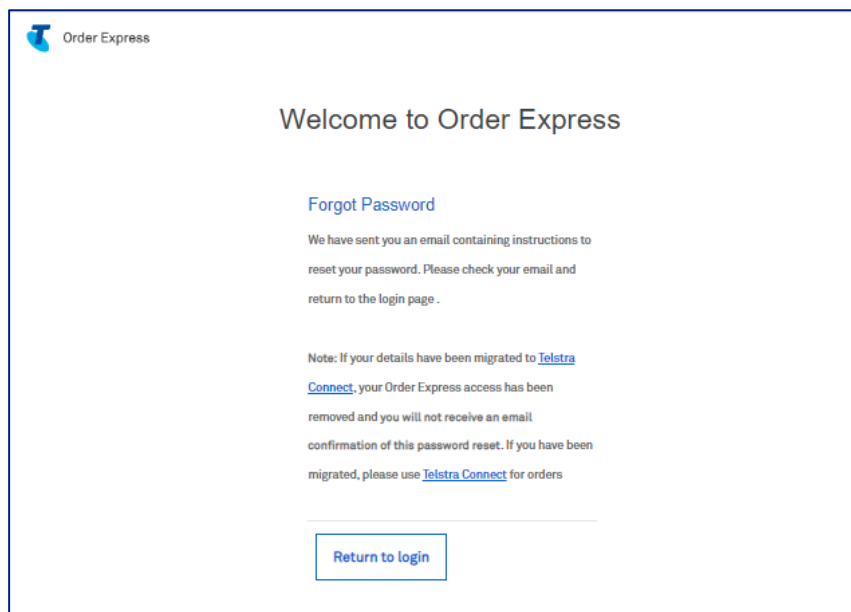
Enter your **email address** and click **Submit.**

Step 13

TOX message will show on your screen advising on how to reset your password.

Step 14

Check your email to reset your password.

Click on the **Reset Password** link button as highlighted.
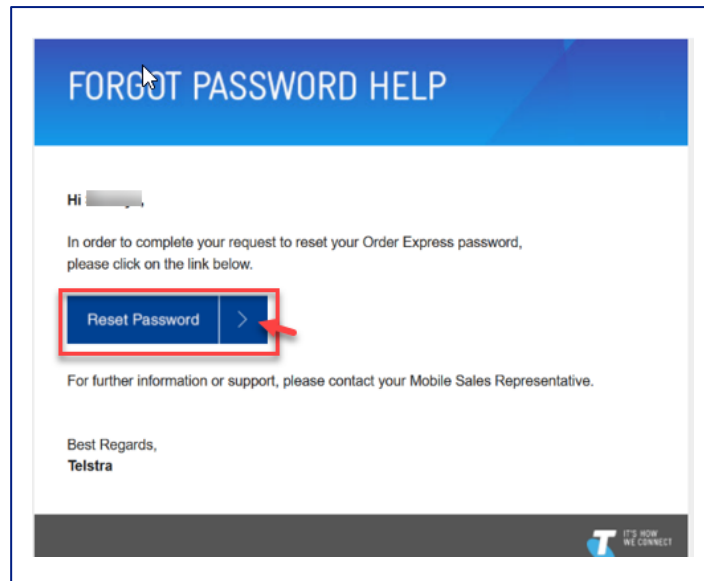
Step 15

Populate the 2 fields of your chosen password.

> **Note:** TOX Password must be between 8 and 16 characters with no spaces. Passwords are case sensitive. Your password must contain a least one upper-case letter, at least one lower-case letter, at least one number and at least one symbol (special character).

Click **Submit.**
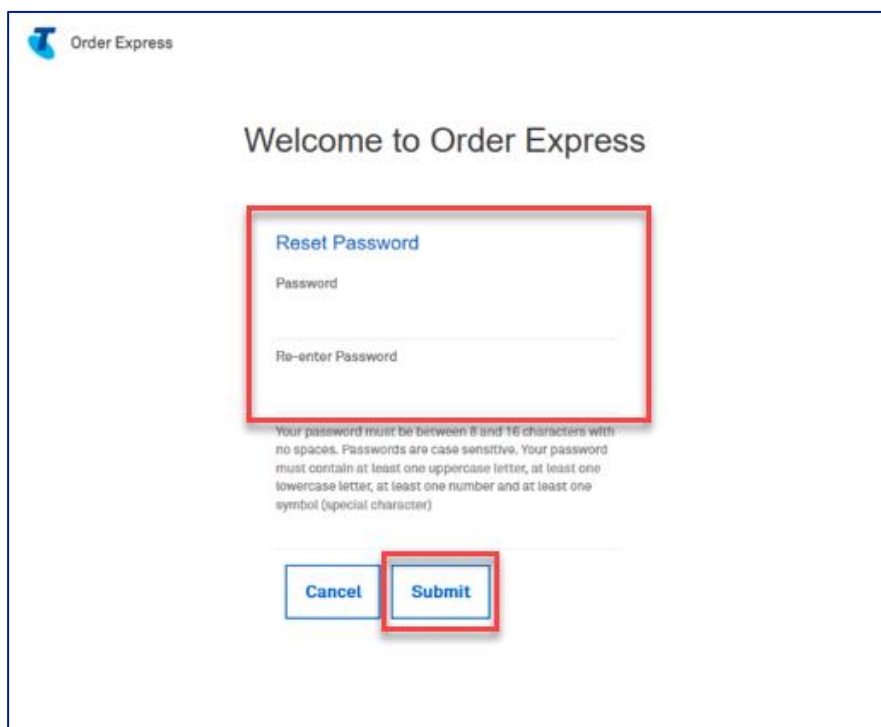
Step 16

In the event you did not meet the password requirement, TOX will show an error message as highlighted.

Step 17

Once password has been successfully created, you will see a successful notification message as highlighted.

Click on the **Return to Login** button to navigate to the login window.
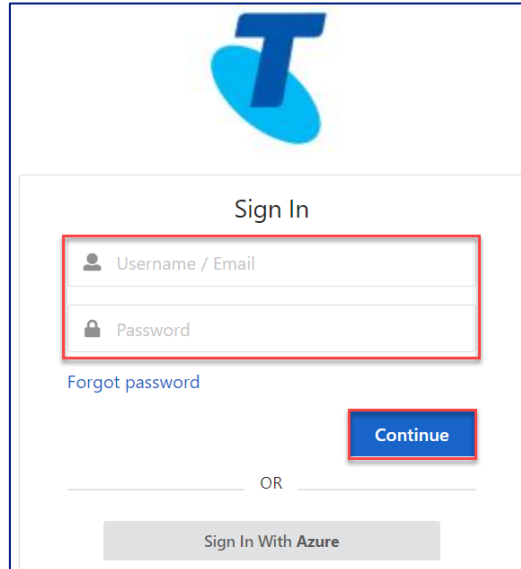
Step 18

Telstra Order Express login window:

- Enter your username / email
- Enter your password
- Click **Continue** to take you to the Telstra Order Express homepage

Step 19

You will land on the **TOX homepage.**
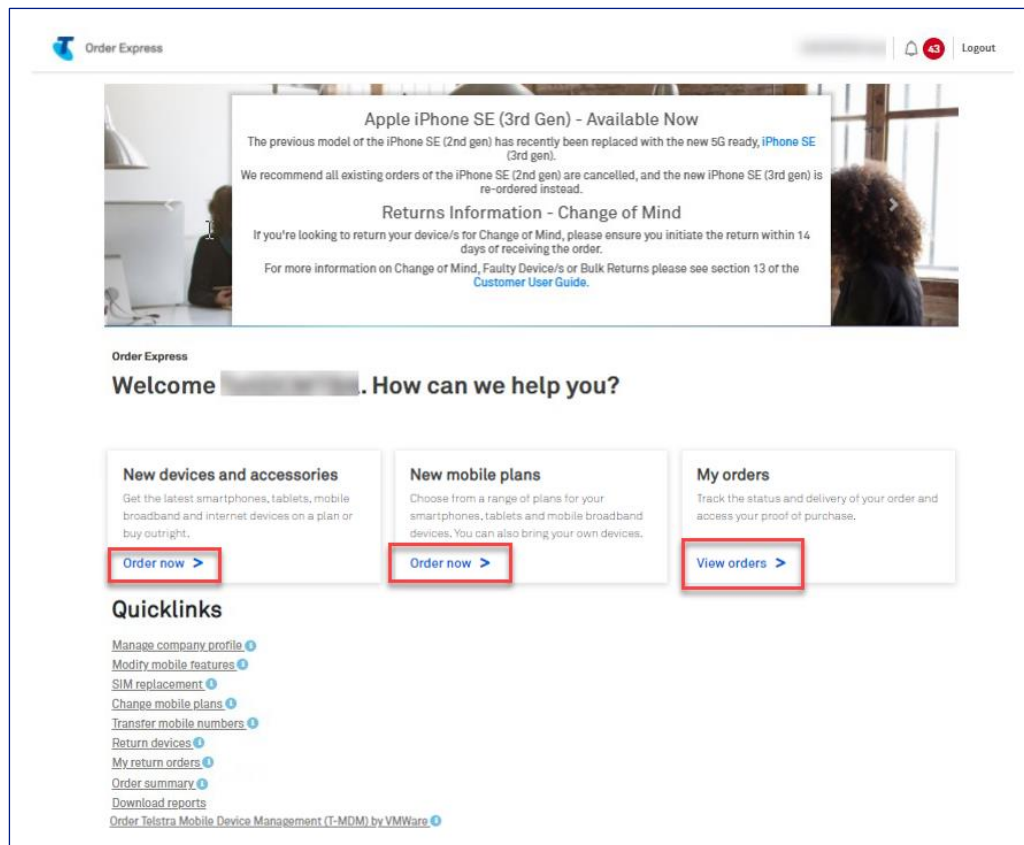
2
Welcome to Telstra Order Express

Step 1

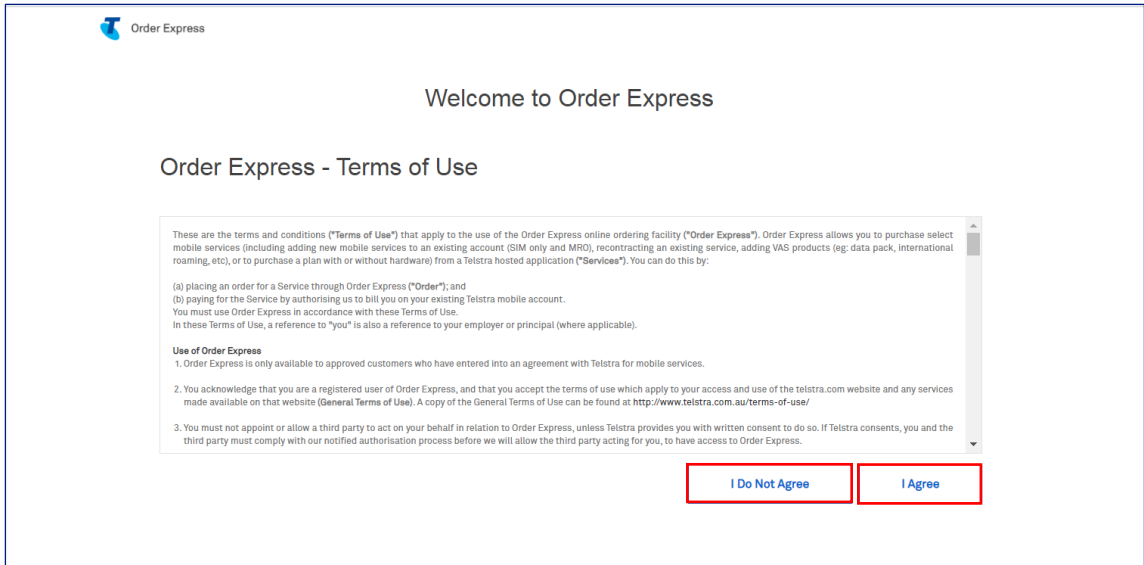Log in to the TOX Customer Portal.

Step 2

You will land on the **TOX Home page.**

Tip: Click **the link** as indicated on the tiles.
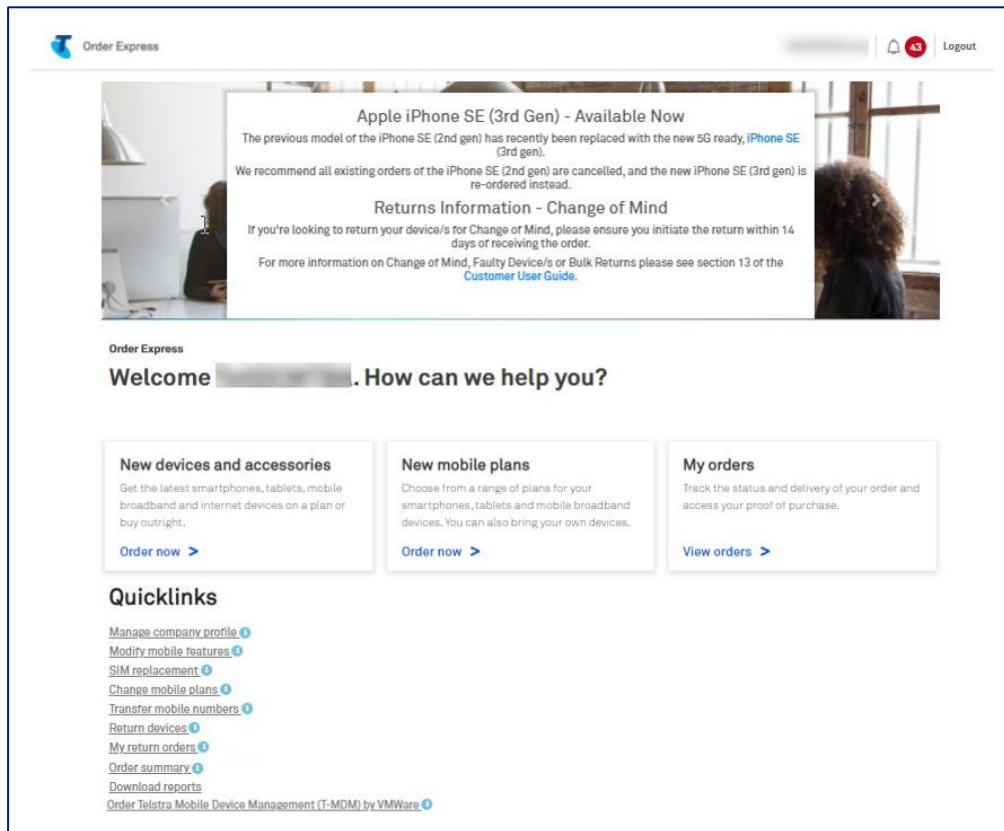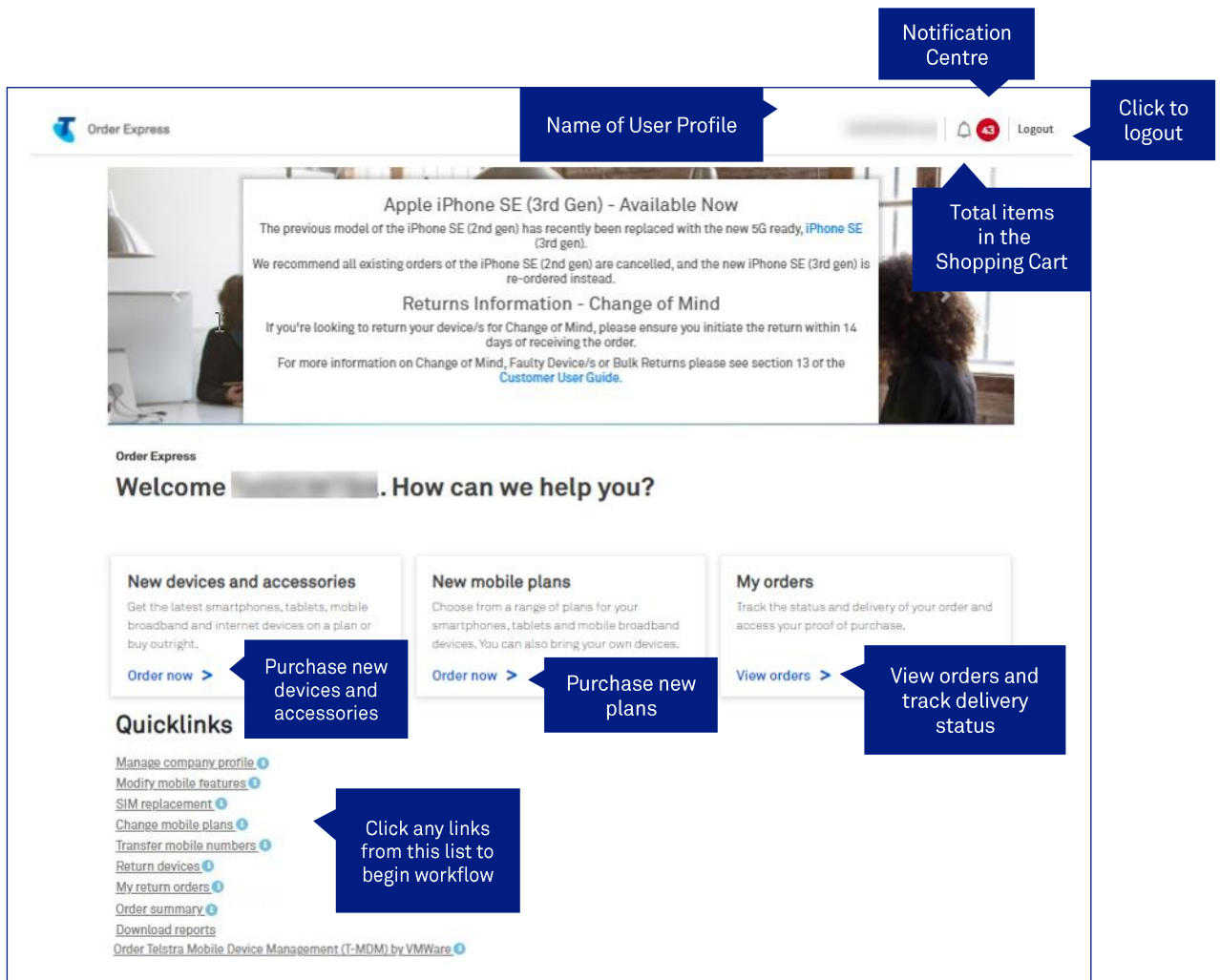
Step 3

If this is your first time logging in, you will see **TOX Terms of Use** populate. Read the Terms of Use and select **I Do Not Agree** or **I Agree** to continue.

Step 4

Once **I Agree** is selected you can continue to use the portal.

Notification Centre

Name of User Profile

Click to logout

Total items in the Shopping Cart

Purchase new devices and accessories

Purchase new plans

View orders and track delivery status

Click any links from this list to begin workflow

Symbols/Icons in TOX:

Symbol / Icon	Description
	Once an item is added to your cart it will be displayed near the notifications
	Click on Notifications to access information about new products, end of life information and release notes

Symbol / Icon	Description
*	Denotes mandatory fields and must be filled in. A message will pop up "This field is required"
Quicklinks Manage company profile Modify mobile features SIM replacement Change mobile plans Transfer mobile numbers Return device — Manage my organisation and users who can create orders online.	Hover to display more information about the Quicklinks
	Cogs, action symbol. Lists the actions available to perform against that line. Located under the Action column
	Click on the two boxes to copy information
	Transport, i.e., a new sim card will be shipped to you
	Calendar

3
Manage Company Profile

Description:

The purpose of this document is to provide detailed step by step instructions with screen views on how to access and use the functionality within the **Manage Company Profile**, located on the Home page. The features shown in this Work Instruction is from the Admin user perspective.

Please note the below table which identifies the capabilities against the different user types for Telstra Order Express.

Example: The Admin user can perform all the listed capabilities within 'Manage Company Profile' Quicklinks. A Premium user will be able to access the 'Manage Company Profile' Quicklinks on the Homepage but can only perform an Add/Change delivery address.

Capabilities	Admin	Premium	Standard	DES User
Order devices and plans	Yes	Yes	Yes	No
Reporting	Yes	Yes	No	No
View Asset Details / Modify Mobile Features	Yes	Yes	Yes	No
View and Export My Order (Orders I have raised for the organisation)	Yes	Yes	Yes	No
View and Export All Order (Orders raised by everyone in the organisation)	Yes	Yes	No	No
SIM Replacement	Yes	Yes	Yes	No
Manage Company Profile				
Add/Change Delivery Address	Yes	Yes	No	No
Add New User Groups	Yes	No	No	No
Map Product Type to User Groups	Yes	No	No	No
Map Billing Account Number toUser Groups	Yes	No	No	No
Add/Map Users to User Groups	Yes	No	No	No
Delete Users / User Groups	Yes	No	No	No
View DES Portal Dashboard	Yes	No	No	Yes
Transfer Mobile Numbers (B2B Transfer)	Yes	Yes	Yes	No
Return Devices	Yes	Yes	Yes	No
Add / Change Mobile Plans	Yes	Yes	Yes	No

Step 1

Log in to the Telstra Enterprise Customer Portal.

Step 2

You will land on the **TOX Home page.** Click **Manage company profile.**

Step 3

You will then be taken to the **Organisation** page.

Step 4

Review information and where required make changes to:

- Customer Name
- Contact Number
- Order Notification Copied to

Click **Save** to confirm changes and continue.

Step 5

If you need to add address details, click **Add Address.**

Step 6

Populate the mandatory fields (*****) and click **Save.**

> **Note:** Address should **NOT** be a PO box address

Step 7

If you need to edit an existing address, click the **cogs icon** under Action column.

Any address listed will be available to select in a dropdown list as delivery/return address options.

Step 8

Edit the **fields** as required and click **Save** to confirm changes and continue.

Step 9

Click **User Groups.**

Step 10

There are 3 default user groups:

- Admin*
- Premium*
- Standard*

As stated in the 'Group Description' screenshot, all these default user groups automatically gets accessed to all products in the catalogue or can order all available products/devices. The only difference in their access level are on the Admin Functions.

Step 11

Example, an **Administrator User** (Admin) can see all orders raised by everyone in the organisation.

Step 12

While a **Standard User** can only see orders they have raised.

In this screenshot example, it is showing that there is "no records found" as the user have not raised any orders yet.

Note: This is also stated in the User Capabilities Table.

Step 13

User groups allow you to limit what staff members can order and against what billing account(s) they can charge to.

Example: Some of your employees may only have permission to order iPhone devices. In this scenario it would be best to create a user group named "iPhone Only" and map products that are Apple iPhone devices only.
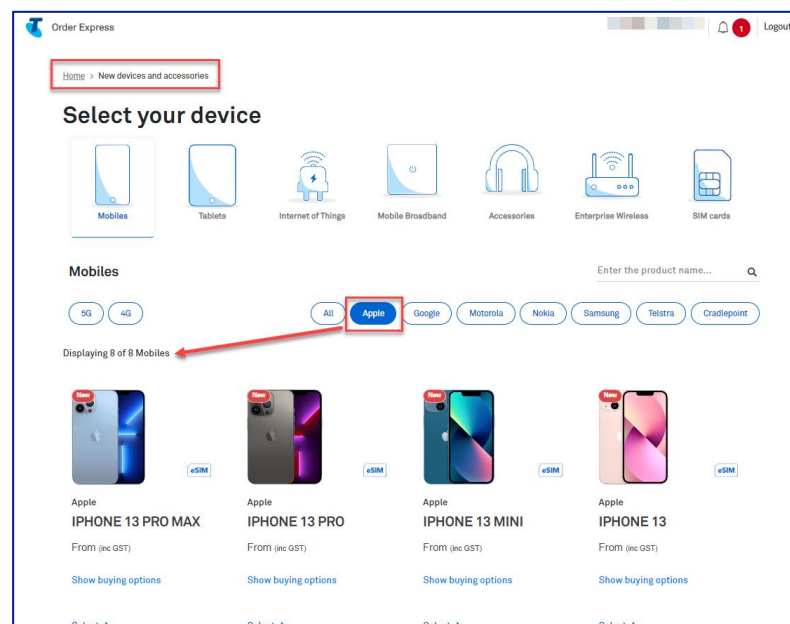
> **Note:**
> - (*) Default User Groups who get ordering access to all available products automatically.
> - Others without *, will only have ordering access to specified products in the catalogue.
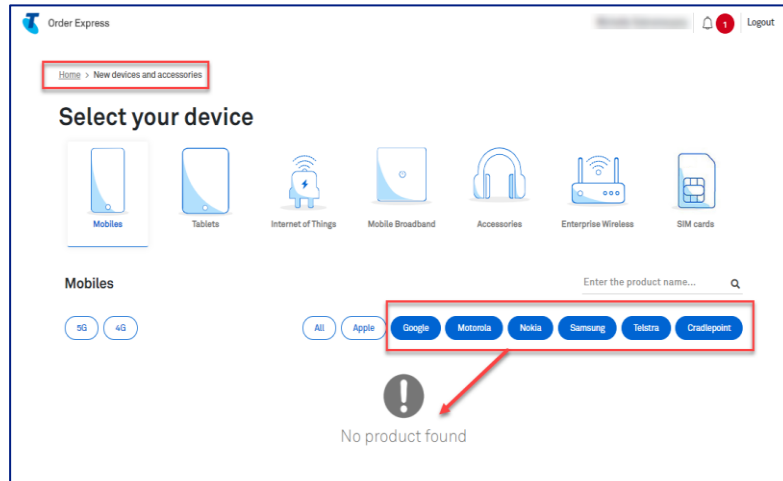
Any new User Group created; their available products / catalogue will be blank – See **step 21** on how to map products for a new User Group

Step 14

These 2 are the sample screenshots of the product catalogue when a User is mapped to "iPhone Only" user group.
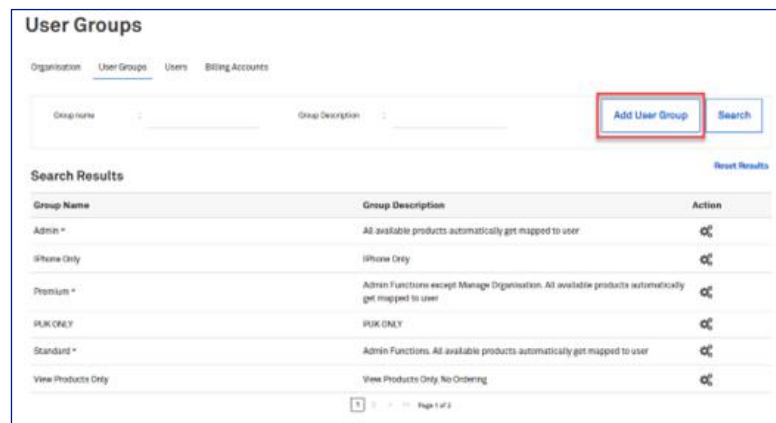
Step 15

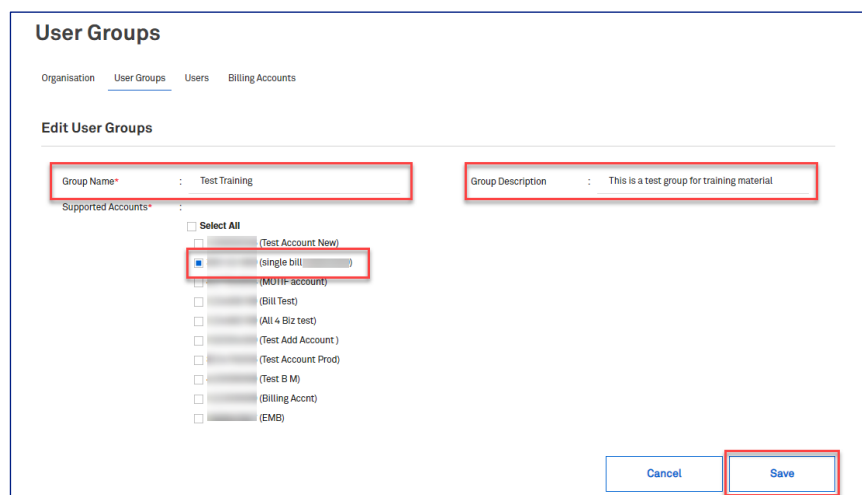**Adding User Groups**

Click **Add User Group**

Step 16

Type the **Group name** and **Description.**

Select the **Supported Accounts** for your **new User Group** and click **Save.**

Note: This newly created user group can only bill to the selected account as highlighted.

Step 17

This is the sample screenshot during the ordering process which shows that only 1 account (as per step above) is available.

Step 18

A pop-up notification in green banner will appear on top of the page advising: User group successfully created.

The **new user group** can be seen in the user group list.

Step 19

Edit User Groups

Click **Edit** within a User Group to view Supported Accounts against the Group.

Step 20

The list of Support Accounts can be seen.

Click **Select All** as necessary or select only the billing account(s) they can charge to.

Click **Save** to continue or **Cancel** to exit.

Step 21

Select **Map Products** to view the list of products a <u>User</u> in the <u>User Group</u> can choose from during the ordering process.

Step 22

Select All or unselect mapped products to user group.

> **Tip!**
>
> Use the Filter by functionality on the left pane to improve search results. Then click on the **Select All** box to select all the filtered products.
>
> In the screenshot example, there are **23 Outright Handsets**, which are only **Apple devices**, that are mapped to Test Training user group. These are also the same products which will appear in the ordering catalogue.

Step 23

Scroll to the bottom of the page and click **Save Changes** or **Cancel** to exit.

Users within the TOX profile can now be aligned with the new group.

Step 24

Click **Users.**

This will display all users within your organisation, which User Group they are aligned to, what access level they have within the group and the status of their registration.

Example: User 'JK' is aligned to User Group 'Test Training' and their access level is Admin and their registration is active

Step 25

Add Users

To add new user into the customer profile, click on **Add User** button.

Step 26

When **adding a User** to a **Default User Group** (i.e. *Standard* and *Premium*), access types will need to be customised.

- **Allow login access** ticked denotes the user is now able to login and access TOX.

Step 27

Once you ticked 'Allow Login Access' box, the **User Requires Approval box will appear**.

> **Note:**
> **User Requires Approval** ticked denotes that when this user raises an order it must be approved by **Admin** before being released to Telstra for dispatch.

Click **Save** once all user details has been inputted to complete the process.

Step 28

On the other hand, when **adding a User** to a **Non-Default User Group**, the User Type/Role will appear and required to be selected.

In this screenshot example, the user will receive 'Standard' level of access within the non standard group/catalogue.

- User is part of **User Group**: *Test Training*
- with a **User Role** of: *Standard*

Order Express User Types

Step 29

Scroll down to see **Order Express User Types Table.**

There are 4 User Types:

1. Admin
2. Premium (ordering can be disabled)
3. Standard
4. DES User

Use this table matrix as basis of choosing the appropriate **User Role.**

Capabilities	Admin	Premium	Standard	DES User
Order devices and plans	Yes	Yes	Yes	No
Reporting	Yes	Yes	No	No
View Asset Details / Modify Mobile Features	Yes	Yes	Yes	No
View and Export My Order (Orders I have raised for the organisation)	Yes	Yes	Yes	No
View and Export All Order (Orders raised by everyone in the organisation)	Yes	Yes	No	No
SIM Replacement	Yes	Yes	Yes	No
Manage Company Profile				
Add/Change Delivery Address	Yes	Yes	No	No
Add New User Groups	Yes	No	No	No
Map Product Type to User Groups	Yes	No	No	No
Map Billing Account Number toUser Groups	Yes	No	No	No
Add/Map Users to User Groups	Yes	No	No	No
Delete Users / User Groups	Yes	No	No	No
View DES Portal Dashboard	Yes	No	No	Yes
Transfer Mobile Numbers (B2B Transfer)	Yes	Yes	Yes	No
Return Devices	Yes	Yes	Yes	No
Add / Change Mobile Plans	Yes	Yes	Yes	No

Step 30

Once all mandatory field has been populated, click **Save.**

This completes the process in adding new user.

Step 31

Edit User

Click the cog and select from the menu dropdown to perform the following tasks:

- Edit the user
- Deactivate (the user)
- Send/Forget Password email (to the user)
- Delete (the user)

Step 32

In the **Edit User** screen, you can see capabilities mapped to the User Types (User Group field).

Click **Cancel** to exit or **Save**

Important Note:
As a default **Standard** and **Premium** access types will need be customised to allow/deny:

1. **Allow login access** ticked denotes the user is now able to login and access TOX

2. **User Requires Approval** ticked denotes that when this user raises an order it must be approved by **Admin** before being released to Telstra for dispatch.

Step 33

When adding or editing a **User** to a **Non-Default** User Group, the User Type/Role will need to be selected.

In this screenshot example, User profile indicates that:

- User is part of **User Group:** Test Training
- with a **User Role of:** Standard

Step 34

Scroll down to see **Order Express User Types Table**

There are 4 User Types:

1. Admin
2. Premium (ordering can be disabled)
3. Standard
4. DES User

Capabilities	Admin	Premium	Standard	DES User
Order devices and plans	Yes	Yes	Yes	No
Reporting	Yes	Yes	No	No
View Asset Details / Modify Mobile Features	Yes	Yes	Yes	No
View and Export My Order (Orders I have raised for the organisation)	Yes	Yes	Yes	No
View and Export All Order (Orders raised by everyone in the organisation)	Yes	Yes	No	No
SIM Replacement	Yes	Yes	Yes	No
Manage Company Profile				
Add/Change Delivery Address	Yes	Yes	No	No
Add New User Groups	Yes	No	No	No
Map Product Type to User Groups	Yes	No	No	No
Map Billing Account Number toUser Groups	Yes	No	No	No
Add/Map Users to User Groups	Yes	No	No	No
Delete Users / User Groups	Yes	No	No	No
View DES Portal Dashboard	Yes	No	No	Yes
Transfer Mobile Numbers (B2B Transfer)	Yes	Yes	Yes	No
Return Devices	Yes	Yes	Yes	No
Add / Change Mobile Plans	Yes	Yes	Yes	No

Step 35

Once all mandatory field has been populated, click **Save.**

This completes the process in editing a user.

Step 36

Click **Billing Accounts** to view the list of accounts mapped to the company profile and the **Cogs** icon to see specific billing account details.

Note: Billing accounts are automated based on Telstra's core systems. New/Old accounts may take 3-5 days to populate.

Step 37

Click on the cogs icon next to the desired billing account and click **Edit** to configure the supported groups and product type of the account account.

Step 38

Select or unselect from the list of Supported Groups and Product Types as required.

Click **Save** to keep the changes or **Cancel** to exit.

Step 39

For training purposes, we will configure the **Satellite Account** to only one Product Types: **Internet of Things**

Click **Save.**

Step 40

Navigate back to Procurement Homepage and place an order for **New devices and accessories.**

Step 41

Select **Internet of Things** as device category (Product Type).

Choose **Captis Multi Internal Antenna** item.
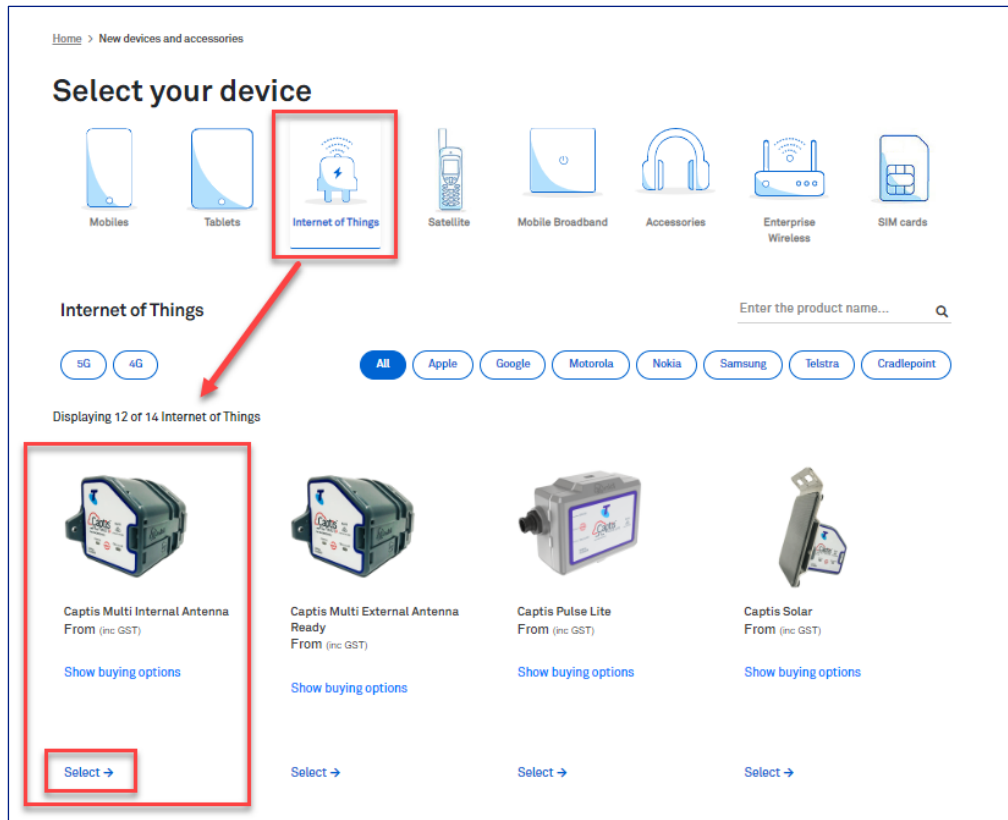
Step 42

Click **Continue.**
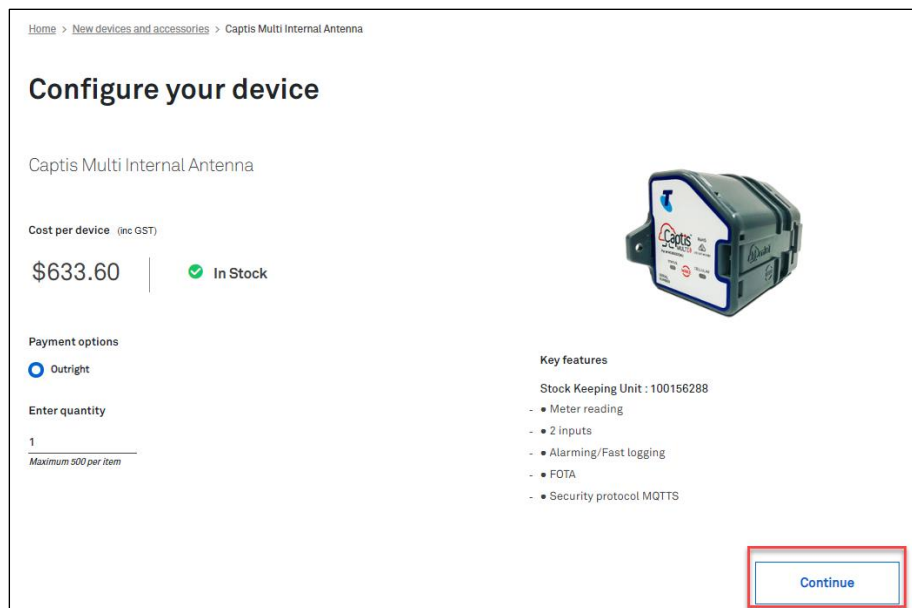
Step 43

In the Billing page, you will see **Satellite Account** from the list of Billing Account option to bill the order.

> **Note:** All items/devices under **Internet of Things** can be billed to **Satellite Account** as stated/configured in step 32.
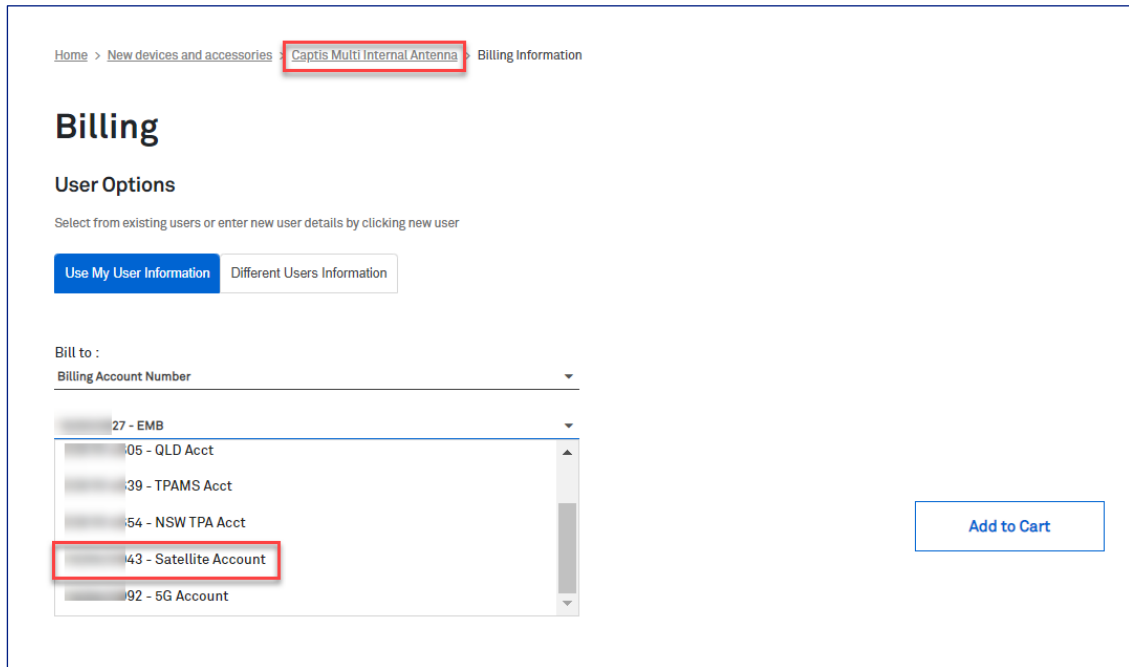
Step 44

In the event the items/devices you are trying to order is **not** under **Internet of Things** product type, the **Satellite Account** will not appear in the list of billing account options.

Example screenshot shows that Samsung Galaxy S21 is under **Mobile** product type.
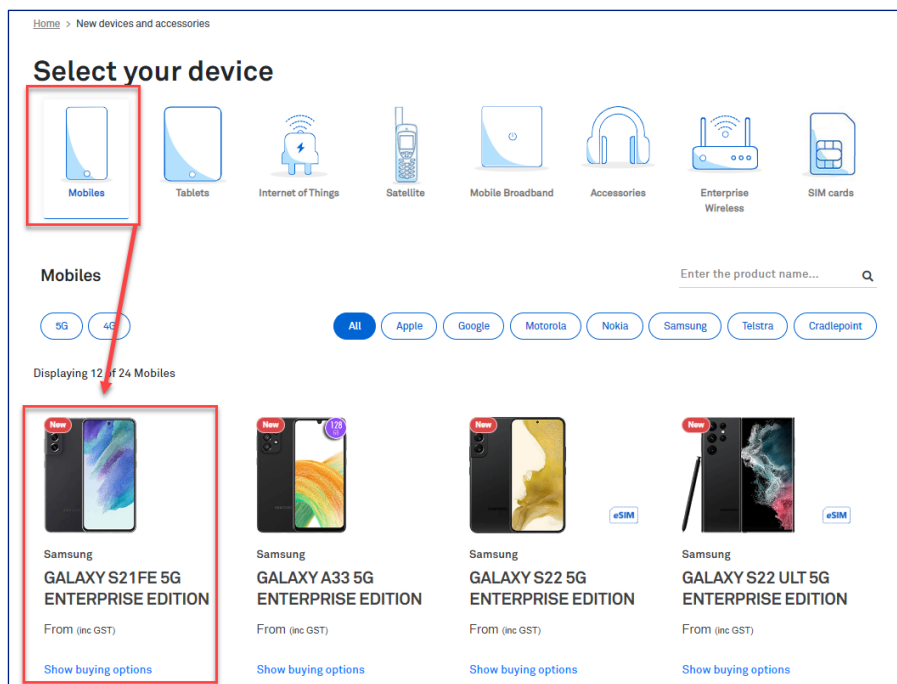
Step 45

Therefore, **Satellite Account** will not be listed in the Billing Account dropdown list.

4
Modify Mobile Features

Business Rules

When the update is submitted the change will happen immediately in TOX (non-bulk request).

Step 1

Log in to the TOX Customer Portal.

Step 2

Select **Modify mobile features.**

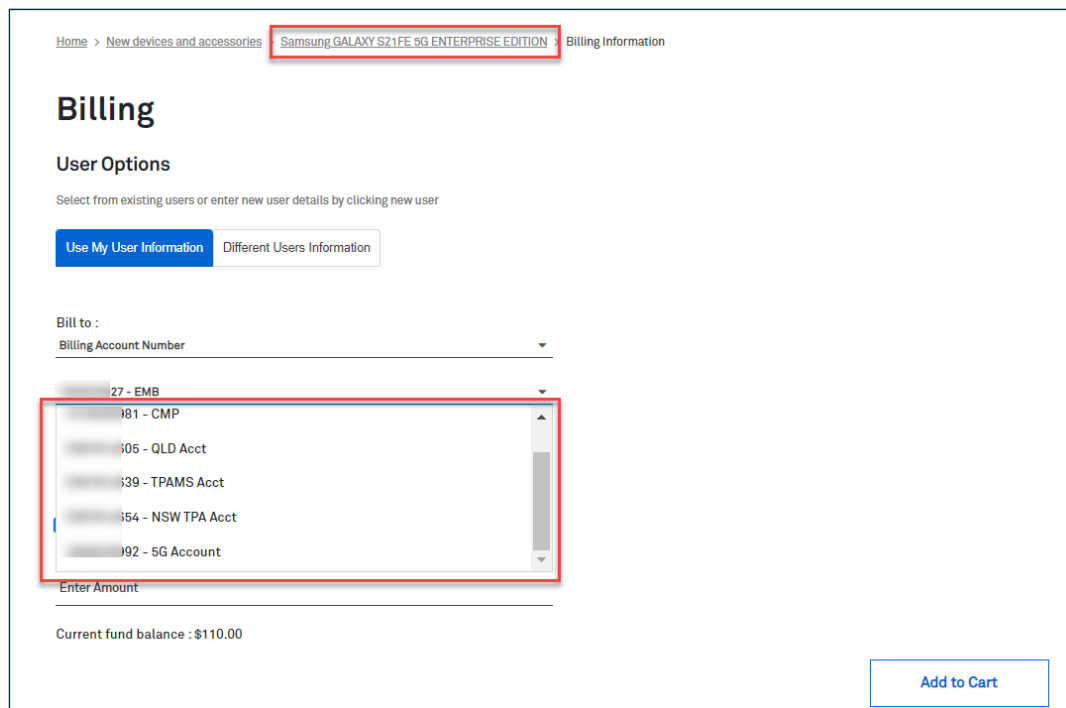This feature is limited to selected customers and allows changes to existing mobile numbers including barring features like roaming, adding value added services like Message Bank and changing the name of the person that appears on the bill for a mobile number.
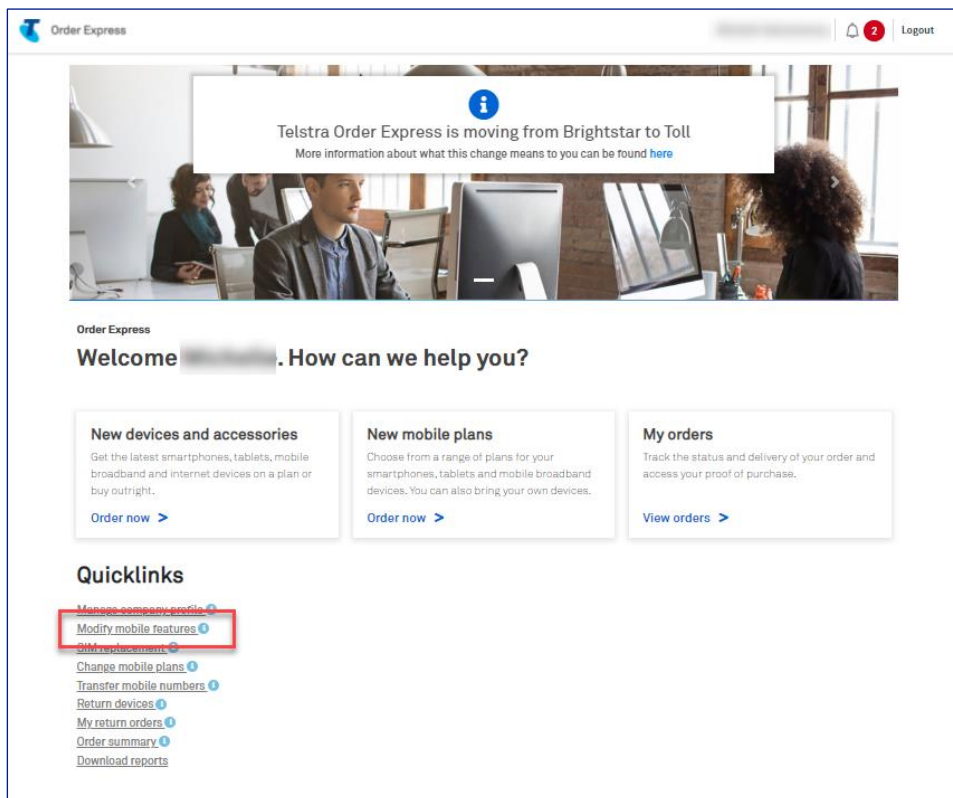
Step 3

Searching for an Asset can be completed using **two numbers only:**

1. Service number

2. Device Serial (IMEI)
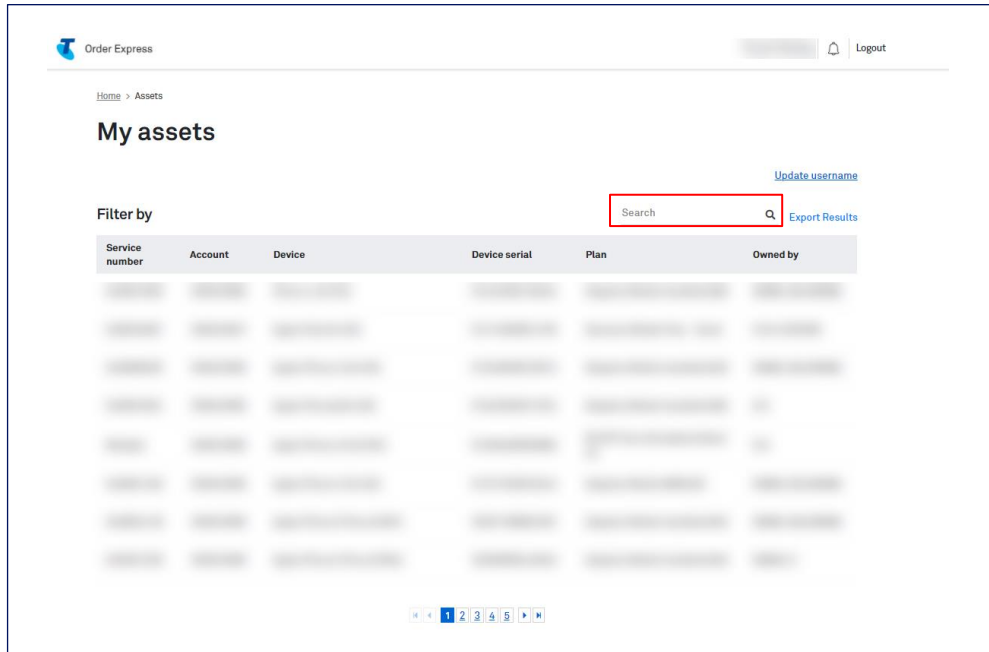
Step 4

Type the **Service Number** / Device Serial (**IMEI**) number of the asset.

> **Note:** Continue to type the **full number** when conducting your search. The system will display **No Record Found** till a match is found.
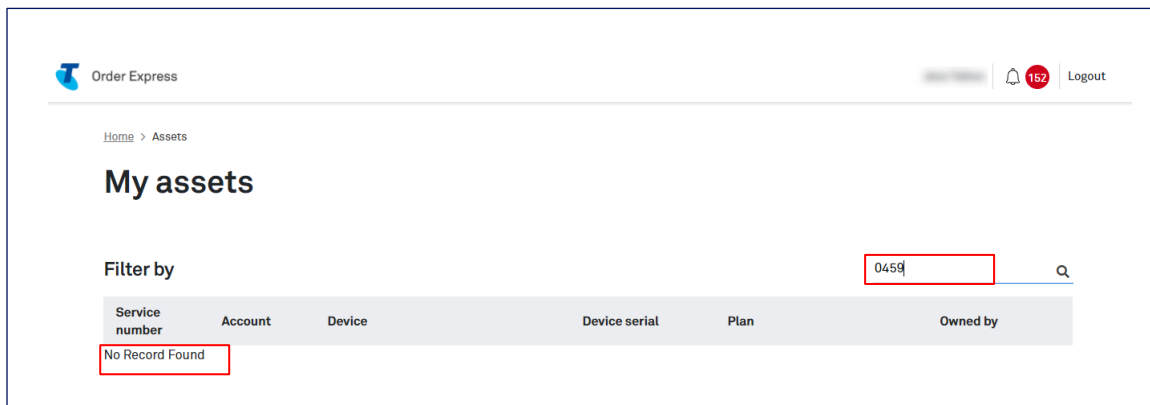
Step 5

TOX will populate a result once there is a match.

Click to select.

Step 6

Within the Asset details screen you will see:

1. Device Information
2. Service Details (PUK can be seen here)
3. Value Added Services

To update value added services, select/unselect the tick box and click **Update value added services.**

Step 7

Click **Yes** to confirm your updates/**No** to exit.

Note: When the update is submitted the change will happen immediately in TOX (non-bulk request)

Step 8

To update the username against the asset, click the **edit icon** beside the owner's name

Step 9

Fill in the new username and select **Yes**/**No** to confirm the option to **Print on the bill.**

Click **Update username** to confirm.

Step 10

Click **Home** to return to the TOX Home page.

Step 11

To complete a bulk request click **Update username.**
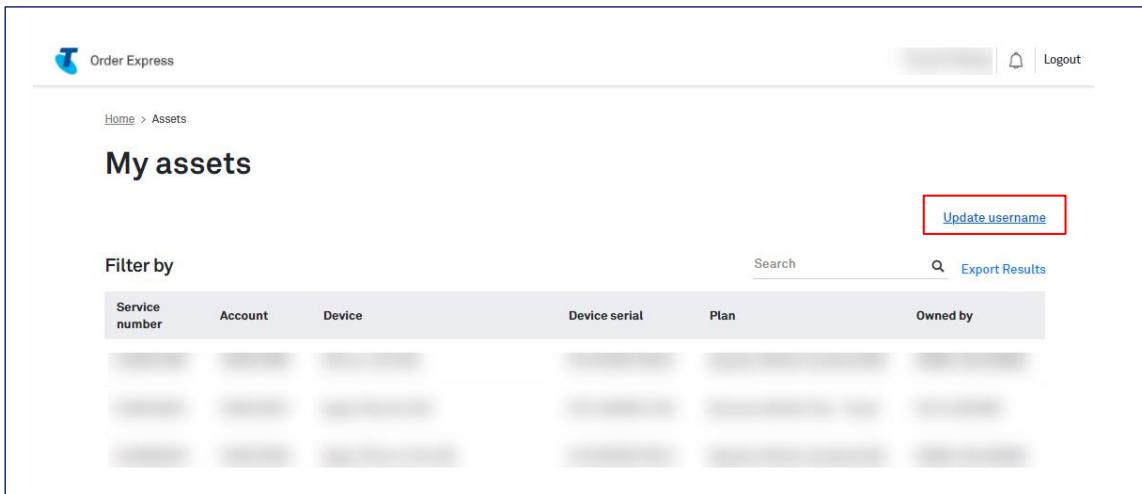
Step 12

Click **Download Sample List.**
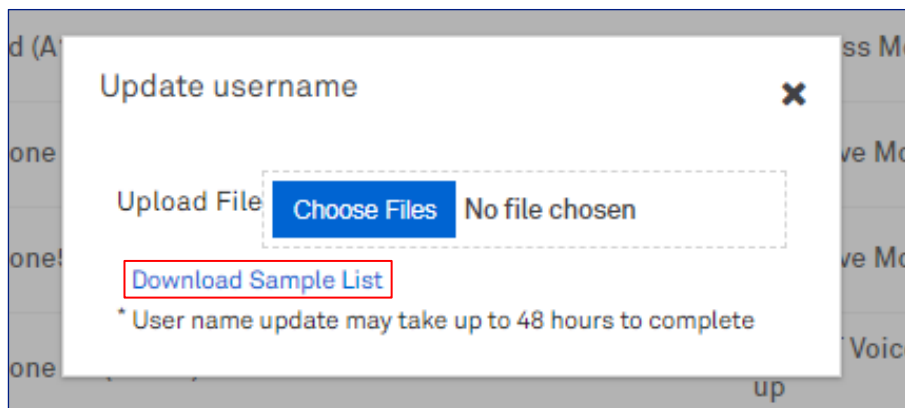
Step 13

Select **Open/ Show in folder.**
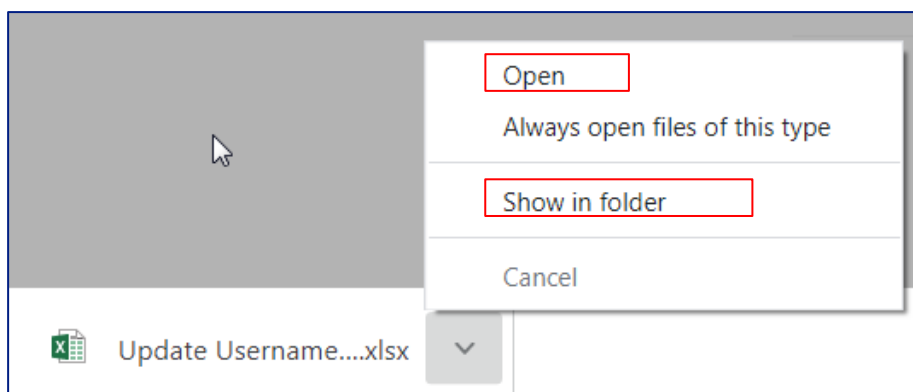
Step 14

Complete the form with new user's details
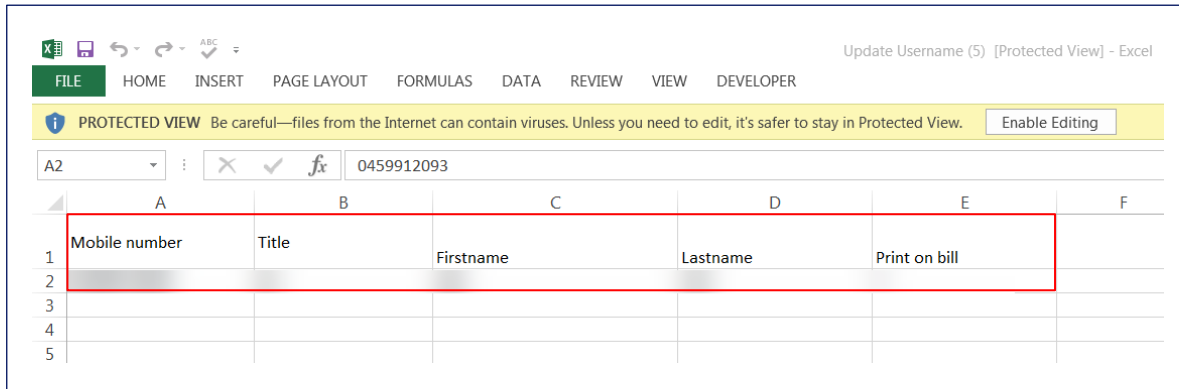
Step 15

Click **Choose Files** and upload the completed sample file.
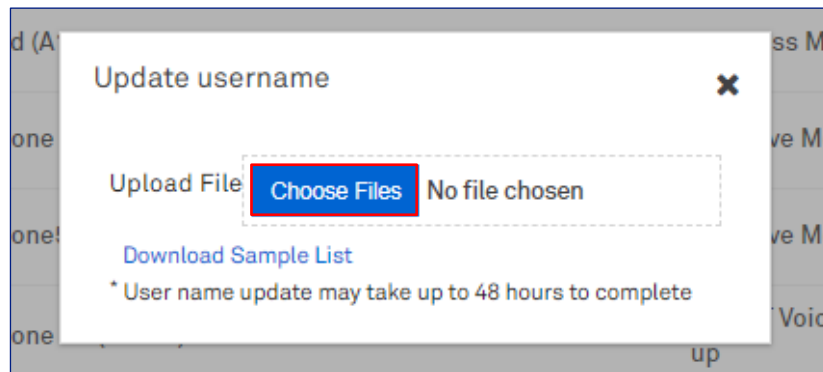
Step 16

Click **Submit.**

> **Note: User name updates may take up to 48 hours to complete.**

Step 17

Click **Yes** to confirm or **No** to cancel.

Step 18

Confirmation message will populate.

Step 19

You will also receive an Order Confirmation email

5
My orders (including tracking)

Business Rules

Cancellations/edits/additions are not permitted on orders that have been dispatched / past Point Of No Return (PONR).

