



User Guide

Telstra Order Express (TOX) Customer Portal User Guide

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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

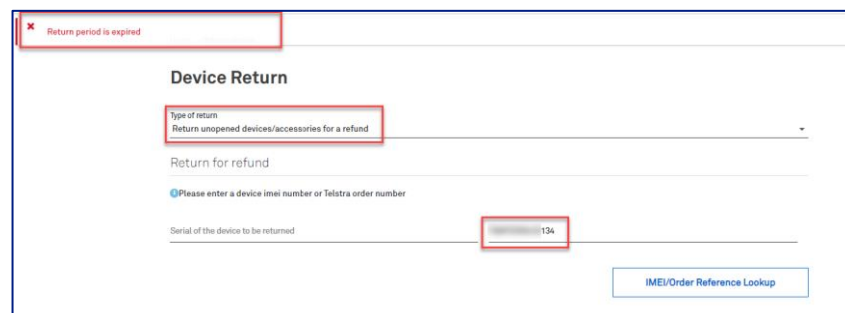
Customer has **14 days** to return Enterprise owned devices and accessories due to change of mind.

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 **within 28 days of date of dispatch**. 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 **within 2 business days of delivery**.

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, **within 2 business days of delivery**.

- **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 **within 2 business days of delivery**.

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 **by email**. 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.

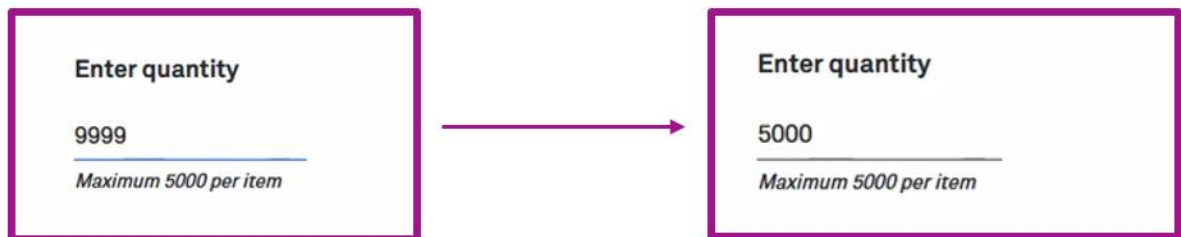
The screenshot shows a 'Checkout' form with the following sections:

- Delivery details**
 - Ordered by: [Redacted]
 - Name of recipient *
 - Select address *
- Do you require a customer based purchase order number?
 - Yes
 - No
- Do you require a cost centre reference?
 - Yes
 - No
- Order notification copied to: [Text input field with a red border and a red box around it. Below the field: Type one or more email addresses, separated by commas.]
- Comment: [Text input field. Below the field: Commentary field is for your organisation's internal use only. Activations & shipping will not have visibility on the comment.]

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.

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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

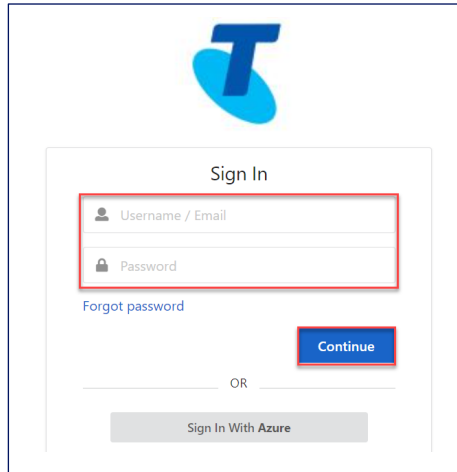
Step 1

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



Sign In

Username / Email

Password

[Forgot password](#)

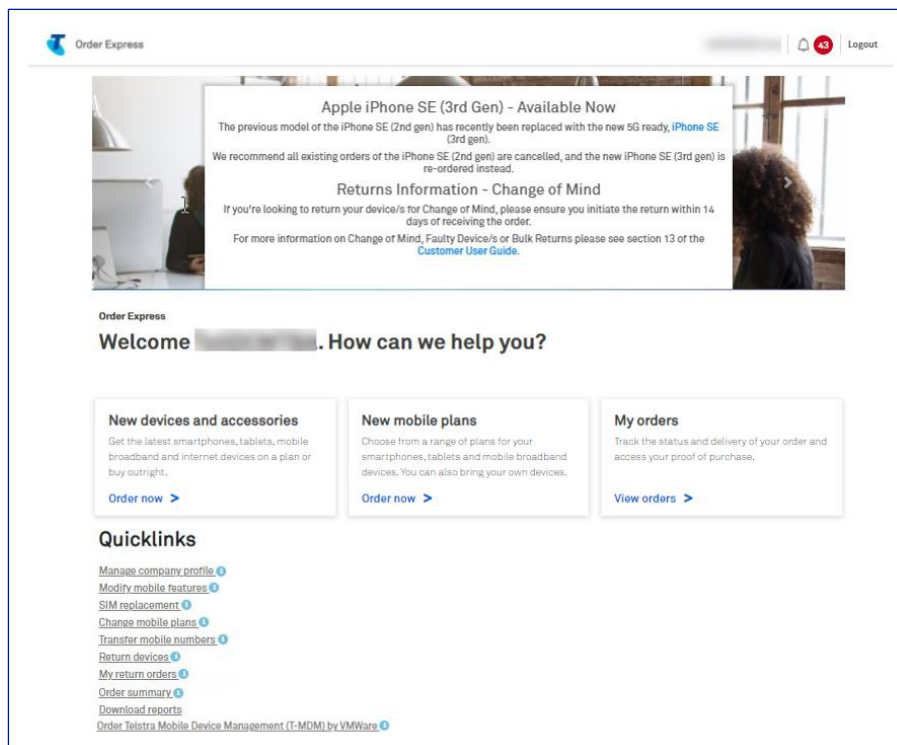
[Continue](#)

OR

[Sign In With Azure](#)

Step 3

You will land on the **TOX homepage**



Order Express

Apple iPhone SE (3rd Gen) - Available Now

The previous model of the iPhone SE (2nd gen) has recently been replaced with the new 5G ready, iPhone SE (3rd gen). We recommend all existing orders of the iPhone SE (2nd gen) are cancelled, and the new iPhone SE (3rd gen) is re-ordered instead.

Returns Information - Change of Mind

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 section 13 of the [Customer User Guide](#).

Order Express

Welcome [User Name]. How can we help you?

New devices and accessories
Get the latest smartphones, tablets, mobile broadband and internet devices on a plan or buy outright.
[Order now >](#)

New mobile plans
Choose from a range of plans for your smartphones, tablets and mobile broadband devices. You can also bring your own devices.
[Order now >](#)

My orders
Track the status and delivery of your order and access your proof of purchase.
[View orders >](#)

Quicklinks

- [Manage company profile](#)
- [Modify mobile features](#)
- [SIM replacement](#)
- [Change mobile plans](#)
- [Transfer mobile numbers](#)
- [Return devices](#)
- [My return orders](#)
- [Order summary](#)
- [Download reports](#)
- [Order Telstra Mobile Device Management \(T-MDM\) by VMWare](#)

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**.

Sign in to Telstra Connect

Username

This may be the email address you receive Telstra Connect communications from or your Telstra ID Username.

Password

Enter your 8 to 16-character password.

Remember username

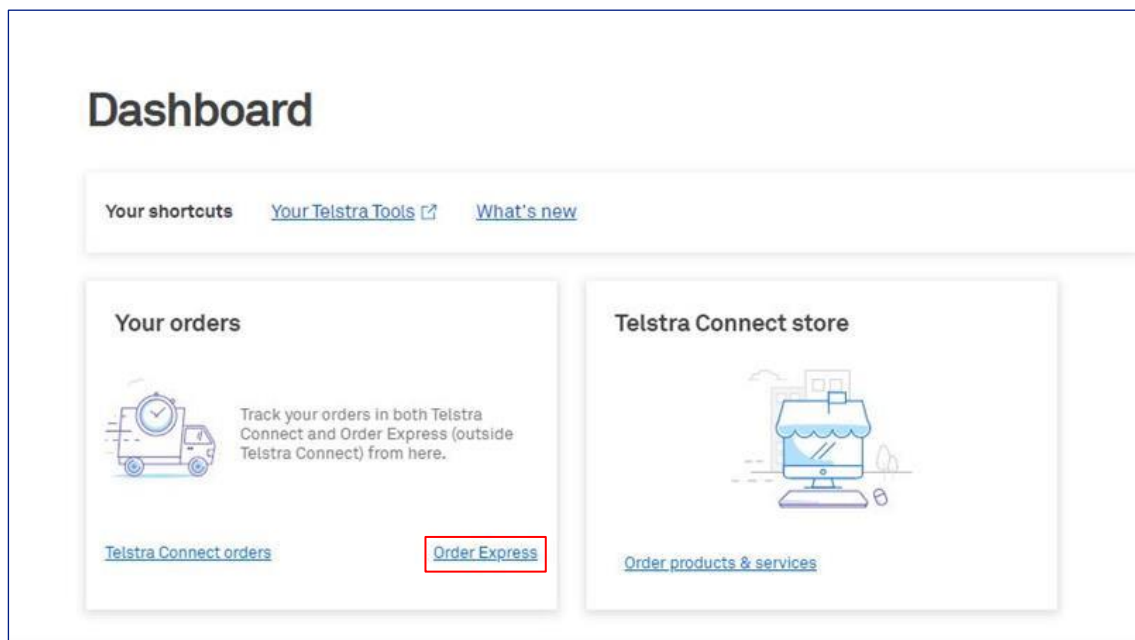
If you tick this box we'll remember your username. Leave it unticked if you're using a public or shared device.

[Sign in](#)

[Reset password](#)

Step 5

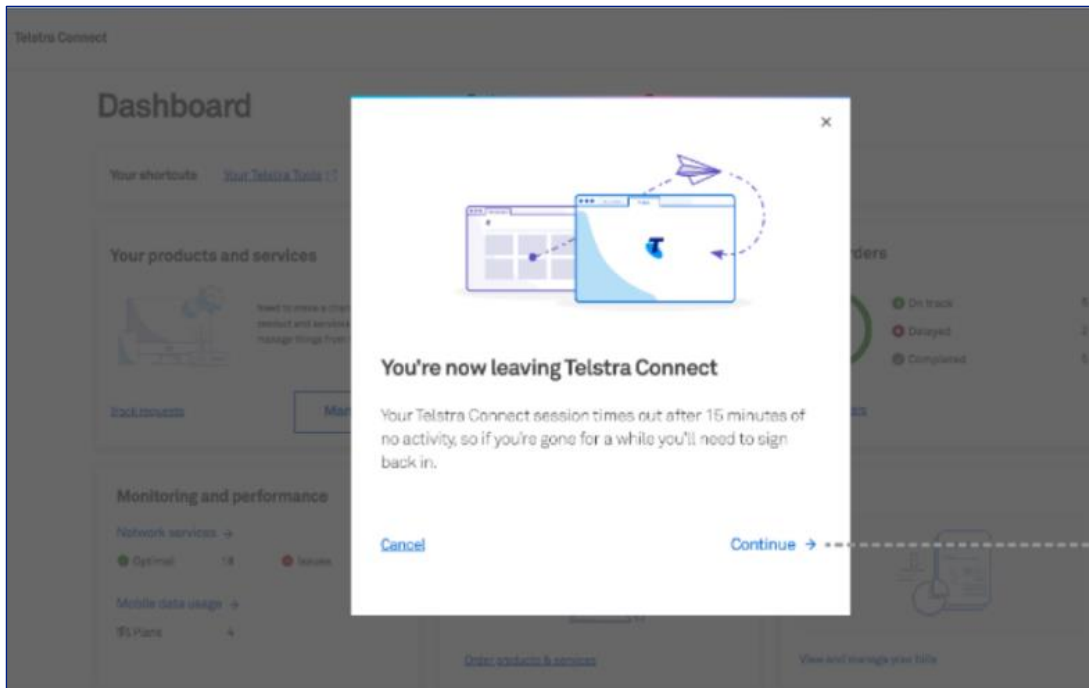
To view your Order Express orders, select **Order Express** from **Your orders** tile.



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)**.

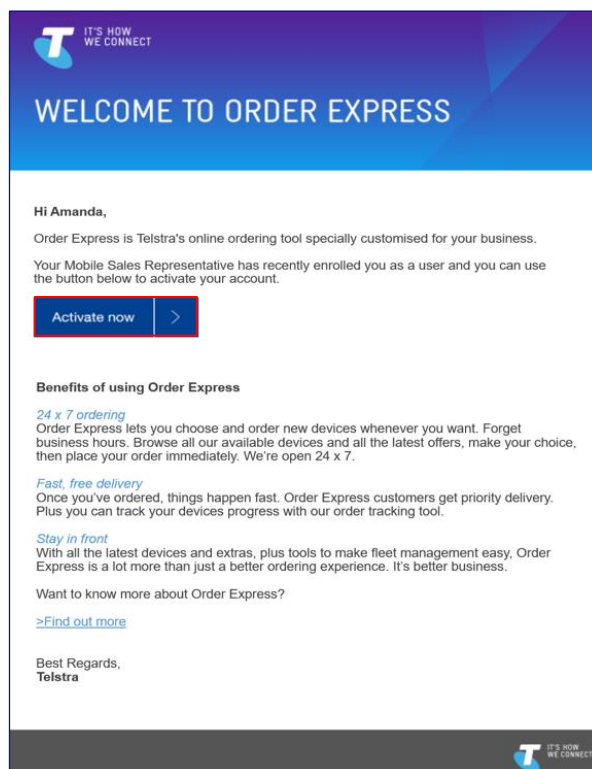


Step 7

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**.

Welcome to Order Express

Order Express - Terms of Use

These are the terms and conditions ("**Terms of Use**") that apply to the use of the Order Express online ordering facility ("**Order Express**"). Order Express allows you to purchase select mobile services (including adding new mobile services to an existing account (SIM only and MRO), recontracting an existing service, adding VAS products (eg: data pack, international roaming, etc), or to purchase a plan with or without hardware) from a Telstra hosted application ("**Services**"). You can do this by:

(a) placing an order for a Service through Order Express ("**Order**"); and
(b) paying for the Service by authorising us to bill you on your existing Telstra mobile account.
You must use Order Express in accordance with these Terms of Use.
In these Terms of Use, a reference to "you" is also a reference to your employer or principal (where applicable).

Use of Order Express

- Order Express is only available to approved customers who have entered into an agreement with Telstra for mobile services.
- You acknowledge that you are a registered user of Order Express, and that you accept the terms of use which apply to your access and use of the telstra.com website and any services made available on that website (**General Terms of Use**). A copy of the General Terms of Use can be found at <http://www.telstra.com.au/terms-of-use/>

I Do Not Agree > **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).

Telstra.com

Order Express

Welcome to Order Express

Create Password

Password

Re-enter Password

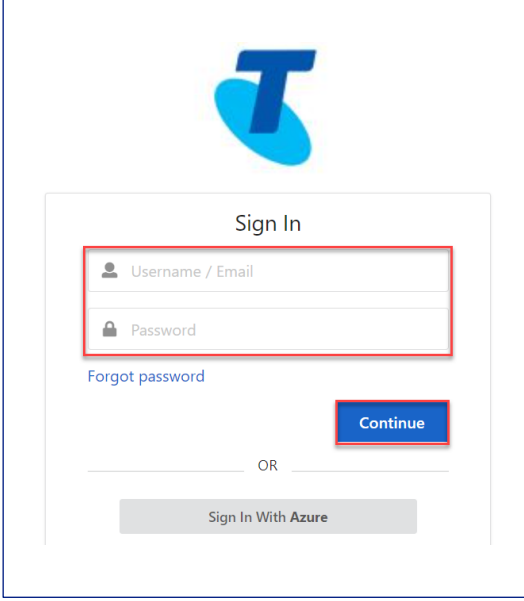
Your password must be between 8 and 16 characters with no spaces. Passwords are case sensitive. Your password must contain at least one uppercase letter, at least one lowercase letter, at least one number and at least one symbol (special character)

Cancel > **Submit >**

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

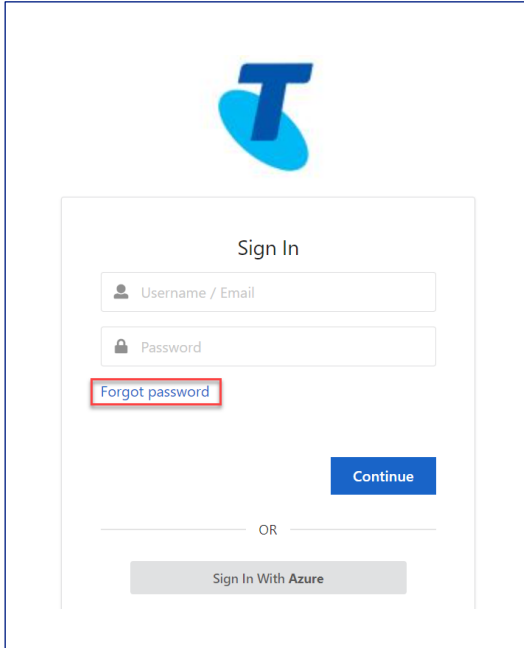


The screenshot shows the Telstra Order Express login interface. At the top is the Telstra logo. Below it is a 'Sign In' form with two input fields: 'Username / Email' and 'Password'. A red box highlights both input fields. Below the 'Password' field is a link for 'Forgot password'. To the right of the 'Forgot password' link is a blue 'Continue' button, which is also highlighted with a red box. Below the 'Continue' button is an 'OR' separator and a grey button labeled 'Sign In With Azure'.

Step 11

Reset / Forgot Password

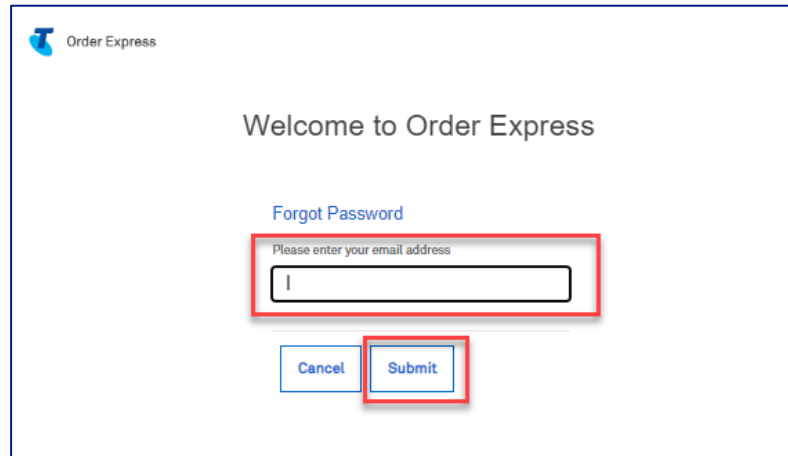
From TOX login window, click on **Forgot Password** link as highlighted.



The screenshot shows the same Telstra Order Express login interface as in Step 10. In this view, the 'Forgot password' link is highlighted with a red box. The 'Continue' button is no longer highlighted. The rest of the interface, including the Telstra logo, 'Sign In' title, input fields, 'OR' separator, and 'Sign In With Azure' button, remains the same.

Step 12

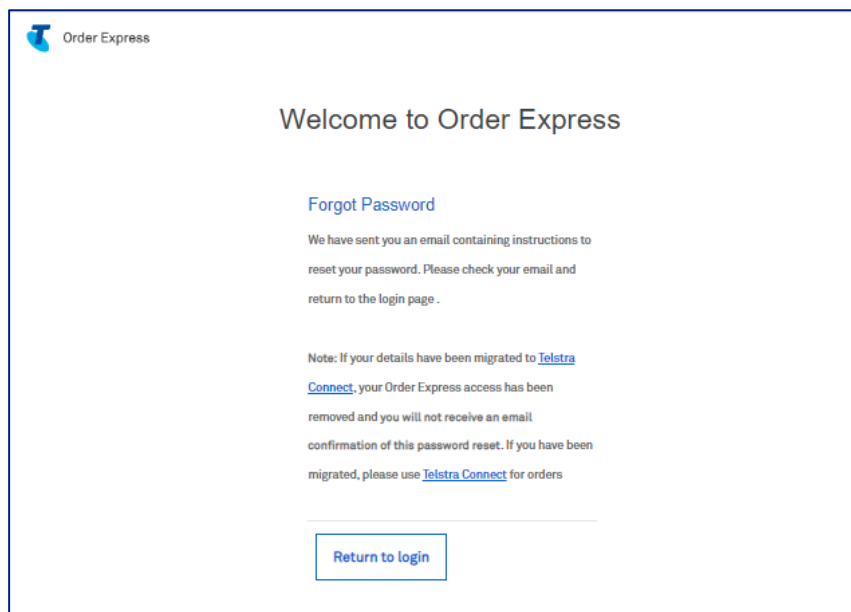
Enter your **email address** and click **Submit**.



The screenshot shows the 'Forgot Password' page of the Order Express system. At the top left is the 'Order Express' logo. The main heading is 'Welcome to Order Express'. Below this is the 'Forgot Password' section. It contains a text input field with the placeholder text 'Please enter your email address'. The input field and the 'Submit' button below it are highlighted with red boxes. There is also a 'Cancel' button to the left of the 'Submit' button.

Step 13

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

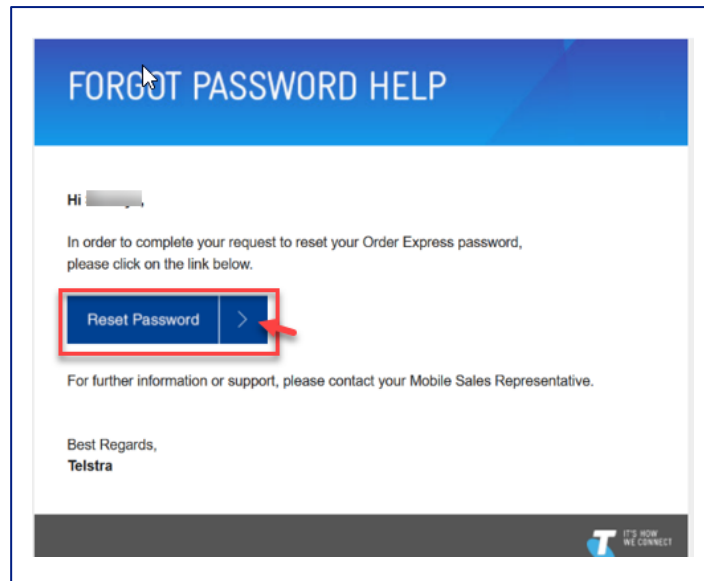


The screenshot shows the 'Forgot Password' page of the Order Express system after a password reset request. At the top left is the 'Order Express' logo. The main heading is 'Welcome to Order Express'. Below this is the 'Forgot Password' section. It contains a message: 'We have sent you an email containing instructions to reset your password. Please check your email and return to the login page.' Below this message is a note: 'Note: If your details have been migrated to [Telstra Connect](#), your Order Express access has been removed and you will not receive an email confirmation of this password reset. If you have been migrated, please use [Telstra Connect](#) for orders'. At the bottom of the page is a 'Return to login' button.

Step 14

Check your email to reset your password.

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

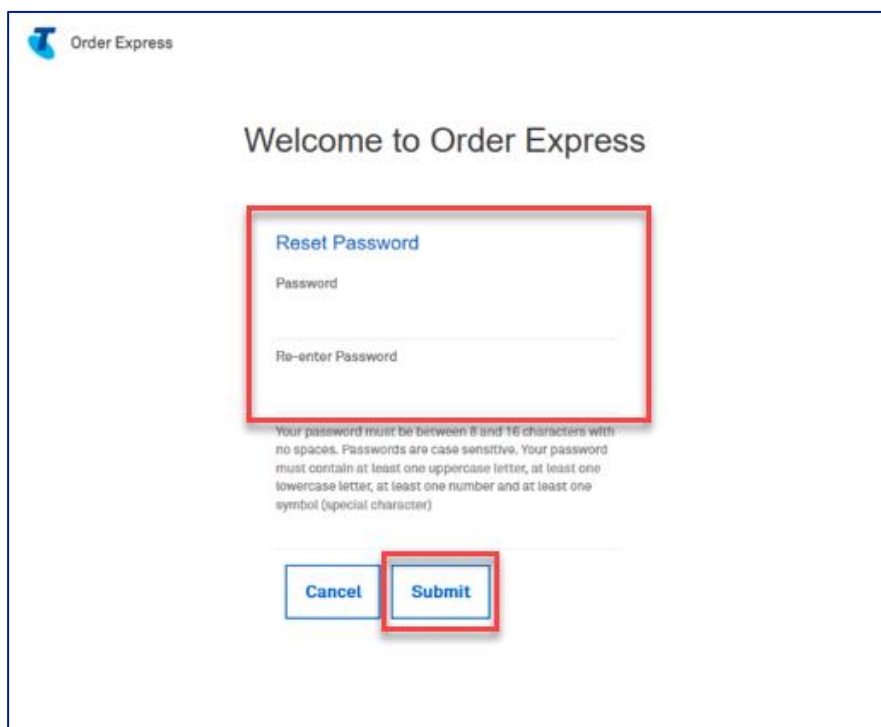


Step 15

Populate the 2 fields of your chosen password.

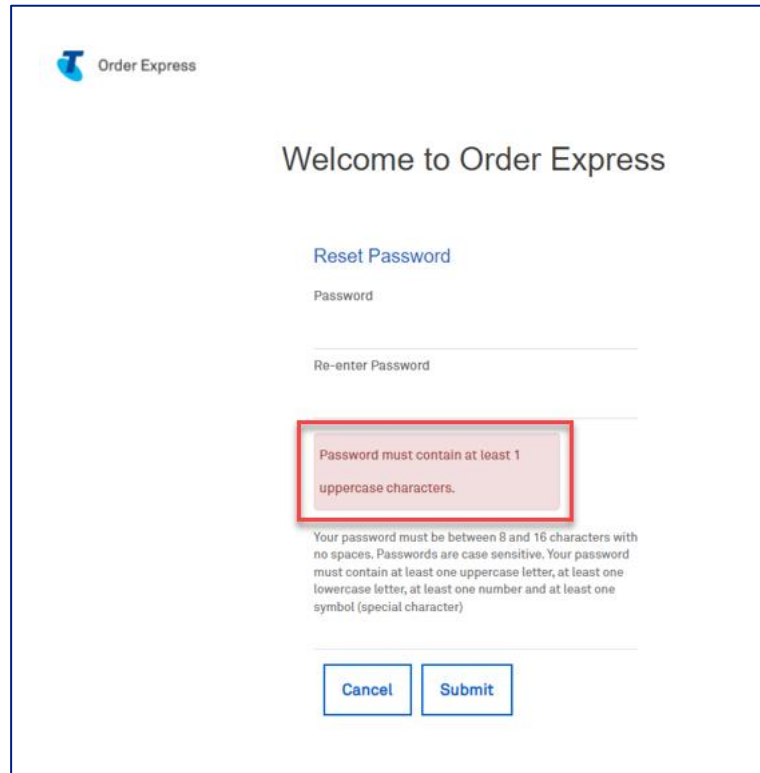
Note: TOX Password must be between 8 and 16 characters with no spaces. Passwords are case sensitive. Your password must contain a least one upper-case letter, at least one lower-case letter, at least one number and at least one symbol (special character).

Click **Submit**.



Step 16

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

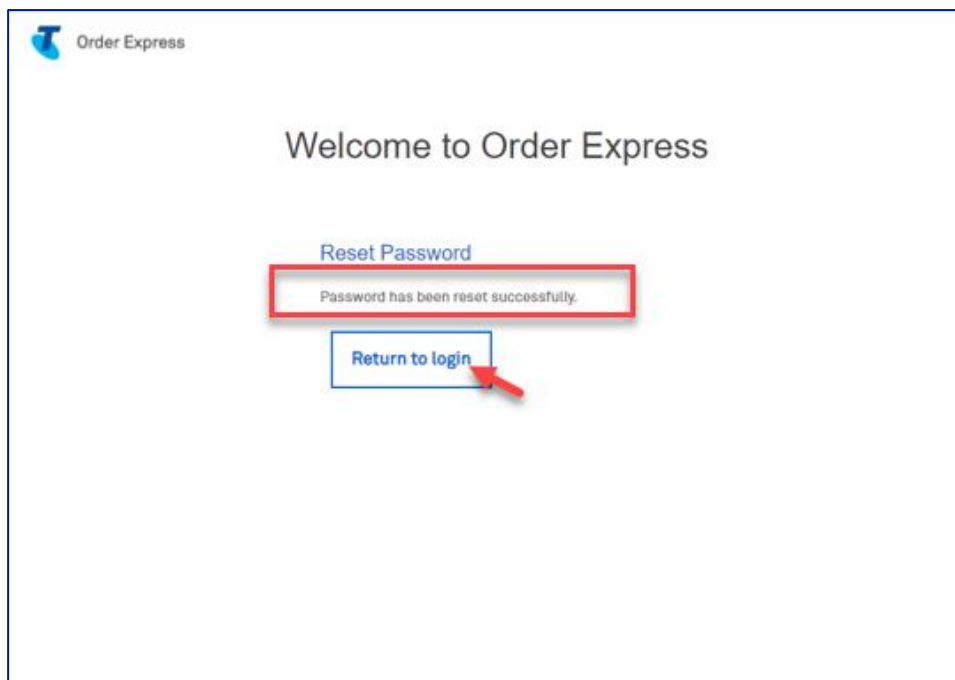


The screenshot shows the 'Order Express' logo in the top left corner. The main heading is 'Welcome to Order Express'. Below this is a 'Reset Password' section with two input fields: 'Password' and 'Re-enter Password'. A red-bordered box highlights an error message: 'Password must contain at least 1 uppercase characters.' Below the error message, there is a detailed password requirement note: 'Your password must be between 8 and 16 characters with no spaces. Passwords are case sensitive. Your password must contain at least one uppercase letter, at least one lowercase letter, at least one number and at least one symbol (special character)'. At the bottom of the form are two buttons: 'Cancel' and 'Submit'.

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.

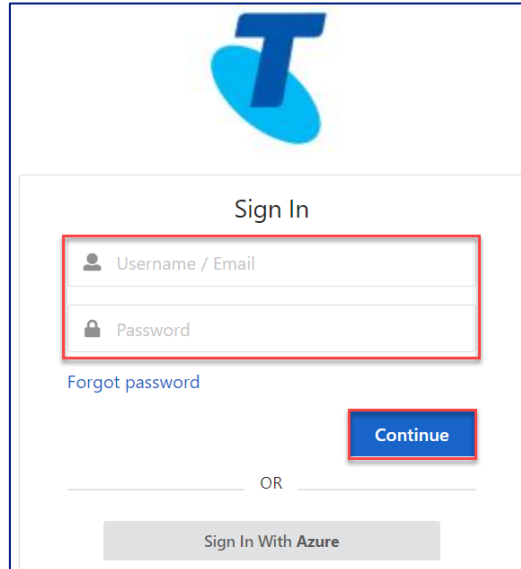


The screenshot shows the 'Order Express' logo in the top left corner. The main heading is 'Welcome to Order Express'. Below this is a 'Reset Password' section. A red-bordered box highlights a successful notification message: 'Password has been reset successfully.' Below the notification is a button labeled 'Return to login', which is also highlighted with a red-bordered box and a red arrow pointing to it.

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



Sign In

Username / Email

Password

[Forgot password](#)

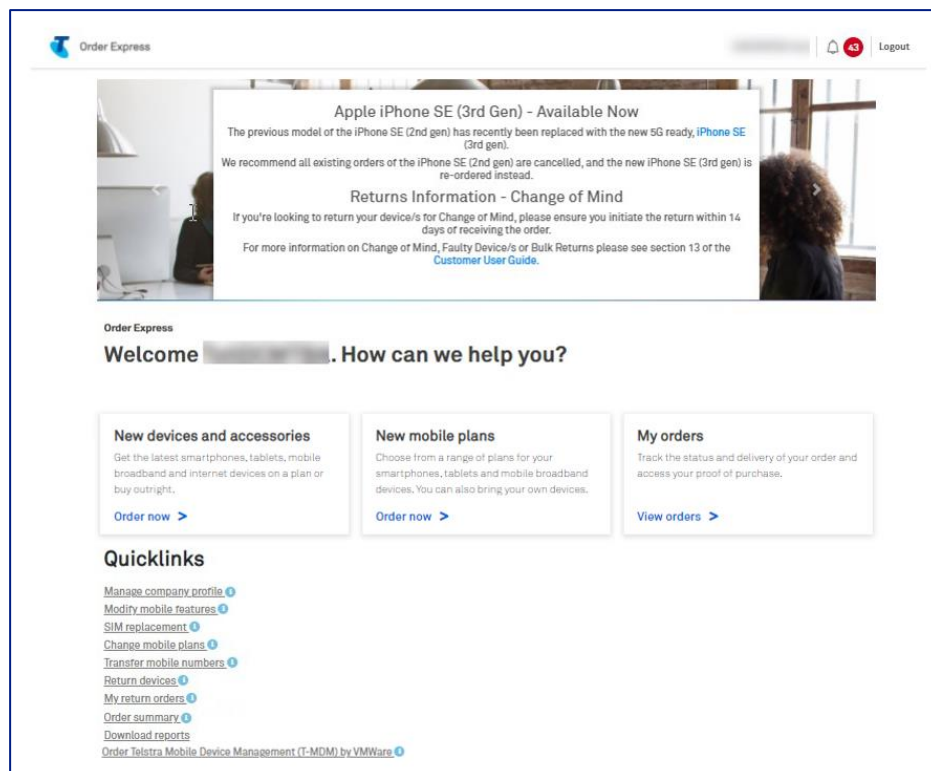
Continue

OR

Sign In With Azure

Step 19

You will land on the **TOX homepage**.



Order Express

Logout

Apple iPhone SE (3rd Gen) - Available Now
The previous model of the iPhone SE (2nd gen) has recently been replaced with the new 5G ready, iPhone SE (3rd gen).
We recommend all existing orders of the iPhone SE (2nd gen) are cancelled, and the new iPhone SE (3rd gen) is re-ordered instead.

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For more information on Change of Mind, Faulty Device/s or Bulk Returns please see section 13 of the [Customer User Guide](#).

Order Express

Welcome [Name]. How can we help you?

New devices and accessories
Get the latest smartphones, tablets, mobile broadband and internet devices on a plan or buy outright.
[Order now >](#)

New mobile plans
Choose from a range of plans for your smartphones, tablets and mobile broadband devices. You can also bring your own devices.
[Order now >](#)

My orders
Track the status and delivery of your order and access your proof of purchase.
[View orders >](#)

Quicklinks

- [Manage company profile](#)
- [Modify mobile features](#)
- [SIM replacement](#)
- [Change mobile plans](#)
- [Transfer mobile numbers](#)
- [Return devices](#)
- [My return orders](#)
- [Order summary](#)
- [Download reports](#)
- [Order Telstra Mobile Device Management \(T-MDM\) by VMware](#)

2

Welcome to Telstra Order Express

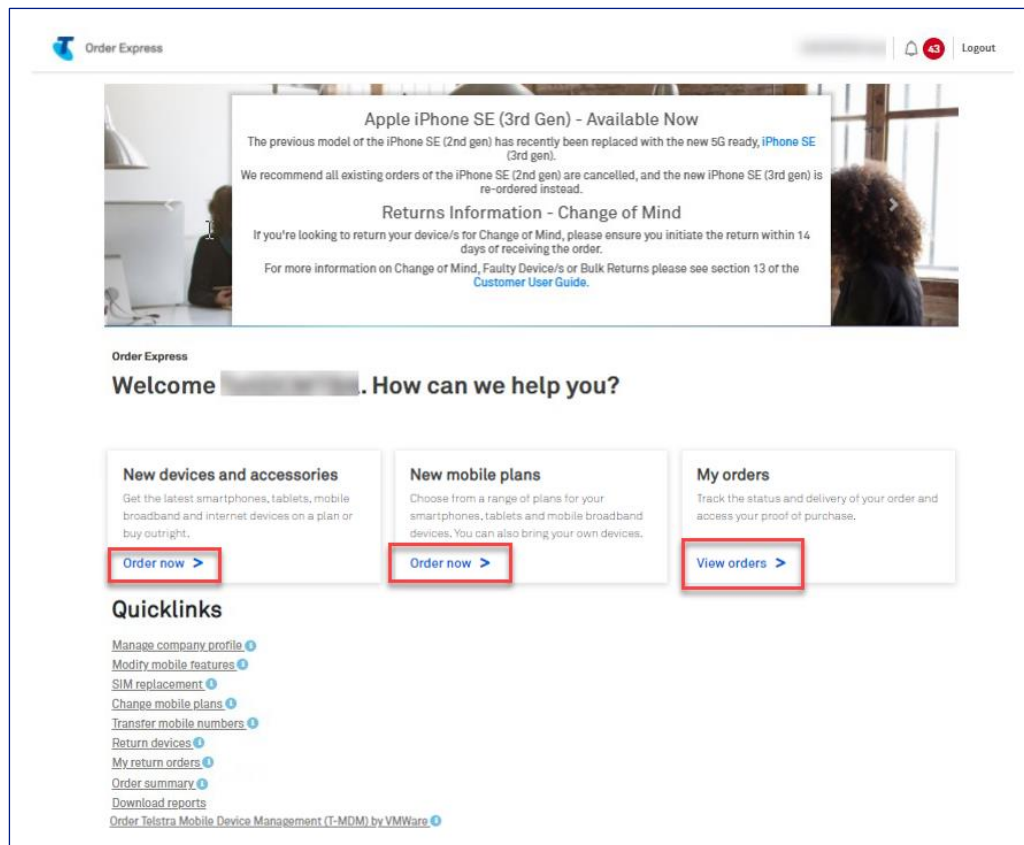
Step 1

Log in to the TOX Customer Portal.

Step 2

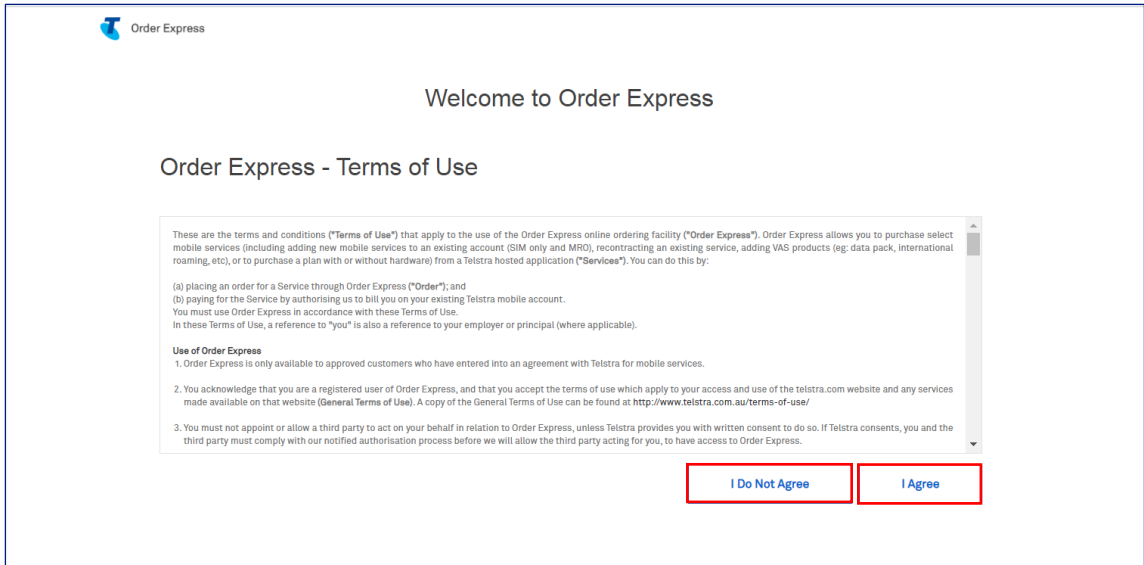
You will land on the **TOX Home page**.