Ordering Status

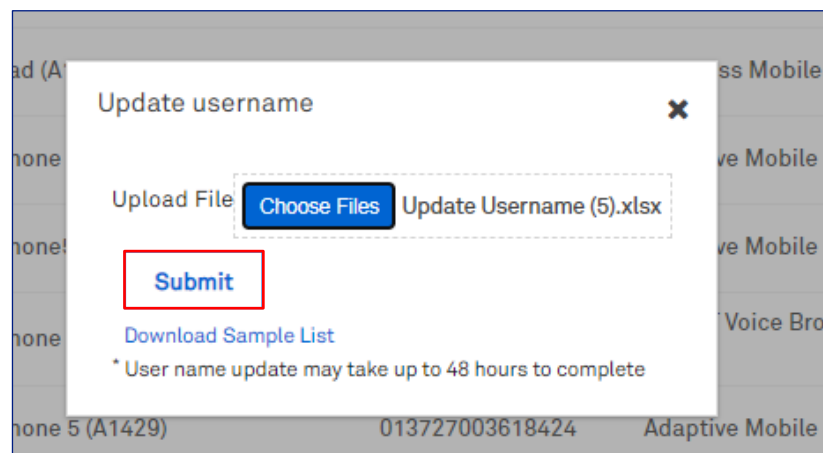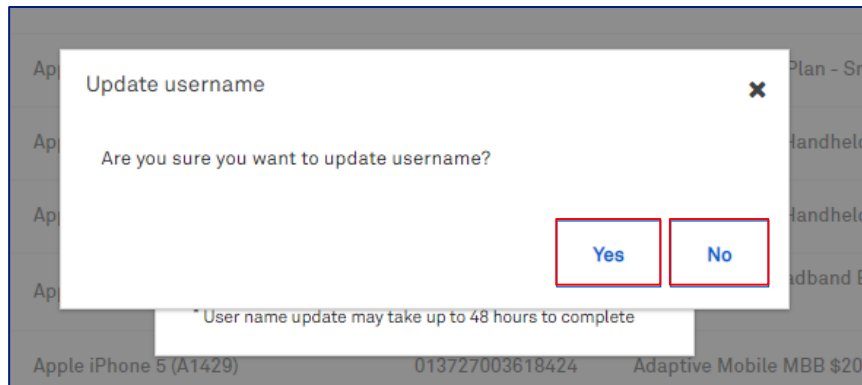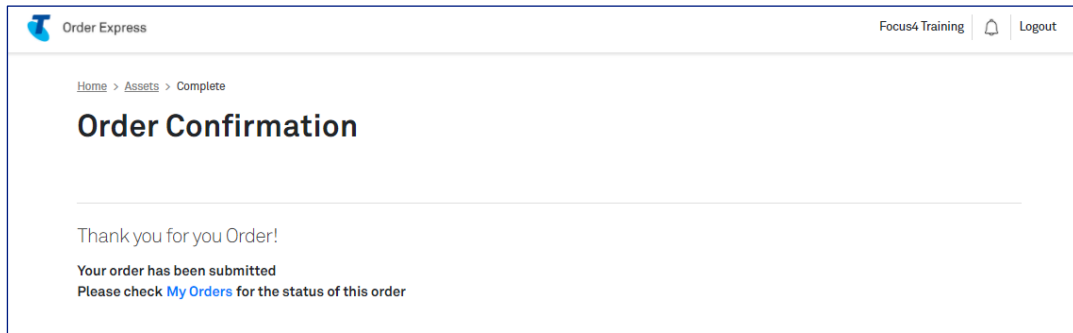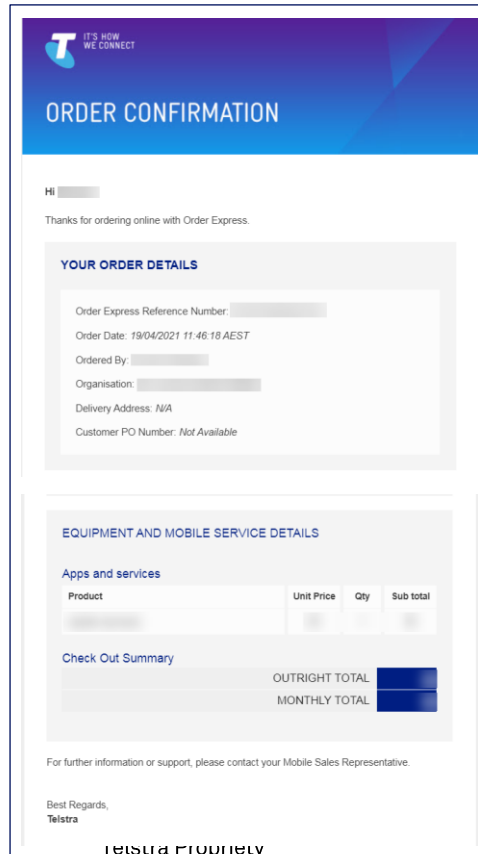| Status of Order	Status of Delivery	Definition
Approval Pending	Waiting to be Dispatched	Internal workflow to approve / reject order by the Customer Admin In the event the order is not approved, the order will result in the end status: Rejected **In the event this has been Approved, it is Past PONR**
Provisioning Pending	Waiting to be Dispatched	The hardware is waiting to be dispatched and/or a mobile number is waiting to be activated. (**Past PONR**)
CC Processing	Waiting to be Dispatched	For credit card orders only. (**Past PONR**)
Backorder / On hold waiting for stock	Waiting to be Dispatched	Stock as not been allocated to the order. (**Before PONR**)
Porting Pending	Waiting to be Dispatched	A request to port-in mobile number(s) from another carrier is pending. (**Past PONR**)
Scheduled	Waiting to be Dispatched	A person has scheduled for an order to be submitted at a certain time. (**Before PONR**)
Stock Allocated	Waiting to be Dispatched	(**Past PONR**)
Provisioning Completed	Delivery Pending	The order has been completed and has left warehouse for delivery. (**Past PONR**)
Provisioning Completed	Delivery Completed	Order has been delivered to delivery address. (**Past PONR**)
Order Not Processed	Waiting to be Dispatched	The order has been declined by the Adminsitrator. End state of an order. A new order must be raised if required.
Cancelled	N/A	Order has been cancelled.
Rejected	N/A	The order has been rejected e.g. due to payment method failure or order injection failure. (**Cancellation not applicable**)

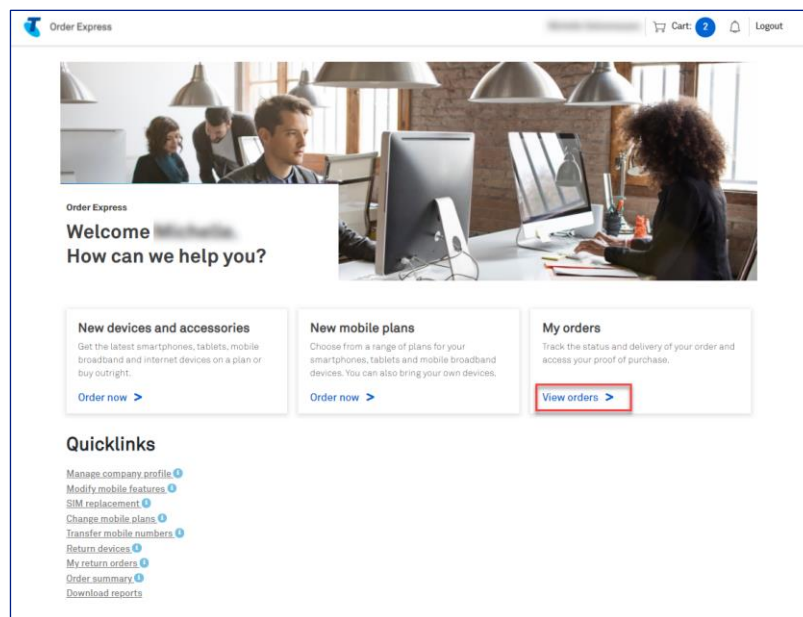| Status of Order	Status of Delivery	Definition
Declined	N/A	The order has been declined by the Adminsitrator. **(Cancellation not applicable)**

Content

Step 1

Log in to the TOX Customer Portal.

Step 2

Click **My Orders**

Step 3

My Orders will populate.

Find your order by using the available order status filters or enter the **order number/PO number** into the **Search field.**
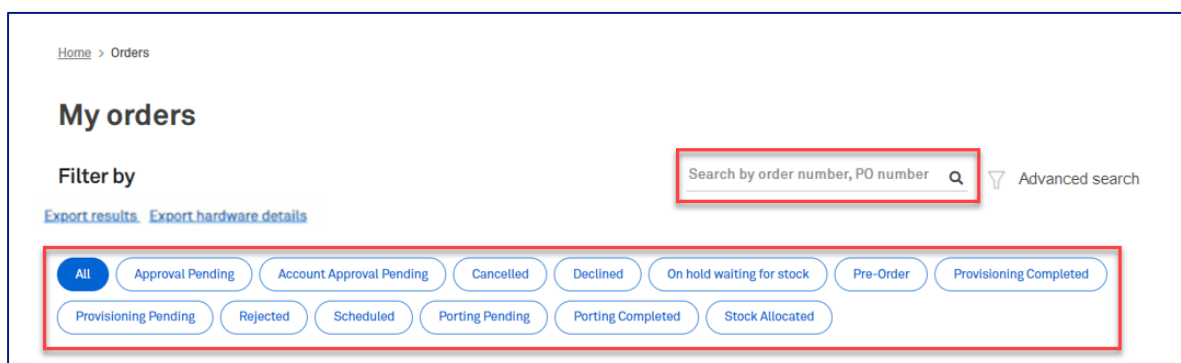
Step 4

Click **Advanced** search to filter search by:

- All orders/Lease
- IMEI
- SIM Serial
- Ordered by
- Order Date
- Account – search by MICA Account

Click **Search.**

Step 5

Click **Export results** to download search results.

A notification in green banner will appear on top of the page while the report/details are being downloaded.

Step 6

Once download is completed, the report will be available at the bottom left of the page.

Step 7

E.g., Conduct a search for all orders with status **Provisioning Pending.** Select the desired Order Records.

Step 8

Order details screen will populate showing information about the order. Click **Asset Information** icon**.**

Step 9

The Order details page will show more information about the device(s) in the order.

Step 10

Note: **For 5g onboarded customers only.**

Lease and/or Adaptive Repayment Options can be seen in the Order details screen. Click **Monthly billing information**

Step 11

Once the order status is in **Provisioning Completed** a proof of purchase can be downloaded. Click **Download equipment and service details.**

Step 12

Order completion confirmation will download**.**
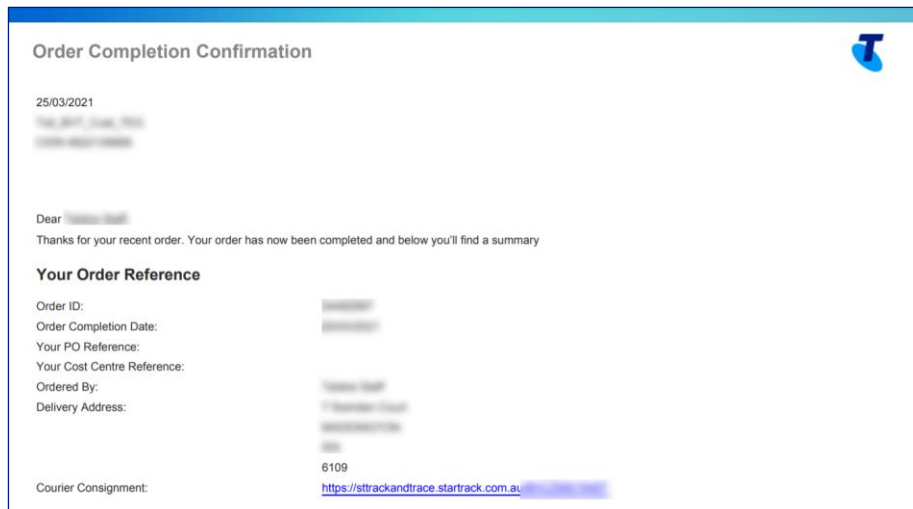
Step 13

How to Track your order

Once the order status is **Provisioning Completed / Delivery Pending** TOX will display the Tracking number.

> **Tip:** You must be in **Order Information** screen to view the Tracking number.

Click on the Tracking Number hyperlink as per arrow on the screenshot.

If your **tracking number begins with '8H'** please go to step 16.

> **Note:** You will need the Tracking Number for step 16.
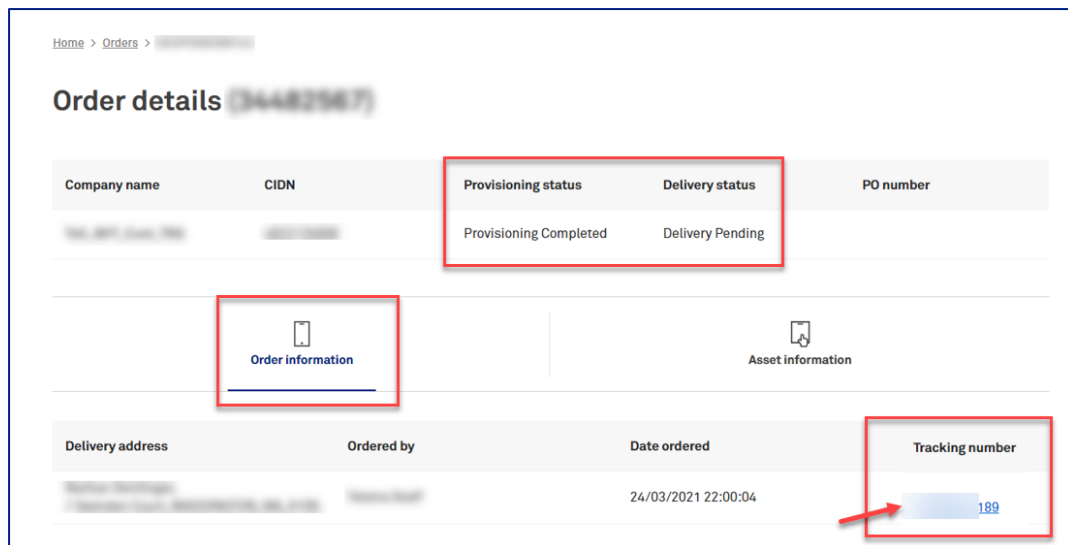
Step 14

You will see the delivery details as highlighted in the screenshot
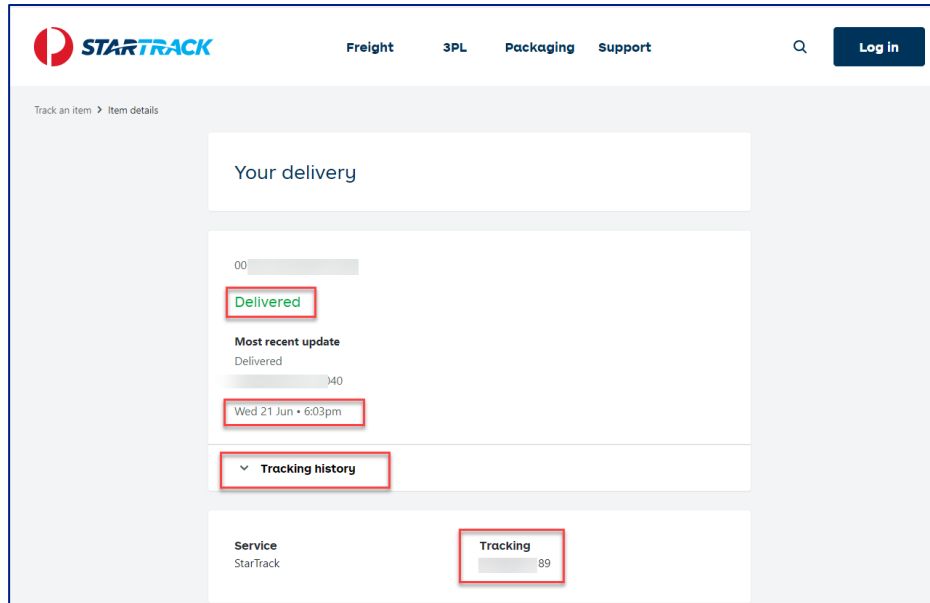
Step 15

Alternatively, if you need the proof of delivery with signature, you can use the URL below and add the tracking number at the end.

URL: https://msto.startrack.com.au/track-trace/?id=
Tracking Number: ABCDxxxxxxxx
Example: https://msto.startrack.com.au/track-trace/?id= **ABCDxxxxxxxx**
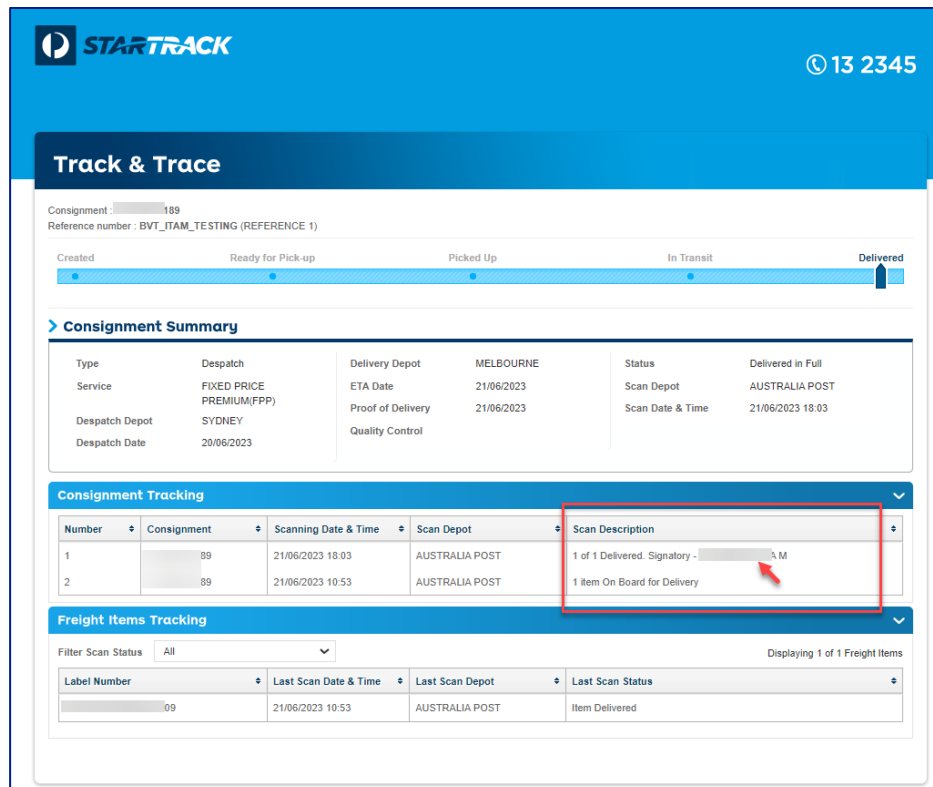
Step 16

Continuation from step 13...

Type ***https://auspost.com.au/mypost/track/#/search*** into your web browser.
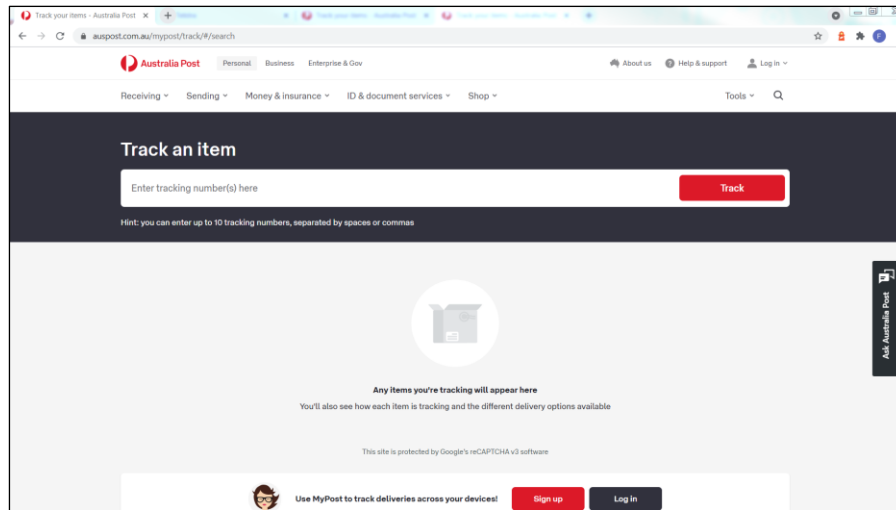
Step 17

Type the tracking number into the search field and click **Track.**
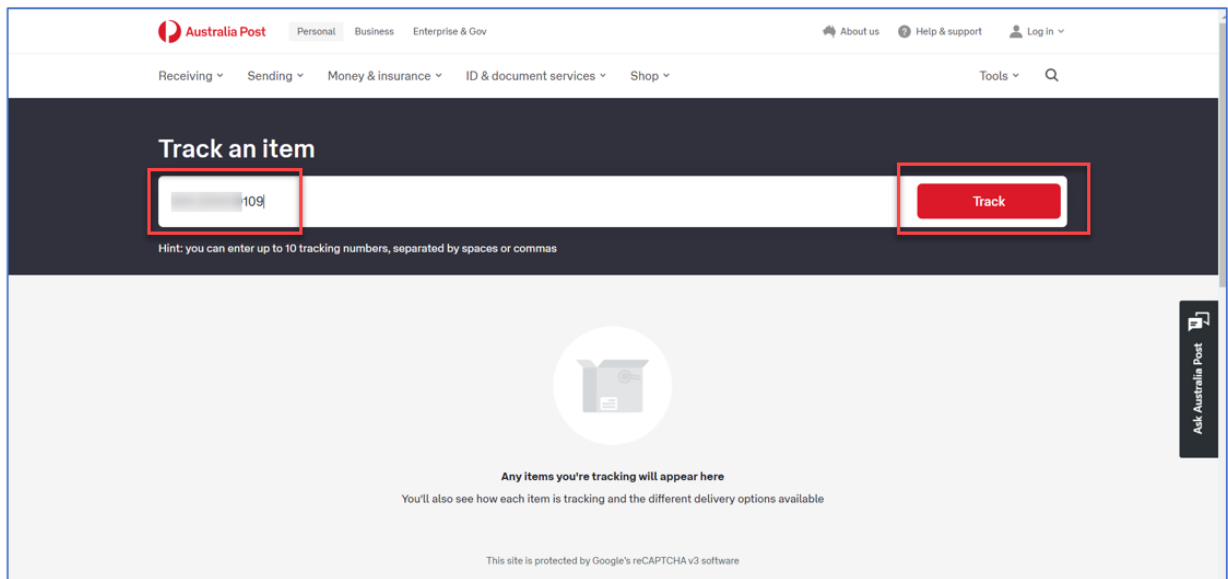
Step 18

Tracking information will populate.
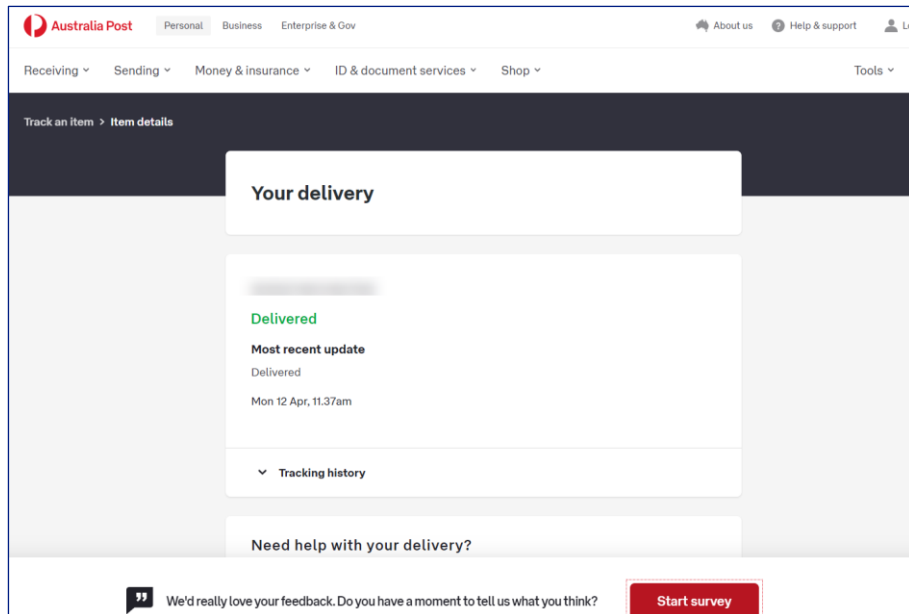
6
SIM replacement

Description

In order to use your existing mobile service on a new phone (that uses a different sized SIM), you will need to transfer your number onto a new SIM card.

This document provides instruction on how to transfer your mobile number to a new SIM card (i.e. SIM Replacement).

TOX validates the SIM serial number when you order a SIM only plan. The validation check performed are:
- Is the entered SIM serial 13 digits in length?
- Is the entered SIM serial valid?

What is meant by Valid SIM Serial?
A valid SIM is an available blank SIM that can be used for new activation or reburn enabling you to proceed with your order.

The table below describes the possible scenarios and the corresponding error messages TOX will populate in the event there is an error during the SIM validation process:

Scenario	Error Message
SIM order is inflight (Pending Delivery)	"SIM is not ready for activation"
SIM is not AVAILABLE in SRM	"SIM is unavailable in the System"
Incorrect (invalid) SIM number entered	"Invalid SIM serial number"
SIM already associated to a service id	"SIM has already been used"

Note: These screens have been recorded using the Telstra Admin access. The screens may vary depending on the assigned role type and user permissions.

Step 1

On the Home page, select the Quicklink labelled **SIM replacement**

This feature is limited to selected customers and allows one or more mobile numbers to be moved from one SIM card to another SIM card. **You must already have a blank SIM card.**
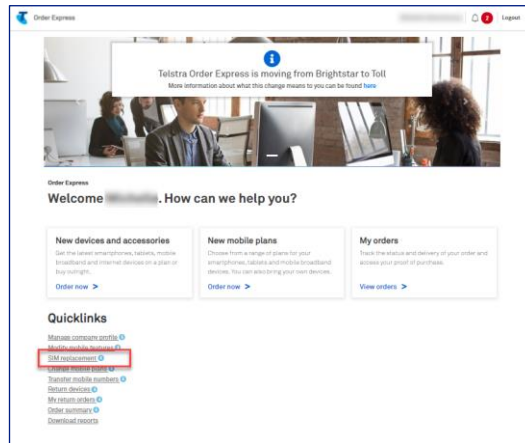
Step 2

Enter the quantity of mobile numbers you would like to move.

> **Note:** You can move up to 5000 numbers in the same transaction. In the event you enter a quantity over 5000 (e.g., 9999), TOX will update the quantity back to the maximum 5000 limit.
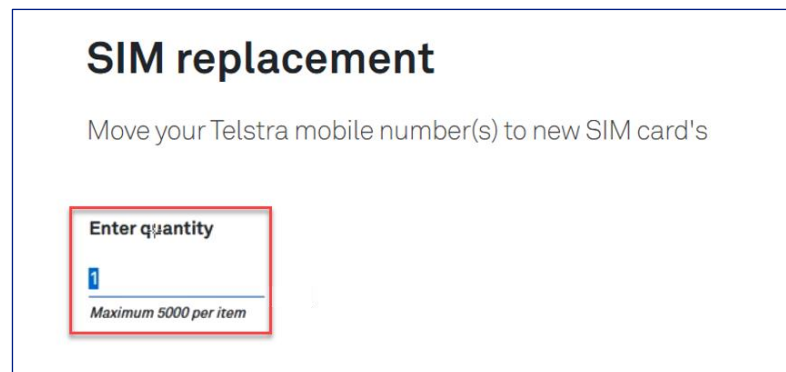
Step 3

Enter the user's details, the existing mobile number and the serial of the new SIM card you want to transfer the number to. The fields marked with an asterisk (*****) are mandatory.

There are two ways to enter the user details.

1. You can enter the details manually, or
2. If you have multiple numbers to move, you can **Upload a file** using the 'sample list' as a template.

> **Note:** If you are ordering over the quantity of 301 the bulk upload spreadsheet must be used.

After you have entered the user details **or** upload the spreadsheet template, click on **Continue** to move to the next step.

Step 4

This will add the transaction to the **Shopping Cart.**

At this point, you can **Continue shopping**, or click on **'Checkout'** for finalise the purchase.

Step 5

Enter the delivery details following the prompts.

Note: The **Comments field** is for your internal notes and will not go to Telstra systems.

Step 5a

In the event, you need to add a Customer based Purchase Order Number, **click on the radio button** as highlighted.

A Purchase Order field will be shown. Enter you PO reference number here.

Note: When a special character is entered into TOX that is not on the accepted list as per table below, TOX will populate with an error "*Customer PO number is invalid*".

Type	Values	Supported in LOMS – Yes/No
Special Characters	$,#,@,!, Space	Yes, able to post to TOLL ✅
	&, comma, quotes, \, /	Error (LOMS and/or TOLL) ❌

Step 6

Once all mandatory field has been populated, scroll down and click **Confirm order** to complete the order.

Step 7

Once complete, the Order confirmation page will display.

Tip: Click the **My Orders** hyperlink to take you to the My Orders page in TOX.

Step 8

The customer who is the recipient of the ordered items will also receive an **Order Confirmation** email with a summary of the order details.

7
Change Mobile Plans

Description

Whether you want 5G network access, the latest phone or more data, there are many reasons to change your Telstra mobile plan.

This document provides instructions on how to change your plan for an existing mobile device.

TOX validates the SIM serial number when you order a SIM only plan. The validation check performed are:
- Is the entered SIM serial 13 digits in length?
- Is the entered SIM serial valid?

What is meant by Valid SIM Serial?
A valid SIM is an available blank SIM that can be used for new activation or reburn enabling you to proceed with your order.

The table below describes the possible scenarios and the corresponding error messages TOX will populate in the event there is an error during the SIM validation process:
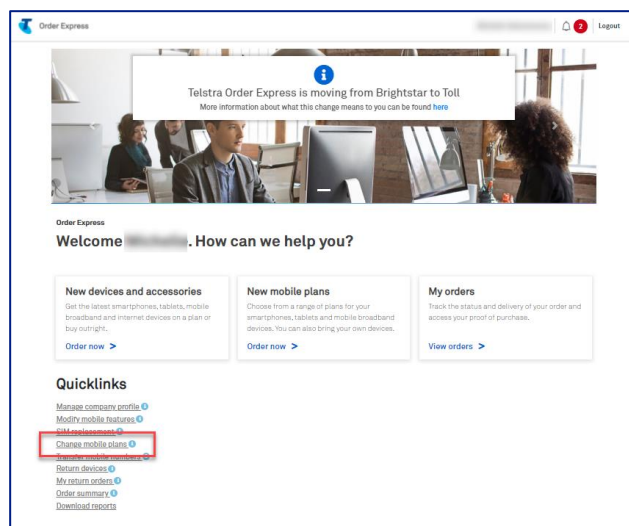
Scenario	Error Message
SIM order is inflight (Pending Delivery)	"SIM is not ready for activation"
SIM is not AVAILABLE in SRM	"SIM is unavailable in the System"
Incorrect (invalid) SIM number entered	"Invalid SIM serial number"
SIM already associated to a service id	"SIM has already been used"

Note: These screens have been recorded using the Telstra Admin access. The screens may vary depending on the assigned role type and user permissions.

Step 1

On the Home page, select the Quicklink labelled **Change mobile plans.**

NB: when moving to another plan sometimes an early termination charge (ETC) applies.

Step 2

Click on the device type to see the range of eligible plans.

Select **5G** or **4G** network.

Choose a plan term to go with your device.

Step 3

Choose your plan and click on **Order Now**

Step 4

Enter the **quantity** of plans you would like to buy.

> **Note:** You can purchase up to 5000 plans in the same transaction. In the event you enters a quantity over 5000 (e.g., 9999), TOX will update the quantity back to the maximum 5000 limit.

Choose your **value added services.** If you leave this section blank, then **all services** will be automatically activated.

Step 5

Choose your Add-ons (optional).

Step 6a

You will have the option to buy devices for your upgraded plans.

If you already have a mobile phone and just want a new upgraded plan, click on **'No. plans only'**

This will take you to the **Billing** page.

If you want to purchase a new device to go with your upgraded plan, click on **Yes. Buy devices**

This will take you to the **New Devices & Accessories** page.

Step 6b

If you are a **Full Credit Card Customer,** the option in the step above is not available in your view**.**

Instead**,** you have the **Continue button** after the Add-ons option. This will direct you to the next step (Billing page).

Step 7

Enter your User and billing details.

You can choose to use your existing sim card or have your mobile number and the new plan activated on a new SIM card (either a spare one you already have or a new SIM card we will send to you)

> **Note:**
> - An early termination charge will show on this page if applicable and is an estimate of the fee you will be charged for moving plans.
> - If you are ordering over the quantity of 301 the bulk upload spreadsheet must be used.

Step 8

After you have entered the user details, click **Add to Cart**

Step 9

This will add the transaction to the **Shopping cart.**

For more information about the order click **+**

Step 10

This screen will provide you with the following information:

- User name
- SIM card
- SIM serial
- Service Number
- Cost Center

At this point, you can **Continue shopping**, or click on **Checkout** to finalise the purchase.

Step 11

Enter the **delivery details** following the prompts.

> **Notes:**
> - The **Comments field** is for your internal notes and will not go to Telstra systems.
> - In the event the Suburb and Postcode do not match against AusPost records, TOX will display the **error message banner** as stated in the screenshot.

Step 11a

In the event, you need to add a Customer based Purchase Order Number, **click on the radio button** as highlighted.

A Purchase Order field will be shown. Enter you PO reference number here.

Note: When a special character is entered into TOX that is not on the accepted list as per table below, TOX will populate with an error *"Customer PO number is invalid"*.

Type	Values	Supported in LOMS – Yes/No
Special Characters	$,#,@,!, Space	Yes, able to post to TOLL ✅
	&, comma, quotes, \, /	Error (LOMS and/or TOLL) ❌

Step 12

Scroll down and click **Confirm order** to complete the order.

Step 13

Once complete, the **Order Confirmation** page will display and you will receive an Order Confirmation email with a summary of your order details.

Tip! Click the **My Orders** hyperlink to take you to the My Orders page in TOX.

8
Transfer Mobile Number

Description

Internal Description:
The purpose of this document is to provide detailed step by step instructions with screen views on Authority to transfer mobile number to Telstra. Request a new sim card known as Port-In.

Definition of Port-In – transfer of mobile number(s) from a different carrier to Telstra.

TOX validates the SIM serial number when you order a SIM only plan. The validation check performed are:
- Is the entered SIM serial 13 digits in length?
- Is the entered SIM serial valid?

What is meant by Valid SIM Serial?
A valid SIM is an available blank SIM that can be used for new activation or reburn enabling you to proceed with your order.

The table below describes the possible scenarios and the corresponding error messages TOX will populate in the event there is an error during the SIM validation process:

Scenario	Error Message
SIM order is inflight (Pending Delivery)	"SIM is not ready for activation"
SIM is not AVAILABLE in SRM	"SIM is unavailable in the System"
Incorrect (invalid) SIM number entered	"Invalid SIM serial number"
SIM already associated to a service id	"SIM has already been used"

Business Rule

- A Port-In order is a standalone order and cannot have additional line items added

- Port-In is **only** available to 5G onboarded Customers

Step 1
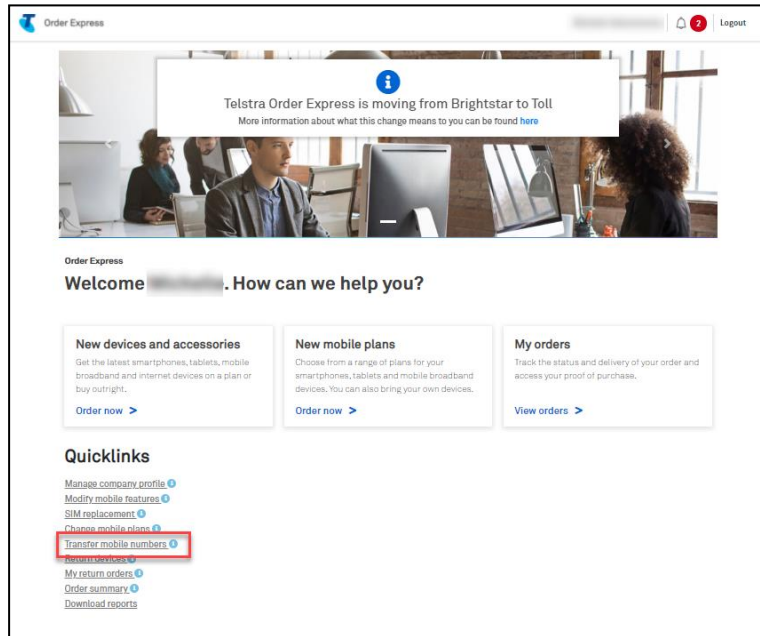
Log in to the TOX Customer Portal.

Step 2

You will land on the TOX Home page.

Click **Transfer mobile numbers.**

This feature is only available to selected customers and allows the transfer of mobile number(s) your business owns from another carrier to Telstra

> **Note:** A Port-In order is a standalone order and cannot have additional line items added
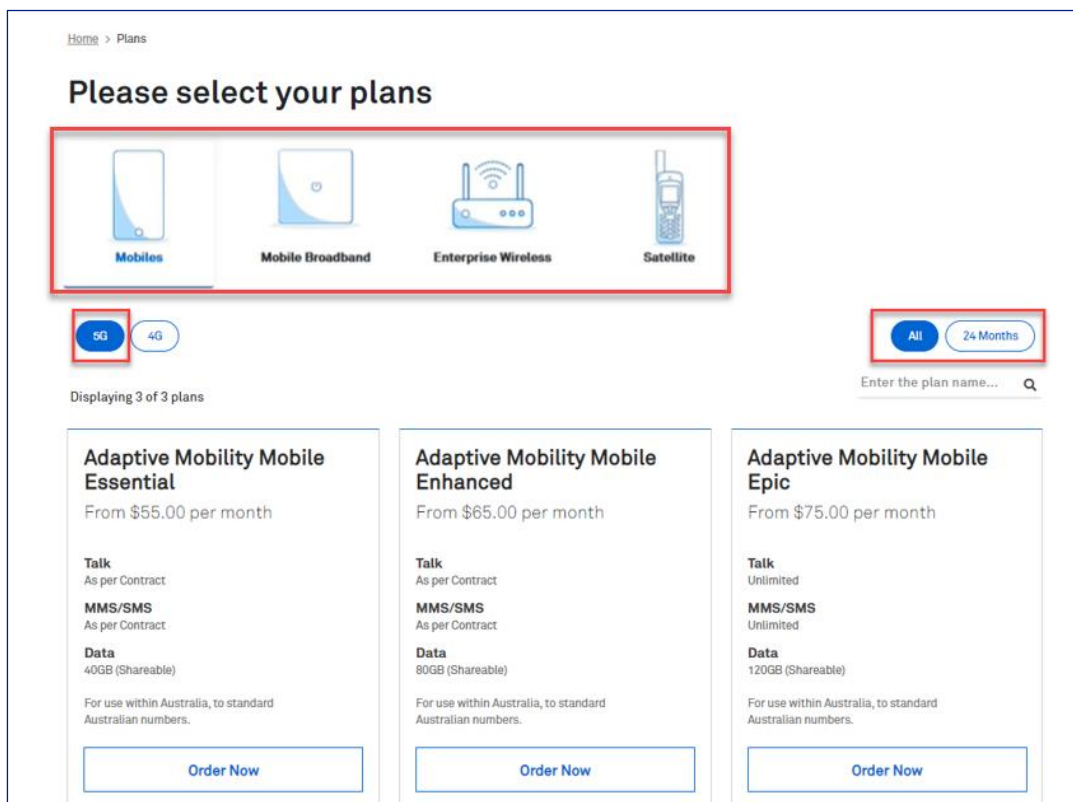
Step 3

Select the following:

1. **Mobile, Tablet** or **Enterprise Wireless** in the plans selection
2. Click on **5G**

Note: You must be a **5G onboarded customer** to purchase 5G offerings.

Tip: Use the available filters to refine your search criteria

Step 4

Select the product and click **Order Now.**

Step 5

Enter **quantity** of services you are porting into Telstra.

i.e., How many numbers you are transferring over.

> **Note:** You can transfer up to 5000 numbers in the same transaction. In the event you enters a quantity over 5000 (e.g., 9999), TOX will update the quantity back to the maximum 5000 limit.

Choose your value added services by clicking on the **box** against each selections. If you leave this section blank, then **all services** will be automatically activated.

Step 6

Select the extras that suits your needs by clicking on the designated **box** and click **Continue**

Step 7

Billing account number will default to your 5G Account.

Ensure the Business to Business port authority form details are correct.

Scroll down to continue.

Step 8

Enter the following information:

1. User name
2. Mobile number (you wish to Port-In to Telstra)
3. Existing Service Provider (e.g., Optus, Vodafone, etc)
4. Losing Carrier Account number – this is the billing account number of the other carrier
5. On the **I want to** dropdown, select from **Request a new SIM card** (go to step 9a) or
   Activate Existing Blank SIM Card (go to step 9b)

> **Note:** If you are ordering over the quantity of 301 the bulk upload spreadsheet must be used.

Step 9a

Select the new sim card you require for your device.

Step 9b

Enter the SIM Serial number.

Step 10

You have the option of entering a Cost Centre. Complete this if required.

Step 11

Read and **tick the box** on Acknowledgment and Authorization section.

Click **Add to Cart.**

Step 12

Click **+** to view further details.

Step 13

Review the shopping cart details and click **Checkout** when you are ready to proceed.

Step 14

Fill in the **Name of recipient** and select the **mailing address**.

Select **Yes** if you wish to add your Purchase Order Number and Cost Centre Reference.

> **Tip:** Enter an email into the Order notification copied to field to notify them of the order.
>
> **Note:** The Comments field is for your internal notes and will not go to Telstra systems.

Click **Confirm order** to continue.

Step 14a

In the event, you need to add a Customer based Purchase Order Number, **click on the radio button** as highlighted.

A Purchase Order field will be shown. Enter you PO reference number here.

Note: When a special character is entered into TOX that is not on the accepted list as per table below, TOX will populate with an error *"Customer PO number is invalid"*.

Type	Values	Supported in LOMS – Yes/No
Special Characters	$,#,@,!, Space	Yes, able to post to TOLL ✅
	&, comma, quotes, \, /	Error (LOMS and/or TOLL) ❌

Step 14b

Once all mandatory field has been populated, scroll down and click **Confirm order** to complete the order.

Step 15

Once complete, the Order confirmation page will display.

Click **Home** or Click **My Orders** hyperlink to see delivery status of your order.

Step 16

The customer who is the recipient of the ordered items will also receive an **Order Confirmation** email with a summary of the order details.
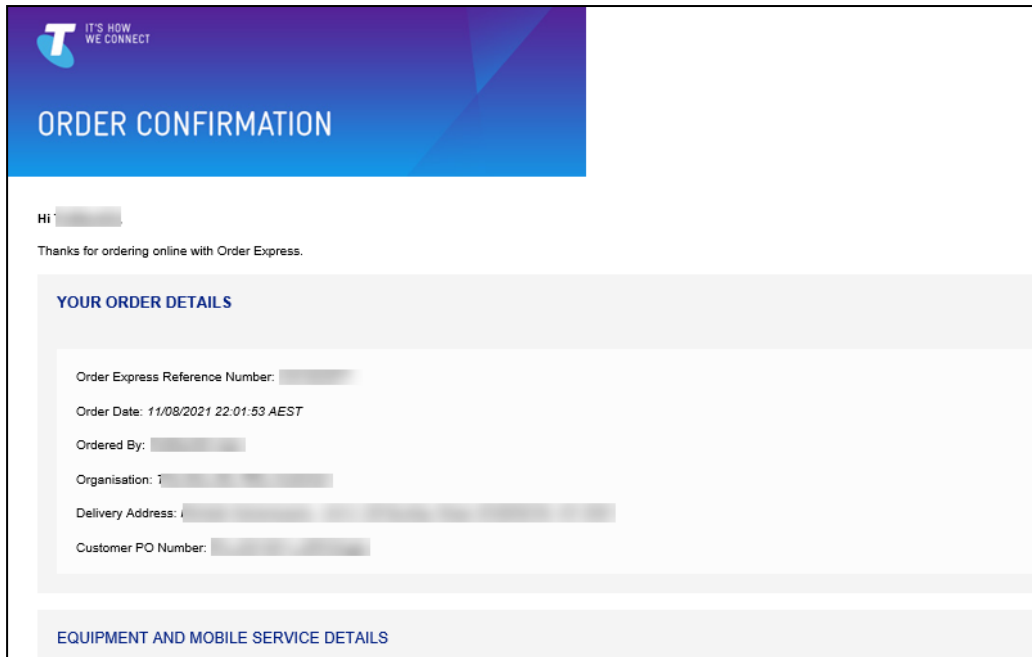
Step 17

Click on **My orders** tile link .
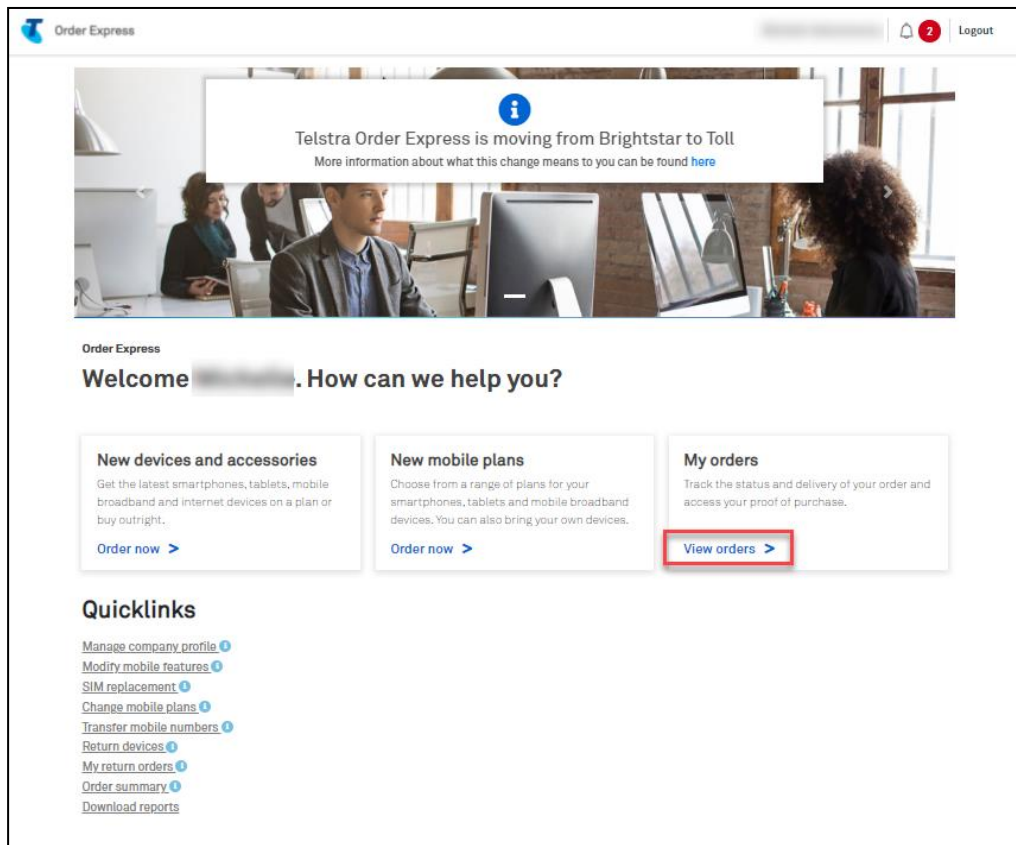
Step 18

Click **Porting Pending** status to locate your order.

Click on the designated record to open order details.

Step 19

The Provisioning status is **Porting Pending.**

This is pending as you are required to complete the **Adobe Sign** process which will then prompt Telstra to complete the provisioning.

> **Note:** Delivery status is **Waiting to be dispatched.**

Step 20

Open the email from **Adobe Sign** and click **Review and Sign** document.

Step 21

Review the document and then click **Start** as indicated.

Step 22

Type, draw or use your mobile to create a signature.

Click **Apply.**

Step 23

Click **Next** to continue.

Step 24

Select **Click to Sign.**

Continue to Sign the documents in places required.

Step 25

Once complete the **You're all set** message will populate.

Note: Adobe Sign will email you the final agreement or you can download a copy by clicking the link.

Step 26

Go to your email inbox and locate the **Adobe Sign completed** email.

Open the email.

Note: The completed documents are attached for your reference.
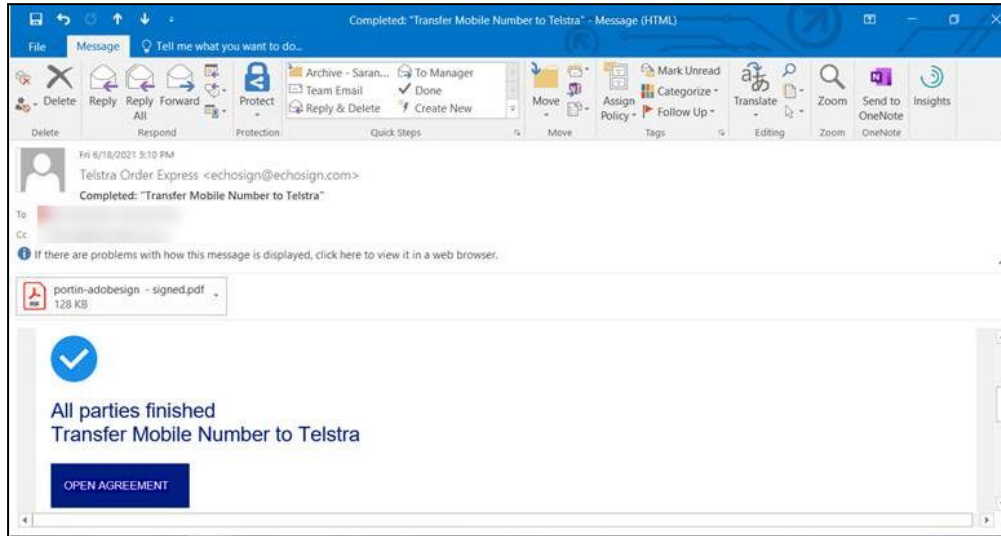
Step 27
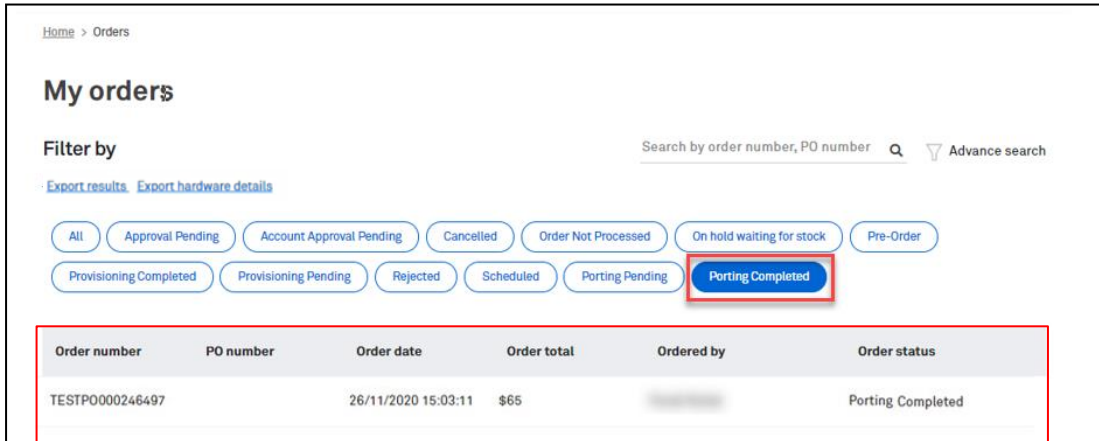
Go back to TOX homepage and click on **View orders** tile**.**
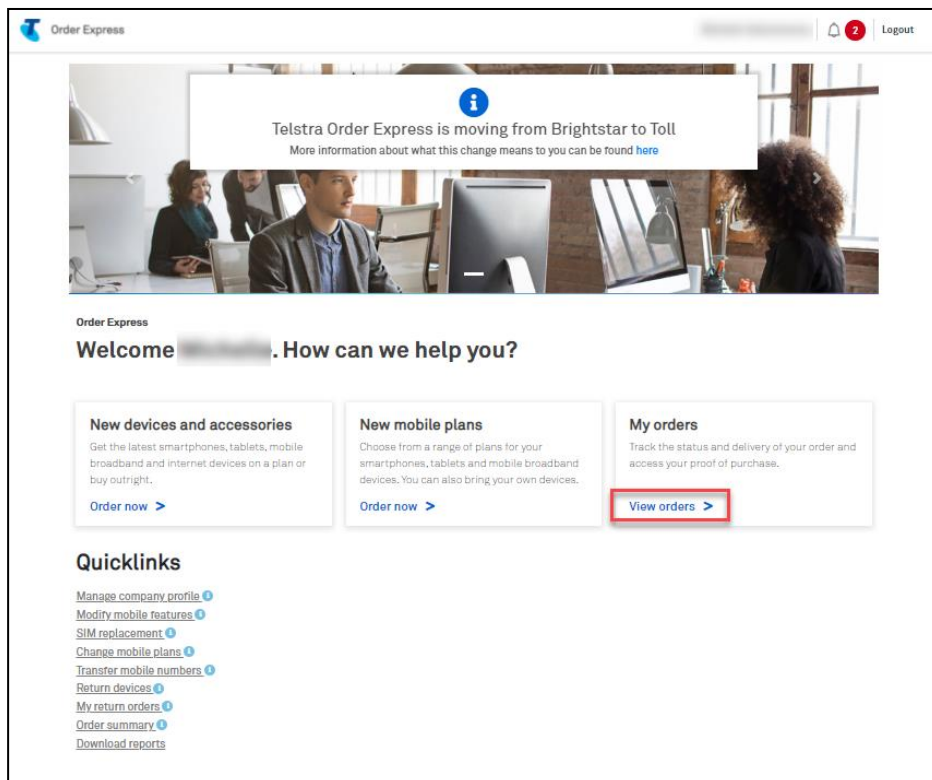
Step 28

Locate the order by selecting the filter **Porting Completed** and click on the desired record

> **Note:** Telstra will take up to 3 business days to complete the provisioning process once the **Adobe Sign** is complete.
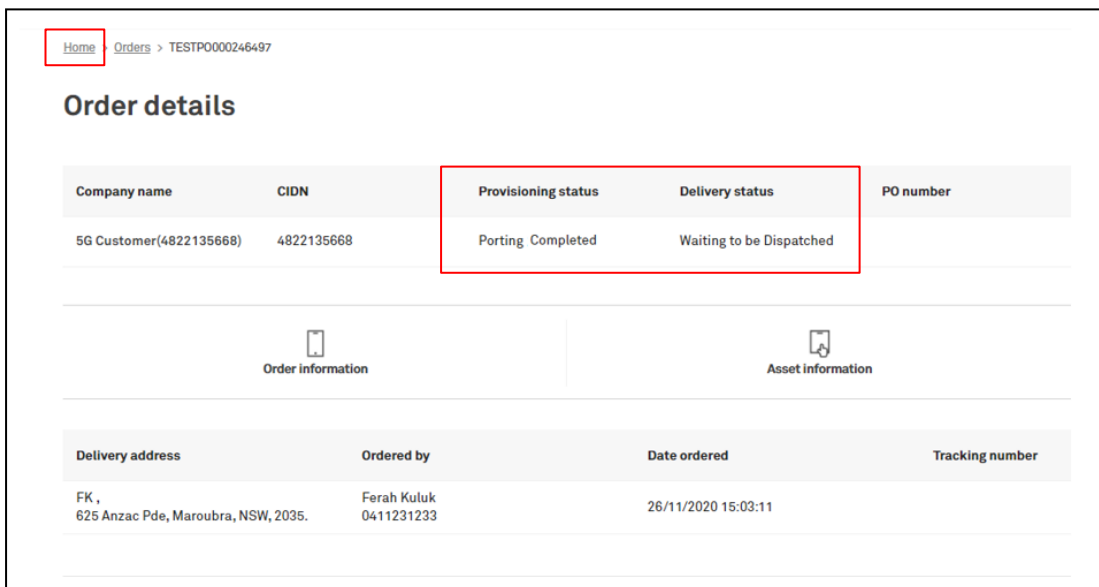
Step 29

The order is now **Porting Completed / Waiting to be dispatched.**

Click **Home** to return to the TOX Homepage.

Step 30

TOX Homepage.

9
How to view reports

Description

The purpose of this document is to provide detailed step by step instructions with screen views on how to access Telstra Order Express reporting functionality.

Below are the types of reports that can be downloaded from Telstra Order Express:

- Order Summary Report
- Backorder Report
- Hardware Consumption Report
- Credit Card Payment Report
- Adaptive Mobility Funds Report
- MDM Billing Report
- Return Order Report
- Detailed Hardware Report
- Customer Order Report

*** **Return Order Report** can be exported via the My Return Orders page (accessible via the Quicklinks list in TOX Homepage)

> **Tip!**
> - If you're looking for a **Detailed Hardware Report**, view steps 32-36.
> - If you're looking for a **Customer Order Report**, view steps 37-42.

Step 1

Log in to the TOX Customer Portal.

Step 2

Click **Download Reports.**
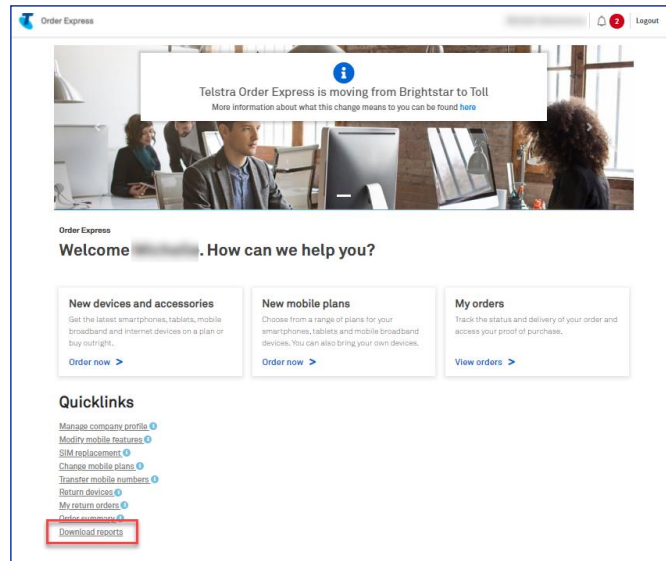
Step 3

Select Report to be run from the dropdown list.

Select the **Date** timeframe from the dropdown list.

If selected **Custom** in the Date field, enter the start and end dates.
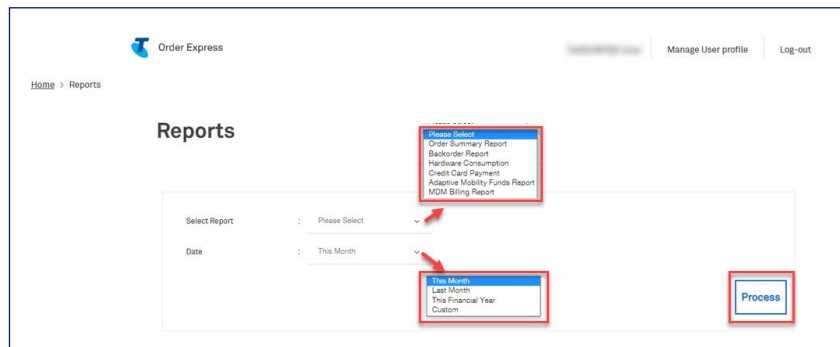
Click on **Process.**

Step 4

Order Summary Report

Select the timeframe. E.g., Last Month.

Click on **Process**
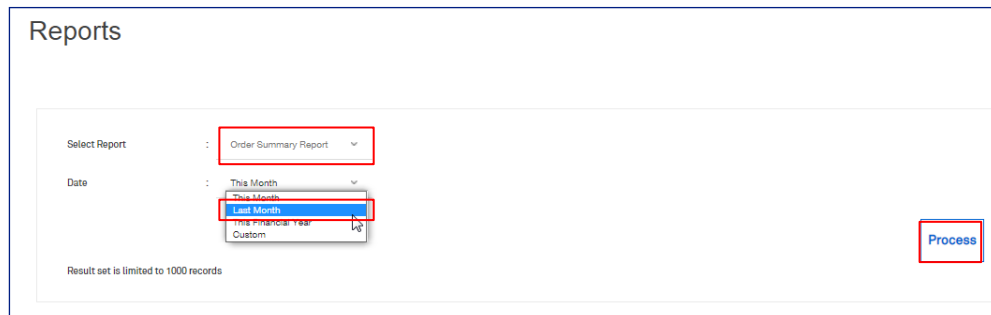
Step 5

Open/Save the generated report file from the bottom left of your screen.
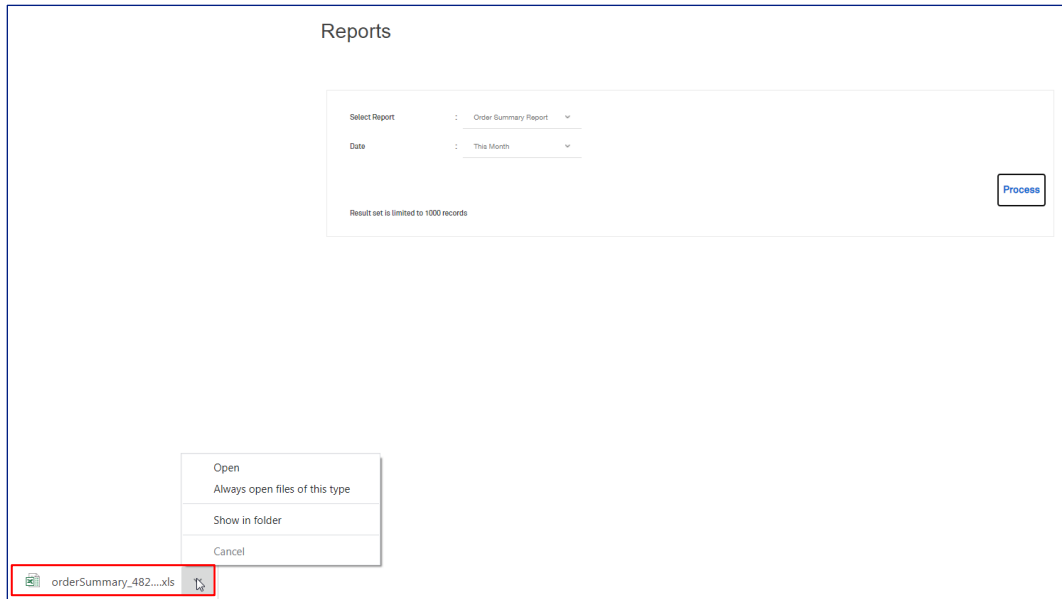
Step 6

Downloaded view of Order Summary Report

Step 7

Backorder Report

Click **Process.**
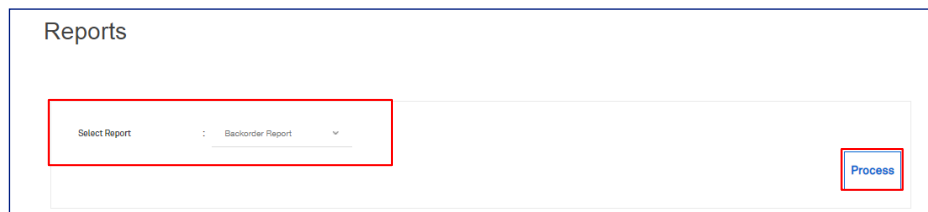
Step 8

Open/Save the generated report file from the bottom left of your screen.
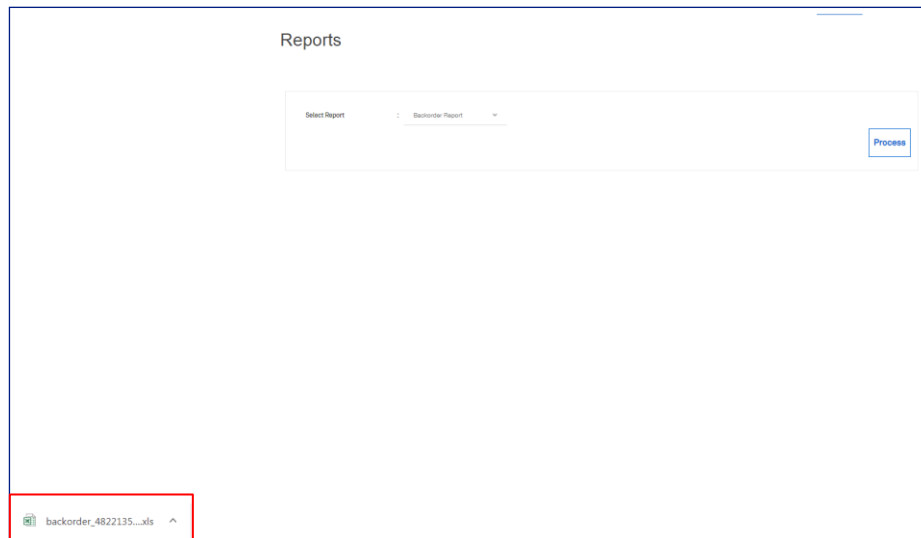
Step 9

Downloaded view of Backorder Report

Step 10

Hardware Consumption Report

Select the timeframe.

If selected **Custom** in the Date field, enter the start and end dates.

Click on **Process**

Step 11

Open/Save the generated report file from the bottom left of your screen.

Step 12

Downloaded view of Hardware Consumption Report

Step 13

Credit Card Payment Report

If selected **Custom** in the Date field, enter the start and end dates.

Click on **Process**

Step 14

Open/Save the generated report file from the bottom left of your screen.

Step 15

Downloaded view of Credit Card Payment Report

Step 16

Adaptive Mobility Funds Report

Select the timeframe. E.g., **Last Month**.

Click on **Process**

Step 17

Open/Save the generated report file from the bottom left of your screen.

Step 18

Downloaded view of Adaptive Mobility Funds Report
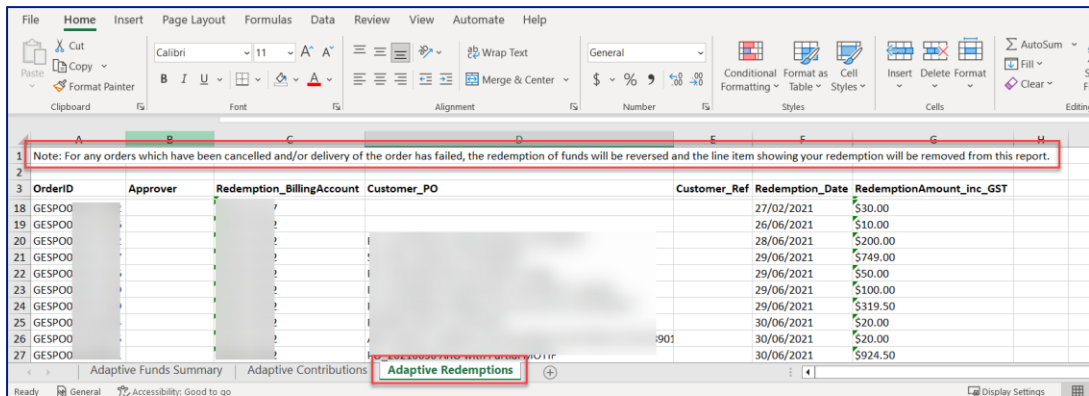
Step 18b

In the **Adaptive Redemption tab** of this report, there has been a note added on top as highlighted. This is related to a Cancelled/Failed Delivery AMF order.

"For any AMF orders which have been cancelled and/or the delivery of the order has failed, the redemption of funds will be reversed and the line item showing your redemption will be removed from the report"
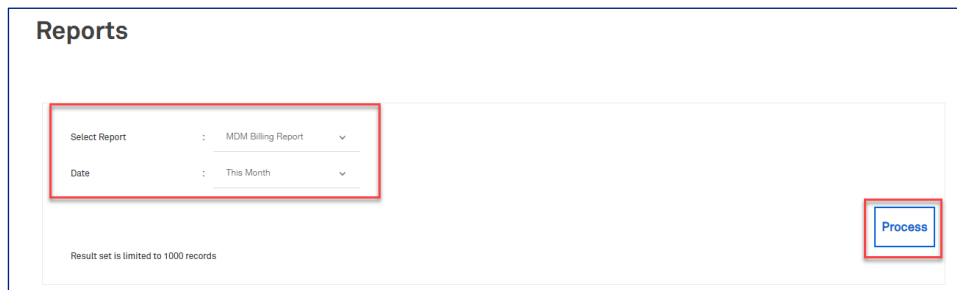
Step 19

MDM Billing Report

Select the timeframe. E.g., **This Month.**
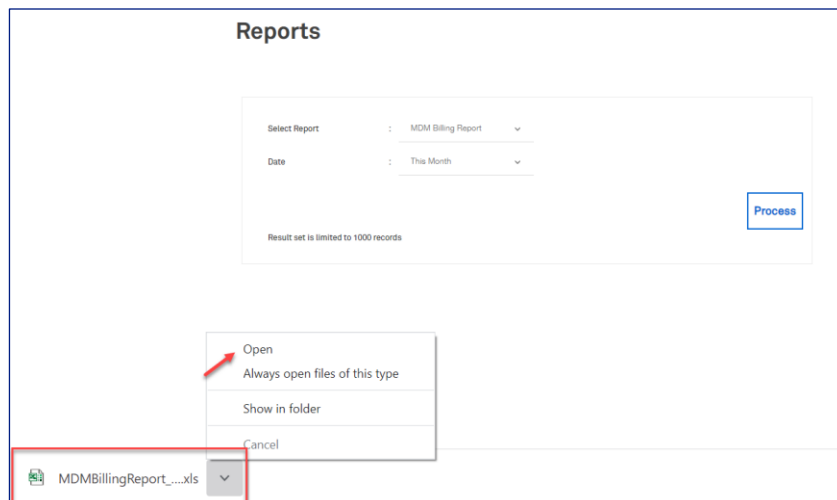
Click on **Process**

Step 20

Open/Save the generated report file from the bottom left of your screen.

Step 21

Click **Yes** to continue.
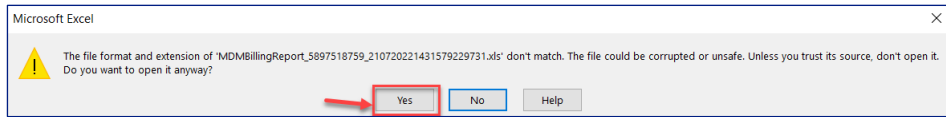
Step 22

Downloaded view of MDM Billing Report.

To view the report details in readable format, click on **Data** from the top menu as highlighted.
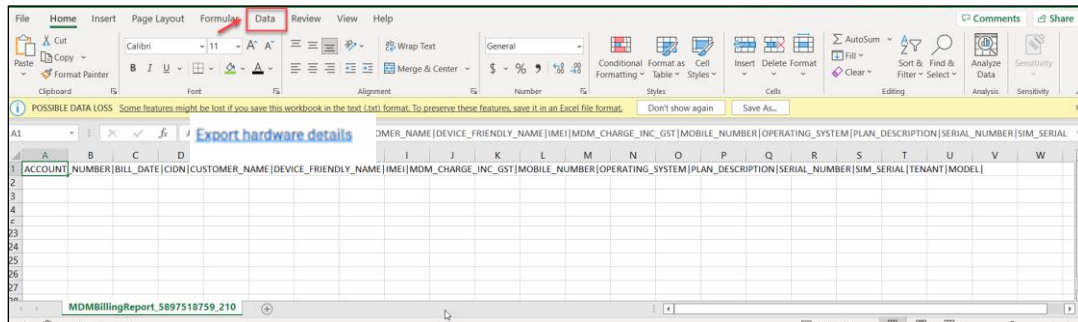
Step 23

Select Text to Columns icon / function
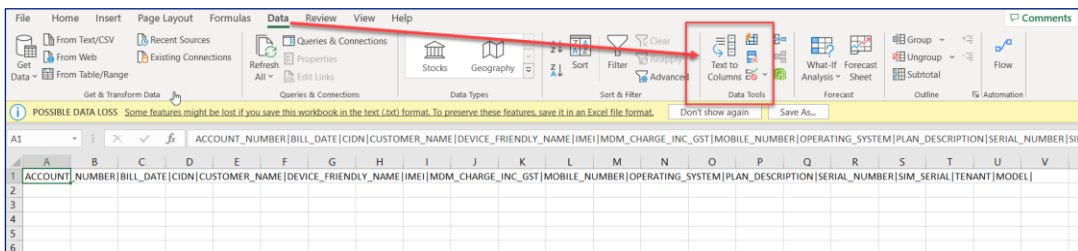
Step 24

The Text Import Wizard or Text to Columns option will pop-up.

Select **Delimited** radio button.

Put a **tick** on the box: **My data has headers.**

Click **Next** button.
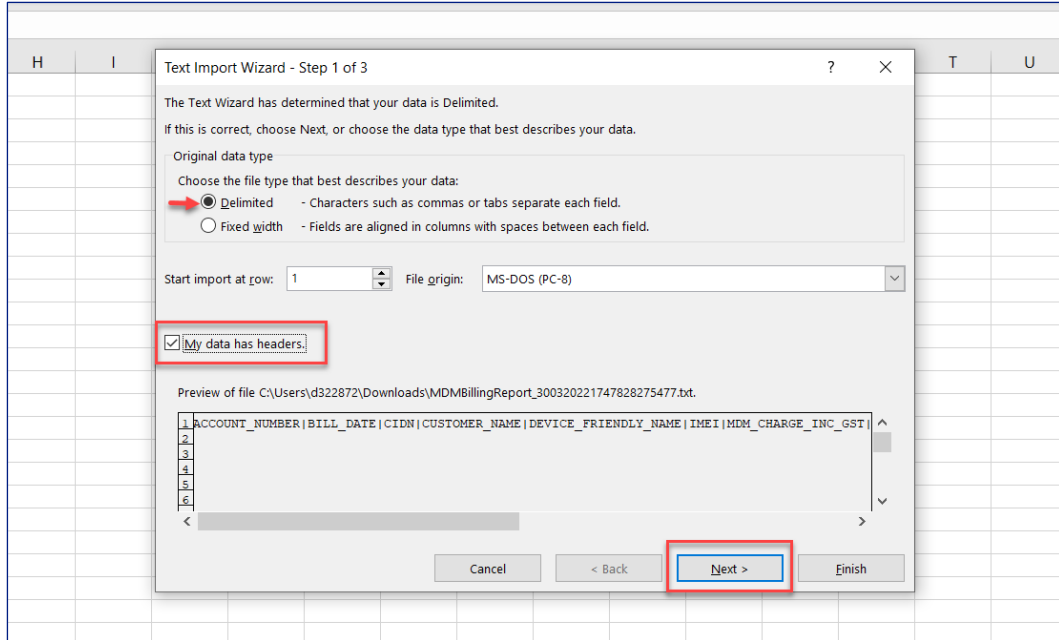
Step 25

Tick Other from the Delimiters option.

Type " | " (vertical bar character) on the field next to Others.

Note: This will split the text/data in a cell into multiple columns to present the data in readable format.
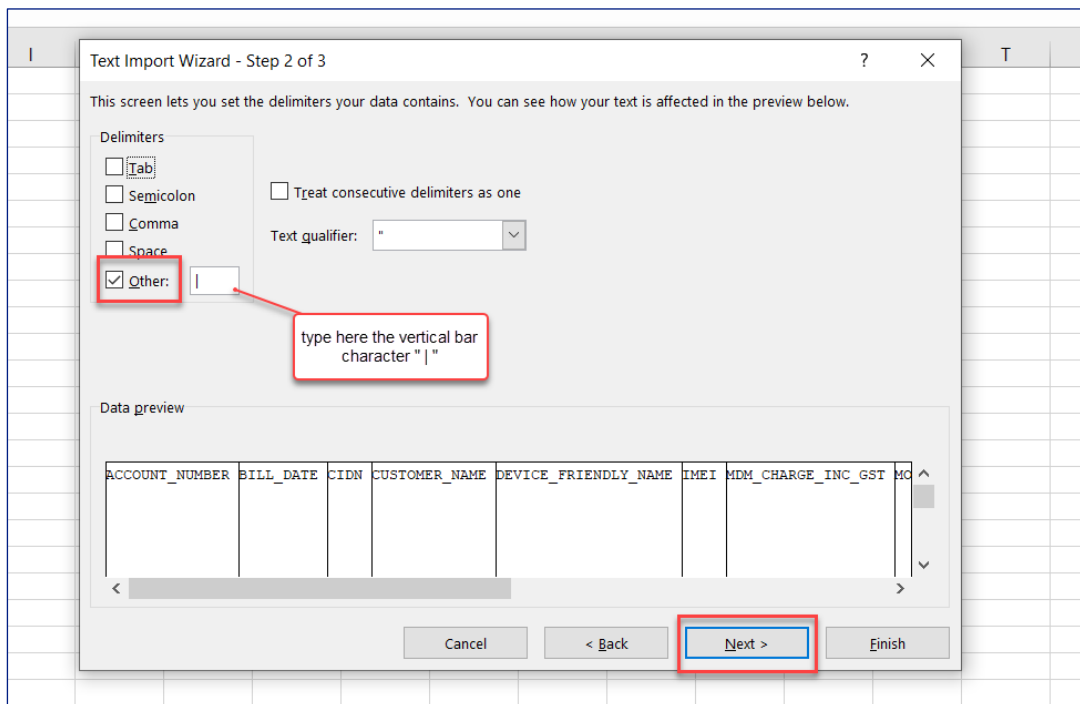
Step 26

Click **Finish** button.
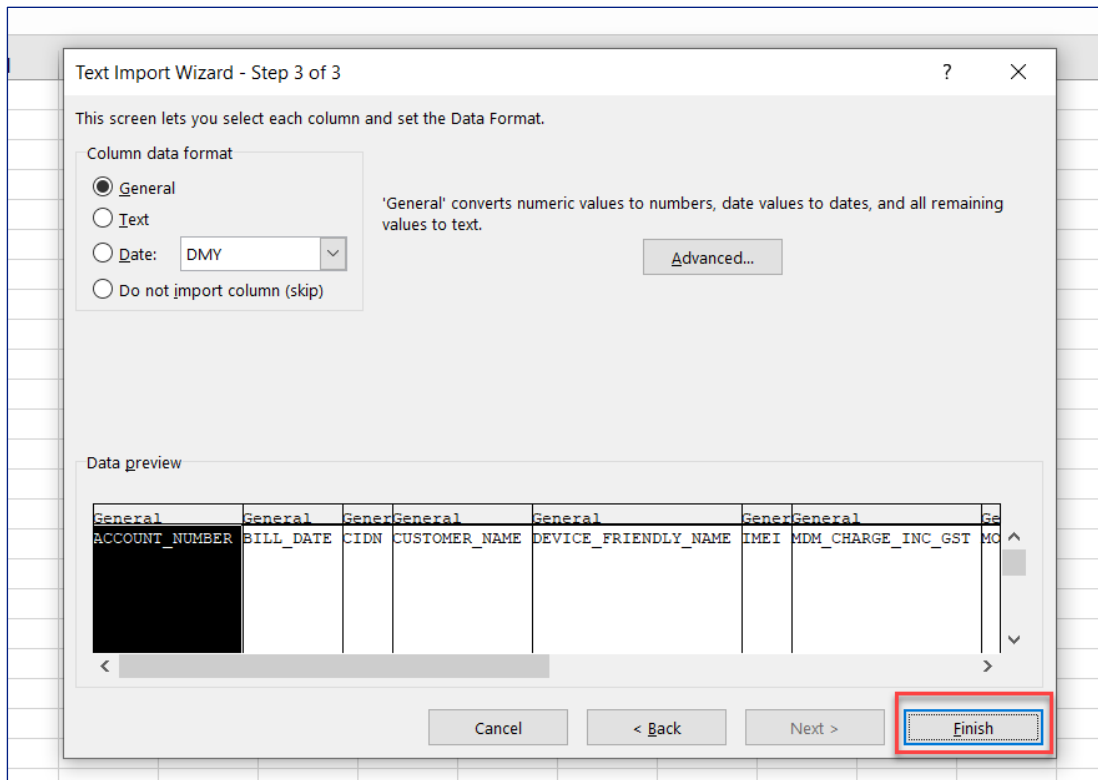
Step 27

The MDM billing report will show the 14 columns in bullets.
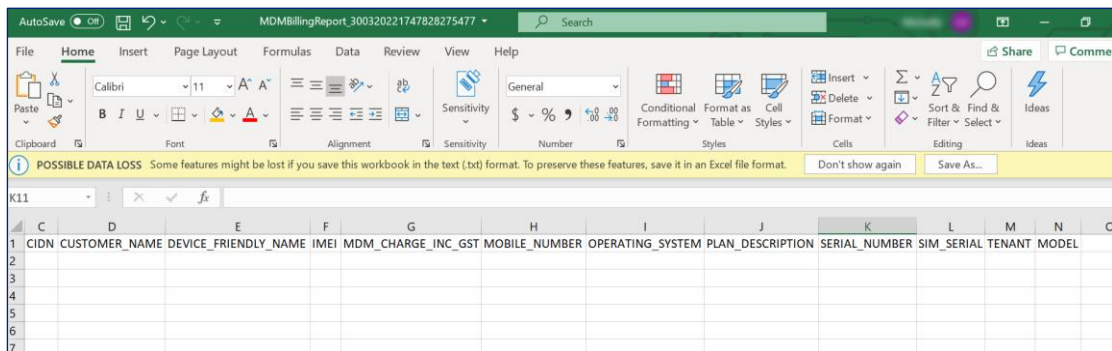
- **Account Number:** Billing / MICA account number where charges are billed
- **Bill Date:** the month of the MDM charges
- **CIDN:** Customer CIDN
- **Customer Name**
- **Device Friendly Name:** name of the person using the device
- **IMEI:** device imei number
- **MDM charge incl GST:** charge for the device
- **Mobile Number:** mobile number associated with the device (might be blank)
- **Operating System:** device OS
- **Plan description:** Flexiplan product code (might be blank)
- **Serial Number:** device serial number
- **SIM Serial:** serial number of the sim card (might be blank)
- **Tenant:** MDM tenant ID
- **Model:** device make/model

Return Order Report

Step 28

Navigate to TOX Homepage. From the Quicklinks section, click **My return orders.**
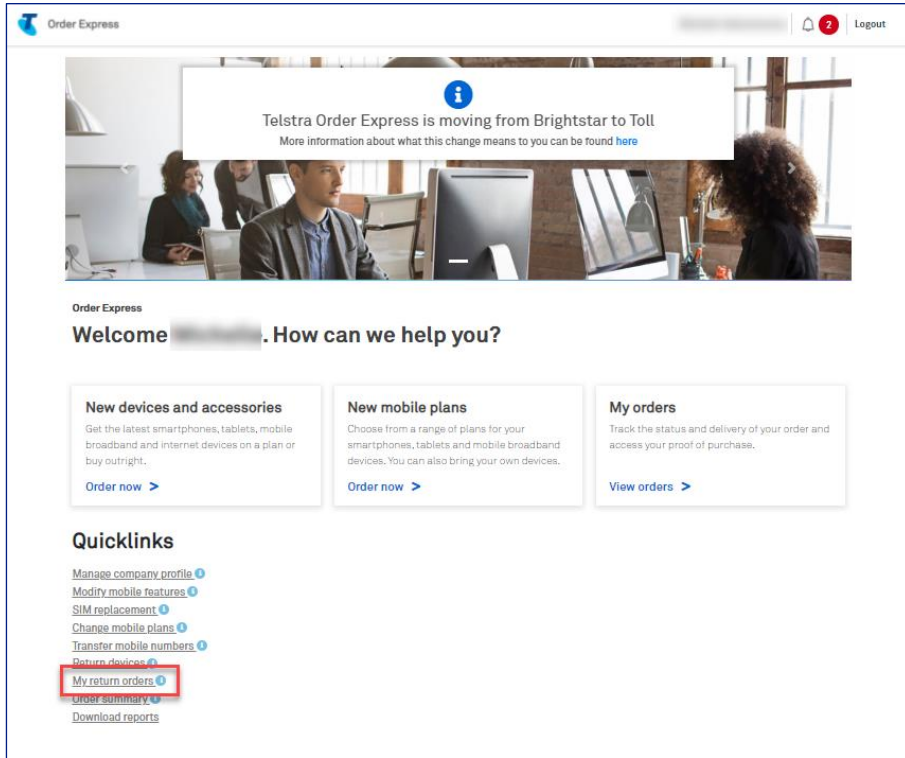
Step 29

Click on **Export Return results** link to download the report

Step 30

Open/Save the generated report file from the bottom left of your screen.

Step 31

Downloaded view of Return Order Report.

Looking for a detailed hardware report?

Step 32

You can now download a detailed hardware reports with the **My orders** tile.
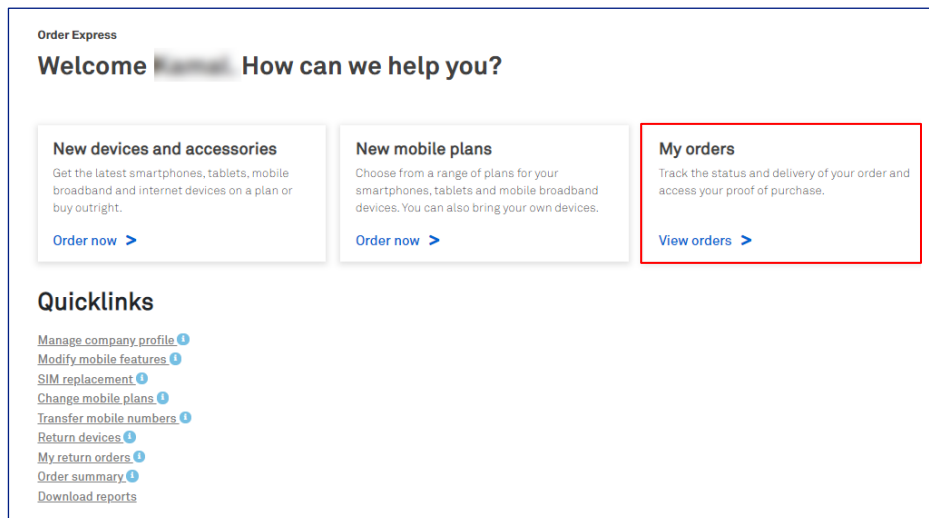
This report can be used to identify ordering trends and other important information like IMEI, SKU, make and model within an ordering period for both forward and return orders.

> **Note:**
>
> This report does not contain information relating to backorders.
> Forward orders refer to orders being sent from Telstra to a Customer.
> Reverse/Returns are orders being sent from a customer back to Telstra.

Step 33

To access the detailed hardware report, click **My orders** tile.

Step 34

Click on **Advanced search** and select a time period.

E.g., 01/06/2021 – 29/09/2021

Click **Search.**

Step 35

Once the order results have filtered click **Export hardware results**.

Step 36

Open/Save the generated report file from the bottom left of your screen.

> **Note:**
> - MRO/ARO expiry dates can now be seen in **column V: Expiry Date**
> - In the event, the ARO or Lease is terminated, the termination date will also appear in **column V: Expiry Date** (replacing the original Expiry Date).
> - SIM Replacement is currently listed in wrong column. Currently it is in "Make/Model" column, but ideally it should be in the "Order Type" column.

This new report provides information on:

- **CIDN:** Customer Identification Number / Company ID
- **Customer Name:** Legal Trading name of the company
- **Billing Account:** Account number chosen when placing an order
- **Order reference:** Forward Order Number
- **Order Date:** Date order has been placed
- **Order Received Date:** When the customer received the forward order
- **Dispatched Date:** The date when the forward order was dispatched from Toll warehouse
- **Ordered by:** name of user who placed the order
- **Channel:**
- **Make and model:** Ordered Device/Accessory details
- **Serial Number:** SIM serial or Device serial number
- **IMEI details:** or Serial Number of the device/accessory
- **SKU:** product reference number used in the system's back end for stock allocation
- **Username:** Name of recipient of the order
- **User cost centre:** can be added before order checkout
- **Purchase order:** customer reference number which can be added when placing an order
- **Order Type:** Outright /ARO/MRO/Lease
- **Category:** Product/Accessory Category when placing an order (SIM only/Smartphone/mobile broadband etc)
- **Upfront charges:** Outright charges
- **Monthly charges:** for ARO/MRO type of order
- **Term in months:** monthly repayment option
- **Expiry Date:** Lease Contract End Date, MRO/ARO Expiry Date, or Lease/ARO Termination Date
- **Returned Date:** Date when return order has been raised
- **Return Order Reference:** will be populated when a Return Order has been placed against the corresponding Forward Order
- **Return fee:** Charges for the Return Order (if applicable)
- **Promo codes:** if applied in the Forward order
- **Asset tags:** serial (if used) >this will be available in Release 4<
- **Consignment Note:** Forward Order Consignment Note used for order tracking

Looking for a Customer Order Report?

Step 37

You can download a customer order reports via the TOX Procurement screen, within the **My orders** tile.

This report can be used to identify standard order details such as order status, order date, delivery address, order amount, consignment number, etc.
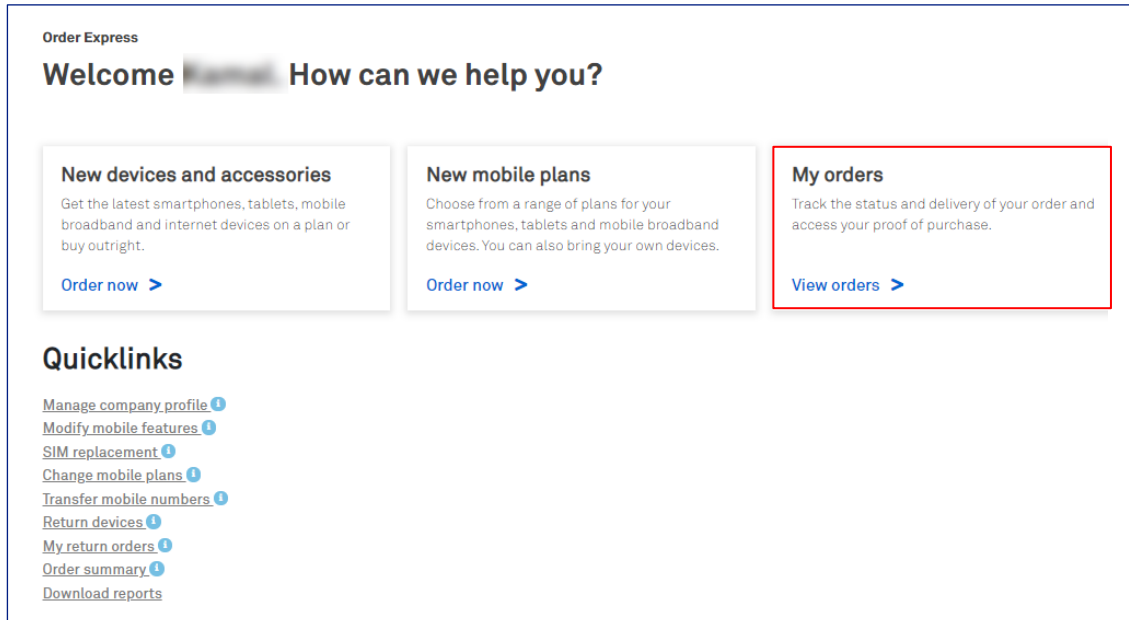
Step 38

To access the customer order report, click **View orders** link in the My orders tile.
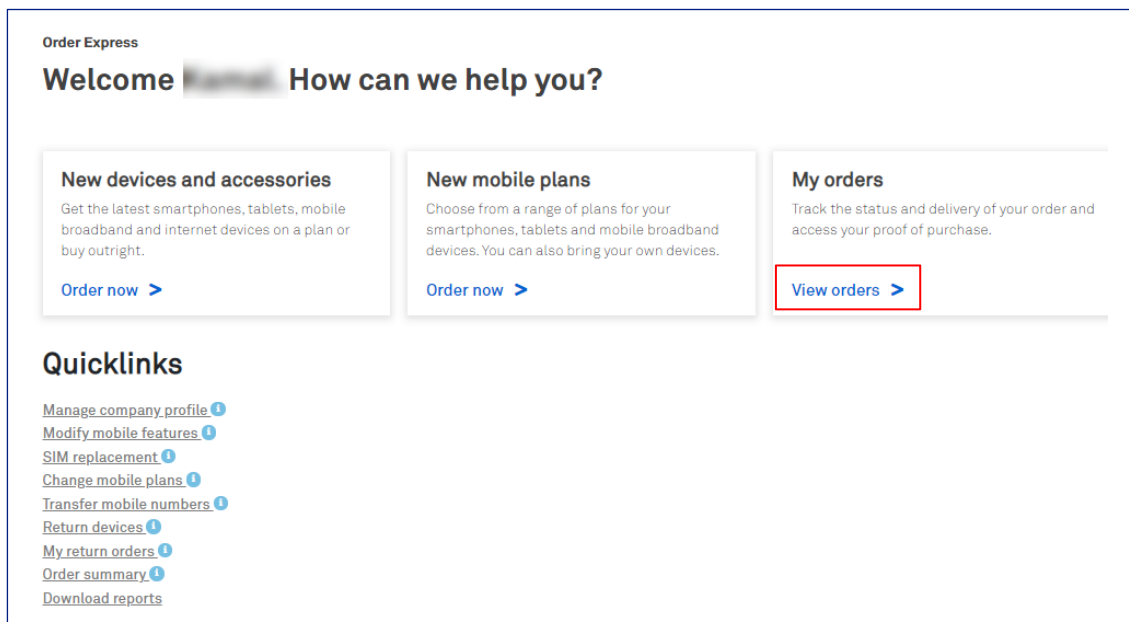
Step 39

Click on **Advanced search** if required to filter the search records.

In this example, a time period has been selected.

Click **Search.**

Step 40

Once the order results have filtered click **Export results** link as highlighted.

Step 41

Open/Save the generated report file from the bottom left of your screen.

Step 42

This report also now reflects the billing account logic used in Linked Experience. This is stated in the 2 columns of the report (**Payment Method** and **Attached to Account Number** columns).

Examples:

a) In an **ARO Order,** devices and accessories are billed to the account. The plans are billed to the mobile number.

b) In an **MRO Order,** all are billed to the mobile number (devices, plans, accessories).

c) In an **Outright Order**, devices and accessories are billed to the account number.

This new report provides information on:

- **Company Name:** Legal Trading name of the company
- **Customer ID:** Customer Identification Number / Company ID (CIDN)
- **OE Order Reference:** TOX Order Reference Number
- **UOMS Order number:** UOMS Order Reference Number
- **Order Date/Time:** Date order has been placed
- **Order Status:** indicates the order delivery stages (i.e., Provisioning Pending/Completed, Cancelled, Rejected, etc.)
- **Status Effective Date/Time:**
- **Raised By User:** person who created the order
- **Department Name:** User Groups
- **Approved By:** person who approves the order if order approval is required
- **Purchase Order #:** other order references number inputted when order are being raised
- **Recipient's Name:** Name of person who will receive the order
- **Recipient's email address:** all recipients email address associated with the order will be shown
- **Address Line 1:** delivery address
- **Address Line 2:** delivery address
- **SUBURB:** delivery address suburb
- **State:** delivery address state
- **Post Code:** delivery address post code
- **Sales User:** name of user with MSE roles
- **Consignment Number:** Forward Order Consignment Note used for order tracking
- **Order Total (GST Component):** GST amount of the order

- **Order Total (inc. GST):** total order amount
- **Order Line Type:** indicates if the item being ordered is a plan, accessories, value added services, SIM, etc)
- **Product Code:** product code of the item being ordered
- **Product Description:** description of the item being ordered
- **Unit Price:** price of the single item
- **Qty:** number of items being ordered
- **Serial Number:** SIM serial or Device serial number
- **Mobile Service #:** mobile number
- **Attached to Account Number:** reference number where order is being billed to
- **Payment Method:** defines how an order has been paid (i.e., credit card, account number, or through mobile service number)
- **Account Name:** Account Type
- **User Name:** user name entered in the Billing page when order are being raised
- **Email Id:** email id of user name above
- **Cost Centre:** cost centre of user name above
- **Order Comments:** details entered in the Checkout page
- **Ordered by:** represents the 3 types of users in the 3 portals (Customer, Telstra, Partner) who raised the order
- **Ordered by First Name:** first name of the person who raised the order
- **Ordered by Full Name:** full name of the person who raised the order
- **Ordered by Email:** email details of the person who raised the order
- **Origin:** name the system where order was raised (e.g. Jasper, T-Connect, Enterprise, SIM Manager)

10
New Devices and Accessories

Description

Shop the latest range of mobile devices and accessories – cases, covers, screen protectors, chargers and more! This document provides instruction on how to purchase new devices and accessories.

Business Rules

- Stock levels in TOX is a live feed and can change rapidly based on ordering activity. All stock levels in TOX are an approximation at the time of order confirmation and are based on Enterprise TOX.
- Stock Level Indicator will be shown during the ordering process. This is based on the stock thresholds set on a per SKU level. Below is the stock level indicator definition to guide you when placing an order;
  - **In Stock (**Green Light Indicator) – example is when a threshold is set to 1500 units, and the available stock in the system shows 1501 units and above.
  - **Low Stock (**Amber Light Indicator) – example is when a threshold is set to 1500 units, and the available stock in the system shows 1499 units and below.
  - **Back Order (**Red Light Indicator) – this is when the available stock in the system reaches 4 units and below.
- TOX looks for a stock indication within the 'Configure your device' screen and within the 'Checkout' screen ensuring an updated stock status in the event the items are left in the cart for a period of time.
- Stock is allocated after the order is submitted.
- Stock is allocated to a scheduled order once the order has been submitted.
- In the event the order requires approval, once the order is approved (by the Customer Admin) the order will proceed to stock allocation based on updated levels. In the event the required stock is not available the order will move to Backorder status.
- ARO (Adaptive Repayment Option) and Leased order types will only show the TOX order number and NOT your Customer PO number within the bill if order is processed automatically. This is when there is a unique PO reference number being used for these 2 order types.
- Any ARO enabled customer, will be able to order any accessory with no restrictions on the quantity, provided that the Recommended Retail Price (RRP) of the accessory is >$24. All accessories less than $24.00 must be purchased outright.
- An accessory must be >$24.00 to be eligible for ARO.
- Other order types such as normal outright order, will show Customer PO number if there is one entered by the user. Otherwise, TOX order number will be reflected on the bill.
- All **new LANES customers** will now require a minimum 50 services as part of the initial activations via Telstra Order Express (TOX). After the initial 50 LANES services become active, there is no further quantity limitation in placing a LANES service order (any quantity configuration between 1 to 5000).
- **Existing LANES customer** or for customers who already have LANES, the new minimum activation requirement is not applicable.

Step 1

On the Home page, click on the **New devices and accessories** tile.
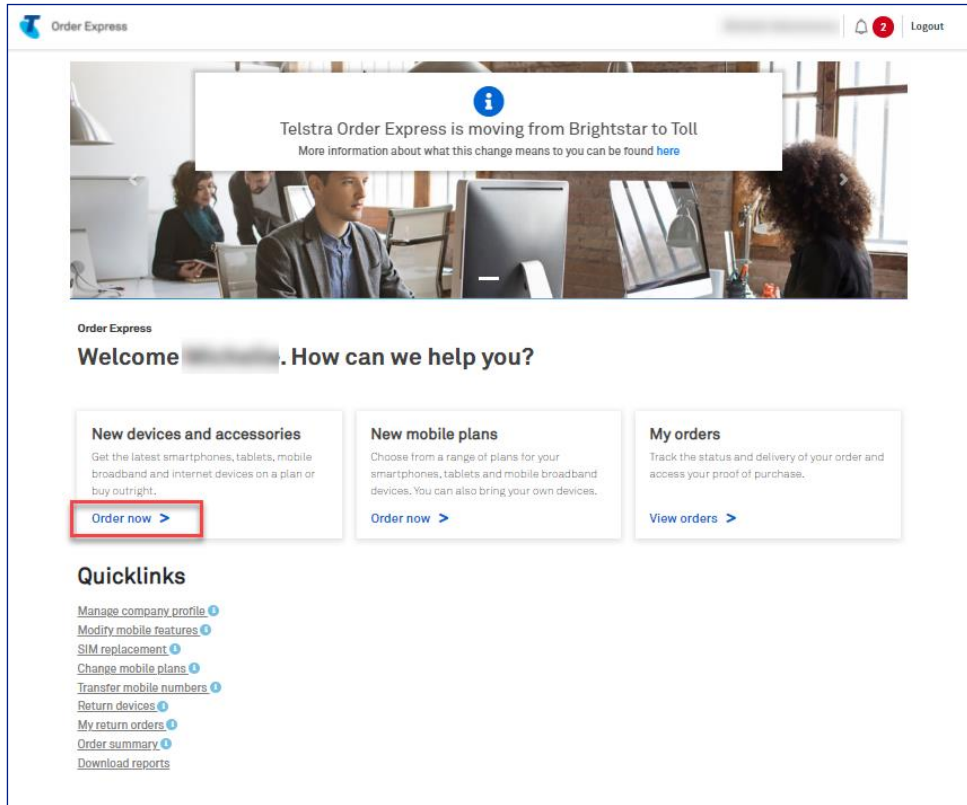
Step 2

Click on the **device type** to see the range of products.

Select **5G** or **4G** network.

Choose a **brand** or select **All** to view the complete range.
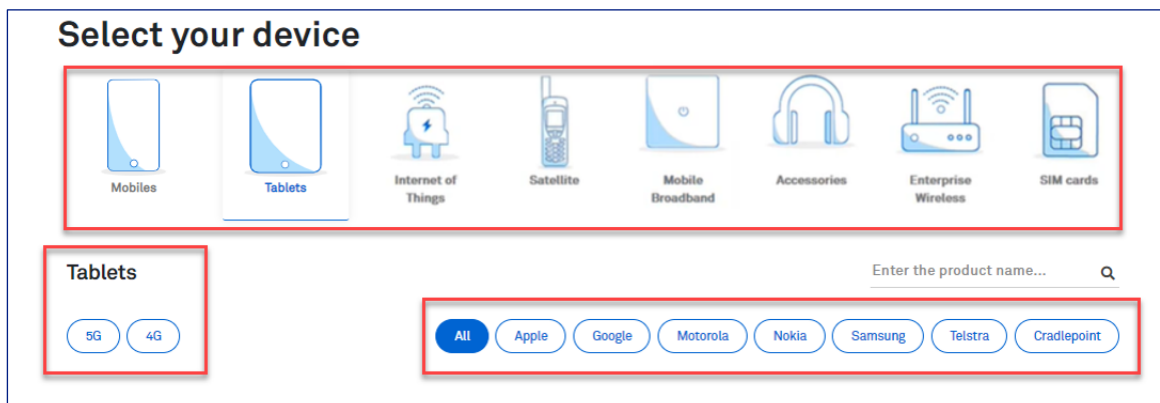
Step 3

Click on **Show buying options** to expand the details and click on **Select**, to choose your device.
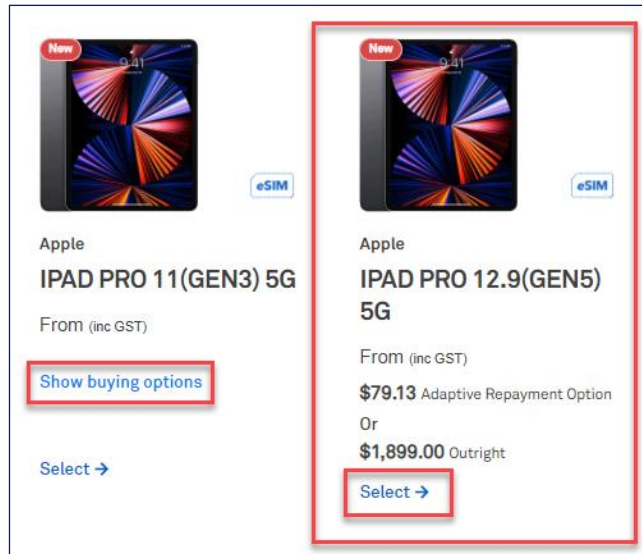
Configure your device

Step 4

- Select the colour (where applicable)
- Choose the storage capacity (where applicable)

> **Note**: If the device is out of stock a 'Back Order' warning will show (next to the cost per device). See sample screenshot below,
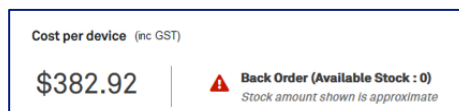
If the device is on back order, you can:

- Choose a different device, or
- Buy the item now and receive it at a future date.
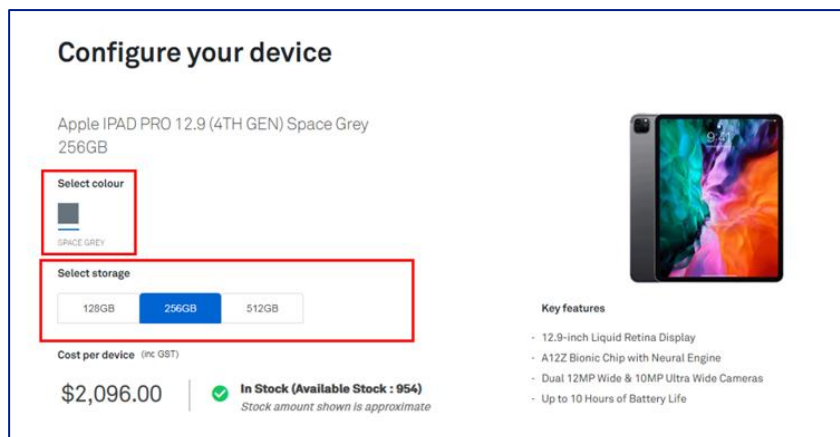
Step 5

Select your preferred **Payment Option** term and enter the **quantity**.

> **Note**: You can purchase up to 5000 devices in the same transaction. In the event you enters a quantity over 5000 (e.g., 9999), TOX will update the quantity back to the maximum **5000 limit**. Maximum quantity for **lease order is 300** per line item.

***Payment Option Definitions:

- **Outright:** Buy a device outright and you own it.
- **Mobile Repayment Option:** A monthly repayment option that offers you the choice of purchasing a handset without paying the cost upfront.
- **Adaptive Repayment Option:** Repay the recommend retail price (RRP) of any eligible device or accessory over either 12 or 24 months. **(5G Customers only)**

Step 6

Your new device will automatically be enrolled in the associated Device Enrolment Service.

If you do not want to register your device, **unselect the tick box**.

Click **Continue**.

> **Note:** This step is only visible for Customer enrolled as DES (Device Enrolment Service)

Optional add-ons

Step 7

You will have the option to purchase add-ons for your chosen device.

If you wish to purchase tick **Add** as indicated and select the quantity or leave unselected.

Step 8

You will have the option to buy plans for your new device.

If you already have a plan and just want a new device, click on **No. Devices only**

This will take you to the next step which is the **Billing** page.

If you want to purchase a new plan to go with your device, click on **Yes. Buy plans**

This will take you to the **Plans** page where you will be able to choose your plan.

Step 9

Select your **Billing details** from the two dropdown fields.

> **Note:** If you select **Different Users Information** tab this will need to be entered.

Step 10

If you are a customer with Adaptive Funds, **Enter the Amount** on the designated field if you want to use the funds with this purchase.

This option is not visible if:

- You are a new Adaptive Customer and have not accrued any funds
- You have emptied your fund balance
- You are not eligible for fund balance

Click **Add to Cart.**

> **Note:** Your fund balance is also stated below the Amount field. The fund balance value gets updated in real time depending on the amount you enter.

Step 11

If you do not wish to use your Adaptive Funds in this purchase, simply **Untick the box** as highlighted.

Click **Add to Cart.**
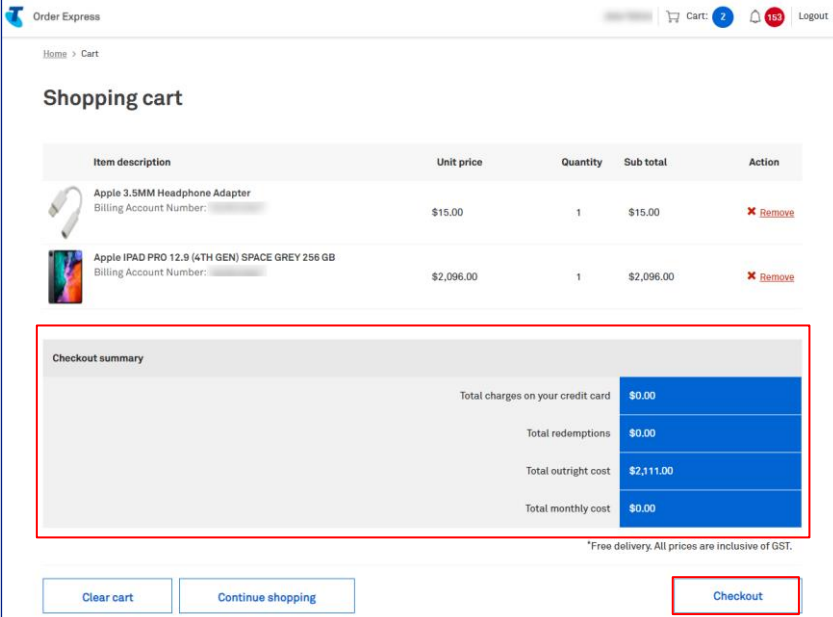
Step 12

This will add the transaction to the **Shopping cart.**

At this point, you can **Continue shopping**, or click on **Checkout** to finalise the purchase.

> **Note:** Checkout summary section will show breakdown of your selected Payment Option accordingly.
> - **Total charges on your credit card**: Amount debited on the credit card if customer would like to use credit card during the purchase
> - **Total redemptions**: Amount of the Adaptive Funds you entered
> - **Total outright cost:** Amount of the device .
> - **Total monthly cost:** Amount if you selected Mobile Repayment Option (MRO) or Adaptive Repayment Option (ARO)

Step 13

Enter the **delivery details** following the prompts.

> **Notes:**
> - The **Comments field** is for your internal notes and will not go to Telstra systems.
> - In the event the Suburb and Postcode do not match against AusPost records, TOX will display the **error message banner** as stated in the screenshot.

Step 13a

In the event, you need to add a Customer based Purchase Order Number, **click on the radio button** as highlighted.

A Purchase Order field will be shown. Enter you PO reference number here.

> **Notes:** When a special character is entered into TOX that is not on the accepted list as per table below, TOX will populate with an error *"Customer PO number is invalid"*.

Type	Values	Supported in LOMS – Yes/No
Special Characters	$,#,@,!, Space	Yes, able to post to TOLL ✅
	&, comma, quotes, \, /	Error (LOMS and/or TOLL) ❌

Splitting Backorders

Step 14

Scroll down to view the checkout summary.

> **Note:**
>
> When one item in the order is on backorder, TOX will give you the option to split the order.
>
> This will remove the backordered item/s out of the cart allowing **in stock** items to be sent without delay.
>
> To use this feature, tick **Split order** and click **Update**.

Submit order later

Step 15

Click **Confirm order** to complete the order or

To Schedule your order
- Click on the symbol next to Confirm Order
- Select a time, i.e. 24hours when you would like the order to be processed
- Click 'Continue'.

Note: The order will not leave TOX for the selected duration. Post the 24 or 48 hours, the order will then be released for dispatch.

Step 16

A notification will appear on your screen advising that your order is being processed.

Note: Confirm Order button will be greyed out while TOX is processing the order.

Step 17

Once complete, the Order confirmation page will display.

> **Tip:** Click the **My Orders** hyperlink to take you to the My Orders page in TOX.

Step 18

The customer who is the recipient of the ordered items will also receive an **Order Confirmation** email with a summary of the order details.

Step 19

Once the order has been dispatched, you will receive a **Dispatch Notification.**

Note: The email will automatically be sent to the Primary Admin of that CIDN, and any other email added to the Order Notification field in the checkout screen.

Step 20

Once order delivery has been completed, the customer (recipient of the package) will receive an **Order Completion** email with Order Completion Letter as an attachment which provides details of the order.

Note: Charges are triggered after the delivery is successful and charges appear on the customer's account when the order status is completed.
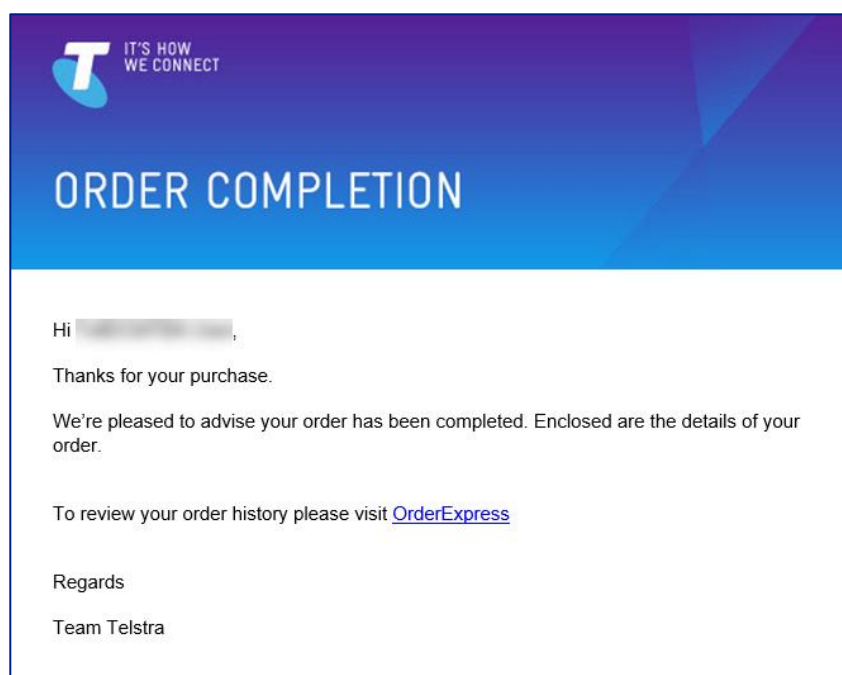
Step 21

Click **Order Now** on the **New device and accessories** tile.
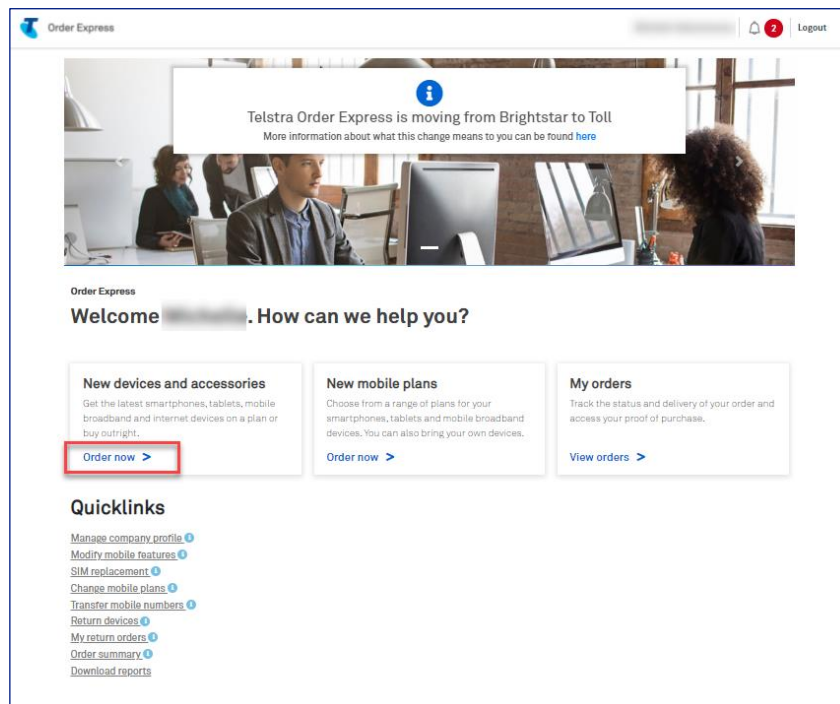
Step 22

Click on **SIM cards** tile to filter the catalog list options and select the SIM you wish to add to your order.

In this example, we are choosing **M2M STANDARD SIM CARD**.
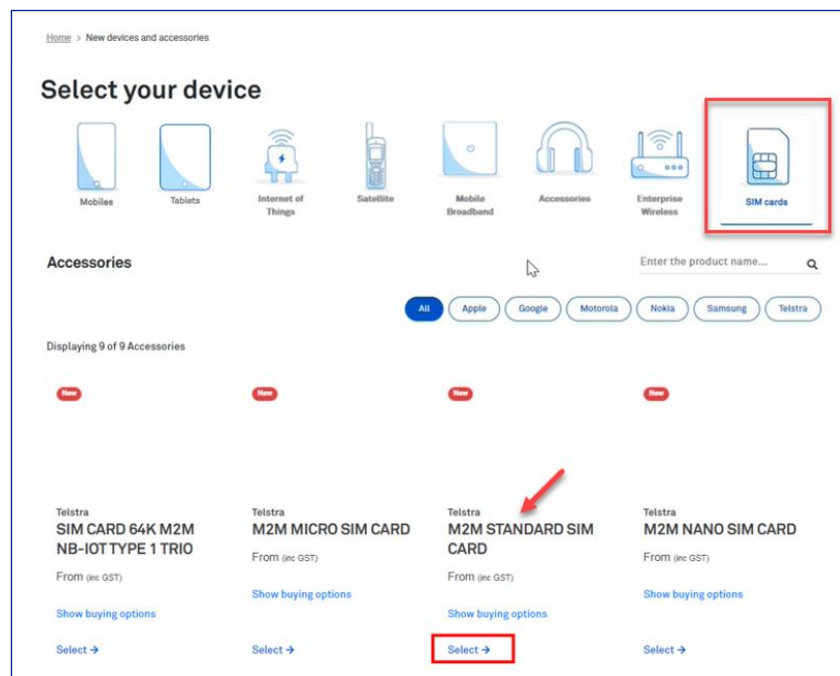
11
New Mobile Plans

Description

Bring your own phone, tablet, or enterprise wireless device. Keep your existing number and the device you love! An alternative to signing a standard 12, 24 or 36-month phone contract depending on customer configuration profile, a SIM-only plan allows you to bring your own device to Telstra and select a plan of your choice.

This document provides instruction on how to bring your own device and select a plan of your choice.

TOX validates the SIM serial number when you order a SIM only plan. The validation check performed are:
- Is the entered SIM serial 13 digits in length?
- Is the entered SIM serial valid?

What is meant by Valid SIM Serial?
A valid SIM is an available blank SIM that can be used for new activation or reburn enabling you to proceed with your order.

The table below describes the possible scenarios and the corresponding error messages TOX will populate in the event there is an error during the SIM validation process:

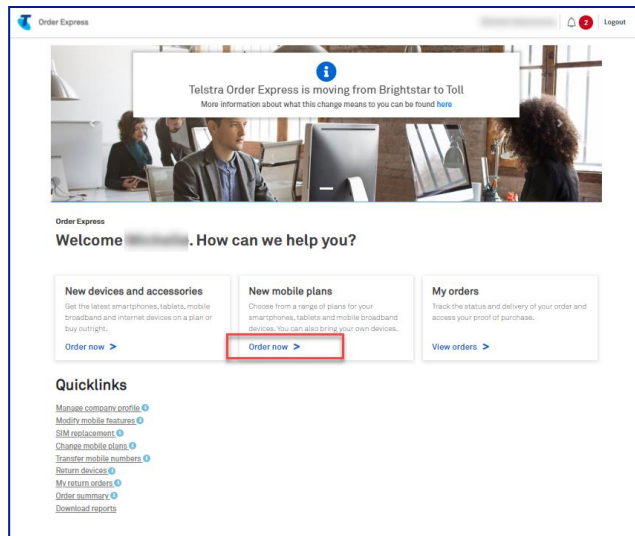| Scenario	Error Message
SIM order is inflight (Pending Delivery)	"SIM is not ready for activation"
SIM is not AVAILABLE in SRM	"SIM is unavailable in the System"
Incorrect (invalid) SIM number entered	"Invalid SIM serial number"
SIM already associated to a service id	"SIM has already been used"

Note: These screens have been recorded using the Telstra Admin access. The screens may vary depending on the assigned role type and user permissions.

Business Rules

- All **new LANES customers** will now require a minimum 50 services as part of the initial activations via Telstra Order Express (TOX). After the initial 50 LANES services become active, there is no further quantity limitation in placing a LANES service order (any quantity configuration between 1 to 5000).

- **Existing LANES customer** or for customers who already have LANES, the new minimum activation requirement is not applicable.

- Any ARO (Adaptive Repayment Option) enabled customer, will be able to order any accessory with no restrictions on the quantity, provided that the Recommended Retail Price (RRP) of the accessory is >$24. All accessories less than $24.00 must be purchased outright.

- An accessory must be >$24.00 to be eligible for ARO.

Step 1

On the Home page, click on the **New mobile plans** tile.

Step 2

Click on the device type to see the range of eligible plans.

Select 5G or 4G network.

Choose a plan term to go with your device.

Step 3

Choose your plan and click on **Order Now**

Step 4

Enter the **quantity** of plans you would like to buy.

> **Note:**
> - You can purchase up to 5000 plans in the same transaction.
> - In the event you enters a quantity over 5000 (e.g., 9999), TOX will update the quantity back to the maximum **5000 limit**

Choose your **value added services**. If you leave this section blank, then **all services** will be automatically activated.

Step 5

Choose your Add-ons (optional).

Step 6a

You will have the option to buy devices for your new mobile plans.

If you want to keep your own device and just want a new plan, click on '**No. plans only**'

This will take you to the **Billing** page.

If you want to purchase a new device to go with your new mobile plan, click on '**Yes. Buy devices**'

This will take you to the **New Devices & Accessories** page.

Step 6b

If you are a **Full Credit Card Customer,** the option in the step above is not available in your view**.**

Instead**,** you have the **Continue button** after the Add-ons option. This will direct you to the next step (Billing page).

Step 7

Enter your Billing details.

Note: If you are ordering over the quantity of 301 the bulk upload spreadsheet must be used.

Click **Add to Cart** button.

Step 8

This will add the transaction to the **Shopping cart.**

For more information about the order click **+**

Step 9

This screen will provide you with the following information:

- User name
- SIM card
- SIM serial
- Cost Center

At this point, you can **Continue shopping**, or click on **Checkout** to finalise the purchase.

Step 10

Enter the **delivery details** following the prompts.

> **Notes:**
> - The **Comments field** is for your internal notes and will not go to Telstra systems.
> - In the event the Suburb and Postcode do not match against AusPost records, TOX will display the **error message banner** as stated in the screenshot.

Step 10a

In the event, you need to add a Customer based Purchase Order Number, **click on the radio button** as highlighted.

A Purchase Order field will be shown. Enter you PO reference number here.

> **Notes:** When a special character is entered into TOX that is not on the accepted list as per table below, TOX will populate with an error *"Customer PO number is invalid"*.

Type	Values	Supported in LOMS – Yes/No
Special Characters	$,#,@,!, Space	Yes, able to post to TOLL ✅
	&, comma, quotes, \, /	Error (LOMS and/or TOLL) ❌

Step 11

Once all mandatory field has been populated, scroll down and click **Confirm order** to complete the order.

Step 12

A notification will appear on your screen advising that your order is being processed.

Note: Confirm Order button will be greyed out while TOX is processing the order.

Step 13

Once complete, the **Order confirmation** page will display and you will receive an Order Confirmation email with a summary of your order details.

Tip: Click the **My Orders** hyperlink to take you to the My Orders page in TOX.

12
How to Cancel an Order

Important Note: Orders raised in TOX reach the Point of No Return (PONR) within minutes (sometimes quicker) and thus cannot be cancelled. To identify whether the order is before or after PONR please view the status definitions below.
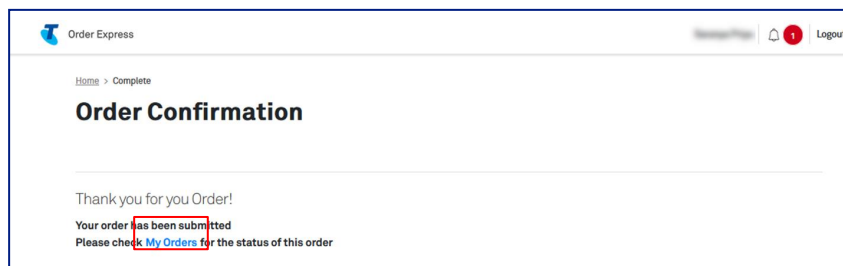
Ordering Status:

Status of Order	Status of Delivery	Definition
Provisioning Pending	Waiting to be Dispatched	The hardware is waiting to be dispatched and/or a mobile number is waiting to be activated. (Past PONR)
Backorder / On hold waiting for stock	Waiting to be Dispatched	Stock as not been allocated to the order. (Before PONR Order can be cancelled by Telstra and Customer).
Porting Pending	Waiting to be Dispatched	A request to port-in mobile number(s) from another carrier is pending. (Past PONR).
Scheduled	Waiting to be Dispatched	A person has scheduled for an order to be submitted at a certain time. (Before PONR).
Provisioning Completed	Delivery Pending	The order has been completed and has left the warehouse for delivery. (Past PONR).
Provisioning Completed	Delivery Completed	Order has been delivered to delivery address (Past PONR).
Cancelled	N/A	Order has been cancelled.
Rejected	N/A	The order has been rejected e.g., due to payment method failure or order injection failure (Cancellation not applicable)
Declined	N/A	The order has been declined by the Administrator (Cancellation not applicable)

Step 1

Log in to the TOX Customer Portal.

Step 2

On the Home page, click on the **My orders** tile.

Step 3

My Orders page will populate.

Find your order by applying the available order status filters or enter the **order number/PO number** into the Search field.

> **Note:** Orders that carry the status **On hold waiting for stock** can be requested for cancellation as this is **before** Point of No Return (PONR).

E.g., Select the filter **On hold waiting for stock.**

Step 4

Results will populate.

Click to select the order you wish to cancel.

Step 5

Order will display.