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



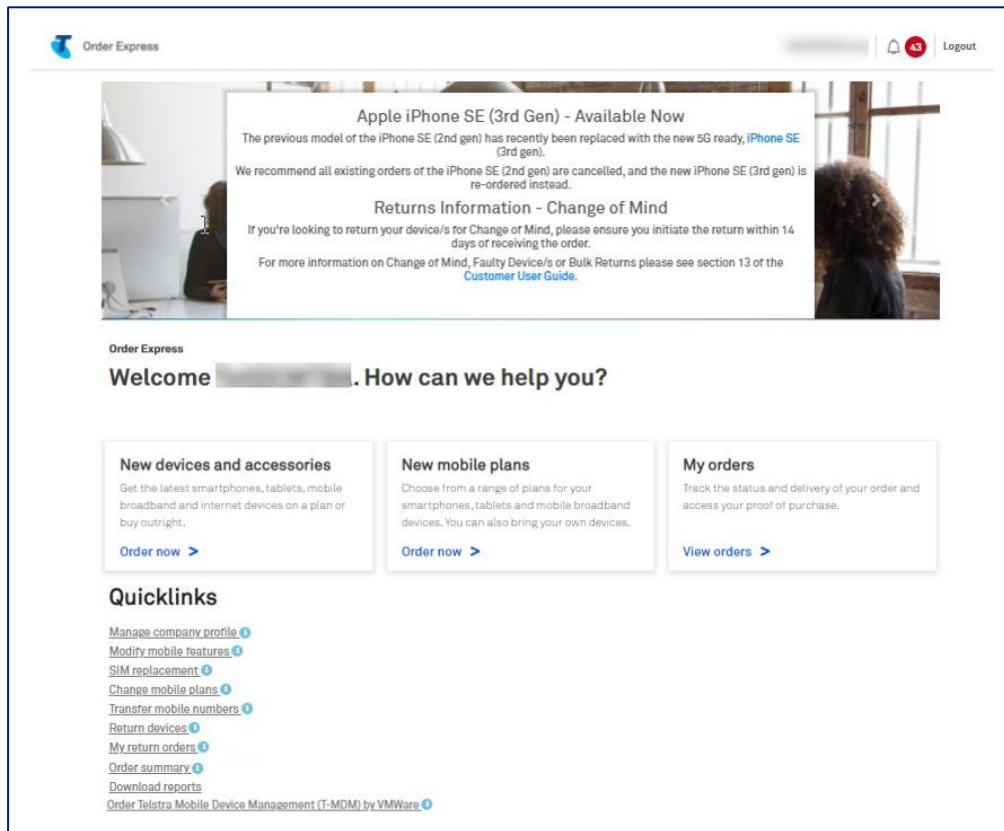
Step 3

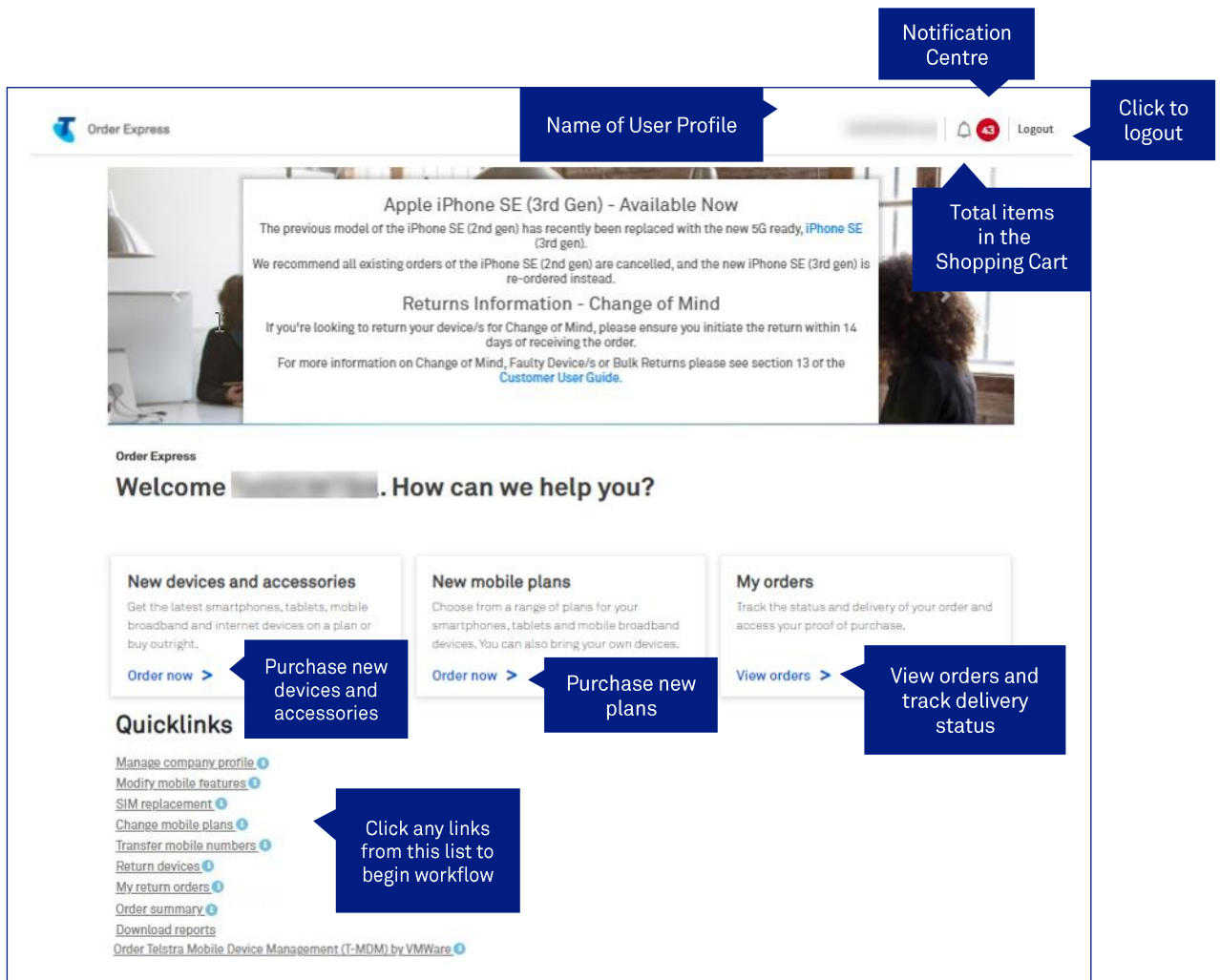
If this is your first time logging in, you will see **TOX Terms of Use** populate. Read the Terms of Use and select **I Do Not Agree** or **I Agree** to continue.



Step 4






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





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															
	<p>Notifications</p> <p>Past 7 days</p> <p>New products 50 End of life 150 Release notes</p> <p>Latest</p> <p>Date : 23/03/2021</p> <table border="1"> <thead> <tr> <th>SKU</th> <th>Product Name</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td>220582</td> <td>MOBL REPEATER BULL BAR ANTENNA BUNDLE</td> <td>Accessory</td> </tr> <tr> <td>220580</td> <td>REPEATER YAGI ANTENNA BUNDLE</td> <td>Accessory</td> </tr> <tr> <td>220581</td> <td>REPEATER PANEL ANTENNA BUNDLE</td> <td>Accessory</td> </tr> </tbody> </table> <p>Latest</p> <p>Date : 17/03/2021</p> <table border="1"> <thead> <tr> <th>SKU</th> <th>Product Name</th> <th>Type</th> </tr> </thead> <tbody> </tbody> </table>	SKU	Product Name	Type	220582	MOBL REPEATER BULL BAR ANTENNA BUNDLE	Accessory	220580	REPEATER YAGI ANTENNA BUNDLE	Accessory	220581	REPEATER PANEL ANTENNA BUNDLE	Accessory	SKU	Product Name	Type
SKU	Product Name	Type														
220582	MOBL REPEATER BULL BAR ANTENNA BUNDLE	Accessory														
220580	REPEATER YAGI ANTENNA BUNDLE	Accessory														
220581	REPEATER PANEL ANTENNA BUNDLE	Accessory														
SKU	Product Name	Type														

Symbol / Icon	Description
	Denotes mandatory fields and must be filled in. A message will pop up “This field is required”
<p>Quicklinks</p> <p>Manage company profile ⓘ</p> <p>Modify mobile features ⓘ</p> <p>SIM replacement ⓘ</p> <p>Change mobile plans ⓘ</p> <p>Transfer mobile numbers ⓘ</p> <p>Return device ⓘ</p> <div style="border: 1px solid black; padding: 2px; width: fit-content; margin-top: 5px;"> Manage my organisation and users who can create orders online. </div>	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 to User 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**.

The screenshot shows the Telstra Order Express (TOX) Home page. At the top left is the 'Order Express' logo. On the right, there is a user profile icon, a notification bell with the number '2', and a 'Logout' link. A large banner at the top center contains an information icon and the text: 'Telstra Order Express is moving from Brightstar to Toll. More information about what this change means to you can be found [here](#)'. Below the banner, the text 'Order Express' is followed by a personalized welcome message: 'Welcome [blurred name]. How can we help you?'. There are three main service tiles: 'New devices and accessories' (with a description and 'Order now >' link), 'New mobile plans' (with a description and 'Order now >' link), and 'My orders' (with a description and 'View orders >' link). Below these is a 'Quicklinks' section with a list of links: 'Manage company profile' (highlighted with a red box), 'Modify mobile features', 'SIM replacement', 'Change mobile plans', 'Transfer mobile numbers', 'Return devices', 'My return orders', 'Order summary', and 'Download reports'.

Step 3

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

Order Express

Home Procurement Dashboard **Manage Organisation** Reports

Organisation

Organisation User Groups Users Billing Accounts

Organisation Details

Customer Name* : [Redacted] Contact Number* : [Redacted]
CIDN* : [Redacted] Order Notification Copied To : [Redacted]
Type one or more email addresses, separated by commas.

Cancel Save

Organisation Addresses

Search Show All Add Address

Address Line 1	Address Line 2	Suburb	State	Post code	Action
[Redacted]	[Redacted]	[Redacted]	NSW	2035	[Action]
[Redacted]	[Redacted]	[Redacted]	QLD	4000	[Action]
[Redacted]	[Redacted]	[Redacted]	VIC	3202	[Action]

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.

Order Express

Home Procurement Dashboard **Manage Organisation** Reports

Organisation

Organisation User Groups Users Billing Accounts

Organisation Details

Customer Name* : [Redacted] Contact Number* : [Redacted]
CIDN* : [Redacted] Order Notification Copied To : [Redacted]
Type one or more email addresses, separated by commas.

Cancel **Save**

Organisation Addresses

Search Show All Add Address

Address Line 1	Address Line 2	Suburb	State	Post code	Action
[Redacted]	[Redacted]	[Redacted]	NSW	2035	[Action]
[Redacted]	[Redacted]	[Redacted]	QLD	4000	[Action]
[Redacted]	[Redacted]	[Redacted]	VIC	3202	[Action]

1 Page 1 of 1

Step 5

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

The screenshot shows the 'Organisation' page in the Order Express system. The page has a navigation bar with 'Home', 'Procurement Dashboard', 'Manage Organisation', and 'Reports'. Below the navigation bar, there are tabs for 'Organisation', 'User Groups', 'Users', and 'Billing Accounts'. The main content area is titled 'Organisation Details' and contains several form fields: 'Customer Name*', 'Contact Number*', 'CIDN*', and 'Order Notification Copied To'. There are 'Cancel' and 'Save' buttons at the bottom of this section. Below the details section is the 'Organisation Addresses' section, which includes a table with columns for 'Address Line 1', 'Address Line 2', 'Suburb', 'State', 'Post code', and 'Action'. The 'Add Address' button is highlighted with a red box.

Step 6

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

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

The screenshot shows the 'Create New Organisation Address' form. The form has several mandatory fields: 'Address Line 1*', 'Suburb*', 'Post code*', 'Address Line 2', and 'State*'. These fields are highlighted with red boxes. There are 'Cancel' and 'Save' buttons at the bottom right. A note at the bottom of the form states: 'Delivery address must be a street address for the business, not 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.

The screenshot shows the 'Organisation' page in the Order Express system, focusing on the 'Organisation Addresses' section. The table has columns for 'Address Line 1', 'Address Line 2', 'Suburb', 'State', 'Post code', and 'Action'. The 'Action' column contains a 'cogs icon' (a gear icon) for each address, which is highlighted with a red box. There are 'Search', 'Show All', and 'Add Address' buttons above the table. The 'Cancel' and 'Save' buttons are also visible at the bottom of the page.

Step 8

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

Organisation

Organisation User Groups Users Billing Accounts

Edit Organisation Address

Address Line 1* : _____ Address Line 2 : _____
Suburb* : _____ State* : _____
Post code* : _____

Delivery address must be a street address for the business, not a PO box address.

Cancel Save

Step 9

Click **User Groups**.

Order Express

Home Procurement Dashboard Manage Organisation Reports

Organisation

Organisation **User Groups** Users Billing Accounts

Organisation Details

Customer Name* : _____ Contact Number* : _____
CIDN* : _____ Order Notification Copied To : _____
Type one or more email addresses, separated by commas.

Cancel Save

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.

Home Procurement Dashboard Manage Organisation Reports

User Groups

Organisation User Groups Users Billing Accounts

Group name : _____ Group Description : _____ Add User Group Search

Search Results [Reset Results](#)

Group Name	Group Description	Action
Premium *	Admin Functions except manage Organization, Available products automatically get mapped to user	⚙️
Admin *	Admin Functions, Available products automatically get mapped to user	⚙️
Standard *	Available products automatically get mapped to user	⚙️

Page 1 of 1

* Default user Group

Step 11

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

The screenshot shows the 'Users' page in the Order Express system. A user named 'Administrator' with the role 'Administrator' is highlighted. Below, the 'My orders' section shows a list of orders with various statuses, including 'Provisioning Pending' and 'Provisioning Completed'. The 'Ordered by' column shows that the administrator user has access to all orders, including those raised by other users like 'Telstra Staff'.

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.

Capabilities	Admin	Premium	Standard	DES User
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

The screenshot shows the 'Users' page in the Order Express system. A user named 'MS M S' with the role 'Standard User' is highlighted. Below, the 'My orders' section shows a message 'No records found' in a red box, indicating that this user has not raised any orders yet.

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:

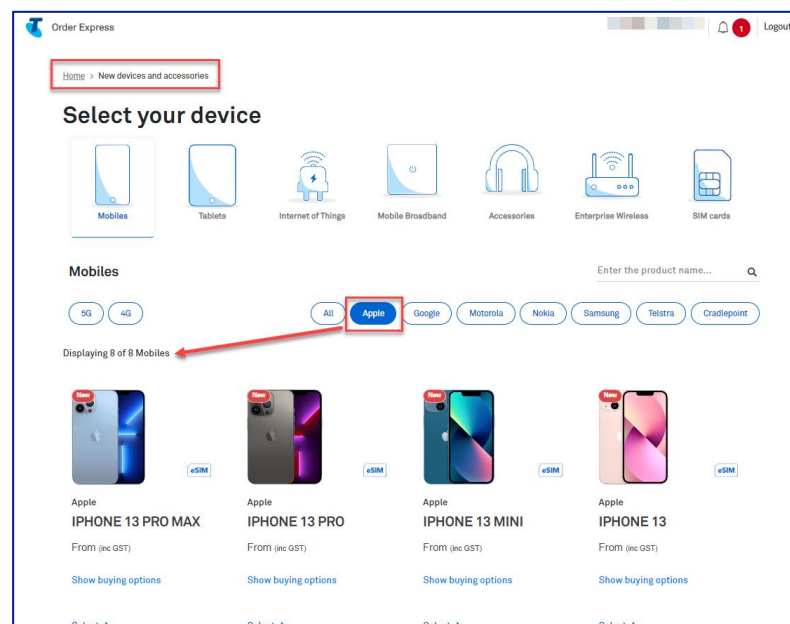
- (*) Default User Groups who get ordering access to all available products automatically.
- Others without *, will only have ordering access to specified products in the catalogue.

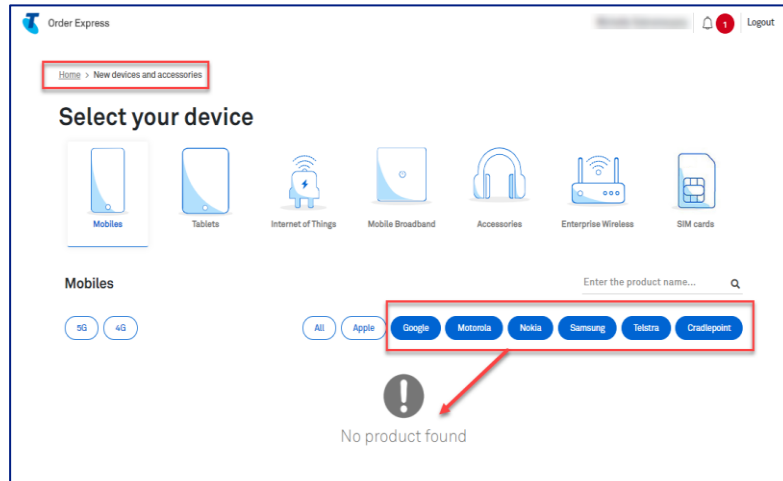
Any new User Group created; their available products / catalogue will be blank – See **step 21** on how to map products for a new User Group

Group Name	Group Description	Action
Admin *	All available products automatically get mapped to user	⚙️
BYOD	BYOD	⚙️
Department of Trade	Department of Trade	⚙️
iPhone Only	iPhone Only	⚙️
Perth Team	Perth Team	⚙️
Premium *	Admin Functions except Manage Organisation. All available products automatically get mapped to user	⚙️
PUK ONLY	PUK ONLY	⚙️
Standard *	Admin Functions. All available products automatically get mapped to user	⚙️
TestGrpp	testing2	⚙️
View Products Only	View Products Only. No Ordering	⚙️

Step 14

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

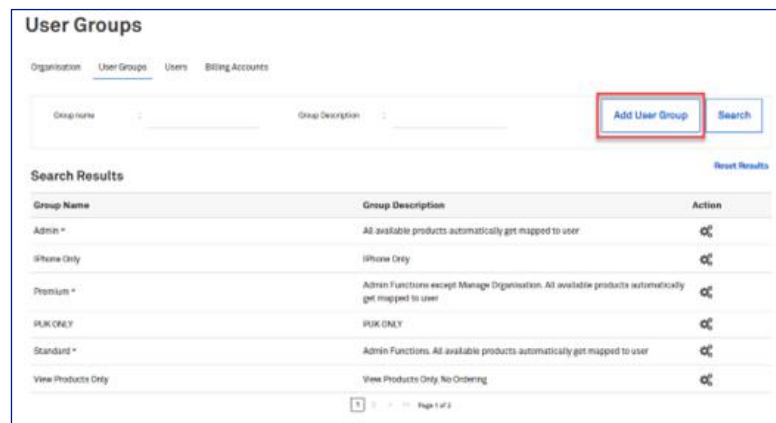




Step 15

Adding User Groups

Click Add User Group

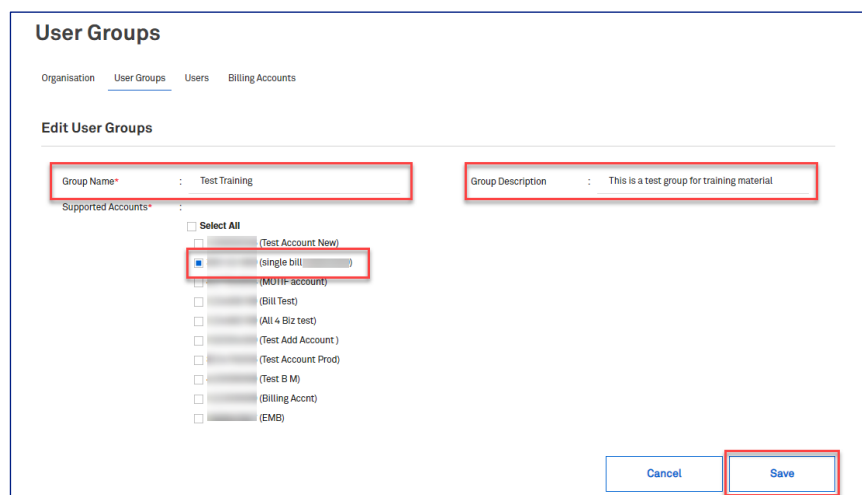


Step 16

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.

The screenshot shows the 'Billing Information' page. At the top, a breadcrumb trail reads: Home > New devices and accessories > Apple iPhone 13 Pro Max > Billing Information. The main heading is 'Billing'. Underneath is the 'User Options' section, which includes the instruction 'Select from existing users or enter new user details by clicking new user'. There are two buttons: 'Use My User Information' (highlighted in blue) and 'Different Users Information'. Below this is a 'Bill to:' section with a dropdown menu for 'Billing Account Number'. The dropdown is open, showing a single option: '- single bill'. A red box highlights this dropdown menu. At the bottom right of the page is an 'Add to Cart' button.

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.

The screenshot shows the 'User Groups' management page. At the top, there are navigation links: Home, Procurement Dashboard, Manage Organisation (highlighted), and Reports. The main heading is 'User Groups'. Below this are tabs for 'Organisation', 'User Groups' (highlighted), 'Users', and 'Billing Accounts'. A green notification banner at the top states 'User group successfully created.'. Below the notification is a form with 'Group name' and 'Group Description' fields, and 'Add User Group' and 'Search' buttons. A 'Reset Results' link is also present. The 'Search Results' section contains a table with the following data:

Group Name	Group Description	Action
Admin *	All available products automatically get mapped to user	⚙️
Premium *	Admin Functions except Manage Organisation. All available products automatically get mapped to user	⚙️
Standard *	Admin Functions. All available products automatically get mapped to user	⚙️
Test Training	This is a test group for training material	⚙️

A red box highlights the 'Test Training' row in the table. At the bottom of the page, there is a footer: '* Default user Group'.

Step 19

Edit User Groups

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

User Groups

Organisation **User Groups** Users Billing Accounts

Group name : Group Description : Add User Group Search

Search Results Reset Results

Group Name	Group Description	Action
Admin *	All available products automatically get mapped to user	
iPhone Only	iPhone Only	
Premium *	Admin Functions except Manage Organisation. All available products automatically get mapped to user	
PUK ONLY	PUK ONLY	
Standard *	Admin Functions. All available products automatically get mapped to user	
Test Training	This is a test group for training material	Edit
TestGrpp	testing2	Map Products Delete

Page 1 of 2

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.

User Groups

Organisation **User Groups** Users Billing Accounts

Add User Groups

Group Name* : Test Training Group Description : This is a test group for training material

Supported Accounts* :

Select All

- (Test Account Prod)
- (Test B M)
- (Test Add Account)
- (MOTIF account)
- (Bill Test)**
- (single bill)
- (Billing Accont)
- (All 4 Biz test)
- (Test Account New)
- (EMB)

Cancel **Save**

Step 21

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

The screenshot shows the 'User Groups' interface. At the top, there are tabs for 'Organisation', 'User Groups', 'Users', and 'Billing Accounts'. Below these is a search bar with fields for 'Group name' and 'Group Description', and buttons for 'Add User Group' and 'Search'. The 'Search Results' section displays a table with columns for 'Group Name', 'Group Description', and 'Action'. The 'Test Training' group is highlighted with a red box, and its 'Action' column contains a 'Map Products' icon, which is also highlighted with a red box and an arrow pointing to it. Other groups listed include Admin *, iPhone Only, Premium *, PUK ONLY, and Standard *.

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.

The screenshot shows the 'Map Products' interface. At the top, there are tabs for 'Organisation', 'User Groups', 'Users', and 'Billing Accounts'. Below these is a search bar and a 'Back' button. The main content area is titled 'User Group Product Mapping: Test Training'. It shows a table with columns for 'Brand', 'Model', 'Internal Memory (GB)', 'Price (\$)', and 'Select All'. The 'Select All' column contains a 'Select All' button and a list of checkboxes. The 'Filter by' section on the left is expanded to show 'Product Types' and 'Brands'. The 'Product Types' section has 'Handsets Outright' selected. The 'Brands' section has 'Apple(23)' selected. A red arrow points from the 'Filter by' section to the 'Select All' button. The table lists 23 Apple iPhone models, including iPhone 11 2020, iPhone 12 5G, iPhone 12 mini, iPhone 12 Pro, iPhone 13, iPhone 13 mini, iPhone 13 Pro, and iPhone 13 Pro Max.

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.

Apple	iPhone SE (3rd Gen) 5G	256	969.00	<input type="checkbox"/>
Apple	iPhone SE (3rd Gen) 5G	64	719.00	<input type="checkbox"/>

1 Page 1 of 1

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

Users

Organisation User Groups **Users** Billing Accounts

Email Address : [Advanced Search +](#) [Upload Users](#)

Search Results

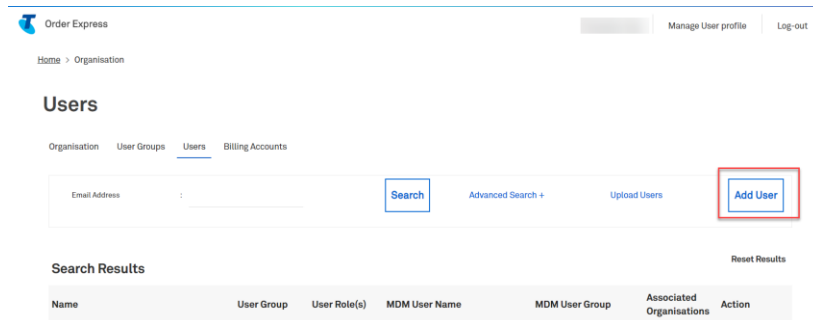
Name	User Group	User Role(s)	Associated Organisations	Action
KS	ADMIN	Primary Administrator ● Active	Multiple	
JK	TEST TRAINING	Administrator ● Active		
UI	STANDARD	Standard User ● New		
HN	STANDARD	Standard User ● Expired		
PU	PREMIUM	Premium User ● Active		
PU	PREMIUM	Premium User ● Active		
FO	TESTGRPP	Premium User ● Expired		
DS	ADMIN	Administrator ● Active		
TT	ADMIN	Administrator ● Expired		
TT	ADMIN	Administrator ● Active		

<< < 1 2 3 4 >> Page 2 of 4

Step 25

Add Users

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

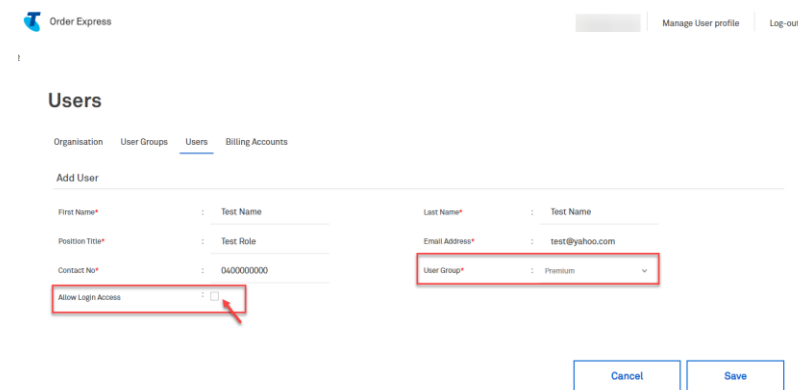


The screenshot shows the 'Users' page in the Order Express system. The page has a header with 'Order Express' and 'Manage User profile | Log-out'. Below the header, there are navigation tabs: 'Organisation', 'User Groups', 'Users', and 'Billing Accounts'. The 'Users' tab is selected. Below the tabs, there is a search bar with 'Email Address' and a 'Search' button. To the right of the search bar are 'Advanced Search +', 'Upload Users', and a red-bordered 'Add User' button. Below the search bar, there is a 'Search Results' section with a table header: 'Name', 'User Group', 'User Role(s)', 'MDM User Name', 'MDM User Group', 'Associated Organisations', and 'Action'. A 'Reset Results' link is also present.

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.



The screenshot shows the 'Add User' form in the Order Express system. The form has a header with 'Order Express' and 'Manage User profile | Log-out'. Below the header, there are navigation tabs: 'Organisation', 'User Groups', 'Users', and 'Billing Accounts'. The 'Users' tab is selected. Below the tabs, there is an 'Add User' section. The form fields are: 'First Name*' (Test Name), 'Last Name*' (Test Name), 'Position Title*' (Test Role), 'Email Address*' (test@yahoo.com), 'Contact No*' (0400000000), and 'User Group*' (Premium). The 'Allow Login Access' checkbox is checked and highlighted with a red box. Below the form, there are 'Cancel' and 'Save' buttons.

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.

Order Express

Manage User profile | Log-out

Users

Organisation | User Groups | **Users** | Billing Accounts

Add User

First Name* : Test Name | Last Name* : Test Name

Position Title* : Test Role | Email Address* : test@yahoo.com

Contact No* : 0400000000 | User Group* : Premium

Allow Login Access :

User Requires Approval :

Cancel | Save

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

Manage User profile | Log-out

Users

Organisation | User Groups | **Users** | Billing Accounts

Add User

First Name* : Test Name | Last Name* : Test Name

Position Title* : Test Role | Email Address* : test@yahoo.com

Contact No* : 0400000000 | User Group* : Test Training

User Role : Standard
 Admin
 Premium
 Premium without ordering

Cancel | Save

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 to User 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.

The screenshot shows the 'Add User' form in the Order Express system. The form is titled 'Users' and has tabs for 'Organisation', 'User Groups', 'Users', and 'Billing Accounts'. The 'Add User' section contains the following fields:

- First Name*: Test Name
- Last Name*: Test Name
- Position Title*: Test Role
- Email Address*: test@yahoo.com
- Contact No*: 0400000000
- User Group*: Test Training
- User Role:
 - Standard
 - Admin
 - Premium
 - Premium without ordering

At the bottom right, there are two buttons: 'Cancel' and 'Save'. The 'Save' button is highlighted with a red box.

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)

Users

Organisation User Groups Users Billing Accounts

Email Address : _____ Search Advanced Search + Upload Users Add User

Search Results Reset Results

Name	User Group	User Role(s)	Associated Organisations	Action
HT	ADMIN	Administrator Active		⚙️
DO	ADMIN	Administrator Active		⚙️
TT	STANDARD	Standard User Active		⚙️
TT	IPHONE ONLY	Standard User Expired		Edit Deactivate Send Forgot Password Email Delete
SD	STANDARD	Standard User Expired		⚙️
RW	STANDARD	Standard User Expired		⚙️
KR	STANDARD	Standard User Expired		⚙️
DS	STANDARD	Standard User Expired		⚙️
AT	ADMIN	Administrator Active		⚙️
GS	ADMIN	Administrator Active		⚙️

Page 1 of 4

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.

Users

Organisation User Groups Users Billing Accounts

Edit User

First Name * : Test Last Name * : QA

Position Title * : Test Email Address * : toll5@hemnetteqa.com

Contact No * : 0422331233 User Group * : Standard

Allow Login Access :

User Requires Approval :

Cancel Save

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**

The screenshot shows the 'Users' management interface. The 'Edit User' form is displayed with the following details:

- First Name:** M
- Last Name:** Sc
- Position Title:** Training
- Contact No:** 04
- Email Address:** @yahoo.com
- User Group:** Test Training
- User Role:** Standard (selected), Admin, Premium, Premium without ordering

Buttons for 'Cancel' and 'Save' are visible at the bottom right of the form.

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 to User 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.

Users

Organisation User Groups Users Billing Accounts

Edit User

First Name * : M
Last Name * : S
Position Title * : Training
Contact No * : 0
Email Address * : @yahoo.com
User Group * : Test Training

User Role

- Standard
- Admin
- Premium
- Premium without ordering

Cancel Save

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.

Billing Accounts

Organisation User Groups Users Billing Accounts

Account No : Account Name : Search

Reset Results

Search Results

Billing Account No	Billing Account Name	Status	Action
		Active	
		Active	
		Active	
		Active	
		Active	
		Active	
43	Satellite Account	Active	
92	5G Account	Active	
		Active	
		Active	

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.

Billing Accounts

Organisation User Groups Users Billing Accounts

Account No : Account Name :

Reset Results

Search Results

Billing Account No	Billing Account Name	Status	Action
734		Active	
759		Active	
781		Active	
721		Active	
728		Active	
727	EMB	Active	
743	Satellite Account	Active	<input type="button" value="Edit"/>
792	5G Account	Active	
794		Active	
705		Active	

Page 1 of 2

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.

Billing Accounts

Organisation User Groups Users Billing Accounts

Edit Billing Account

Billing Account No* : 743 Billing Account Name* : Satellite Account

Account Type* : Billing Only

Supported Groups : Select All

- Admin
- iPhone Only
- Premium
- Standard
- Test Training

Supported Product Types : Select All

- Mobile
- Tablet
- Broadband
- Mobile device on a plan
- Tablet device on a plan
- Broadband device on a plan
- Rate plan
- Accessory
- Apps & Services
- Internet of Things
- Telstra mobile workspace
- Lease

Step 39

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

Billing Accounts

Organisation User Groups Users Billing Accounts

Edit Billing Account

Billing Account No* : [redacted] 43

Billing Account Name* : Satellite Account

Account Type* : Billing Only

Supported Groups : Select All
 Admin
 iPhone Only
 Premium
 Standard
 Test Training

Supported Product Types : Select All
 Mobile
 Tablet
 Broadband
 Mobile device on a plan
 Tablet device on a plan
 Broadband device on a plan
 Rate plan
 Accessory
 Apps & Services
 Internet of Things
 Telstra mobile workspace
 Lease

Cancel Save

Step 40

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

Order Express

Cart: 1 Logout

Make the switch. 5G is now.

Save \$120 on the latest 5G Samsung devices

Terms & Conditions: Offer valid until 31st August 2023, on Samsung Galaxy S21 FE 5G, Samsung Galaxy A53 5G, and Samsung Galaxy A33 5G (Enterprise Edition SKUs only). Offer may be withdrawn earlier or extended.

Order Express

Welcome [redacted]. How can we help you?

New devices and accessories
Get the latest smartphones, tablets, mobile broadband and internet devices on a plan or buy outright.
Order now >

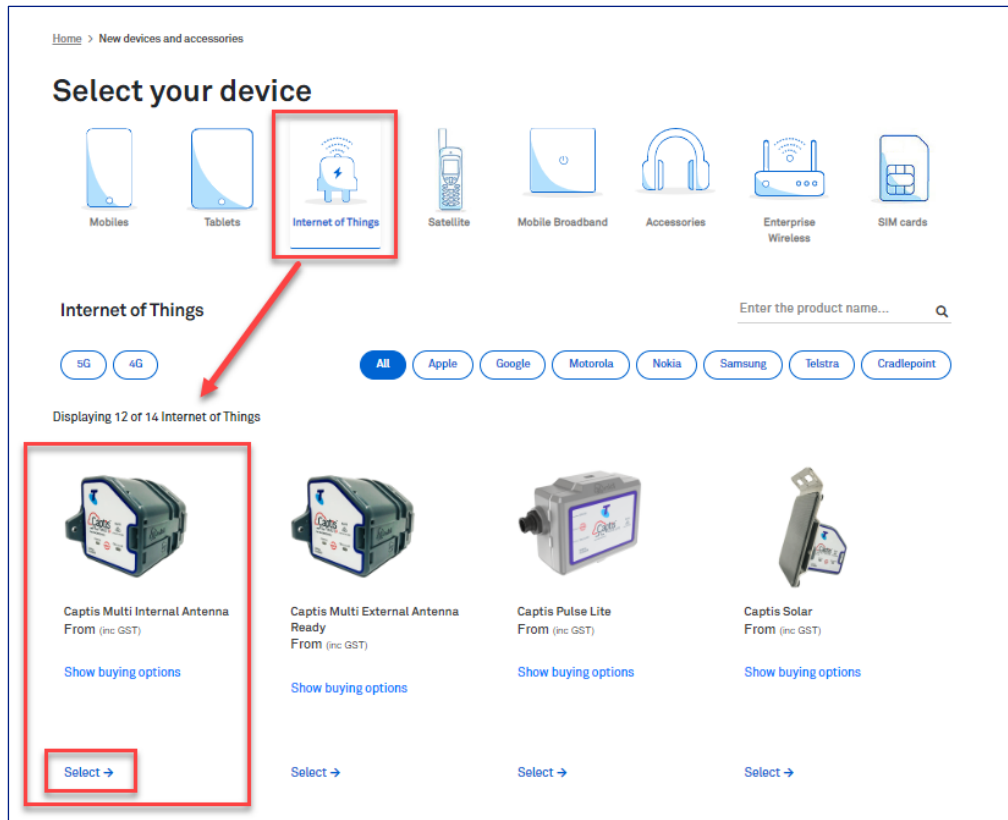
New mobile plans
Choose from a range of plans for your smartphones, tablets and mobile broadband devices. You can also bring your own devices.
Order now >

My orders
Track the status and delivery of your order and access your proof of purchase.
View orders >

Step 41

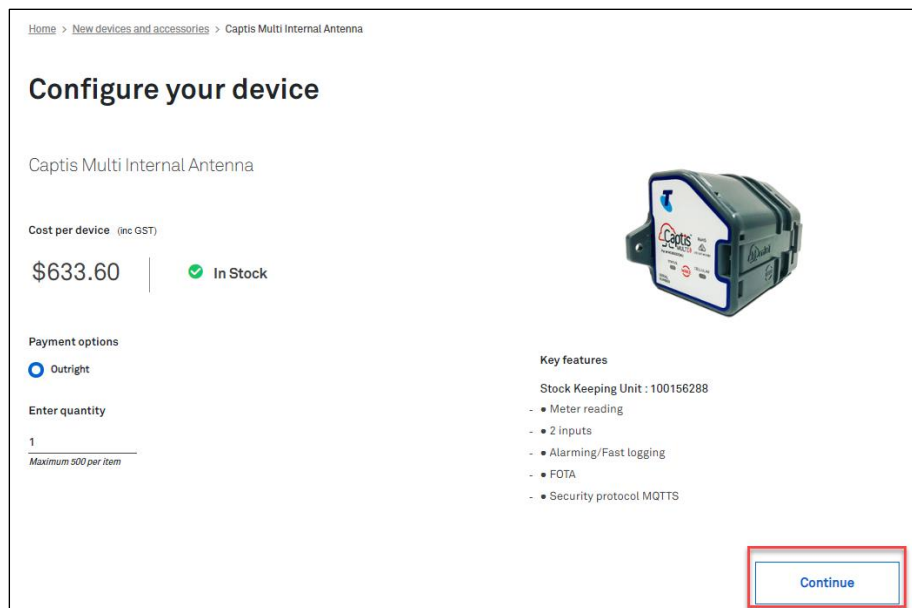
Select **Internet of Things** as device category (Product Type).

Choose **Captis Multi Internal Antenna** item.