> **Notes:**
>
> **Provisioning status =** On hold waiting for stock
>
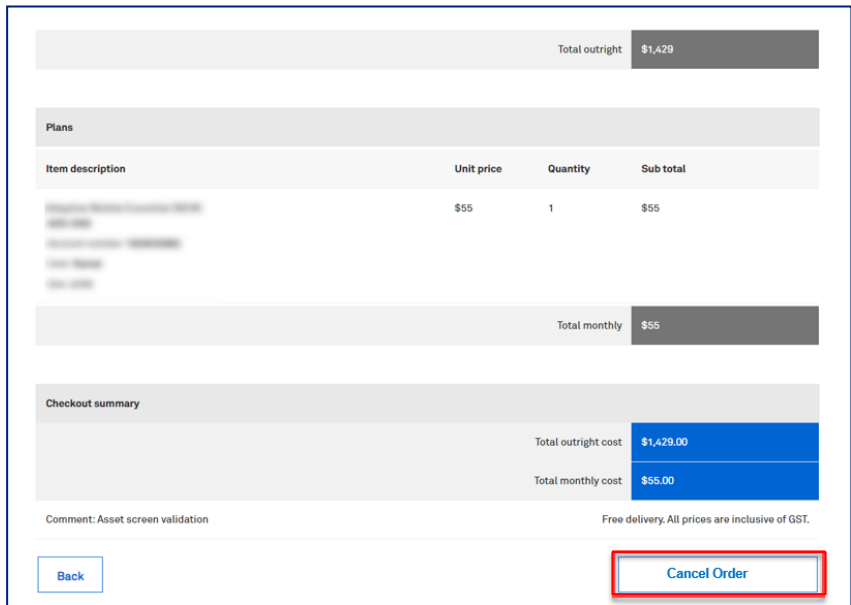> **Delivery Status =** Waiting to be dispatched
>
> This status indicates that the order is before PONR and can be cancelled.
>
> This is also confirmed by the **Cancel Order** button appearing on the bottom of the order.
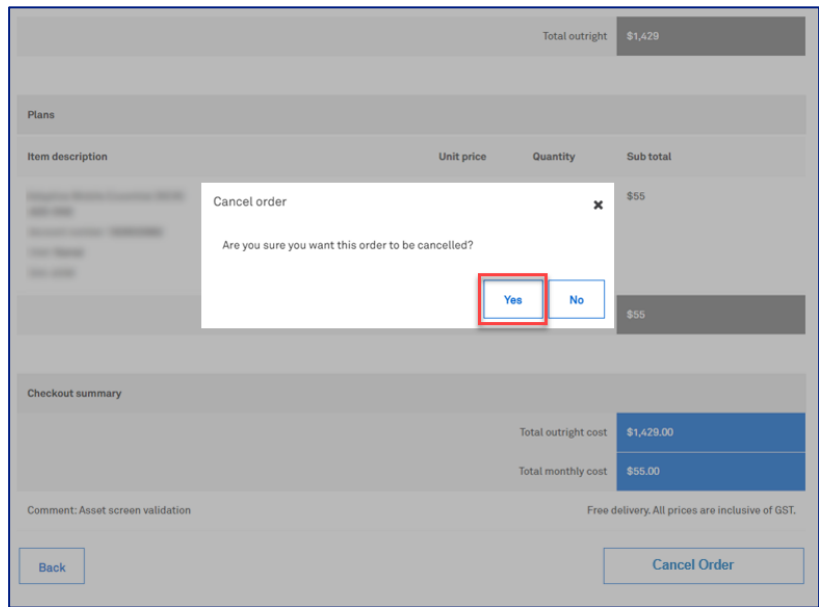
Cancel Order

Step 6

Scroll to the bottom of the screen and click **Cancel Order.**

Step 7

Select **Yes to confirm** or No to cancel.

Step 8

Once the order has been cancelled you will receive an email notification to confirm.

> **Important Note:**
>
> The changes may take sometime to reflect in the system and the order will still populate within the search results **On hold waiting for stock.**
>
> The difference is that the **Cancel Order** button will no longer appear at the bottom of the order (as it did in step 6).

	Total monthly	$121.5
Checkout summary		
	Total outright cost	$0
	Total monthly cost	$121.50
Comment:		Free delivery. All prices are inclusive of GST.

Back

13

Return Device

a. Faulty Device (Warranty Claim)
b. Change of Mind
c. Bulk Returns
d. Expired Lease

a. Faulty Device (Warranty Claim)

Description:

The purpose of this work instruction is to provide a step-by-step with screen views on how to return your device in the event of **DOA** (Dead on Arrival), **ELF** (Early Life Failure), and Warranty Claims.

Return Order for Faulty Device is raised in TOX by the Customer in the event above. Customer (sender of the package) will receive an email to prepare the faulty device to be picked-up by the courier on the date specified in the email. The faulty device will be assessed by Telstra Device Care Team and will send the replacement unit to the customer depending on the result of the assessment.

Business Rules

Business Rule

- DOA is faulty out of the box which doesn't turn on or has not been able to successfully start *(see table below for Manufacturer lead time reference).*

- ELF devices are confirmed faulty within the specified days in the table below from the time the delivery is received.

Device Manufacturer	Early Life Failure / Dead on Arrival
Apple Devices	3 days from date of delivery
Other Devices	30 days from date of delivery

- BRAND NEW DEVICE is sent to the customer for DOA/ELF and REFURBISHED DEVICE is sent for In-Warranty items.

- If the customer organised a return of a faulty device, and device is not received within 28 days, TOX is cancelling the Return Order.

- This Return Process only supports the return of Enterprise owned devices and accessories.
  If a personal device (BYO) is returned as FAULTY DEVICE, any out of warranty charges will be incurred by the enterprise account.

- There is **NO Repair Process** in TOX. When the customer returns a damaged device i.e., customer drops the phone, smashed screen, etc, they will be charged for a maximum amount of an out of warranty replacement unit. This charges will be incurred by the enterprise account.

- For Low Value Items less than $30, customer is not required to return the faulty item (In Warranty Item). A replacement unit will be shipped to the nominated address at no cost.

- Customer will be charged a NFF (No Fault Found) fee of $54.50 for faulty returns which are assessed as 'No Fault Found'.

- If an incorrect device has been returned by the customer, it will be rejected by Telstra Device Care Team and will be sent back to the customer with a Cust PO number as '*Sxxxxxxxxx*' on the delivery/shipping label. In this case, the customer can send email to: *orderexpress@team.telstra.com* if they need information about this delivery as this is not being tracked in TOX.

- DES (Device Enrolment Service) devices automatically gets unenrolled when the customer returned the device as faulty. The replacement unit will also automatically gets enrolled as soon as it gets shipped to the customer.

Step 1

Log in to the TOX Customer Portal.

Step 2

On the Home page, click on Quicklinks: **Return devices**

Step 3

Customer will then get navigated to Device Return page.

On field dropdown: Type of return, select **Faulty Device/Accessory.**

Enter the device **IMEI/Serial number** or **Telstra order number** on the designated field.
(use Order Number in this instance)

Then click **IMEI/Order Reference Lookup** button.

Step 4

The list of device(s) will then get loaded on the page.

Select an item to be returned using the radio button if there are 2 or more devices on the list.

Note: If you are sending back one of the same devices you have received, ensure the correct IMEI is sent back. Match the IMEI on the actual device box to the IMEI in TOX.

*** FAULTY DEVICE MUST BE DONE AS ONE ITEM - ONE DISPATCH LABEL.

Step 5

For **Apple devices,** you will see a pop-up message on top of your screen to **remove the activation lock** before raising a return request.

You can follow the steps as described by Apple in the link below:
Activation Lock for iPhone, iPad and iPod touch – Apple Support (AU)

Once activation lock has been removed, you can proceed in raising a return order.

> **Note:** In the event an Apple locked device is sent, the device will be returned back to you.

Step 6

Click on **Device fault** dropdown and select from the list.

If selected "Other" from the list, need to **describe the problem** found in the device on the designated field. Or use this field to provide more details of the fault.

Click **Generate Quote** button.

Step 7

Estimated maximum cost will then be generated at the bottom of the page. This is the maximum amount you will be charged for an **out of warranty replacement** unit (e.g., if Telstra Device Care Team received a device with physical or liquid damage).

Select the account from the dropdown list: **Amount will be charged to*:**

Tick the box: **I agree to this quote.**

> **Note:** If a personal device (BYO) is returned as FAULTY DEVICE, any out of warranty charges will be incurred by the enterprise account.

Step 8

Scroll down and populate the **Device pickup contact** section with the address details.

Step 9

Note: **Select pickup address**, user can select an address from the list or manually enter the pickup address by selecting **New Address** in the dropdown list.

Step 10

You will then see additional fields to input pickup address manually.
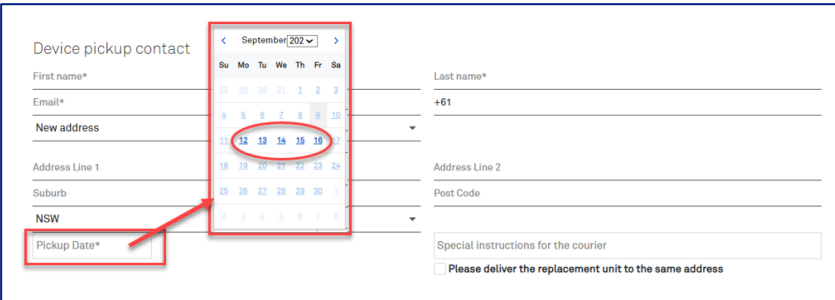
Step 11

Click on **Pickup Date** field and select a date from the given options.

Note: Pickup date will be available within the next 5 business days.

Step 12a

Populate the next section: **Contact who will receive the replacement.**

> **Note:** Populate this section if the address details is different from the pickup address.
>
> Click **Next** button.

Step 12b

Or if the delivery address of the replacement unit is the same as the pickup address,

Tick the designated box: Please deliver the replacement unit to the same address

Click **Next** button.

Step 13

User will then get navigated to **Return Instructions page.**

Read the details on this page and **tick all boxes** designated on sections:

- Packaging instructions
- Acceptance of Terms and Conditions

Click **Next** button.

Step 14

A pop-up message on green banner saying, *"Return order submitted successfully."*
will appear on top of the **Return Orders Details page.**

> **Note:**
>
> This return order will show:
>
> - **Pickup Pending** in status.
> - Consignment number
> - Pickup and Replacement Delivery Address
> - Device Details

Step 15

Email notification will be sent to the Customer (sender of the package) regarding the Return Order details including the attachments below:

- **Shipping Label**
- **Dangerous Goods Label**
  — is only required if the device being returned has a battery

Customer to print the label(s) accordingly and attach to the carton for pickup.

Step 16

Dangerous Goods Label contain the sender contact details which was specified in the order.

> **Note:** Dangerous Goods Label needs to be attached on all cartons/packages **ONLY IF** item being shipped has a battery.

Step 17

For items less than $30, you are not required to return the faulty item (In Warranty Item). A replacement unit will be shipped to the nominated address at no cost.

Therefore, when creating a Faulty Return Order after clicking the **Generate Quote button**, the screen will only show 1 section to fill-in.

Step 18

You only need to fill-in the **Replacement Address** section.

Click **Send the Replacement** button.

Step 19

A pop-up message on green banner saying, *"Return order submitted successfully."* will appear on top of the **Return Orders Details page.**

Step 20

Note: **Low Value Item,** such as the above, will only be replaced once. This will be reflected on the related Original Order where the item will show a sub-status as: **Close**

Step 21

To track the status of this Return Order, navigate back to TOX Homepage and click on Quicklinks: **My return orders**
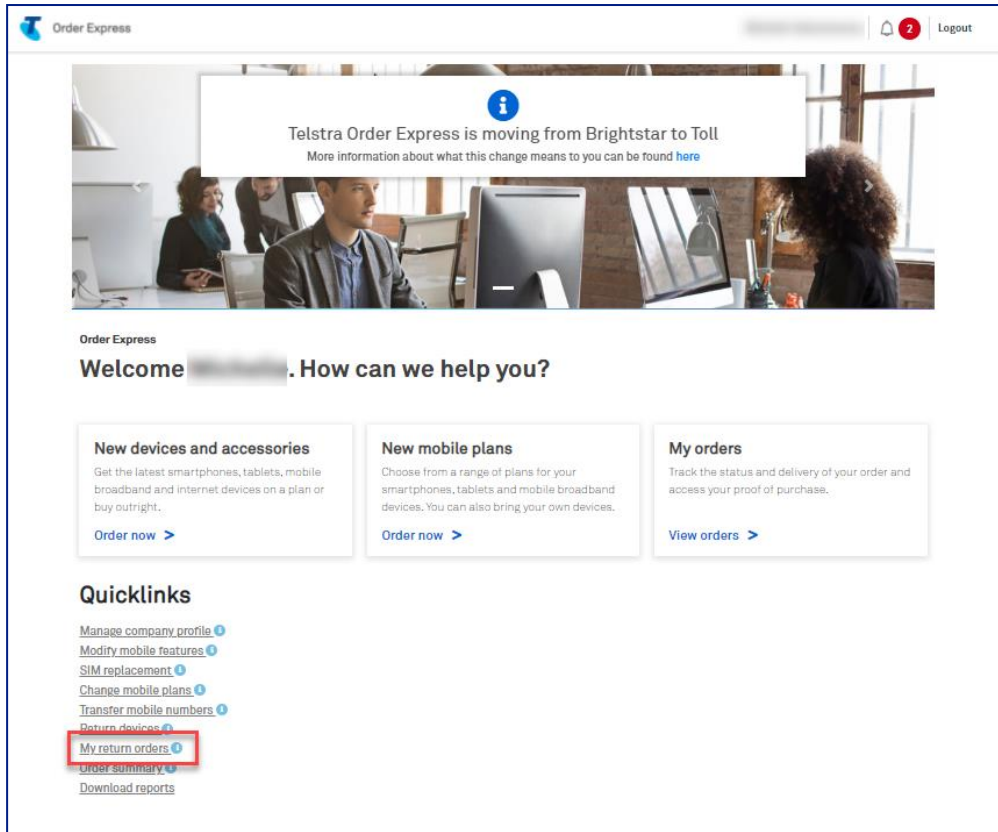
Step 22

Input the **Return Order number** in the **Search** field.
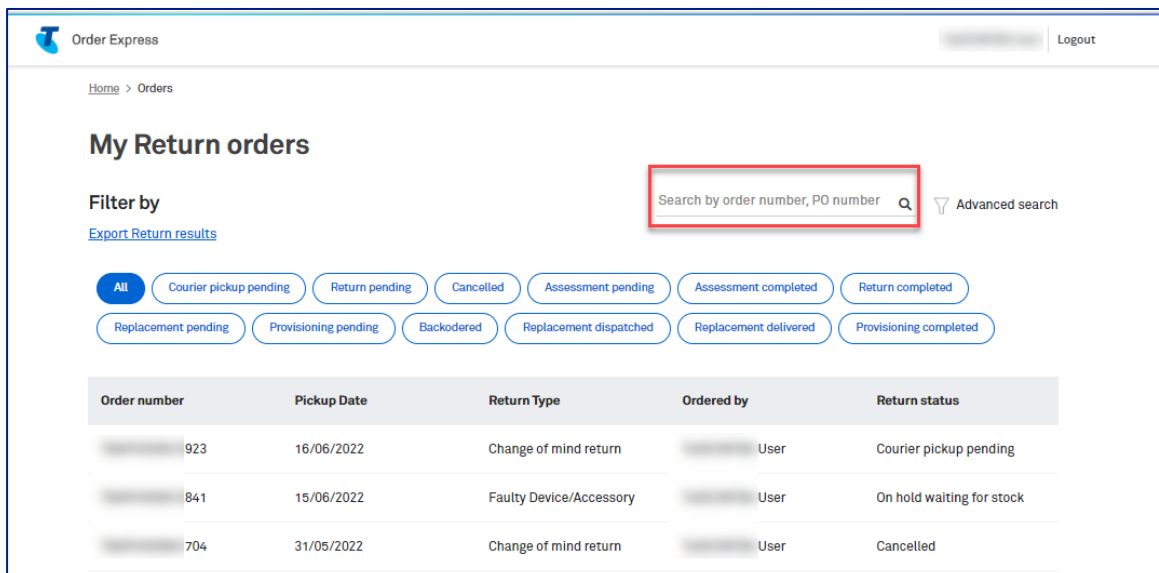
Step 23

Return status of the order will be shown in the last column of the searched record.

You can also click on the searched record to see more details of the Return Order.

Step 24

Return Order in status: **Courier Pickup Pending**

Checking the device status from the related Original Order will show status in: **Return Pending**

Step 25

This screen can be seen by accessing the My Orders tile and entering the (Original) Order Number. The corresponding device status will display as **Return Pending**

Step 26

Return Order in status: **On hold waiting for stock**

The device will remain **Active** (Original Order) until the new device is dispatched.

Step 27

This screen can be seen by accessing the My Orders tile and entering the (Original) Order Number. The corresponding device status will display as **Active**

Step 28

Return Order in status: **Return Completed,** the related Original Order will show device sub-status as "Return Completed".

Step 29

This screen can be seen by accessing the My Orders tile and entering the (Original) Order Number. The corresponding device status will display as **Return Completed**

Step 30

Return Order in status: **Cancelled**

Checking the device status from the related Original Order will show status in: **Active**

Step 31

This screen can be seen by accessing the My Orders tile and entering the (Original) Order Number. The corresponding device status will display as **Active**

Step 32

Important Note: Sub-status is also stated in the Device Details section of the Return Order.

In this example, the order status is: **Cancelled** and sub-status shows: <mark>**Incorrect Device Received.**</mark>

Step 33

Once the replacement unit has been received/signed by the customer and Return Completion Letter gets generated, Return Order will have status showing as "**Replacement Delivered**".

The only exception is when the Device Care Team reject the faulty item sent for return and send the same item back to the customer.

Note: Replacement device details also gets populated in the Return Order as highlighted.

Step 34

The Returned Device from the Original Order will show status in: **Return Completed,** with the Replacement Device showing status in: **Active**

This screen can be seen by accessing the My Orders tile and entering the (Original) Order Number.

Step 35

What happens when you missed the courier pickup?

You will receive an email from StarTrack advising on how to-rebook for the **next pickup date.**

Note: If rebooking is required for a change of pickup address, customer needs to contact their Service Delivery Team to cancel the return order and raise a new one with a correct pick-up address

b. Change of Mind

Description

The purpose of this work instructions is to provide a step-by-step instruction with screen views on how to return your device as Change of Mind for Refund.

Return Order is raised in TOX for the return of Brand-New Device for refund. Customer (sender of the package) will receive an email to prepare the device for return which is to be picked-up by the courier on the date specified in the email. The device will be assessed by Telstra Device Care Team and a refund will be processed depending on the result of the assessment.

Business Rule

Business Rules

- Customer currently has 14 days (by the time they received the order) to trigger Change of Mind return which covers only Enterprise owned devices and accessories.

- Telstra Device Care Team rejects the item/device if returned item is not in pristine condition. But if Return Order has been raised by "Exception," which can only be done by Telstra Internal Team, Device Care Team will accept the returned device without assessing.

- Refund goes to the original purchasing account.

- Refund is applied to the enterprise account when a device was purchased on a personal credit card and returned as a Change of Mind.

- TOX is not cancelling a Return Order if the device is not received within 28 days. System will reflect device sub-status in '**Device not received.**'

- There is no minimum amount for items returned as Change of Mind. Only courier fee will be charged as per below:
  — **Minimum $10** for 1 to 2 items, **then $5 each** for every returned items after that.

- If an incorrect device has been returned by the customer, it will be rejected by Telstra Device Care Team and will be sent back to the customer with a Cust PO number as '*Sxxxxxxxx*' on the delivery/shipping label. In this case, the customer can send email to: *orderexpress@team.telstra.com* if they need information about this delivery as this is not being tracked in TOX.

- For **Change of Mind Returns with DES**, the original IMEI is disowned automatically once the return assessment is completed.

> **Important Note**
>
> Have you purchased hardware **using your Adaptive Mobility Funds or Credit Card** and no longer require the device?
>
> You can **return the unopened device** via the returns functionality in TOX. Once the device has been received, assessed, and accepted by Telstra, the refund will be applied to the nominated billing account for **change of mind return purchases.**

Step 1

Log in to the TOX Customer Portal.

Step 2

On the Home page, click on Quicklinks: **Return devices**

Step 3

You will then get navigated to Device Return page.

On field dropdown: Type of return, select **Return unopened devices / accessories for a refund.**

Enter the device **IMEI/Serial number** or **Telstra order number** on the designated field.
(used IMEI number in this instance)

Then click **IMEI/Order Reference Lookup** button.

Step 4

You only have **14 days to trigger Change of Mind return.** If the original order has passed this period, an error message will pop-up on the top of the page stating: **Return period is expired.**

Step 5

Otherwise, if the original order falls within the 14 days period, the list of device(s) will then get loaded on the page.

Put a tick to select the item/device.

Select the estimated **carton size** from the dropdown field

Click **Generate Quote** button.

Step 6

Estimated return and refund cost will then get generated at the bottom of the page.

Select the account from the dropdown list: **Amount will be charged to***: (This field is where the Return Cost/Credit will be allocated to).

Tick the box: **I agree to this quote.**

> **Note:**
> 1. **Refund** goes to the original purchasing account.
> 2. **Refund** is applied to the enterprise account when a device was purchased on a **personal credit card and** returned as a Change of Mind.
> 3. **Return Cost / Processing** are charged to the selected account during the refund flow.

Step 7

Scroll down and populate the **Device pickup contact** section with the address details.

Step 8

Select a **Pickup Date**. Pickup date will be available within the next 5 business days.

Tip: You can add delivery instructions for courier reference on the designated field.

Click **Next** button.

Step 9

You will then get navigated to **Packaging Instructions** page.

Tick the box: *I will package the device(s) securely ready for courier pickup.*

Click **Confirm** button.

Step 10

A pop-up message on green banner saying, "Return order submitted successfully." will appear on top of the **Return Orders Details** page.

> **Note:**
>
> This return order will show:
>
> - **Pending** in status.
> - Pickup Address
> - Device Details

Step 11

In the event the backend system is unable to create successful child case call backs (i.e., system error) the order will be **Cancelled** in TOX.

> **Notes:**
> - This means the devices still remain active and the customer would be required to re-raise the return order.
> - When raising the (2nd) return order, ensure the failed IMEI is not selected during the ordering flow.

Step 12

You will receive a cancellation email. The email will automatically be sent to the Primary Admin of the CIDN, and any other email/s added to the Order Notification field in the checkout screen. **It will detail the Order details and Failed IMEI.**

> **Important Note:**
> The email is sent to the customer only and not to Telstra Internal. Customers who do not self-serve will receive this email without being aware their return order was cancelled in TOX.

Step 13

Once the call backs are successful, the order status will display as **Pickup Pending**.

> **Tip!** When an order status changes to Pick up Pending, the return labels are sent to the customer (sender of the package).

Step 14

Email notification will be sent to the Customer (sender of the package) regarding the Return Order details including the attachments below:

- **Shipping Label**
- **Dangerous Goods Label**
  — is only required if the device being returned has a battery

Customer to print the label(s) accordingly and attach to the carton for pickup.

Step 15

Dangerous Goods Label contain the sender contact details which was specified in the order.

> **Note:** Dangerous Goods Label needs to be attached on all cartons/packages **ONLY IF** item being shipped has a battery.

Step 16

To track the status of this Return Order, navigate back to TOX Homepage and click on Quicklinks: **My return orders**
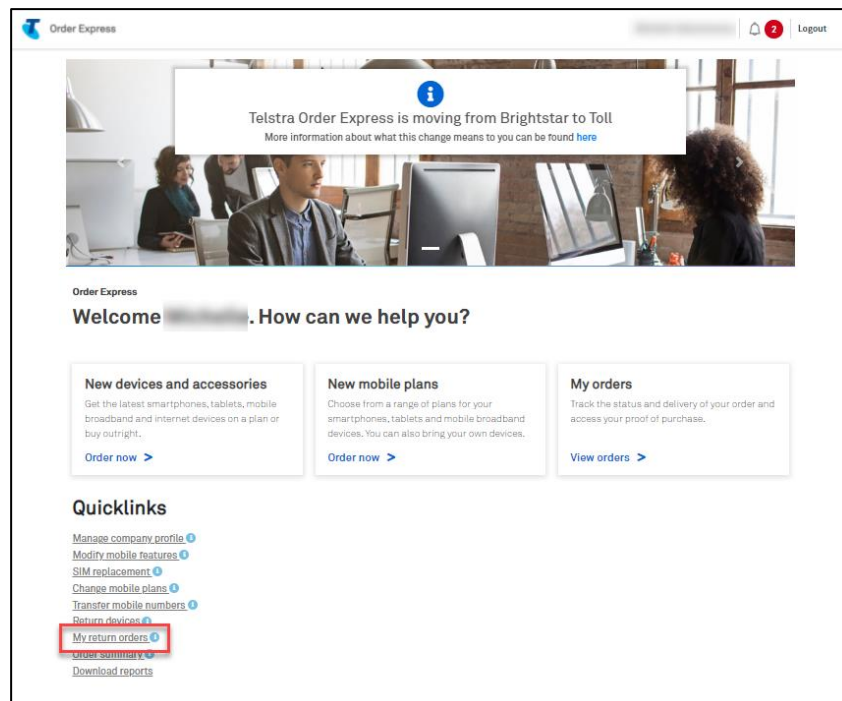
Step 17

Input the **Return Order number** in the **Search** field.

Step 18

Return status of the order will be shown in the last column of the searched record.

You can also click on the searched record to see more details of the Return Order

Step 19

Return Order in status: **Pickup Pending**

Checking the device status from the related Original Order will show status in: **Return Pending**

Step 20

This screen can be seen by accessing the My Orders tile and entering the (Original) Order Number.   The corresponding device status will display as **Return Pending**

Step 21

For Return Order showing **device sub- status** in:
- Incorrect Device Received
- Device Assessment Failed
- Device Not Received

Checking the device status from the related Original Order will show status in: **Active**

Step 22

This screen can be seen by accessing the My Orders tile and entering the (Original) Order Number.   The corresponding device status will display as **Active**

Step 23

***Unsuccessful Refund

In the event refund was **NOT** processed successfully, the Return Order will show status: **Provisioning Completed** including **Device Sub-status**.

The Return Order will also reflect **$0 refund cost** but will **charge a courier fee.**

Step 24

***Successful Refund

In the event refund was processed successfully, the Return Order will show status: **Provisioning Completed** including device sub-status as**: Device Assessment Complete**

The Return Order will reflect the **refunded amount** and a courier fee charge.

Step 25

***ARO/MRO Successful Refund

The difference from the step above is that the Return Order will reflect **$0 refunded amount.**

> **Note:** No debit/credit for devices returned before the billing cycle. But, if you gets charged then return the device, you will be credited for the charged amount.

Step 26

What happens when you missed the courier pickup?

Customer (sender of the package) will receive an email from StarTrack advising on how to-rebook for the next pickup date.

> **Note:** If rebooking is required for a change of pickup address, customer needs to contact their Service Delivery Team to cancel the return order and raise a new one with a correct pick-up address.
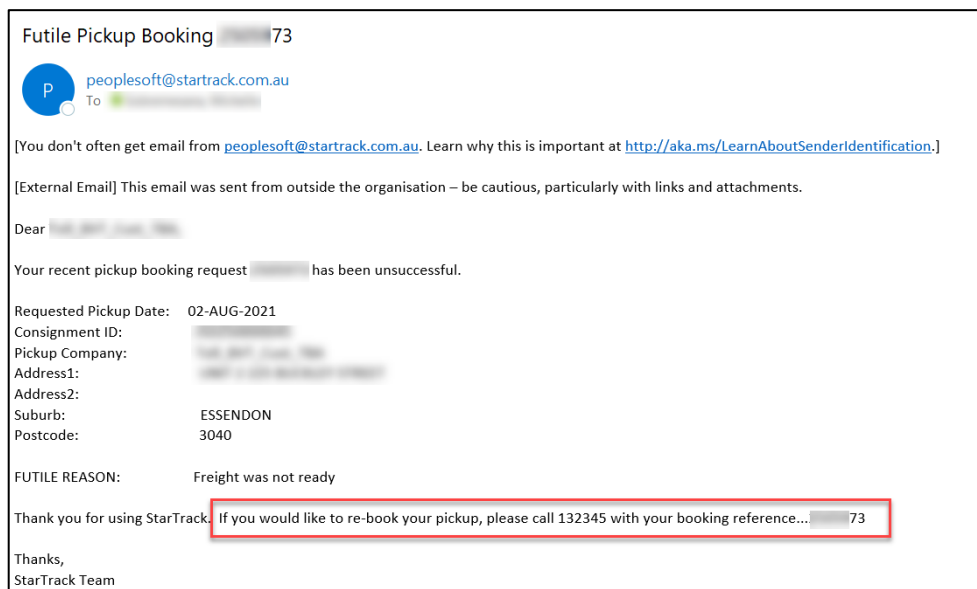
c. Bulk Returns

Description

The purpose of this work instructions is to provide a step-by-step instruction with screen views on how to return 2 or more devices as Change of Mind for refund.

Return Order is raised in TOX for the return of Brand-New Devices for refund. Customer (sender of the package) will receive an email to prepare these devices for return which is to be picked-up by the courier on the date specified in the email. The returned devices will be assessed by Telstra Device Care Team and a refund will be processed depending on the result of the assessment.

Business Rules

Business Rules

- Customer currently has 14 days to trigger Change of Mind return and covers only Enterprise owned devices and accessories.

- Telstra Device Care Team reject the items/devices if returned items are not in pristine condition. But if Return Order has been raised by "Exception," which can only be done by Telstra Internal Team, Device Care Team will accept the returned devices without assessing.

- Bulk Return due to Change of Mind is acceptable providing it's from the same order (Bulk Order).

- Bulk Order is an order which contains 2 or more items/devices.

- Refund goes to the original purchasing account.

- Refund is applied to the enterprise account when a device was purchased on a personal credit card and returned as a Change of Mind.

- TOX is not cancelling a Return Order if the device is not received within 28 days. System will show device sub-status in '**Device not received.'**

- There is no minimum amount for items returned as Change of Mind. Only courier fee will be charged as per below:
  — **Minimum $10** for 1 to 2 items, **then $5 each** for every returned items after that.

- If an incorrect device has been returned by the customer, it will be rejected by Telstra Device Care Team and will be sent back to the customer with a Cust PO number as '*Sxxxxxxxxx*' on the delivery/shipping label. In this case, the customer can send email to: *orderexpress@team.telstra.com* if they need information about this delivery as this is not being tracked in TOX.
- For **Change of Mind Returns with DES**, the original IMEI is disowned automatically once the return assessment is completed.

> **Important Note:**
> Have you purchased hardware **using your Adaptive Mobility Funds or Credit Card** and no longer require the device?
>
> You can **return the unopened device** via the returns functionality in TOX. Once the device has been received, assessed, and accepted by Telstra, the refund will be applied to the nominated billing account for **change of mind return purchases.**

Step 1

Log in to the TOX Customer Portal.

Step 2

On the Home page, click on Quicklinks: **Return devices**

Step 3

You will then get navigated to Device Return page.

On field dropdown: Type of return, select **Return unopened devices / accessories for a refund.**

Enter the device **IMEI/Serial number** or **Telstra order number** on the designated field.
(used Order Number in this instance)

Then click **IMEI/Order Reference Lookup button**.

Step 4

You only have **14 days to trigger Change of Mind return.** If the original order has passed this period, an error message will pop-up on the top of the page stating: **Return period is expired.**

Step 5

Otherwise, if the original order falls within the 14 days period, the list of device(s) will then get loaded on the page.

Select the items to be returned by putting a tick against each item record.

> **Note:** If you are sending back one of the same devices you have received, ensure the correct IMEI is sent back. Match the IMEI on the actual device box to the IMEI in TOX.

Step 6

Enter **quantity of cartons** in the designated field as necessary.

Select the estimated **carton size** from the dropdown field

Click **Generate Quote** button.

Step 7

Estimated return and refund cost will then get generated at the bottom of the page.

Select the account from the dropdown list: **Amount will be charged to*:** (this field is where the Return Cost/Credit will be allocated to)

Tick the box: **I agree to this quote.**

> *****Notes:**
> 1. **Refund** goes to the original purchasing account.
> 2. **Refund** is applied to the enterprise account when a device was purchased on a personal credit card and returned as a Change of Mind.
> 3. **Return Cost / Processing** are charged to the selected account during the refund flow**.**

Step 8

Scroll down and populate the **Device pickup contact** section with the address details.

Step 9

Select a **Pickup Date.** Pickup date will be available within the next 5 business days.

Tip: You can add delivery instructions for courier reference on the designated field.

Click **Next** button.

Step 10

User will then get navigated to **Packaging Instructions page.**

Tick the box: *I will package the device(s) securely ready for courier pickup.*

Click **Confirm** button.

Step 11

A pop-up message on green banner saying, "Return order submitted successfully." will appear on top of the **Return Orders Details** page.

> **Note:**
>
> This return order will show:
>
> - **Pending** in status.
> - Pickup Address
> - Device Details

Step 12

In the event the backend system is unable to create successful child case call backs (i.e., system error)   the order will be **Cancelled** in TOX.

> **Notes:**
> • This means the devices still remain active and the customer would be required to re-raise the return order.
> • When raising the (2nd) return order, ensure the failed IMEI is not selected during the ordering flow.

Step 13

You will receive a cancellation email. The email will automatically be sent to the Primary Admin of the CIDN, and any other email/s added to the Order Notification field in the checkout screen. **It will detail the Order details and Failed IMEI.**

> **Important Note:**
> The email is sent to the customer only and not to Telstra Internal. Customers who do not self-serve will receive this email without being aware their return order was cancelled in TOX.

Step 14

Once the call backs are successful, the order status will display as **Pickup Pending.**

Tip! When an order status changes to Pick up Pending, the return labels are sent to the customer (sender of the package)
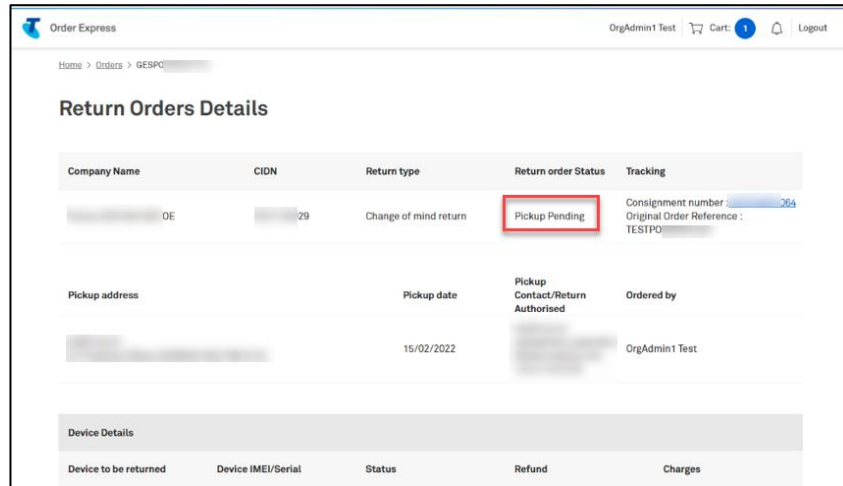
Step 15

Email notification will be sent to the Customer (sender of the package) regarding the Return Order details including the attachments below:

- **Shipping Label**
- **Dangerous Goods Label**
  — is only required if the device being returned has a battery

Customer to print the label(s) accordingly and attach to the carton for pickup.

Note: Depending on the quantity of cartons specified in the return order, this will match the quantity of shipping label in the attachment. *(e.g., 2x cartons = 2x shipping labels)*
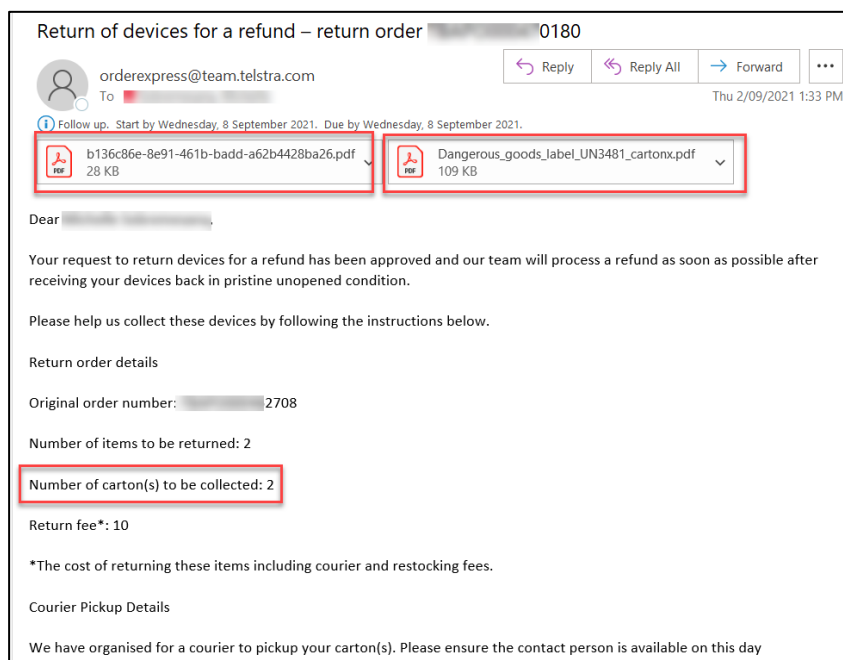
Step 16

Each Shipping Label has a **unique Article ID.**

In this example, the 2 cartons specified in the Return Order will have,

- 1st carton with shipping label (Article ID: 00001)
- 2nd carton with shipping label (Article ID: 00002)

Step 17

Dangerous Goods Label contain the sender contact details which was specified in the order.

Note: Dangerous Goods Label needs to be attached on all cartons/packages **ONLY IF** item being shipped has a battery.

Step 18

To track the status of this Return Order, navigate back to TOX Homepage and click on Quicklinks: **My return orders**
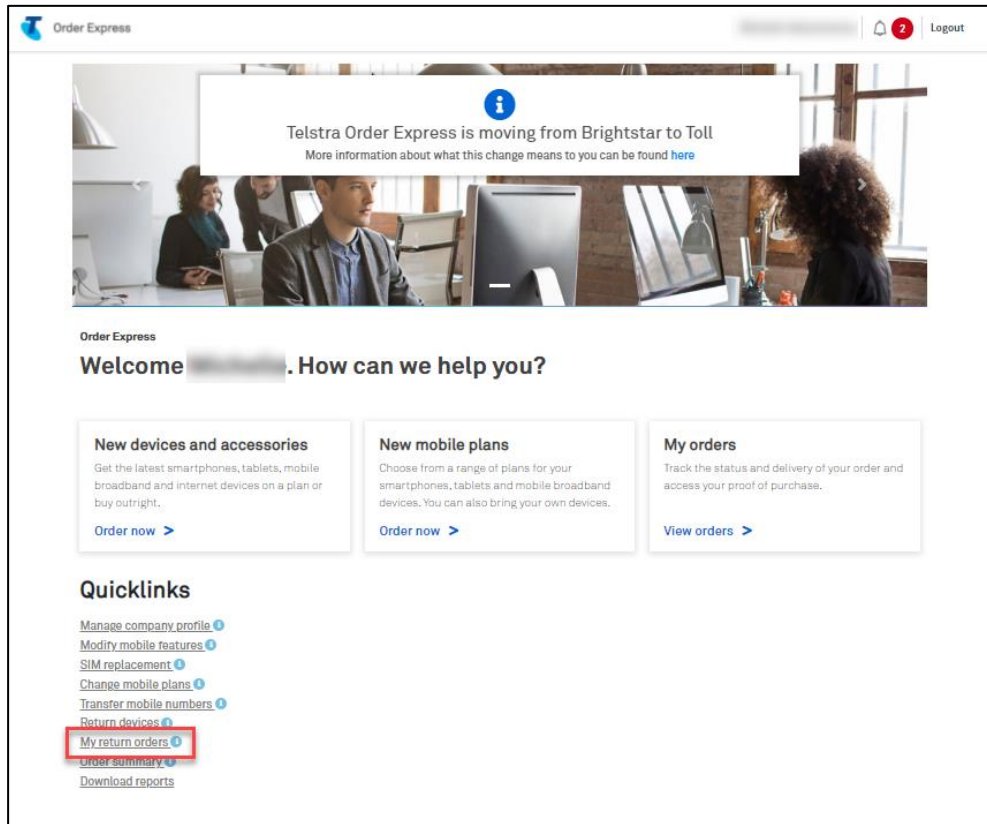
Step 19

Input the **Return Order number** in the **Search** field.
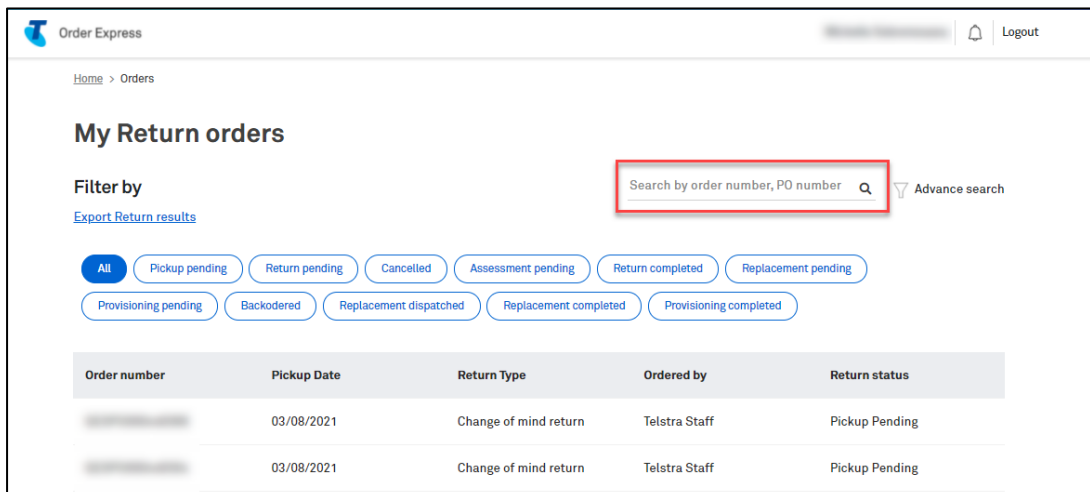
Step 20

Return status of the order will be shown in the last column of the searched record.

You can also click on the searched record to see more details of the Return Order.

Step 21

Return Order in status: **Pickup Pending**

Checking the device status from the related Original Order will show status in: **Return Pending**

Step 22

This screen can be seen by accessing the My Orders tile and entering the (Original) Order Number.   The corresponding device status will display as **Return Pending**

Step 23

For Return Order showing **device sub- status** in:
- Incorrect Device Received
- Device Assessment Failed
- Device Not Received

Checking the device status from the related Original Order will show status in: **Active**

Step 24

This screen can be seen by accessing the My Orders tile and entering the (Original) Order Number. The corresponding device status will display as **Active**

Step 25

***Unsuccessful Refund

In the event refund was **NOT** processed successfully, the Return Order will show status: **Provisioning Completed** including **Device Sub-status.**

The Return Order will also reflect **$0 refund cost** but will **charge a courier fee.**

Step 26

***Successful Refund

In the event refund was processed successfully, the Return Order will show status: **Provisioning Completed** including device sub-status in **Assessment Complete.**

The Return Order will reflect the **refunded amount** and a courier fee charged.

Step 27

***ARO/MRO Successful Refund

The difference from the step above is that the Return Order will reflect **$0 refunded amount.**

> **Note:** No debit/credit for devices returned before the billing cycle. But, if you gets charged then return the device, you will be credited for the charged amount.

Step 28

What happens when you missed the courier pickup?

Customer (sender of the package) will receive an email from StarTrack advising on how to-rebook for the next pickup date.

Note: If rebooking is required for a change of pickup address, customer needs to contact their Service Delivery Team to cancel the return order and raise a new one with a correct pick-up address

Futile Pickup Booking ▒▒▒73

P peoplesoft@startrack.com.au
To ▒▒▒▒▒

[You don't often get email from peoplesoft@startrack.com.au. Learn why this is important at http://aka.ms/LearnAboutSenderIdentification.]

[External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

Dear ▒▒▒▒

Your recent pickup booking request ▒▒▒ has been unsuccessful.

Requested Pickup Date: 02-AUG-2021
Consignment ID: ▒▒▒▒
Pickup Company: ▒▒▒▒
Address1:   ▒▒▒▒
Address2:
Suburb: ESSENDON
Postcode: 3040

FUTILE REASON: Freight was not ready

Thank you for using StarTrack. If you would like to re-book your pickup, please call 132345 with your booking reference...▒▒73

Thanks,
StarTrack Team
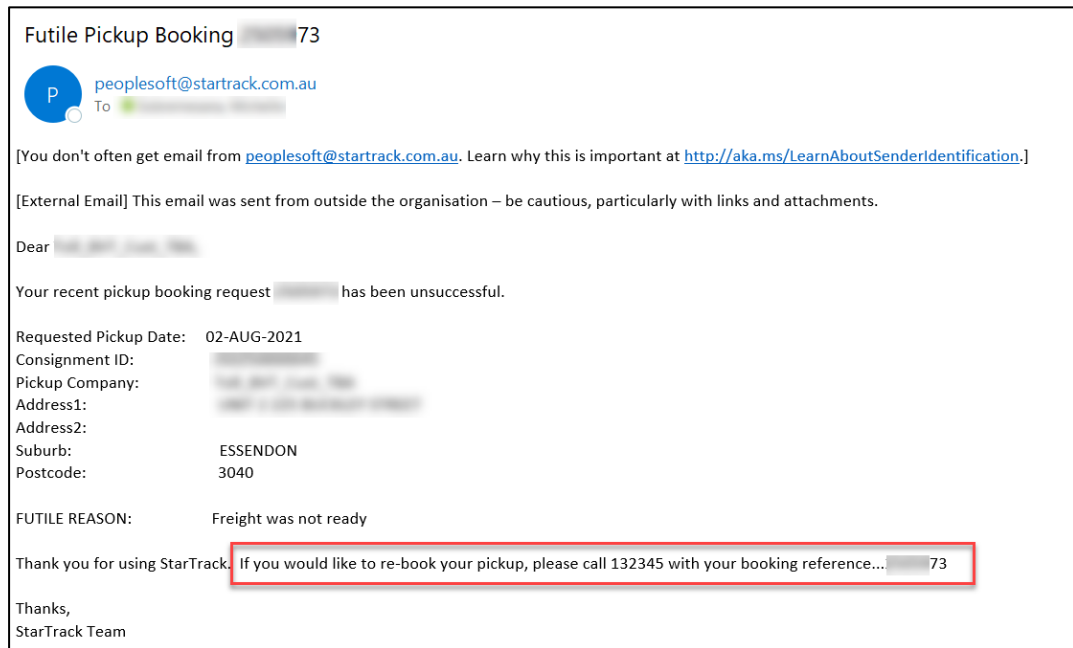
d. Expired Lease

Description

The purpose of this work instruction is to provide a step-by-step with screen views on how to return your device after the lease has expired.

The customer must authorise that devices are being returned via TOX. Customer who ordered the lease will receive an email to prepare the device(s) for return and will need to complete the Return Authorisation form that is packaged with devices being returned. These will then be sent to the corresponding finance company. The returned device(s) will be assessed, and customer will be advised of any charges that may be incurred where devices are not returned in good working condition.
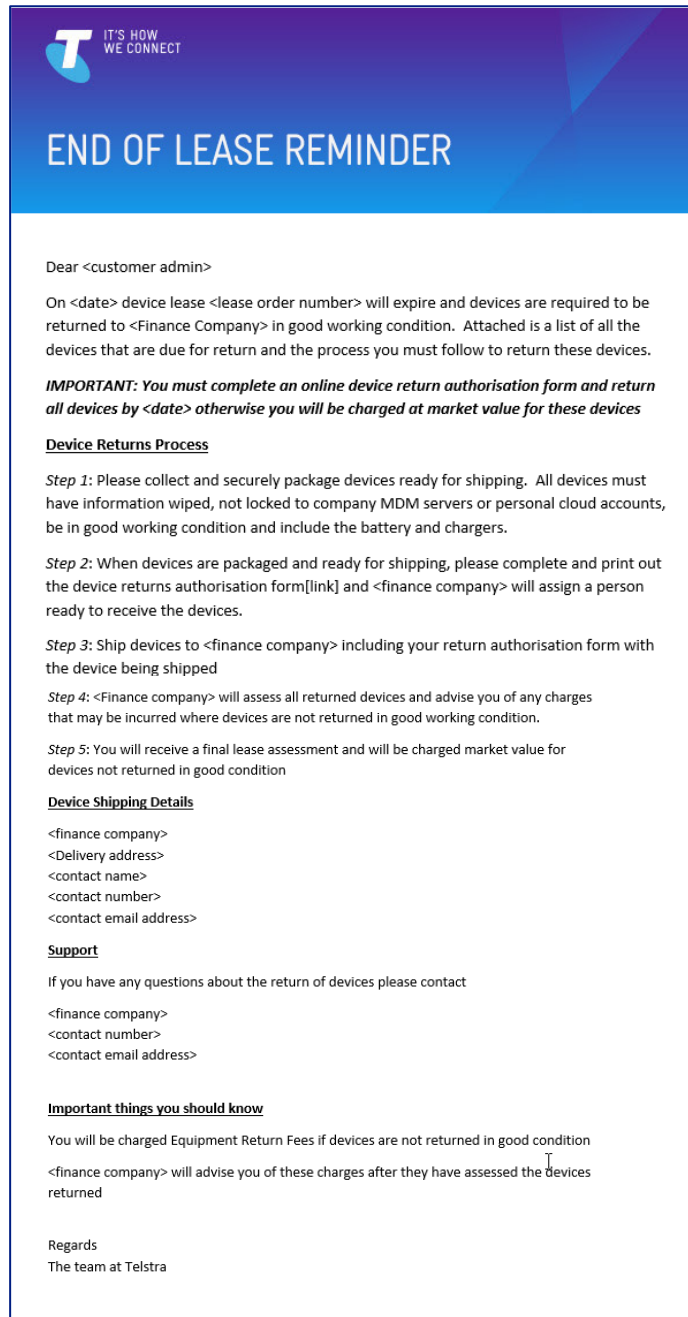
Business Rules

Business Rules

- Telstra sends reminder notifications 90/60/30 days prior to the lease expiry to the person who ordered the lease and the primary customer administrator

- All devices which lease has expired should be returned in good working condition 30 days after the expiry date.

- You will be charged an Equipment Return Fee for not returning the device at the end of the leasing period or if the device returned is not in good working condition.

  Fees calculated cannot exceed the maximum non-return value advised at the time of placing an order for the lease.

- All device(s) for returns must be securely packaged before shipping to the finance company. All devices must have information wiped, not locked to company MDM servers or personal cloud accounts and include the battery and chargers.

- Return Authorisation Form must be completed in TOX. This form needs to be included with the devices which needs to be returned after the leasing period.

- Telstra will send the customer notification of the device assessment and any Equipment Return Fees payable.

- Customer is responsible for arranging shipping of the devices back to the Finance Company at their cost.

Step 1

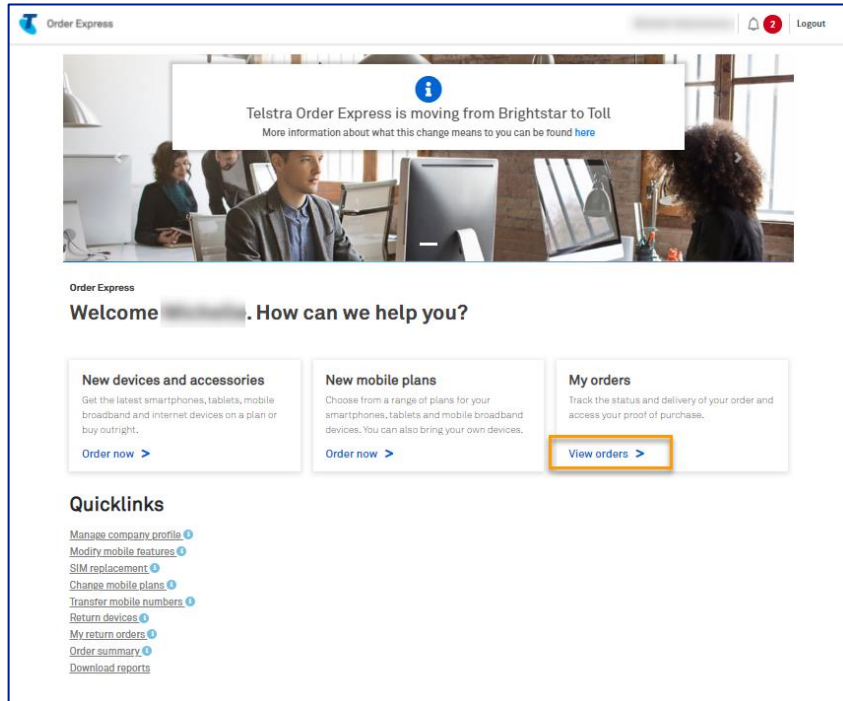Reminder email notifications will be 90 days prior to the expiry of the lease.

Step 2

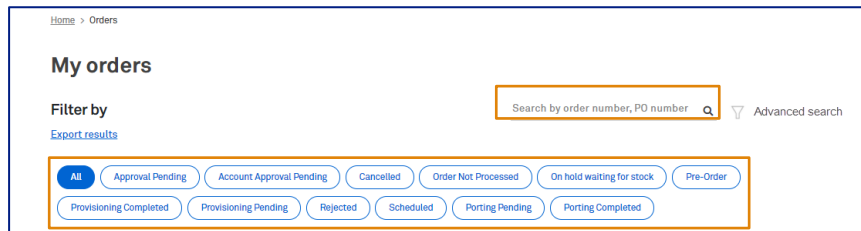Log in to the TOX Customer Portal.

Step 3

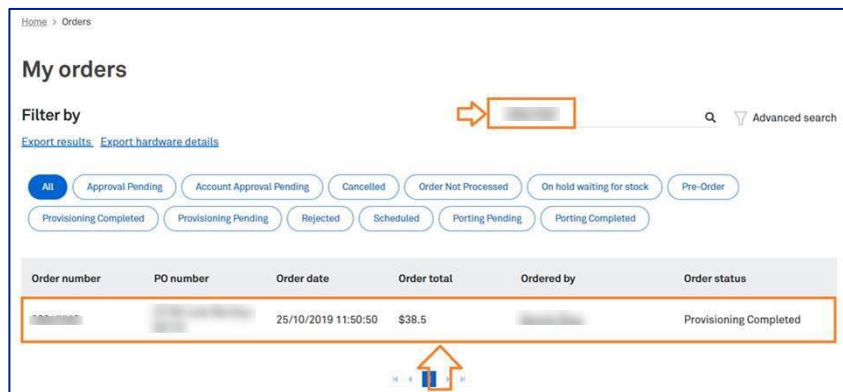On the Home page, click on **My orders** tile.

Step 4

My Orders will populate.

Find your order by using the available order status filters or enter the **order number/PO number** into the **Search field**.
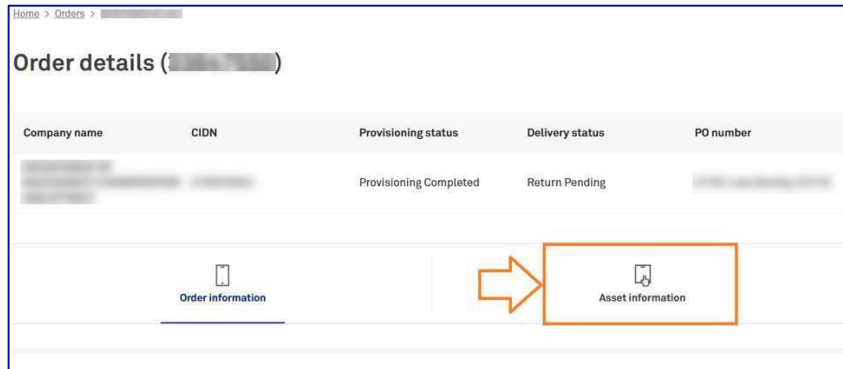

Step 5

Click on the searched record.
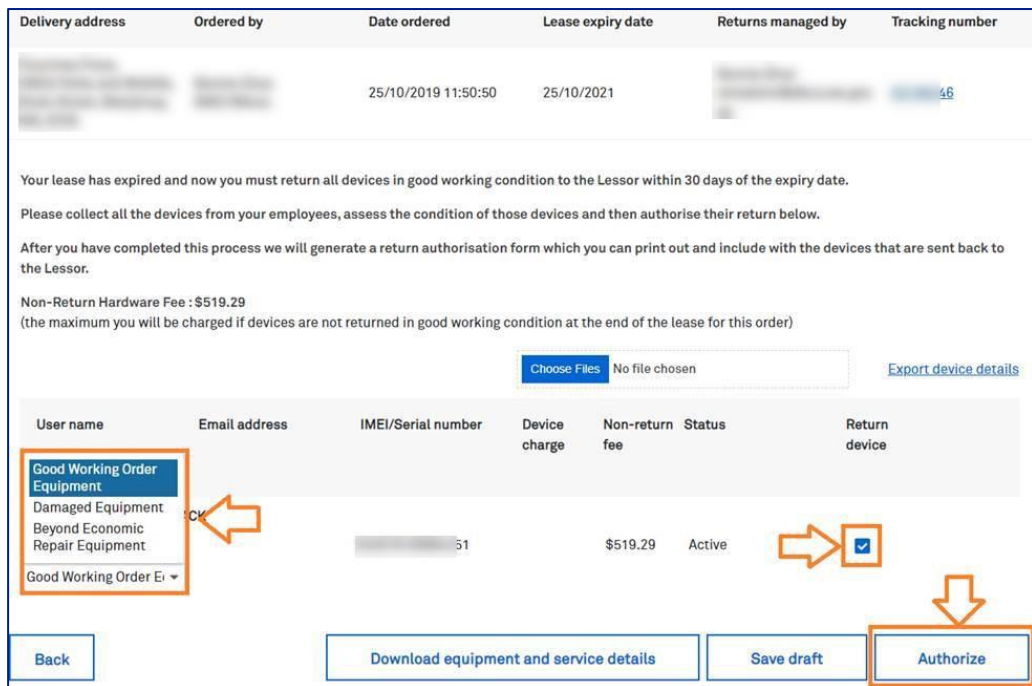
Step 6

Click on **Asset information** icon.

Step 7

On the Asset information page tick the **Return device box**.

On the left of the screen, from the drop-down box, **choose the current condition of the device.**

Click **Authorize.**

Step 8

Once return has been authorised, the Return Authorisation Form automatically gets created.

This form will be available as a link in the Order Details page.

Step 9

Please **Download** and **Print** the Return Authorisation form and include with the devices which are due for return.

14
How to cancel Adaptive Repayment Option (ARO)

Important Information

- Adaptive Repayment Option (ARO) is a payment option for the purchase of hardware and accessories where monthly payments are made over 12 or 24 months based on the full RRP. ARO is charged at **account level and not at service level**, thus purchases can be made for hardware without having to purchase a plan at the same time.*

  *It is a requirement that the number of devices purchased on an ARO must not exceed the number of services connected on Adaptive plans under the customer's CIDN. Therefore, at time of purchase the customer may be required to purchase a plan with an ARO to meet this condition

- All Adaptive repayment options are charged at the first of the month and there is no pro rata

- When a customer purchases eligible products or services and they wish to redeem contributions from their Adaptive Mobility Fund, they can choose to either:

  a) offset the entire cost of the hardware using their Adaptive funds balance, OR

  b) partially offset the cost of the hardware using their Adaptive funds balance

  Note:

- A customer must have enough funds to redeem against a purchase

- Telstra will provide customers with a real time view of their Adaptive Mobility fund balance at the time of the order

- Redemptions will show as an upfront credit on the customer's invoice, e.g., Customer purchases a $1200 device on ARO over 24 months @ $50 per month and offsets the entire cost of that device using their Adaptive funds. In this case the customer will be issued an upfront credit of $1200 on their account and will be charged $50 per month for the ARO

- When a Customer chooses to cancel an ARO, the upfront credit applied to redeem the ARO can be used to offset other costs on the Customer account. The ARO payment will cease immediately (there is no pro rata).

- When a Customer would like to return a device as Change of Mind/Unopened device, they should <u>NOT CANCEL</u> their ARO contract. They should follow the Return Ordering Process which will terminate their ARO contract automatically.

  If the Customer terminates an ARO for instead of following the Change of Mind Return flow, the device will not be scheduled for a courier pick-up and no refund will be processed.

- For new ARO order, the number of Adaptive Mobility Services should be greater than number of ARO's on the account. In the event the number of ARO's are equal to the number of mobile services (Adaptive Mobility Plans), then a new ARO can be place with a new mobile service purchase.

  In the event the number of ARO's are greater than number of mobile services, customer cannot place a new ARO order until the number of mobile services are greater than the number of ARO's.

Example:

Number of ARO Devices	Number of Mobile Services	Order Entitlement
50 devices	49 services	Customer CANNOT place a new ARO order
50 devices	51 services	Customer CAN place a new ARO order
50 devices	50 services	Customer can place an ARO order with a purchase of new mobile service

The only time customer needs to cancel an ARO order/contract is when they need to place a new ARO order and number of ARO's are equal to number of mobile services.

Note: **DO NOT** cancel an ARO for any Return Order, Telstra will take care of terminating the ARO contract

- ARO order types will only show the TOX order number and NOT your Customer PO number within the bill if order is processed automatically. This is when there is a unique PO reference number being used for these 2 order types.
- Other order types such as normal outright order, will show Customer PO number if there is one entered by the user. Otherwise, TOX order number will be reflected on the bill.

Step 1

Log in to the TOX Customer Portal.

Step 2

> **Note:** If you would like to return a device on an ARO order due to Change of Mind, please follow the return order process on **Work Instruction CP 13b: Return Device – Change of Mind.** This return process will automatically cancel your ARO contract. Otherwise, proceed with this step.

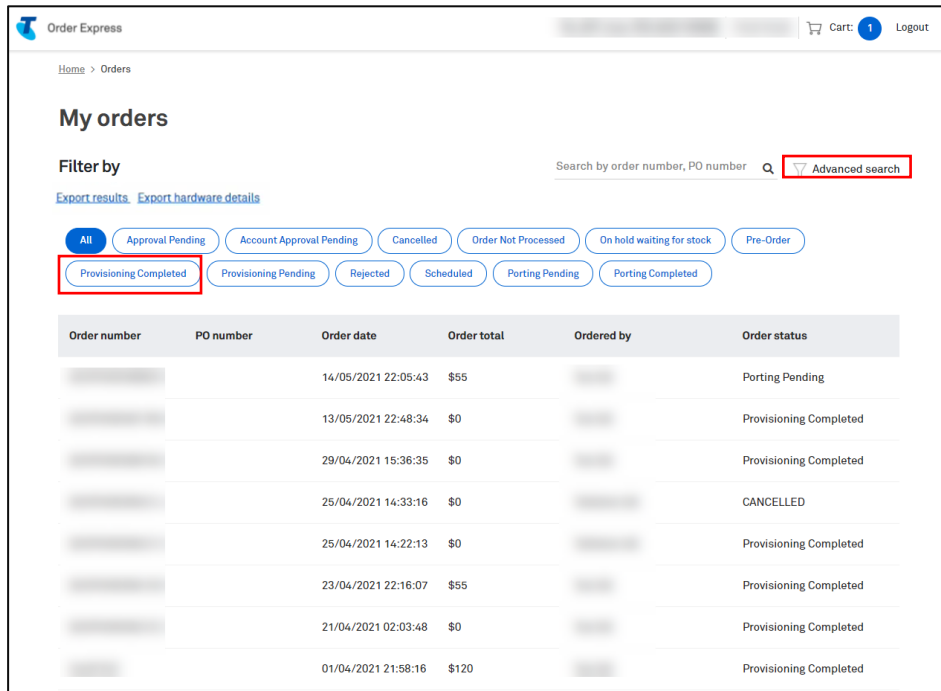On the Home page, click on the **My orders** tile

This feature is limited to selected customers and allows customers to terminate ARO repayments.
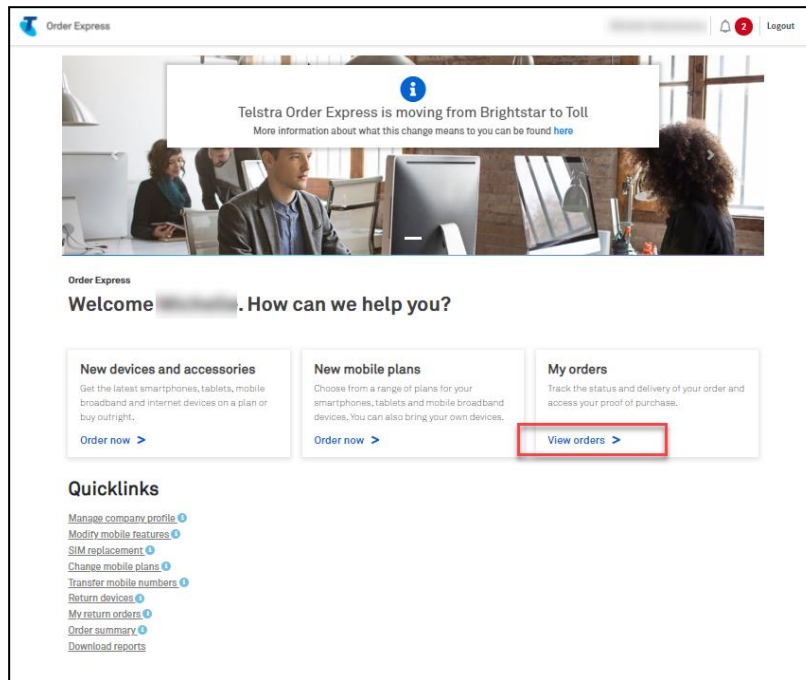
Step 3

Click on the filter **Provisioning Completed.**

> **Tip!** Click **Advanced search** for more detailed filters.

Step 4

Alternatively, you can enter the **Order Number.**

Once the order has been identified, click on the order line to open the order.
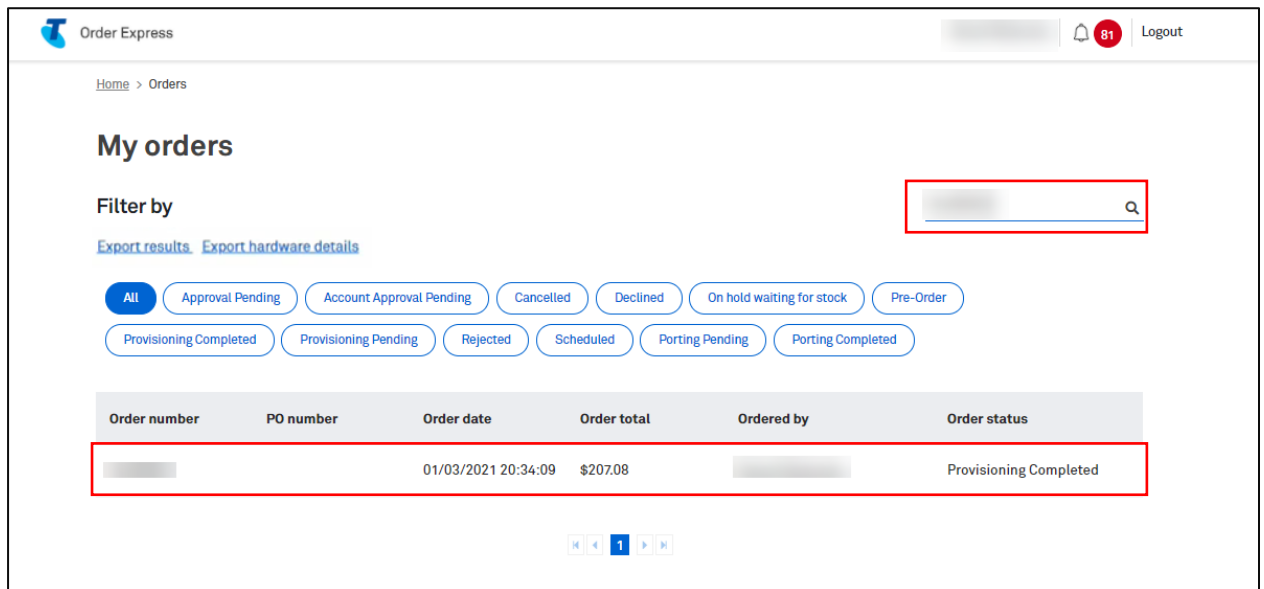
Step 5

You will land on the **Order information** tab.

Step 6

Click the **Asset Information tab.**

> **Note:** For proof of purchase click **Download equipment and service details**

Step 7

Tick the box beside the active service.

> **Note:** Customer can select one or select multiple devices to cancel.

The Terminate Adaptive repayment option will become available.

Click **Terminate Adaptive Repayment Option.**

Step 8

TOX will calculate and populate the early termination fees.

Select **Yes to continue and terminate or No to exit.**

After cancelling the order an ETC (Early Termination Charge) will be applied.

> **Note:** Early termination charges will be applied on the 1st of the month.
>
> Example: ARO is terminated 15 August, the ETC will be charged 1 September.

Step 9

Termination message will pop up and the status will change to **Terminated.**

> **Note:**
> In this example the ETC of $1428.96 will be charged to the Customer's account.
> TOX **will not send** an email notification to confirm the ARO termination.

Step 10

15
TOX Adaptive Mobility Fund

Definition of Terms

Term	Definition
AMF	Adaptive Mobility Fund
ARO	Adaptive Repayment Option covers both Hardware (HRO) and accessories

Adaptive Mobility Fund

The Adaptive Mobility Fund can be used to redeem eligible hardware/devices and accessories.

Telstra may, at their discretion:

- Move a customer's Adaptive Mobility Fund balance to another program at a determined multiplier, in which case the terms of that program will apply to funds transferred
- Suspend contributions or redemptions
- Claw back any contributions made
- Determine the products and services that will contribute and can be redeemed

Important: Split fleet customers

Customer who choose to split their fleet and have some services under a DSA on adaptive mobility and other services under a CSA/BSA on CMP or other plans may have two separate fund balances

1. Adaptive funds under their DSA

2. MOTIF under their CSA/BSA

When a customer moves to adaptive offers, they will lose the ability to redeem purchases against their MOTIF balance online and all requests for redemption under a MOTIF arrangement must be made through the Telstra sales person manually post purchase.

Alternatively, a request can be made through the Telstra sales person to have funds moved from MOTIF to Adaptive funds so that online redemption of the consolidated funds balance is possible.

Adaptive Mobility Offers

- Once a customer has been signed up to 5G and onboarded into Telstra Order Express (TOX) they can access 5G offers

Purchase that contribute to the Adaptive Fund	Purchases that can be used for redemption of an Adaptive Fund balance
This example is based on standard pricing (OCT). **If a customer has 100 active Adaptive Mobility Services on the $55 plan on the 1st of the coming month, 10% of the total will be paid to the Adaptive Mobility Fund.** **e.g., 100 x 55 = $5,550** **10% of $5,550 = $550** **$550 will be contributed to the Adaptive Mobility Fund** **The plan rate excludes any optional bolt-ons purchased by the customer**	Outright mobile hardware and accessories Adaptive repayment option (ARO)

Adaptive Repayment ARO

Adaptive Repayment Option (ARO) is a payment option for the purchase of hardware and accessories where monthly payments are made over 12 or 24 months based on the full RRP. ARO is charged at account level and not at service level, thus purchases can be made for hardware without having to purchase a plan at the same time.*

- *It is a requirement that the number of devices purchased on an ARO must not exceed the number of services connected on Adaptive plans under the customer's CIDN. Therefore, at time of purchase the customer may be required to purchase a plan with an ARO to meet this condition
- All Adaptive repayment options are charged at the first of the month and there is no pro rata
- Any ARO enabled customer, will be able to order any accessory with no restrictions on the quantity, provided that the Recommended Retail Price (RRP) of the accessory is >$24. All accessories less than $24.00 must be purchased outright.
- An accessory must be >$24.00 to be eligible for ARO.

Adaptive Mobility Fund Contributions

Transferring funds from MOTIF to the Adaptive Mobility Fund

- Contact your Sales/Account Team to discuss migrating the Customer's Helpdesk MOTIF across to the Adaptive Mobility Fund
- Funds cannot be transferred from the Adaptive Mobility Fund to the MOTIF account

Adaptive Mobility Fund Contributions

There are two (2) ways funds can be contributed to a customer's Adaptive Mobility Fund in Telstra Order Express (TOX):

- Monthly Contribution **or**
- Upfront Contribution (requires pre-approval)

Note: By default, all Adaptive mobility customers will receive a monthly contribution unless an upfront contribution is pre-approved by Telstra

Monthly Contributions:

If the Customers policy includes monthly contributions, the accrued amount/rebate will be allocated to the Adaptive Mobility Fund (in TOX) on the first calendar day of every month based on a set of rules that has been set up for each Customer.

The standard default contribution is 10% of the customer monthly plan amount e.g., a $55 Adaptive plan contributes $5.50 per month into the customer's Adaptive funds balance. However, Telstra may approve a different contribution amount for specific customers.

Upfront Contributions:

- Require Telstra pre-approval through the Telstra sales person.

Contributions Expiry Date:

- Each contribution made will have an automatic expiry date of 12 months i.e., Funds not used within the agreed active period will expire. I.e., if the contributions are not redeemed within the specified period of time, i.e., 12 months, the remaining funds with this expire.
- Any difference to the default of 12 months, i.e., change the expiry date to 24 months, will be detailed in the policy assigned to that customer.

> **Important to Note: What happens to the contributions if the customer cancels their plan(s) mid-month?**
>
> - There is no pro rata calculation of contributions in the event that a plan(s) is cancelled during the month
> - Telstra Order Express will look at how many plans the customer has active at the end of each month and then based on that information and on the first calendar day of each month Telstra Order Express will contribute into the customer's fund. E.g., customer has 100 plans and cancels 50 plan mid-month, the contribution will be based on the remaining 50 plans.

Adaptive Mobility Fund and Telstra Order Express

Telstra Order Express (TOX) will:

- show the customer the Adaptive Mobility funds balance in real time
- automatically debit the balance in real time for the customer after they have made an eligible purchase
- every month automatically increment the customer's balance on the first day of each calendar month based on the number of adaptive mobility plans that are active
- monitor the number of services in line with the customer's policy

In Telstra Order Express (TOX), customers will:

- Be set up by default with a fund in Telstra Order Express (TOX). Initially that fund will be zero dollars
- be able to see in real time, as they are making a purchase of hardware, what funds they have in their balance which they can select to draw down from to offset the cost of the product
- give the customer the ability to run and download report of their balances and what transactions have occurred

> **Note:** The funds are loaded into the customer's fund in Telstra Order Express (TOX) as ex-GST, but the customer will see incl-GST

In Telstra Order Express (TOX), there are three (3) statuses for a fund:

1. Active
2. Suspended
3. Expired

Suspended

Non OCT: The fund is on hold because the customer has not met the eligibility requirements for that fund as per their policy

Example

A customer has an upfront policy which states that they must have 100 active services in order to receive the upfront agreed contribution of $10,000. Telstra Order Express will monitor the policy and if it falls under the 100 services, Telstra Order Express will suspend the balance or any balance of the fund that they have not drawn down on until the minimum requirements are met.

> Important note: If the customer's Adaptive Fund balance is $0 you will not see the option to redeem from the fund nor will you see the fund balance.

Customers

Customers Adaptive Mobility Fund – Redeeming funds

When a customer purchases eligible products or services and they wish to redeem contributions from their Adaptive Mobility Fund, they can choose to either:

a) offset the entire cost of the hardware using their Adaptive funds balance, OR
b) partially offset the cost of the hardware using their Adaptive funds balance

> **Note:**
> - A customer must have enough funds to redeem against a purchase
> - Telstra will provide customers with a real time view of their Adaptive Mobility fund balance at the time of the order
> - Redemptions will show as an upfront credit on the customer's invoice, e.g., customer purchases a $1200 device on ARO over 24 months @ $50 per month and offsets the entire cost of that device using their Adaptive funds. In this case the customer will be issued an upfront credit of $1200 on their account and will be charged $50 per month for the ARO

Redeeming contributions – Adaptive / Hardware Repayment Option

When a customer chooses 'Purchase with Hardware Repayment Option" they will then be required to select the payment term

Information about the purchase(s) and the payment option will be available in the Shopping Cart

Adaptive Repayment Option redemption

When entering the amount of funds to redeem against an ARO purchase, this is the amount that will be applied as an upfront credit on the customer's account to offset the monthly device repayments e.g., customer purchases a $1200 device on ARO over 24 months @ $50 per month and offsets the entire cost of that device using their Adaptive funds. In this case the customer will be issued an upfront credit of $1200 on their account and will be charged $50 per month for the ARO.

Adaptive funds are redeemed at account level. The redeemed fund amount will remain as a credit on your account until consumed by all monthly charges on that account.

FAQ

Scenario 1

Customer purchases 10 Adaptive $65 plans + iPhone's via an ARO over 24 months at $1200 each. This means customer will accumulate $65 per month in their Adaptive Fund. Is the customer able to set and forget an automatic even distribution of the $65 across the 10 ARO's over that 24 month period?

Scenario 2

Customer purchases 10 Adaptive $65 plans but only purchases 5 iPhone via ARO over 24 months at $1200 each. Can the customer set up an automatic distribution of the $65 Adaptive Fund across only the 5 ARO's over that 24 month period?

Answer

No, the fund redemption is applied upfront at the point of purchase and the customer is still required to pay the monthly $65 p/m + ARO of $50 for the device each month.

Adaptive funds reports

Adaptive funds reports are available to customers under the reporting section. Please view section TOX Reports.

16
Sim Card Return Process

Description

The purpose of this document is to provide detailed step by step instructions with screen views on what the customer should do when there is a need to return a SIM card.

****Telstra no longer accept SIM card returns. Customer is now required to destroy the SIM card(s) by following the below steps:

Step 1

Identify the SIM card to be destroyed.

Step 2

Push the SIM card as per instruction stated in the SIM pack.

Step 3

Carefully cut the SIM card in half and across the chip pads. In this way, the chip itself has been permanently destroyed.

Feel free to cut it into smaller pieces.
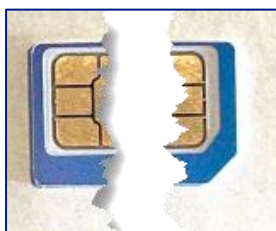
Step 4

Throw these fragments out in the bin

17
TOX New Failed Delivery Process

Step 1

Customer not available during delivery of the order at <u>Business Address</u>.

In the event you are not available during the order delivery at a Business Address, the courier will try to re-deliver the package/order twice. After this, the package will be returned back to the warehouse and TOX will cancel the order with reason as 'Delivery Failed.'

Step 2

Customer not available during delivery of the order at <u>Consumer Address</u>.

In the event you are not available during the order delivery, the courier will leave a note in the mailbox on where to pick-up the package.

Please take note of the trading hours as this depends on the post office or business hub location.

Notes:
- You need to collect your package in the designated pickup location within 5 days from the date specified in the note/card (depending on post office or business hub location trading hours).
- If you missed the pickup lead time, the package will be sent back to the warehouse and TOX will cancel the order with reason as 'Delivery Failed'.
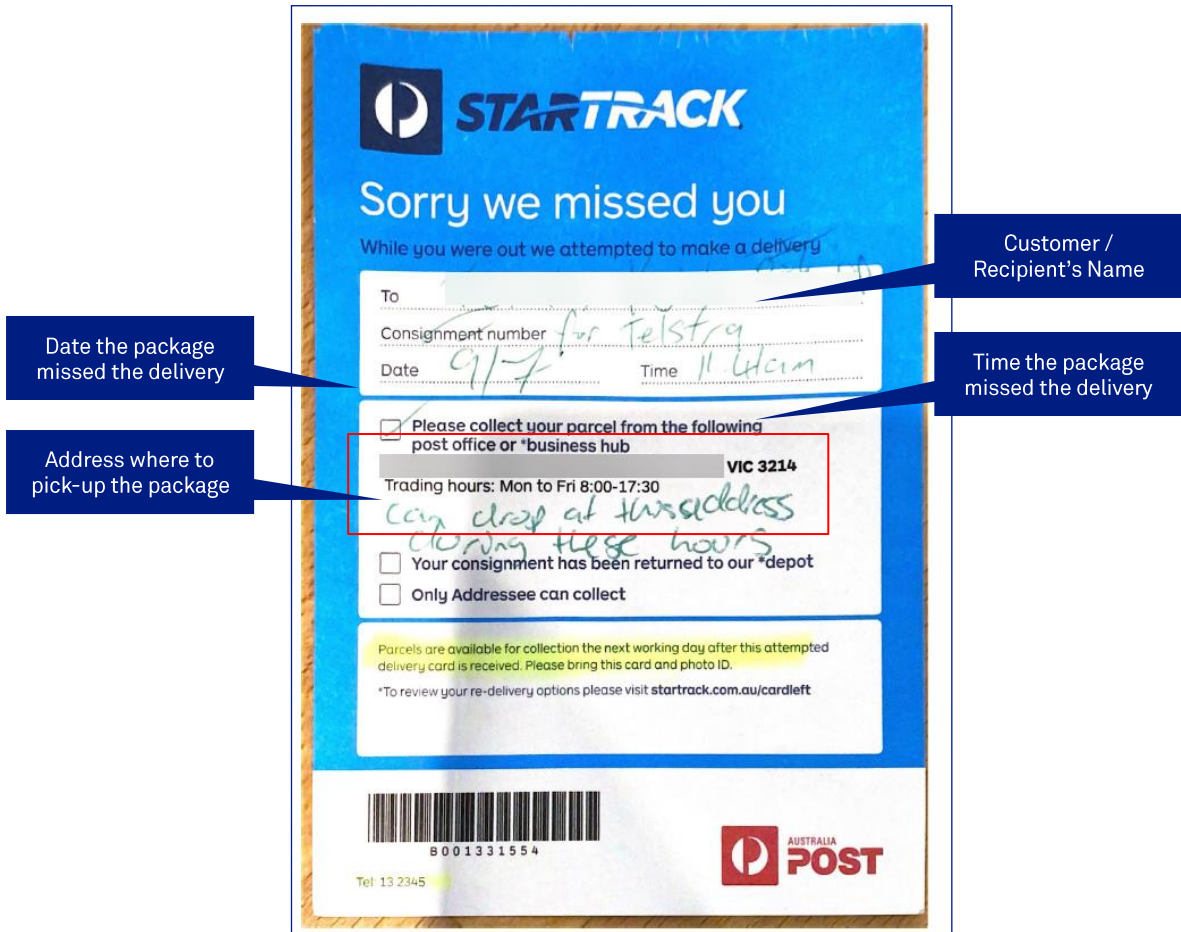
Step 3

Another sample/type of note/card which courier will leave in this instance.

Identification requirement to collect the package

Step 4

Customer (sender of the package) might also receive an email to collect the package.

Notes:

- You need to collect your package **before** the date specified in the email.
- If you miss collecting in the pickup lead time, the package will be sent back to the warehouse and TOX will cancel the order with reason as 'Delivery Failed.'
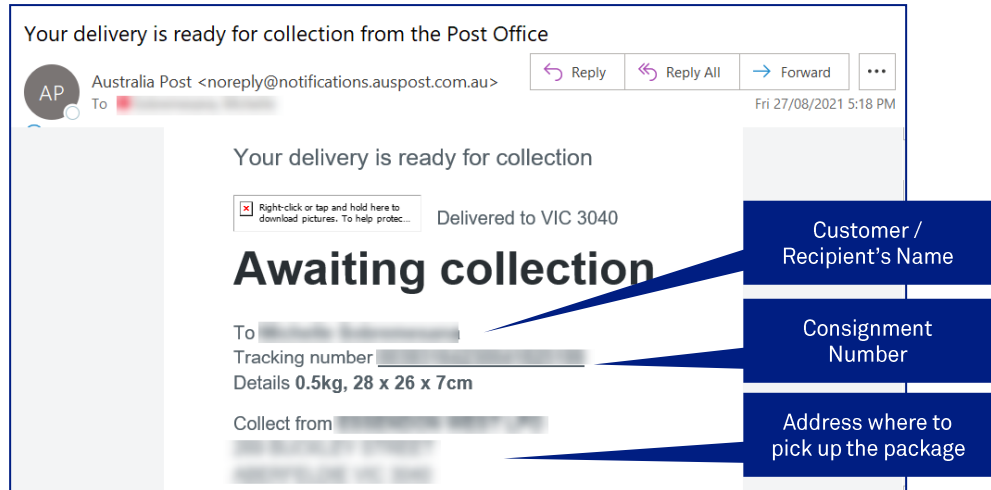
Step 5

Customer missed the courier pickup.

In the event you missed the courier pickup of devices/items to be returned, Customer (sender of the package) will receive an email from StarTrack advising on how to-rebook for the next pickup date.
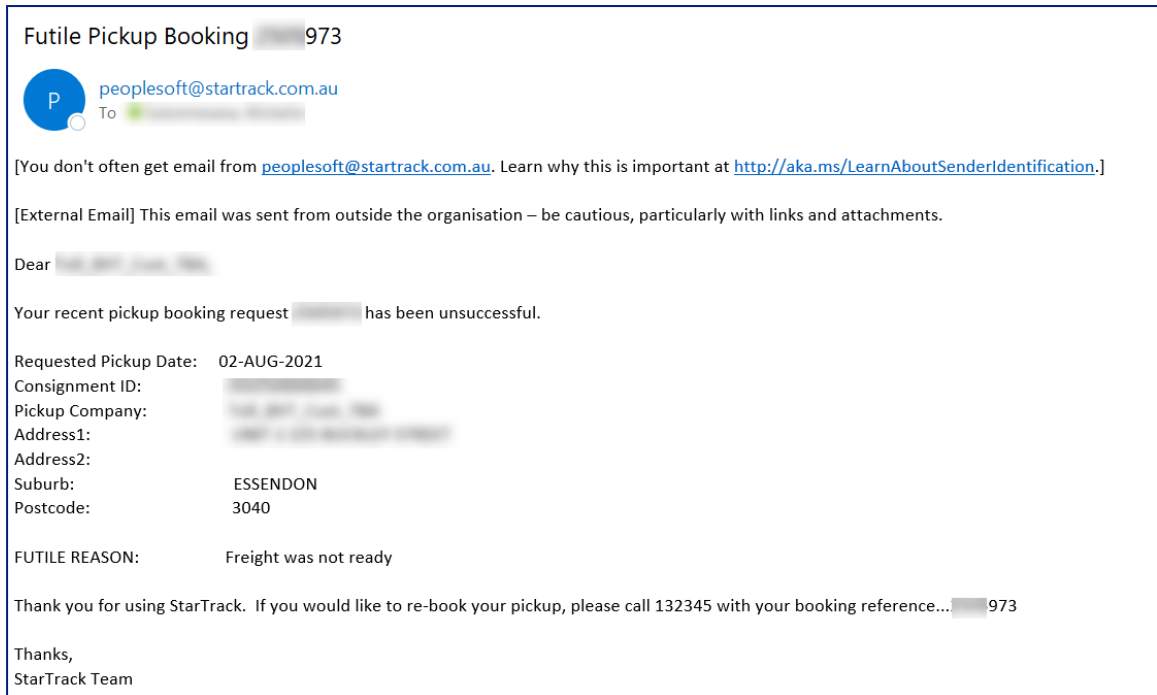
Step 6

Contact the number provided in the email and follow the voice prompt to speak with the Customer Service Consultant.

> **Note:** In the event the courier pickup is delayed or you have not received any email notification related to pick-up booking, please contact StarTrack directly on the same number as per screenshot (**132345**). Then, follow the voice prompt to speak with the Customer Service Consultant and provide the Connote Number found in the Shipping Label.
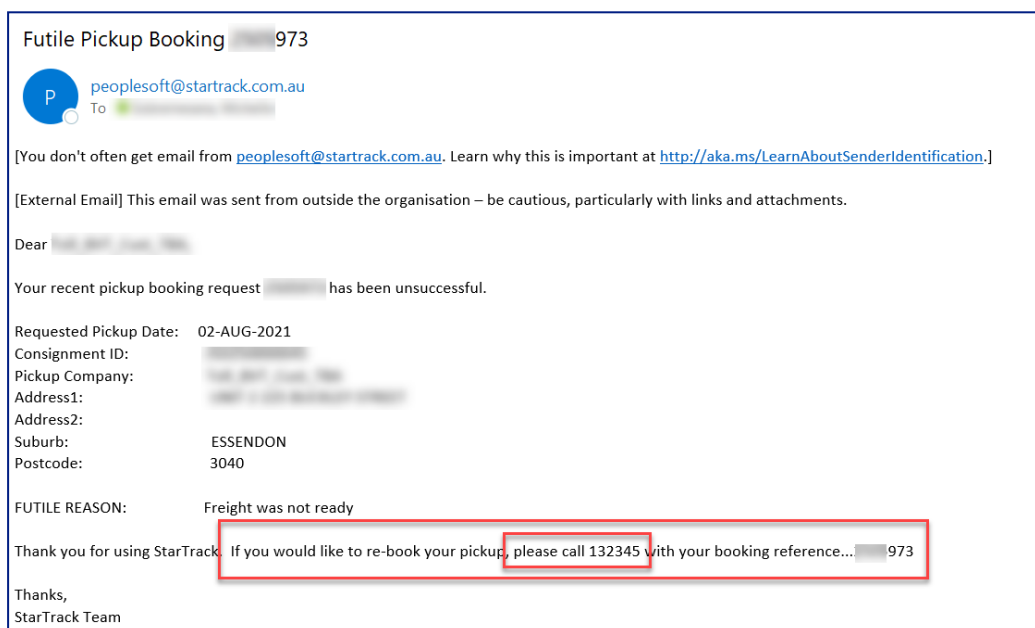
Step 7

Provide the Pickup Booking reference as stated in the email and advise the change in pick-up date

> **Note:** If rebooking requires a change of pickup address, customer needs to contact their Service Delivery Team to cancel the return order and raise a new one with a correct pick-up address.
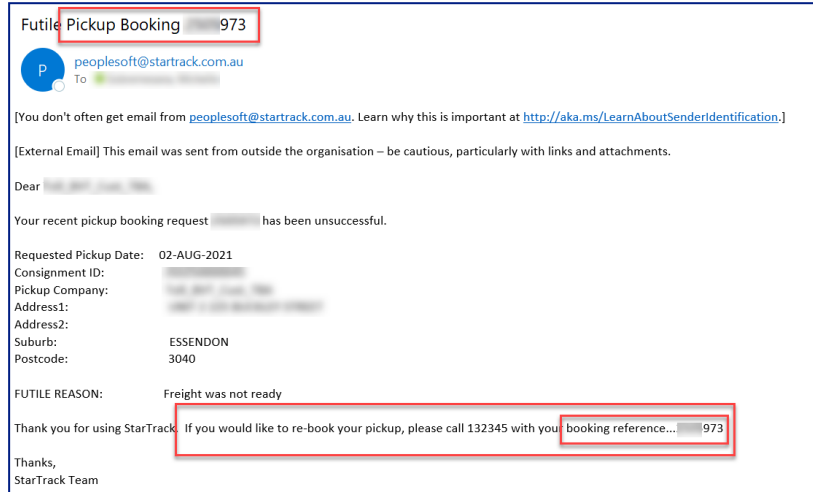
Step 8

Duplicate Booking Notification email from Startrack.

You will receive this email notification when Startrack consolidates multiple deliveries to 1 location into 1 booking reference.

This is just an **FYI** and **no action is required**. Also, no bookings have been cancelled as stated in the email.
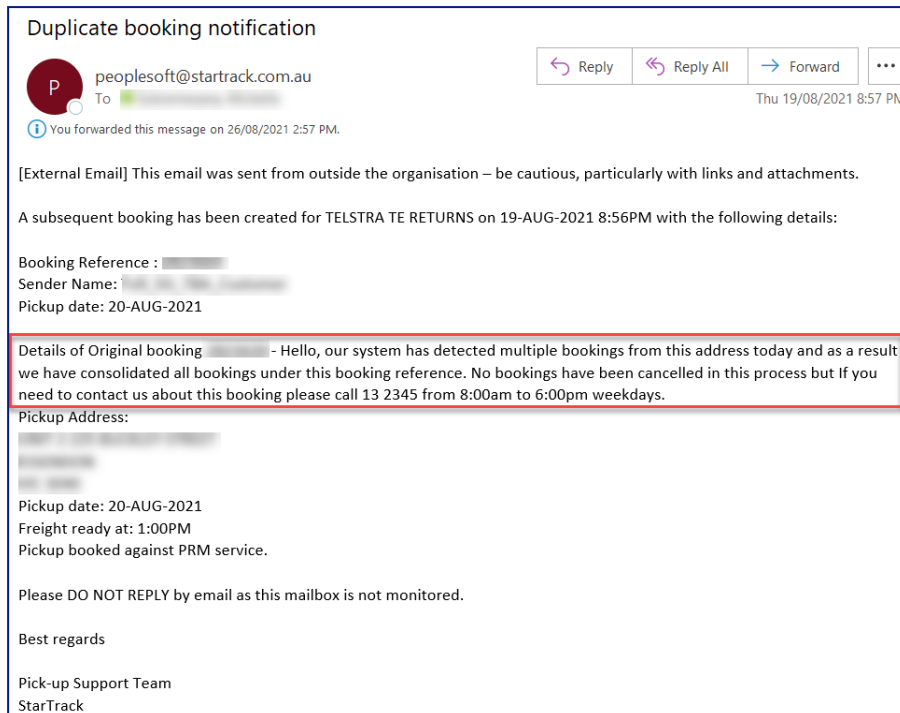
18
Ordering Telstra Mobile Device Management Tenant

Description

The purpose of this document is to provide step by step instructions on how to order Telstra Mobile Device Management (T-MDM) in TOX (Telstra Order Express).

Business Rules

- The T-MDM platform is provided by a third party VMware. After the customer orders T-MDM they will receive a login to the VMware Workspace One MDM platform which is a separate portal the customer must setup and manage.
  - **1st level support for T-MDM faults** is provided by the GBS desk via email: **tmdm@team.telstra.com**
  - **e.g.,** If the customer has a problem with their T-MDM tenant after it is successfully ordered in TOX and the customer has a login.
- **Only one T-MDM tenant** can be ordered per CIDN in TOX.
- A customer needs to be onboarded/setup in TOX (if they haven't yet) before they can order T-MDM.
- **4G and 5G customers** can order T-MDM.
- **B2B Customers** cannot order T-MDM in TOX if they already have MDM in B2B.
- **SMB TOX Customers** cannot order T-MDM.
- T-MDM is offered to customers with a **free 30 day trial**. After 30 days the customer will be automatically moved to a fully paid service.
  - Customers must delete their devices from T-MDM prior to the trial expiry period if they do not wish to be charged.
- **Billing for T-MDM happens on the 15th of each month** and billing reports will be available shortly afterwards in TOX. However, charges will not appear for customers until their next bill cycle.
  - For example, in the month of March the T-MDM usage is calculated on the 15th of March and the charges related to the month of March will be sent to MICA. However, the date these charges land on the customer's bill will depend on their next bill cycle.

Step 1

Log in to the TOX Customer Po. l.

Step 2

On the Home page, click on Quicklinks: **Order Telstra Mobile Device Management (T-MDM) by VMWare.**

Note: This link will only be shown for customer who do not already have a T-MDM tenant.
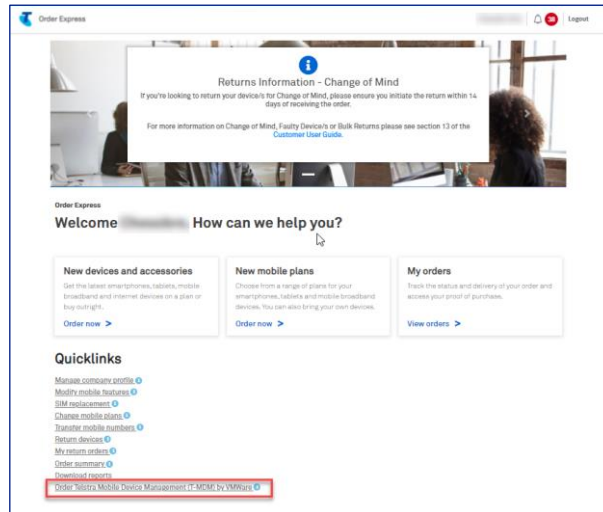
Step 3
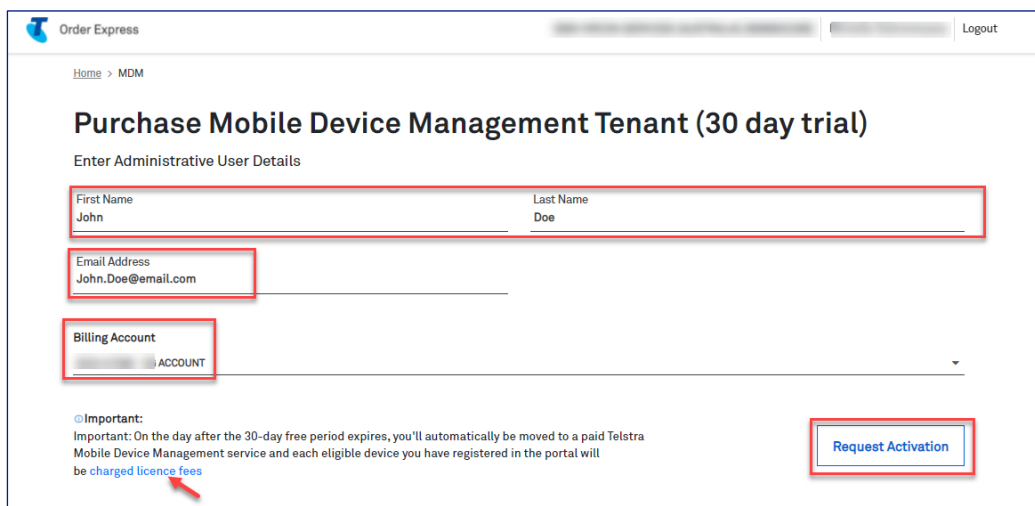
Enter the **Name** and **Email** address of the person who will be the **administrator of MDM**.

Note: The **MDM Administrator** is the IT or operations person nominated to login and setup the T-MDM tenant.

Select the **MDM billing account** from the dropdown for charges post 30 days trial.

Important Note: T-MDM Terms and Condition can be accessed on the link: *charged license fees* (Section 5 of the document) as stated on the page.

Click **Request Activation.**

Step 4

When trying to use an existing email address in the step above, which is already existing in the backend, TOX will show an error message on top of the screen asking for a different email.

> **Note:**
> - Only one T-MDM tenant can be ordered per CIDN.
> - In the event, there is connectivity issue while placing an order and provisioning failed, an error message will appear on top of the screen saying: **"MDM tenant user creation error."**

Step 5

Otherwise, a Successful notification message in green banner will appear on top of the screen if order has been placed successfully.

Step 6

After successfully placing an order, the Primary Administrator and the MDM Administrator will receive email below accordingly:

1. **Welcome email** notification from the T-MDM platform to the nominated customer MDM Administrator advising of the login details to the T-MDM platform (MDM Admin only)
2. **Confirmation email** that the order was placed (both Primary and MDM Admin)
3. **Completion email** with completion letter as an attachment (both Primary and MDM Admin)

> **Note:**
> – There is a **$0 price for T-MDM** by entering into the **30 day trial.** However, after the trial, charges will apply.
> – If you do not wish to be charged, all the devices registered from T-MDM platform must be deleted prior to the trial expiry period.
> – If emails mentioned above has not been received, you can contact the 1st level support for T-MDM faults via email: **tmdm@team.telstra.com**

ORDER CONFIRMATION

Thanks for ordering online with Order Express.

YOUR ORDER DETAILS

Order Express Reference Number: 7BAPO
Order Date: 07/03/2022 11:48:52 AEST
Ordered By:
Organisation: _Customer
Delivery Address: WA 6155
Customer PO Number: Not Available

EQUIPMENT AND MOBILE SERVICE DETAILS

Outright Purchases

Product	Unit Price	Qty	Sub total
MDM	$0	1	$0
		OUTRIGHT TOTAL	$0

Check Out Summary

	OUTRIGHT TOTAL	$0
	MONTHLY TOTAL	$0

For further information or support, please contact your Mobile Sales Representative.

Best Regards,
Telstra

ORDER COMPLETION

Hi ,

Thanks for your purchase.

We're pleased to advise your order has been completed. Enclosed are the details of your order.

To review your order history please visit OrderExpress

Regards

Team Telstra

Order Completion Confirmation

22/03/2022
_Customer
CIDN

Dear User,

Thanks for your recent order. Your order has now been completed and below you'll find a summary

Your Order Reference

Order ID: TBAPO
Order Completion Date: 21/03/2022
Your PO Reference:
Your Cost Centre Reference:
Ordered By: User
Delivery Address:
                                   WA
                                   6155
Courier Consignment:

Your Price Summary

Total Monthly Fees inc GST	$0.00 per month
Upfront Fees inc GST	$0.00
Less Discounts and Loyalty Funds	-$0.00
Total Upfront Fees inc GST	$0.00

Order Completion Confirmation

Your Ordered Items

Item	User	Mobile/Billing Number	IMEI/Serial	SIM PUK/PIN	Total Amount inc GST
T-MDM by VMware		42			$0.00

Step 7

Details of the order will also be shown in the Order details page together with a completion letter

Navigate to the TOX Homepage and click on **My Orders** tile.
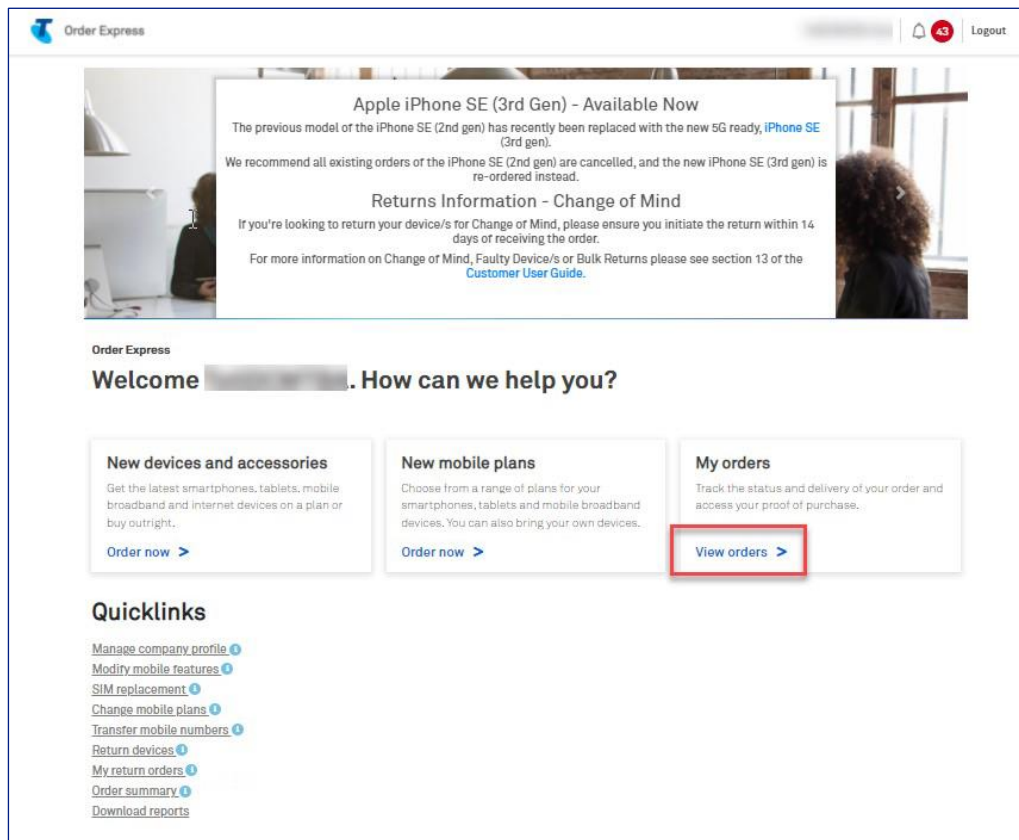
Step 8

Search the order using the Order date column and time stamp. Click the corresponding order record.
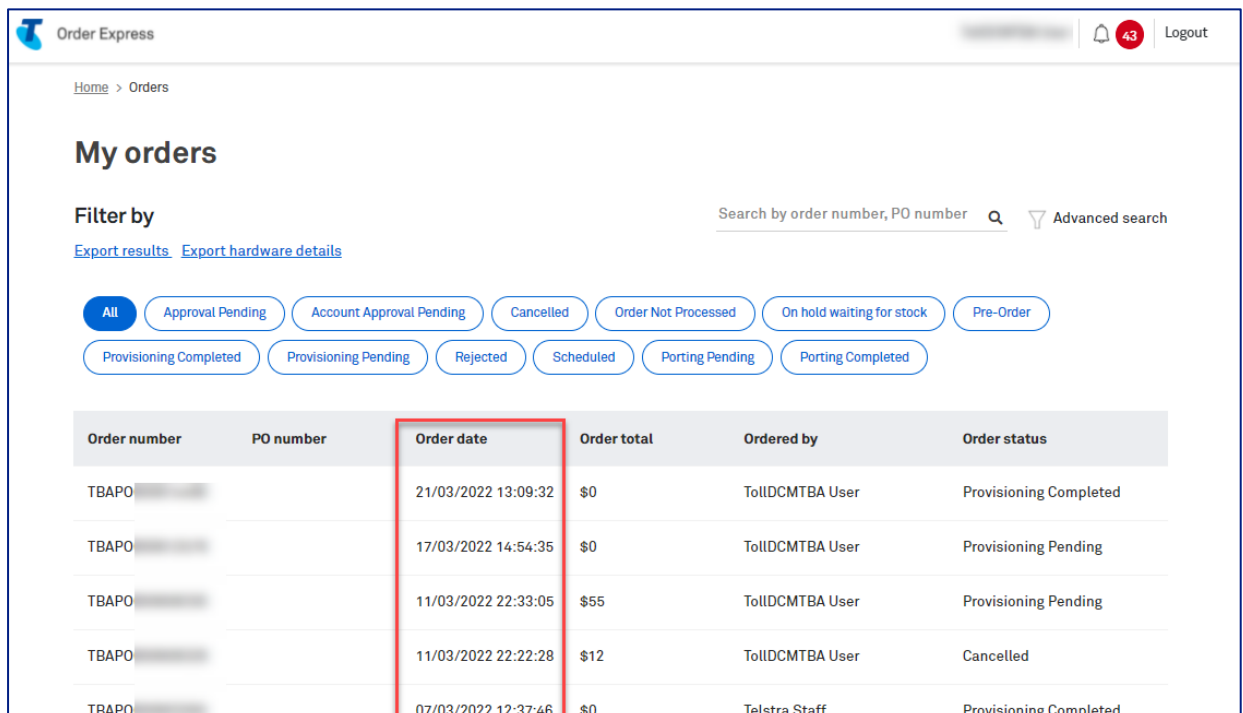
Step 9

Details of the order will be displayed with status showing:

- Provisioning Completed and
- Delivery Completed

Completion Letter can also be downloaded by clicking the button: **Download equipment and service details**

Step 10

Once the nominated MDM Administrator has received their login details, they will then need to login to the MDM platform and set it up.

19
Customer Collateral

Description

The purpose of this document is to provide detailed screenshot view of the Packing Slip, Shipping Label, Dangerous Goods Sticker, and Auto-Email notifications which provides customer a guideline on how to read this information related to their Telstra Order Express (TOX) Order.

Step 1

Packing Slip

This is the printed document(s) inside the Order Delivery Package which contains the order/item delivery information.

Step 2

Shipping Label (Forward Order)

This is the sticker attached to all Order Delivery Packages.

Step 3

Return Order Email Notification (Faulty Return)

Customer (sender of the package) will receive this email after raising a Return Order.
It includes 2x attachment:

- Shipping Label
- Dangerous Goods Label (Only if the item/device to be returned has battery)

Step 4

Return Order Email Notification (Refund)

Customer (sender of the package) will receive this email after raising a Return Order. It includes 2x attachment:

- Shipping Label
- Dangerous Goods Label (Only if the item/device to be returned has battery)

Step 5

Shipping Label (Return Order)

This is to be attached on the carton(s) which will be picked-up by the courier as part of the Return Order process.

e.g. 1x carton = 1x shipping label

> **Note:**
> Each shipping label has a **Unique Article ID.**
> Sample screenshot below is for 1x Return Order which contains multiple items packed in 2x cartons.
> - 1x Return Order = 1x Consignment Number
> - 2x Cartons = 2x Shipping Label (but different Article ID)

Step 6

Dangerous Goods Label

This needs to be attached on the carton(s) which will be picked-up by the courier as part of the Return Order process if the items for return has battery.

Step 7

Order Confirmation Email Notification.

The customer who is the recipient of the ordered items will receive this email notification with a summary of the order details.

Step 8

Order Confirmation Email Notification for Jasper Domestic and International Orders.

For both international and domestic JASPER orders, a replicated TOX order is created and both order reference is available in the order confirmation email.

Step 9

Order Completion Email Notifications

Once order delivery has been completed, the customer (recipient of the package) will receive this email notification with Order Completion Letter as an attachment which provide details of the order.
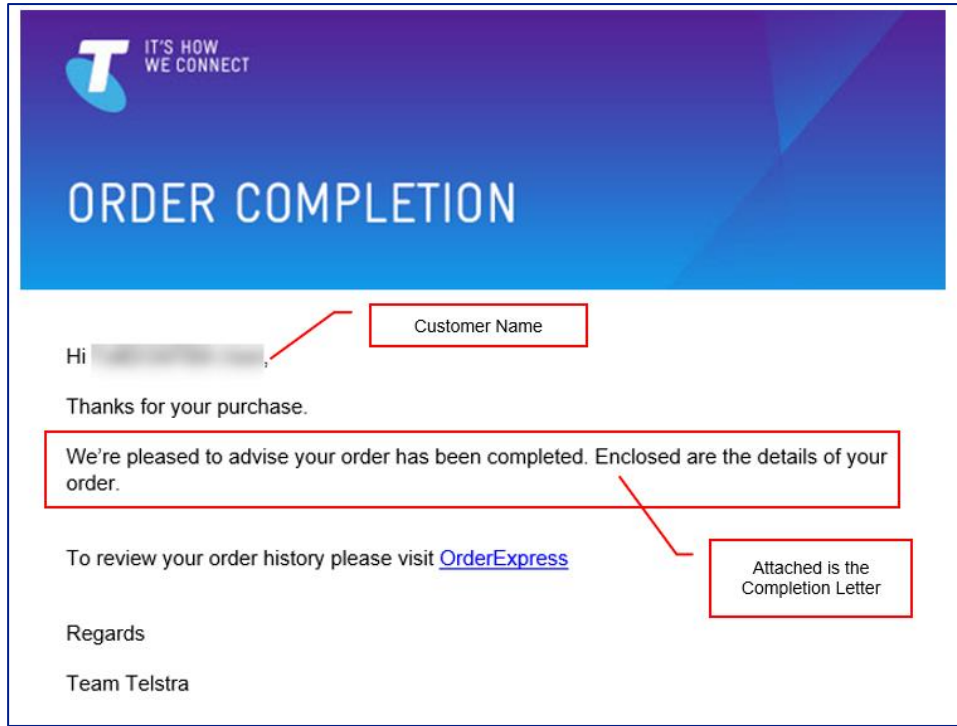
Step 10

Completion Letter (Forward Order and Return Order) **-Telstra Standard**

Step 10a

In the event, an order contains mixed items with some has no GST, and others which has GST, the completion will show two separate tables to show:

- Total Amount GST Free
- Total Amount Inc GST

Step 11

Dispatch and Track Notification

Once the order has been dispatched, You will receive a **Dispatch Notification.**

> **Note:** The email will automatically be sent to the Primary Admin of that CIDN, and any other email added to the Order Notification field in the checkout screen.

Step 12

Return Order Cancellation Email

In the event DCM (backend system) are unable to create successful child case call backs (i.e., system error) the order will be Cancelled in TOX.

You will receive a cancellation email. The email will automatically be sent to the Primary Admin of that CIDN, and any other email/s added to the Order Notification field in the checkout screen. It will detail the Order details and Failed IMEI.
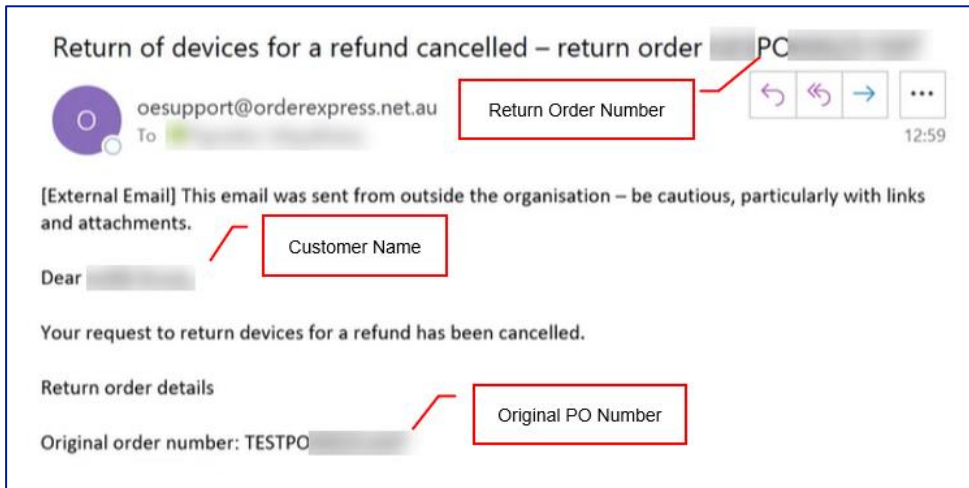
Step 13

Futile Pickup Booking email notification from StarTrack.

Customer will receive this email from StarTrack advising on how to-rebook for the **next pickup date.**

> **Note:**
>
> If rebooking is required for a change of pickup address, customer needs to contact their Service Delivery Team to cancel the return order and raise a new one with a correct pick-up address
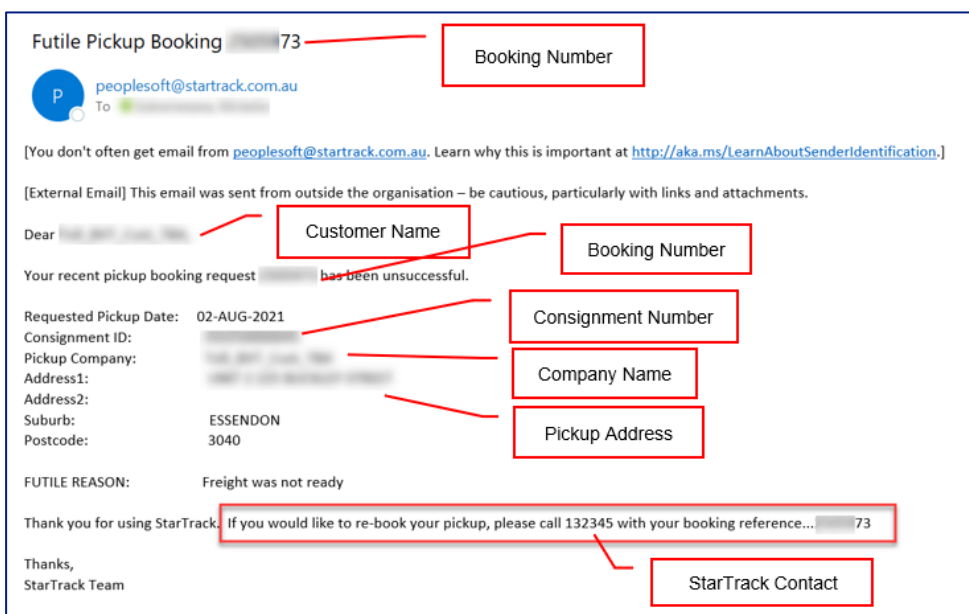
Step 14

Duplicate Booking Notification email from Startrack.

You will receive this email notification when Startrack consolidate a multiple deliveries to 1 location into 1 booking reference.

This is just an **FYI** and **no action is required**. Also, no bookings has been cancelled as stated in the email.
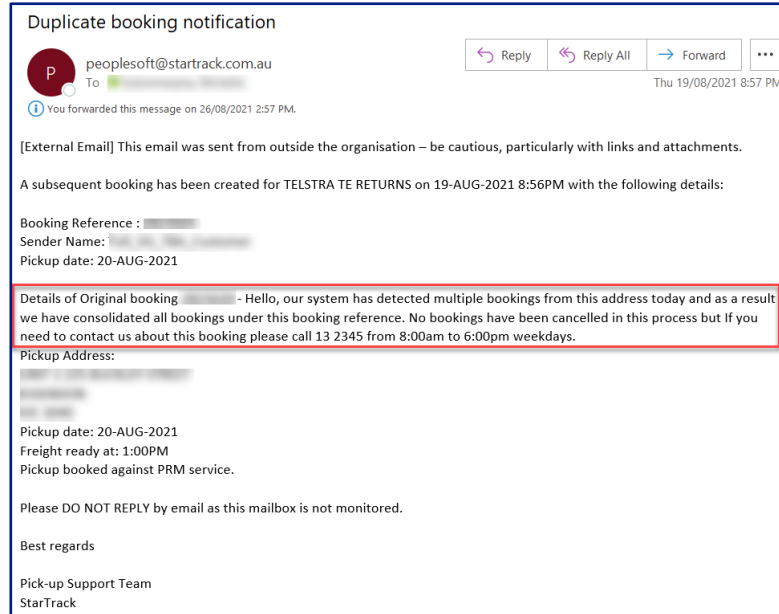
Step 15

Order Approval Email Notification.
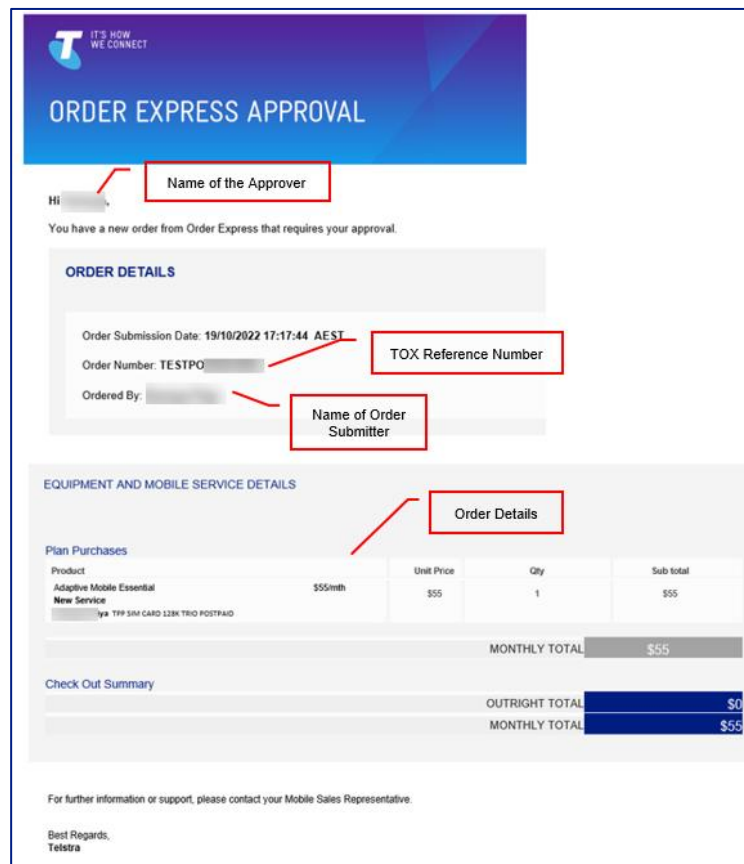
20

Linked Experience Ordering

a. Linked Experience for Outright Order
b. Linked Experience for ARO Order
c. Linked Experience for MRO Order
d. Linked Experience for Casual Plan Order
e. Linked Experience for Change Mobile Plans Order with Existing Active Mobile Number

Description

The purpose of this document is to provide detailed step by step instructions with screen views on how to place a Linked Experience Order in Telstra Order Express (TOX) for:

a. Outright devices + accessories + AppleCare (from step 1)
b. ARO devices + accessories + AppleCare (from step 20)
c. MRO devices + accessories + AppleCare (from step 37)
d. Casual Plan + Outright devices + accessories (from step 56)
e. Change Mobile Plans + Outright devices + Accessories (from step 74)

"Linked Experience" is the term used to describe the integrated ordering flow customer experience when ordering multiple related products together at the same time in the same order.

For example, if a customer orders a mobile device, they are given the option of purchasing other linked products in the same ordering flow such as New Plan, Recommended Accessories, Value Added Services, Asset Tags, Apple Care, and Device Enrolment.

TOX ensures that the products are eligible for a linked experience and that the order is presented and billed in a consistent way even if multiple products are attached into the same order.

TOX validates the SIM serial number when you order a SIM only plan. The validation check performed are:
   - Is the entered SIM serial 13 digits in length?
   - Is the entered SIM serial valid?

What is meant by Valid SIM Serial?
A valid SIM is an available blank SIM that can be used for new activation or reburn enabling you to proceed with your order.

The table below describes the possible scenarios and the corresponding error messages TOX will populate in the event there is an error during the SIM validation process:

Scenario	Error Message
SIM order is inflight (Pending Delivery)	"SIM is not ready for activation"
SIM is not AVAILABLE in SRM	"SIM is unavailable in the System"
Incorrect (invalid) SIM number entered	"Invalid SIM serial number"
SIM already associated to a service id	"SIM has already been used"

Business Rules

- Products in a linked experience are ordered in the same quantity.

  For example, if a customer orders 5 devices and wants to link a plan, asset tag and accessory at the time of order, they will be required to also order a quantity of 5 plans, 5 asset tags and 5 accessories.

- All models and plan types in a linked experience are the same.

  For example, if a customer wants to order 5 devices with 5 plans in a linked experience, the make/model/colour/size of the 5 devices are the same. The 5 plans linked to those devices are also the same plan with the same value added services.
- User's name must be recorded for each product item in a linked experience. In addition, the customer can optionally add a cost centre and email address.

  For example, if the customer orders 5 plans with 5 devices, each of those 5 devices and plans will have a user name associated.
- All linked experience orders must have a valid account number assigned and passed into Billing and Activation.

  When an order has items that require billing to a mobile number, the mobile number associated with that account number must also be identified and passed into Billing and Activation. It's mandatory that when a plan is to be activated, both the account number and mobile number are recorded because the plan is billed to the mobile number.

  Example 1: Customer places an order with a new plan.
  - o The customer must tell what valid account number that new plan will be created under.
  - o TOX will assign a new mobile number for the plan and ask for that new mobile number to be provisioned under the nominated account number.

  Example 2: Customer places an order for a plan upgrade
  - o The customer must tell us about the existing mobile number for the plan upgrade.
  - o TOX will check that the mobile number exists and retrieves the account number for that existing mobile number.
- Products below are identified as **Non-Eligible Linked Experience** products as these have special workflows that are not eligible for linked experience and must be ordered on their own as a standalone order.
  - o Leasing
  - o Porting
  - o Sim Swap
  - o MDM
  - o VAS changes (e.g., add barring)
- The billing method (either billed to the mobile number or account number) is determined by the products linked together in the order.
- Funds are not available on MRO hardware linked experience.
- Summary Table for Quick Reference:

Linked Products	Bill to Account Number	Bill to Mobile Number
Upgrade/new plan & outright hardware & outright accessory & outright asset tag & outright AppleCare	NA	Y
Upgrade/new plan & MRO hardware & outright accessory & outright asset tag & outright AppleCare	NA	Y
Upgrade/new plan & ARO hardware & ARO accessory & outright asset tag & outright AppleCare	Everything billed to the account number except the plan	Plan billed to the mobile number

- If customer purchases a device on MRO, they must select a linked contracted MRO plan (and vice versa). MROs require their own hardware schedule that links the device repayment pricing with a contracted plan.
- Telstra does not support MRO for accessories therefore in a linked MRO experience the customer must buy the accessories outright.
- MROs are always billed to the mobile number and all linked items are also billed to the mobile number.
- An ARO supports a linked experience with mobile plans however all hardware items(devices/accessories) in the order must be on the same ARO term and billed to the same account number.
- If a customer continues shopping, they can add more hardware items (devices/accessories) to an existing order but those additional hardware items must be on the same ARO term and billed under the same account number as all the items already in the order.
- ARO (including Leased order) order types will only show the TOX order number and NOT your Customer PO number within the bill if order is processed automatically. This is when there is a unique PO reference number being used for these 2 order types.
- Other order types such as normal outright order, will show Customer PO number if there is one entered by the user. Otherwise, TOX order number will be reflected on the bill.
- Any ARO enabled customer, will be able to order any accessory with no restrictions on the quantity, provided that the Recommended Retail Price (RRP) of the accessory is >$24. All accessories less than $24.00 must be purchased outright.
- An accessory must be >$24.00 to be eligible for ARO.
- Stock levels in TOX is a live feed and can change rapidly based on ordering activity. All stock levels in TOX is an approximation at the time of order confirmation and are based on Enterprise TOX.
- Stock Level Indicator will be shown during the ordering process. This is based on the stock thresholds set on a per SKU level. Below is the stock level indicator definition to guide you when placing an order;
  - **In Stock** (Green Light Indicator) – example is when a threshold is set to 1500 units, and the available stock in the system shows 1501 units and above.
  - **Low Stock** (Amber Light Indicator) – example is when a threshold is set to 1500 units, and the available stock in the system shows 1499 units and below.
  - **Back Order** (Red Light Indicator) – this is when the available stock in the system reaches 4 units and below.
- TOX looks for a stock indication within the 'Configure your device' screen and within the 'Checkout' screen ensuring an updated stock status in the event the items are left in the cart for a period of time.
- Stock is allocated after the order is submitted.
- Stock is allocated to a scheduled order once the order has been submitted.
- In the event the order requires approval, once the order is approved (by the Customer Admin) the order will proceed to stock allocation based on updated levels. In the event the required stock is not available the order will move to Backorder status.
- All **new LANES customers** will now require a minimum 50 services as part of the initial activations via Telstra Order Express (TOX). After the initial 50 LANES services become active, there is no further quantity limitation in placing a LANES service order (any quantity configuration between 1 to 5000).
- **Existing LANES customer** or for customers who already have LANES, the new minimum activation requirement is not applicable.