Step 42

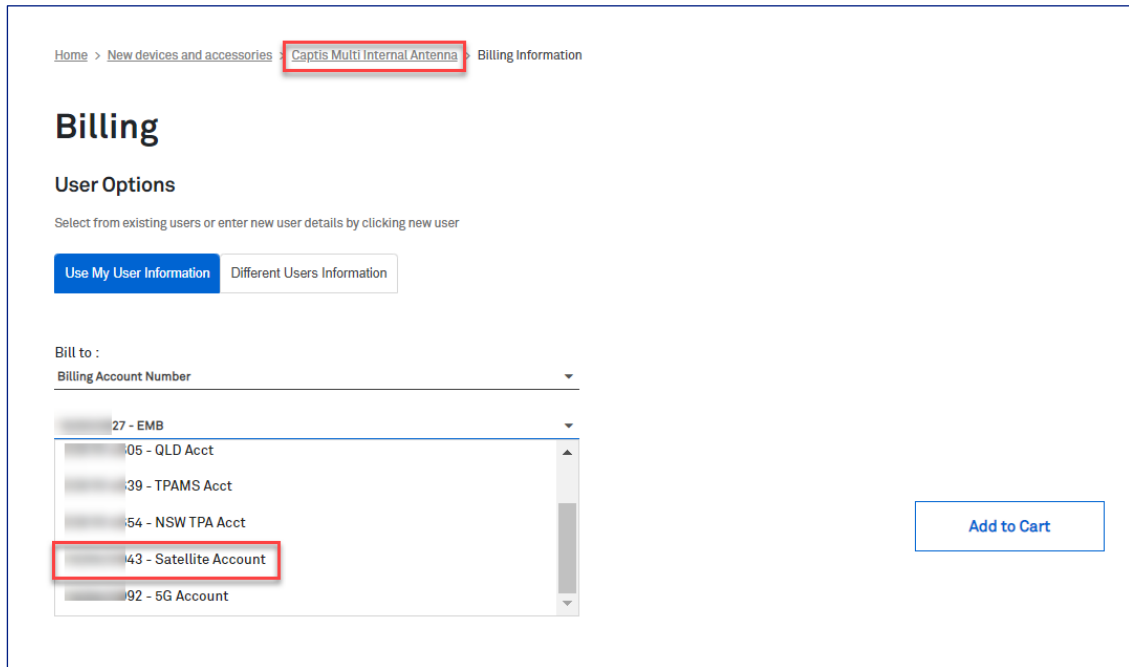
Click **Continue**.



Step 43

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

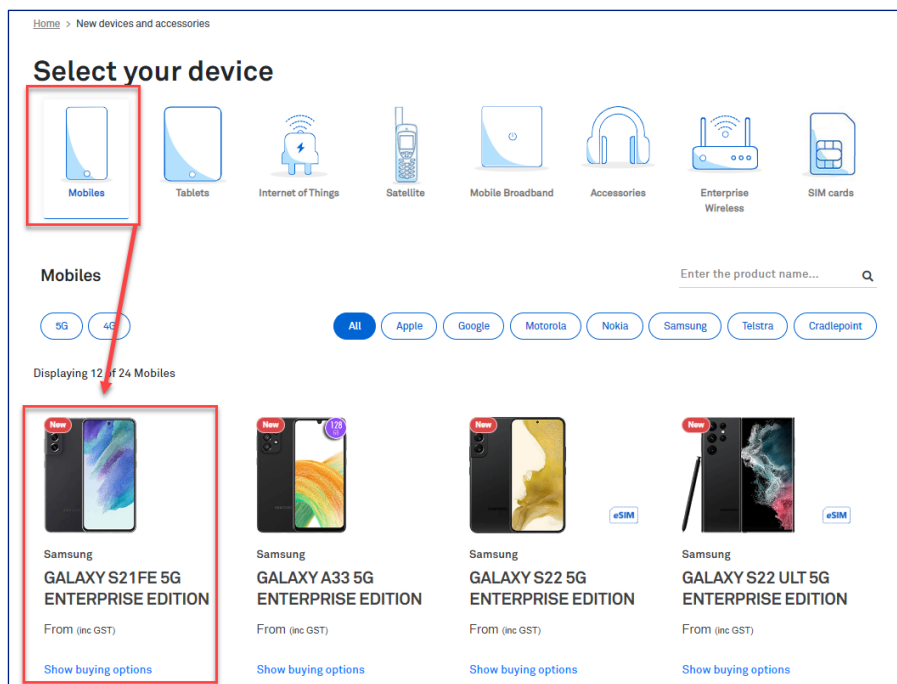
Note: All items/devices under **Internet of Things** can be billed to **Satellite Account** as stated/configured in step 32.



Step 44

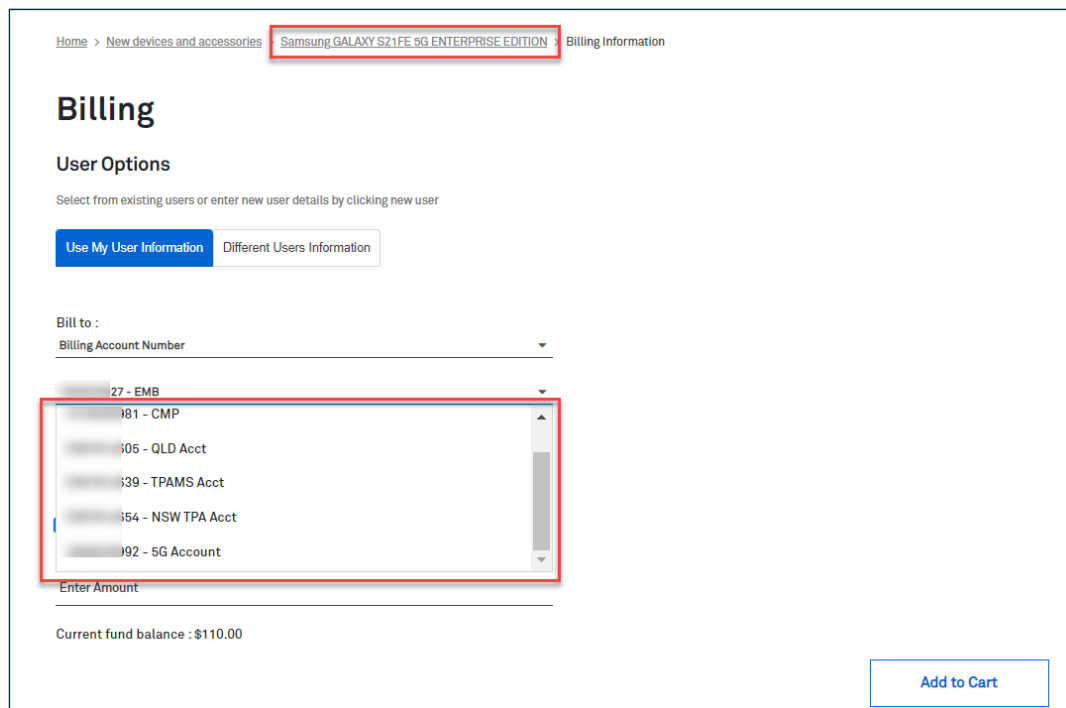
In the event the items/devices you are trying to order is **not** under **Internet of Things** product type, the **Satellite Account** will not appear in the list of billing account options.

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.



Home > New devices and accessories > Samsung GALAXY S21FE 5G ENTERPRISE EDITION > Billing Information

Billing

User Options

Select from existing users or enter new user details by clicking new user

[Use My User Information](#) [Different Users Information](#)

Bill to :
Billing Account Number

27 - EMB

- 81 - CMP
- 05 - QLD Acct
- 39 - TPAMS Acct
- 54 - NSW TPA Acct
- 92 - 5G Account

Enter Amount

Current fund balance : \$110.00

[Add to Cart](#)

4

Modify Mobile Features

Business Rules

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

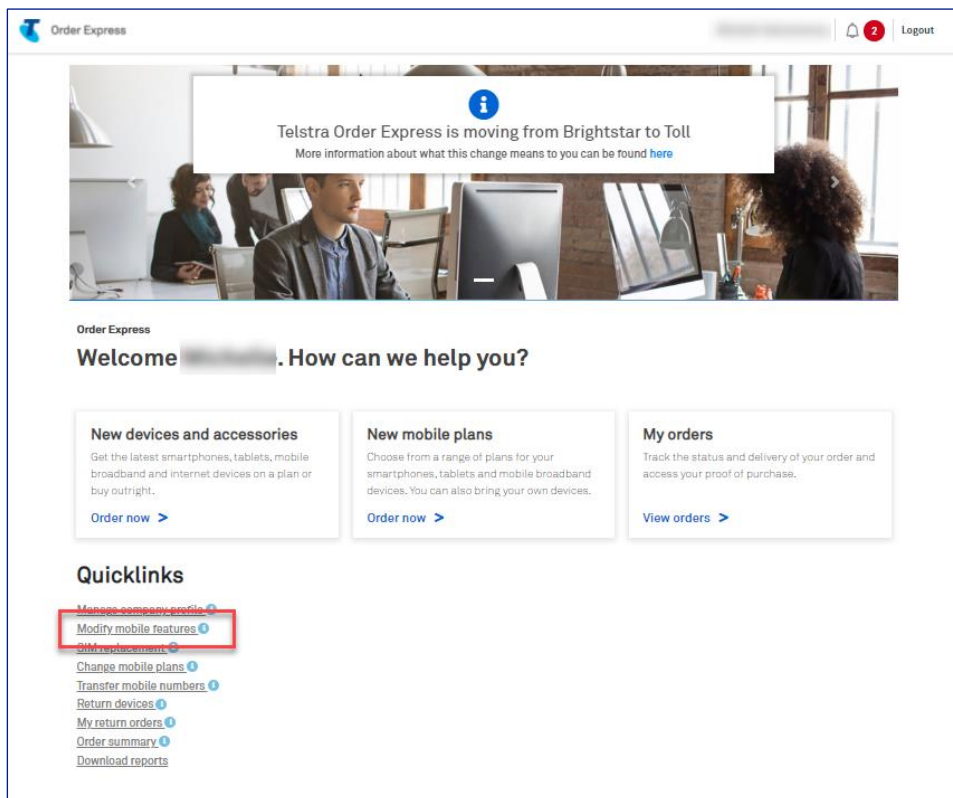
Step 1

Log in to the TOX Customer Portal.

Step 2

Select **Modify mobile features**.

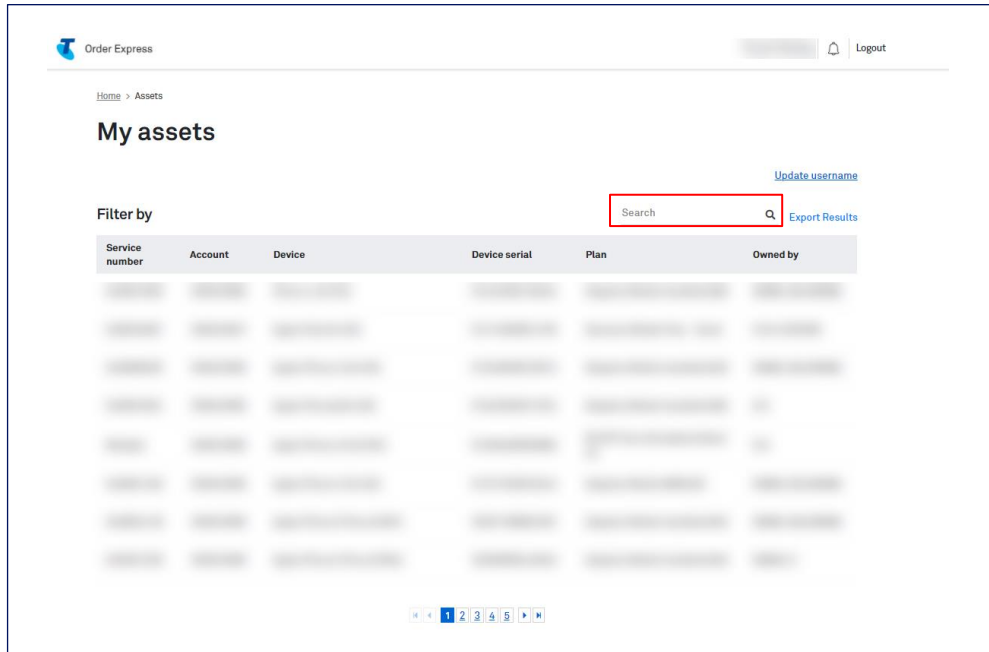
This feature is limited to selected customers and allows changes to existing mobile numbers including barring features like roaming, adding value added services like Message Bank and changing the name of the person that appears on the bill for a mobile number.



Step 3

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

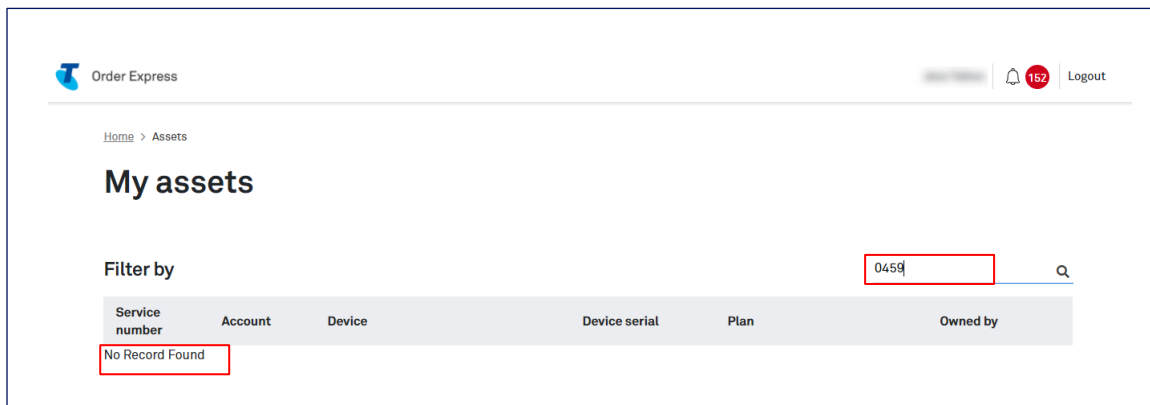
1. Service number
2. Device Serial (IMEI)



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.

Order Express

Home > Assets

My assets

Filter by

Service number	Account	Device	Device serial	Plan	Owned by
8283	3992	Apple iPhone 5 (A1429)	[redacted]	Adaptive Mobile Handheld \$55	[redacted]

1

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

Home > Assets > [redacted]

Asset details

Apple iPad (A1430)

Owned by: [redacted]

Device information

IMEI / Serial : [redacted]
Last updated date : 26/11/2020 04:08:45

Service details

Service number : [redacted]
Account number : [redacted]
SIM serial number : [redacted]
IMSI : [redacted]
Plan : Business Mobile Plan - Small
Plan Effective From : 15/05/2020 00:00:00
PUK : [redacted]

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

PUK : 68639185

Select value added services

Barring

- Bar Internet
- Bar caller ID display
- Bar MMS
- Bar Roaming
- Bar international calling
- Bar all voice calls
- Bar incoming SMS
- Bar outgoing SMS

Add-ons (optional)

Add	Name	Description	Monthly fee
Messagebank			
<input checked="" type="checkbox"/>	Voice2Text	Voice2Text	\$10.00 per month
<input type="checkbox"/>	MessageBank Plus (iOS Only)	MessageBank Plus (iOS Only)	\$0.00 per month
International Calling			
<input checked="" type="checkbox"/>	International calling and SMS to all countries	International calling and SMS to all countries	\$15.00 per month
<input type="checkbox"/>	International calling and SMS to specific countries	International calling and SMS to specific countries	\$10.00 per month
Other			
<input checked="" type="checkbox"/>	OneNumber	OneNumber	\$5.00 per month
<input type="checkbox"/>	Speed Accelerator Essential	Speed Accelerator Essential	\$25.00 per month

[Back](#) [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)

Select value added services

Barring

- Bar Internet
- Bar caller ID display
- Bar MMS
- Bar Roaming
- Bar international calling

Add-ons (optional)

Add	Name	Description	Monthly fee
Messagebank			
<input checked="" type="checkbox"/>	Voice2Text	Voice2Text	\$10.00 per month
<input type="checkbox"/>	MessageBank Plus (iOS Only)	MessageBank Plus (iOS Only)	\$0.00 per month
International Calling			
<input checked="" type="checkbox"/>	International calling and SMS to all countries	International calling and SMS to all countries	\$15.00 per month
<input type="checkbox"/>	International calling and SMS to specific countries	International calling and SMS to specific countries	\$10.00 per month
Other			
<input checked="" type="checkbox"/>	OneNumber	OneNumber	\$5.00 per month
<input type="checkbox"/>	Speed Accelerator Essential	Speed Accelerator Essential	\$25.00 per month

Update value added services

Are you sure you want to update value added services?

[Yes](#) [No](#)

Step 8

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

Home > Assets > [redacted]

Asset details

Apple iPad (A1430)

Owned by : [redacted]

Device information

IMEI / Serial : [redacted]
Last updated date : 26/11/2020 04:08:45

Service details

Service number : [redacted]
Account number : [redacted]
SIM serial number : [redacted]
IMSI : [redacted]
Plan : Business Mobile Plan - Small
Plan Effective From : 15/05/2020 00:00:00
PUK : [redacted]

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.

Home > Assets > 013346006278016

Asset details

Apple iPad (A1430)

Update username

Account number : [redacted]
Mobile number : [redacted]
Existing username : [redacted]

New username : Title First name* Last name*
Mr Test Test

Print on bill* : Yes No

Cancel Update username

Step 10

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

Order Express

Home > Assets

My assets

Update username

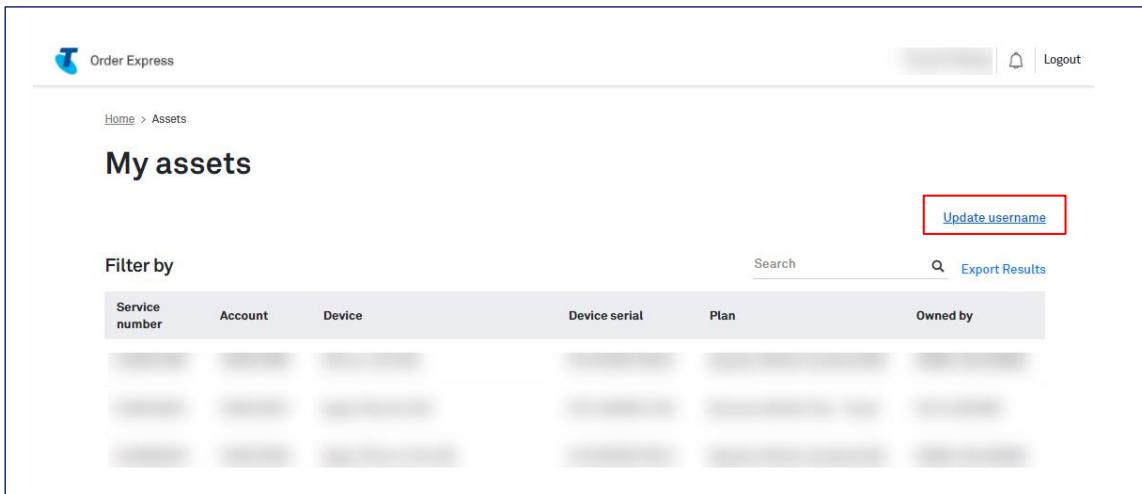
Filter by

Search Export Results

Service number	Account	Device	Device serial	Plan	Owned by
----------------	---------	--------	---------------	------	----------

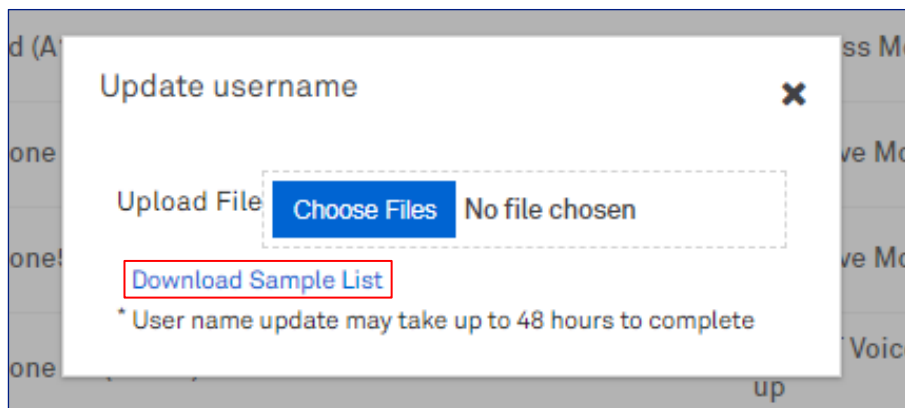
Step 11

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



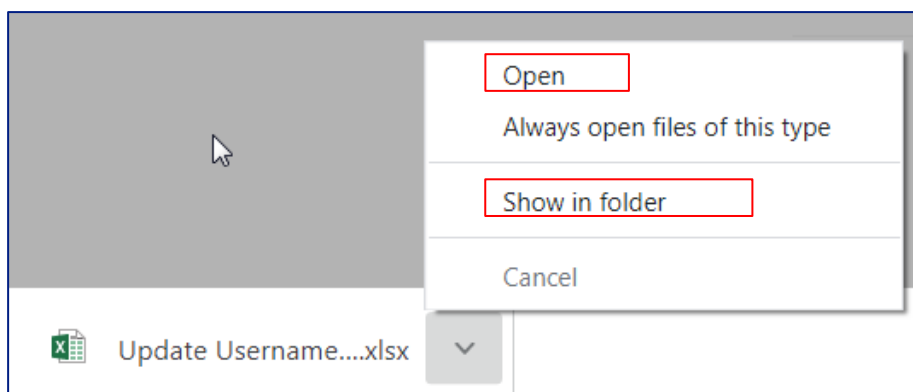
Step 12

Click **Download Sample List**.



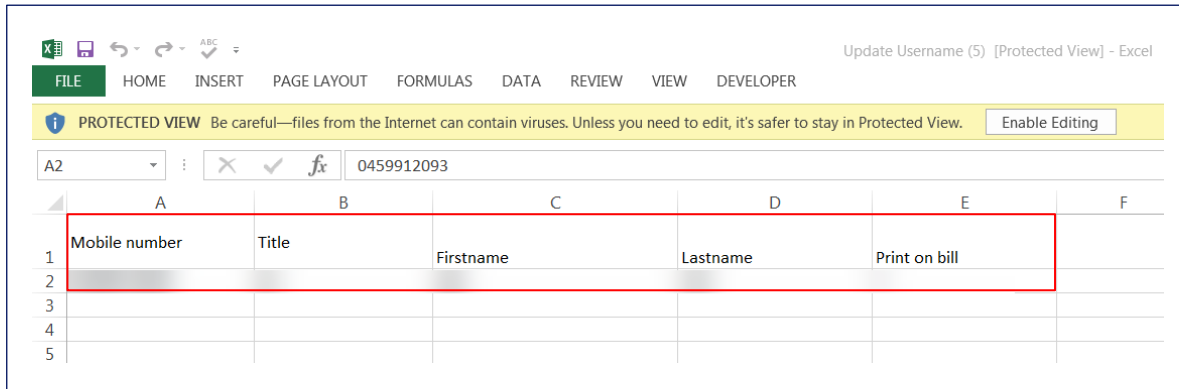
Step 13

Select **Open/ Show in folder**.



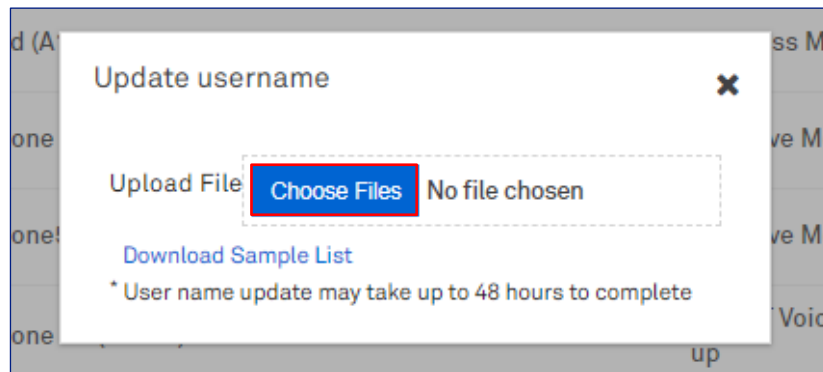
Step 14

Complete the form with new user's details



Step 15

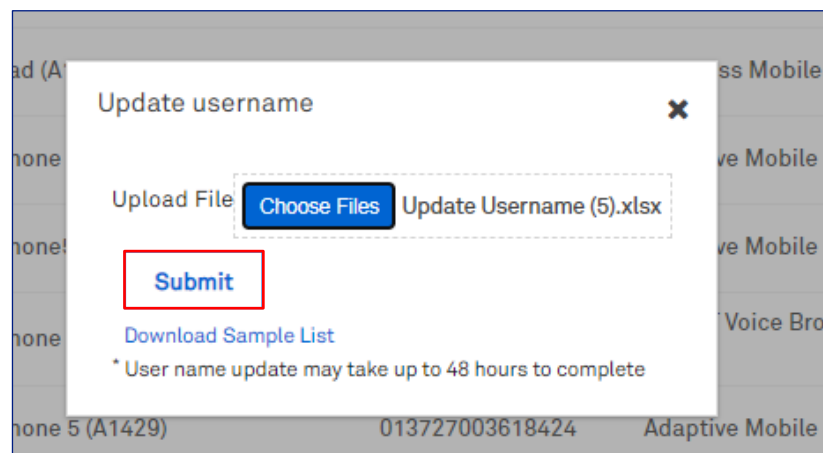
Click **Choose Files** and upload the completed sample file.



Step 16

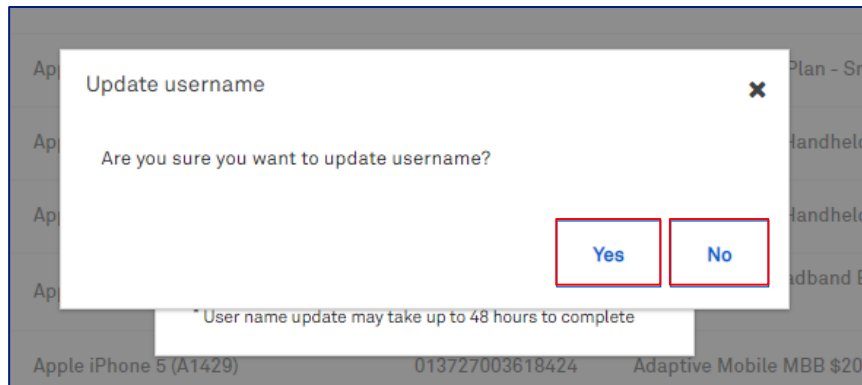
Click **Submit**.

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



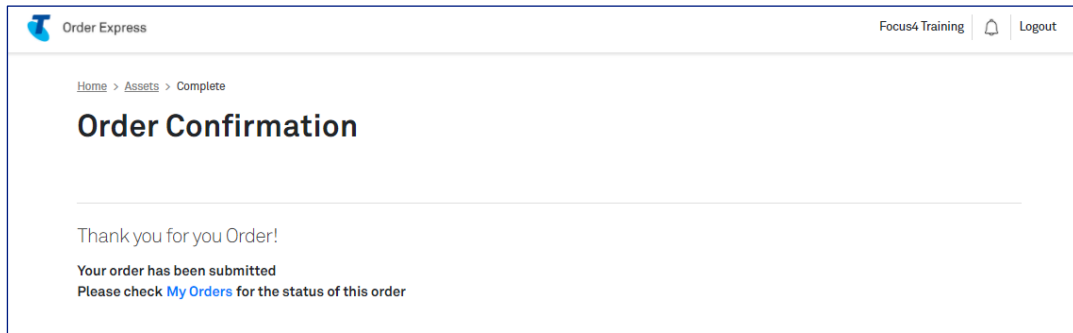
Step 17

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



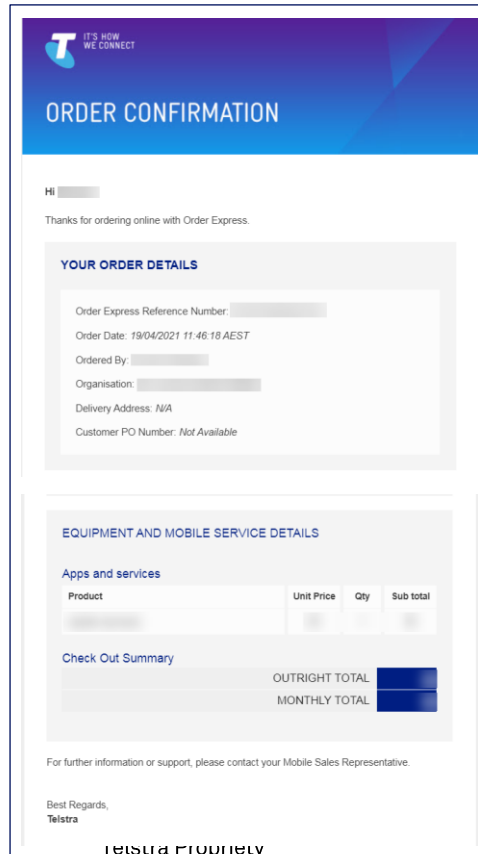
Step 18

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 Administrator. 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 Administrator. (Cancellation not applicable)

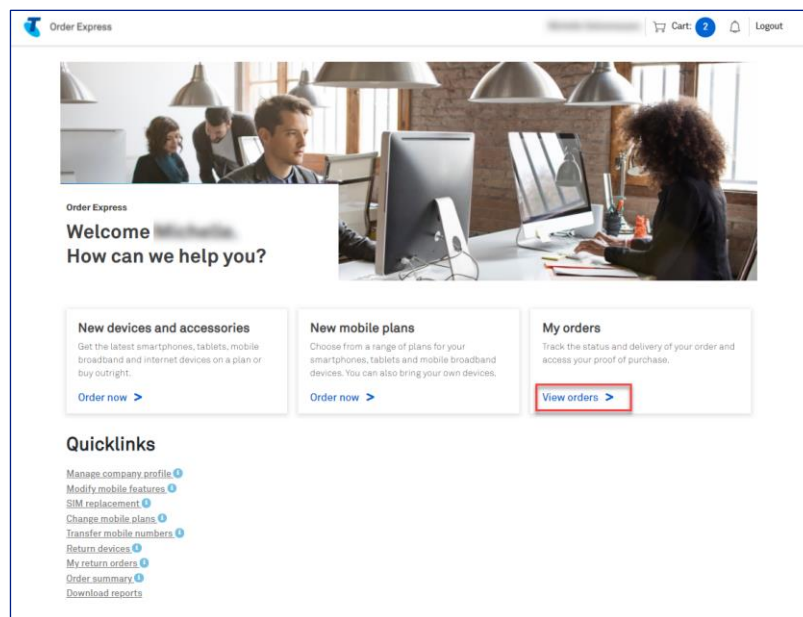
Content

Step 1

Log in to the TOX Customer Portal.

Step 2

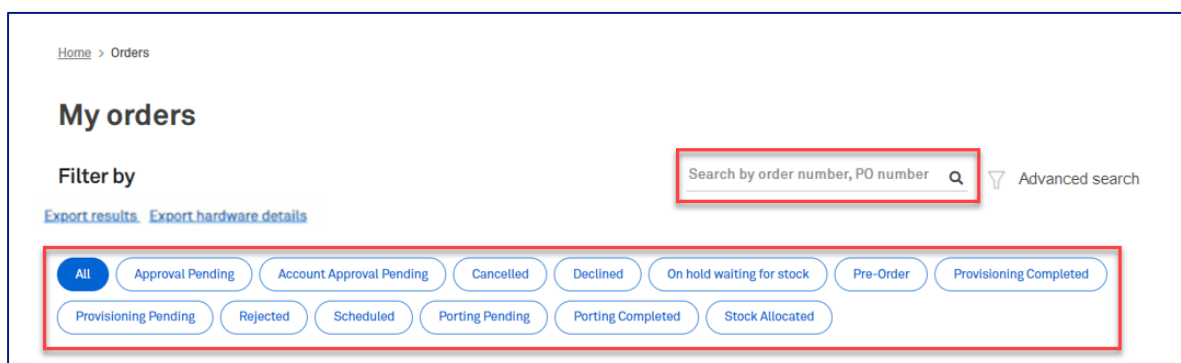
Click **My Orders**



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**.

My orders

Filter by Search by order number, PO number

[Export results](#) [Export hardware details](#)

All Orders Imei Sim Serial

Ordered by Ordered Date From date To date

-- Select account--

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.

✓ Report download in progress

My orders

Filter by Search

[Export results](#) [Export hardware details](#)

Order number	PO number	Order date	Order total	Ordered by	Order status
123456789	123456789	2024-12-09 10:00:00	\$0	John Doe	Provisioning Completed
123456789	123456789	2024-12-09 10:00:00	\$0	John Doe	Provisioning Completed
123456789	123456789	2024-12-09 10:00:00	\$0	John Doe	Provisioning Completed
123456789	123456789	2024-12-09 10:00:00	\$0	John Doe	Provisioning Completed
123456789	123456789	2024-12-09 10:00:00	\$0	John Doe	Provisioning Completed
123456789	123456789	2024-12-09 10:00:00	\$0	John Doe	Provisioning Completed
123456789	123456789	2024-12-09 10:00:00	\$0	John Doe	Provisioning Completed
123456789	123456789	2024-12-09 10:00:00	\$0	John Doe	Provisioning Completed

Step 6

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

The screenshot shows the 'My orders' page with a table of orders. The table has columns for Order number, PO number, Order date, Order total, Ordered by, and Order status. Below the table, a download link for 'Order_Detail_Repor...xls' is highlighted with a red box.

Order number	PO number	Order date	Order total	Ordered by	Order status
		16/08/2021 22:38:18	\$0		Provisioning Completed
		11/08/2021 16:26:24	\$0		Provisioning Completed
		02/08/2021 13:36:59	\$849		Provisioning Completed
		02/08/2021 13:26:14	\$1576		Order Not Processed

Order_Detail_Repor...xls

Step 7

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

The screenshot shows the 'My orders' page with the 'Provisioning Pending' filter selected. The table below shows several orders with the status 'Provisioning Pending'. One row in the table is highlighted with a red box.

Order number	PO number	Order date	Order total	Ordered by	Order status
		05/03/2021 00:19:52	\$55		Provisioning Pending
		27/02/2021 22:09:08	\$55		Provisioning Pending
		27/02/2021 22:00:47	\$55		Provisioning Pending
		26/02/2021 02:11:44	\$55		Provisioning Pending
		01/02/2021 14:58:19	\$0		Provisioning Pending
		01/02/2021 12:33:07	\$0		Provisioning Pending
		01/02/2021 10:16:44	\$0		Provisioning Pending

Step 8

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

The screenshot shows the 'Order details' screen. At the top, the title 'Order details' is highlighted with a red box. Below it is a table with columns: Company name, CIDN, Provisioning status, Delivery status, and PO number. The Provisioning status is 'Provisioning Pending' and the Delivery status is 'DELIVERY_FAILURE'. Below this table are two tabs: 'Order information' and 'Asset information', with the 'Asset information' tab highlighted by a red box. Under the 'Asset information' tab, there is a table with columns: Delivery address, Ordered by, Date ordered, and Tracking number. The Date ordered is '07/07/2021 07:31:52'. Below this is a section for 'Outright purchases' with a table listing items:

Item description	Unit price	Quantity	Sub total
Apple iPhone 11 2020 64 GB BLACK Account number: [REDACTED]	\$999	1	\$999
CAT S42 RUGGEDISED BLACK Account number: [REDACTED]	\$432	1	\$432
WATCH S6 CEL 40MM BLUE W DEEP NAVY SP BND Account number: [REDACTED]	\$749	1	\$749
Total outright			\$2,180

Step 9

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

This screenshot shows the 'Order details' screen with the 'Asset information' tab selected. A red box highlights a table with columns: User name, Mobile number, Serial number, PUK code, and Status. The table lists three devices:

User name	Mobile number	Serial number	PUK code	Status
Apple iPhone 11 2020 64 GB BLACK [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Active
CAT S42 RUGGEDISED BLACK [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Active
WATCH S6 CEL 40MM BLUE W DEEP NAVY SP BND [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Active

Below the table is a 'Back' button.

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**

Order Express

Home > Orders > [Order ID]

Order details [Order ID]

Company name	CIDN	Provisioning status	Delivery status	PO number
[Redacted]	[Redacted]	Provisioning Completed	Delivery Pending	[Redacted]

Order information | Asset information | **Monthly billing information**

Delivery address	Ordered by	Date ordered	Tracking number
[Redacted]	[Redacted]	[Redacted]	[Redacted]

Next payment due date : 01/05/2021
Due amount : \$59.54

Date posted	Billing account	Payment description	Amount	Status
01/04/2021	[Redacted]	Adaptive Repayment Option Monthly Charge	\$59.54	Payment Completed

[Back](#) [Download equipment and service details](#)

Step 11

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

Order details [Order ID]

Company name	CIDN	Provisioning status	Delivery status	PO number
[Redacted]	[Redacted]	Provisioning Completed	Delivery Pending	[Redacted]

Order information | Asset information | Monthly billing information

Delivery address	Ordered by	Date ordered	Tracking number
[Redacted]	[Redacted]	[Redacted]	[Redacted]

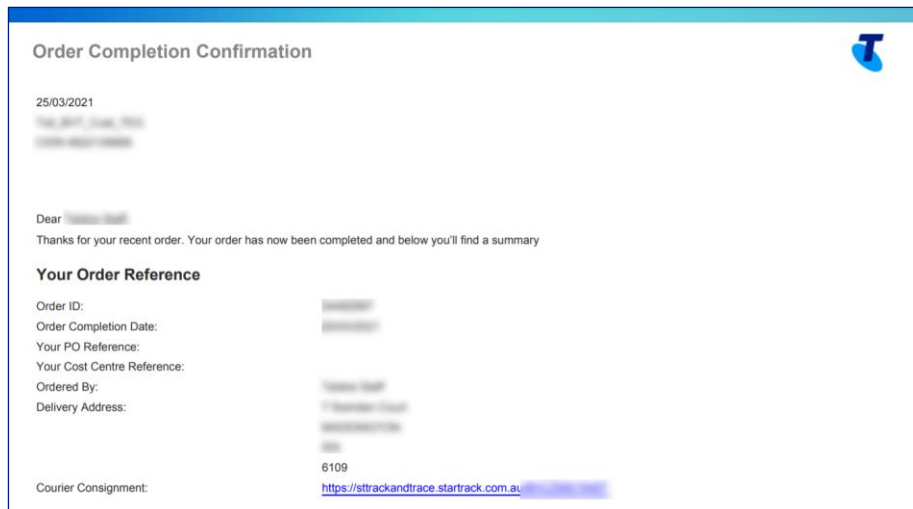
Next payment due date : 01/05/2021
Due amount : \$59.54

Date posted	Billing account	Payment description	Amount	Status
01/04/2021	[Redacted]	Adaptive Repayment Option Monthly Charge	\$59.54	Payment Completed

[Back](#) [Download equipment and service details](#)

Step 12

Order completion confirmation will download.