Step 1

Log in to the TOX Customer Portal.

a. Linked Experience for Outright Order

Step 2

Outright payment means buying a device in one payment and you own it.

Click **Order Now** on the New devices and accessories tile.
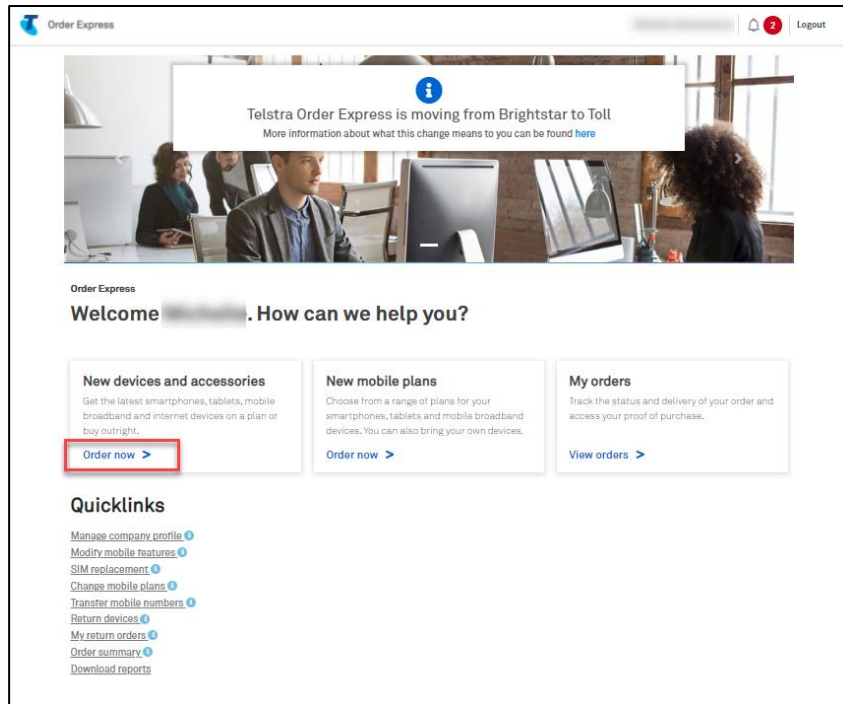
Step 3

Click on the **device type** to see the range of products

Choose a **brand** or select **All** to view the complete range.
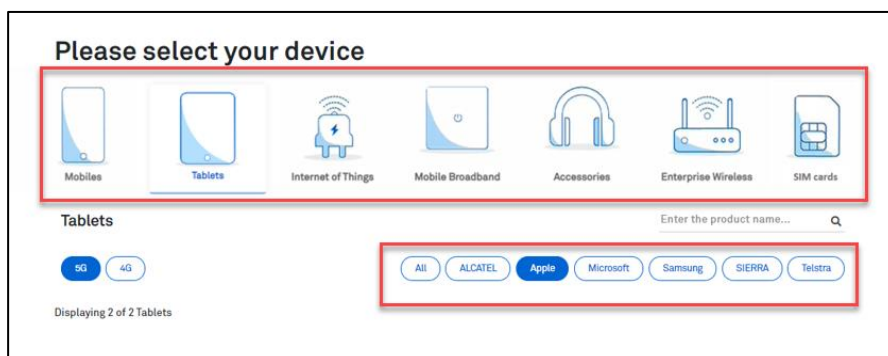
Step 4

Click on **Show buying options** to expand the details and click on **Select**, to choose your device.
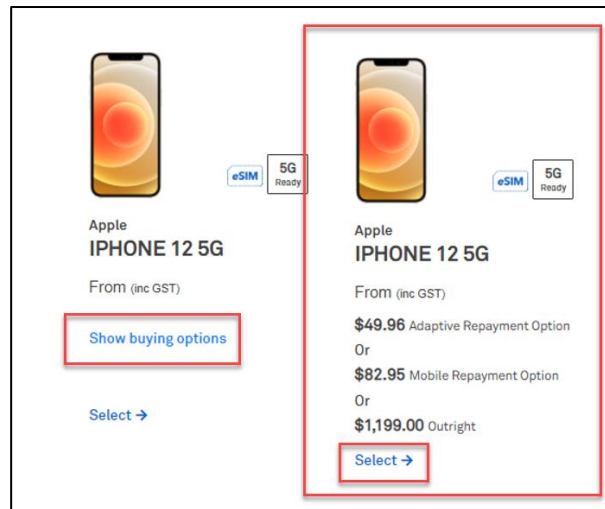
Step 5

Configure your device:

- Select the colour (where applicable)
- Choose the storage capacity (where applicable)

Notes:

- If the device is out of stock a 'Back Order' warning will show (next to the cost per device). See sample screenshot below,
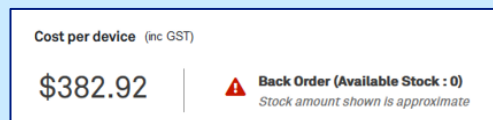
- If the device is on back order, you can:

- Choose a different device, or
- Buy the item now and receive it at a future date.
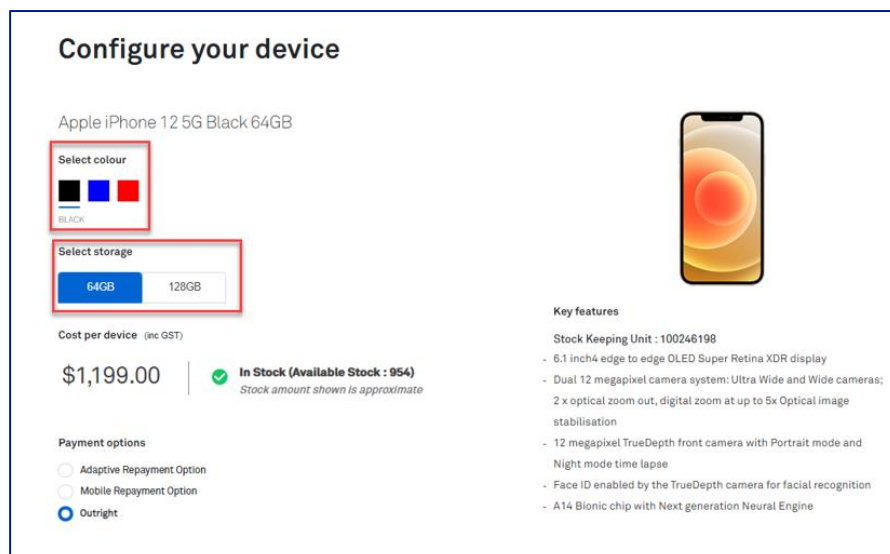
Step 6a

Select **Outright** as the Payment Option term and enter the **Quantity.**

Select the **Linked Products** for this device. In this example, we got:

- Apple Care+

<div style="background:#d6eaf8">

Notes:

- You will only be asked to enter the quantity once. Products in a linked experience are ordered in the same quantity.
For example, you entered a quantity of 5 devices, then all products or services you selected (i.e., plans, asset tag, accessories, etc.) will also be in quantity of 5.
- You can purchase up to 5000 devices in the same transaction. In the event you enters a quantity over 5000 (e.g., 9999), TOX will update the quantity back to the maximum **5000 limit**.

</div>

Click on **Continue** button.

Step 6b

If you are enrolled as DES customer (Device Enrolment Service), the device being ordered will automatically be enrolled in the associated Device Enrolment Service as highlighted in the screenshot.

If you do not want to register the device, **unselect the tick box**.

Click on **Continue** button.

Step 7

You will have the option to purchase add-ons (recommended accessories) for your chosen device.

If you wish to purchase tick **Add** as indicated.

Step 8

You will have the option to buy plans for your new device. If you already have a plan and just want a new device, click on **No. Devices only**

This will take you to the next step which is the **Billing** page. If you want to purchase a new plan to go with your device, click on **Yes. Buy plans**

This will take you to the **Plans** page where you will be able to choose your plan. In this example, we choose "**No. Devices only.**"

Step 9

Select your **Billing options** from the dropdown field:

- Billing Account Number or
- Mobile Number

Step 10

Adaptive Funds will be ticked as default. In this example, we're charging to the account and the tick box needs to be unselected.

Step 11a

Enter the **User Details.**

In this example, the quantity entered is 2x, therefore 2x User Details records needs to be populated.

Step 11b

If you are ordering over the quantity of 301, the Bulk Upload Spreadsheet must be used.

- **Download the spreadsheet template**. This will be accessible through your Downloads folder.

- Populate the spreadsheet accordingly and **Save your changes**.

- Click **Choose Files** button to upload the completed spreadsheet.
- **Select** the corresponding **file to be uploaded** from the Downloads folder.
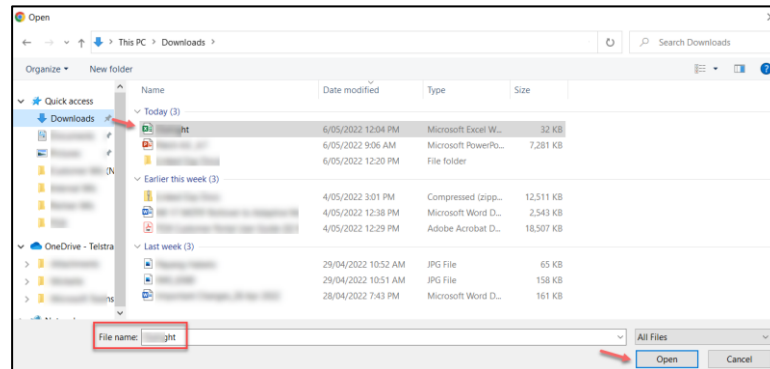
Step 12

Once all required fields has been populated, click **Add to Cart.**

Step 13

This will add the transaction to the **Shopping cart**.

> **Note:**
>
> The Item Description section will show the device being ordered including the linked products chosen in the ordering flow and where the order is being billed to.

You can "Continue shopping" or click on "Checkout" to finalise the purchase.

In this example, click the **Checkout** button.

Step 14

Enter the **delivery details** following the prompts.

> **Note:**
>
> The **Comments field** is for your internal notes and will not go to Telstra systems.

Step 14a

In the event, you need to add a Customer based Purchase Order Number, **click on the radio button** as highlighted.

A Purchase Order field will be shown. Enter you PO reference number here.

> **Note:** When a special character is entered into TOX that is not on the accepted list as per table below, TOX will populate with an error *"Customer PO number is invalid"*.

Type	Values	Supported in LOMS – Yes/No
Special Characters	$,#,@,!, Space	Yes, able to post to TOLL ✅
	&, comma, quotes, \, /	Error (LOMS and/or TOLL) ❌

Step 15

Scroll down and click on the **Confirm Order** button.

Step 16

Splitting Backorders

In the event one item in the order is on backorder, TOX will give you the option to split the order.
This will remove the backordered item/s out of the cart allowing **in stock** items to be sent without delay.
To use this feature, tick **Split order** and click **Update**.

Step 17

Click **Confirm order** to complete the order. Or Schedule your order by clicking **Submit order later** button.

To Schedule your order

- Click on the symbol next to Confirm Order
- Select a time, i.e., 24hours when you would like the order to be processed
- Click 'Continue.'

Note:

The order will not leave TOX for the selected duration. Post the 2 mins 24 or 48 hours, the order will then be released for dispatch.

Step 18

A notification will appear on your screen advising that your order is being processed.

Note: Confirm Order button will be greyed out while TOX is processing the order.

Step 19

Once complete, the Order confirmation page will display.

Tip!

Click the **My Orders** hyperlink to take you to the My Orders page in TOX.

Step 20

The customer who is the recipient of the ordered items will also receive an **Order Confirmation** email with a summary of the order details.

b. Linked Experience for ARO Order

Step 21

Adaptive Repayment Option (ARO) offers a repayment of the recommend retail price (RRP) of any eligible device or accessory over either 12 or 24 months. Log in to the TOX Customer Portal. Click **Order Now** on the New devices and accessories tile.
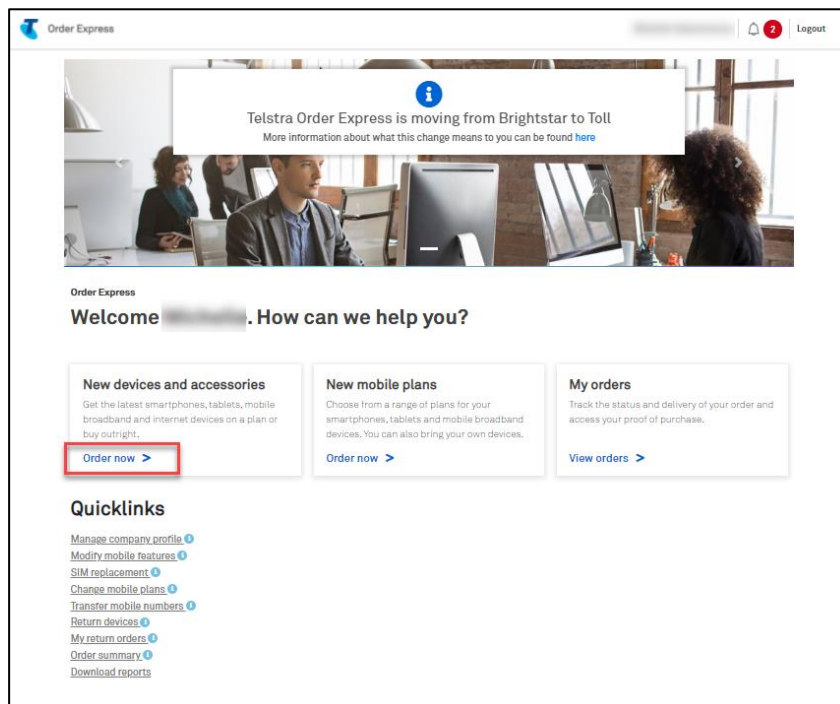
Step 22

Click on the **device type** to see the range of products.

Choose a **brand** or select **All** to view the complete range.
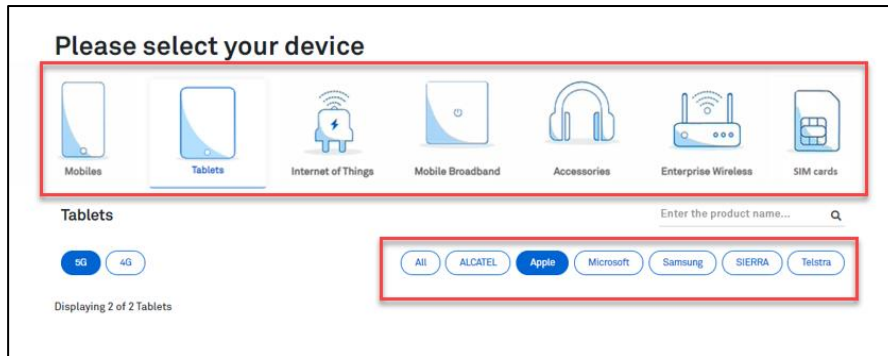
Step 23

Click on **Show buying options** to expand the details and click on **Select**, to choose your device.

Step 24

Configure your device:

- Select the colour (where applicable)
- Choose the storage capacity (where applicable)

Notes:

- If the device is out of stock a 'Back Order' warning will show (next to the cost per device).See sample screenshot below,

- If the device is on back order, you can:

- Choose a different device, or
- Buy the item now and receive it at a future date.

Step 25

a) Select **Adaptive Repayment Option** as the Payment Option term.
b) Choose on **Hardware repayment term:**
   o 12 Months
   o 24 Months
c) Enter the **Quantity.**
d) Select the **Linked Products** for this device:
   o Apple Care+
e) Click on **Continue** button.

Step 26

You will have the option to purchase add-ons (recommended accessories) for your chosen device.

If you wish to purchase, **tick Add** as indicated.

Step 27

You will have the option to buy plans for your new device. If you already have a plan and just want a new device, click on **No. Devices only**

This will take you to the next step which is the **Billing** page. If you want to purchase a new plan to go with your device, click on **Yes. Buy plans**

This will take you to the **Plans** page where you will be able to choose your plan.

In this example, we choose "**No. Devices only.**"
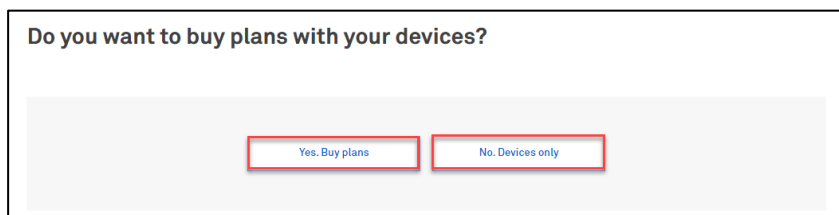
Step 28

Select a **Billing Account** from the dropdown.

> **Note:**
>
> Adaptive Funds will be ticked as default. In this example, we're charging to the account and the tick box needs to be unselected.

Step 29

Enter the **User Details.**

In this example, the quantity entered is 2x, therefore 2x User Details records needs to be populated.

Step 29a

If you are ordering over the quantity of 301, the Bulk Upload Spreadsheet must be used.

i. **Download the spreadsheet template**. This will be accessible through your Downloads folder.

ii. Populate the spreadsheet accordingly and **Save your changes**.

iii. Click **Choose Files** button to upload the completed spreadsheet.

iv. **Select** the corresponding **file to be uploaded** from the Downloads folder.

Step 30

Once all required fields has been populated, click **Add to Cart.**

Step 31

This will add the transaction to the **Shopping cart.**

Note:

The Item Description section will show the device being ordered including the linked products chosen in the ordering flow and where the order is being billed to.

You can "Continue shopping" or click on "Checkout" to finalise the purchase.

In this example, click the **Checkout** button.

Step 32

Enter the **delivery details** following the prompts.

> **Note:**
>
> The **Comments field** is for your internal notes and will not go to Telstra systems.

Step 32a

In the event, you need to add a Customer based Purchase Order Number, **click on the radio button** as highlighted.

A Purchase Order field will be shown. Enter you PO reference number here.

> **Note:**
>
> When a special character is entered into TOX that is not on the accepted list as per table below, TOX will populate with an error *"Customer PO number is invalid"*.

Type	Values	Supported in LOMS – Yes/No
Special Characters	$,#,@,!, Space	Yes, able to post to TOLL ✅
	&, comma, quotes, \, /	Error (LOMS and/or TOLL) ❌

Step 33

Scroll down and click on the **Confirm Order** button.

Step 34

Splitting Backorders

In the event one item in the order is on backorder, TOX will give you the option to split the order.
This will remove the backordered item/s out of the cart allowing **in stock** items to be sent without delay.
To use this feature, tick **Split order** and click **Update.**

Step 35

Click **Confirm order** to complete the order. Or

Schedule your order by clicking **Submit order later** button.

To Schedule your order

- Click on the symbol next to Confirm Order
- Select a time, i.e., 24hours when you would like the order to be processed
- Click 'Continue'.

> **Note:**
>
> The order will not leave TOX for the selected duration. Post the 2 mins 24 or 48 hours, the order will then be released for dispatch.

Step 36

A notification will appear on your screen advising that your order is being processed.

Note: Confirm Order button will be greyed out while TOX is processing the order.

Step 37

Once complete, the Order confirmation page will display. Order

Tip!

Click the **My Orders** hyperlink to take you to the My Orders page in TOX.

Step 38

The customer who is the recipient of the ordered items will also receive an **Order Confirmation** email with a summary of the order details.

c. Linked Experience for MRO Order

Step 39

Mobile Repayment Option (MRO) is a monthly repayment option that offers a choice of purchasing a handset without paying the cost upfront.

Log in to the TOX Customer Portal.

Click **Order Now** on the New devices and accessories tile.
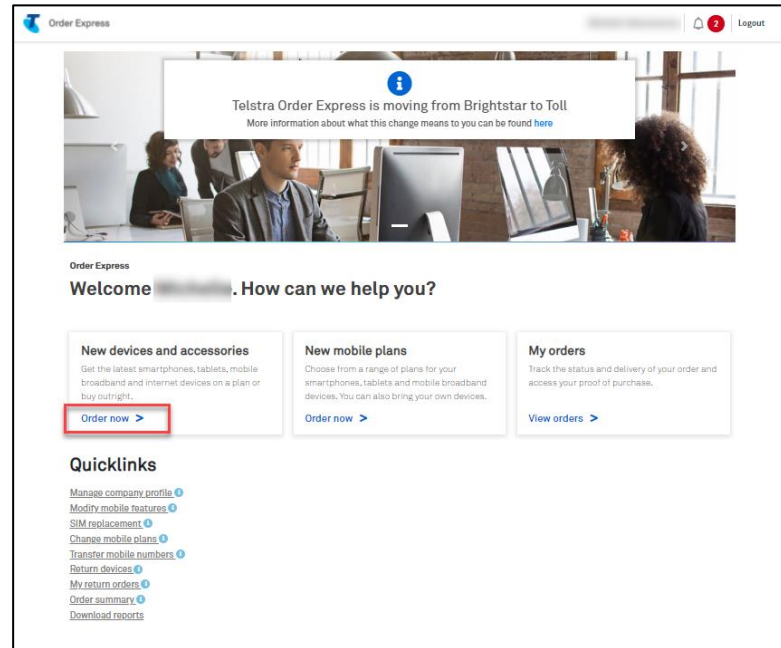
Step 40

Click on the **device type** to see the range of products.

Choose a **brand** or select **All** to view the complete range.
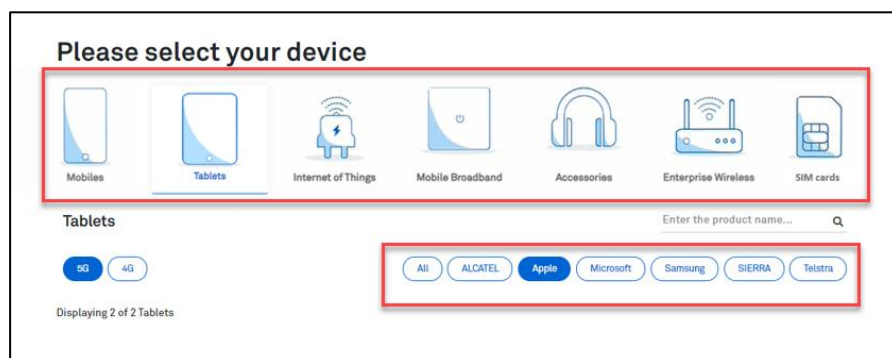
Step 41

Click on **Show buying options** to expand the details and click on **Select**, to choose your device.
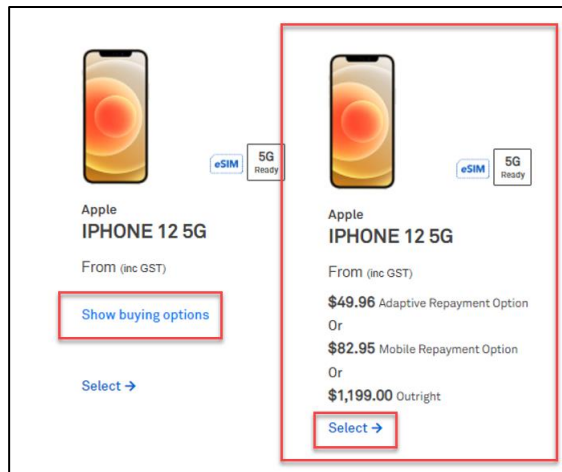
Step 42

Configure your device:

• Select the colour (where applicable)
• Choose the storage capacity (where applicable)

Notes:

- If the device is out of stock a 'Back Order' warning will show (next to the cost per device). See sample screenshot for below,
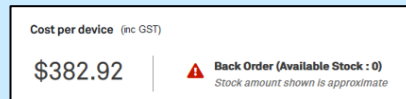
- If the device is on back order, you can:

• Choose a different device, or
• Buy the item now and receive it at a future date.
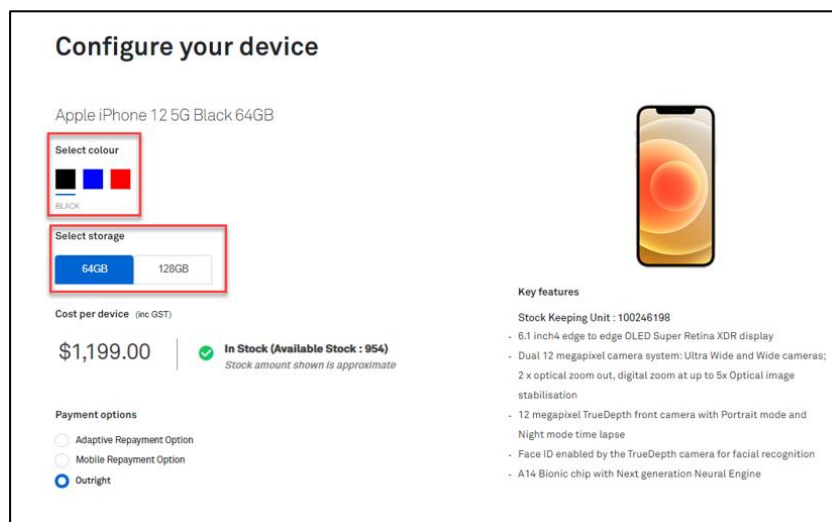
Step 43

Select **Mobile Repayment Option** as the Payment Option term.

Enter the **Quantity.**

Select **the Linked Products** for this device:

- Apple Care+

> **Notes:**
>
> - You will only be asked to enter the quantity once. Products in a linked experience are ordered in the same quantity.
> - For example, you entered a quantity of 5 devices, then all products or services you selected (i.e., plans, asset tag, accessories, etc.) will also be in quantity of 5.
> - You can purchase up to 5000 devices in the same transaction. In the event you enters a quantity over 5000 (e.g., 9999), TOX will update the quantity back to the maximum **5000 limit**.

Step 44

Select a **Plan.**

In this example, choose 'Corporate Mobile Plus Entry'.

Click on **Continue button.**

Step 45

You will have the option to purchase add-ons (recommended accessories) for your chosen device.

If you wish to purchase tick **Add** as indicated.

Click on **Continue** button.

Step 46

Select Value Added Services (VAS) as required.

Step 47

Choose **Add-ons** as required.

Click on **Continue** button.

Step 48

Select a **Billing Account** from the dropdown.

Step 49

Enter the **User Details.**

In this example, the quantity entered is 2x, therefore 2x User Details records needs to be populated.

Step 49a

If you are ordering over the quantity of 301, the Bulk Upload Spreadsheet must be used.

i.   **Download the spreadsheet template**. This will be accessible through your Downloads folder.
ii. Populate the spreadsheet accordingly and **Save your changes**.

iii. Click **Choose Files** button to upload the completed spreadsheet.
iv. **Select** the corresponding **file to be uploaded** from the Downloads folder.

Step 50

Once all required fields has been populated, click **Add to Cart**.

Step 51

This will add the transaction to the **Shopping cart**.

> **Note:**
>
> The Item Description section will show the device being ordered including the linked products chosen in the ordering flow and where the order is being billed to.
>
> You can "Continue shopping" or click on "Checkout" to finalise the purchase.
>
> In this example, click the **Checkout** button.

Step 52

Enter the **delivery details** following the prompts.

> **Note:**
>
> The **Comments field** is for your internal notes and will not go to Telstra systems.

Step 52a

In the event, you need to add a Customer based Purchase Order Number, **click on the radio button** as highlighted.

A Purchase Order field will be shown. Enter you PO reference number here.

Note:

When a special character is entered into TOX that is not on the accepted list as per table below, TOX will populate with an error *"Customer PO number is invalid"*.

Type	Values	Supported in LOMS – Yes/No
Special Characters	$,#,@,!, Space	Yes, able to post to TOLL ✅
	&, comma, quotes, \, /	Error (LOMS and/or TOLL) ❌

Step 53

Scroll down and click on the **Confirm Order** button.

Step 54

Splitting Backorders

In the event one item in the order is on backorder, TOX will give you the option to split the order.
This will remove the backordered item/s out of the cart allowing **in stock** items to be sent without delay.
To use this feature, tick **Split order** and click **Update**.

Step 55

Click **Confirm order** to complete the order. Or

Schedule your order by clicking **Submit order later** button.

To Schedule your order

- Click on the symbol next to Confirm Order
- Select a time, i.e., 24hours when you would like the order to be processed
- Click 'Continue'.

> **Note:**
>
> The order will not leave TOX for the selected duration. Post the 2 mins 24 or 48 hours, the order will then be released for dispatch.

Schedule Your Order

Select from following options on when you would like this order to be processed.

Processes the order in

| 24 Hours | 48 Hours |

You have the option to cancel order as long it's within the scheduled time.
Once the scheduled time is reached the order will be processed automatically.

Cancel   Continue →

Step 56

A notification will appear on your screen advising that your order is being processed.

> **Note:** Confirm Order button will be greyed out while TOX is processing the order.

Checkout summary

| Apple iPhone 12 5G BLACK 64GB With AppleCare+ for iPhone 12 | 2 | ✔ In Stock |
| AIRPODS WITH WIRELESS CHARGING CASE With AppleCare+ for iPhone 12 | 2 | ⚠ Back Order |

Total redemptions	$0.00
Total outright cost	$424.60
Total monthly cost	$253.00

*Free delivery. All prices are inclusive of GST.

Your order is being processed – this may take a few minutes. Please do not refresh your browser or resubmit your order.

| View/Edit cart | | Submit order later | Confirm order |

Step 57

Once complete, the Order confirmation page will display.

> **Tip!**
>
> Click the **My Orders** hyperlink to take you to the My Orders page in TOX.
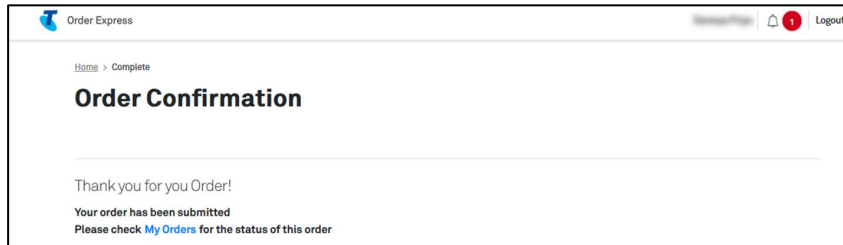
Step 58

The customer who is the recipient of the ordered items will also receive an **Order Confirmation** email with a summary of the order details.
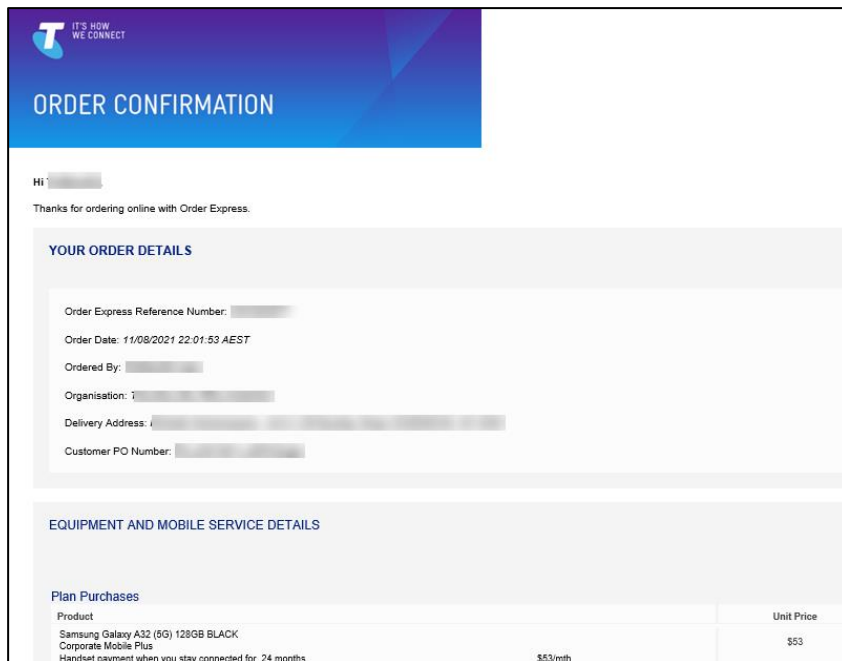
d. Linked Experience for Casual Plan Order

Step 59

Log in to the TOX Customer Portal. Click **Order Now** on the New mobile plans tile.
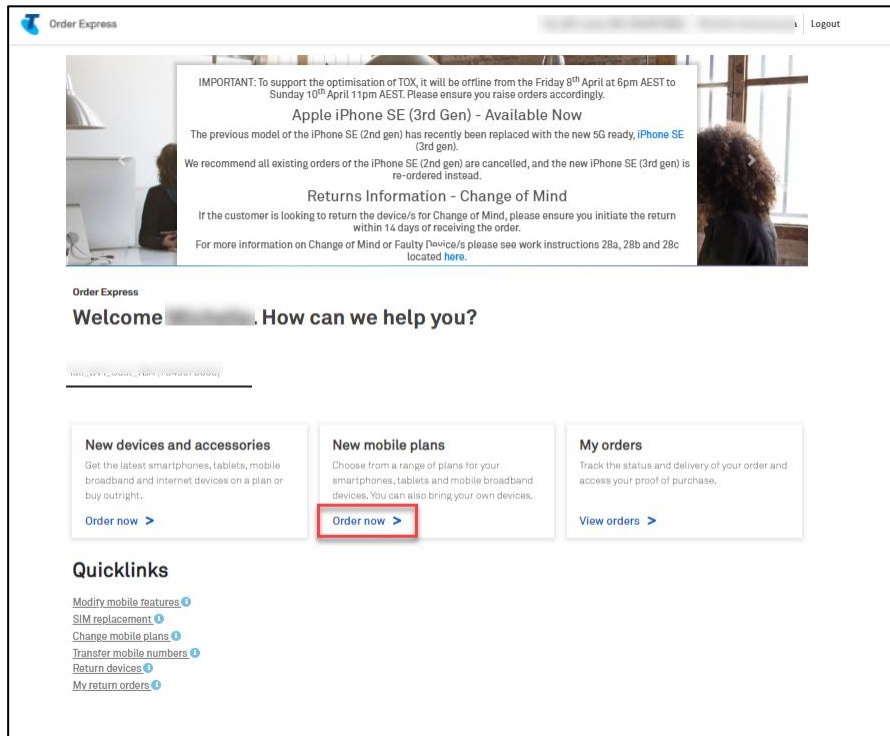
Step 60

Select **Mobiles** icon for the plans grouping. Select **Casual** as the plans term.

Choose a plan by clicking on **Order Now** button. In this example, we choose Corporate Mobile Plus Local BYO as highlighted.
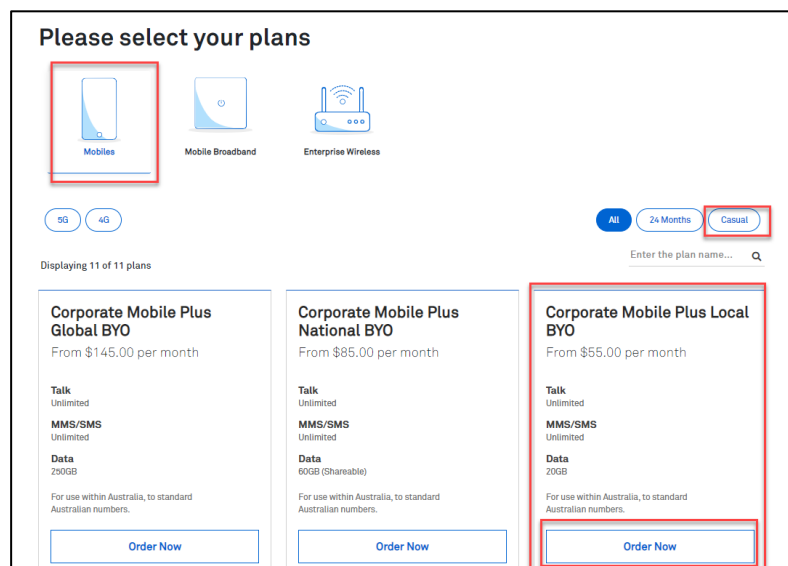
Step 61

Enter the **Quantity** / number of Services on the designated field. Select **Value Added Services** as needed.

> **Notes:**
> - You will only be asked to enter the quantity once. Products in a linked experience are ordered in the same quantity.
> - For example, you entered a quantity of 5 devices, then all products or services you selected (i.e., plans, asset tag, accessories, etc.) will also be in quantity of 5.
> - You can purchase up to 5000 devices in the same transaction. In the event you enters a quantity over 5000 (e.g., 9999), TOX will update the quantity back to the maximum **5000 limit**.

Step 62

Select **Add-ons** as needed.

Step 63

You will have the option to buy devices for your new plan.

In this example, we choose "Yes. Buy devices".
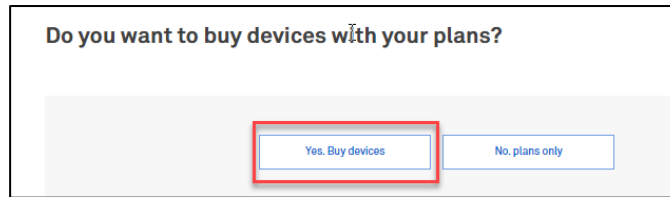
Step 64

Choose a device for the plan by clicking **Select** below the chosen item.
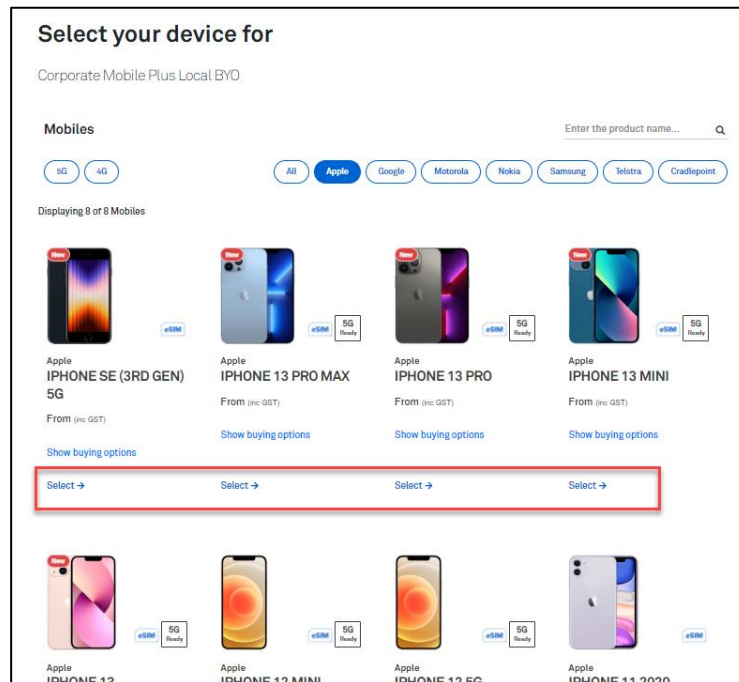
Step 65

Configure your device:

- Select the **colour** (where applicable)
- Choose the **storage capacity** (where applicable)
- Choose **Outright** as payment options
- Select the **linked products** as needed (e.g., Apple Care+)
- Click **Continue**.

Step 66

You will have the option to purchase add-ons (recommended accessories) for your chosen device.

If you wish to purchase **tick Add** as indicated.

Click on **Continue** button.

Step 67

Select a **Billing Account** from the dropdown.

Step 68

Enter the **User Details.**

In this example, the quantity entered is 2x, therefore 2x User Details records needs to be populated.

Step 68a

If you are ordering over the quantity of 301, the Bulk Upload Spreadsheet must be used.

i.   **Download the spreadsheet template**. This will be accessible through your Downloads folder.
ii. Populate the spreadsheet accordingly and **Save your changes**.

iii.   Click **Choose Files** button to upload the completed spreadsheet.

iv.   **Select** the corresponding **file to be uploaded** from the Downloads folder.

Step 69

Once all required fields has been populated, click **Add to Cart.**

Step 70

This will add the transaction to the **Shopping cart**.

> **Note:**
>
> The Item Description section will show the device being ordered including the linked products chosen in the ordering flow and where the order is being billed to.

You can "Continue shopping" or click on "Checkout" to finalise the purchase.

In this example, click the **Checkout** button.

Step 71

Enter the **delivery details** following the prompts.

> **Note:**
>
> The **Comments field** is for your internal notes and will not go to Telstra systems.

Step 71a

In the event, you need to add a Customer based Purchase Order Number, **click on the radio button** as highlighted.

A Purchase Order field will be shown. Enter you PO reference number here.

> **Note:**
>
> When a special character is entered into TOX that is not on the accepted list as per table below, TOX will populate with an error *"Customer PO number is invalid"*.
>
> | Type | Values | Supported in LOMS – Yes/No | |
> |---|---|---|---|
> | Special Characters | $,#,@,!, Space | Yes, able to post to TOLL | ✅ |
> | | &, comma, quotes, \, / | Error (LOMS and/or TOLL) | ❌ |

Step 72

Scroll down and click on the **Confirm Order** button.

Step 73

Splitting Backorders

In the event one item in the order is on backorder, TOX will give you the option to split the order. This will remove the backordered item/s out of the cart allowing **in stock** items to be sent without delay. To use this feature, tick **Split order** and click **Update.**

Step 74

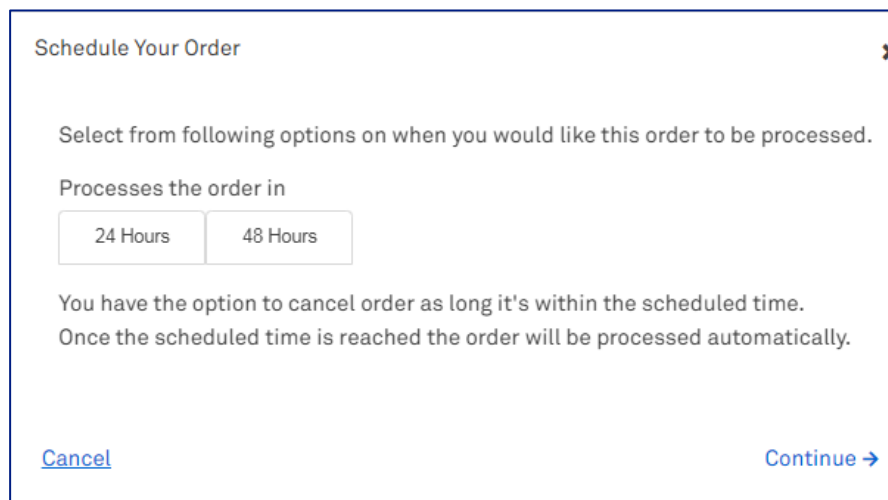Click **Confirm order** to complete the order. Or Schedule your order by clicking **Submit order later** button.

To Schedule your order

- Click on the symbol next to Confirm Order
- Select a time, i.e., 24hours when you would like the order to be processed
- Click 'Continue'.

> **Note:**
>
> The order will not leave TOX for the selected duration. Post the 2 mins 24 or 48 hours, the order will then be released for dispatch.

Step 75

A notification will appear on your screen advising that your order is being processed.

Note: Confirm Order button will be greyed out while TOX is processing the order.

Step 76

Once complete, the Order confirmation page will display.

Tip!

Click the **My Orders** hyperlink to take you to the My Orders page in TOX.

Step 77

The customer who is the recipient of the ordered items will also receive an **Order Confirmation** email with a summary of the order details.

e. Linked Experience for Change Mobile Plans Order with Existing Active Mobile Number

Step 78

Log in to the TOX Customer Portal.

Click **Change mobile plans** from the Quicklinks.
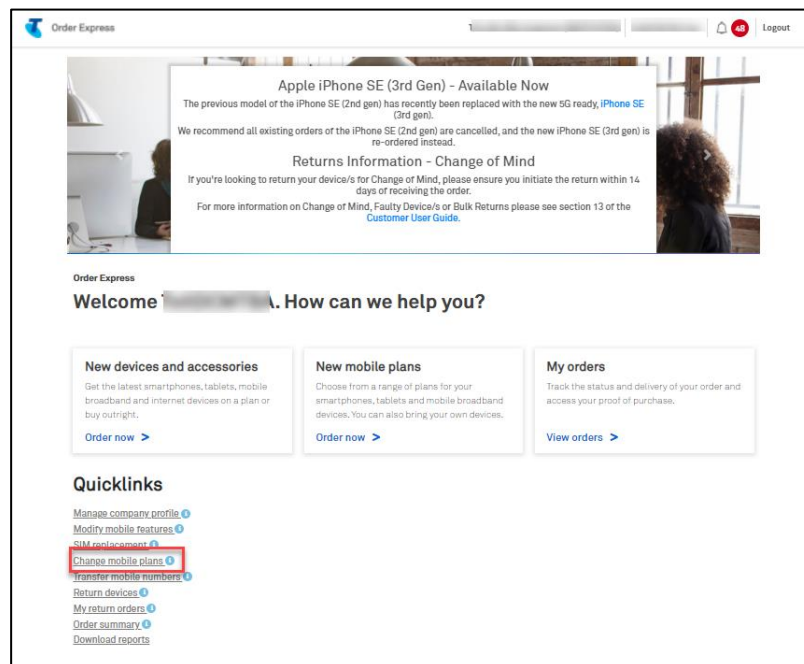
Step 79

Select your plans.

In this example we choose 'Corporate Mobile Plus Local BYO'.
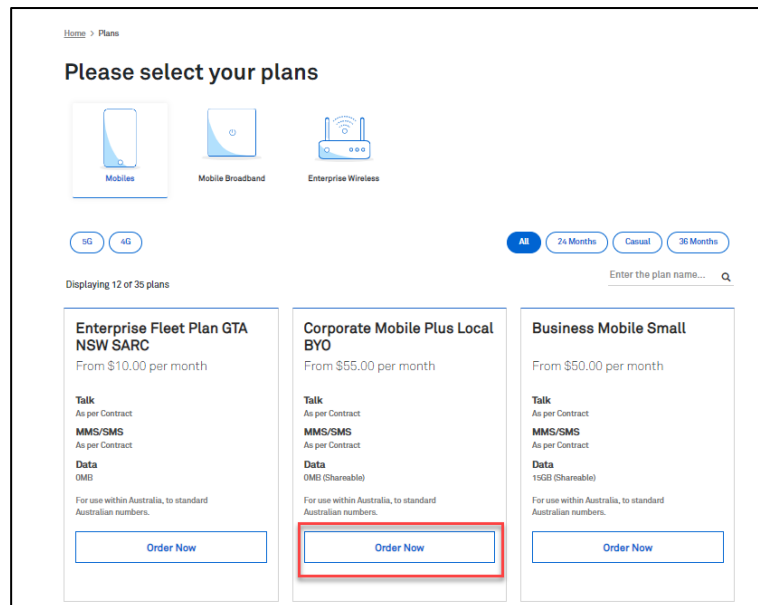
Step 80

Enter the **Quantity** / number of Services on the designated field.

Select **Value Added Services** as needed.

> **Note:**
> - You will only be asked to enter the quantity once. Products in a linked experience are ordered in the same quantity.
> - For example, you entered a quantity of 5 devices, then all products or services you selected (i.e., plans, asset tag, accessories, etc.) will also be in quantity of 5.
> - You can purchase up to 5000 devices in the same transaction. In the event you enters a quantity over 5000 (e.g., 9999), TOX will update the quantity back to the maximum **5000 limit**.

Step 81

Select **Add-ons** as needed.

Step 82

You will have option to buy devices for your new plan.

In this example, we chose "Yes. Buy devices".
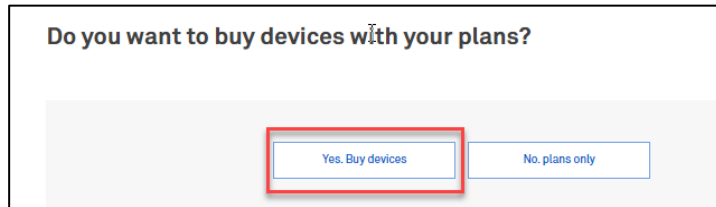
Step 83

Choose a device for your plan by clicking **Select** below the chosen item on.
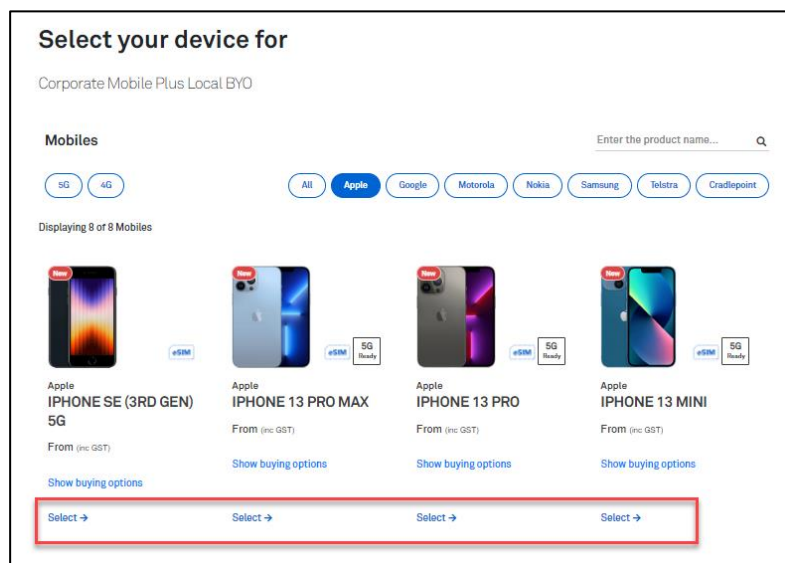
Step 84

In this example, we choose iPhone 11 2020 model as highlighted.
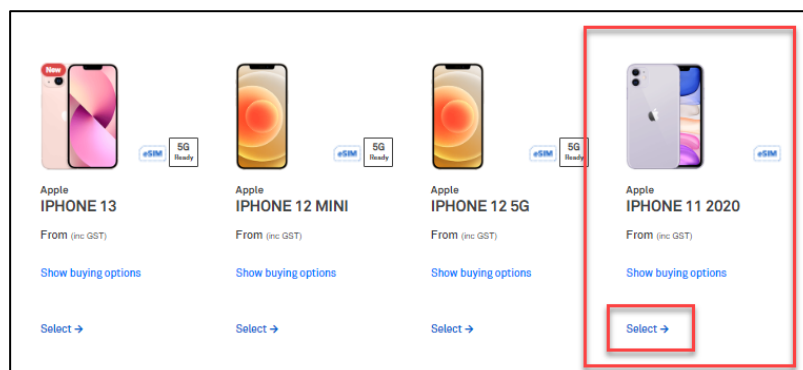
Step 85

Configure your device:

- Select the colour (where applicable)
- Choose the storage capacity (where applicable)
- Click **Continue.**

Notes:

- If the device is out of stock a 'Back Order' warning will show (next to the cost per device). See sample screenshot below,

- If the device is on back order, you can:

  - Choose a different device, or
  - Buy the item now and receive it at a future date.

Step 86

Purchase add-ons if required (recommended accessories) for the chosen device.

If need to purchase tick **Add** as indicated.

Click **Continue**.

Step 87

Select **Billing options** from the dropdown field:

- Billing Account Number **or**
- Mobile Number

In this example, we choose 'Mobile Number'.

Step 88

Enter the **User Details.**

In this example, we populated fields:

a. User Name
b. Service Number using existing active mobile number
c. Selected: Use my own SIM Card

Click **Add to Cart.**

Step 88a

If you are ordering over the quantity of 301, the Bulk Upload Spreadsheet must be used.

i. **Download the spreadsheet template**. This will be accessible through your Downloads folder.
ii. Populate the spreadsheet accordingly and **Save your changes.**

iii.   Click **Choose Files** button to upload the completed spreadsheet.

iv.   **Select** the corresponding **file to be uploaded** from the Downloads folder.

v.   Click **Add to Cart.**

Step 89

This will add the transaction to the **Shopping cart.**

Note:

The Item Description section will show the device being ordered including the linked products chosen in the ordering flow and where the order is being billed to.

You can "Continue shopping" or click on "Checkout" to finalise the purchase.

In this example, we clicked the **Checkout** button.
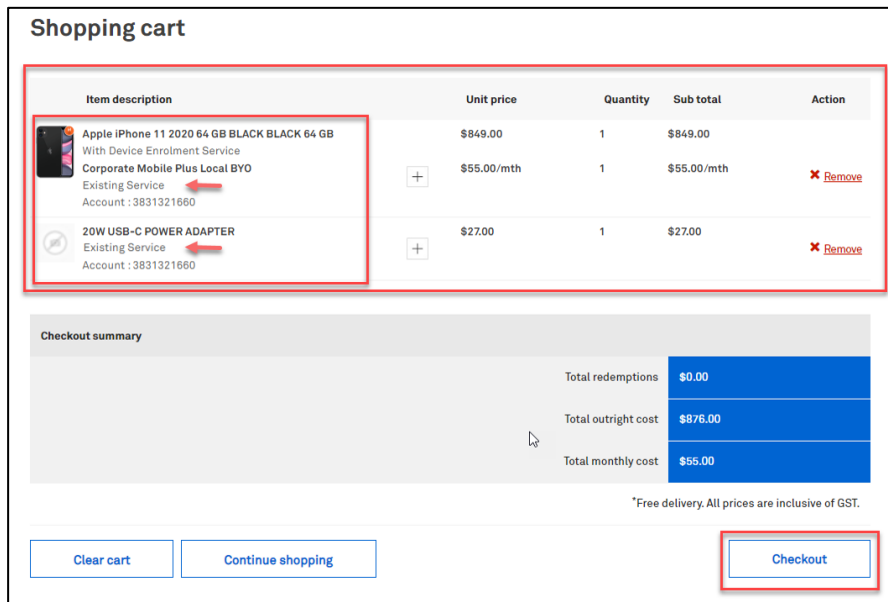
Step 90

Enter the **delivery details** following the prompts.

> **Note:**
>
> The **Comments field** is for your internal notes and will not go to Telstra systems.

Step 90a

In the event, you need to add a Customer based Purchase Order Number, **click on the radio button** as highlighted.

A Purchase Order field will be shown. Enter you PO reference number here.

> **Note:**
>
> When a special character is entered into TOX that is not on the accepted list as per table below, TOX will populate with an error *"Customer PO number is invalid"*.
>
> | Type | Values | Supported in LOMS – Yes/No |
> |------|--------|----------------------------|
> | Special Characters | $,#,@,!, Space | Yes, able to post to TOLL ✅ |
> | | &, comma, quotes, \, / | Error (LOMS and/or TOLL) ❌ |

Step 91

Scroll down and click on the **Confirm Order** button.

Step 92

Splitting Backorders

In the event one item in the order is on backorder, TOX will give you the option to split the order.
This will remove the backordered item/s out of the cart allowing **in stock** items to be sent without delay.
To use this feature, tick **Split order** and click **Update**.

Step 93

Click **Confirm order** to complete the order. Or

Schedule your order by clicking **Submit order later** button.

To Schedule your order

- •   Click on the symbol next to Confirm Order
- •   Select a time, i.e., 24hours when you would like the order to be processed
- •   Click 'Continue'.

Note:

The order will not leave TOX for the selected duration. Post the 2 mins 24 or 48 hours, the order will then be released for dispatch.

Step 94

A notification will appear on your screen advising that your order is being processed.

> **Note:** Confirm Order button will be greyed out while TOX is processing the order.

Step 95

Once complete, the Order confirmation page will display.

> **Tip!**
>
> Click the **My Orders** hyperlink to take you to the My Orders page in TOX.

Step 96

The customer who is the recipient of the ordered items will also receive an **Order Confirmation** email with a summary of the order details.

21
Parent CIDN Admin to Manage Child CIDN Company Profile

Description

The purpose of this document is to provide detailed step by step instructions with screen views on how **Customer Administrators of Parent/Ultimate CIDN** are able to access and use **Manage Company Profile** functionality within the **Child CIDN.**

This document will also illustrate how an Admin of the Ultimate CIDN will get permission to access Child CIDN and how to verify the list of Admin Users who has access to the Associated Organisations or Child CIDN Company Profile.

What is the benefit of this functionality?

Where an Ultimate CIDN in TOX is linked to Child CIDN, the Admin of the Ultimate CIDN can now edit the profile of the Child CIDN.

> **Note:**
> Parent CIDN and Ultimate CIDN will be used interchangeably in this section.

Step 1

Log in to the Telstra Enterprise Customer Portal.

Step 2

You will land on the **TOX Home page.**

> **Notes:**
>
> - Parent CIDN is defaulted in the customer dropdown list in Procurement homepage.
> - Customer Name is also shown in the upper right of the page.
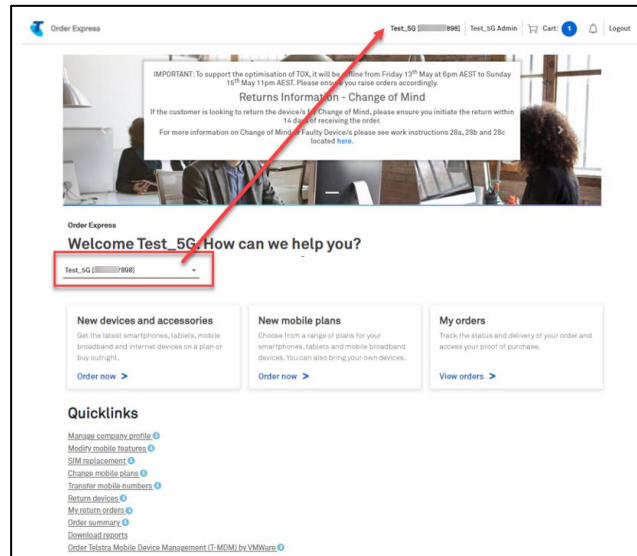
Step 3

Click on the dropdown arrow and you will see the list of all Child CIDN of the specific Parent/Ultimate CIDN.

> **Note:**
>
> In this example, Parent CIDN has 3 Child CIDNs associated to it.
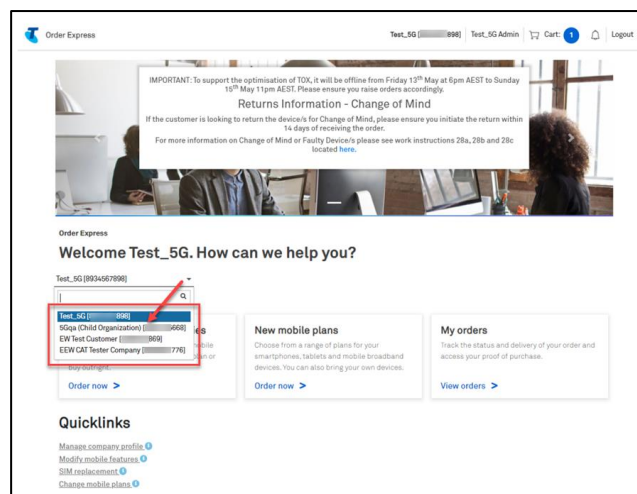
Step 4

Select the Child CIDN from the dropdown list which you need the Organisation details to be edited.

> **Note:**
>
> The Child CIDN is now shown on the upper right of the page.
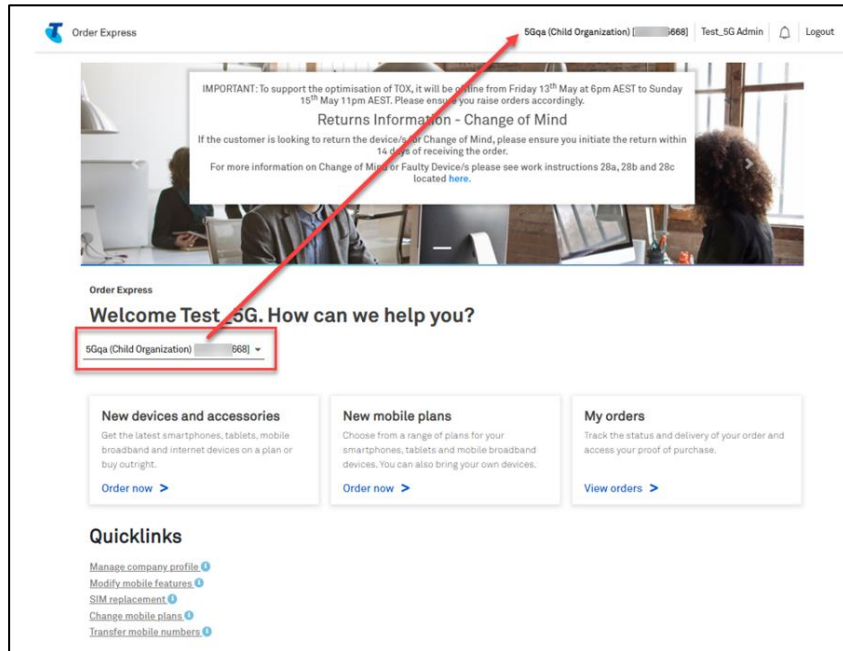
Step 5

Click **Manage company profile** from the Quicklinks section.
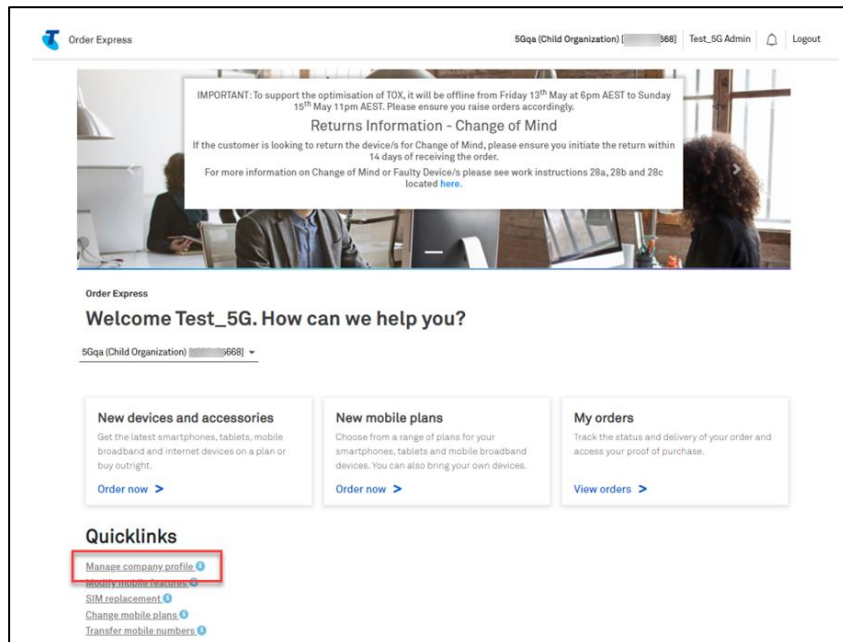
Step 6

You will then be taken to the **Organisation** page of the Child CIDN.

Step 7

Review information and where required make changes to:

- Customer Name
- Contact Number
- Order Notification Copied to

Click **Save** to confirm changes and continue.

Step 8

If you need to add address details, click **Add Address.**

Step 9

Populate the mandatory fields (*) and click **Save.**

> **Note:**
>
> Address should **NOT** be a PO box address

Step 10

A pop-up notification in green banner will appear on top of the page stating that a **new address has been created successfully.**

Step 11

Note that the **newly added address** can be seen in Child CIDN Organisation details page.

To check this, scroll down to the **Organisation Addresses section** and type the newly added address on the designated field and click **Search**.

Step 12

This newly added address **cannot be searched** in the **Parent/Ultimate CIDN** Organisation page.

Step 13

Detailed steps in modifying these tabs are available in **Work Instructions:** [CP3 TOX Manage Company Profile](#)

- Organisation (from step 7)
- User Groups (from step 9)
- Users (from step 19)
- Billing Account (from step 24)

> **Important!**
>
> Ensure that you are in the Child CIDN Organisation details page before modifying the company profile details as stated in each tab.

Step 14

How an Admin of the Ultimate CIDN will get permission to access Child CIDN.

Navigate to **TOX Homepage** and click on the dropdown arrow to select the **Parent / Ultimate CIDN.**

Note:

Parent/Ultimate CIDN is the first record/company name on the dropdown list.
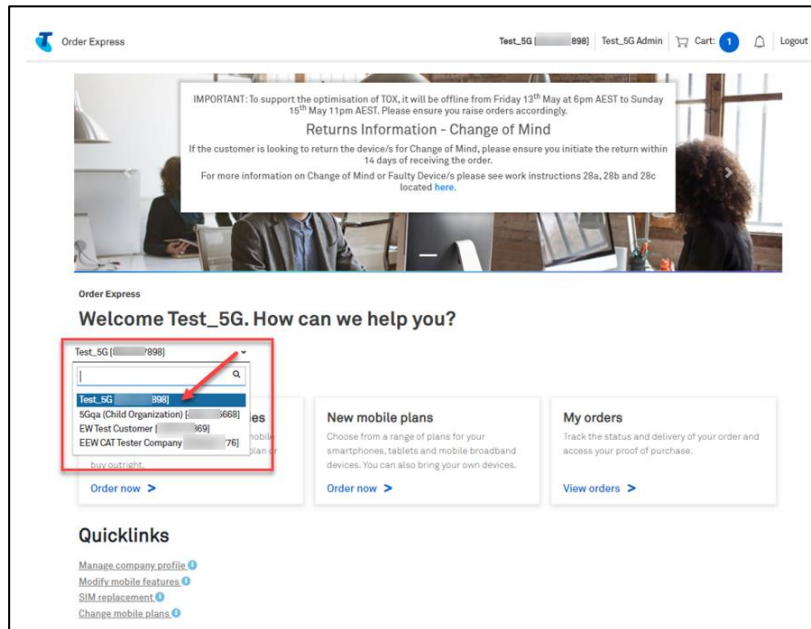
Step 15

Click on **Manage Company Profile** from Quicklinks section.
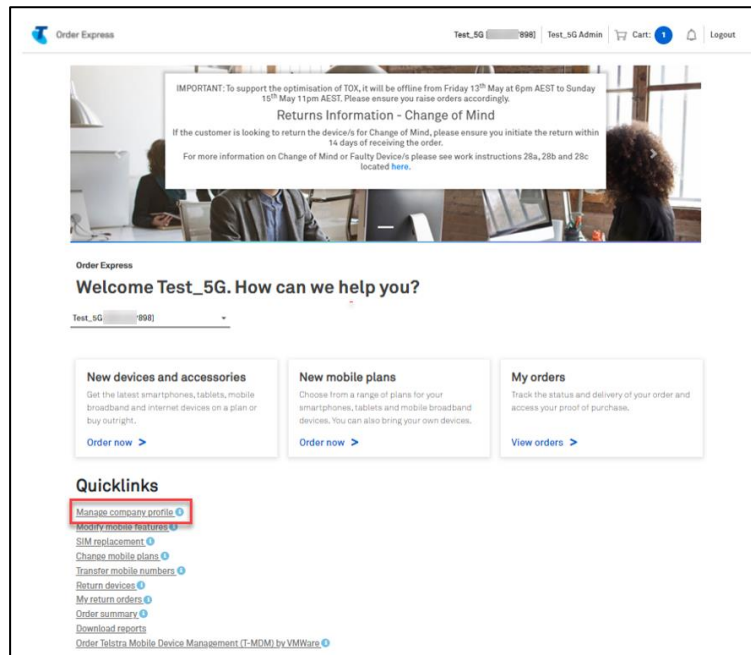
Step 16

Click on **Users** tab.

Step 17

The first two records shows that they are an Administrator of the Parent CIDN.

Click on the **cog** in the Action column.

Step 18

Select **Edit** from the menu dropdown.
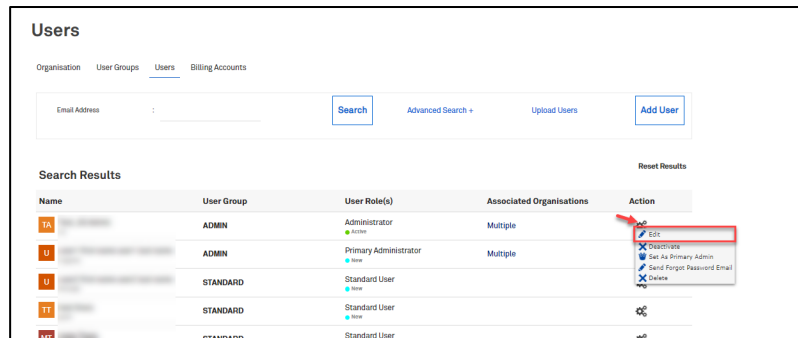
Step 19

In the associated CIDNs section, select the Child CIDN you want the Admin User to have access on.

> **Notes:**
> - In this example, the Admin User has access permission to the two selected CIDNs (marked in **Blue**) to manage their company profile.
> - The third unselected CIDN is where the Admin User has no permission on.
> - This means that Admin users (for the customer) who have permission to access the Child CIDN can now manage the users for that child CIDN.
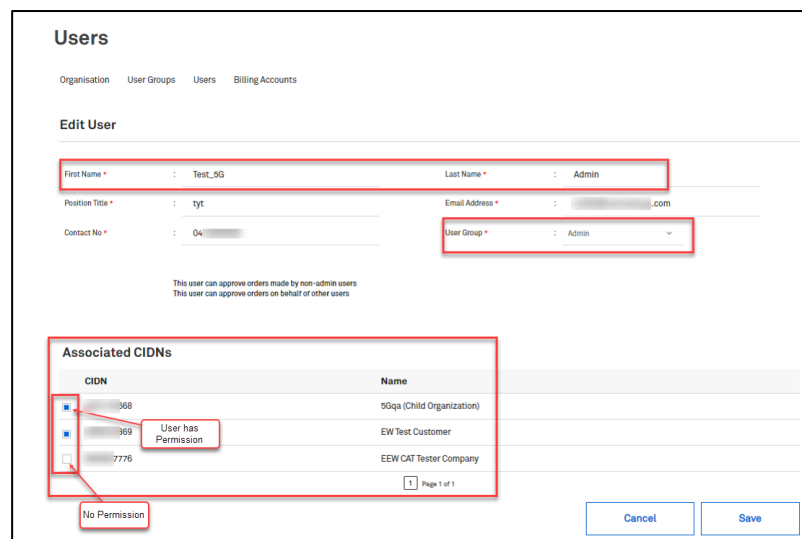
Step 20

How to verify the list of Admin Users who has access to the Associated Organisations or Child CIDN.

Navigate to **TOX Homepage** and click on the dropdown arrow to select the **Parent / Ultimate CIDN.**

Note:

Parent/Ultimate CIDN is the first record/company name on the dropdown list.
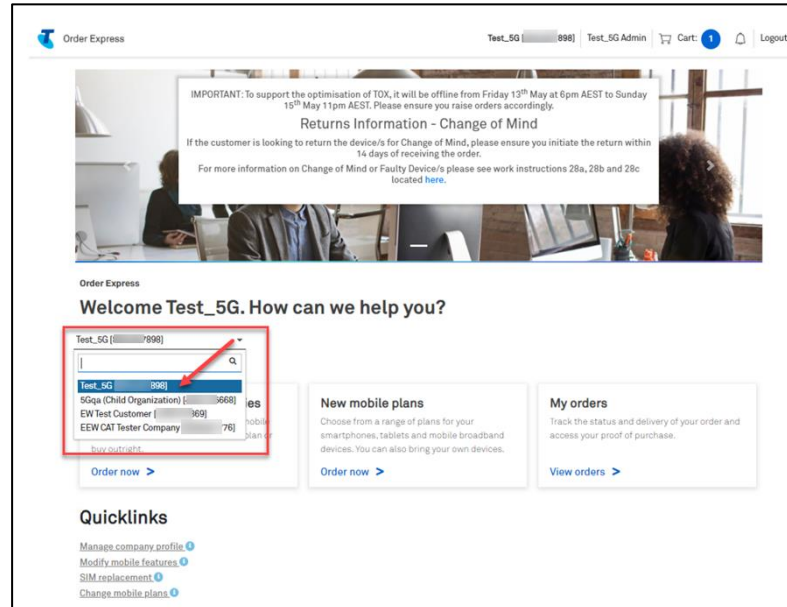
Step 21

Click on **Manage Company Profile** from Quicklinks section.
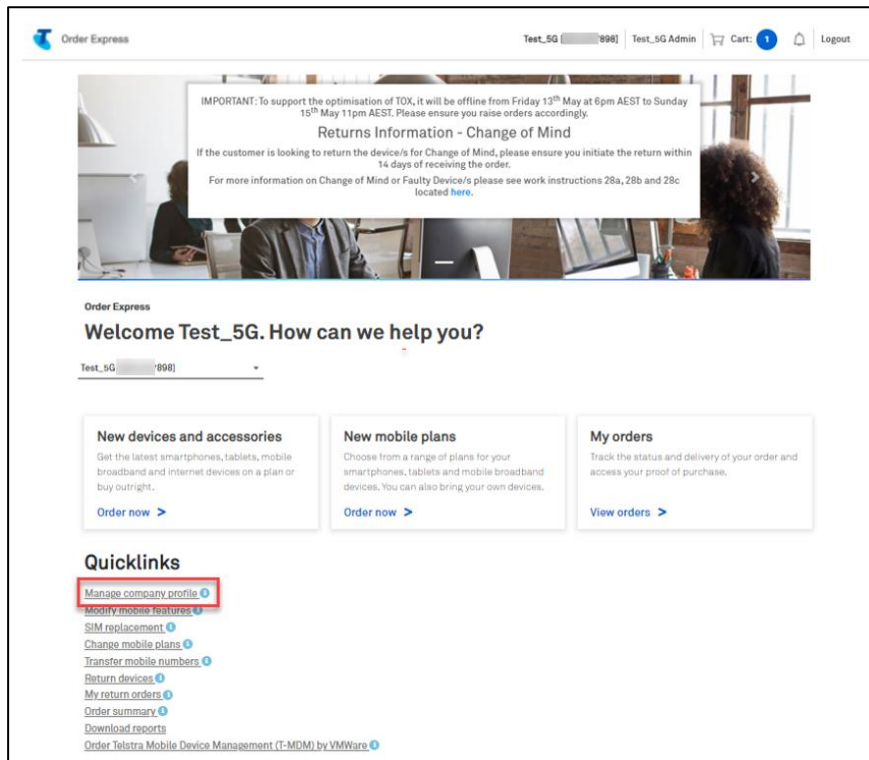
Step 22

Click on **Users** tab.

Step 23

You can see on **Associated Organisations column** the Administrator Users who has access to Child CIDN.

> **Notes:**
> - **"Multiple"** in Associated Organisation column means that the Parent / Ultimate CIDN has 2 or more Child CIDNs and that the Admin Users can access these Child CIDNs. Otherwise, the company name of that single Child CIDN will be written here.
> - Records showing **Standard User** as a role has no associated Child CIDN. This means that user has no permission to access/manage Child CIDN company profile.

Step 24
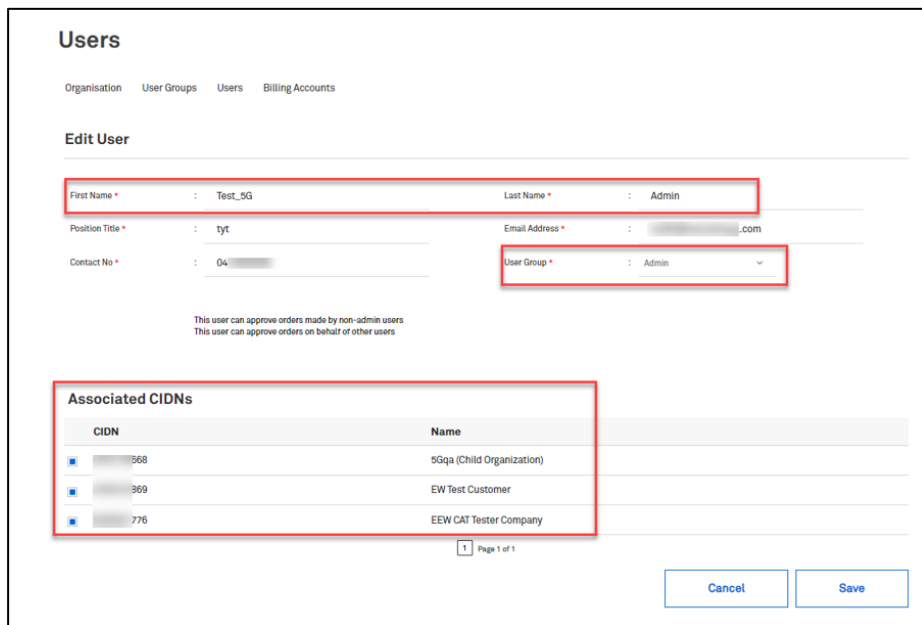
Click on the **cog** in the Action column and select **Edit** from the menu dropdown.

Step 25

You will see all the Child CIDN or Associated CIDNs which the Admin User has access to.

22
Procurement Dashboard / Order Summary Quicklinks

Step 1

Log in to the Telstra Enterprise Customer Portal.

Step 2

You will land on the **TOX Home page.**

Click on **Order Summary in the Quicklinks section**
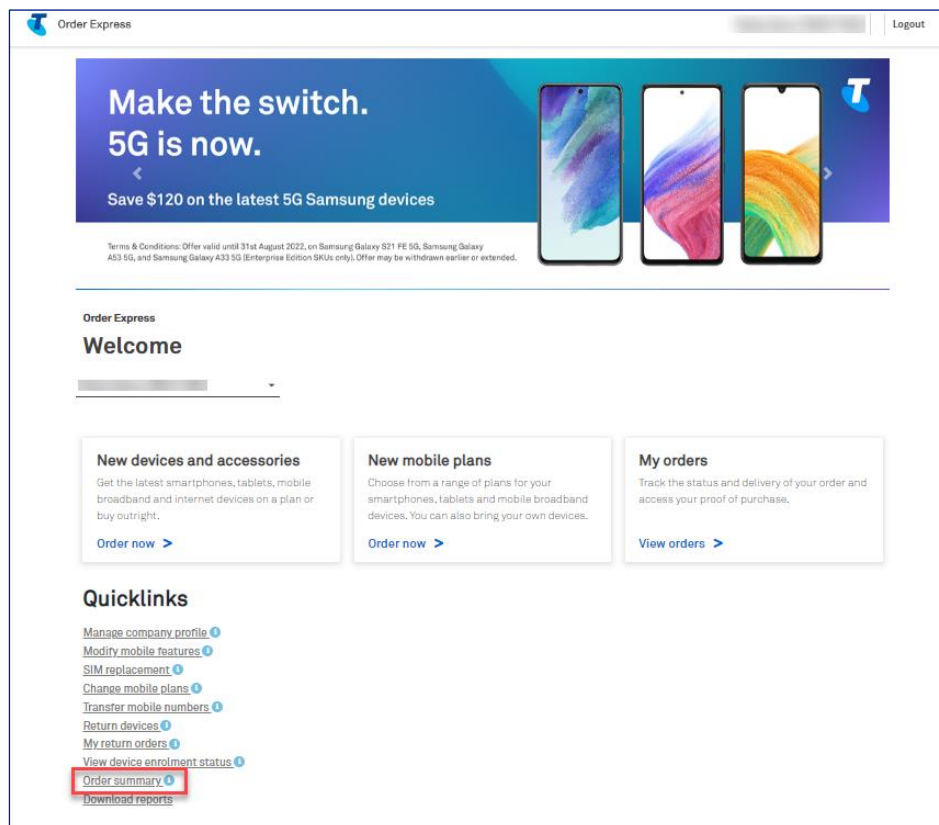
Step 3

The dashboard view provides the following breakdowns:

1. Number of Mobile Outright devices ordered
2. Number of Tablets & Mobiles Broadband devices Outright
3. Number of Devices on a plan ordered
4. Number of SIM Only Plans ordered
5. Select CIDN if user has associated Child CIDN.
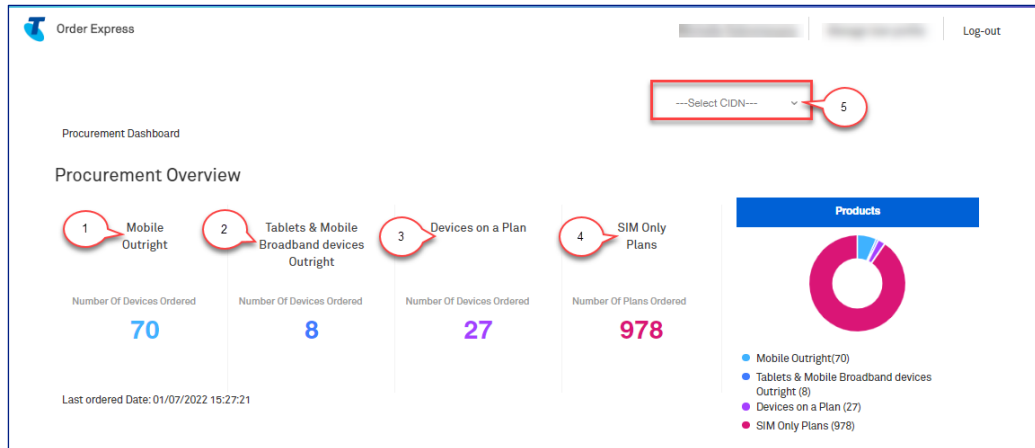
Step 4

Scroll down to view **Most Popular Devices**

Order History **This year** versus **All time** results in categories:

- Approval Pending
- Rejected
- Approved

Step 5

Continue to scroll and view **Most Popular Plans.**

Most Popular Plans

Plan	MRO	SIM Only	Total
Adaptive Mobile Essential	0	127	127
Business Mobile $50/mth	0	24	24
Adaptive Mobile Enhanced	0	23	23
Business Mobile Plans Small	0	21	21
Corporate Mobile Plus CMP-85-Sim	0	17	17
Adaptive Mobile Broadband Essential	0	16	16
Adaptive Enterprise Wireless Epic	0	13	13
Corporate Mobile Plus $55/mth	0	12	12
Government Plans Offer 1 and 2 Govt Basic $10	0	12	12
Business Mobile Plans Medium	0	10	10

Step 6

Scroll up and click **Home** to return to the Home page.
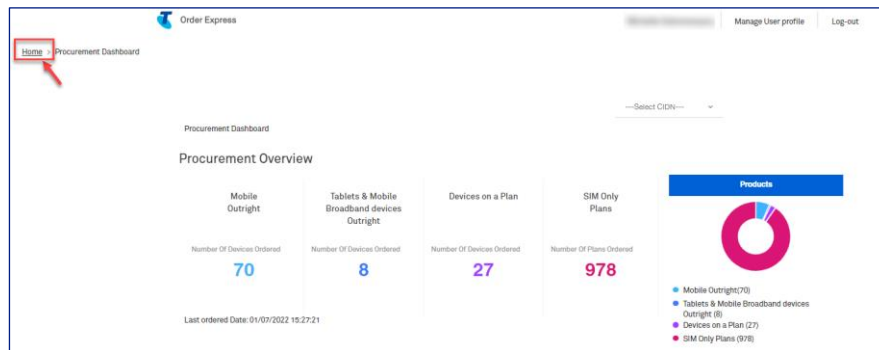
Step 7

You are now back to TOX Customer Portal Home page.

23
Request Mobility Fleet Care Report

Description

The purpose of this document is to provide detailed step by step instructions with screen views on how to submit a request to get Mobility Fleet Care Report on a regular basis in Telstra Order Express (TOX). The request link is located at the Quicklinks section of TOX home page which is only available for Customer Admin Users.

Mobility Fleet Care Report is a report showing a complete view of the mobile service and accounts associated to your company. Below are the details included in this report:

- New Connections / Activations for the last 3 months
- Disconnections for the last 3 months
- Mobility Orders
- Blitz Report
- Service Summary
- Data Usage Summary

These reports are at no cost and can only be sent to the authorised representative of your company.

> **Note:** This can be used to request a new report to modify or cancel an existing report. Allow 3-5 business days for the responsible team to action the request.

Step 1

Log in to the TOX Customer Portal.

Step 2

Click on **Request Mobility Fleet Care Reports** as highlighted.
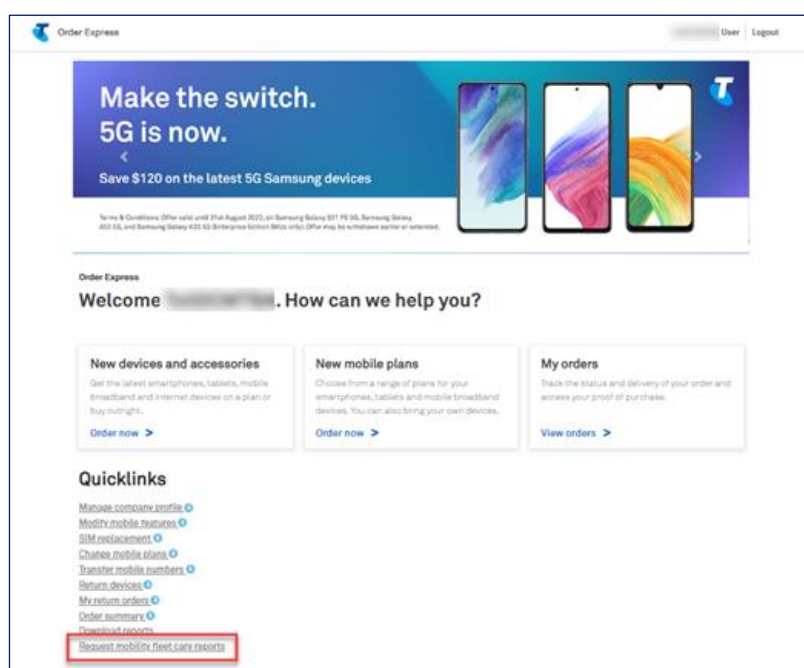
Step 3

Populate the fields as required:

1. If the report is to be distributed to other recipients, **enter the email address(es).**
2. **Tick the box** to authorise the additional recipients
3. Select the **Request Type**
4. Select the **Report End Date** (if required)
5. Select **Report Frequency**
6. Nominate a **password**
7. **Tick the box** if not listed as the authorised representative
8. Download a **Sample Report** (if required)
9. Click **Submit.**

Step 4

A notification in green banner will appear on top of the page advising that request has been submitted.

> **Note:** Once the report request has been set up i.e., frequency and requested recipients, the report will continue to send unless further changes are requested.

Step 5

In the event a mandatory field has been missed, an error notification will pop-up on top of the page.

24
DES Quicklinks via TOX

The Device Enrolment Service (DES) is a free service where Telstra will enrol enterprise device IMEIs directly with the respective manufacturer so that,

1.   When the device is powered on from a factory state, the device automatically connects to the customer's mobile device management platform and retrieves all the company apps and IT policies that an employee requires to do their job

2.   The device is locked to the company so that if it is lost it cannot be used by a person outside the organisation.

As a pre-requisite a customer must have a mobile device management platform (MDM) and must configure their CIDN in Tox before they can use the free service.

Telstra supports the enrolment of these device manufacturers via Tox:

* Apple iOS
* Samsung Android
* Google Android (i.e., all other non-Samsung devices)

Telstra keeps a record of all devices purchased by enterprises so they can see and export the enrolment status of their devices and enrol/unenroll these manually if required post purchase.

The purpose of this document is to provide detailed step by step instructions with screen views on how DES (Device Enrolment Service) Customers should be able to manage their DES devices via TOX. This includes features such as:

* *Getting a Customer ID prior setting up a DES account*

* *Setting up DES Account via TOX after getting a Customer ID*

* *View Enrolment History*

* *View DES Dashboard*

* *Managing Apple Device Enrolments*

* *Managing Samsung Device Enrolments*

Business Rules

* TOX will enrol devices at the time they are dispatched from the warehouse so when they arrive, they are ready for the customer. If a device order goes into backorder and the order is cancelled, the devices will not be enrolled.

* In the event a device(s) is in **Withdrawn status**, it can be enrolled again.

* In the event a device(s) is in **Disowned status**, it cannot be enrolled again by the same customer.

* For **Faulty Returns with DES**, the IMEI from the original order is disowned automatically after the return order is placed. Then, the replacement device IMEI gets enrolled automatically when the replacement device is dispatched.

* For **Change of Mind Returns with DES**, the original IMEI is disowned automatically once the return assessment is completed.

- For **ARO device with DES** and contract termination, the device(s) do not get disowned even after termination of ARO contract. To disown the device(s) in this instance, need to trigger the request via TOX DES screen/page.

- For a **Lease Device(s) with DES**, once the device(s) gets returned, it will be disowned automatically.

Contents: Setup DES for Apple and Samsung Devices

Step 1

Log in to the Telstra Enterprise Customer Portal.

Step 2

You will land on the **TOX Home page.**

Click on **View Device Enrolment Status** in the Quicklinks section.

Step 3a

You will get navigated to DES Devices page.

> **Note:** This is the default screen for customer with DES account set-up.
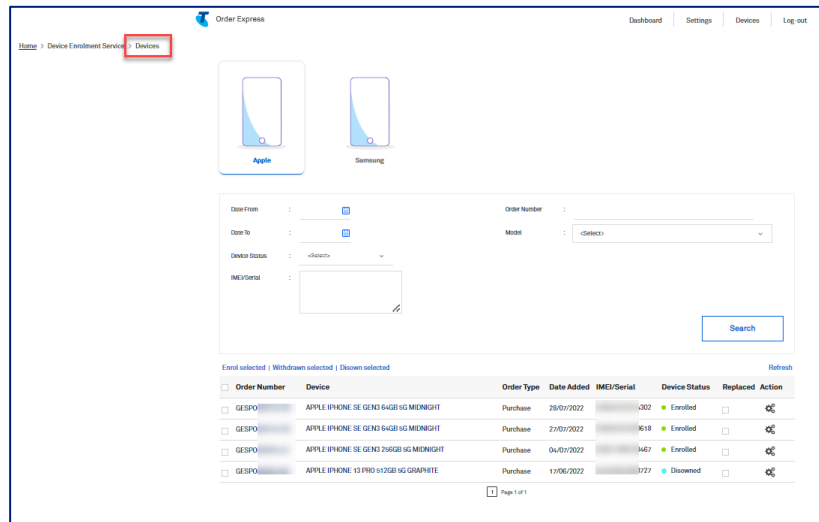
Step 3b

Navigate to the settings page.

> **Note:** For customers who have never setup their DES account previously, the default screen is the Settings page. They will not have a Dashboard and Devices page.
>
> Until the DES account is set-up, a user cannot see any other DES screens.
>
> *To setup a DES Account via TOX, follow the next steps...*

Step 4

Getting a Customer ID

Before setting up a DES Account via TOX, you will need a Customer ID.

- **To get a CustomerID from Apple:**

Setup an Apple Business Manager account at *https://business.apple.com/* and configure Telstra's ResellerID **1A586DA0** into this account. Apple will then provide you with a Customer ID that you then enter into TOX to setup a DES account.

- **To get a CustomerID from Samsung:**

Setup a Samsung Knox Mobile Enrolment account at *https://www.samsungknox.com/me* and configure Telstra's ResellerID **1A586DA0** into this account. Samsung will then provide you with a customer that you enter into TOX to setup a DES account.

- **To get a CustomerID from Google:**

*** *Follow steps 9-11*

Step 5
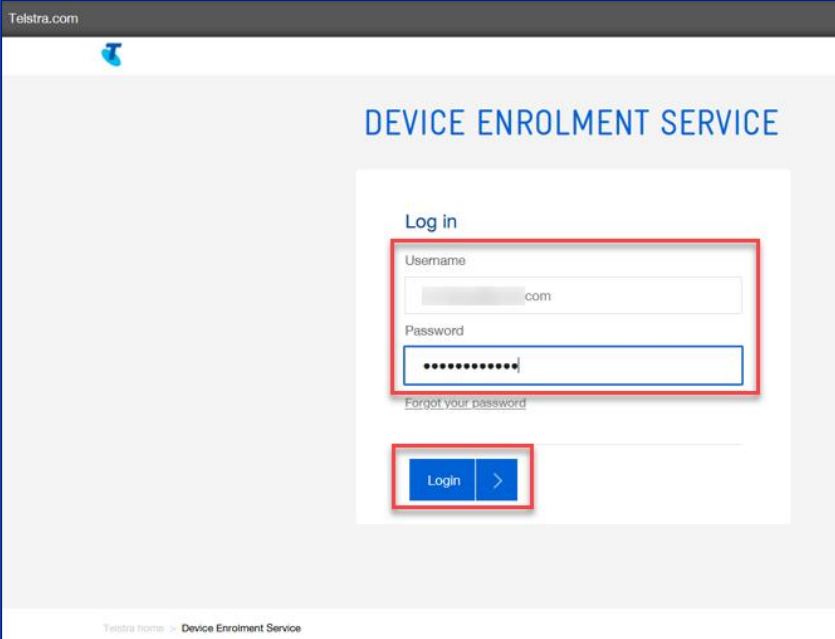
Pre-requisites: You must have one of the following Mobile Device Management (MDM) servers configured to use Android for Work:

*   VMware AirWatch

*   MobileIron

*   Citrix XenMobile

*   IBM MaaS360

*   SOTI MobiControl

*   BlackBerry UEM

*   Microsoft Intune

Step 6

Configure your MDM profile on the Telstra Device Enrolment Service portal first before you can enrol your devices.

Login to the Telstra Device Enrolment Service portal _https://des.telstra.com/_

Step 7

Navigate to the Customer Details screen and click **Configure MDM Profiles.**

Step 8

Click **Add** as highlighted to add an MDM profile.

Step 9

Select your **MDM type** from the dropdown arrow and complete the mandatory fields.

Step 10

A notification message in green banner will appear on top of your screen advising that your profile has been added successfully.

> **Note:** Your Google Zero Touch service is now ready and you can start enrolling compatible Android device
>
> models.

Step 11

Navigate back to Customer Details page and you will see that Enrolled status is now set to **Yes**.

> **Note:** You also now have **Google Customer ID** as highlighted which you can use to setup your DES
> account in TOX.
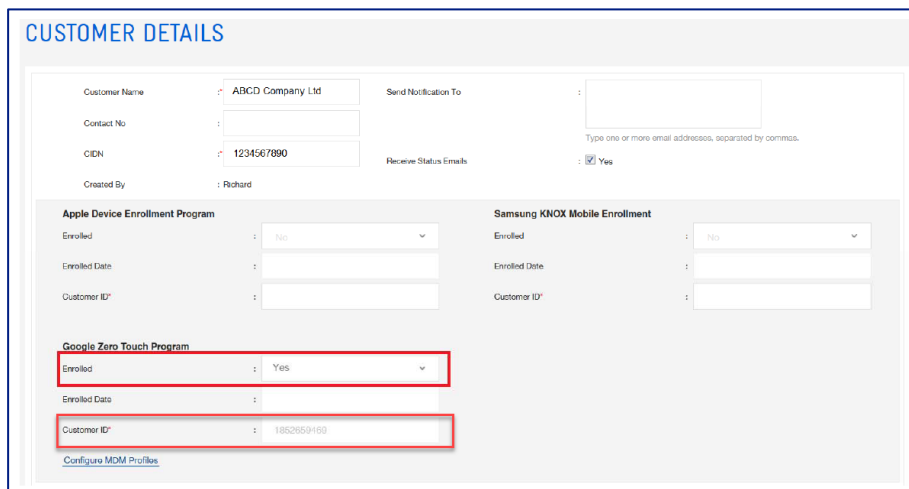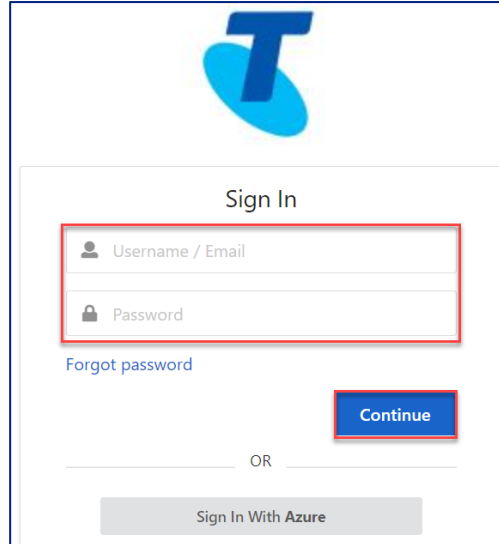
Step 12

Setting-up a DES Account via TOX

Once you get a **Customer ID**, you can now setup your DES account in TOX.

Log in to the **Telstra Enterprise Customer Portal.**

Step 13

You will land on the **TOX Home page.**

Click on **View Device Enrolment Status** in the Quicklinks section**.**

Step 14

You will get navigated to **DES Settings page**. Populate the fields as follows:

a. **Email Address** for DES notification. For two or more email addresses, separate these by commas.

b. **Tick the box** to Receive Status Emails (when the device gets enrolled, withdrawn, or disowned)

c. **Customer ID** from steps above.

d. This is set to **Yes** by default. Click the dropdown arrow and choose **No** if you do not wish to automatically enrol a new devices which will be purchased.

Step 15

In this example, we are trying to enrol all Apple and Samsung devices into the DES program.

Click **Save.**

Step 16

A notification in green banner will appear on top of the page advising that request has been successfully completed.

> **Notes:**
> - The Enrolled status has been changed to 'Yes'.
> - The Enrolled Date field will get populated automatically.
>
> You will also now have access to the Dashboard and Devices page.

Step 17

View Enrolment History

From DES **Device page,** click on the **cogs icon** under the Action column to view the enrolment history of a specific device.

Step 18

You can select between the 2 options:

a) View Details
b) View History

Step 19

a) **View Details**
Search for the specific device as necessary.

First, **select the device brand** then, use the **search fields** as highlighted.

Example:

- Order Number
- Model
- IMEI/Serial
- Device Status

Click **Search.**
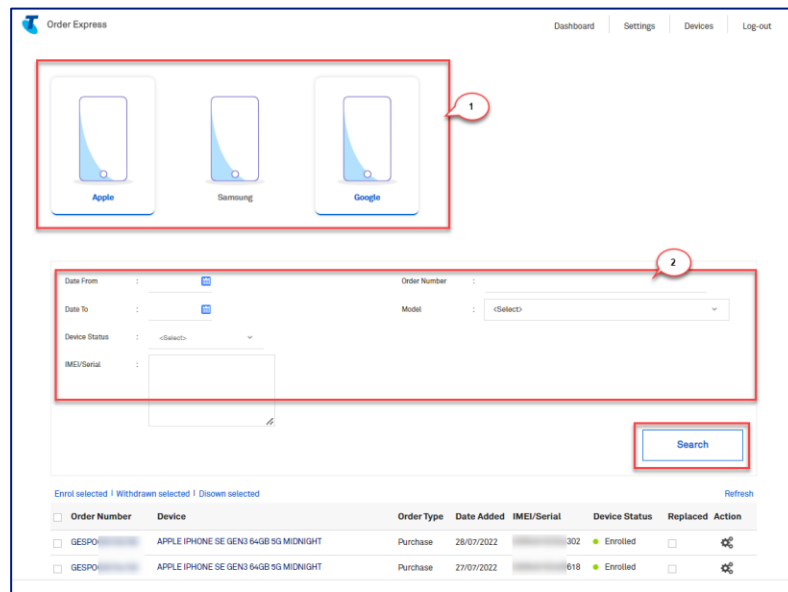
Step 20

In this example, we **search** based on an **Apple device** with **IMEI ending in 302.**

Click on the **cogs icon** and select **View Details.**
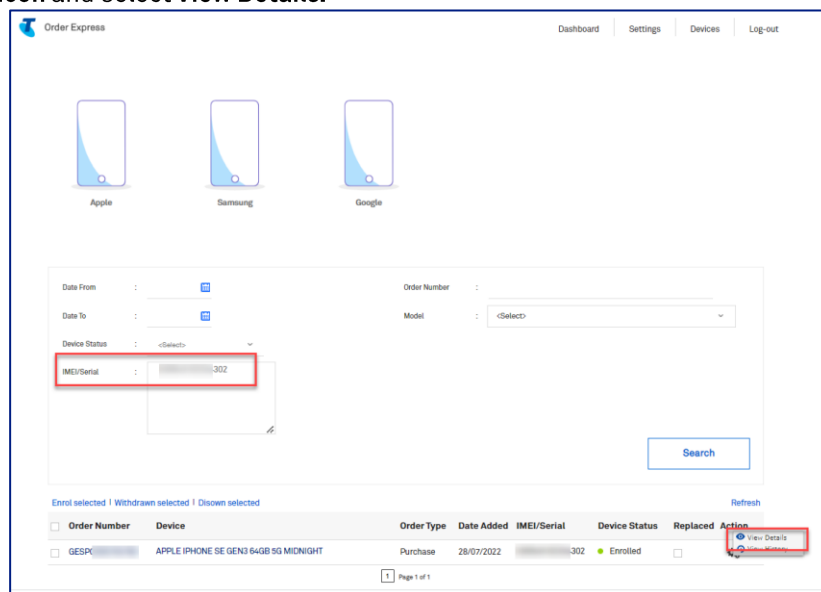
Step 21

You will see the device details and the Enrolment History as highlighted.

Click on the **Back** button.

Step 22

b) **View History**
    Search same device as indicated in step 5.

    - Apple device
    - IMEI ending in 302.

Click on the **cogs icon** and select **View History.**

Step 23

Enrolment History Details of the device being searched will pop-up on your screen.
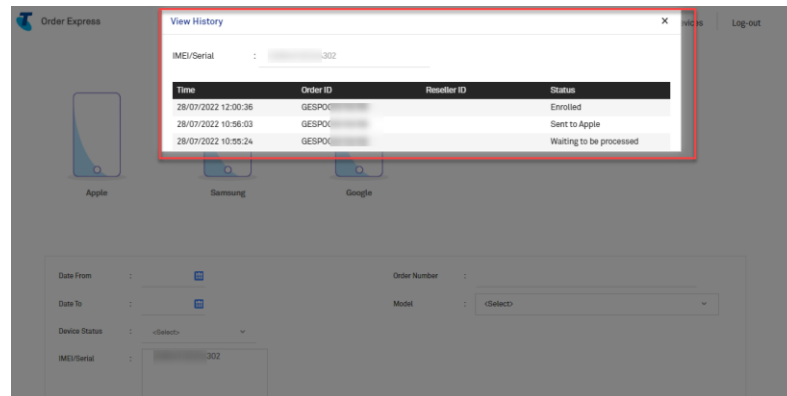
Step 24

View DES Dashboard

Select **Dashboard** from the menu on the upper right of the Device page.
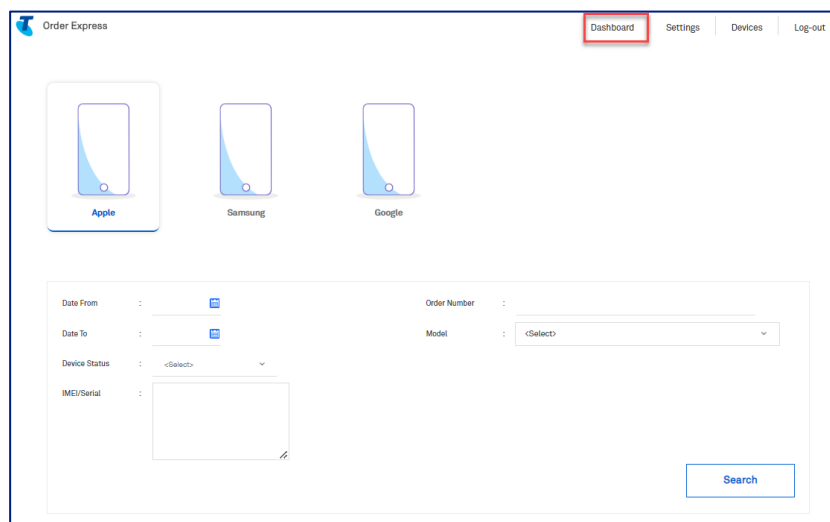
Step 25

You will get navigated to the Device Dashboard.

Select a brand: Apple, Samsung, Google. In this example we choose **Apple.**

Dashboard will show:

1. Total Apple Devices owned.
2. Total quantity of devices **Not Enrolled.**
3. Total quantity of devices **Enrolled.**
4. Total quantity of devices **Withdrawn.**
5. Total quantity of devices with **Error.**
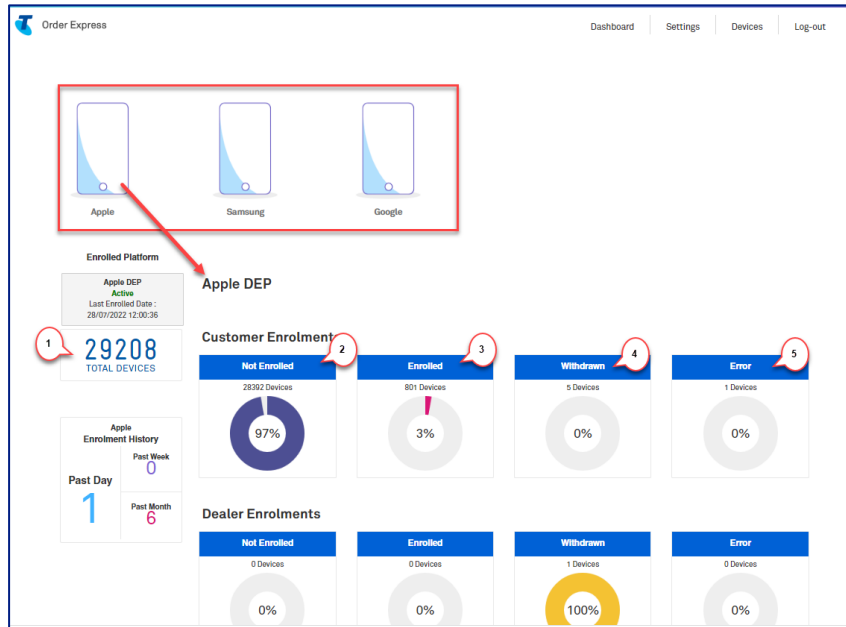
Step 26

Scroll down to see the **DES Device List.**

You can **search** using the **IMEI** or you can **filter** based on **Status** as highlighted.

Step 27

Managing Apple Device Enrolments

Scroll up and select **Device** menu on the upper right of the dashboard page.
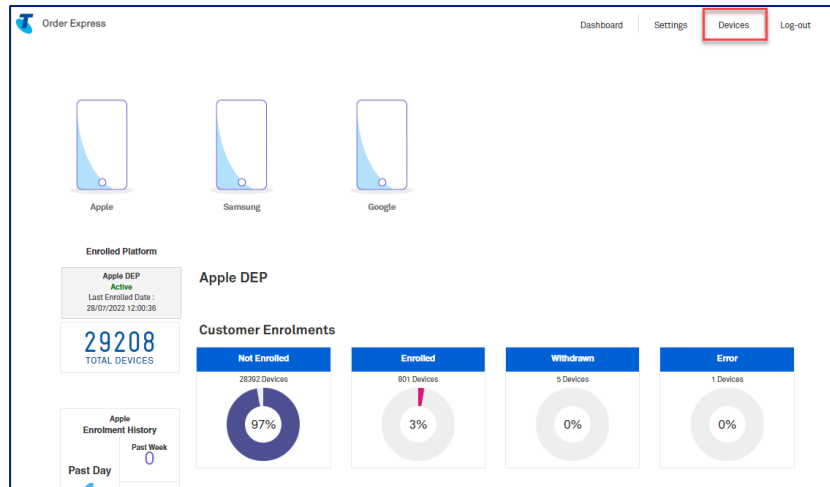
Step 28

Select **Apple** as highlighted.

Note: Use the search fields as necessary.
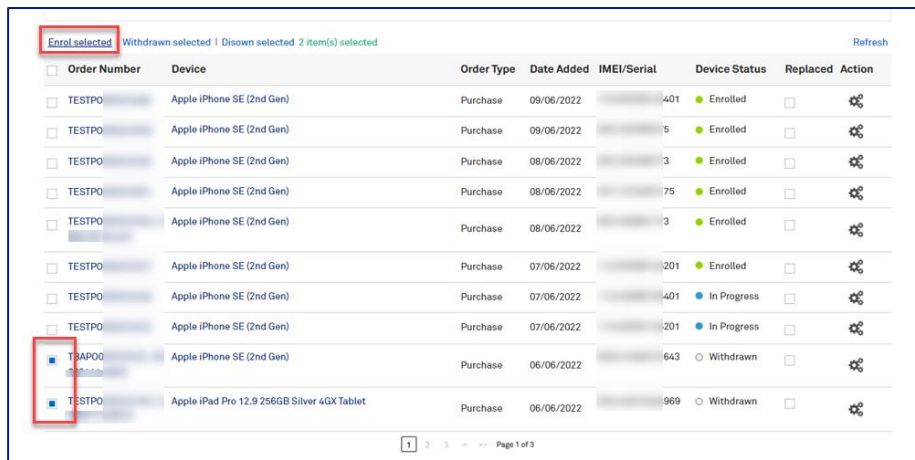
Click **Search.**
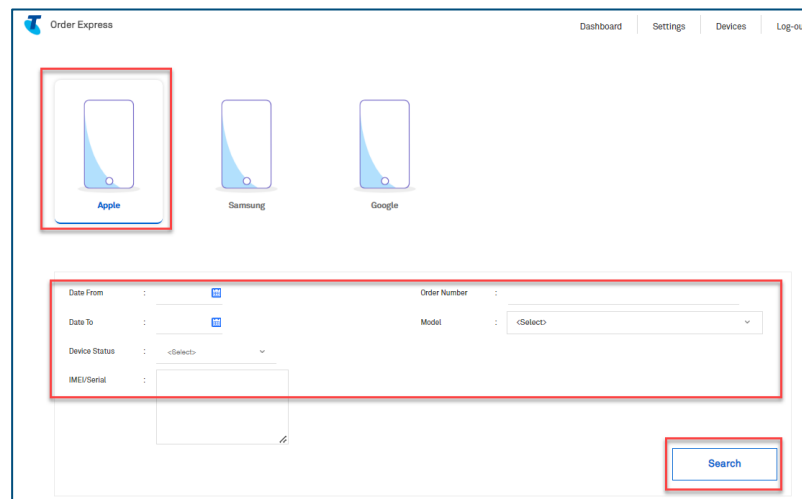
Step 29

Scroll down to the list of devices. **Select** a specific device(s).

Click **Enrol selected** as highlighted.

Step 30

A pop-up message will appear on your screen asking if you would like to proceed with the enrolment.

Click **Yes** to continue or Click **No** to exit.

Step 31

If selected Yes, a successful enrolment notification in green banner will appear on your screen.
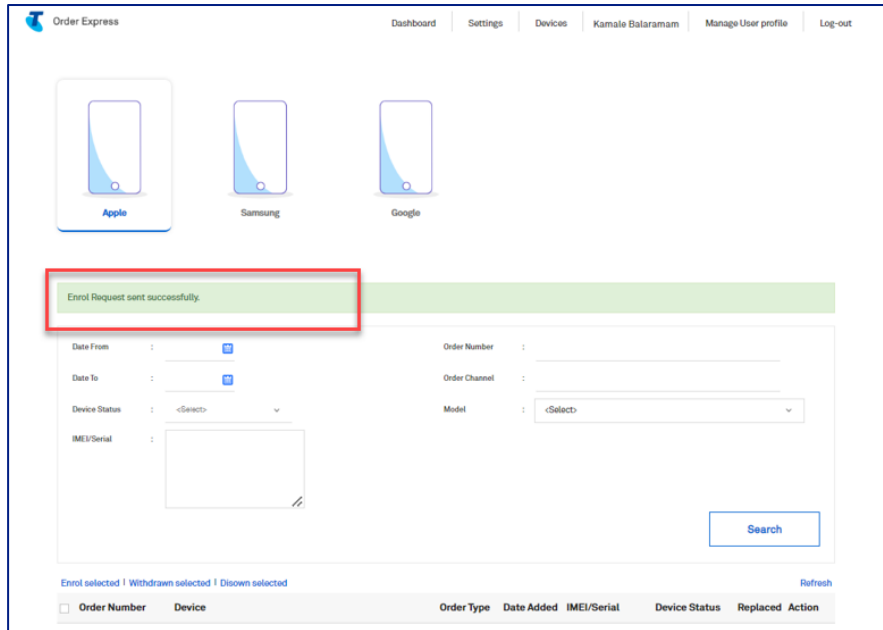
Step 32
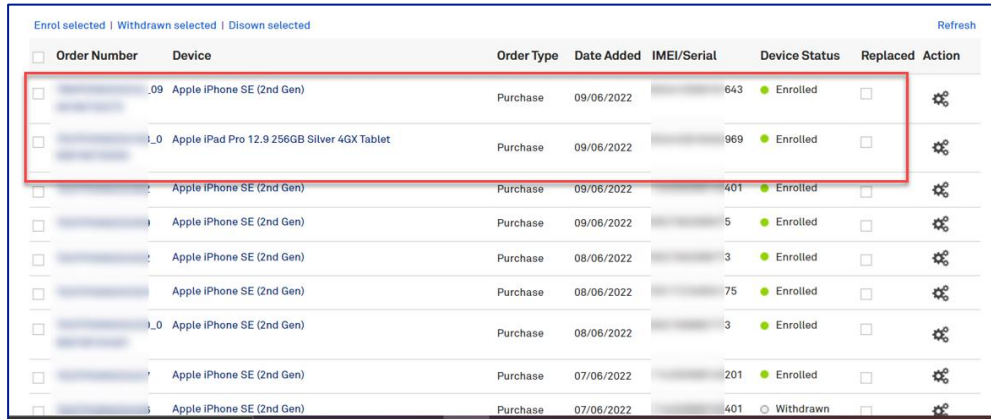
Note that the device(s) selected for enrolment will be in status: **In Progress**

Step 33

Once enrolment request has been completed, status will move to: **Enrolled**

> **Note:** Customer will also receive an email notification once the enrolment is completed.

Step 34

Managing Apple Device Withdrawal

From the Apple Device List section, select device(s) that you need to withdraw.

Step 35

Click the link above the device list: **Withdrawn selected** as highlighted.

Step 36

A pop-up message will appear on your screen asking if you would like to return the selected devices.

Click **Yes** to continue or Click **No** to exit.
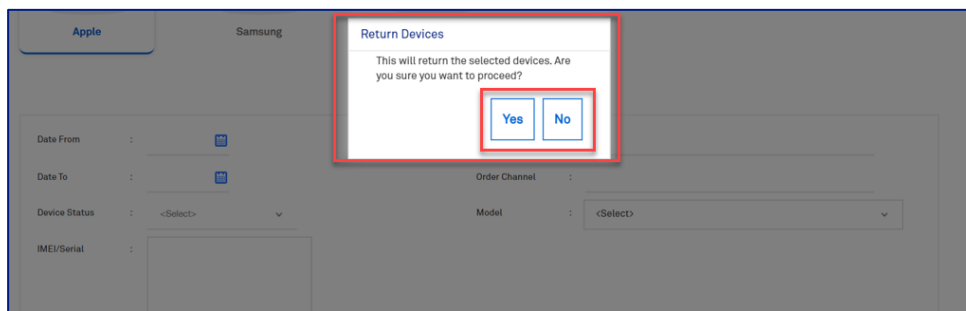
Step 37

If selected Yes, a successful notification in green banner will appear on your screen.
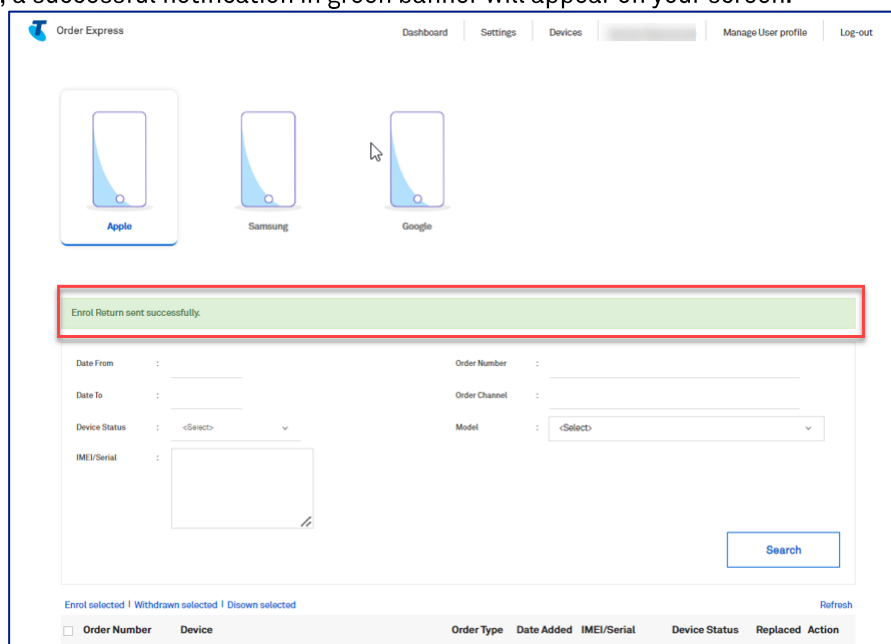
Step 38

Click on the **cogs icon** to see the status/history update of the device being requested.
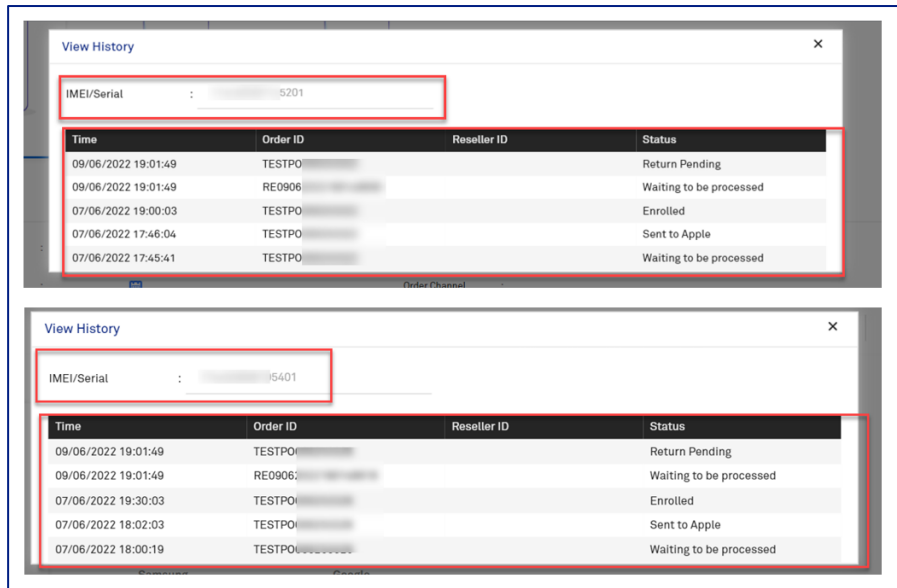
Step 39

Once return/withdraw request has been completed, status will move to: **Withdrawn**

Note: Customer will also receive an email notification once the withdrawal request is completed.

Step 40

Managing Apple Device Disowning

From the Apple Device List section, **select device(s)** that you need to disown.

Click **Disown selected** link as highlighted.

Step 41

A pop-up message will appear on your screen asking if you would like to disown the selected device(s).

Click **Yes** to continue or Click **No** to exit.
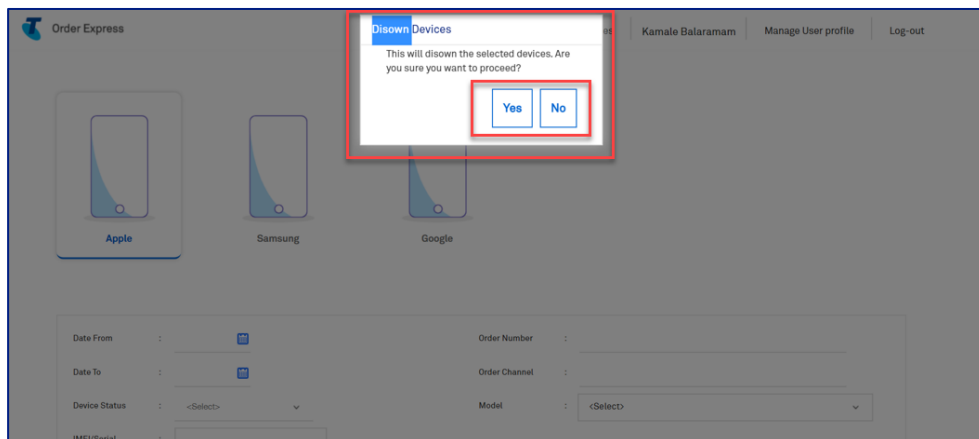
Step 42

If selected Yes, a successful notification in green banner will appear on your screen.
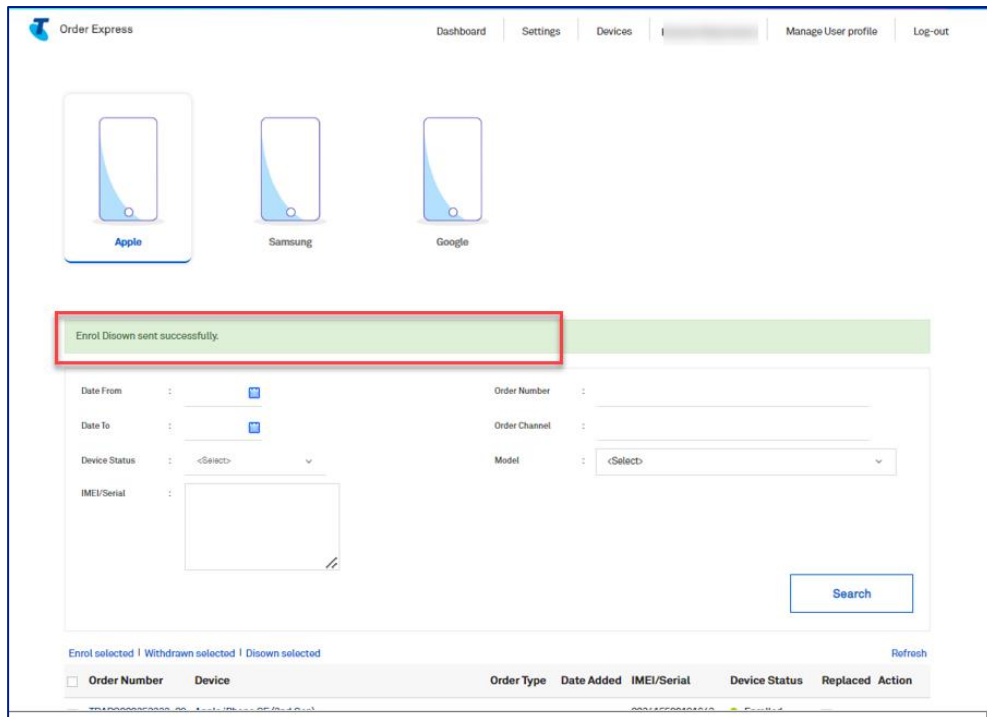
Step 43

Once disown request has been completed, status will move to: **Disowned.**

Note: Customer will also receive an email notification once the request is completed.

Step 44

Managing Samsung Device Enrolments

Scroll up and select **Samsung** icon from the Device page.

Step 45

Follow steps above for details on Samsung device:

- Enrolment
- Withdrawn
- Disown

25
DES Customer Login after Migration

The purpose of this document is to provide detailed step by step instructions showing how customers currently using the DES portal will be migrated to TOX.

These instructions do **NOT** apply to Telstra teams or dealers who will continue to use the DES portal to support customers.

Scenario 1: Customers do not currently use the DES portal but have access to TOX, will be able to setup and configure DES directly in TOX.

Scenario 2: Customers are currently setup in the DES portal but also have access to TOX. When the customer logs into the DES portal they will be directed to TOX.
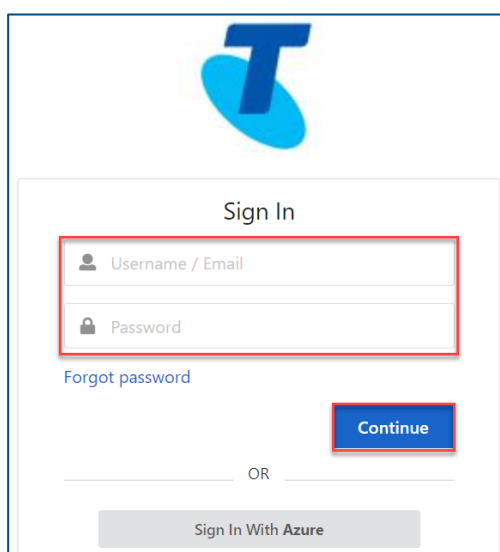
Scenario 3: Customers are currently setup in the DES portal but do NOT have access to TOX. When the customer logs into the DES portal they will be directed to TOX and DES only access will automatically be created for them in TOX.

Step 1

Scenario 1: Customers do not currently use the DES portal but have access to TOX, will be able to setup and configure DES directly in TOX .
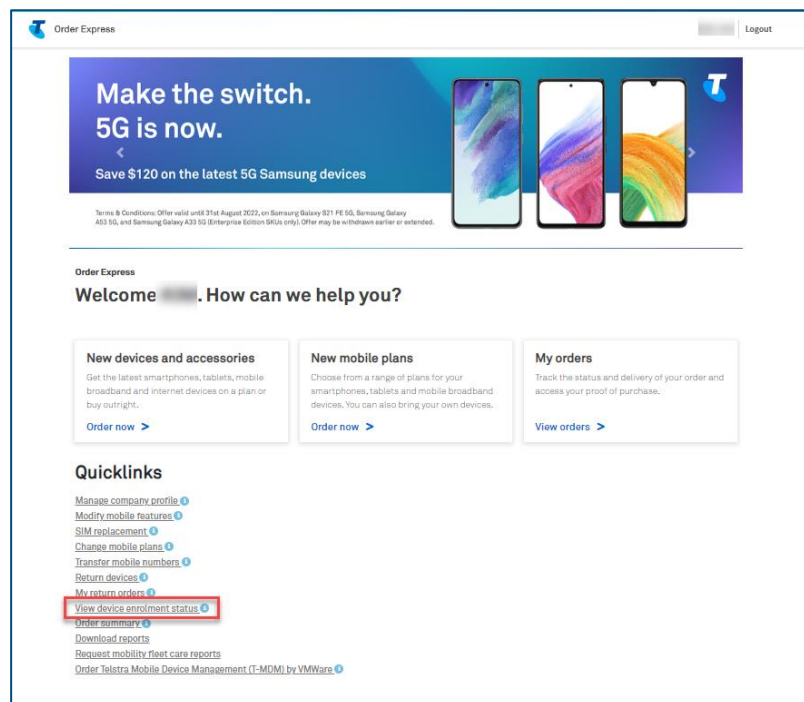
Login to TOX.