Step 13

How to Track your order

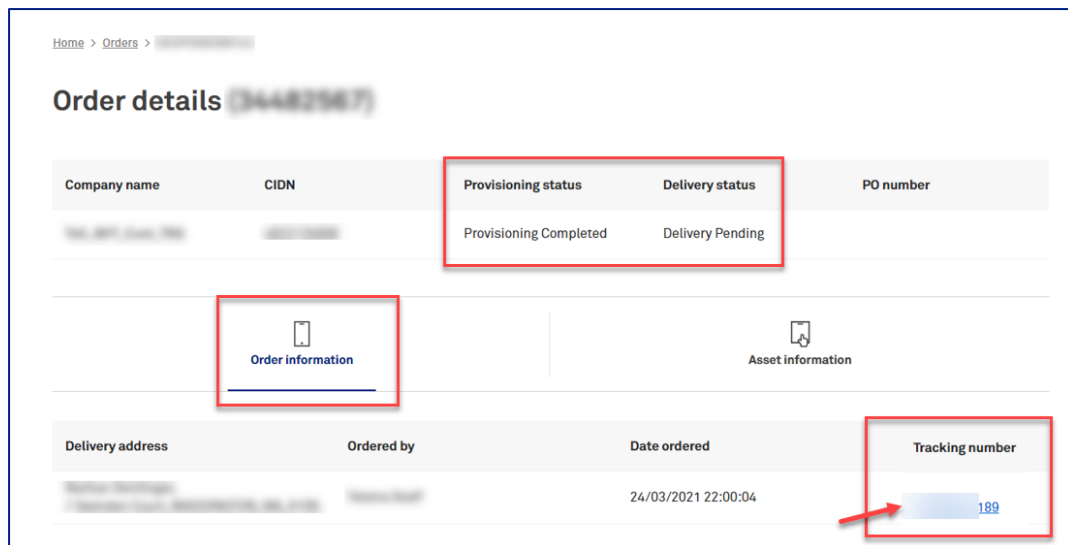
Once the order status is **Provisioning Completed / Delivery Pending** TOX will display the Tracking number.

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.

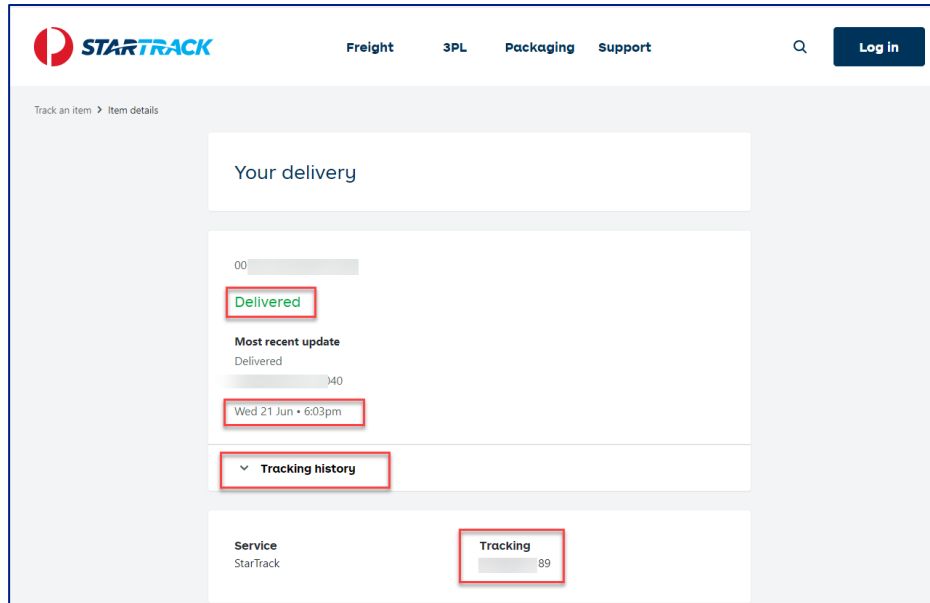
If your **tracking number begins with '8H'** please go to [step 16](#).

Note: You will need the Tracking Number for step 16.



Step 14

You will see the delivery details as highlighted in the screenshot



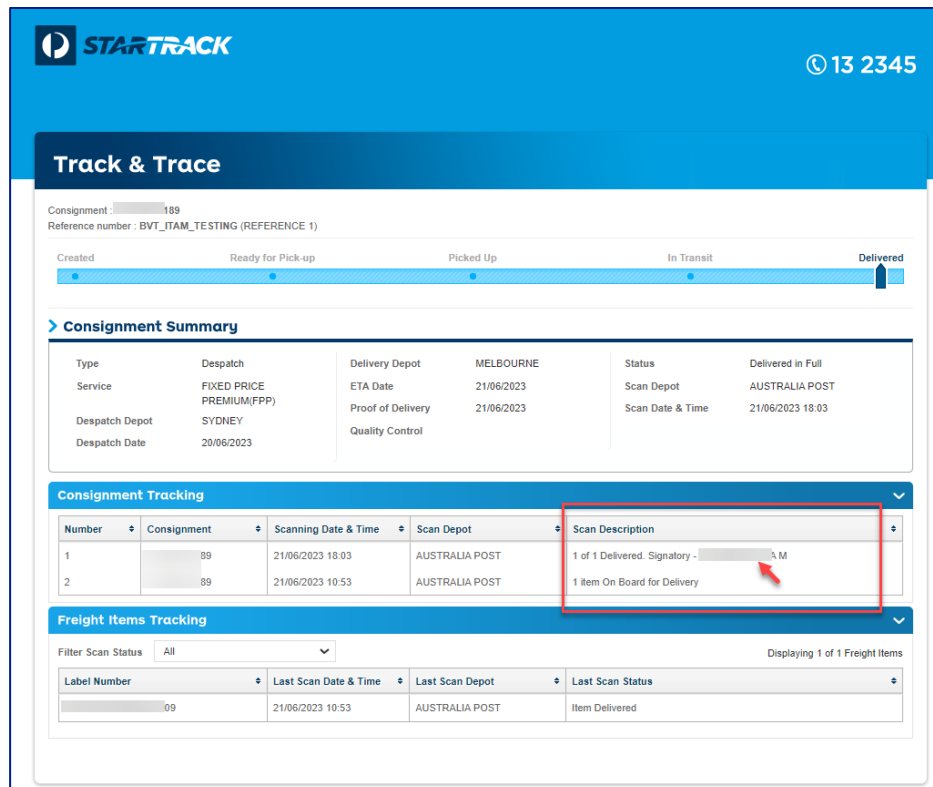
Step 15

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

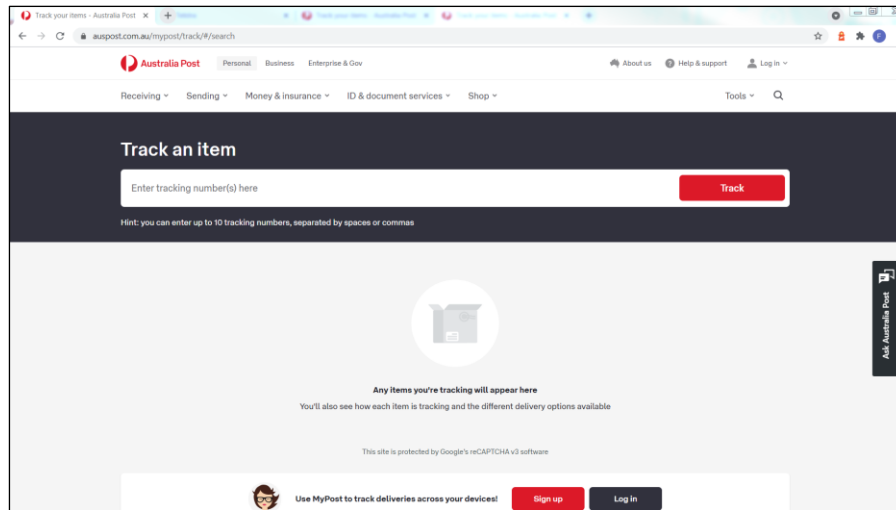
Example: [https://msto.startrack.com.au/track-trace/?id= ABCDxxxxxxxx](https://msto.startrack.com.au/track-trace/?id=ABCDxxxxxxxx)



Step 16

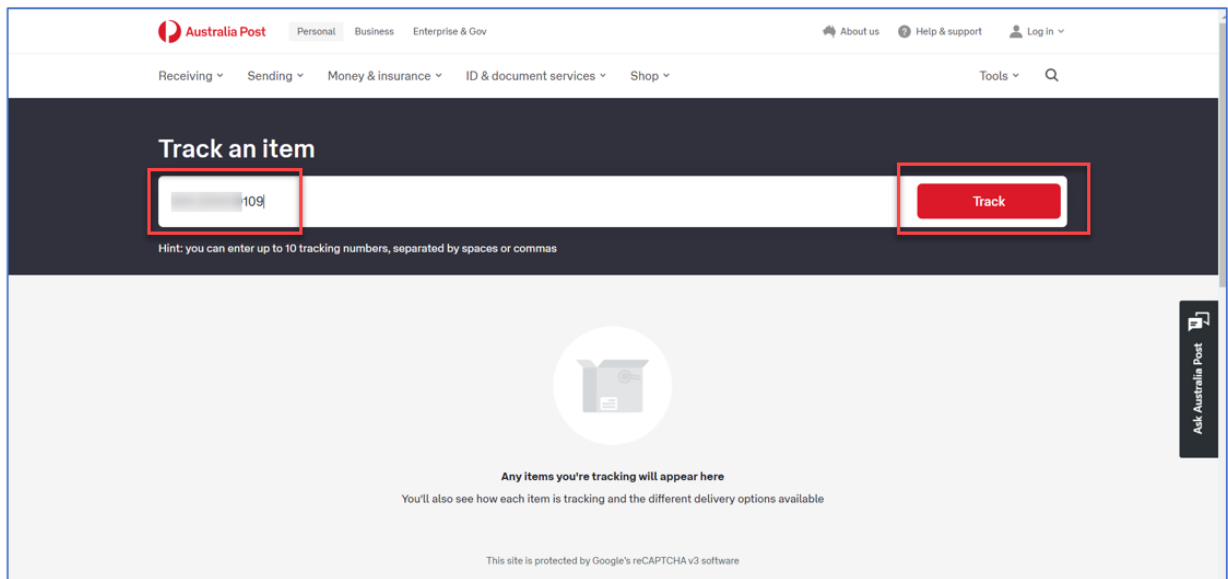
Continuation from step 13...

Type <https://auspost.com.au/mypost/track/#/search> into your web browser.



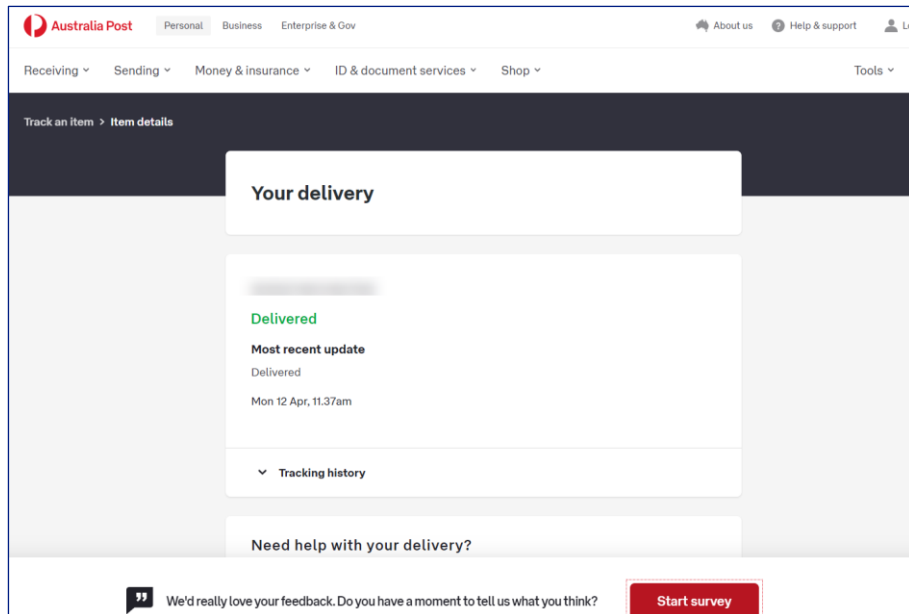
Step 17

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:

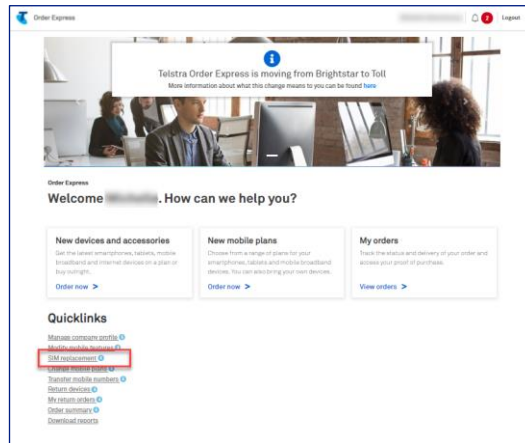
Scenario	Error Message
SIM order is inflight (Pending Delivery)	"SIM is not ready for activation"
SIM is not AVAILABLE in SRM	"SIM is unavailable in the System"
Incorrect (invalid) SIM number entered	"Invalid SIM serial number"
SIM already associated to a service id	"SIM has already been used"

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**

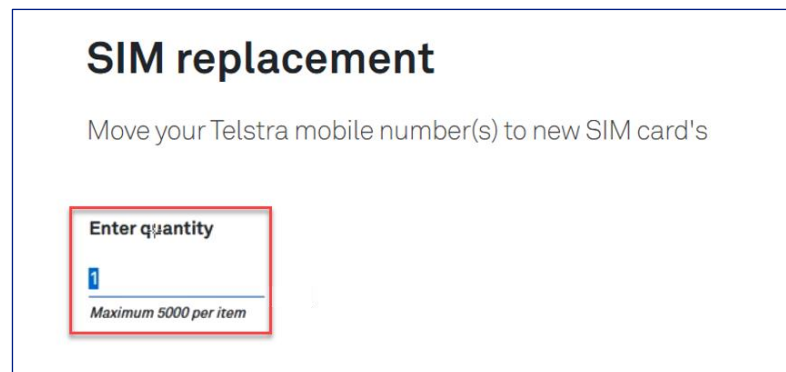
This feature is limited to selected customers and allows one or more mobile numbers to be moved from one SIM card to another SIM card. **You must already have a blank SIM card.**



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.

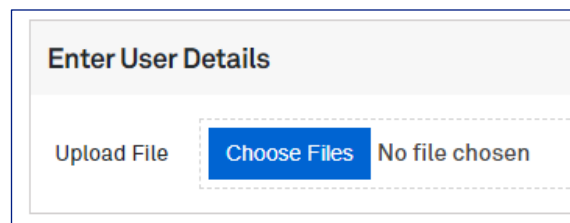


Step 3

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.

Enter User Details

Upload File Choose Files No file chosen

Click here to download the bulk upload spreadsheet template

[Download Sample List](#)

End user's name *	Email (Optional)	Cost center (Optional)	Mobile service number *	SIM card option *	SIM serial *	Actions
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="📄"/>

Cancel

Continue

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.

Shopping cart

Item description	Unit price	Quantity	Sub total	Action	
Sim replacement	+	\$0	1	\$0	✖ Remove

Checkout summary

Total monthly cost \$0.00

*Free delivery. All prices are inclusive of GST.

Clear cart

Continue shopping

Checkout

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.

Delivery details

Ordered by Name of recipient *

Do you require a customer based purchase order number?
 Yes
 No

Do you require a cost centre reference?
 Yes
 No

Order notification copied to

Comment

Type one or more email addresses, separated by commas.

Checkout summary

Product name	Quantity	Stock level
Corporate Mobile Plus National BYO 85.00/mth	1	
Total monthly cost		\$85.00

*Free delivery. All prices are inclusive of GST.

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 &, comma, quotes, \, /	Yes, able to post to TOLL <input checked="" type="checkbox"/> Error (LOMS and/or TOLL) <input checked="" type="checkbox"/>

* customer po number is invalid.

Checkout

Delivery details

Ordered by Name of recipient *

Note: A PO BOX address is not a valid TOX delivery address

Do you require a customer based purchase order number?
 Yes
 No

Do you require a cost centre reference?
 Yes
 No

PO & Validation

* Invalid customer po number.

Comment

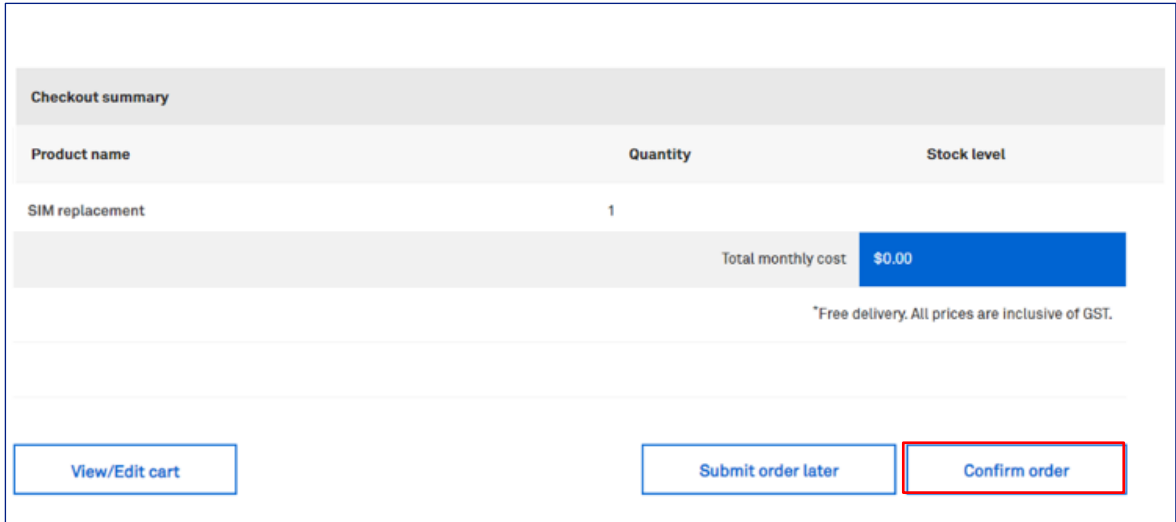
Order notification copied to

Type one or more email addresses, separated by commas.

Commentary field is for your organisation's internal use only. Activations & shipping will not have visibility on the content.

Step 6

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



Product name	Quantity	Stock level
SIM replacement	1	

Total monthly cost \$0.00

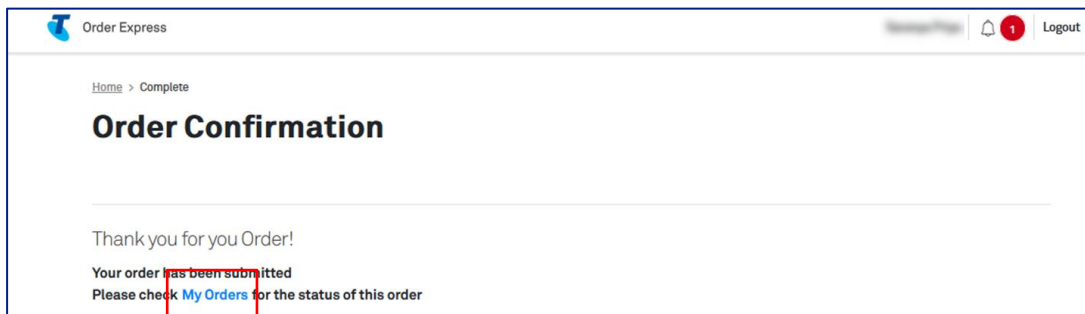
*Free delivery. All prices are inclusive of GST.

[View/Edit cart](#) [Submit order later](#) [Confirm 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.



Order Express

Home > Complete

Order Confirmation

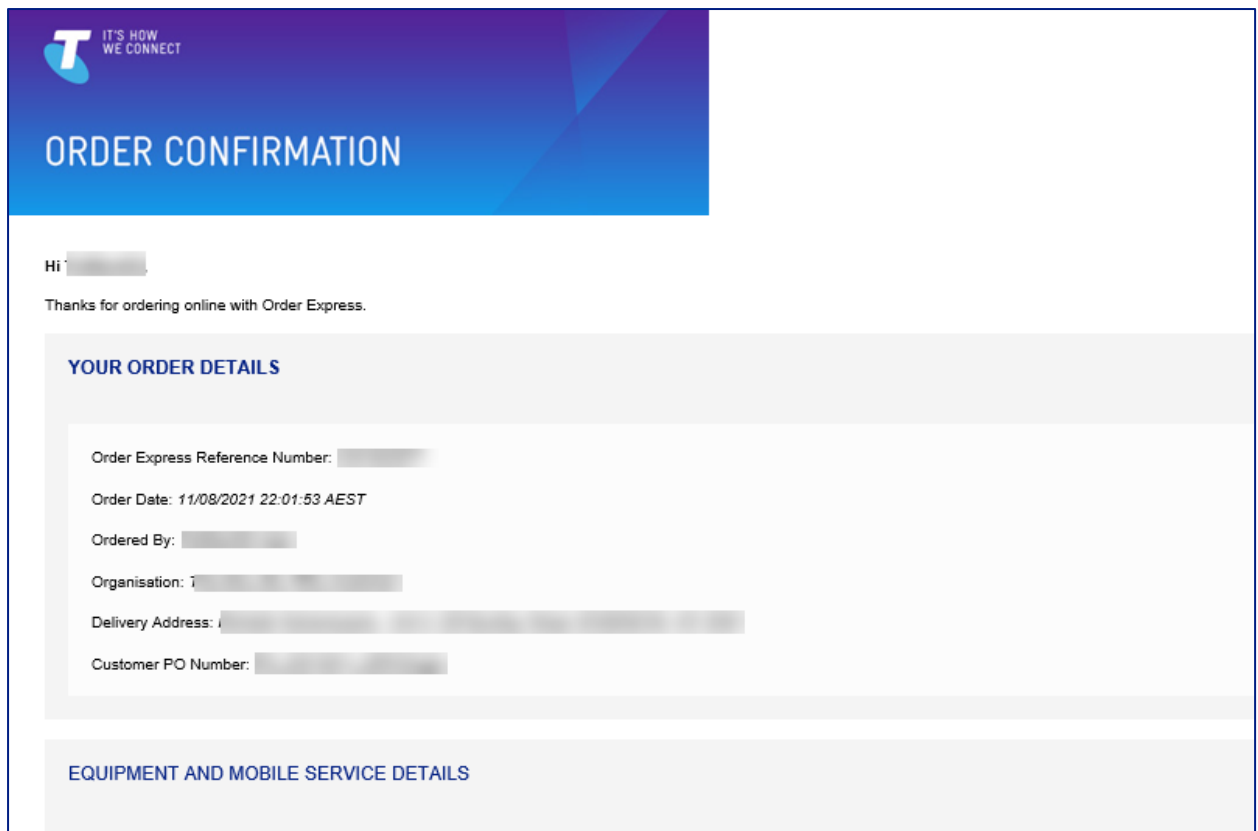
Thank you for you Order!

Your order has been submitted

Please check [My Orders](#) for the status of this order

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 return 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:

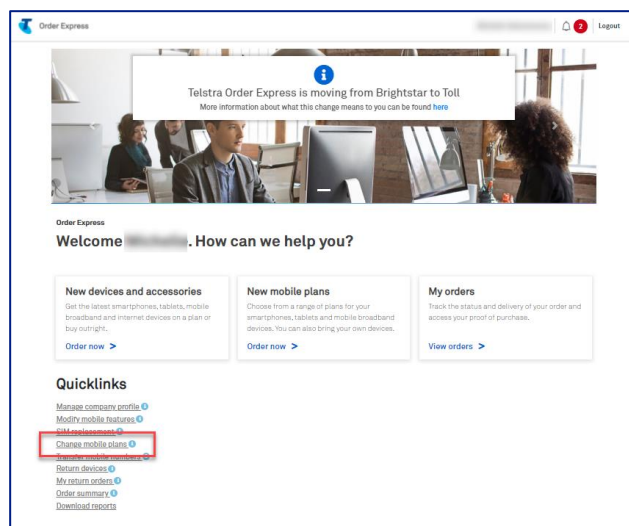
Scenario	Error Message
SIM order is inflight (Pending Delivery)	"SIM is not ready for activation"
SIM is not AVAILABLE in SRM	"SIM is unavailable in the System"
Incorrect (invalid) SIM number entered	"Invalid SIM serial number"
SIM already associated to a service id	"SIM has already been used"

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.

Home > Plans

Please select your plans

Mobiles Mobile Broadband Enterprise Wireless Satellite

5G 4G

All 24 Months Casual 36 Months

Step 3

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

Adaptive Mobility Mobile Essential

From \$55.00 per month

Talk
As per Contract

MMS/SMS
As per Contract

Data
40GB (Shareable)

For use within Australia, to standard Australian numbers.

[Order Now](#)

Adaptive Mobility Mobile Enhanced

From \$65.00 per month

Talk
As per Contract

MMS/SMS
As per Contract

Data
80GB (Shareable)

For use within Australia, to standard Australian numbers.

[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.

Enter number of services

1

Maximum 5000 per item

Select value added services

We'll activate the main features of the plan you've chosen. Please select optional extras or items that you require barred/disabled.

Barring

- Outgoing Text
- Data Usage
- International Roaming
- International Calls
- Incoming Text
- Data usage Notification
- Domestic Calls
- MMS

Step 5

Choose your Add-ons (optional).

Add-ons (optional)

Choose from a range of optional extras to go with your plan.

Add	Name	Description	Monthly fee
Calling And Messaging			
<input type="checkbox"/>	International calls and texts - specific countries	Unlimited standard calls and texts from Australia to specific countries (view Service Terms for country details).	\$10.00 per month
<input checked="" type="checkbox"/>	International calls and texts - all countries	Unlimited standard calls and texts from Australia to all countries.	\$15.00 per month
Business Demand Data Charge			
<input checked="" type="checkbox"/>	Standard	Uses the speed cap built into your selected plan while using plan data. This can vary dependent on mobile data traffic. Note: The Mobile Epic Plan has no speed cap.	\$0.00 per month
Data			
<input type="checkbox"/>	User data top-up	50GB	\$30.00 per month
International Roaming Month Pass			
<input checked="" type="checkbox"/>	International roaming month pass	4GB monthly data allowance with unlimited calls and texts for use in Eligible Countries (view Service Terms for country details). Monthly charge applies regardless of roaming usage.	\$60.00 per month
Voice mail			

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.

Do you want to buy devices with your plans?

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).

Add-ons (optional)

Choose from a range of optional extras to go with your plan.

Add	Name	Description	Monthly fee
Calling And Messaging			
<input type="checkbox"/>	Basic	Unlimited standard calls and texts from Australia to specific countries (view Service Terms for country details).	\$10.00 per month
<input type="checkbox"/>	Premium	Unlimited standard calls and texts from Australia to all countries.	\$15.00 per month
Data			
<input checked="" type="checkbox"/>	Standard	Uses the speed cap built into your selected plan while using plan data. This can vary dependent on mobile data traffic. Note: The Mobile Epic Plan has no speed cap.	\$0.00 per month
<input type="checkbox"/>	Unshape User	An additional 20GB non-shareable data that's applied once a shared data allowance is consumed. Ensures the service speed is not limited.	\$30.00 per month
Messagebank			
<input checked="" type="checkbox"/>	Standard	Telstra's standard voicemail service, included with all mobile plans.	\$0.00 per month
<input type="checkbox"/>	VOICE to TEXT	Automatically converts compatible voice messages to texts and sends them to your mobile.	\$10.00 per month
International Roaming Month Pass			
<input type="checkbox"/>	4 GB	4GB monthly data allowance with unlimited calls and texts for use in Eligible Countries (view Service Terms for country details). Monthly charge applies regardless of roaming usage.	\$60.00 per month

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.

The screenshot shows a form for entering user details. At the top, there are dropdown menus for 'Bill to:' and 'Billing Account Number'. Below that is a 'Selected quantity' field with the value '1'. A red callout box points to a 'Download Sample List' link with the text 'Click here to download the bulk upload spreadsheet template'. The 'Enter User Details' section includes an 'Upload File' area with a 'Choose Files' button and 'No file chosen' text. Below this are input fields for 'Enter user name *', 'Enter email (Optional)', and 'Service number *'. There is also a 'Request a new SIM card' dropdown menu. A red box highlights the 'Early Termination Cost (ETC)' field, which contains a '0'. Other fields include 'SIM card - one size fits all' and 'Cost center (Optional)'. At the bottom, there is an 'Important' notice: 'The early termination charges quoted in this order are an estimation only.'

Step 8

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

The screenshot shows a close-up of the 'Important' notice box from the previous step. At the bottom right of the page, there is a red-bordered button labeled 'Add to Cart'.

Step 9

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

For more information about the order click +

The screenshot shows the 'Shopping cart' page. It features a table with the following columns: 'Item description', 'Unit price', 'Quantity', 'Sub total', and 'Action'. The table contains one item: 'Corporate Mobile Plus National BYO Existing Service Billing Account Number: [redacted]'. The unit price is '\$85.00/mth', the quantity is '1', and the sub total is '\$85.00/mth'. A red box highlights a '+' icon next to the unit price. The 'Action' column contains a 'Remove' link. Below the table is a 'Checkout summary' section showing 'Total monthly cost' as '\$85.00'. At the bottom, there are three buttons: 'Clear cart', 'Continue shopping', and 'Checkout'. A note at the bottom right states: '*Free delivery. All prices are inclusive of GST.'

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.

The screenshot shows the 'Checkout' page with a red error banner at the top: 'Invalid suburb, state or post code. Please check the address'. The 'Delivery details' section is highlighted with a red box and contains the following fields:

- Ordered by:** 'TollDCMTBA User' and 'Name of recipient *' (empty).
- Select address *:** A dropdown menu with a red arrow pointing to it.
- Do you require a customer based purchase order number?:** Radio buttons for 'Yes' and 'No' (selected).
- Do you require a cost centre reference?:** Radio buttons for 'Yes' and 'No' (selected).
- Order notification copied to:** A text input field with a placeholder 'Type one or more email addresses, separated by commas.'
- Comment:** A text input field with a placeholder 'Commentary field is for your organisation's internal use only. Activations & shipping will not have visibility on the content.'

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.

This screenshot shows the 'Checkout' page with the same error banner as Step 10. The 'Delivery details' section is highlighted with a red box. Below it, the 'Checkout summary' table is visible:

Product name	Quantity	Stock level
Corporate Mobile Plus National BYO \$5.00/mth	1	

The total monthly cost is displayed as **\$55.00**. A note at the bottom states: '*Free delivery. All prices are inclusive of GST.'

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 <input checked="" type="checkbox"/>
	&, comma, quotes, \, /	Error (LOMS and/or TOLL) <input checked="" type="checkbox"/>

The screenshot shows the 'Checkout' page in the Order Express system. At the top, there is a red error message: 'customer po number is invalid'. Below this, the 'Delivery details' section is visible. A red box highlights the question 'Do you require a customer based purchase order number?' with the 'Yes' radio button selected. Another red box highlights the 'PO & Validation' field, which contains the error message 'Invalid customer po number'. The 'Confirm order' button at the bottom right is also highlighted with a red box.

Step 12

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

This screenshot shows the bottom of the checkout page. Three buttons are visible: 'View/Edit cart', 'Submit order later', and 'Confirm order'. The 'Confirm order' button is highlighted with a red box.

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.

The screenshot shows the 'Order Confirmation' page. It features a heading 'Order Confirmation' and a message: 'Thank you for you Order!'. Below this, it states 'Your order has been submitted' and 'Please check My Orders for the status of this order'. The 'My Orders' link is highlighted with a red box.

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 reurn 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.

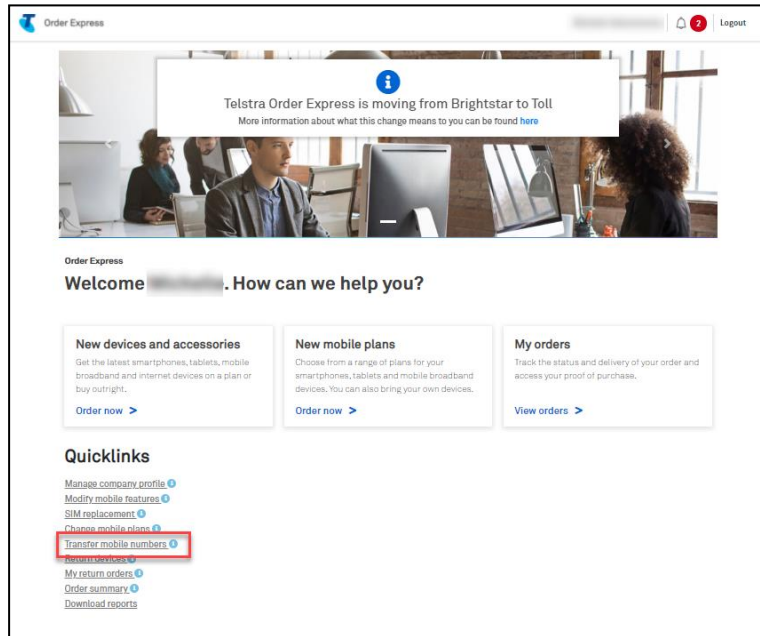
Step 2

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



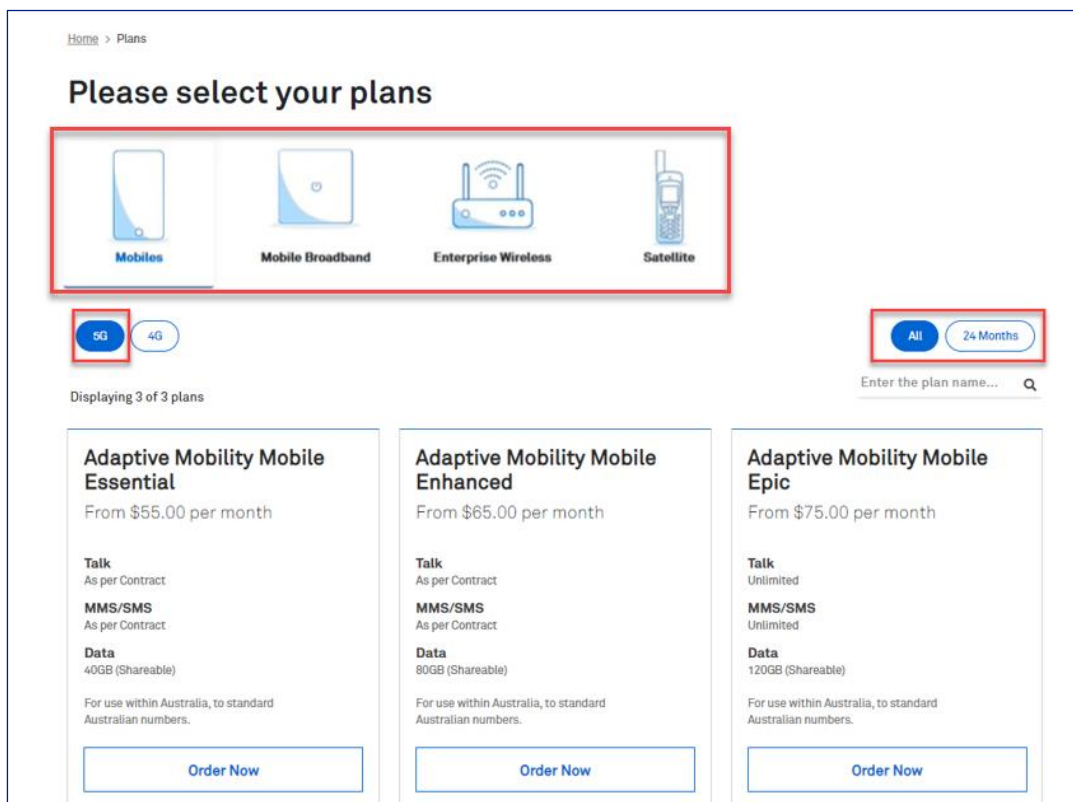
Step 3

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**.

<p>Adaptive Mobility Mobile Essential From \$55.00 per month</p> <p>Talk As per Contract</p> <p>MMS/SMS As per Contract</p> <p>Data 40GB (Shareable)</p> <p>For use within Australia, to standard Australian numbers.</p> <p>Order Now</p>	<p>Adaptive Mobility Mobile Enhanced From \$65.00 per month</p> <p>Talk As per Contract</p> <p>MMS/SMS As per Contract</p> <p>Data 80GB (Shareable)</p> <p>For use within Australia, to standard Australian numbers.</p> <p>Order Now</p>	<p>Adaptive Mobility Mobile Epic From \$75.00 per month</p> <p>Talk Unlimited</p> <p>MMS/SMS Unlimited</p> <p>Data 120GB (Shareable)</p> <p>For use within Australia, to standard Australian numbers.</p> <p>Order Now</p>
--	---	--

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.

Item(s) (inc GST)	Monthly recurring fee	One-off fee	First month fee
	\$65.00	\$0.00	\$65.00

[Home](#) > [Plans](#) > Adaptive Mobility Mobile Enhanced

Adaptive Mobility Mobile Enhanced

Enter number of services

1

Maximum 5000 per item

Select value added services

We'll activate the main features of the plan you've chosen. Please select optional extras or items that you require barred/disabled.

Barring

- Outgoing Text
- Data usage Notification
- MMS
- Data Usage
- International Roaming
- International Calls
- Domestic Calls
- Incoming Text

Step 6

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

Add-ons (optional)

Choose from a range of optional extras to go with your plan.

Add	Name	Description	Monthly fee
Calling And Messaging			
<input checked="" type="checkbox"/>	International calls and texts - specific countries	Unlimited standard calls and texts from Australia to specific countries (view Service Terms for country details).	\$10.00 per month
<input type="checkbox"/>	International calls and texts - all countries	Unlimited standard calls and texts from Australia to all countries.	\$15.00 per month
Business Demand Data Charge			
<input checked="" type="checkbox"/>	Standard	Uses the speed cap built into your selected plan while using plan data. This can vary dependent on mobile data traffic. Note: The Mobile Epic Plan has no speed cap.	\$0.00 per month
Data			
<input type="checkbox"/>	User data top-up	50GB	\$30.00 per month
International Roaming Month Pass			
<input type="checkbox"/>	International roaming month pass	4GB monthly data allowance with unlimited calls and texts for use in Eligible Countries (view Service Terms for country details). Monthly charge applies regardless of roaming usage.	\$60.00 per month
VoiceMail			
<input type="checkbox"/>	MessageBank Plus for iPhone	Telstra's standard voicemail service, included with all mobile plans.	\$0.00 per month
<input type="checkbox"/>	Voice2Text	Automatically converts compatible voice messages to texts and sends them to your mobile.	\$10.00 per month

[Continue](#)

Step 7

Billing account number will default to your 5G Account.

Item(s) (inc GST)	Monthly recurring fee	One-off fee	First month fee
	\$85.00	\$0.00	\$85.00

[Home](#) > [Plans](#) > [Adaptive Mobile Enhanced](#) > [Billing Information](#)

Billing

Bill to :

Billing Account Number

This form is only to be used for 'Business to Business' port authority. Contact your Service Delivery Team for all other porting request types.

Customer (account holder) details

Surname *	Given name *	Email *
K	F	testemail@testemail
Alternative contact no *	Company legal name (if applicable)	
0411111111	5G Customer	
ACN/ABN *	Company trading name (if applicable)	
	5G Customer	
Address *	City/ State *	Post code *
123 Test address	NSW	2035

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)

Selected quantity
1

Enter User Details

Upload File Choose Files No file chosen

Download Sample List

Click here to download the bulk upload spreadsheet template

1	Enter user name *	Mobile number *	Existing service provider *	Losing Carrier Account *
	F	0400000000	Test Telecommunications	00000000

I want to *

- I want to *
- Request a new SIM card
- Activate Existing Blank SIM Card

Acknowledgment

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.

1	Enter user name *	Mobile number *	Existing service provider *	Losing Carrier Account *
	F	0400000000	Test Telecommunications	00000000

Request a new SIM card

Please select sim card

- Please select sim card
- STANDARD E-SIM CARD
- TPP SIM CARD 128K TRIO POSTPAID

Acknowledgment

Step 9b

Enter the SIM Serial number.

1	Enter user name *	Mobile number *	Existing service provider *	Losing Carrier Account *
	F	0400000000	Test Telecommunications	00000000

Activate Existing Blank SIM Card

Add Sim Serial Number *

Cost center (Optional)

Step 10

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

1	Enter user name * F	Mobile number * 0400000000	Existing service provider * Test Telecommunications	Losing Carrier Account * 000000000
	Activate Existing Blank SIM Card ▾	Add Sim Serial Number *	Cost center (Optional)	

Step 11

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

Click **Add to Cart**.

1	Enter user name * F	Mobile number * 0400000000	Existing service provider * Test Telecommunications	Losing Carrier Account * 000000000
	Request a new SIM card ▾	Please select sim card ▾	Cost center (Optional)	

Acknowledgment

I acknowledge that Telstra has advised me that:

- although I have the right to transfer this mobile number to Telstra, there may be costs and obligations associated with my existing mobile service and with porting my mobile telephone number.
- I may or may not have an existing contract with my existing serviced provider, and
- such contract may or may not include an obligation to make early termination payments to my current mobile telephone provider.

Authorization

I confirm

- I am authorised to request the porting of the mobile telephone number(s) listed on this form; and
- I have been advised by Telstra Mobile that by porting the mobile telephone number(s) listed on this form, the service and/or related services associated with that number(s) may or may not be disconnected from my existing mobile telephone provider, and may result in finalisation of the account for the service.

I authorize

- the disclosure of my number and details of this transfer to the Telstra Mobile Network to other service providers, suppliers and financial institutions for the purpose of call and message routing, transferring this service, complaint handling, managing network faults and preventing and investigating fraud; and
- the mobile telephone number(s) listed above to be transferred to Telstra.

[Add to Cart](#)

Step 12

Click **+** to view further details.

[Home](#) > [Cart](#)

Shopping cart

Item description	Unit price	Quantity	Sub total	Action
Adaptive Mobility Mobile Enhanced Porting Service Billing Account Number: 3370146361	\$75.00/mth	1	\$75.00/mth	<input checked="" type="checkbox"/> Remove

Checkout summary

Total monthly cost	\$75.00
--------------------	----------------

*Free delivery. All prices are inclusive of GST.

[Clear cart](#) [Continue shopping](#) [Checkout](#)

Step 13

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

Shopping cart

Item description	Unit price	Quantity	Sub total	Action
Adaptive Mobility Mobile Enhanced Porting Service Billing Account Number: 3370146361	\$75.00/mth	1	\$75.00/mth	Remove
Adaptive Mobility Mobile Enhanced	\$65.00/mth			
Add-ons				
Standard	\$0.00/mth			
International calls and texts - specific countries	\$10.00/mth			

User name	Sim card	Sim serial	Mobile number	Existing service provider	Losing Carrier Account	Cost center
F	STANDARD E-SIM CARD		0400000000	Test Telecommunications	00000000	

Checkout summary

Total monthly cost **\$75.00**

*Free delivery. All prices are inclusive of GST.

[Clear cart](#) [Continue shopping](#) [Checkout](#)

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.

[Home](#) > [Cart](#) > Checkout

Checkout

Delivery details

Ordered by Name of recipient * Select address *

Do you require a customer based purchase order number?
 Yes No

Do you require a cost centre reference?
 Yes No

Order notification copied to

Comment

Type one or more email addresses, separated by commas.

Checkout summary

Product name	Quantity	Stock level
Adaptive Mobility Mobile Enhanced 65.00/mth Porting Service	1	

Total monthly cost **\$75.00**

*Free delivery. All prices are inclusive of GST.

[View/Edit cart](#) [Submit order later](#) [Confirm order](#)

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)

Order Express

Cart Logout

customer po number is invalid

Checkout

Delivery details

Ordered by: _____ Name of recipient: _____

Note: A PO BOX address is not a valid TOX delivery address

Do you require a customer based purchase order number?
 Yes
 No

Do you require a cost centre reference?
 Yes
 No

PO & Validation
Invalid customer po number

Comment

Order notification copied to: _____

Type one or more email addresses, separated by commas.

Commentary field is for your organisation's internal use only. Activations & shipping will not have visibility on the content.

Step 14b

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

View/Edit cart

Submit order later

Confirm 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.

Order Express

Home > complete

Order Confirmation

Thank you for you Order!

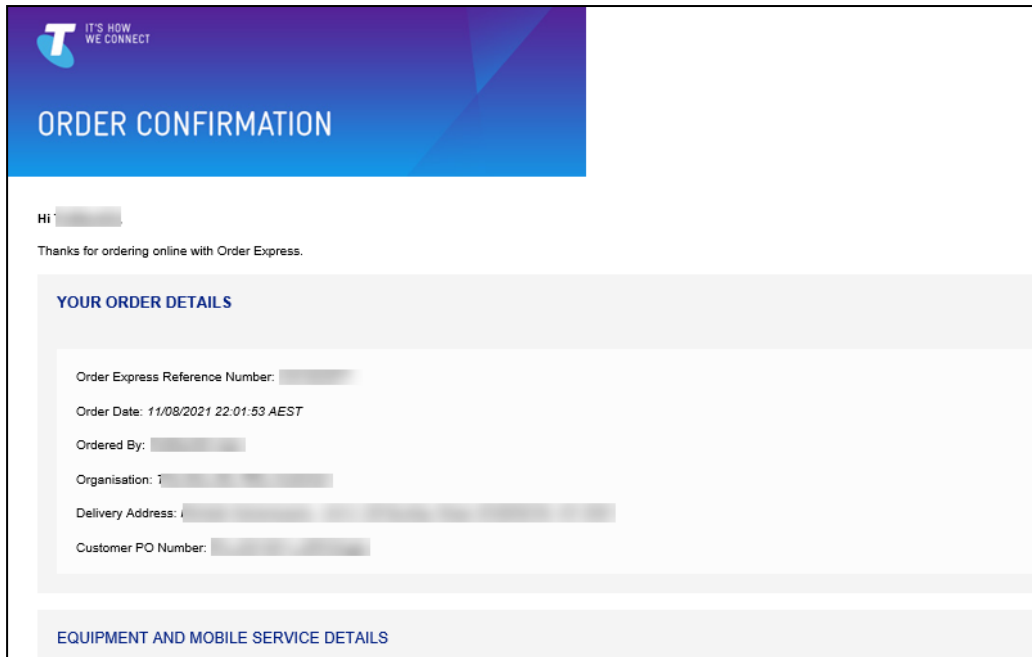
Your order has been submitted

Please check [My Orders](#) for the status of this order

Logout

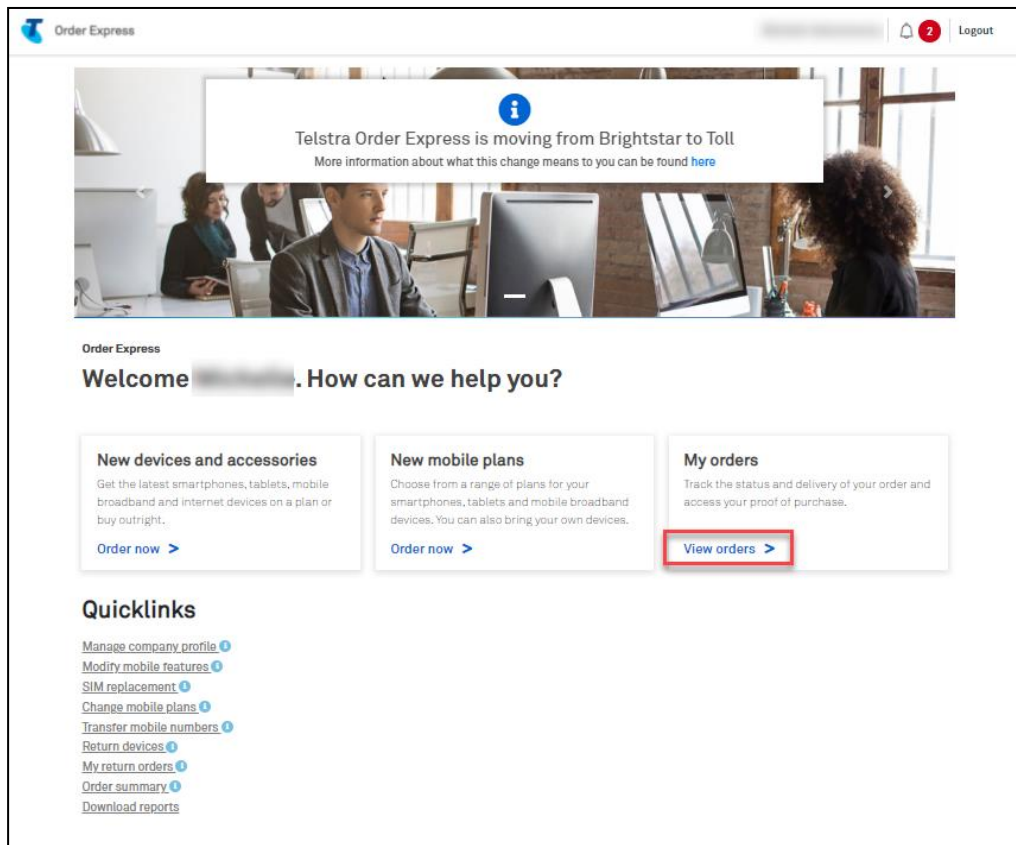
Step 16

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.

My orders

Filter by Search by order number, PO number

[Export results](#) [Export hardware details](#)

Order number	PO number	Order date	Order total	Ordered by	Order status
TESTPO000246497		26/11/2020 15:03:11	\$65	[Redacted]	Porting Pending
TESTPO000246422		19/11/2020 01:32:10	\$65	Test QA	Porting Pending
TESTPO000246278		06/11/2020 16:36:29	\$225	[Redacted]	Porting Pending
TESTPO000246192		23/10/2020 18:36:59	\$65	Test QA	Porting Pending

1

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**.

Home > Orders > [Redacted]

Order details

Company name	CIDN	Provisioning status	Delivery status	PO number
5G Customer [Redacted]	[Redacted]	Porting Pending	Waiting to be Dispatched	

Delivery address	Ordered by	Date ordered	Tracking number
[Redacted]	[Redacted]	26/11/2020 15:03:11	

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.

The screenshot shows the 'Transfer Mobile Number to Telstra' form. The title is 'Transfer Mobile Number to Telstra'. Below the title, there are fields for 'Authorized representative name' and 'Date of birth (DD/MM/YYYY)'. The date is set to 2038. A 'Next' button is highlighted with a red box. The form is divided into two main sections: '02 EXISTING SERVICE DETAILS' and '04 ACKNOWLEDGEMENT'. The '02 EXISTING SERVICE DETAILS' section includes fields for 'Mobile number(s) you'd like to transfer', 'Existing service provider name', and 'For an existing Post-Paid service: Current account number'. The '04 ACKNOWLEDGEMENT' section includes a checkbox for 'I acknowledge that Telstra has advised me that:' and a 'Today's date' field set to 15/6/2021. A 'Next' button is also visible at the bottom right of the form.

Step 24

Select **Click to Sign**.

Continue to Sign the documents in places required.

The screenshot shows the 'Transfer Mobile Number to Telstra' form. The title is 'Transfer Mobile Number to Telstra'. Below the title, there are fields for 'Name', 'Signature', and 'Today's date'. The date is set to 15/6/2021. A 'Click to Sign' button is highlighted with a red box. The form is divided into two main sections: '05 AUTHORISATION' and '06 AUTHORISATION TO TRANSFER MOBILE'. The '05 AUTHORISATION' section includes a checkbox for 'I confirm:' and a 'Today's date' field set to 15/6/2021. The '06 AUTHORISATION TO TRANSFER MOBILE' section includes a checkbox for 'I authorise:' and a 'Today's date' field set to 15/6/2021. A 'Click to Sign' button is also visible at the bottom right of the form.

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.

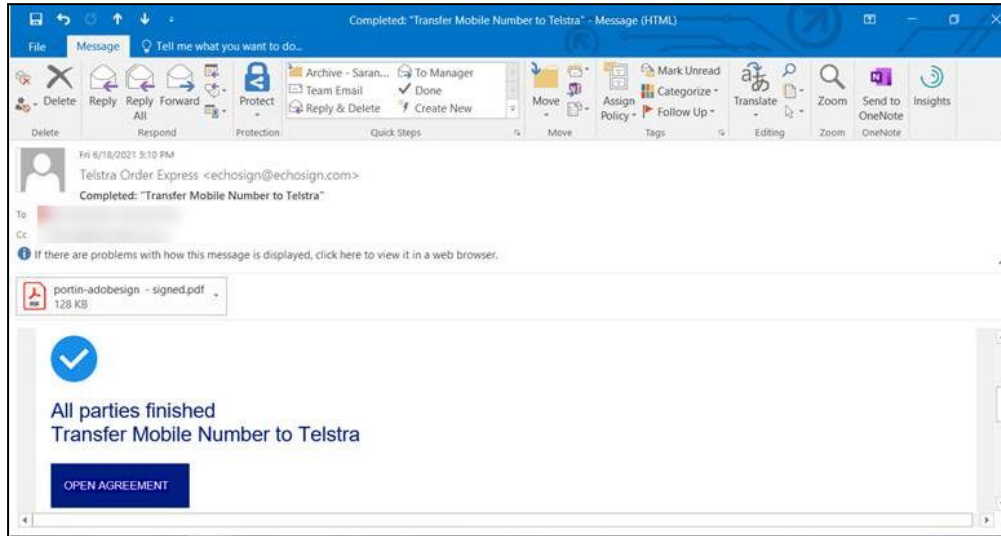
The screenshot shows the 'You're all set' confirmation message. The message reads: 'You finished signing "Transfer Mobile Number to Telstra". We will email the final agreement to all parties. You can also download a copy of what you just signed.'

Step 26

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

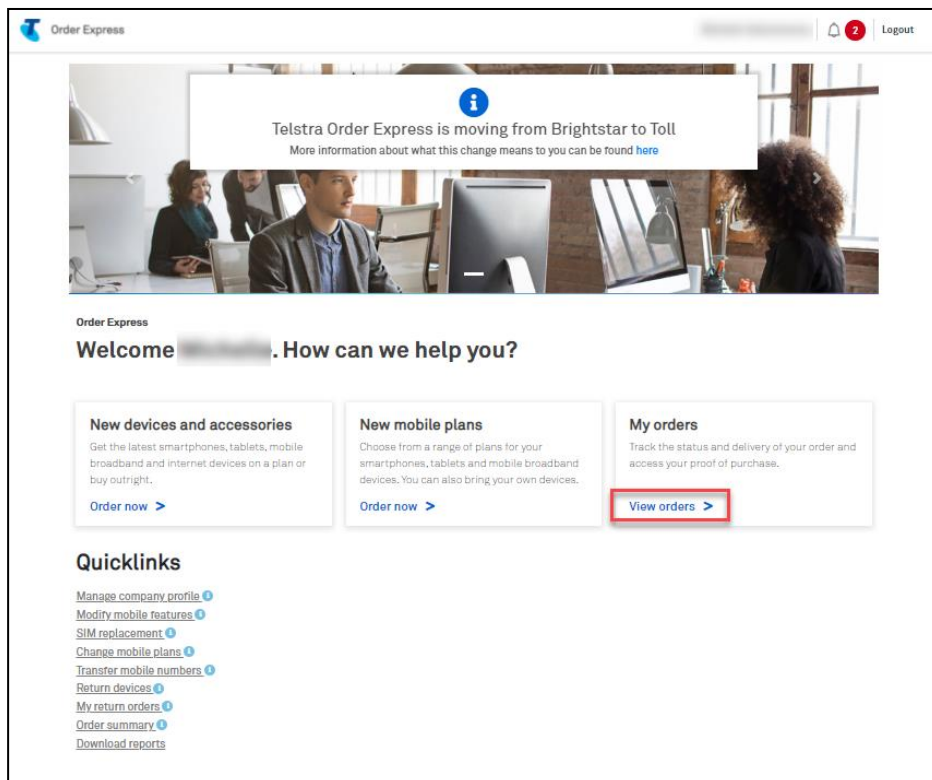
Open the email.

Note: The completed documents are attached for your reference.



Step 27

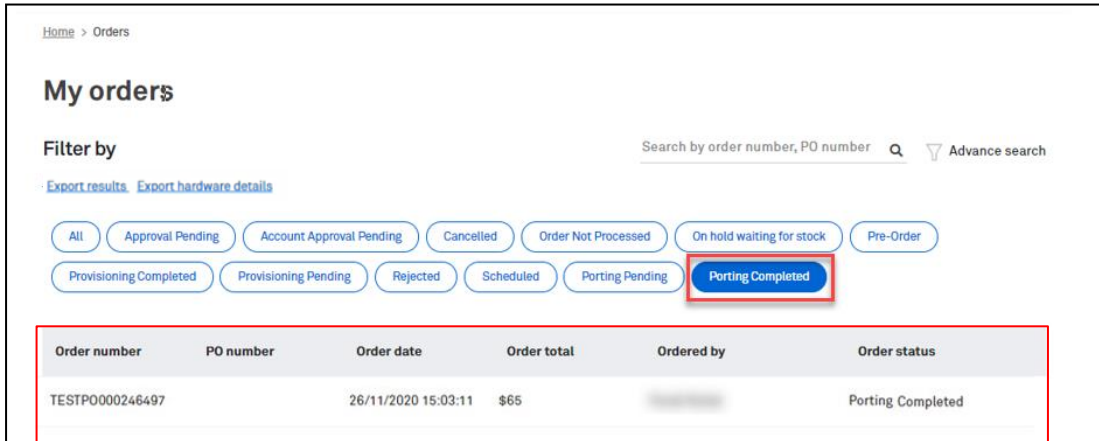
Go back to TOX homepage and click on **View orders** tile.



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.



Home > Orders

My orders

Filter by Search by order number, PO number

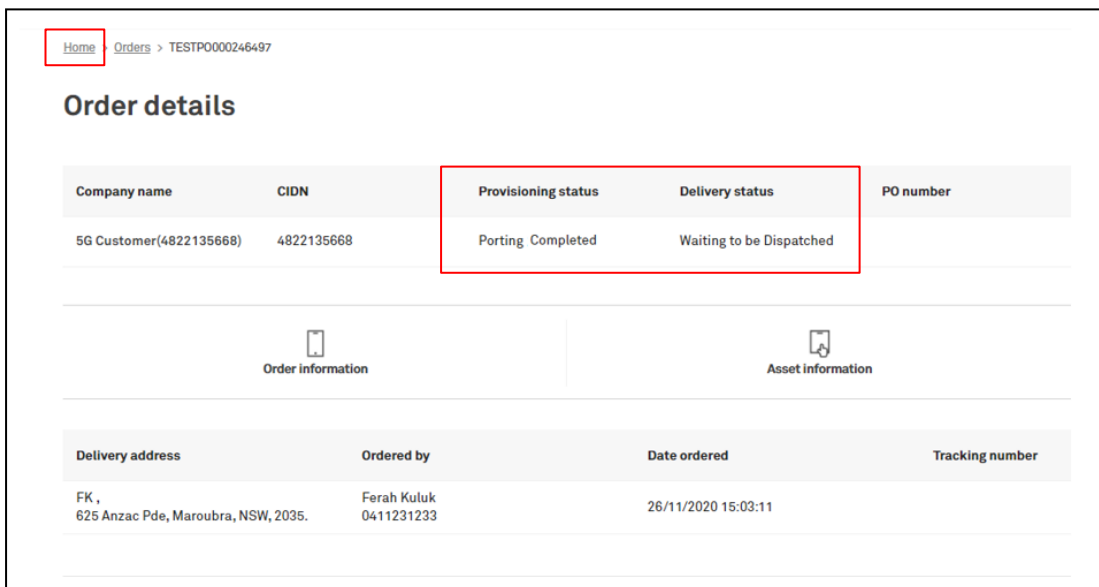
[Export results](#) [Export hardware details](#)

Order number	PO number	Order date	Order total	Ordered by	Order status
TESTPO000246497		26/11/2020 15:03:11	\$65		Porting Completed

Step 29

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

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



Home > Orders > TESTPO000246497

Order details

Company name	CIDN	Provisioning status	Delivery status	PO number
5G Customer(4822135668)	4822135668	Porting Completed	Waiting to be Dispatched	

Delivery address	Ordered by	Date ordered	Tracking number
FK , 625 Anzac Pde, Maroubra, NSW, 2035.	Ferah Kuluk 0411231233	26/11/2020 15:03:11	

Step 30

TOX Homepage.

Order Express

Telstra Order Express is moving from Brightstar to Toll
More information about what this change means to you can be found [here](#)

Order Express

Welcome [redacted]. How can we help you?

New devices and accessories
Get the latest smartphones, tablets, mobile broadband and internet devices on a plan or buy outright.
[Order now >](#)

New mobile plans
Choose from a range of plans for your smartphones, tablets and mobile broadband devices. You can also bring your own devices.
[Order now >](#)

My orders
Track the status and delivery of your order and access your proof of purchase.
[View orders >](#)

Quicklinks

- [Manage company profile](#)
- [Modify mobile features](#)
- [SIM replacement](#)
- [Change mobile plans](#)
- [Transfer mobile numbers](#)
- [Return devices](#)
- [My return orders](#)
- [Order summary](#)
- [Download reports](#)

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!

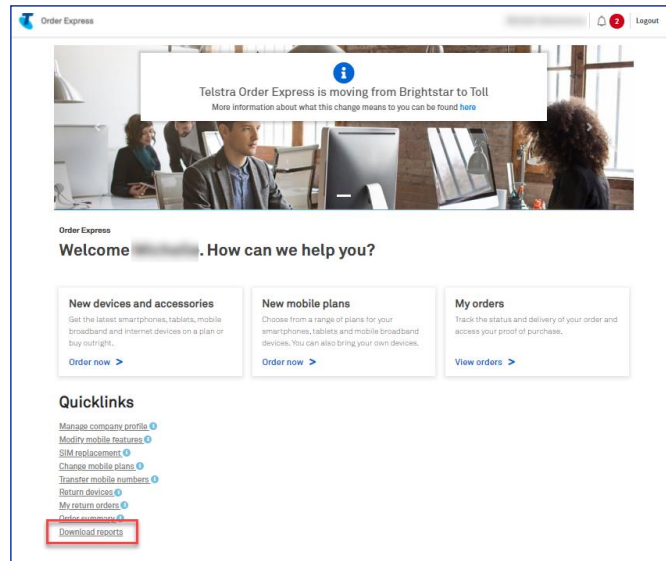
- If you're looking for a **Detailed Hardware Report**, view steps 32-36.
- If you're looking for a **Customer Order Report**, view steps 37-42.

Step 1

Log in to the TOX Customer Portal.

Step 2

Click **Download Reports**.



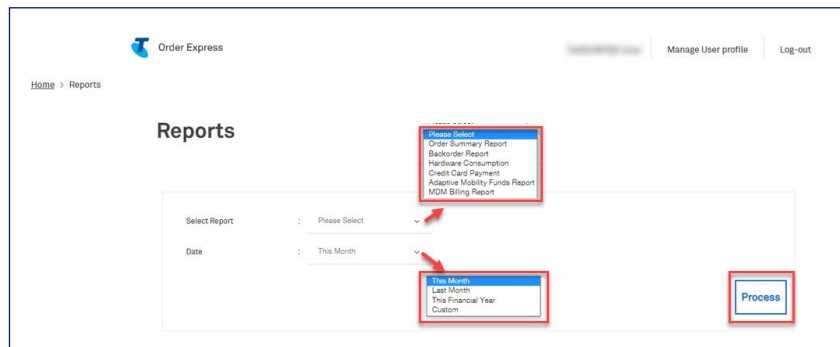
Step 3

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**.

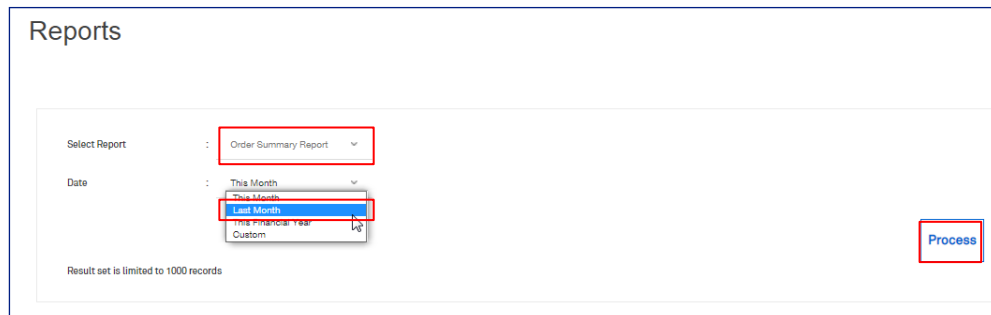


Step 4

Order Summary Report

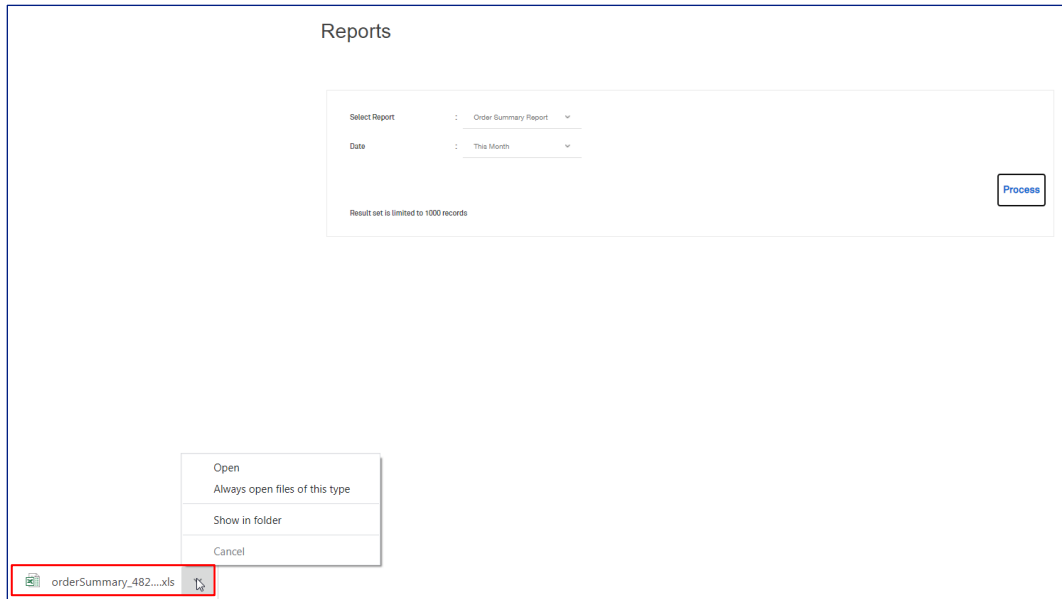
Select the timeframe. E.g., Last Month.

Click on **Process**



Step 5

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



Step 6

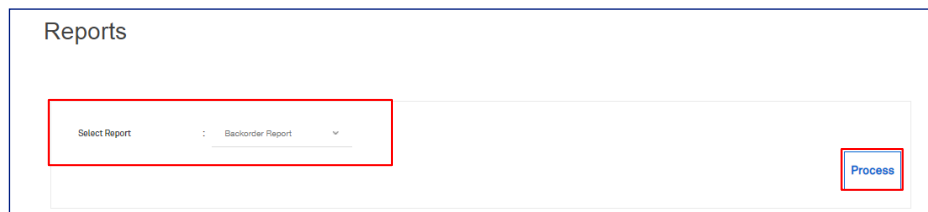
Downloaded view of Order Summary Report

	A	B	C	D	E	F	G	H	I	J	K	L
1	Order ID	Order Date	Dealer Code	Phoenix ID	Dealer	Ordered by	Ordered by User	Ordered by User Email	Cost center	Order Status	Delivery Status	Order Total
2		02/08/2021				Customer				Cancelled	Waiting to be Disr	\$114.92
3		02/08/2021				Customer				Provisioning	Cc Delivery Complete	\$799.00
4		02/08/2021				Customer				Provisioning	Cc Delivery Complete	\$760.00
5		02/08/2021				Customer				Provisioning	Cc Delivery Complete	\$196.58
6		02/08/2021				Customer				Provisioning	Cc Delivery Complete	\$75.00
7		02/08/2021				Customer				Provisioning	Cc Delivery Complete	\$150.00
8		04/08/2021				Customer				Provisioning	Cc Delivery Complete	\$976.00
9		04/08/2021				Customer				Provisioning	Cc Delivery Complete	\$976.00
10		04/08/2021				Customer				Provisioning	Cc Delivery Complete	\$976.00
11		04/08/2021				Customer				Provisioning	Cc Delivery Complete	\$180.00
12		04/08/2021				Customer				Provisioning	Cc Delivery Complete	\$799.00
13		04/08/2021				Customer				Provisioning	Cc Delivery Complete	\$1,440.00
14		04/08/2021				Customer				Provisioning	Cc Delivery Complete	\$998.00
15		04/08/2021				Customer				Provisioning	Cc Delivery Complete	\$1,598.00
16		04/08/2021				Customer				Provisioning	Cc Delivery Complete	\$150.00
17		09/08/2021				Customer				Provisioning	Cc Delivery Complete	\$187.26
18		10/08/2021				Customer				Provisioning	Cc Delivery Complete	\$1,249.00
19		10/08/2021				Customer				Provisioning	Cc Delivery Complete	\$1,753.00
20		10/08/2021				Customer				Provisioning	Cc Delivery Complete	\$1,794.00
21		11/08/2021				Customer				Provisioning	Pe Delivery Failed	\$480.00
22		17/08/2021				Customer				Provisioning	Cc Delivery Complete	\$433.16
23		18/08/2021				Customer				Provisioning	Cc Delivery Complete	\$105.00
24		18/08/2021				Customer				Provisioning	Cc Delivery Complete	\$105.00
25		20/08/2021				Customer				Provisioning	Cc Delivery Complete	\$1,559.00
26	BACKORDER	22/08/2021		test		Partner				Porting Pending	Waiting to be Disr	\$65.00

Step 7

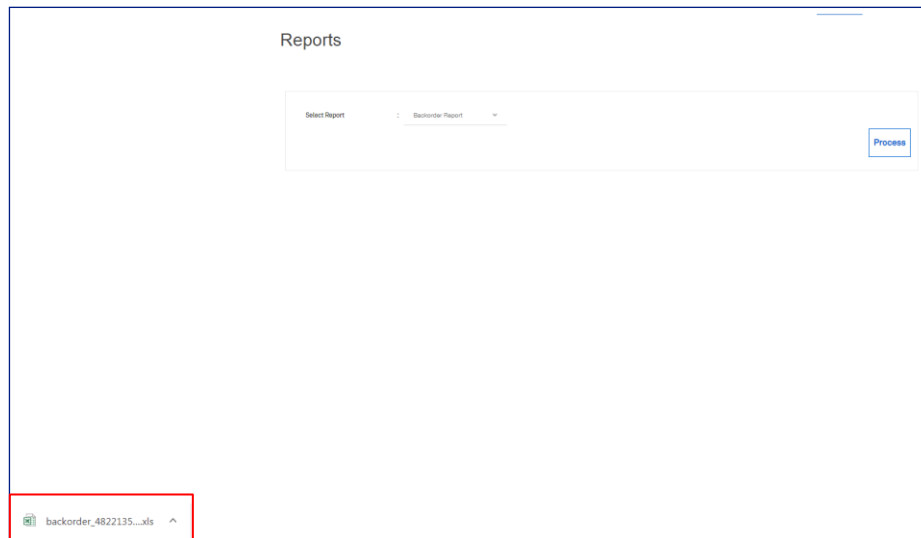
Backorder Report

Click **Process**.



Step 8

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



Step 9

Downloaded view of Backorder Report

	A	B	C	D	E	F
1	Order ID	Order Date	Ordered by	Ordered by User	Order Status	Order Total
2		No Records Found				
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

Step 10

Hardware Consumption Report

Select the timeframe.

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

Click on **Process**

The screenshot shows a 'Reports' window with a form for selecting a report and date range. The 'Select Report' dropdown is set to 'Hardware Consumption'. The 'Date' dropdown is set to 'Custom', with start and end dates of '01/12/2020' and '31/12/2020' respectively. A 'Process' button is visible in the bottom right corner.

Step 11

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

The screenshot shows the 'Reports' window with the 'Date' dropdown set to 'Last Month'. A file explorer dialog is open at the bottom left, showing a file named 'hardwareConsumpt...xls' selected. The dialog has options for 'Open', 'Always open files of this type', 'Show in folder', and 'Cancel'. A 'Process' button is visible in the top right corner of the Reports window.

Step 12

Downloaded view of Hardware Consumption Report

The screenshot shows an Excel spreadsheet with the following data:

	A	B	C	D	E	F	G	H	I	J	K	L
1	CIDN	Customer	Type	State	Purchasec	Model	Storage	Unit Price	Quantity	Total Price		
2												
3												
4												
5												
6												
7												

Step 13

Credit Card Payment Report

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

Click on **Process**

The screenshot shows a 'Reports' window with a form. The 'Select Report' dropdown is set to 'Credit Card Payment'. The 'Date' dropdown is set to 'Custom', with a date range of '01/12/2020' to '31/12/2020'. A 'Process' button is located in the bottom right corner of the form area.

Step 14

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

The screenshot shows the same 'Reports' window as in Step 13. A file explorer dialog is open at the bottom left, displaying a file named 'ccPayments_48221...xls' which is highlighted. The dialog includes options for 'Open', 'Always open files of this type', 'Show in folder', and 'Cancel'. The 'Process' button is still visible in the top right of the report form.

Step 15

Downloaded view of Credit Card Payment Report

1	Customer Org Id	UOMS	Or	Order Dat	Order Sta	Raised By	Raised By	Approved	Recipient	Delivered	Delivery A	Delivery S	Delivery P	Order Pro	Order Tot	SKU	Product D	Unit Price	Qty	Subtotal
2	No Records Found																			
3																				
4																				
5																				
6																				
7																				
8																				
9																				
10																				
11																				
12																				
13																				
14																				
15																				
16																				
17																				
18																				
19																				
20																				
21																				

Step 16

Adaptive Mobility Funds Report

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

Click on **Process**

Reports

Select Report : Adaptive Mobility Funds Report

Date : Last Month

Process

Step 17

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

Reports

Select Report : Adaptive Mobility Funds Report

Date : Last Month

Process

Open
Always open files of this type
Show in folder
Cancel

AdaptiveMobilityFu...xls

Step 18

Downloaded view of Adaptive Mobility Funds Report

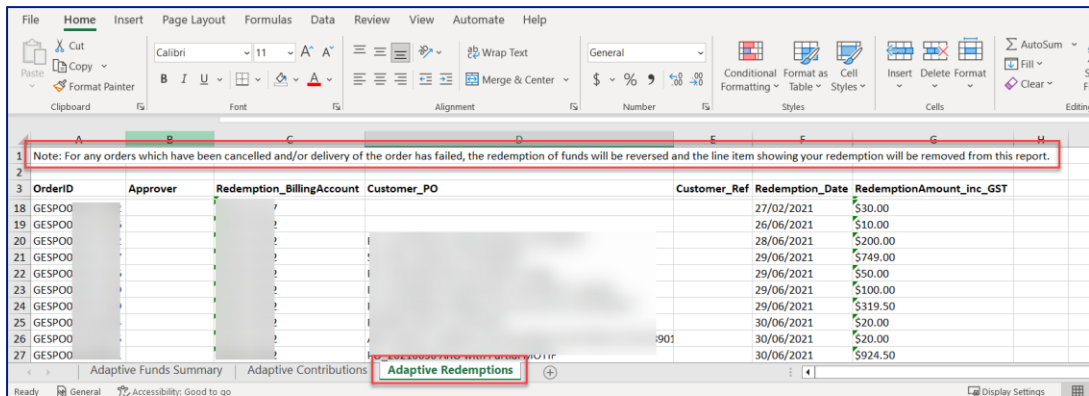
	A	B	C	D	E
1	Your Adaptive Mobility Funds Balance Summary				
2	CIDN	68			
3	Report Date	20			
4	Adaptive Funds Balance inc GST	11			
5	Redemptions Made in Last 30 days inc GST)			
6	Contributions Made in the last 30 days inc GST	33			
7	All Redemptions Made inc GST)			
8	All Contributions Made inc GST	33			
9	Earliest funds expiry date	20			
10					
18					

Adaptive Funds Summary | Adaptive Contributions | Adaptive Redemptions

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”



The screenshot shows an Excel spreadsheet with the following data:

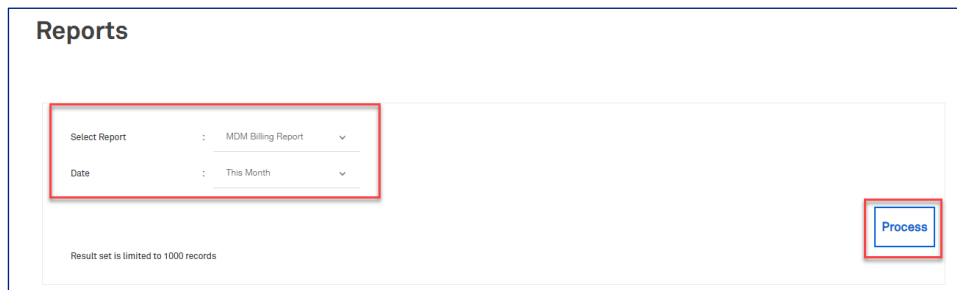
OrderID	Approver	Redemption_BillingAccount	Customer_PO	Customer_Ref	Redemption_Date	RedemptionAmount_inc_GST
18	GESPOO				27/02/2021	\$30.00
19	GESPOO				26/06/2021	\$10.00
20	GESPOO				28/06/2021	\$200.00
21	GESPOO				29/06/2021	\$749.00
22	GESPOO				29/06/2021	\$50.00
23	GESPOO				29/06/2021	\$100.00
24	GESPOO				29/06/2021	\$319.50
25	GESPOO				30/06/2021	\$20.00
26	GESPOO			901	30/06/2021	\$20.00
27	GESPOO				30/06/2021	\$924.50

Step 19

MDM Billing Report

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

Click on **Process**

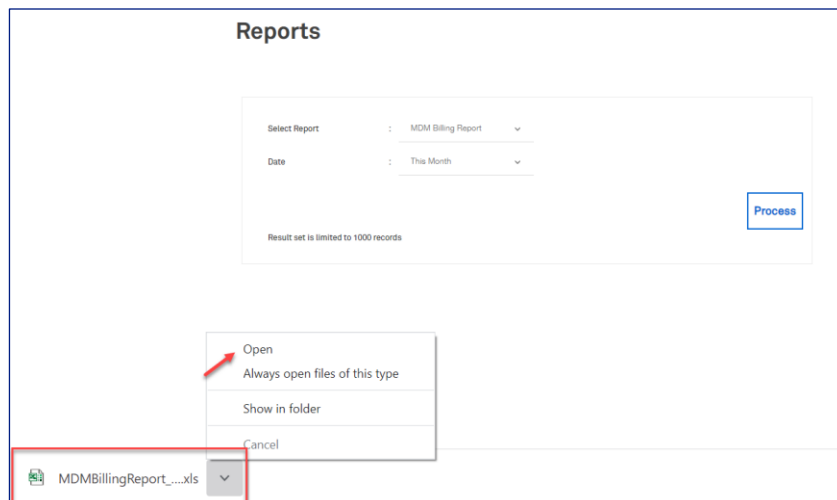


The screenshot shows the 'Reports' interface with the following details:

- Select Report: MDM Billing Report
- Date: This Month
- Process button
- Result set is limited to 1000 records

Step 20

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

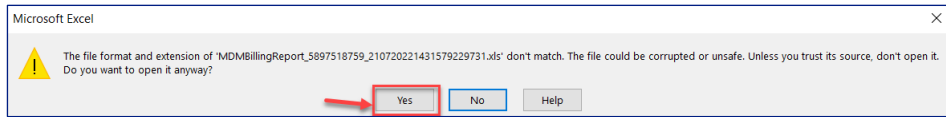


The screenshot shows the 'Reports' interface with the following details:

- Select Report: MDM Billing Report
- Date: This Month
- Process button
- Result set is limited to 1000 records
- File explorer window open for 'MDMBillingReport_...xls' with options: Open, Always open files of this type, Show in folder, Cancel

Step 21

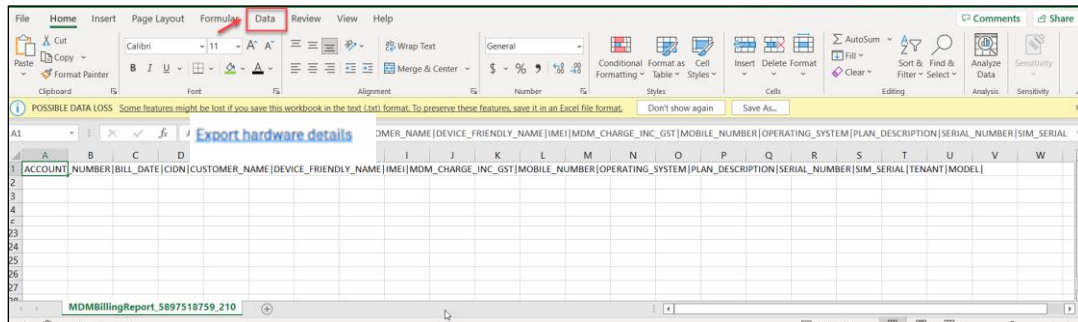
Click **Yes** to continue.