- Enter your **TOX Username** / **Email**
- Enter your **password**
- Click **Continue** to take you to the TOX homepage.

Step 2

You will land on the TOX homepage.

Click on **View Device Enrolment Status** in the Quicklinks section.
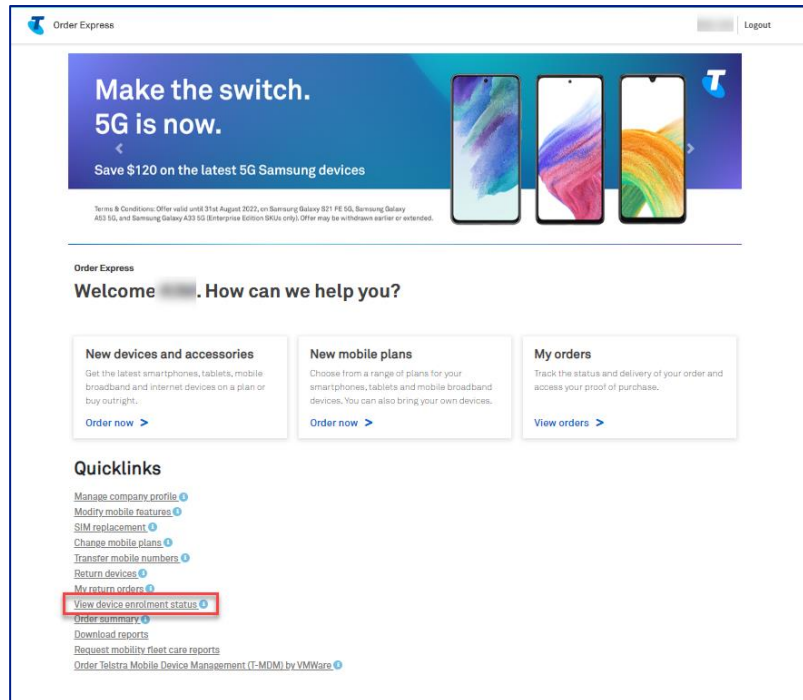

Step 3

You will get navigated to **DES Settings page.** You will not be able to see the Dashboard and Devices menu/page.
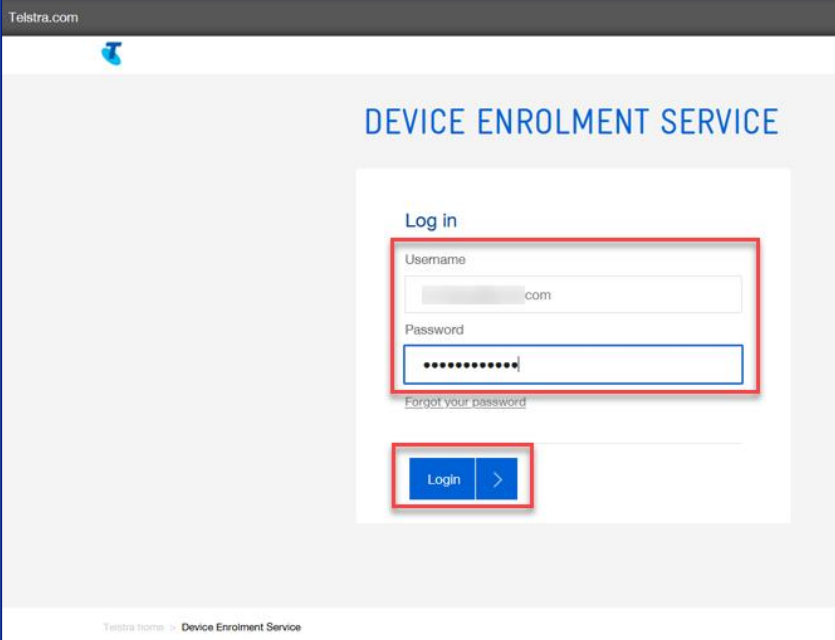
Note: Please refer to section *24: DES Quicklinks* for steps in setting up a DES Account via TOX.
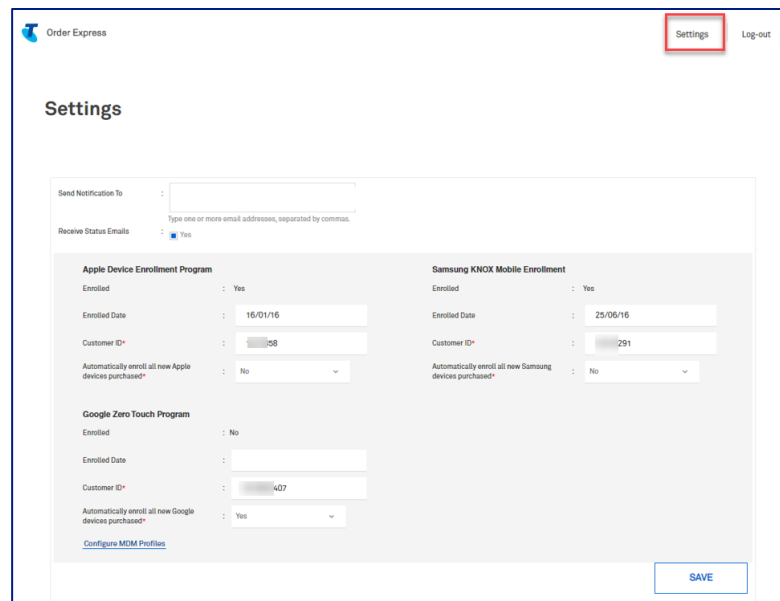
Step 4

Scenario 2: Customers are currently setup in the DES portal but also have access to TOX. When the customer logs into the DES portal they will be directed to TOX.

Log in to Device Enrolment Service (**DES**) **Portal.**

Step 5

You will be prompted with a message notifying that your DES Account has been migrated to TOX.

Click on the **TOX Link** as highlighted on the screenshot.
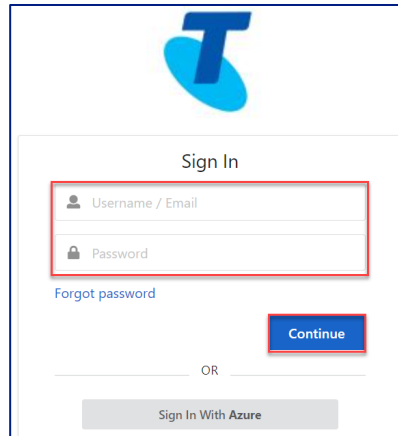
Step 6

- Enter your **TOX Username / Email**
- Enter your **password**
- Click **Continue** to take you to the TOX homepage.

Step 7

You will land on the TOX homepage.

Click on **View Device Enrolment Status** in the Quicklinks section.

Step 8

You will get navigated to DES **Devices page.**

Note: This is the default screen for customer with DES account set-up.
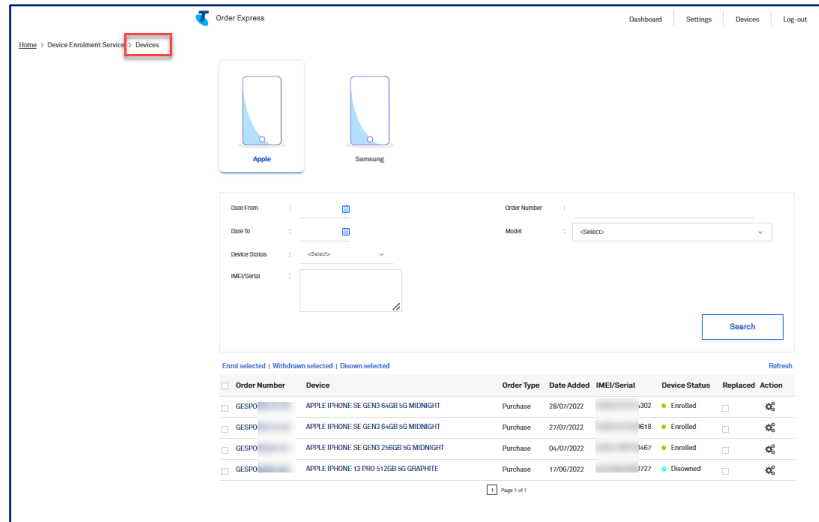
Step 9

Scenario 3: Customers are currently setup in the DES portal but do NOT have access to TOX. When the customer logs into the DES portal they will be directed to TOX and DES only access will automatically be created for them in TOX.

Log in to Device Enrolment Service (**DES**) **Portal.**
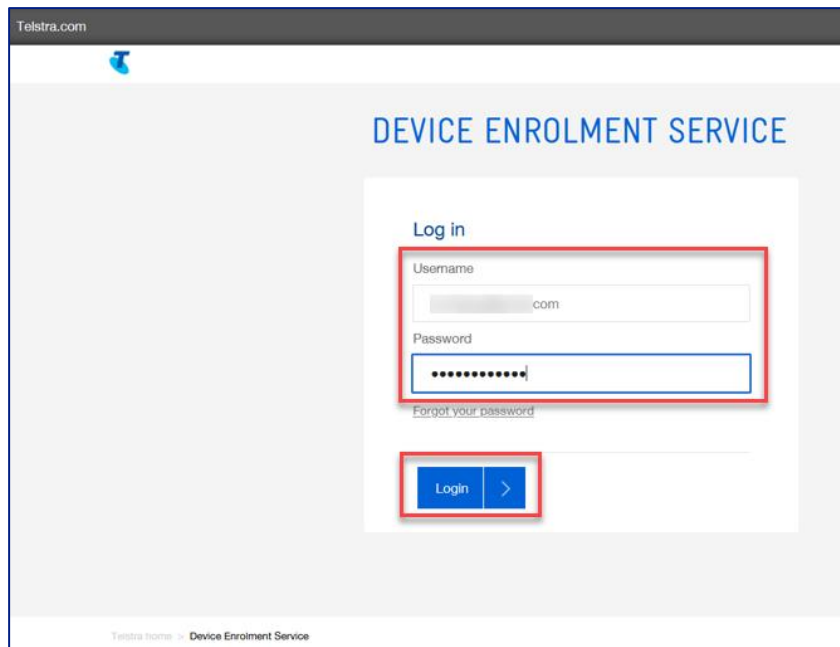
Step 10

You will be prompted with a message notifying that your DES Account has been migrated to TOX.

Click on the **TOX Link** as highlighted on the screenshot.
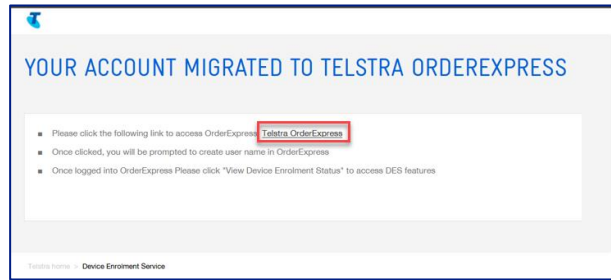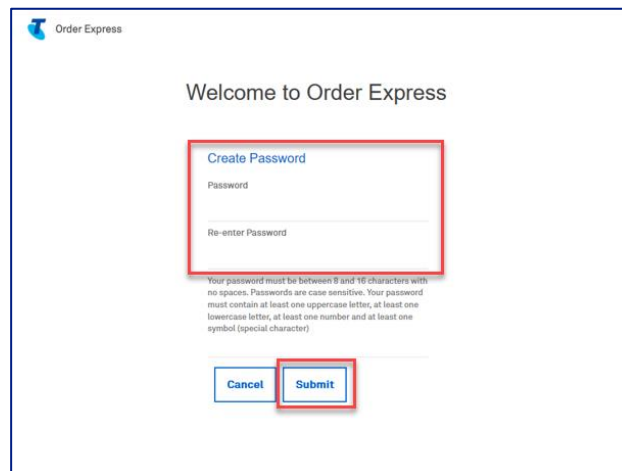
Step 11

You will be navigated to TOX Welcome page to create your TOX login.

- Enter your **new password**
- **Re-enter** your new password
- Click **Submit**

> **Note:** TOX Password must be between 8 and 16 characters with no spaces. Passwords are case sensitive. Your password must contain a least one upper-case letter, at least one lower-case letter, at least one number and at least one symbol (special character).

Step 12

You will be prompted that your TOX password has been created successfully.

Click on the **Return to login** button.
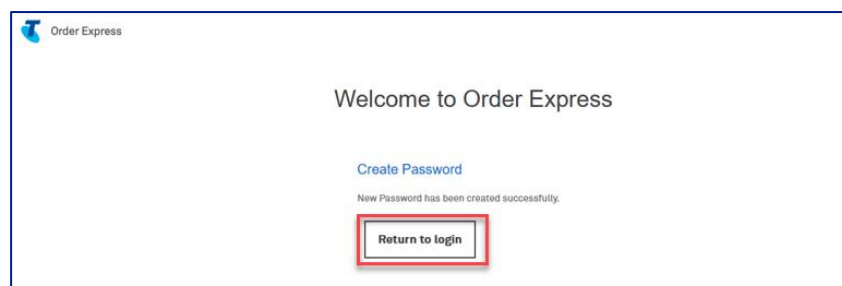
Step 13

You will get navigated to Telstra Order Express login window.

- Enter your **username / email**
- Enter your **password**
- Click **Continue** button.

Step 14

You will get navigated to DES Devices page.

Note: This is the default screen for customer with DES account set-up.

26

LANES SIM Ordering

Audience

LANES Emergency and BCD Enterprise Customers using Telstra Order Express (TOX) Customer Portal.

Description

Telstra **LANES** (LTE Advanced Network for Emergency Services) is keeping Australia's emergency and critical service providers connected enabling service and data prioritisation over and above Telstra's 4G/5G network.

LANES services are used by first responders (Ambulances & Emergency services), PMO office, traffic lights and 3G exit devices for monitoring data. Previously, Customers who purchased LANES blank SIMs, once delivered were then required to perform SIM reburn using Telstra Order Express or Telstra connect for LANES service to work.

Now in TOX when a customer chooses LANES Flexi plan or LANES Add on, the only SIM available to purchase is LANES emergency or LANES BCD SIM preventing the previous two-step process to activate the service.

What are the benefits of the change?

1. Only one order is required for LANES sim activation.
2. Order to activate for LANES sim including delivery is all done in 3 days instead of 7 days.
3. No calls to contact centres
4. No escalations to product team and group owners.

This document provides a detailed step by step instructions with screen views on how to place a LANES SIM Order in Telstra Order Express (TOX) for the 3 scenarios below:

- **Scenario A:** LANES Customer selects a plan with minimum order quantity of 50 along with Add-on LANES as a new service activation request and requesting for a new SIM card.

- **Scenario B:** LANES Customer selects a plan with minimum order quantity of 50 along with Add-on LANES as a new service activation request and requesting to activate existing blank SIM card.

- **Scenario C:** LANES Customer modifies an existing mobile service and added LANES services in the order.

Business Rules

- All new LANES customer orders will need to sign up for a minimum of 50 services. They will be required to place a minimum of 50 quantity for their first LANES order as part of the initial activations via Telstra Order Express (TOX). After the initial 50 LANES services become active, there is no further quantity limitation in placing a LANES order (any quantity configuration between 1 to 5000).
- Existing LANES customer or for customers who already have LANES, the new minimum activation requirement is not applicable.
- When customer access the 'Modify Mobile Features' functionality to add LANES to an existing mobile service, customer is then redirected to the SIM reburn functionality to select new service activation request. Once order is submitted, TOX will generate two separate order numbers.
   1. Order number for LANES Add on
   2. Order number for SIM replacement

Step 1

Scenario A: LANES Customer selects a plan with minimum order quantity of 50 along with Add-on LANES as a new service activation request and requesting for a new SIM card.

On the Home page, click on the **New mobile plans** tile.
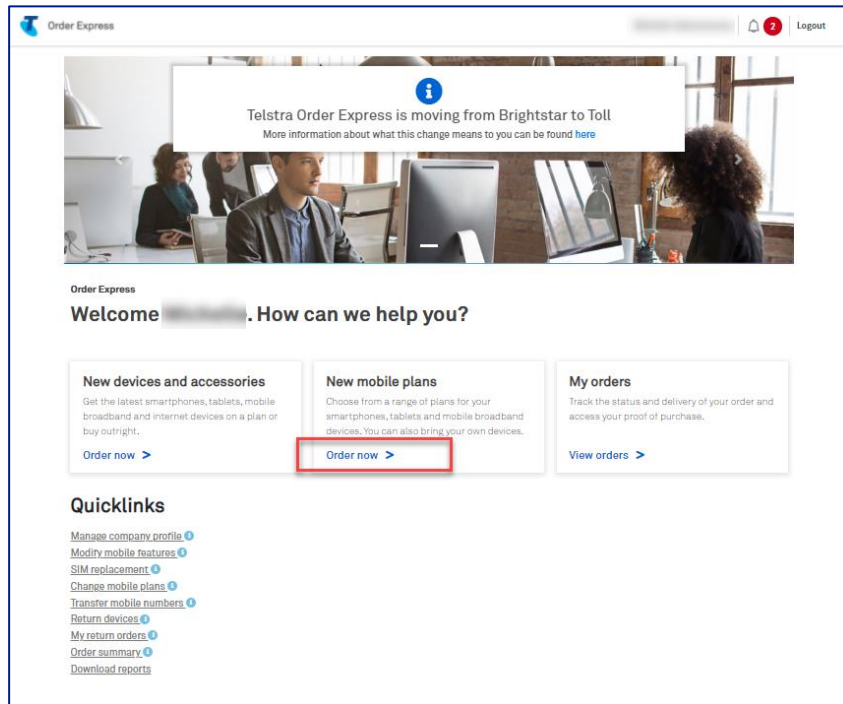
Step 2

Select **Mobile Broadband** for the plans.
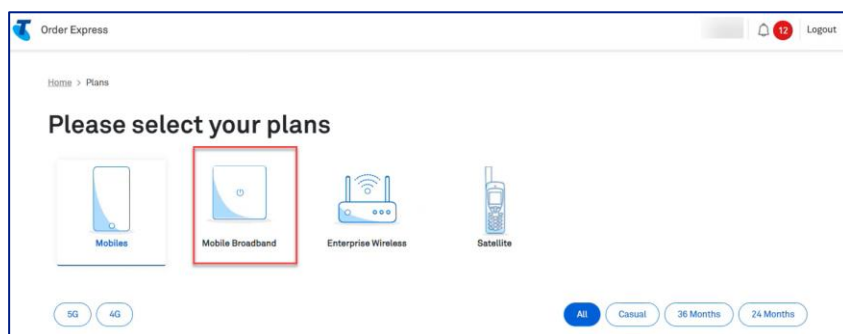
Step 3

Choose your plan and click on **Order Now.**

In this example, we choose 'Adaptive Mobility Broadband Epic Plan'.

Step 4

Due to the business rule stated above, please enter a **quantity of 50x services** or more.

Step 5

Scroll down under Add-ons section and choose **Lanes BCD Data Add on.**

Step 6

In the event customer put in quantity below 50x units (e.g. 1x as per screenshot highlighted), TOX will throw an error message.

> **Note:**
>
> All new LANES customers will now require a minimum 50 services as part of the initial activations via Telstra Order Express (TOX). Otherwise, system will throw an error.

Step 7

Please enter a **quantity of 50x services** or more to correct the error message above.

Step 8

Scroll down and you will have the option to buy devices for your new mobile plans.

For this example, click on **'No. plans only'**.

Step 9

Enter User Details as per below:

a)   User Name
b)   Email (this is optional)
c)   For this example, select 'Request a New SIM card' in the dropdown.

Step 10

Select the default **LANES sim card** in the dropdown field.

Step 11

Click on the **duplicate icon** to copy the user details from 1 to 50. Otherwise, you need to enter user details manually.

Step 12

Click on **Add to Cart** button.

Step 13

This will add the items selected to the **Shopping cart.**

For more information about the order click **'+'**.

Step 14

This screen will provide you with more information:

• Selected Plan with the Add-ons
• User Names

Click on **Checkout** button to finalise the purchase.

Step 15

Enter the delivery details following the prompts.

> **Notes:**
>
> a) The **Comments field** is for your internal notes and will not go to Telstra systems.
>
> b) In the event the Suburb and Postcode do not match against AusPost records, TOX will display the **error message banner** as stated in the screenshot.

Step 16

In the event, you need to add a Customer based Purchase Order Number, **click on the radio button** as highlighted.

A Purchase Order field will be shown. Enter you PO reference number here.

> **Note:** When a special character is entered into TOX that is not on the accepted list as per table below, TOX will populate with an error *"Customer PO number is invalid"*.
>
> | Type | Values | Supported in LOMS – Yes/No | |
> |---|---|---|---|
> | Special Characters | $,#,@,!, Space | Yes, able to post to TOLL | ✅ |
> | | &, comma, quotes, \, / | Error (LOMS and/or TOLL) | ❌ |

Step 17

Once all mandatory field has been populated, scroll down and click **Confirm order** to complete the order.

Step 18

> **Note:** Confirm Order button will be greyed out while TOX is processing the order.

A notification will appear on your screen advising that your order is being processed.

Step 19

Once complete, the **Order confirmation** page will display and you will receive an Order Confirmation email with a summary of your order details.

Tip! Click the My Orders hyperlink to take you to the My Orders page in TOX.

Step 20

Scenario B: LANES Customer selects a plan with minimum order quantity of 50 along with Add-on LANES as a new service activation request and requesting to activate existing blank SIM card.

On the Home page, click on the **New mobile plans** tile.

Step 21

Select **Mobile Broadband** for the plans.
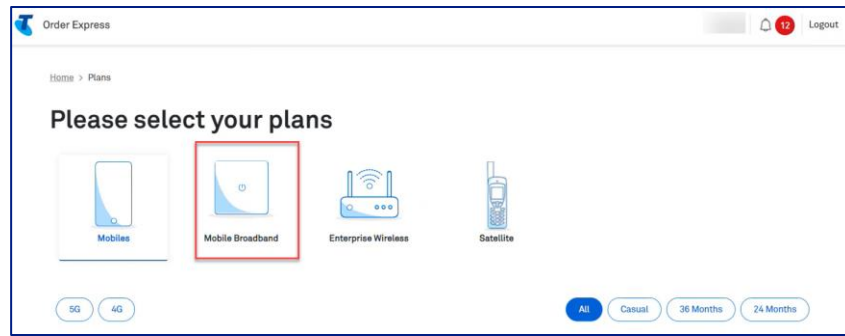
Step 22

Choose your plan and click on **Order Now**.

In this example, we choose 'Adaptive Mobility Broadband Epic Plan'.
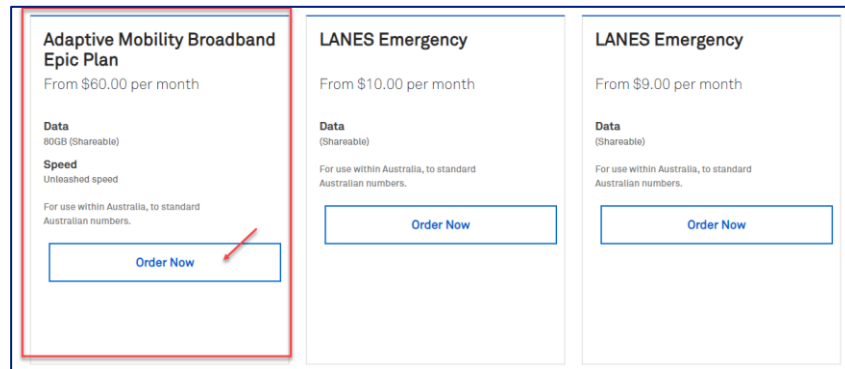
Step 23

Due to the business rule stated above, please enter a **quantity of 50x services** or more.
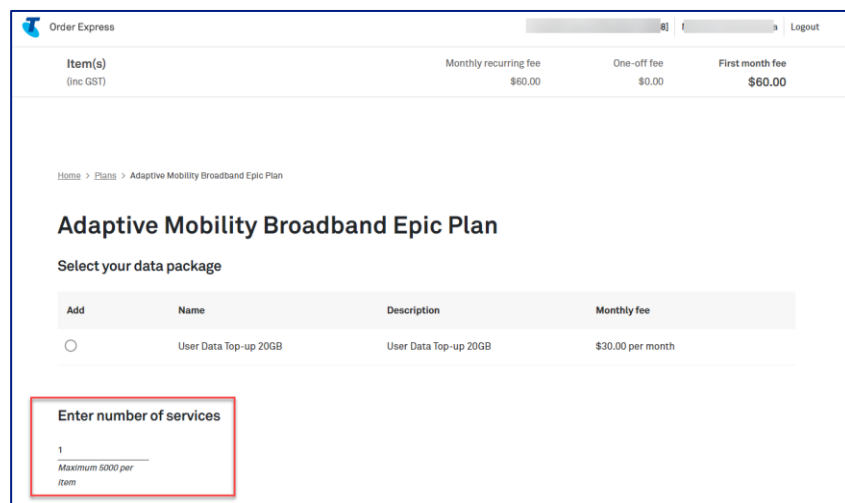
Step 24

Scroll down under Add-ons section and choose **Lanes BCD Data Add on.**

Step 25

In the event customer put in quantity below 50x units (e.g. 1x as per screenshot highlighted), TOX will throw an error message.

Note: All new LANES customers will now require a **minimum 50 services** as part of the initial activations via Telstra Order Express (TOX). Otherwise, system will throw an error.

Step 26

Please enter a **quantity of 50x services** or more to correct the error message above.

Step 27

You will have the option to buy devices for your new mobile plans.

For this example, click on '**No. plans only**'.

Step 28

Enter User Details as per below:

a) User Name
b) Email (this is optional)
c) For this example, select 'Activate Existing Blank SIM Card' in the dropdown
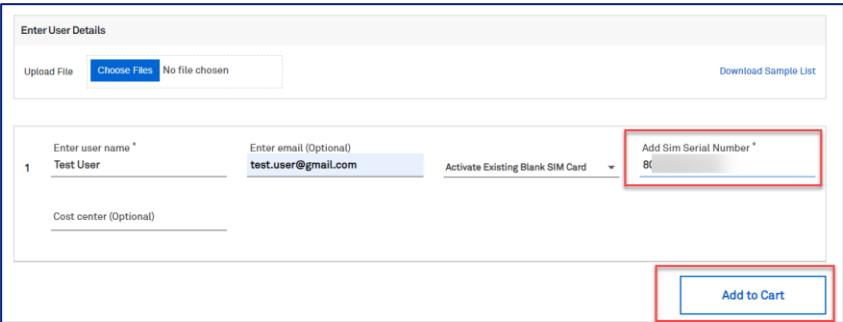
Step 29

Input the **SIM serial numbers** as required.

Click on **Add to Cart button.**
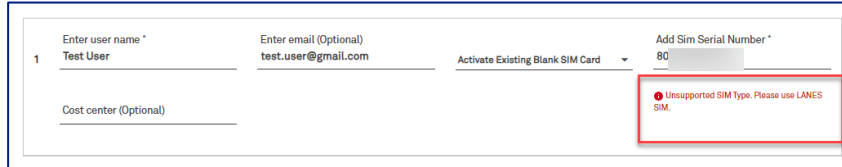
Step 30

TOX will validate the SIM serial number as per criteria below:

a)   If the SIM serial number is registered in Telstra system.
b)   If the SIM serial number is a LANES SIM card.

In the event that SIM serial validation fails, TOX will throw an error message.
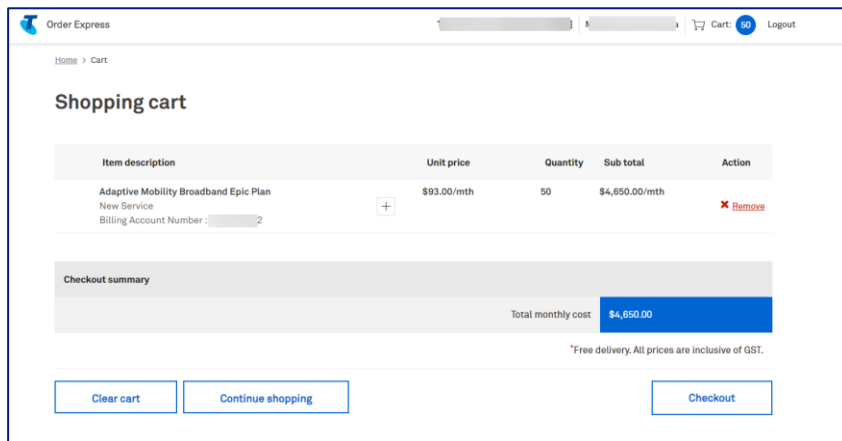
Step 31

Otherwise, if SIM validation is successful, TOX will direct you to the Shopping cart page.

**From here, please follow step 13 to 19 above.*

Step 32

On the Home page, click on the **Modify mobile features** under the Quicklink section.

Step 33

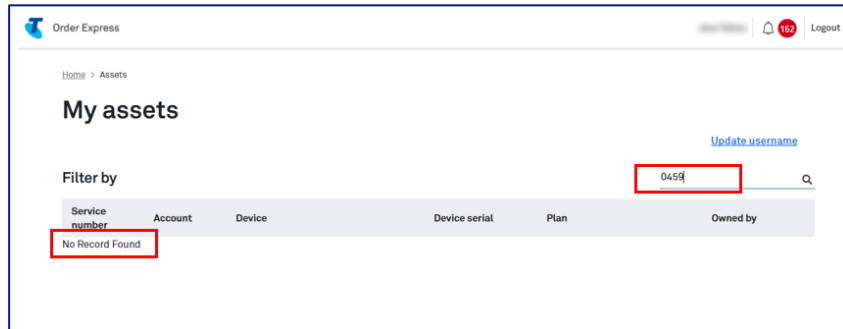Searching for an Asset can be completed using **two numbers only:**

1. Service number

2. Device Serial (IMEI)

Step 34

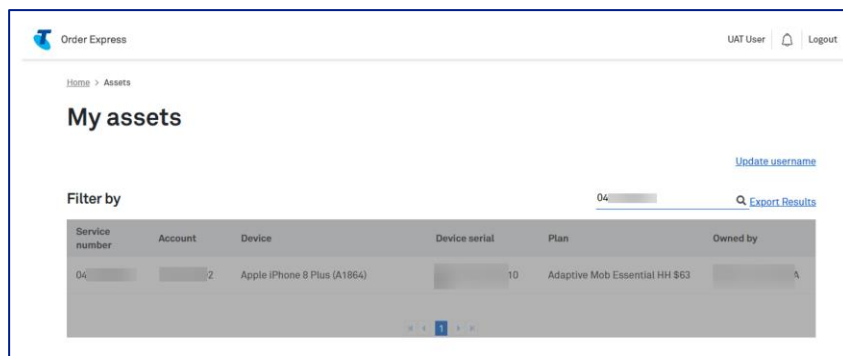Type the **Service Number** / Device Serial (**IMEI**) number of the asset.

Note: Continue to type the **full number** when conducting your search. The system will display **No Record Found till a match is found.**

Step 35

TOX will populate a result once there is a match.

Click to access the record.

Step 36

Within the Asset details screen you will see:

1. Device Information
2. Service Details (PUK can be seen here)
3. Value Added Services
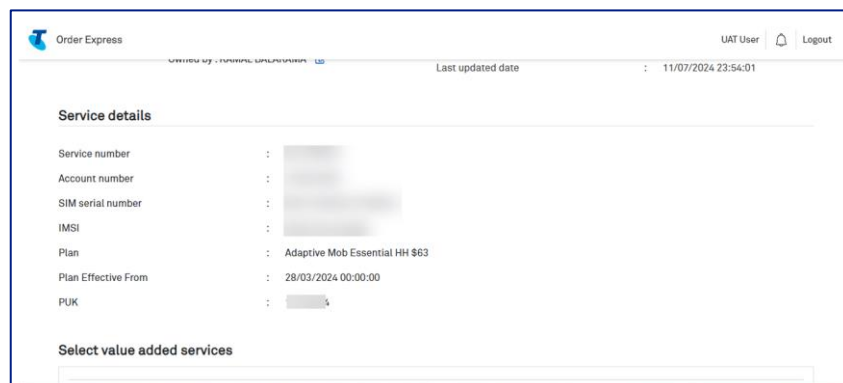
Step 37

To update value added services, select or tick the box for **LANES BCD Data Add on.**

Click **Update value added services** button**.**

Step 38

Click **Yes** to confirm your updates.

Step 39

You will be directed to SIM replacement page.

Under the SIM card dropdown option select **'Request a new SIM card'.**

Step 40

Select the default LANES sim card in the dropdown field.

Click on the **Continue** button.

Step 41

You will get directed to the **Shopping cart page.**

Click on **Checkout** button.

Step 42

Enter the delivery details following the prompts.

Step 43

In the event, you need to add a Customer based Purchase Order Number, **click on the radio button** as highlighted.

A Purchase Order field will be shown. Enter you PO reference number here.

Note: When a special character is entered into TOX that is not on the accepted list as per table below, TOX will populate with an error "*Customer PO number is invalid*".

Type	Values	Supported in LOMS – Yes/No
Special Characters	$,#,@,!, Space	Yes, able to post to TOLL ✅
	&, comma, quotes, \, /	Error (LOMS and/or TOLL) ❌

Step 44

Once all mandatory field has been populated, scroll down and click **Confirm order** to complete the order.
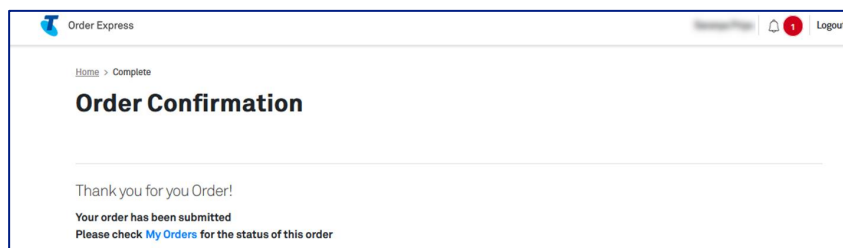

Step 45

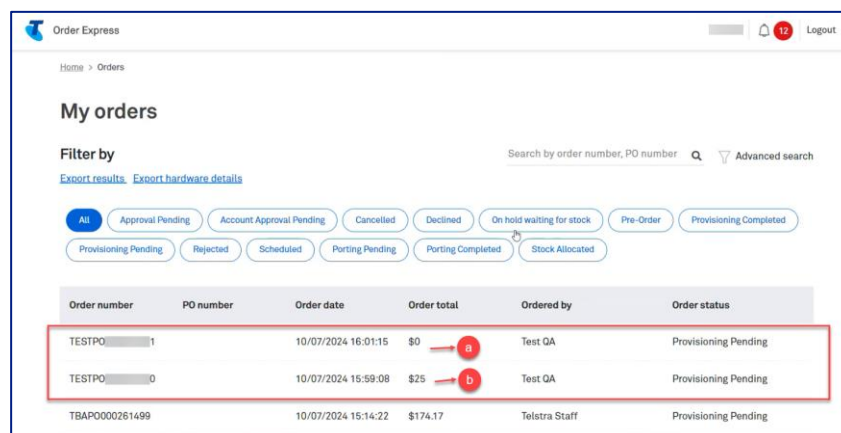Once complete, the Order confirmation page will display.

Tip!

Click the My Orders hyperlink to take you to the My Orders page in TOX.

Step 46

Once you get into the **My orders** page, you will see that TOX generated 2 orders for this LANES order scenario:

a)   SIM Replacement
b)   LANES Add on

27
Service Deactivation Order

Audience

Enterprise Customers using Telstra Order Express (TOX) Customer Portal. Telstra internal teams (training purposes only)

Description

The purpose of this document is to provide detailed step by step instructions with screen views on how to submit a **Single** or **Bulk Service Deactivation order** in Telstra Order Express (TOX).

You can request your service deactivation by submitting an order in TOX via **Modify Mobile Features** Quicklinks section of the homepage.

So, what's the details of the change?

- A new hyperlink will be displayed next to the Service Number in the Asset Details page which can be selected to deactivate the service.

- A pop-up message to confirm the service deactivation request/order prior order submission.

- Order is populated in the 'My Orders' page.

- Confirmation email and completion letter will be sent via email once order gets completed.

- Bulk requests also available.

Business Rules

- Hyperlink **Deactivate** is only visible when the Service status is **Active.**

- The service status is dynamic and updated based on system status.

- For Bulk Service Deactivation, TOX will only show the Submit button if Service Numbers or SIM Serials are correctly populated in the worksheet. System will show an error message when trying to upload the file with invalid mobile numbers.

- The newly deactivated service number will be removed from the asset list within 48 hours. After this time, the service number will no longer be searchable from the My Asset page.
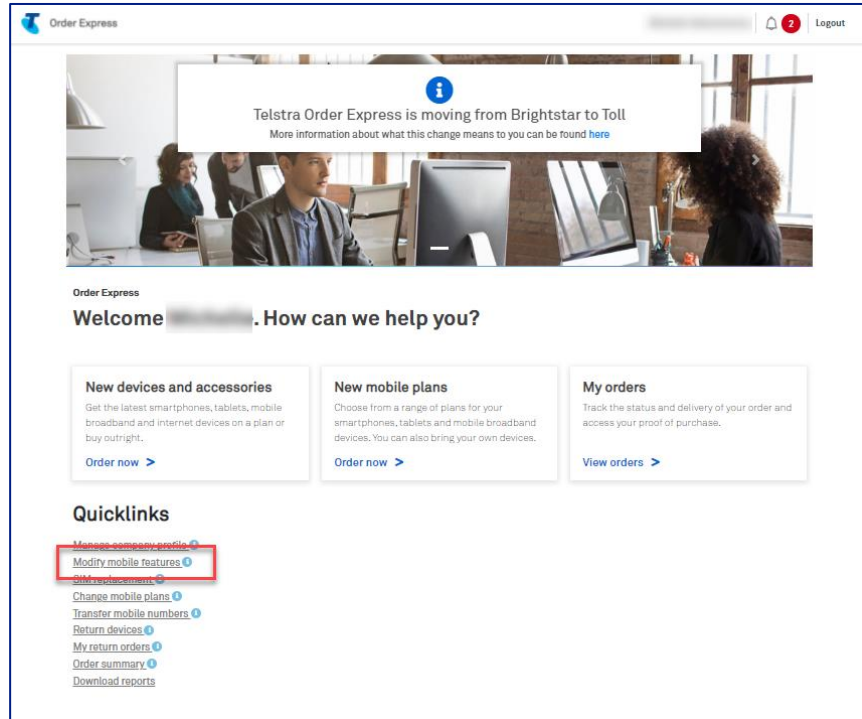
Step 1

Log in to the TOX Customer Portal.
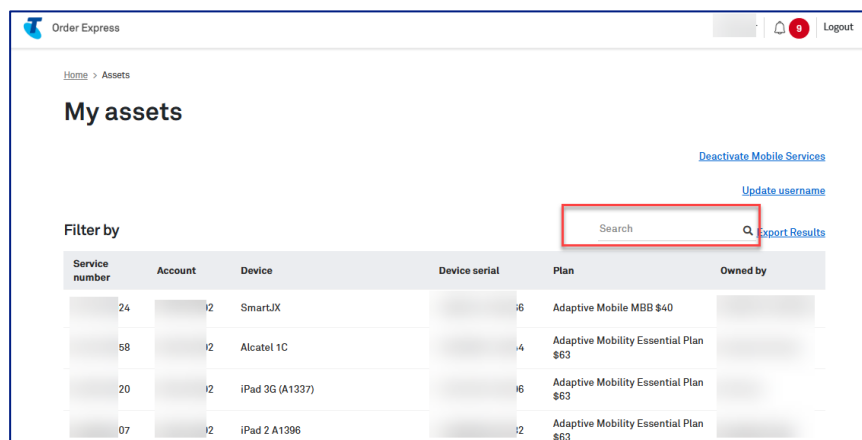
a. Single Service Deactivation Order

Step 2

Select **Modify mobile features.**

Step 3

Searching for an Asset can be completed using **two numbers only:**
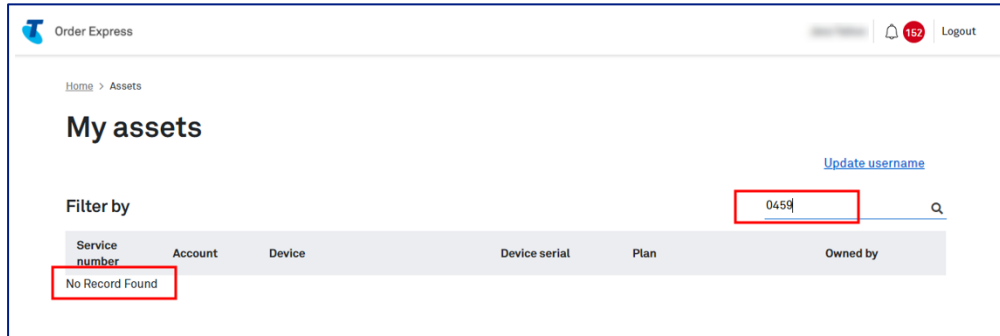
- Service number
- Device Serial (IMEI)

Step 4

Type the **Service Number** / Device Serial (**IMEI**) number of the asset.

> **Note:**
>
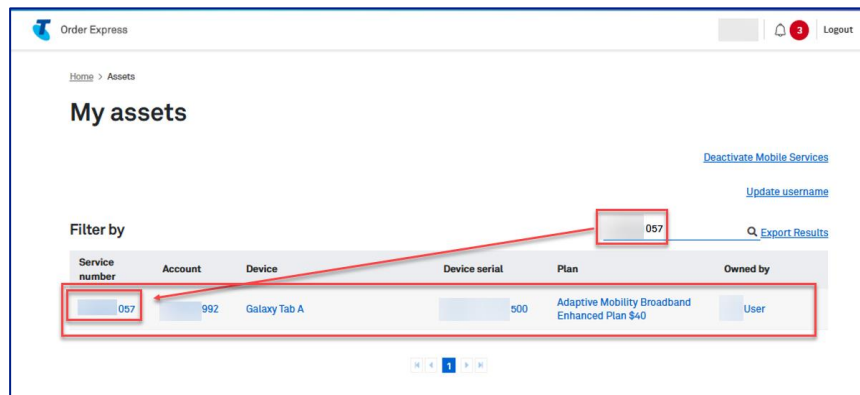> Continue to type the **full number** when conducting your search.
>
> The system will display **No Record Found** till a match is found.

Step 5

TOX will display the corresponding asset or service record when it finds the matching Service Number / Device Serial (IMEI) number

Click on the record.

Step 6

Within the Asset details screen you will see:

a)   Device Information
b)   Service Details

You will see here the Service Status showing: **Active**

Step 7

Click on the **Deactivate link** next to the Service Number to request service deactivation.

> **Notes:**
>
> -   'Deactivate' link is only available when Service status is 'Active'.
> -   The service status is dynamic and updated based on system status.

Step 8

You will get a pop-up message to confirm if you want to proceed with the deactivation.

> **Note:**
>
> By proceeding with the service deactivation order, you accept the **Early Termination Charges (ETCs)** as set in Our Customer Terms if the minimum contract term has not yet expired.

Click on **Deactivate** button to submit the order or Cancel otherwise.
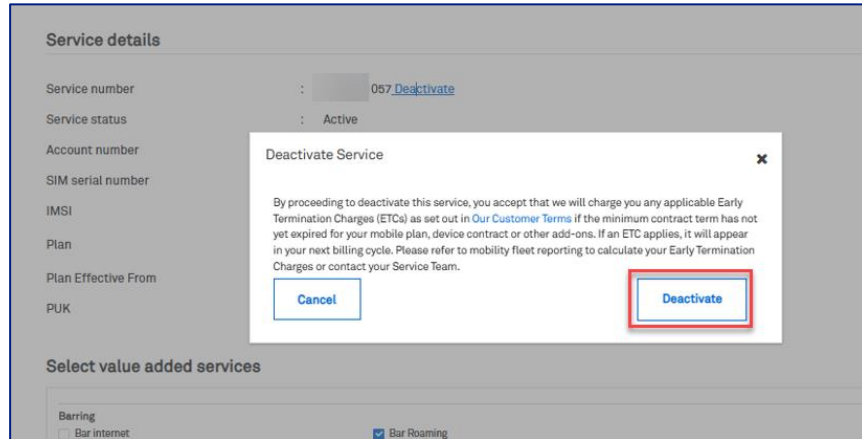
Step 9

An Order Confirmation message will appear on your screen.

Click on the **My Orders link** to check if the Service Deactivation order has been submitted.
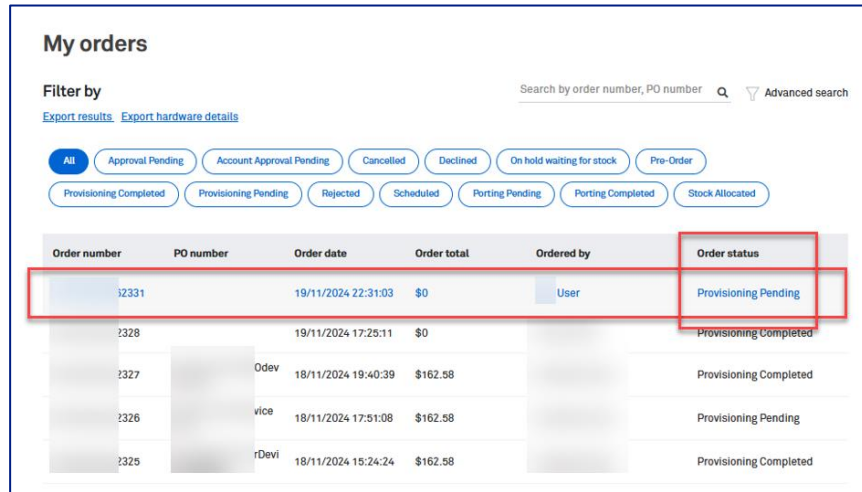
Or search the order via **My Order** page.
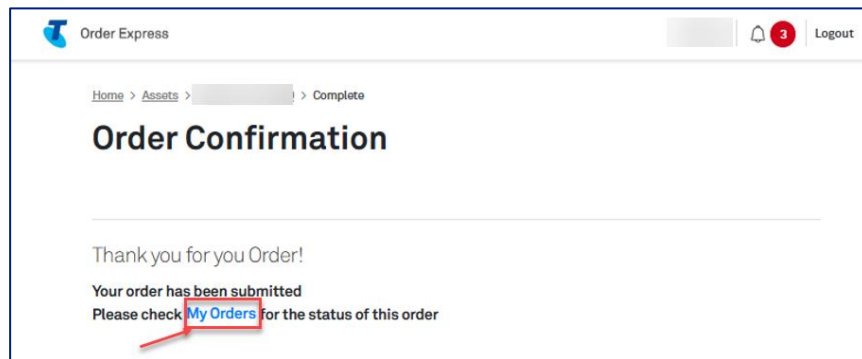
Step 10

You will get navigated to the My orders page. You will see order status in **Provisioning Pending** as the initial status stage.

Click on the corresponding order.

Step 11

Scroll down to the Order details page and you will see the order description as 'Service Deactivation' with no cost associated.

Step 12

If you will navigate back to the Asset Details page (as per step 6), you will see Service Status now showing in **Pending Deactivation.**

Also, noticed that the Deactivation link has disappeared on the Service Number.

Step 13

Once Service Deactivation Order has been processed and completed automatically, Service Status will show **Deactivated.**

> **Note:**
>
> The newly deactivated service number will be removed from the asset list within 48 hours. After this time, the service number will no longer be searchable from the My Asset page.

Step 14

Order will then show status in **Provisioning Completed.**

Step 15

You will also receive an Order Completion email with attached Order Completion Letter.
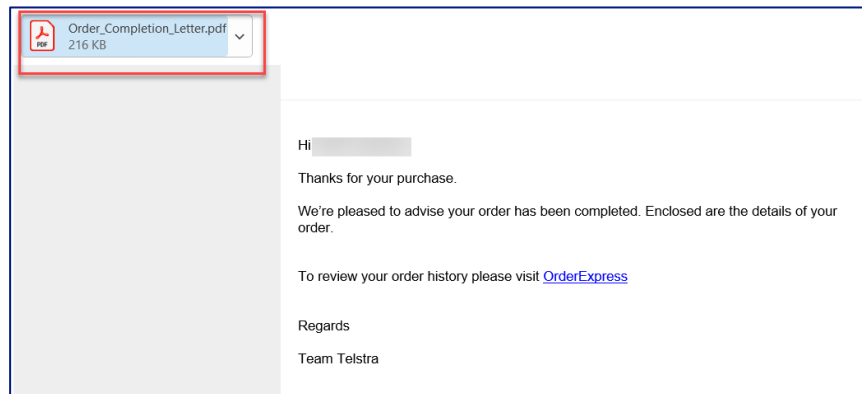
Step 16

This is the view of Completion Letter for this Service Deactivation Order.

Dear ___ User,
Thanks for your recent order. Your order has now been completed and below you'll find a summary

Your Order Reference

Order ID:	___2331
Order Completion Date:	20/11/2024
Your PO Reference:	
Your Cost Centre Reference:	
Ordered By:	___ User
Courier Consignment:	

Your Price Summary

Total Monthly Fees inc GST	**$0.00 per month**
Upfront Fees inc GST	*$0.00*
Less Discounts and Loyalty Funds	*-$0.00*
Total Upfront Fees inc GST	**$0.00**

Order Completion Confirmation

Your Ordered Items

Item	User	Mobile/Billing Number	IMEI/Serial	SIM PUK/PIN	Total Amount inc GST
Service Deactivation	___Jser	0___057			$0.00 per month

IMPORTANT

Returns Policy

If you're looking to return your device/s for Change of Mind, please ensure you initiate the return within 14 days of receiving the order.
For more information on Change of mind, Faulty Device/s or bulk returns, please see user guides on t.com

Step 17

b. Bulk Service Deactivation Order

Navigate back to the TOX home page.
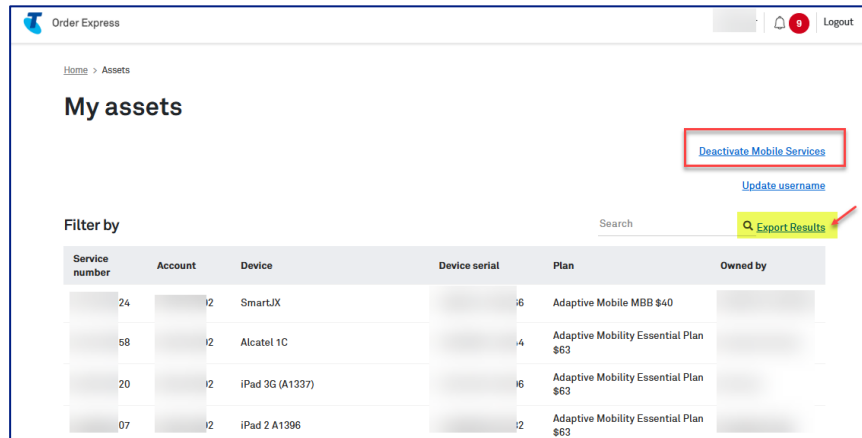
Select **Modify mobile features.**
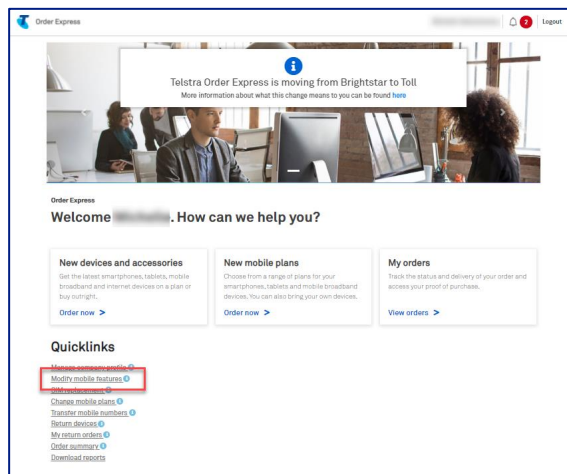
Step 18

Click on **Deactivate Mobile Services** link.

> **Tip!**
>
> Use the **Export Results** link to download the list of active mobile numbers which will help assist in the identification of which mobile numbers to put in the worksheet template for the next step.
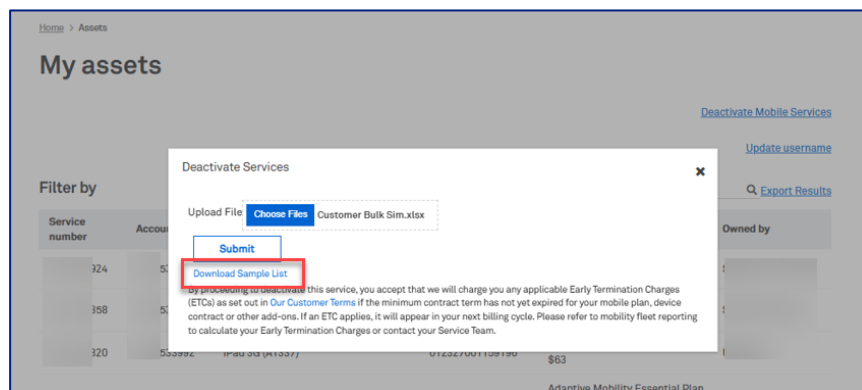

Step 19

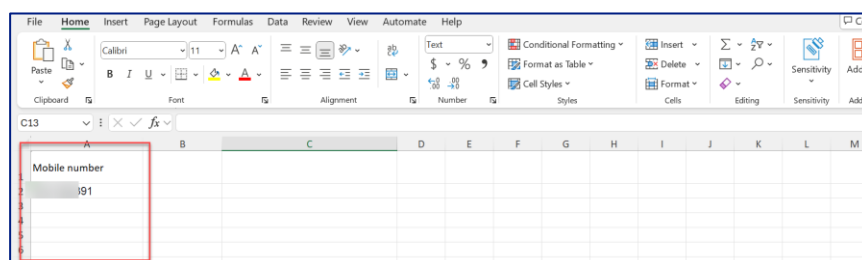Click on **Download Sample List** to get the worksheet template for upload.

> **Note:**
>
> This template will be accessible through your Downloads folder in your computer.

Step 20

Open the Deactivation worksheet template and populate with the mobile numbers for service deactivation.

Save the changes in your computer.

Step 21

Going back to your TOX screen, upload the worksheet template from the above step.

Click on **Choose Files** and select the Deactivation template file from the Downloads folder.
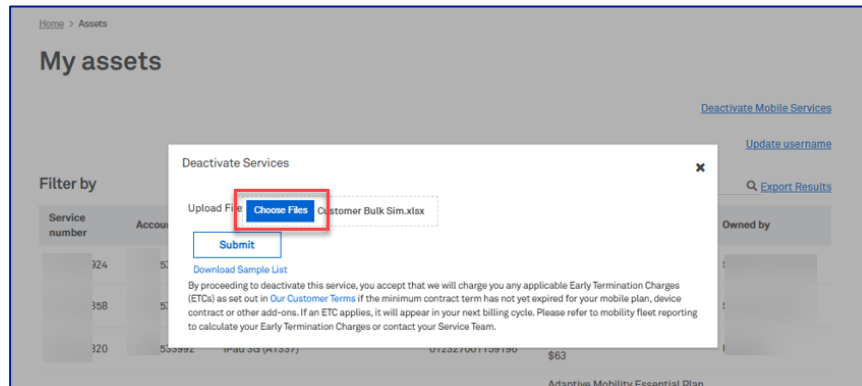
Step 21a

In the event, the woksheet template contains invalid mobile number, TOX will show an error message.

Note:

Row number with error will be specified.
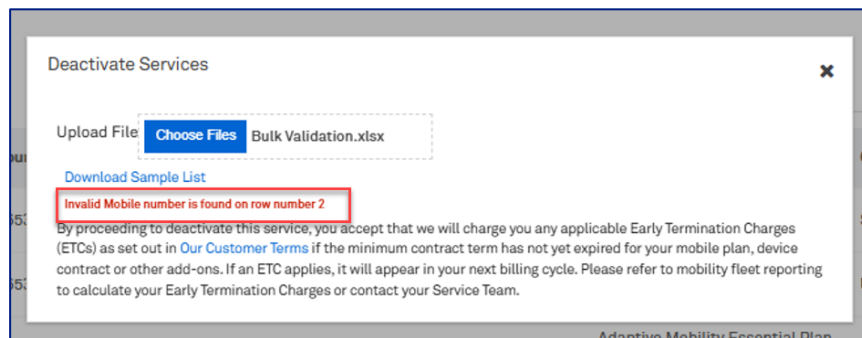
Step 21b

In the event, the woksheet template contains any special characters, TOX will show the corresponding error message.

Note:

Row number with error will be specified.
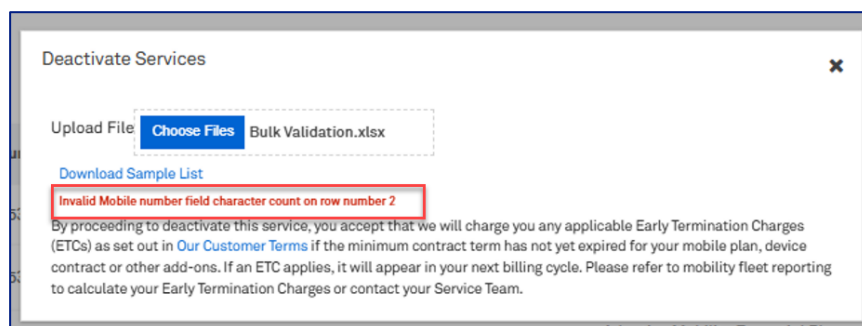
Step 22

Once all error message gets corrected or if template contains a valid service numbers, Submit button will appear.

> **Note:**
>
> By proceeding with the service deactivation order, you accept the **Early Termination Charges (ETCs)** as set in Our Customer Terms if the minimum contract term has not yet expired.

Click on **Submit** button**.**
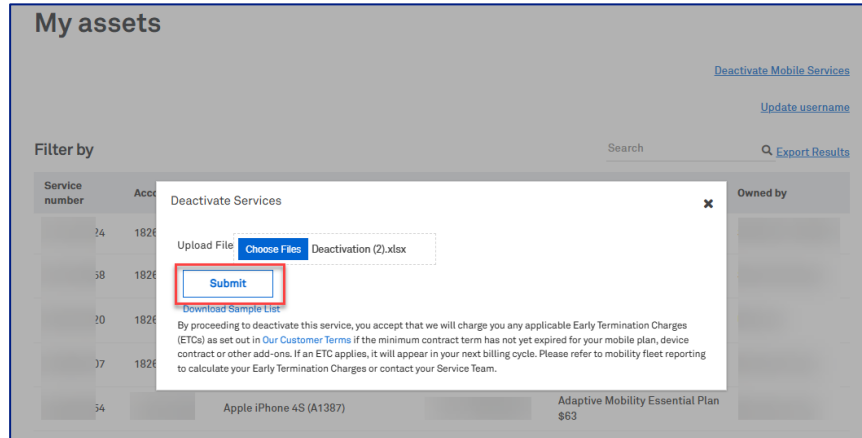
Step 23

You will be prompted with a message to confirm if you want to proceed with the Service Deactivation order.

Click Yes to proceed or No to cancel.

In this example, '**Yes**' has been selected.
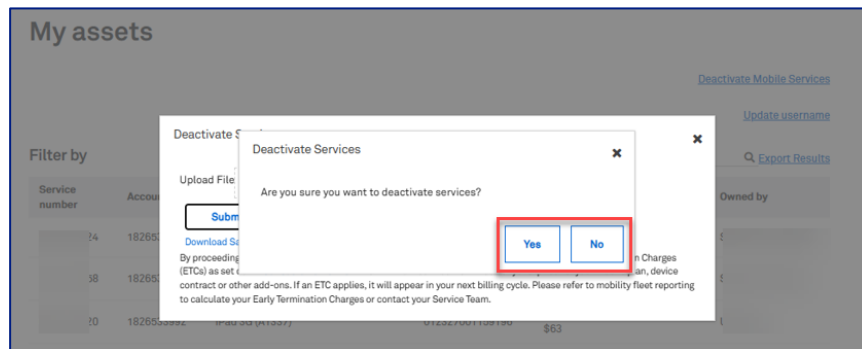
Step 24

An Order Confirmation message will appear on your screen.

Click on the **My Orders link** to check if the Service Deactivation order has been submitted.

Or search the order via **My Order** page.

Step 25

You will get navigated to the My orders page. You will see order status in **Provisioning Pending** as the initial status stage.

Click on the corresponding order.

Step 26

Scroll down to the Order details page and you will see the order description as 'Service Deactivation' with no cost associated of all the Service Numbers populated in the worksheet upload.

Step 27

If you will navigate back to the Asset Details page (as per step 6), you will see Service Status now showing in **Pending Deactivation** for the specific mobile number from the worksheet upload.

Step 28
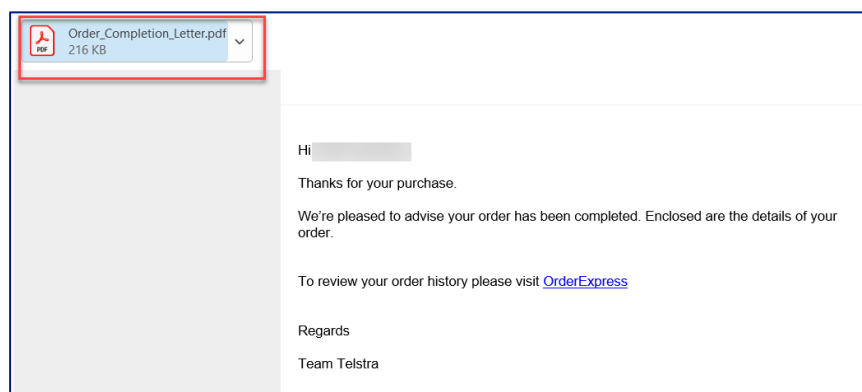
Once Service Deactivation Order has been processed and completed automatically, the order will show status as **Provisioning Completed.**

Step 29

You will also receive an Order Completion email with attached Order Completion Letter.

Step 30

This is the view of Completion Letter for this Bulk Service Deactivation Order.