Step 22

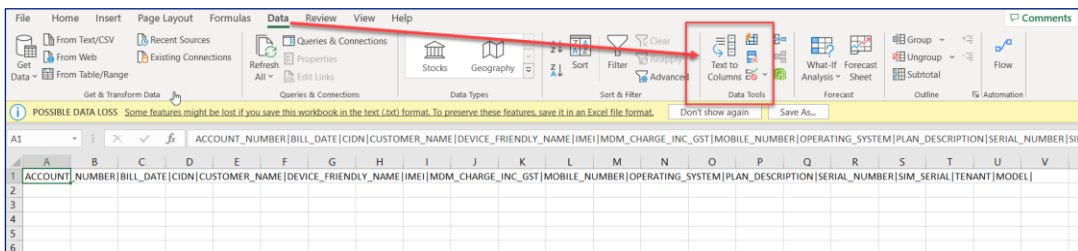
Downloaded view of MDM Billing Report.

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



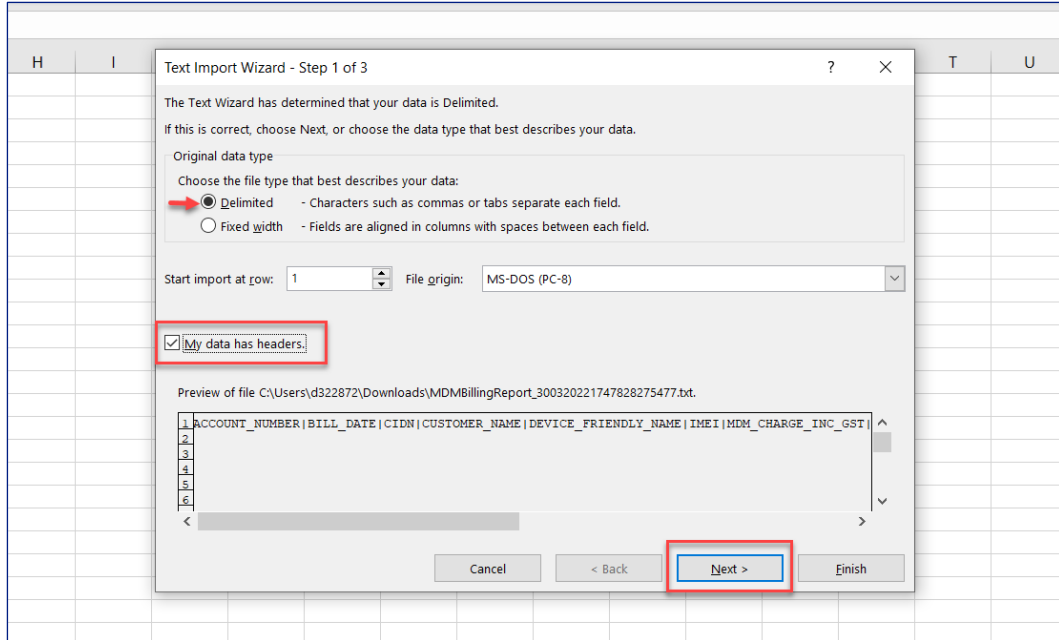
Step 24

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.

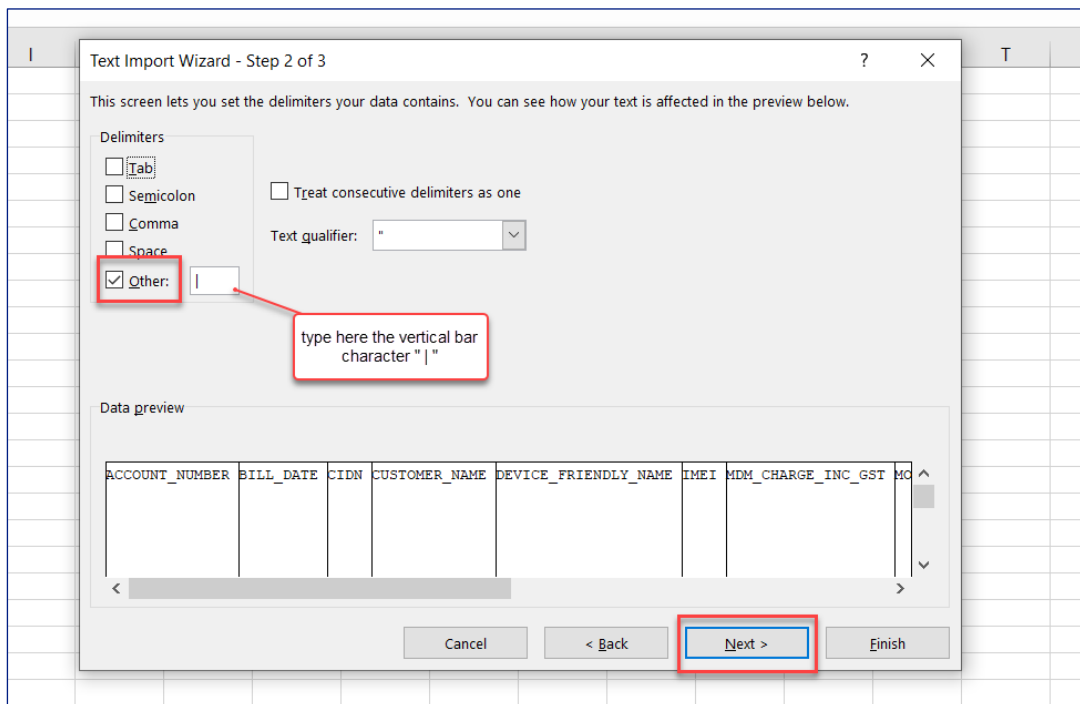


Step 25

Tick **Other** from the Delimiters option.

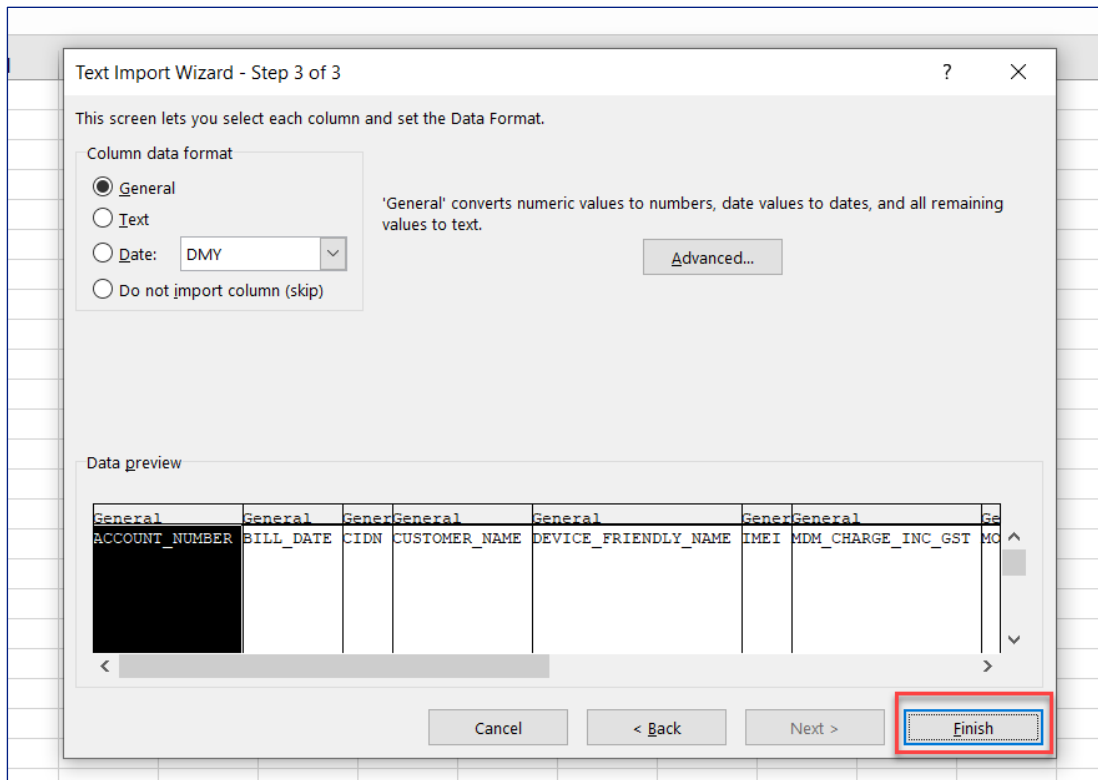
Type “|” (vertical bar character) on the field next to Others.

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



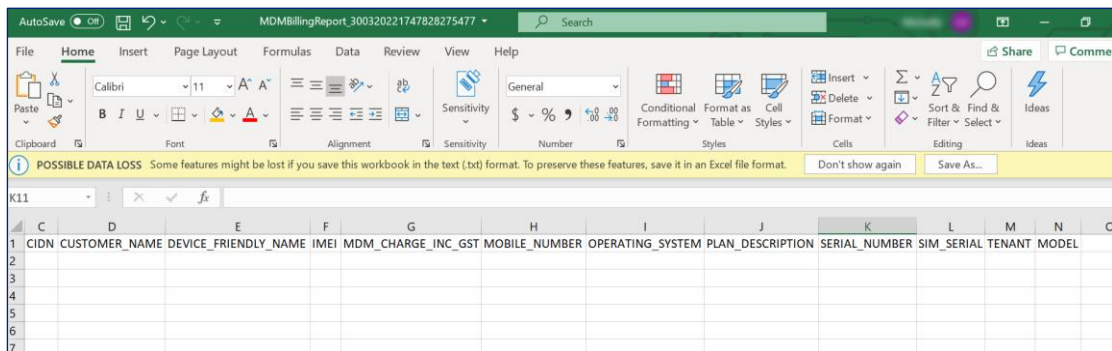
Step 26

Click **Finish** button.



Step 27

The MDM billing report will show the 14 columns in bullets.

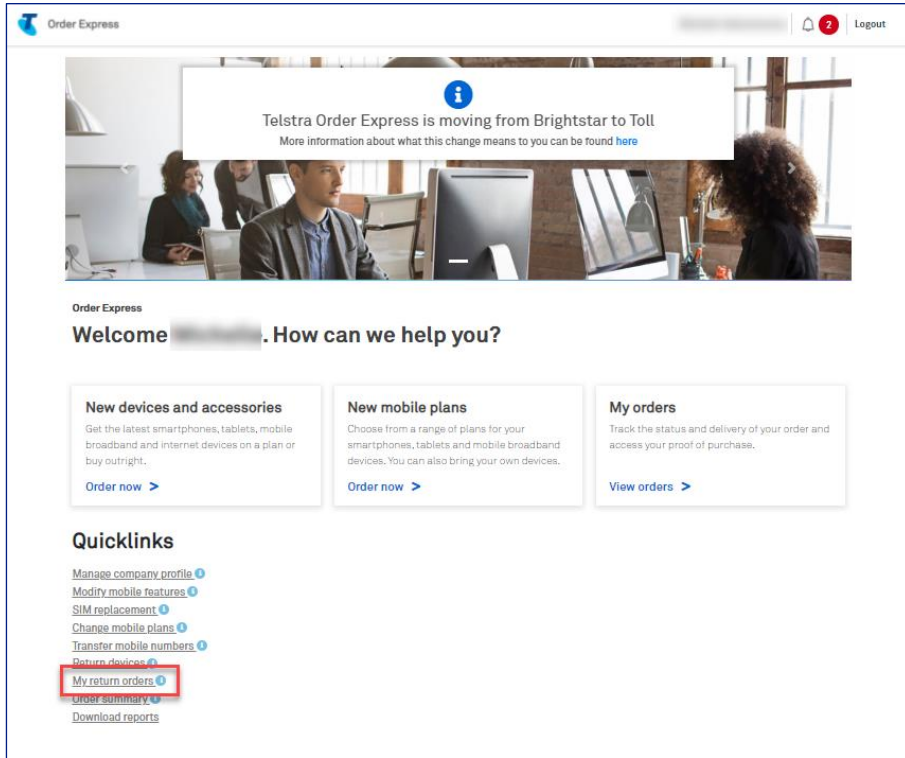


- **Account Number:** Billing / MICA account number where charges are billed
- **Bill Date:** the month of the MDM charges
- **CIDN:** Customer CIDN
- **Customer Name**
- **Device Friendly Name:** name of the person using the device
- **IMEI:** device imei number
- **MDM charge incl GST:** charge for 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

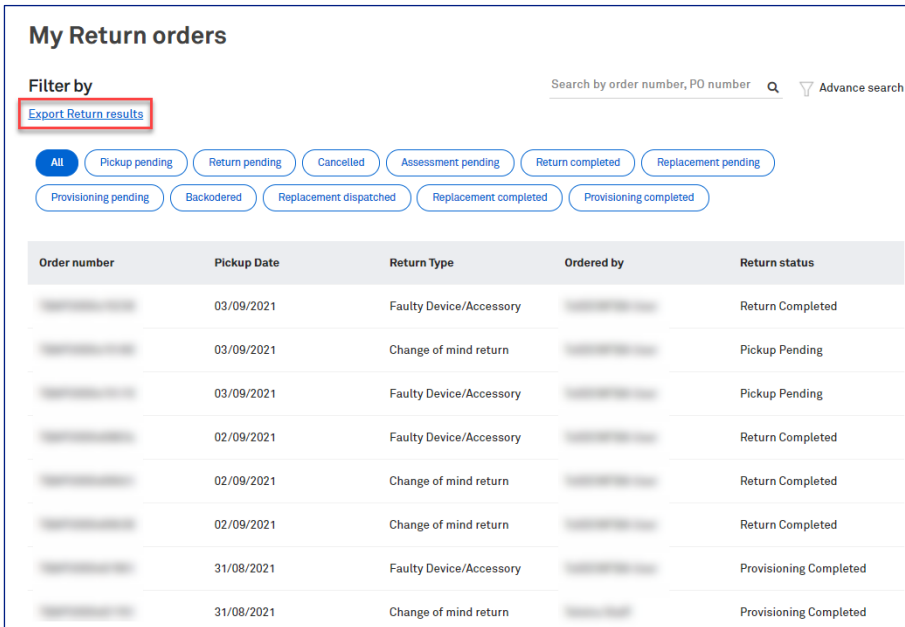
Step 28

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.

My Return orders

Search by order number, PO number Q ▼ Advance search

Filter by [Export Return results](#)

All
Pickup pending
Return pending
Cancelled
Assessment pending
Return completed
Replacement pending
Provisioning pending
Backordered
Replacement dispatched
Replacement completed
Provisioning completed

Order number	Pickup Date	Return Type	Ordered by	Return status
...	03/09/2021	Faulty Device/Accessory	...	Return Completed
...	03/09/2021	Change of mind return	...	Pickup Pending
...	03/09/2021	Faulty Device/Accessory	...	Pickup Pending
...	02/09/2021	Faulty Device/Accessory	...	Return Completed
...	02/09/2021	Change of mind return	...	Return Completed
...	02/09/2021	Change of mind return	...	Return Completed
...	31/08/2021	Faulty Device/Accessory	...	Provisioning Completed
...	31/08/2021	Change of mind return	...	Provisioning Completed

Order_Detail_Repor....xls

Step 31

Downloaded view of Return Order Report.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
1	Company	Customer	OE Order I	UOMS Or	Order Dat	Return Ty	Order Stat	Status Eff	Raised By	Departme	Approved	Pickup coi	Pickup coi	Pickup coi	Pickup coi	Pickup coi	Pickup coi	Replacem	Replacem	Replacem	Replacem	Replacem	Replacem
2					02/09/202	Faulty Dev	RETURN_I			Standard													
3					02/09/202	Change of	PICKUP_F			Admin													
4					02/09/202	Faulty Dev	PICKUP_F			Standard													
5					01/09/202	Faulty Dev	RETURN_I			Standard													
6					01/09/202	Change of	RETURN_I			Admin													
7					01/09/202	Change of	RETURN_I			Admin													
8					30/08/202	Faulty Dev	COMPLET	01/09/202		Standard													
9					30/08/202	Change of	COMPLET	02/09/202		Admin													
10					26/08/202	Change of	RETURN_I			Admin													
11					26/08/202	Faulty Dev	REPLACE			Standard													
12					24/08/202	Change of	PROVISIO			Admin													
13					24/08/202	Change of	PROVISIO			Admin													
14					24/08/202	Change of	PICKUP_F			Admin													
15					24/08/202	Change of	PICKUP_F			Admin													
16					23/08/202	Faulty Dev	RETURN_I	01/09/202		Standard													
17					23/08/202	Faulty Dev	COMPLET	03/09/202		Standard													
18					23/08/202	Faulty Dev	COMPLET	03/09/202		Standard													

Looking for a detailed hardware report?

Step 32

You can now download a detailed hardware reports with the **My orders** tile.

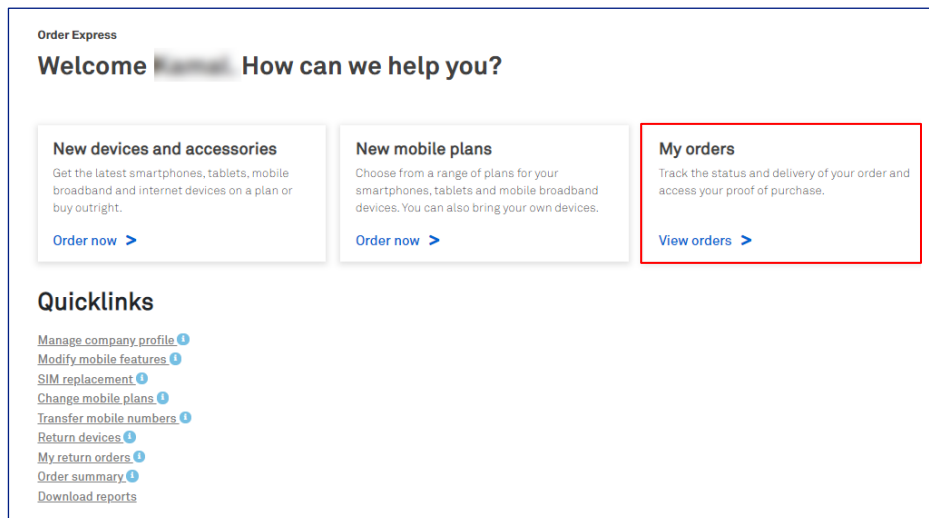
This report can be used to identify ordering trends and other important information like IMEI, SKU, make and model within an ordering period for both forward and return orders.

Note:

This report does not contain information relating to backorders.

Forward orders refer to orders being sent from Telstra to a Customer.

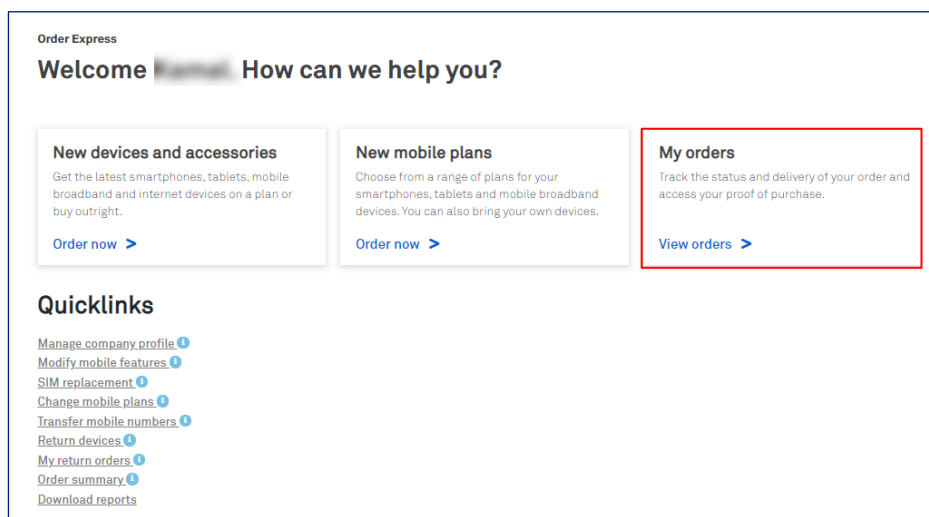
Reverse>Returns are orders being sent from a customer back to Telstra.



The screenshot shows the Order Express dashboard. At the top, it says "Order Express" and "Welcome [Name] How can we help you?". Below this are three main tiles: "New devices and accessories", "New mobile plans", and "My orders". The "My orders" tile is highlighted with a red border. Below these tiles is a "Quicklinks" section with several links: "Manage company profile", "Modify mobile features", "SIM replacement", "Change mobile plans", "Transfer mobile numbers", "Return devices", "My return orders", "Order summary", and "Download reports".

Step 33

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



This screenshot is identical to the one in Step 32, showing the Order Express dashboard with the "My orders" tile highlighted by a red border. It includes the same navigation tiles and quicklinks as described in Step 32.

Step 34

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

E.g., 01/06/2021 – 29/09/2021

Click **Search**.

The screenshot shows the 'My orders' page with the following elements:

- Filter by:** Search by order number, PO number. An **Advance search** button is highlighted with a red box.
- Ordered Date:** A date picker is open, showing the month of September 2021. The date 29 is selected. A **Search** button is highlighted with a red box.
- Order Status:** A row of buttons for filtering by status: All, Approval Pending, Account Approval Pending, Cancelled, Provisioning Completed, Provisioning Pending, Rejected, Scheduled, waiting for stock, Pre-Order, and Provisioning Completed.
- Table:** A table with columns: Order number, PO number, Order date, Order value, Ordered by, and Order status. Two rows are visible:

Order number	PO number	Order date	Order value	Ordered by	Order status
[Redacted]	[Redacted]	29/09/2021 12:43:35	\$3132.6	Test User	Provisioning Pending
[Redacted]	[Redacted]	29/09/2021 12:40:52	\$0	Test User	On hold waiting for stock

Step 35

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

The screenshot shows the 'My orders' page with the following elements:

- Filter by:** Search by order number, PO number. An **Export hardware details** link is highlighted with a red box.
- Ordered Date:** A date picker is open, showing the month of September 2021. The date 29 is selected. A **Search** button is highlighted with a red box.
- Order Status:** A row of buttons for filtering by status: All, Approval Pending, Account Approval Pending, Cancelled, Provisioning Completed, Provisioning Pending, Rejected, Scheduled, waiting for stock, and Pre-Order.
- Table:** A table with columns: Order number, PO number, Order date, Order value, Ordered by, and Order status. Two rows are visible:

Order number	PO number	Order date	Order value	Ordered by	Order status
[Redacted]	[Redacted]	29/09/2021 12:43:35	\$3132.6	Test User	Provisioning Pending
[Redacted]	[Redacted]	29/09/2021 12:40:52	\$0	Test User	On hold waiting for stock

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.



CIDN	CustomerName	BillingAccount	OrderRef	OrderDate	OrderedBy	Channel	Make/Model/IMEI/serial/SKU	Username	UserCost	PurchaseC	OrderType	Category	Upfront	CF	Monthly
1334471198	TESTPOOD	16-06-2021	OrgAdmin	MNET	TPP	SIM C	7.89E+12	1E+08	OrgAdmin1	Test	Blank Sim	Device On a Plan			
1334471198	TESTPOOD	16-06-2021	OrgAdmin	MNET	Samsung	(1.2E+14	210276	OrgAdmin1	Test	Mobile req	Smartphone			16.6
1334471198	TESTPOOD	16-06-2021	OrgAdmin	MNET	TPP	SIM C	7.78E+12	1E+08	OrgAdmin1	Test	Blank Sim	Device On a Plan			

This new report provides information on:

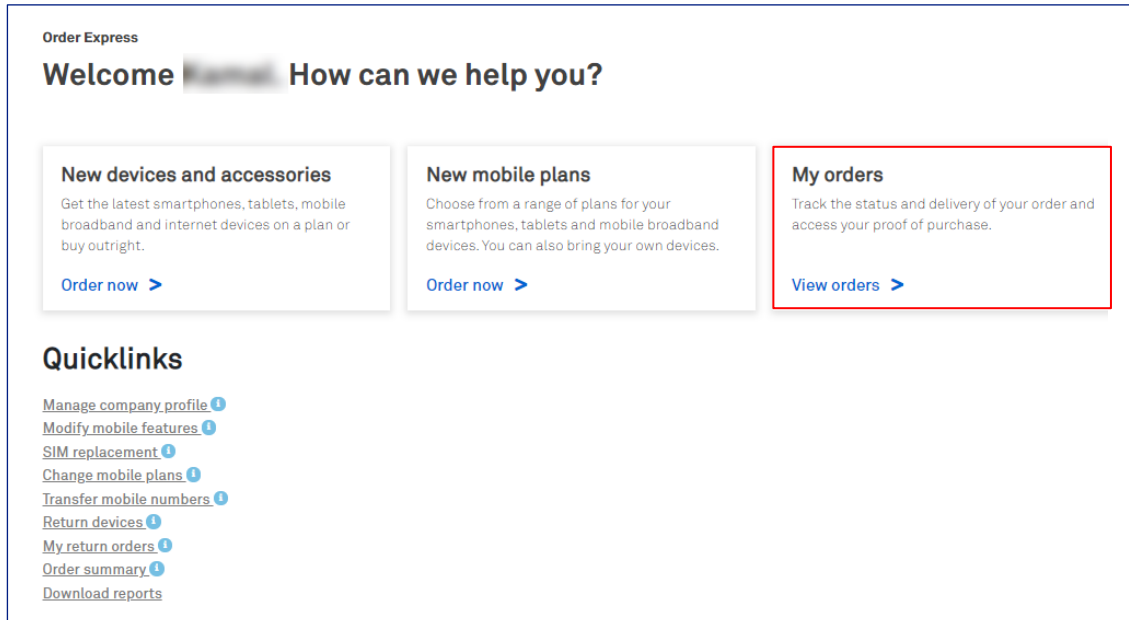
- **CIDN:** Customer Identification Number / Company ID
- **Customer Name:** Legal Trading name of the company
- **Billing Account:** Account number chosen when placing an order
- **Order reference:** Forward Order Number
- **Order Date:** Date order has been placed
- **Order Received Date:** When the 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

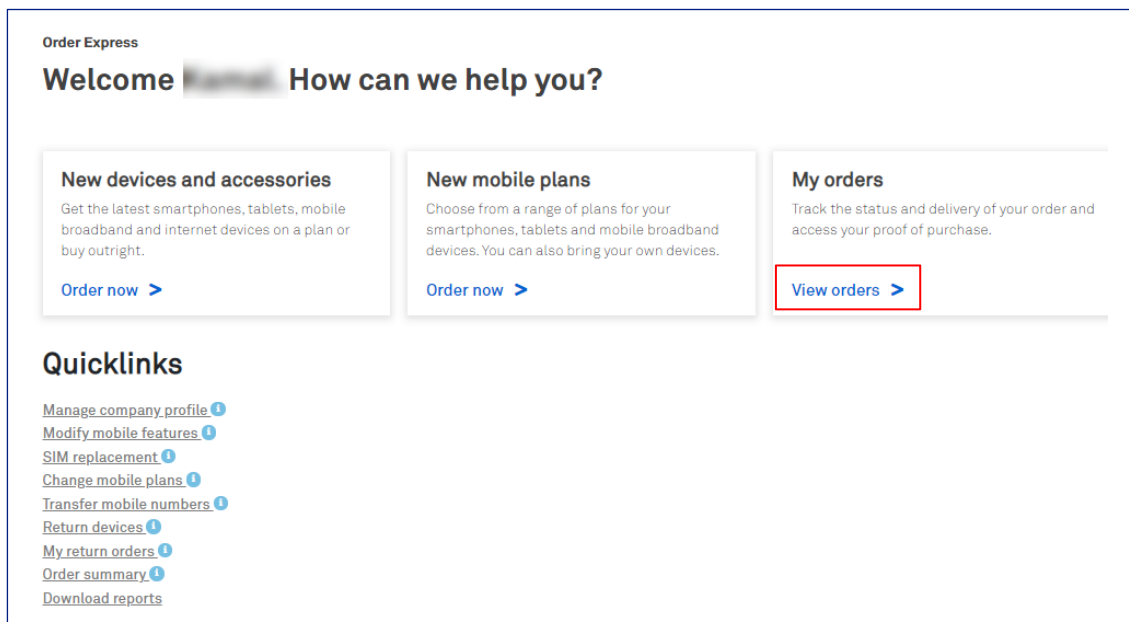
You can download a customer order reports via the TOX Procurement screen, within the **My orders** tile.

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**.

The screenshot shows the 'My orders' interface. At the top right, there is a search bar with a magnifying glass icon and a dropdown arrow labeled 'Advance search', which is highlighted with a red box. Below the search bar, there are filter options: 'All Orders', 'Imei', and 'Ordered by'. The 'Ordered Date' filter is set to '01/06/2021' and has a calendar icon. A date picker calendar is open, showing the month of September 2021, with the date '29' selected. To the right of the calendar, there are 'Reset' and 'Search' buttons, with the 'Search' button highlighted by a red box. Below the filters, there are several status buttons: 'All', 'Approval Pending', 'Account Approval Pending', 'Cancelled', 'Order Not Processed', 'On hold waiting for stock', 'Pre-Order', 'Provisioning Completed', 'Provisioning Pending', 'Rejected', 'Scheduled', 'Porting Pending', and 'Porting Completed'. At the bottom, there is a table with columns: 'Order number', 'PO number', 'Order date', 'Order total', 'Ordered by', and 'Order status'. Two rows of data are visible in the table.

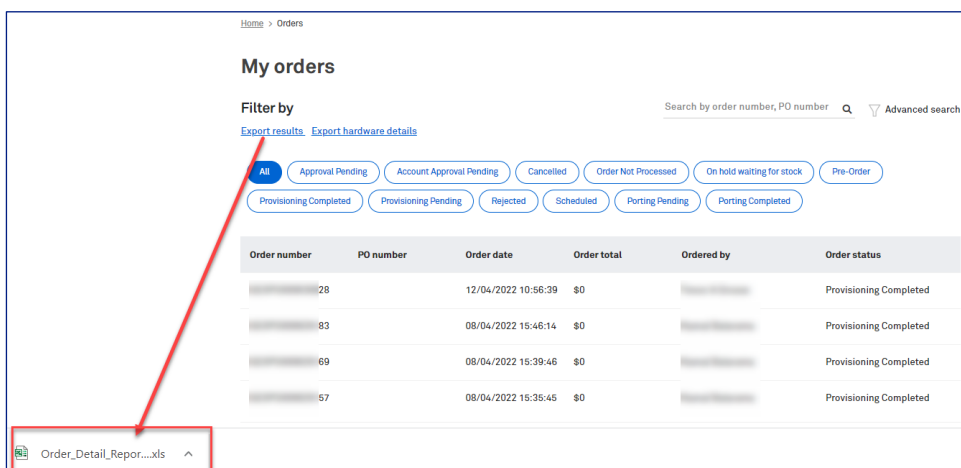
Step 40

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

The screenshot shows the 'My orders' interface. At the top left, there is a breadcrumb 'Home > Orders'. The 'My orders' title is at the top. Below it, there is a 'Filter by' section with a search bar and a dropdown arrow labeled 'Advanced search'. The 'Export results' link is highlighted with a red box. Below the search bar, there are several status buttons: 'All', 'Approval Pending', 'Account Approval Pending', 'Cancelled', 'Order Not Processed', 'On hold waiting for stock', 'Pre-Order', 'Provisioning Completed', 'Provisioning Pending', 'Rejected', 'Scheduled', 'Porting Pending', and 'Porting Completed'. At the bottom, there is a table with columns: 'Order number', 'PO number', 'Order date', 'Order total', 'Ordered by', and 'Order status'. Three rows of data are visible in the table.

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:

- In an **ARO Order**, devices and accessories are billed to the account. The plans are billed to the mobile number.
- In an **MRO Order**, all are billed to the mobile number (devices, plans, accessories).
- In an **Outright Order**, devices and accessories are billed to the account number.

The screenshot shows an Excel spreadsheet with the following columns: Company Name, Customer ID, OE Order Reference, UOMS Order number, Order Date/Time, Order Status, Status Effective Date/Time, Raised By User, Department Name, Approved Purchase, Recipient, Recipient's Name, Address Line 1, and Address Line 2. The data rows show various order details.

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

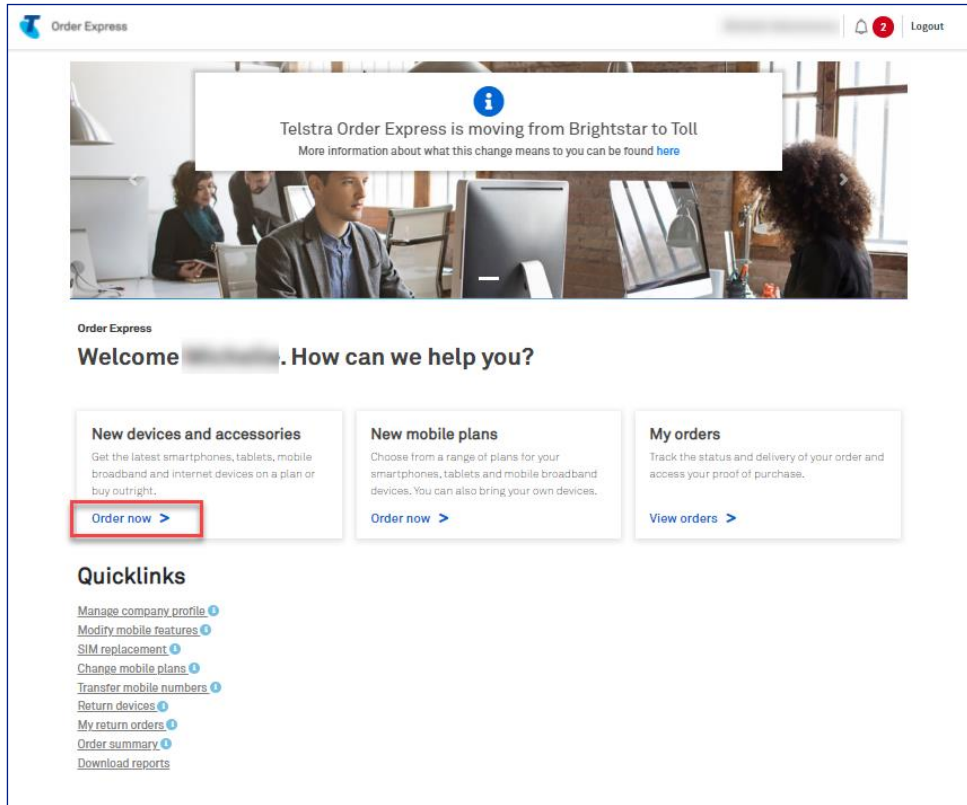
Shop the latest range of mobile devices and accessories – cases, covers, screen protectors, chargers and more! This document provides instruction on how to purchase new devices and accessories.

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.

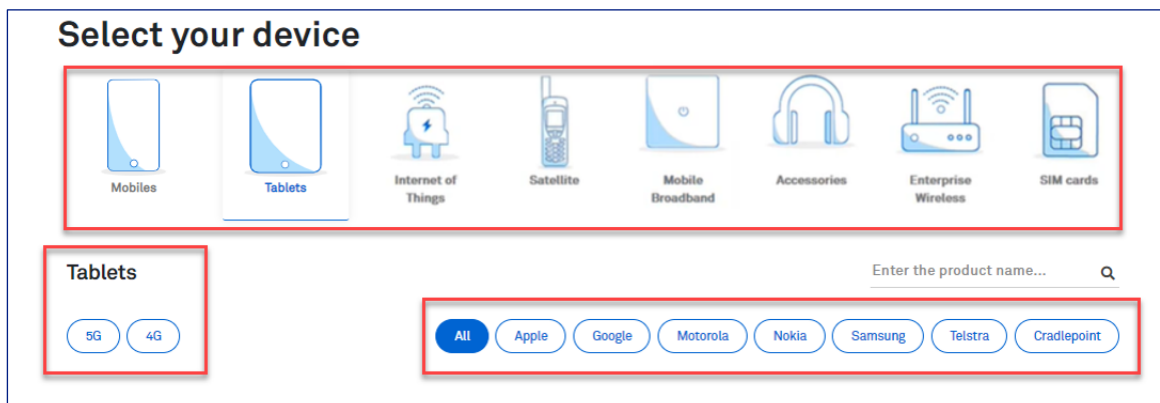


Step 2

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

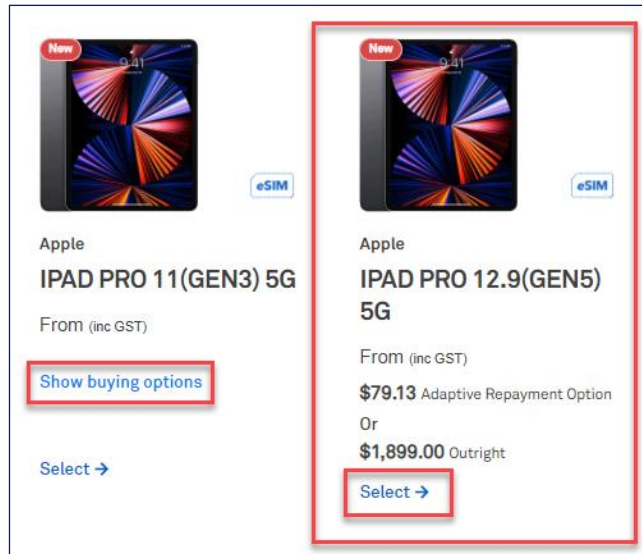
Select **5G** or **4G** network.

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.

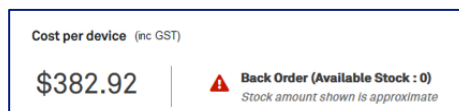


Configure your device

Step 4

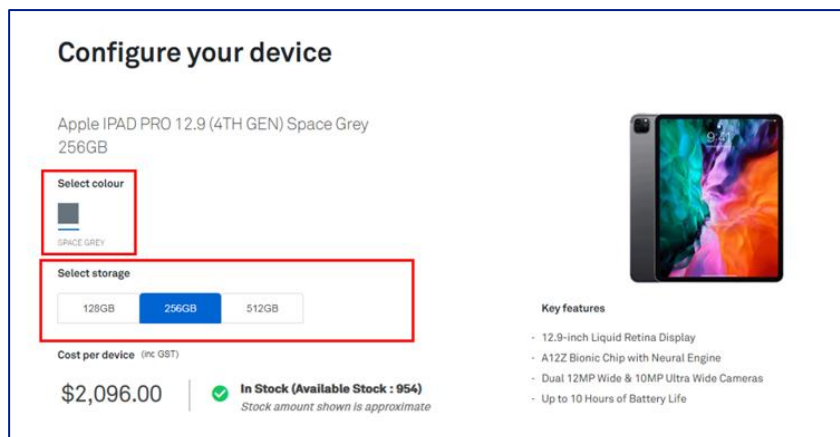
- Select the colour (where applicable)
- Choose the storage capacity (where applicable)

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)

Payment options

Outright

Adaptive Repayment Option

Mobile Repayment Option

Enter quantity

1

Maximum 5000 per item

Device Enrolment Service

Register devices so company settings are enabled out of the box.

Continue

Optional add-ons

Step 7

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

Payment options

Outright

Adaptive Repayment Option

Mobile Repayment Option

Enter quantity

1

Maximum 5000 per item

Device Enrolment Service

Register devices so company settings are enabled out of the box.

Continue

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

Optional add-ons
Select add-ons for your selected device(s).

All TAG Cable Cable TAG HEADSET

USB-C TO LIGHTNING CABLE (1M)	LIGHTNING TO USB CABLE (1M)	Apple 3.5MM Headphone Adapter
\$29.00 per item	\$29.00 per item	\$15.00 per item
<input type="checkbox"/> Add	<input type="checkbox"/> Add	<input checked="" type="checkbox"/> Add
		- 1 +
		Maximum 99 per item

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.

Do you want to buy plans with your devices?

Yes. Buy plans No. Devices only

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.

Billing

User Options

Select from existing users or enter new user details by clicking new user

Bill to :

Billing Account Number

Use Adaptive funds with this purchase

Enter Amount

Current fund balance : \$9,212.02

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.

Billing

User Options

Select from existing users or enter new user details by clicking new user

Bill to :

Billing Account Number

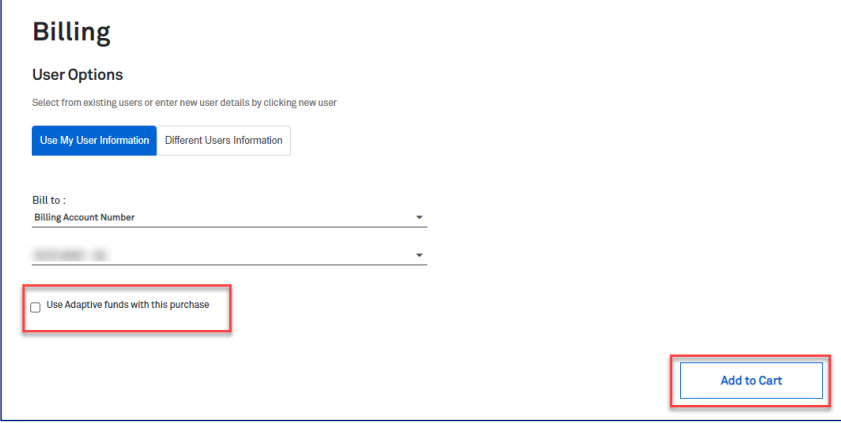
Use Adaptive funds with this purchase

Enter Amount

Current fund balance : \$9,212.02

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**.



The screenshot shows a 'Billing' section with 'User Options'. There are two tabs: 'Use My User Information' (active) and 'Different Users Information'. Below the tabs, there are two dropdown menus for 'Bill to:' and 'Billing Account Number'. A checkbox labeled 'Use Adaptive funds with this purchase' is highlighted with a red box and is currently unchecked. At the bottom right, an 'Add to Cart' button is also highlighted with a red box.

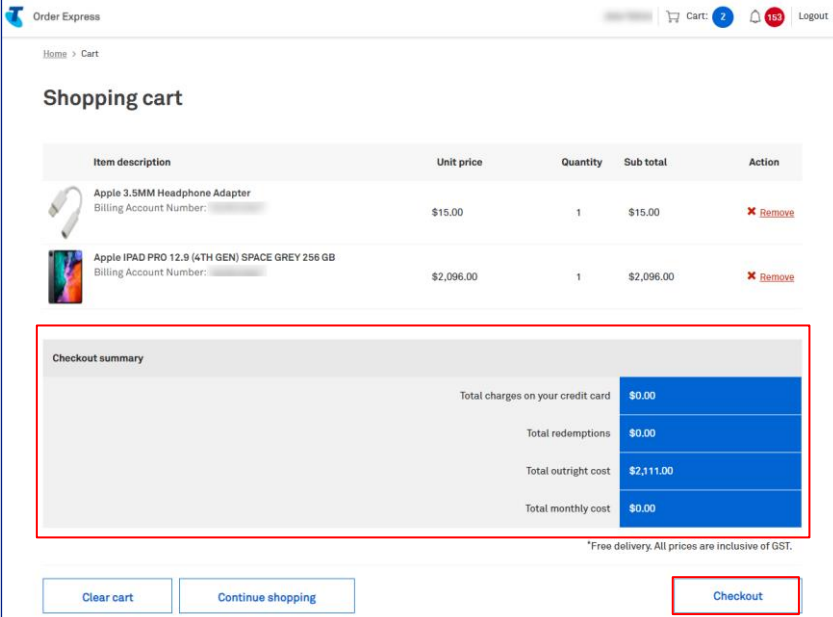
Step 12

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)



The screenshot shows the 'Order Express' shopping cart page. The cart contains two items: 'Apple 3.5MM Headphone Adapter' and 'Apple IPAD PRO 12.9 (4TH GEN) SPACE GREY 256 GB'. Below the cart items is a 'Checkout summary' section, which is highlighted with a red box. The summary table shows:

Item description	Unit price	Quantity	Sub total	Action
Apple 3.5MM Headphone Adapter Billing Account Number: [REDACTED]	\$15.00	1	\$15.00	Remove
Apple IPAD PRO 12.9 (4TH GEN) SPACE GREY 256 GB Billing Account Number: [REDACTED]	\$2,096.00	1	\$2,096.00	Remove

Total charges on your credit card	\$0.00
Total redemptions	\$0.00
Total outright cost	\$2,111.00
Total monthly cost	\$0.00

*Free delivery. All prices are inclusive of GST.

Buttons at the bottom: 'Clear cart', 'Continue shopping', and 'Checkout' (highlighted with a red box).

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**.

Checkout summary		
Product name	Quantity	Stock level
 Apple 3.5MM Headphone Adapter	1	 Back Order
 Apple IPAD PRO 12.9 (4TH GEN) SPACE GREY 256GB	1	 In Stock
Total charges on your credit card		\$0.00
Total redemptions		\$0.00
Total outright cost		\$2,111.00
Total monthly cost		\$0.00

*Free delivery. All prices are inclusive of GST.

Important
One or more products in your cart is out of stock. Your order will be placed in backorder till stock is available. Alternatively you can

Split Order: If this option is chosen the out stock items are placed on separate order

Split order

Remove the Out of stock items from the cart

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.

Schedule Your Order

Select from following options on when you would like this order to be processed.

Processes the order in

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 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.

Checkout summary

	Apple 3.5MM Headphone Adapter	1	 Back Order
	Apple IPAD PRO 12.9 (4TH GEN) SPACE GREY 256GB	1	 In Stock

Total charges on your credit card	\$0.00
Total redemptions	\$0.00
Total outright cost	\$2,111.00
Total monthly cost	\$0.00

*Free delivery. All prices are inclusive of GST.

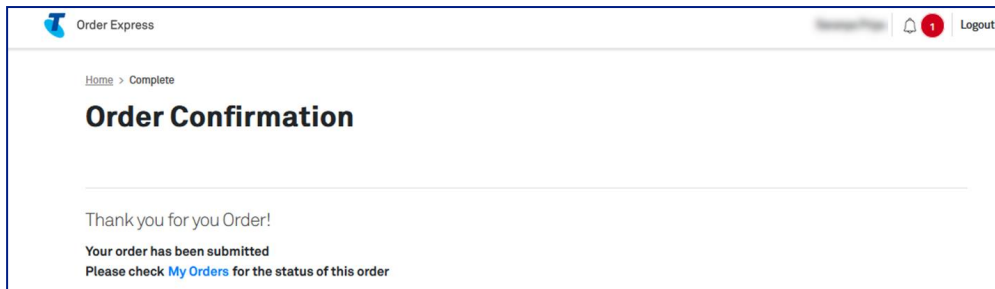
Your order is being processed – this may take a few minutes. Please do not refresh your browser or resubmit your order.

[View/Edit cart](#) [Submit order later](#) [Confirm order](#)

Step 17

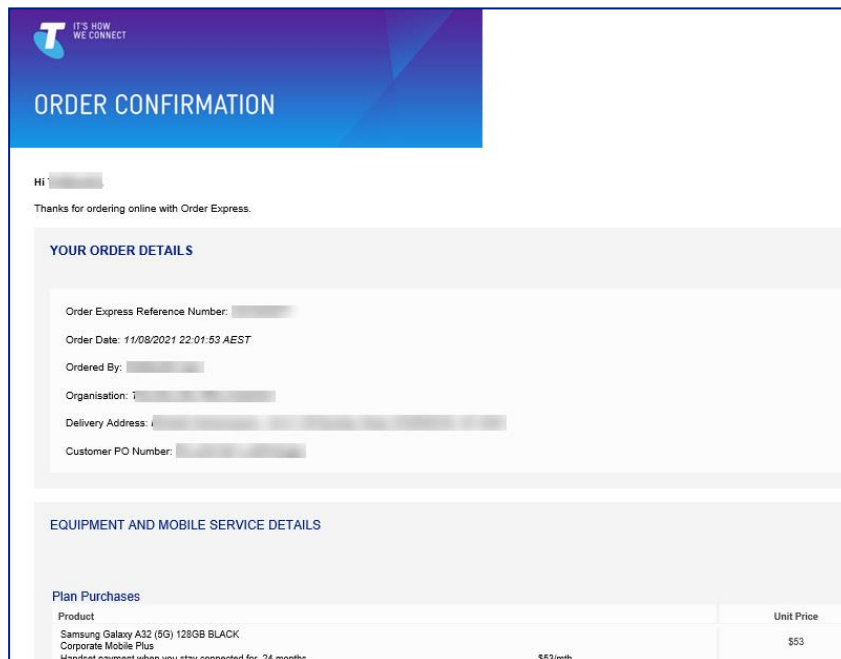
Once complete, the Order confirmation page will display.

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



Step 18

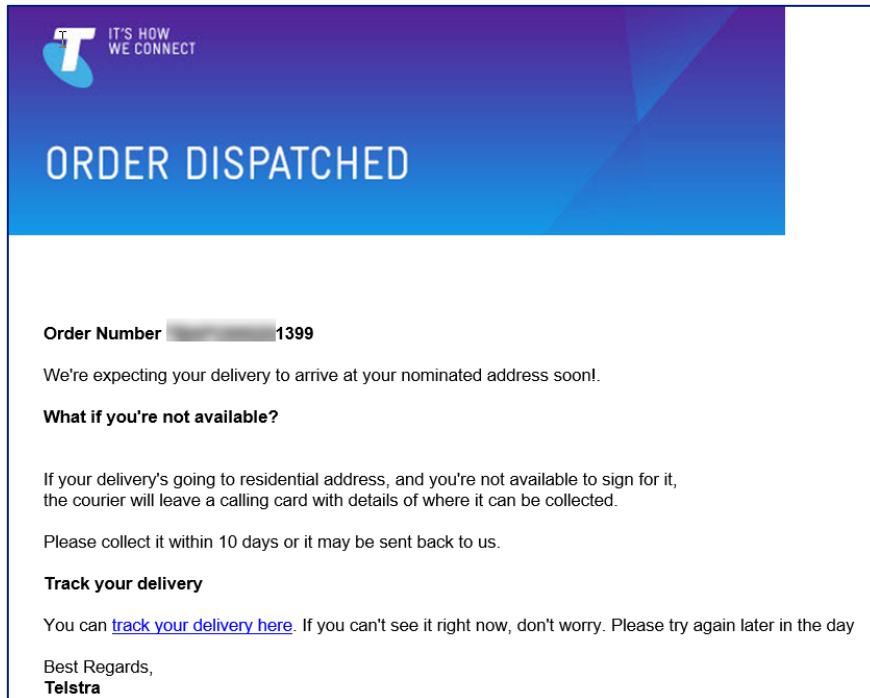
The customer who is the recipient of the ordered items will also receive an **Order Confirmation** email with a summary of the order details.



Step 19

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

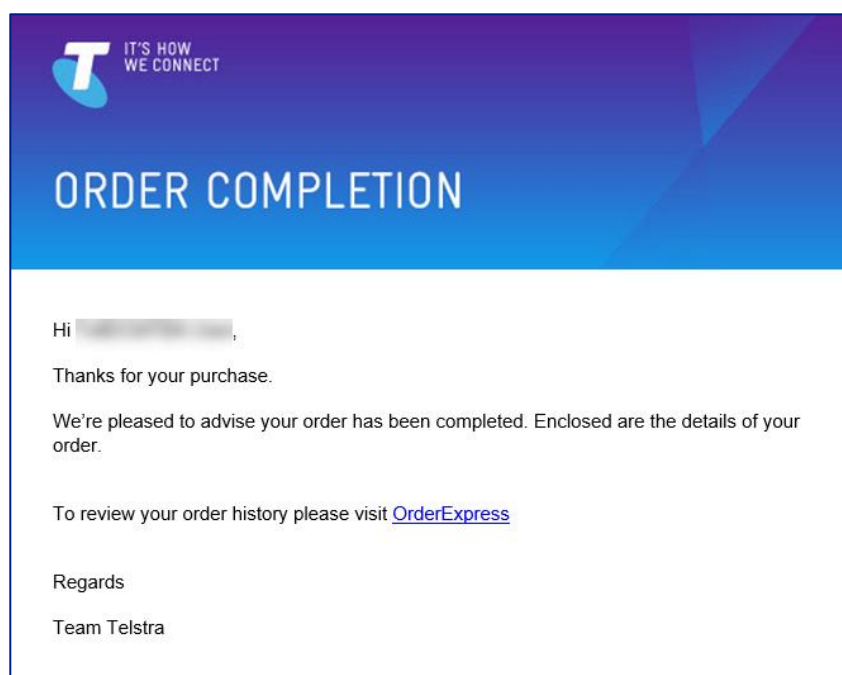
Note: The email will automatically be sent to the Primary Admin of that CIDN, and any other email added to the Order Notification field in the checkout screen.



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.

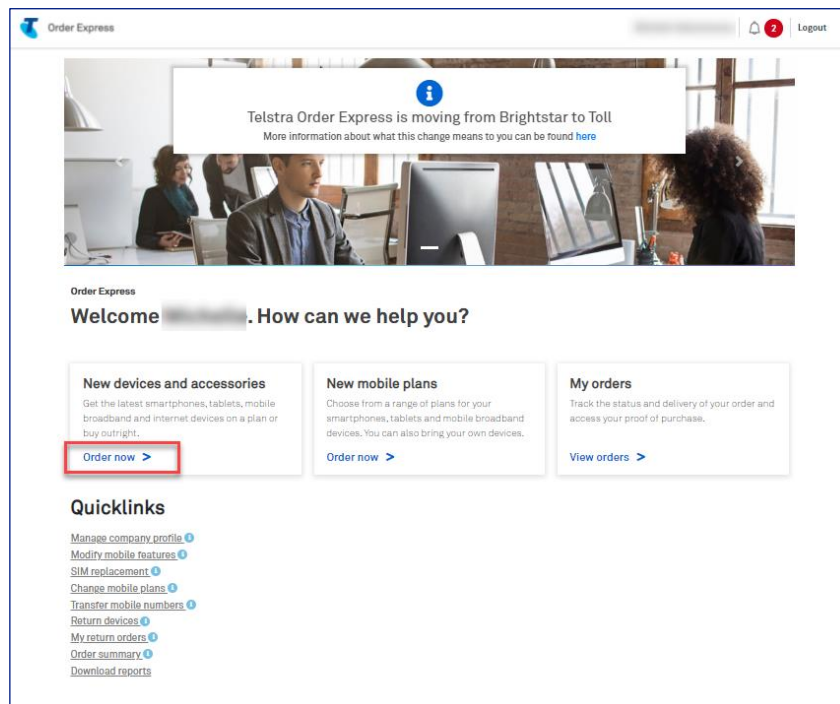
Note: Charges are triggered after the delivery is successful and charges appear on the customer's account when the order status is completed.



Step 21

Tip: Looking to buy a SIM card only?

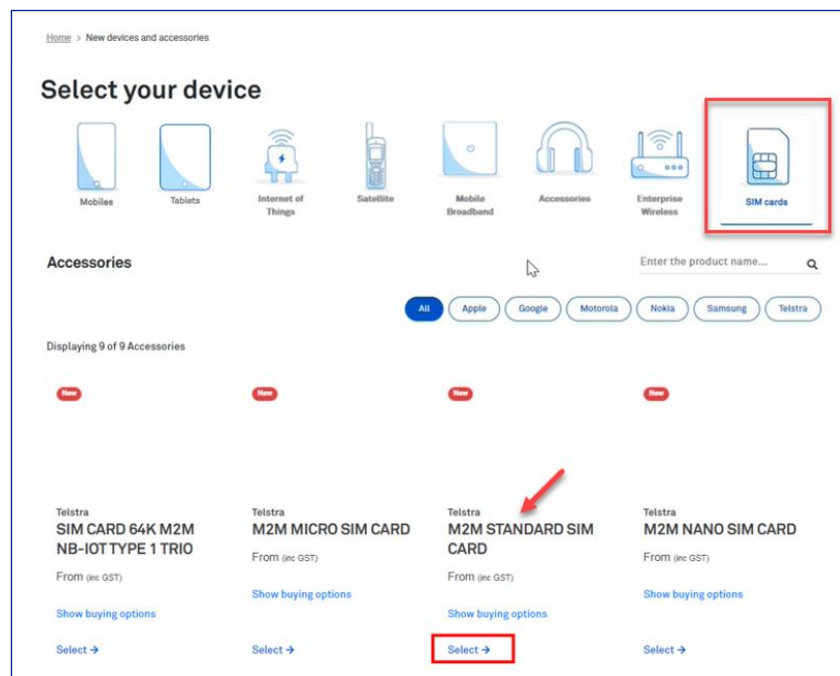
Click **Order Now** on the **New device and accessories** tile.



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 reurn 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"

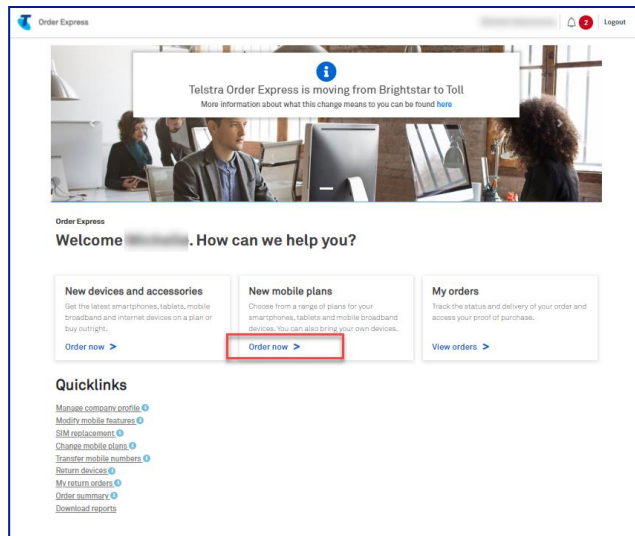
Note: These screens have been recorded using the Telstra Admin access. The screens may vary depending on the assigned role type and user permissions.

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**

Adaptive Mobility Mobile Essential From \$55.00 per month Talk As per Contract MMS/SMS As per Contract Data 40GB (Shareable) For use within Australia, to standard Australian numbers. Order Now	Adaptive Mobility Mobile Enhanced From \$65.00 per month Talk As per Contract MMS/SMS As per Contract Data 80GB (Shareable) For use within Australia, to standard Australian numbers. 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.

Enter number of services

1
Maximum 5000 per item

Select value added services

We'll activate the main features of the plan you've chosen. Please select optional extras or items that you require barred/disabled.

Barring

- Outgoing Text
- Data Usage
- International Roaming
- International Calls
- Incoming Text
- Data usage Notification
- Domestic Calls
- MMS

Step 5

Choose your Add-ons (optional).

Add-ons (optional)

Choose from a range of optional extras to go with your plan.

Add	Name	Description	Monthly fee
Calling And Messaging			
<input type="checkbox"/>	International calls and texts - specific countries	Unlimited standard calls and texts from Australia to specific countries (view Service Terms for country details).	\$10.00 per month
<input checked="" type="checkbox"/>	International calls and texts - all countries	Unlimited standard calls and texts from Australia to all countries.	\$15.00 per month
Business Demand Data Charge			
<input checked="" type="checkbox"/>	Standard	Uses the speed cap built into your selected plan while using plan data. This can vary dependent on mobile data traffic. Note: The Mobile Epic Plan has no speed cap.	\$0.00 per month
Data			
<input type="checkbox"/>	User data top-up	50GB	\$30.00 per month
International Roaming Month Pass			
<input checked="" type="checkbox"/>	International roaming month pass	4GB monthly data allowance with unlimited calls and texts for use in Eligible Countries (view Service Terms for country details). Monthly charge applies regardless of roaming usage.	\$60.00 per month
Voice mail			

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.

Do you want to buy devices with your plans?

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).

Add-ons (optional)

Choose from a range of optional extras to go with your plan.

Add	Name	Description	Monthly fee
Calling And Messaging			
<input type="checkbox"/>	Basic	Unlimited standard calls and texts from Australia to specific countries (view Service Terms for country details).	\$10.00 per month
<input type="checkbox"/>	Premium	Unlimited standard calls and texts from Australia to all countries.	\$15.00 per month
Data			
<input checked="" type="checkbox"/>	Standard	Uses the speed cap built into your selected plan while using plan data. This can vary dependent on mobile data traffic. Note: The Mobile Epic Plan has no speed cap.	\$0.00 per month
<input type="checkbox"/>	Unshape User	An additional 20GB non-shareable data that's applied once a shared data allowance is consumed. Ensures the service speed is not limited.	\$30.00 per month
Messagebank			
<input checked="" type="checkbox"/>	Standard	Telstra's standard voicemail service, included with all mobile plans.	\$0.00 per month
<input type="checkbox"/>	VOICE to TEXT	Automatically converts compatible voice messages to texts and sends them to your mobile.	\$10.00 per month
International Roaming Month Pass			
<input type="checkbox"/>	4 GB	4GB monthly data allowance with unlimited calls and texts for use in Eligible Countries (view Service Terms for country details). Monthly charge applies regardless of roaming usage.	\$60.00 per month

[Continue](#)

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.

Item(s) (inc GST)	Monthly recurring fee	One-off fee	First month fee
	\$65.00	\$0.00	\$65.00

Home > Plans > Adaptive Mobility Mobile Enhanced > Billing Information

Billing

Bill to:
Billing Account Number

Selected quantity
1

Enter User Details

Upload File No file chosen [Download Sample List](#)

1 Enter user name * Enter email (Optional) Request a new SIM card STANDARD E-SIM CARD

Cost center (Optional)

Click here to download the bulk upload spreadsheet template

Step 8

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

For more information about the order click +

Shopping cart

Item description	Unit price	Quantity	Sub total	Action
Business Mobile Plans Medium New Service Billing Account Number: [redacted]	\$65.00/mth	1	\$65.00/mth	+ Remove

Checkout summary

Total monthly cost **\$65.00**

*Free delivery. All prices are inclusive of GST.

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.

Item description	Unit price	Quantity	Sub total	Action
Adaptive Mobility Mobile Essential New Service Billing Account Number: [REDACTED]	\$115.00/mth	1	\$115.00/mth	Remove

Item description	Unit price
Adaptive Mobility Mobile Essential Add-ons	\$55.00/mth
Standard	\$0.00/mth
International roaming month pass	\$60.00/mth

User name	Sim card	Sim serial	Cost center
[REDACTED]	STANDARD E-SIM CARD		

Checkout summary	
Total monthly cost	\$115.00

*Free delivery. All prices are inclusive of GST.

[Clear cart](#) [Continue shopping](#) [Checkout](#)

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.

Order Express Cart: 1 [Logout](#)

Invalid suburb, state or post code. Please check the address

Checkout

Delivery details

Ordered by: TollDCMTBA User

Name of recipient * _____

Note: A PO BOX address is not a valid TOX delivery address

Select address * _____

Do you require a customer based purchase order number?
 Yes
 No

Do you require a cost centre reference?
 Yes
 No

Order notification copied to _____
Type one or more email addresses, separated by commas.

Comment _____
Commentary field is for your organisation's internal use only. Activations & shipping will not have visibility on the content.

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 <input checked="" type="checkbox"/>
	&, comma, quotes, \, /	Error (LOMS and/or TOLL) <input checked="" type="checkbox"/>

The screenshot shows the 'Checkout' page with 'Delivery details' section. A red box highlights the error message: 'customer po number is invalid'. Below this, the 'Do you require a customer based purchase order number?' question has the 'Yes' radio button selected. A red box also highlights the 'PO & Validation' field, which contains the error message 'Invalid customer po number'. Other fields like 'Do you require a cost centre reference?' and 'Comment' are also visible.

Step 11

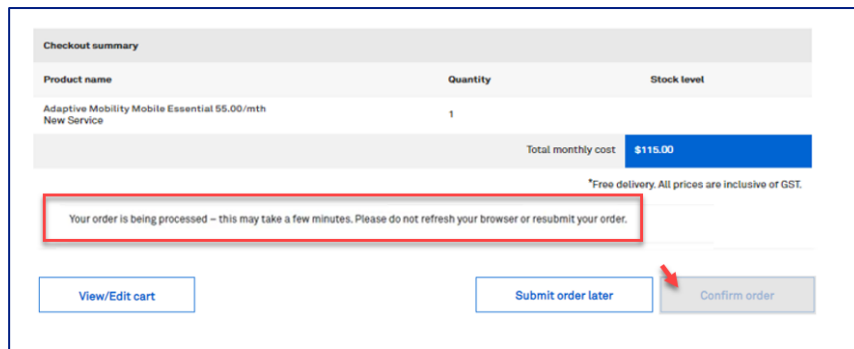
Once all mandatory field has been populated, scroll down and click **Confirm order** to complete the order.

The screenshot shows the bottom of the checkout page with three buttons: 'View/Edit cart', 'Submit order later', and 'Confirm order'. The 'Confirm order' button is highlighted with a red box.

Step 12

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

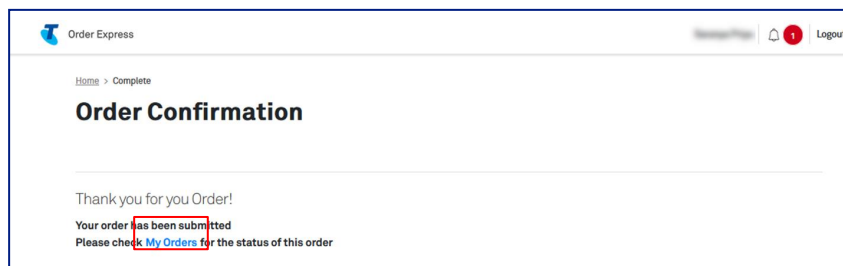
Note: Confirm Order button will be greyed out while TOX is processing the order.



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.

Order Express [blurred] Cart: 2 Logout

Order Express
Welcome [blurred]
How can we help you?

New devices and accessories
Get the latest smartphones, tablets, mobile broadband and internet devices on a plan or buy outright.
[Order now >](#)

New mobile plans
Choose from a range of plans for your smartphones, tablets and mobile broadband devices. You can also bring your own devices.
[Order now >](#)

My orders
Track the status and delivery of your order and access your proof of purchase.
[View orders >](#)

Quicklinks

- [Manage company profile](#)
- [Modify mobile features](#)
- [SIM replacement](#)
- [Change mobile plans](#)
- [Transfer mobile numbers](#)
- [Return devices](#)
- [My return orders](#)
- [Order summary](#)
- [Download reports](#)

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**.

The screenshot shows the 'My orders' interface. At the top, there is a breadcrumb 'Home > Orders' and a title 'My orders'. Below the title, there is a 'Filter by' section with a search bar containing the text 'Search by order number, PO number' and a magnifying glass icon. To the right of the search bar is an 'Advanced Search' link. Below the search bar are two links: 'Export results' and 'Export hardware details'. A row of filter buttons is displayed, including 'All', 'Approval Pending', 'Account Approval Pending', 'Cancelled', 'Order Not Processed', 'On hold waiting for stock' (highlighted with a red box), and 'Pre-Order'. Below this row are more filter buttons: 'Provisioning Completed', 'Provisioning Pending', 'Rejected', 'Scheduled', 'Porting Pending', and 'Porting Completed'. At the bottom, a table lists orders with columns for 'Order number', 'PO number', 'Order date', 'Order total', 'Ordered by', and 'Order status'. The 'Order status' column contains various values such as 'Provisioning Pending', 'RETURN_PENDING', and 'Provisioning Completed'.

Step 4

Results will populate.

Click to select the order you wish to cancel.

Home > Orders

My orders

Filter by Search by order number, PO number

[Export results](#) [Export hardware details](#)

Order number	PO number	Order date	Order total	Ordered by	Order status
					On hold waiting for stock
					On hold waiting for stock
					On hold waiting for stock
					On hold waiting for stock
					On hold waiting for stock

1

Step 5

Order will display.

Order Express 149 Logout

Home > Orders > [Order ID]

Order details [Order ID]

Company name	CIDN	Provisioning status	Delivery status	PO number
		On hold waiting for stock	Waiting to be Dispatched	

Delivery address	Ordered by	Date ordered	Tracking number
		09/03/2021 17:34:52	

Outright purchases

Item description	Unit price	Quantity	Sub total
Apple iPhone 12 5G 128 GB BLACK User: [User Name] Bill to new plan: [Plan Name]	\$1429	1	\$1,429

Total outright \$1,429

Notes:

Provisioning status = On hold waiting for stock

Delivery Status = Waiting to be dispatched

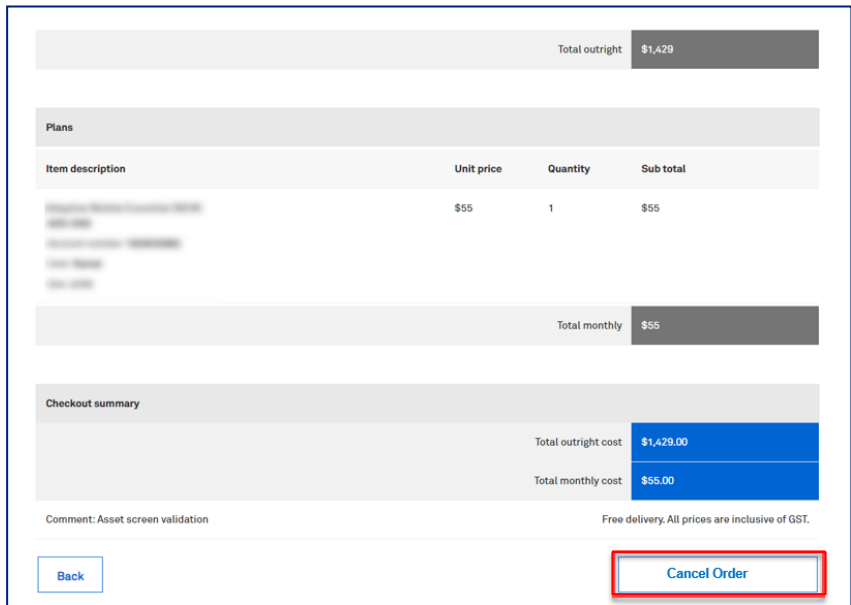
This status indicates that the order is before PONR and can be cancelled.

This is also confirmed by the **Cancel Order** button appearing on the bottom of the order.

Cancel Order

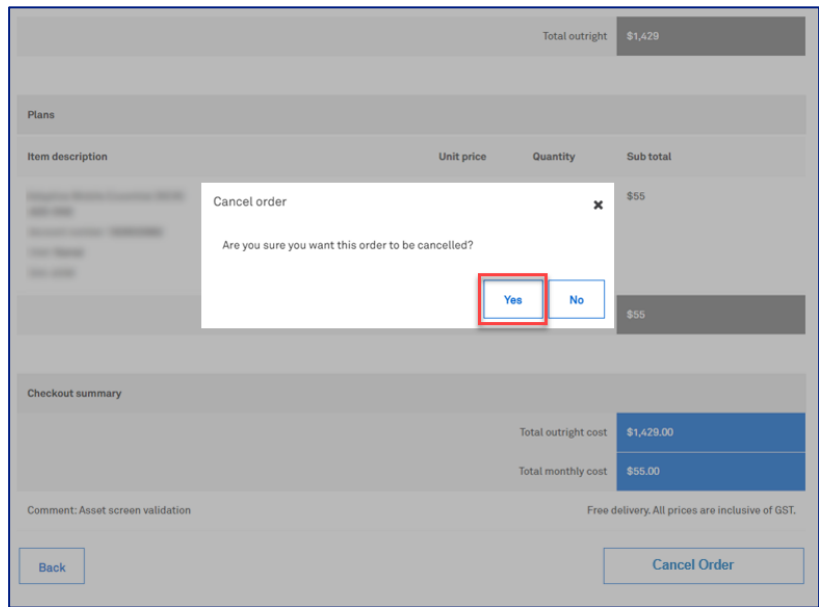
Step 6

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 'Sxxxxxxx' 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**

The screenshot shows the Telstra Order Express customer portal. At the top, there is a navigation bar with the 'Order Express' logo on the left, a user profile icon, a notification bell with a red circle containing the number '2', and a 'Logout' link. Below the navigation bar is a large banner with a background image of people working at computers. The banner contains a white box with an information icon and the text: 'Telstra Order Express is moving from Brightstar to Toll' and 'More information about what this change means to you can be found [here](#)'. Below the banner, the page says 'Order Express' and 'Welcome [blurred name]. How can we help you?'. There are three main service tiles: 'New devices and accessories' with a description and an 'Order now >' link; 'New mobile plans' with a description and an 'Order now >' link; and 'My orders' with a description and a 'View orders >' link. At the bottom left, there is a 'Quicklinks' section with a list of links: 'Manage company profile', 'Modify mobile features', 'SIM replacement', 'Change mobile plans', 'Transfer mobile numbers', 'Return devices' (highlighted with a red box), 'My return orders', 'Order summary', and 'Download reports'.

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.

Home > Returns details

Device Return

Type of return
Faulty Device/Accessory

Faulty Device/Accessory
Return unopened devices/accessories for a refund

Please enter a device imei number or Telstra order number

Serial of the device to be returned

Order reference

IMEI/Order Reference Lookup

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.

Please enter a device imei number or Telstra order number

Serial of the device to be returned

IMEI/Order Reference Lookup

Please select an item to be returned

Date Ordered 19-07-2021

Select	Device	IMEI/Serial
<input type="radio"/>	Google PIXEL 4a 128 GB BLACK	XXXXXXXXXX
<input checked="" type="radio"/>	Google PIXEL 4a 128 GB BLACK	XXXXXXXXXX
<input type="radio"/>	Google PIXEL 4a 128 GB BLACK	XXXXXXXXXX

Important: Only one faulty item can be returned and must be assessed before a replacement unit is sent. We will organise a courier to pickup your faulty item so it can be assessed

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.

Order Express

Home > Returns details

✖ This device is Apple activation locked. Please remove the activation lock before raising a return request.

Device Return

Type of return
Faulty Device/Accessory

Return faulty item for replacement

Please enter a device imei number or Telstra order number

5483 Order reference

IMEI/Order Reference Lookup

Please select an item to be returned

Date Ordered 21-02-2022

Select	Device	IMEI/Serial
<input type="radio"/>	Apple iPhone SE (2nd Gen) 64 GB BLACK	5483

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.

Please select an item to be returned

Date Ordered 19-07-2021

Select	Device	IMEI/Serial
<input type="radio"/>	Google PIXEL 4a 128 GB BLACK	5483
<input checked="" type="radio"/>	Google PIXEL 4a 128 GB BLACK	5483
<input type="radio"/>	Google PIXEL 4a 128 GB BLACK	5483

Important: Only one faulty item can be returned and must be assessed before a replacement unit is sent. We will organise a courier to pickup your faulty item so it can be assessed

Device fault
Cracked screen

Please describe the problem

← Cancel Generate Quote

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.

The screenshot shows a form for selecting a device and generating a quote. At the top, it says "Date Ordered 19-07-2021". Below this is a table with three columns: "Select", "Device", and "IMEI/Serial". There are three rows, each with a radio button, the text "Google PIXEL 4a 128 GB BLACK", and a blurred IMEI/Serial number. The middle radio button is selected. Below the table, there is a note: "Important: Only one faulty item can be returned and must be assessed before a replacement unit is sent. We will organise a courier to pickup your faulty item so it can be assessed".

Below the note, there is a "Device fault" dropdown menu with "Cracked screen" selected. Underneath is a text input field labeled "Please describe the problem".

At the bottom of the form, there are three red boxes highlighting key elements: 1) "Estimated maximum cost: \$899.00" with a blue information icon. 2) "Amount will be charged to*" with a dropdown arrow. 3) "I agree to this quote" checkbox.

On the right side, "Warranty status: In Warranty" is displayed.

Step 8

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

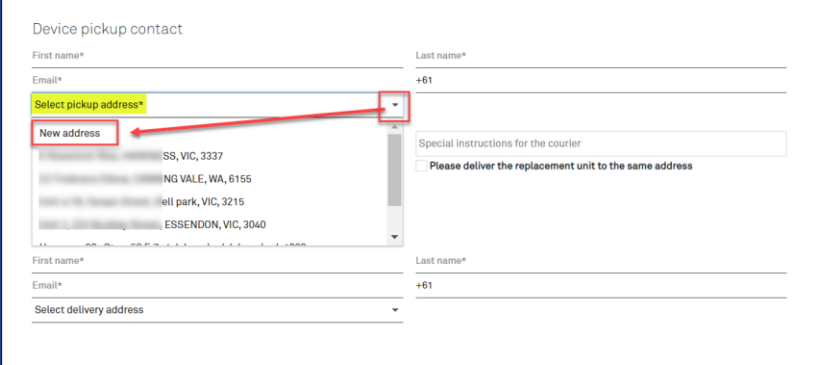
The screenshot shows a form titled "Device pickup contact". It has two main sections. The first section, "Device pickup contact", contains: "First name*" and "Last name*" input fields; "Email*" input field; "Select pickup address*" dropdown menu; "Pickup Date*" input field; "Special Instructions for the courier" input field; and a checkbox labeled "Please deliver the replacement unit to the same address".

The second section, "Contact who will receive the replacement", contains: "First name*" and "Last name*" input fields; "Email*" input field; and "Select delivery address" dropdown menu.

A "Next" button is located at the bottom right of the form.

Step 9

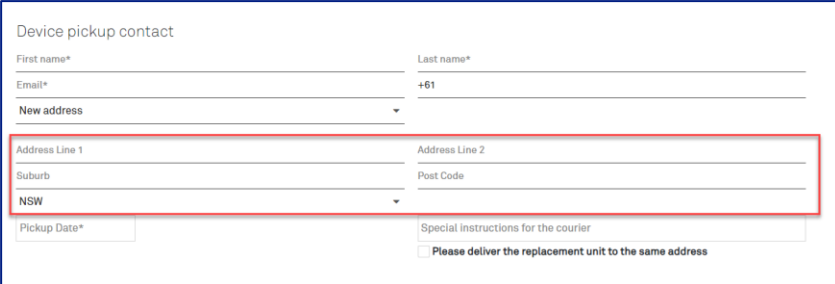
Note: Select pickup address, user can select an address from the list or manually enter the pickup address by selecting **New Address** in the dropdown list.



The screenshot shows the 'Device pickup contact' form. The 'Select pickup address*' dropdown menu is open, and 'New address' is selected. The dropdown list contains several address options, including 'SS, VIC, 3337', 'NG VALE, WA, 6155', 'ell park, VIC, 3215', and 'ESSENDON, VIC, 3040'. The form also includes fields for 'First name*', 'Last name*', 'Email*', and 'Special instructions for the courier'.

Step 10

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

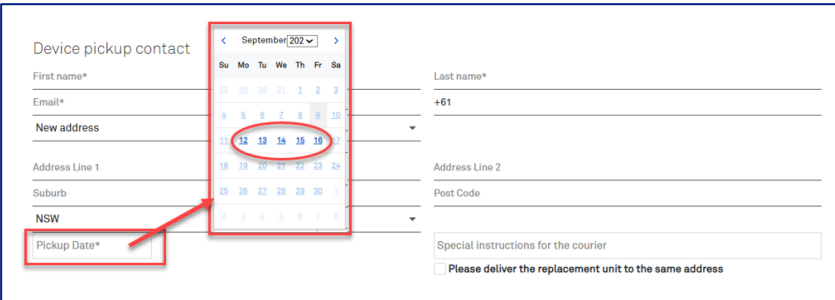


The screenshot shows the 'Device pickup contact' form. The 'New address' dropdown menu is open, and 'New address' is selected. The form also includes fields for 'Address Line 1', 'Address Line 2', 'Suburb', 'Post Code', 'Pickup Date*', and 'Special instructions for the courier'.

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.



The screenshot shows the 'Device pickup contact' form. The 'Pickup Date*' field is highlighted, and a calendar widget is open, showing the dates for September 2024. The dates 12, 13, 14, 15, and 16 are circled in red, indicating the available pickup dates. The form also includes fields for 'First name*', 'Last name*', 'Email*', 'New address', 'Address Line 1', 'Address Line 2', 'Suburb', 'Post Code', and 'Special instructions for the courier'.

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.

Device pickup contact

First name* _____ Last name* _____
Email* _____ +61 _____
Select pickup address* _____
Pickup Date* _____ Special instructions for the courier
 Please deliver the replacement unit to the same address

Contact who will receive the replacement

First name* _____ Last name* _____
Email* _____ +61 _____
Select delivery address _____

Next

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.

Device pickup contact

First name* _____ Last name* _____
Email* _____ +61 _____
New address _____
Address Line 1 _____ Address Line 2 _____
Suburb _____ Post Code _____
NSW _____
Pickup Date* _____ Special instructions for the courier
 Please deliver the replacement unit to the same address

Next

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.

[Home](#) > [Returns details](#) > **Return Instructions**

Packaging instructions

- Please ensure the faulty item is securely packaged otherwise you may incur non-warranty charges if it's damaged in transit. You'll need to source this packaging material.
- Check that you have wiped all personal and company information from the device, disabled any device lock features such as find my phone, powered off the device and removed your sim card (including eSIM)
- If the device has a removable battery, please place the battery into the device
- Package the device and charger in the original box. If you do not have the original box find a suitable sized box and use bubble wrap (or similar) to protect the device and stop it moving around inside the box.
- Place the box in a courier satchel or large envelope.
- Fix the shipping label to the satchel. The shipping label will be sent to you separately via email

I will package the device securely ready for courier pickup
 I have removed all personal information, device lock features and the SIM card

Telstra's assessment agreement

Terms and Conditions between Telstra ("we, us and our") and the customer ("you")
IMPORTANT: The assessment and service process may result in the loss of any data stored on your mobile device. Please make sure you back-up any important data before submitting a mobile device to us.

WARRANTY RETURNS

- You acknowledge our assessment of your mobile device/accessory is largely determined using information supplied by you and that any information you give us is accurate.
- If your mobile device/accessory is confirmed to be faulty and that fault is covered by the voluntary manufacturer's warranty or a statutory consumer guarantee provided at law (collectively, "Warranties") any repair or replacement of that device/accessory or a refund for any amounts paid for that device/accessory will be at no cost to you.
- The assessment, repair or replacement of your mobile device may result in the loss of any data stored on that device. Please make sure you back-up any important data on your mobile device before giving it to us. You also agree to remove any offensive or inappropriate materials from your mobile device before giving it to us.
- Device/accessories may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods

NON-WARRANTY RETURN CHARGES

- We will provide you with a quote for the maximum charge to be applied on your account if a fault is not covered by a Warranty (for example, the fault is caused by liquid-ingress or by physical damage). We will notify you the actual amount of the repair should your device be assessed as a non-warranty when returned to us.

ACCEPTANCE OF TERMS AND CONDITIONS

I have read, understood and agree with the Terms and Conditions above. I also acknowledge that any data stored on the device may be lost as a result of the assessment or service carried out on my mobile device. If I am an authorised representative of the customer, I warrant that I am authorised to sign this form on their behalf

Next

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

Company Name	CIDN	Return type	Return order Status	Tracking
		Faulty Device/Accessory	Pickup Pending	Consignment number : Original Order Reference :

Pickup address	Pickup date	Replacement delivery address	Return requested by	Ordered by
	08/07/2021			

Device to be returned	Device fault	Replacement device	Quoted amount	Repair fee
-----------------------	--------------	--------------------	---------------	------------

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.

Return of faulty mobile device - return order

orderexpress@team.telstra.com
To: [Redacted]

73b2972f-a868-4042-b75b-85fe45b95ff.pdf (28 KB)
Dangerous_goods_label_UN3481_cartonx.pdf (109 KB)

Dear [Redacted],

We're sorry to hear your mobile device has a problem and ask that you return it to us for assessment and replacement. Our team will work hard to have you up and running with a replacement unit as quickly as possible.

Please help us collect the device by following the instructions below

Device Details

Device make/model: APPLE WATCH SE 40MM -
IMEI/serial: [Redacted] 1860
Maximum non-warranty charge*: \$509.00

*where a device cannot be replaced within the manufacturer's warranty, this is the maximum amount you will be charged for an out of warranty replacement unit eg if we receive a device with physical or liquid damage.

Courier Pickup Details

We have organised for a courier to pickup your faulty device. Please ensure the contact person is available on this day

Pickup Address:

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.

Home > Returns details

Device Return

Type of return
 Faulty Device/Accessory

Return faulty item for replacement

Please enter a device imei number or Telstra order number

Serial of the device to be returned

IMEI/Order Reference Lookup

Please select an item to be returned

Date Ordered 04-08-2021

Select	Device	IMEI/Serial
<input type="radio"/>	IPHONE 12 MINI COMBI CASE CLEAR	
<input checked="" type="radio"/>	IPHONE 12 MINI COMBI CASE CLEAR	

Important: Only one faulty item can be returned and must be assessed before a replacement unit is sent. We will organise a courier to pickup your faulty item so it can be assessed

Device fault
 Other

Please describe the problem
 cracked case

Cancel Generate Quote

Step 18

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

Click **Send the Replacement** button.

Device fault
 Other

Please describe the problem
 cracked case

Warranty status:
 In Warranty

Contact who will receive the replacement

First name* Last name*

Select contact method*

Email* +61

Contact Number(optional) Select delivery address

Your mobile device/accessory has a very low replacement value therefore we do not require you to return it. A new replacement unit will be shipped in it's place at no cost. Please dispose of your faulty unit responsibly through a recycling program such as MobileMuster.

Send the Replacement

Step 19

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

Return order submitted successfully.

Return Orders Details

Company Name	CIDN	Return type	Return order Status	Tracking
		Faulty Device/Accessory	Replacement pending	Consignment number : Original Order Reference :

Replacement delivery address Pickup Contact/Return Authorised Ordered by

Device Details

Device to be returned	Device fault	Replacement device	Repair fee
Telstra CASE	Faulty cover or case	Telstra CASE SKU 100245359	\$0.00

Bill to account number :

Total cost \$0.00

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**

Order details ()

Company name	CIDN	Provisioning status	Delivery status	PO number
		Provisioning Completed	Delivery Completed	

Order information Asset information

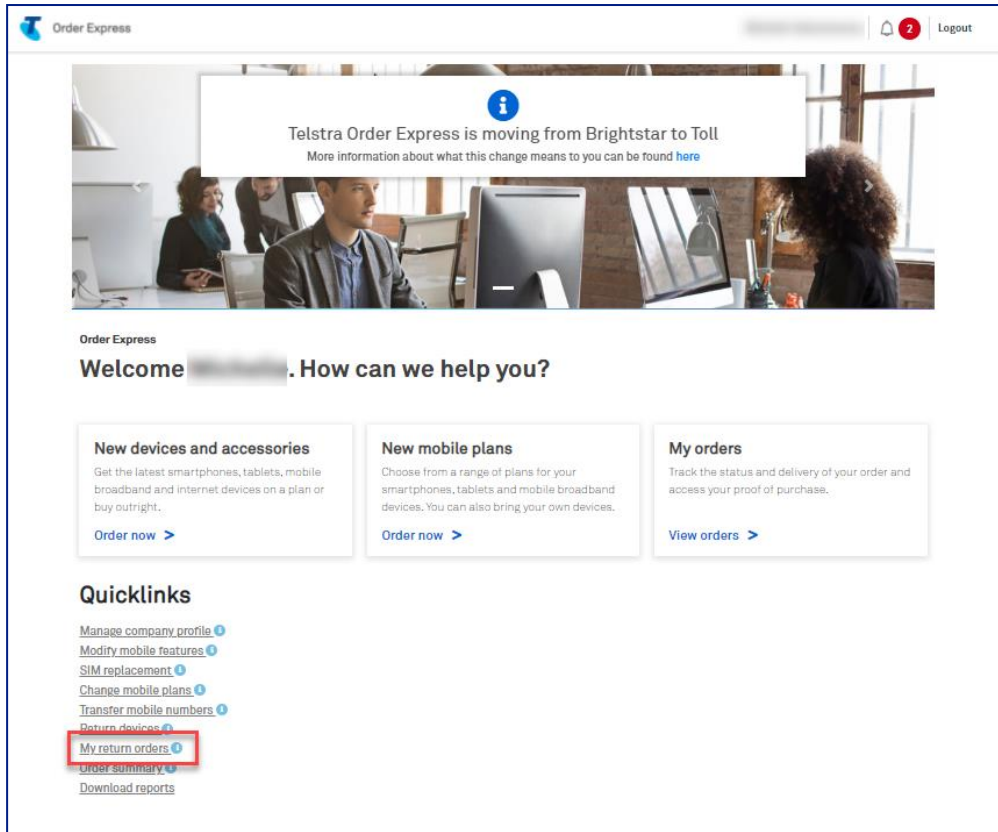
Delivery address	Ordered by	Date ordered	Tracking number

User name	Mobile number	Serial number	PUK code	Status
IPHONE 12 MINI COMBI CASE CLEAR				
TollDCMTBA User				Close
TollDCMTBA User				Active
TollDCMTBA User				Active
TollDCMTBA User				Active
TollDCMTBA User				Close

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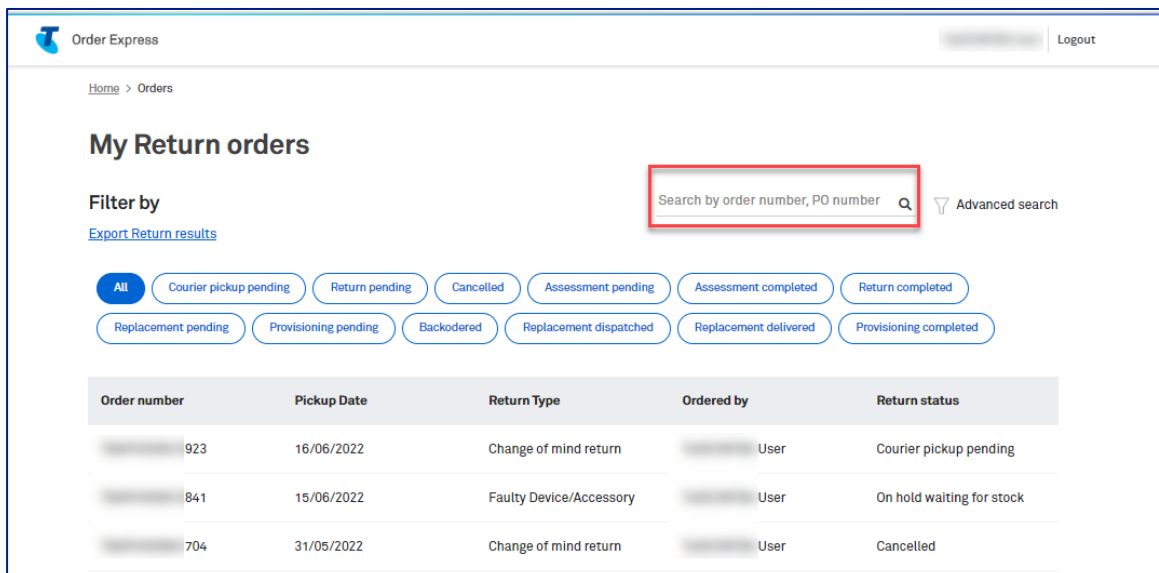
Step 21

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.

Home > Orders

My Return orders

Filter by

[Export Return results](#)

Order number	Pickup Date	Return Type	Ordered by	Return status
<input type="text"/>	16/06/2022	Faulty Device/Accessory	<input type="text"/> User	Courier pickup pending

« 1 »

Step 24

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

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

Return Orders Details				
Company Name	CIDN	Return type	Return order Status	Tracking
		Faulty Device/Accessory	Courier pickup pending	Consignment number : Original Order Reference :
Pickup address	Pickup date	Replacement delivery address	Pickup Contact/Return Authorised	Ordered by
				Telstra Staff
Device Details				
Device to be returned	Device fault	Replacement device	Quoted amount	Repair fee
APPLE IPHONE 12 PRO 128GB GOLD 5353	Poor battery life		\$1589.01	\$0.00
Bill to account number :	Fault problem : Battery not charging			
				Total cost \$0.00

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**

Order details ()					
Company name	CIDN	Provisioning status	Delivery status	PO number	
		Provisioning Completed	Delivery Completed		
Order information	Asset information	Monthly billing information			
Delivery address	Ordered by	Date ordered	Tracking number		
	Telstra Staff	28/06/2021 10:37:13			
User name	Mobile number	Serial number	PUK code	Status	Device charge
Apple iPhone 12 PRO 5G 128 GB GOLD		7075		Return pending	
		5353		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.

Home > Orders > [Order ID]

Return Orders Details

Company Name	CIDN	Return type	Return order Status	Tracking
[Redacted]	[Redacted]	Faulty Device/Accessory	On hold waiting for stock	Consignment number : [Redacted] Original Order Reference : [Redacted]

Pickup address	Pickup date	Replacement delivery address	Pickup Contact/Return Authorised	Ordered by
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

Device Details

Device to be returned	Device fault	Replacement device	Quoted amount	Repair fee
SAMSUNG GALAXY S21 ULTRA 256GB BLACK 352233851553322	Poor battery life	SAMSUNG GALAXY S21 ULTRA 256GB BLACK SKU 100246892	\$1369.01	\$0.00

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**

Home > Orders > [Order ID]

Order details

Company name	CIDN	Provisioning status	Delivery status	PO number
[Redacted]	[Redacted]	Provisioning Completed	Delivery Completed	[Redacted]

Order information

Asset information

Delivery address	Ordered by	Date ordered	Tracking number
[Redacted]	[Redacted]	[Redacted]	[Redacted]

User name	Mobile number	Device serial number	Sim serial number	PUK code
Kamal	[Redacted]	352233851553322	8000362480867	67280602

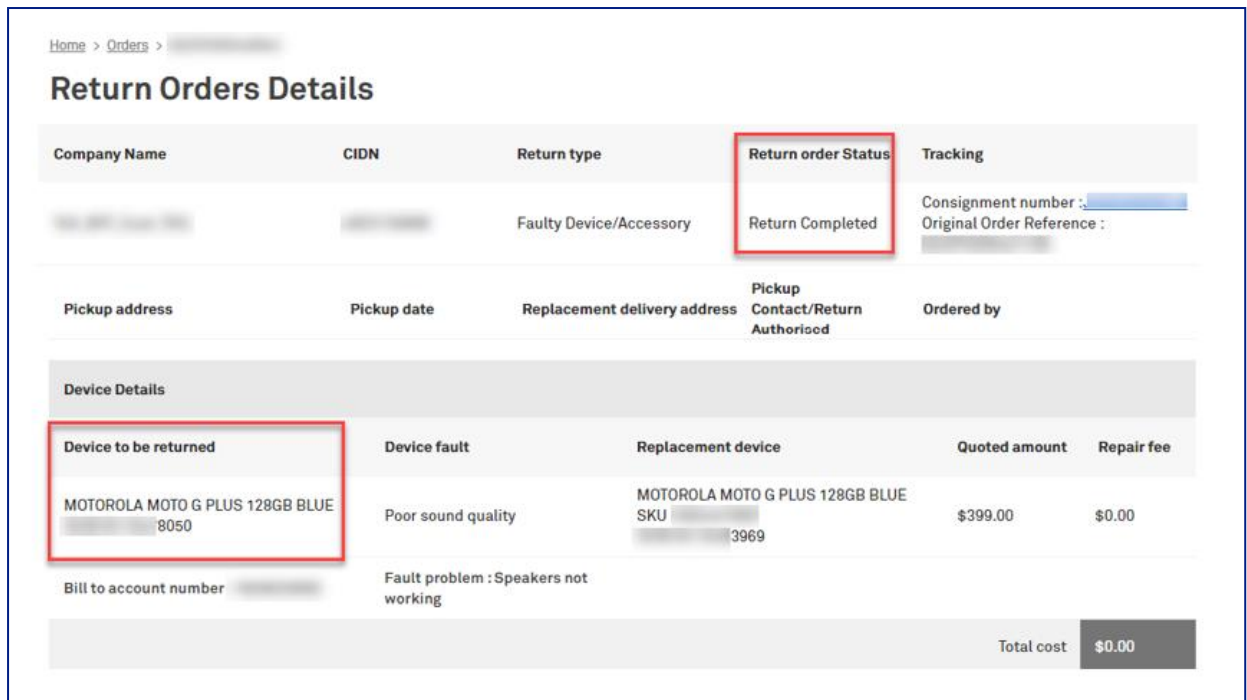
Samsung Galaxy S21 Ultra 5G 256GB BLACK	[Redacted]	[Redacted]	[Redacted]	[Redacted]
Active	[Redacted]	[Redacted]	[Redacted]	[Redacted]

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Step 28

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



The screenshot shows the 'Return Orders Details' page. The 'Return order Status' is highlighted as 'Return Completed'. The 'Device to be returned' is highlighted as 'MOTOROLA MOTO G PLUS 128GB BLUE 8050'. The 'Device fault' is 'Poor sound quality'. The 'Replacement device' is 'MOTOROLA MOTO G PLUS 128GB BLUE' with SKU '3969'. The 'Quoted amount' is '\$399.00' and the 'Repair fee' is '\$0.00'. The 'Total cost' is '\$0.00'.

Company Name	CIDN	Return type	Return order Status	Tracking
		Faulty Device/Accessory	Return Completed	Consignment number : Original Order Reference :

Pickup address	Pickup date	Replacement delivery address	Pickup Contact/Return Authorized	Ordered by

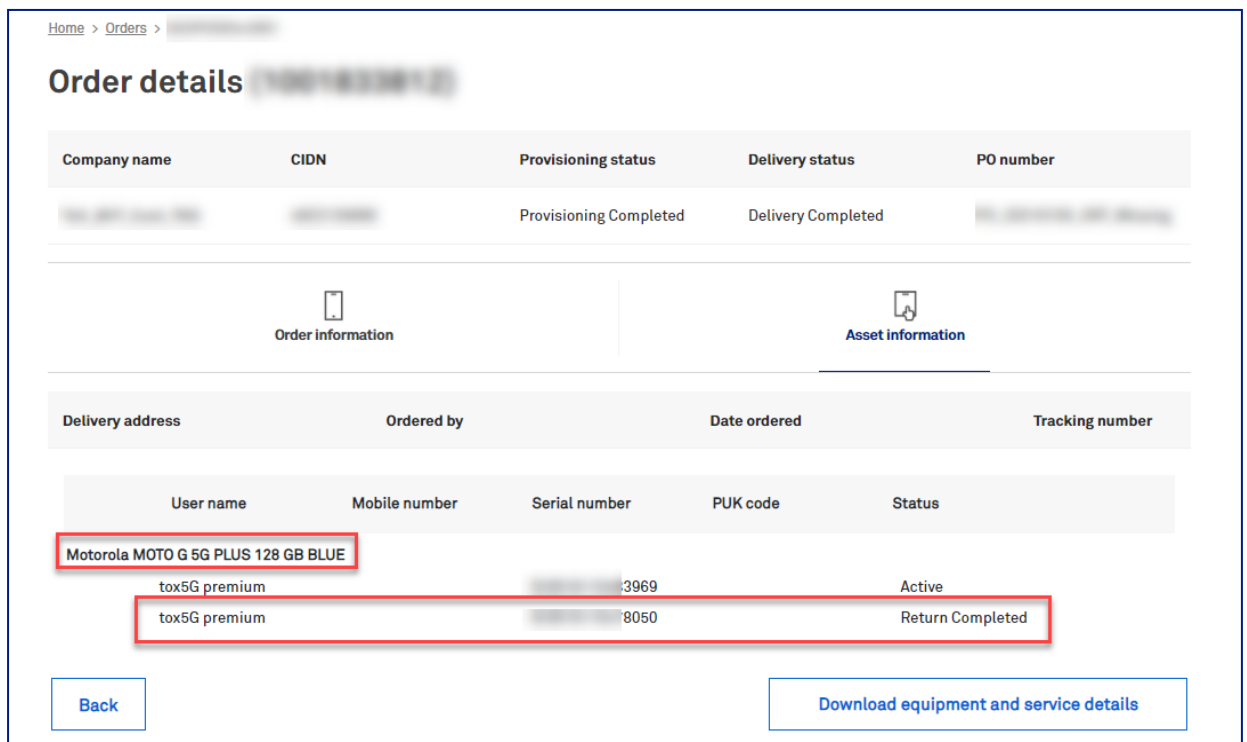
Device to be returned	Device fault	Replacement device	Quoted amount	Repair fee
MOTOROLA MOTO G PLUS 128GB BLUE 8050	Poor sound quality	MOTOROLA MOTO G PLUS 128GB BLUE SKU 3969	\$399.00	\$0.00

Bill to account number	Fault problem
	Fault problem : Speakers not working

Total cost
\$0.00

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**



The screenshot shows the 'Order details' page. The 'Provisioning status' is 'Provisioning Completed' and the 'Delivery status' is 'Delivery Completed'. The 'Asset information' tab is selected, showing a table of devices. The 'Motorola MOTO G 5G PLUS 128 GB BLUE' is highlighted. The 'Status' is 'Return Completed'.

Company name	CIDN	Provisioning status	Delivery status	PO number
		Provisioning Completed	Delivery Completed	

Delivery address	Ordered by	Date ordered	Tracking number

User name	Mobile number	Serial number	PUK code	Status
Motorola MOTO G 5G PLUS 128 GB BLUE				
tox5G premium		3969		Active
tox5G premium		8050		Return Completed

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Step 30

Return Order in status: **Cancelled**

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

Return Orders Details				
Company Name	CIDN	Return type	Return order Status	Tracking
		Faulty Device/Accessory	Cancelled	Consignment number : Original Order Reference :
Pickup address	Pickup date	Replacement delivery address	Pickup Contact/Return Authorised	Ordered by
Device Details				
Device to be returned	Device fault	Replacement device	Quoted amount	Repair fee
BULLITT CAT S42 RUGGEDISED 32GB BLACK 6085	Frequently restarts		\$499.00	\$0.00
Bill to account number :	Fault problem : Restarts frequently			
Total cost				\$0.00

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**

Order details ()				
Company name	CIDN	Provisioning status	Delivery status	PO number
		Provisioning Completed	Delivery Completed	
Order information		Asset information		
Delivery address	Ordered by	Date ordered	Tracking number	
User name Mobile number Serial number PUK code Status				
CAT S42 RUGGEDISED BLACK			6077	Active
CAT S42 RUGGEDISED BLACK			6085	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: **Incorrect Device Received.**

Company Name	CIDN	Return type	Return order Status	Tracking
OE	029	Faulty Device/Accessory	Cancelled	Consignment number : 046 Original Order Reference : TESTPO

Pickup address	Pickup date	Replacement delivery address	Pickup Contact/Return Authorised	Ordered by
6155	WA 07/02/2022	VALE WA 6155		Telstra Staff

Device Details				
Device to be returned	Device fault	Replacement device	Quoted amount	Repair fee
APPLE WATCH S5 40MM SILVER SKU 0337	Faulty button or switch		\$799.00	\$0.00
Status: Incorrect Device Received				
Bill to account number : 080	Fault problem : faulty button			
Total cost				\$0.00

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.

Company Name	CIDN	Return type	Return order Status	Tracking
		Faulty Device/Accessory	Replacement Delivered	Consignment number Original Order Reference :

Pickup address	Pickup date	Replacement delivery address	Pickup Contact/Return Authorised	Ordered by

Device Details				
Device to be returned	Device fault	Replacement device	Quoted amount	Repair fee
APPLE WATCH S6 40MM RED SKU 9355	Cannot charge the battery	APPLE WATCH S6 40MM RED SKU 6895 SKU 6898	\$749.00	\$0.00
Bill to account number : Serial Number	Problem : Charging issue	Serial Number		
Total cost				\$0.00

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.


Order details ([REDACTED])				
Company name	CIDN	Provisioning status	Delivery status	PO number
[REDACTED]	[REDACTED]	Provisioning Completed	Delivery Completed	[REDACTED]
Order information		Asset information		
Delivery address	Ordered by	Date ordered	Tracking number	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
User name	Mobile number	Serial number	PUK code	Status
WATCH S6 CEL 40MM PROD RED W RED SP BND	[REDACTED]	[REDACTED]	[REDACTED]	Return Completed
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Active

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

Futile Pickup Booking [REDACTED] 73	
	peoplesoft@startrack.com.au To [REDACTED]
[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 [REDACTED],	
Your recent pickup booking request [REDACTED] has been unsuccessful.	
Requested Pickup Date:	02-AUG-2021
Consignment ID:	[REDACTED]
Pickup Company:	[REDACTED]
Address1:	[REDACTED]
Address2:	[REDACTED]
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... [REDACTED] 73
Thanks, StarTrack Team	

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 ‘Sxxxxxxx’ 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?

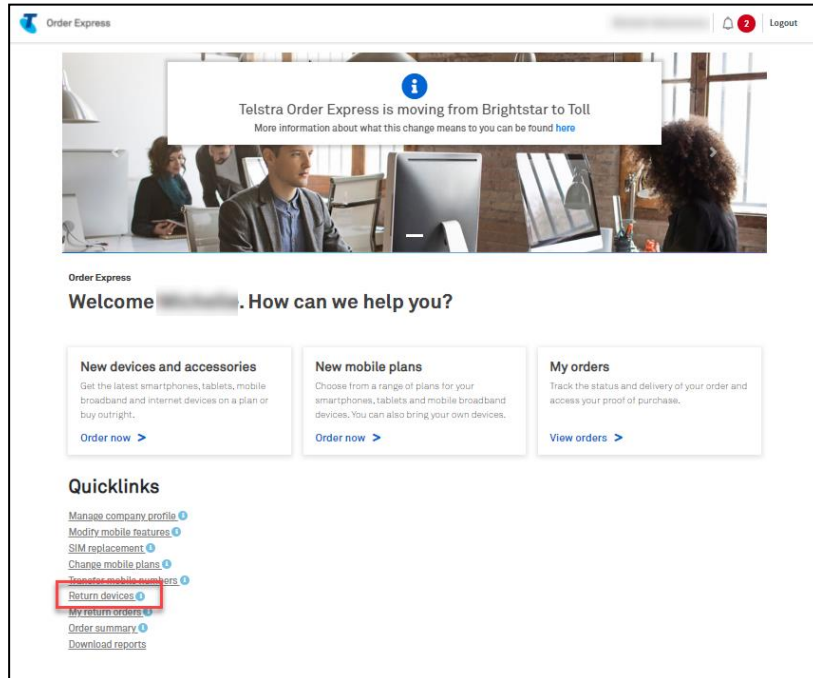
You can **return the unopened device** via the returns functionality in TOX. Once the device has been received, assessed, and accepted by Telstra, the refund will be applied to the nominated billing account for **change of mind return purchases**.

Step 1

Log in to the TOX Customer Portal.

Step 2

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



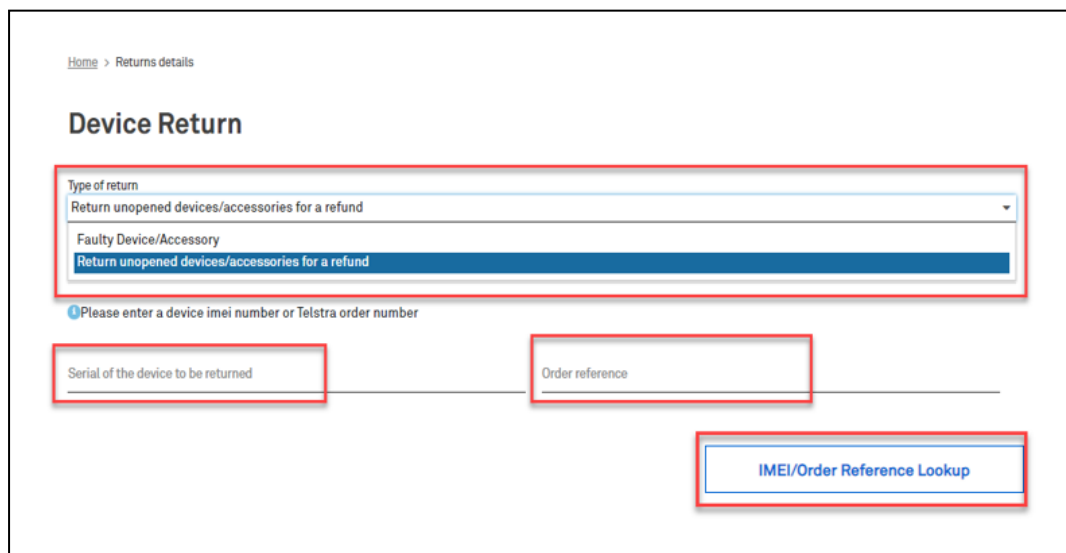
Step 3

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**.

The screenshot shows a web form titled "Device Return". At the top left, there is a red error message box that says "Return period is expired". Below this, the form has a dropdown menu for "Type of return" which is currently set to "Return unopened devices/accessories for a refund". Underneath, there is a text input field for "Serial of the device to be returned" with the number "134" entered. A blue button labeled "IMEI/Order Reference Lookup" is located at the bottom right of the form.

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.

The screenshot shows a web form titled "Please select one or more items to be returned". It displays a table with two columns: "Device" and "IMEI/Serial". The first row shows a checked checkbox next to "Google PIXEL 4a 128 GB BLACK". Below the table, there is a section for "No of cartons to be returned" with the value "1" entered. Underneath, there is a section for "Select the sizes" with a table showing "Carton #" and "Size". The first row shows "1" in the "Carton #" column and "Small(170mm X 170mm X 170mm) up to 1 KG" in the "Size" column, which is selected in a dropdown menu. At the bottom left, there is a blue button labeled "Cancel", and at the bottom right, there is a blue button labeled "Generate Quote".

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.

Please select one or more items to be returned

Date Ordered 19-07-2021

Device	IMEI/Serial
<input checked="" type="checkbox"/> Google PIXEL 4a 128 GB BLACK	

Important: Telstra does not accept items that have been opened. All opened items will be sent back to you and a refund will not be paid
Items to be returned must be securely packaged in cartons and will provide a shipping lable for each carton. It's recommended you use the original packaging where possible
Please tell us how many cartons need pickup and the closest size of each carton
[for only 1 device return a customer won't need to see this carton message or section]

No of cartons to be returned
1

Select the sizes

Carton #	Size
1	Small(170mm X 170mm X 170mm) up to 1 KG

Estimated return cost: \$10.00 Estimated refund: \$0.00

Amount will be charged to: I agree to this quote

Step 7

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

Device pickup contact

First name*	Last name*
Email*	+61
New address	
Address Line 1*	Address Line 2
Suburb*	Post Code*
NSW	

Pickup date* Special instructions for the courier

[← Cancel](#) [Next](#)

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.

Device pickup contact

First name*	Last name*
Email*	+61
New address	
Address Line 1*	Address Line 2
Suburb*	Post Code*
NSW	

Pickup date* Special instructions for the courier

[← Cancel](#) [Next](#)

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.

[Home](#) > [Returns details](#) > Packaging instructions

Packaging instructions

- All returned items must be in a pristine unopened state otherwise they will be rejected and sent back to you with no refund
- Please ensure the items are securely packaged otherwise we may not offer a refund if damaged in transit. We recommend you use the original packaging where possible otherwise you'll need to source this packaging material.
- Multiple items must be consolidated and packaged into carton(s). If you do not have the original packaging please find suitable sized carton(s) and use bubble wrap to protect the device and stop it moving around inside the carton(s)
- Each carton must have a shipping label attached - please remove any existing shipping labels from the carton(s). The shipping labels will be sent to you separately via email

I will package the device(s) securely ready for courier pickup

[Back](#) [Confirm](#)

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

Order Express OrgAdmin1 Test [Logout](#)

✓ Return Order Submitted Successfully

Return Orders Details

Company Name	CIDN	Return type	Return order Status	Tracking
OE	029	Change of mind return	Pending	Consignment number : Original Order Reference : TESTPC

Pickup address	Pickup date	Pickup Contact/Return Authorised	Ordered by
	10/02/2022		OrgAdmin1 Test

Device Details				
Device to be returned	Device IMEI/Serial	Status	Refund	Charges

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.

Company Name	CIDN	Return type	Return order Status	Tracking
OE	3029	Change of mind return	Cancelled	Consignment number : Original Order Reference : 51447

Pickup address	Pickup date	Pickup Contact/Return Authorised	Ordered by
	10/02/2022		OrgAdmin1 Test

Device to be returned	Device IMEI/Serial	Status	Refund	Charges
AIRPODS WIRELESS		Awaiting assessment	\$312.00	

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).

Company Name	CIDN	Return type	Return order Status	Tracking
OE	29	Change of mind return	Pickup Pending	Consignment number : 264 Original Order Reference : TESTPO

Pickup address	Pickup date	Pickup Contact/Return Authorised	Ordered by
	15/02/2022		OrgAdmin1 Test

Device to be returned	Device IMEI/Serial	Status	Refund	Charges
-----------------------	--------------------	--------	--------	---------

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.

Return of devices for a refund - return order 0180

orderexpress@team.telstra.com
To: [Redacted]
Thu 2/09/2021 1:33 PM

Follow up. Start by Wednesday, 8 September 2021. Due by Wednesday, 8 September 2021.

b136c86e-8e91-461b-badd-a62b4428ba26.pdf 28 KB
Dangerous_goods_label_UN3481_cartonx.pdf 109 KB

Dear [Redacted],

Your request to return devices for a refund has been approved and our team will process a refund as soon as possible after receiving your devices back in pristine unopened condition.

Please help us collect these devices by following the instructions below.

Return order details

Original order number: [Redacted] 52708

Number of items to be returned: 1

Number of carton(s) to be collected: 1

Return fee*: 10

*The cost of returning these items including courier and restocking fees.

Courier Pickup Details

We have organised for a courier to pickup your carton(s). Please ensure the contact person is available on this day

Step 15

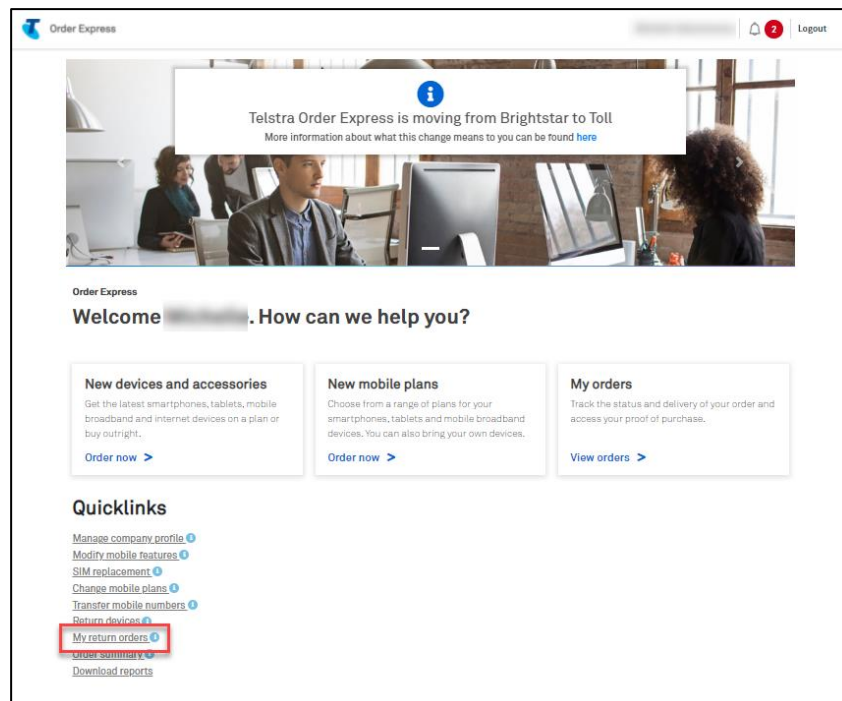
Dangerous Goods Label contain the sender contact details which was specified in the order.

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.

Order Express

Home > Orders

My Return orders

Filter by

Search by order number, PO number

[Export Return results](#)

Order number	Pickup Date	Return Type	Ordered by	Return status
[REDACTED]	03/08/2021	Change of mind return	Telstra Staff	Pickup Pending
[REDACTED]	03/08/2021	Change of mind return	Telstra Staff	Pickup Pending

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

Order Express

Home > Orders

My Return orders

Filter by

[Export Return results](#)

Order number	Pickup Date	Return Type	Ordered by	Return status
[REDACTED]	03/08/2021	Change of mind return	Telstra Staff	Pickup Pending

Step 19

Return Order in status: **Pickup Pending**

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

Return Orders Details				
Company Name	CIDN	Return type	Return order Status	Tracking
		Change of mind return	Pickup Pending	Consignment number : Original Order Reference :
Pickup address	Pickup date	Pickup Contact/Return Authorised	Ordered by	
Device Details				
Device to be returned	Device IMEI/Serial	Status	Refund	Charges
Apple iPhone 12 5G 64 GB BLACK	1317	Awaiting assessment	\$1,249.00	
Courier/Restock fee				\$10.00

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**

The

Order details ()				
Company name	CIDN	Provisioning status	Delivery status	PO number
		Provisioning Completed	Delivery Completed	
Order information		Asset information		
Delivery address	Ordered by	Date ordered	Tracking number	
User name	Mobile number	Serial number	PUK code	Status
Apple iPhone 12 5G 64 GB BLACK		1317		Return pending
Back	Download invoice		Download equipment and service details	

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**

Return Orders Details				
Company Name	CIDN	Return type	Return order Status	Tracking
		Change of mind return	Provisioning Completed	Consignment number : Original Order Reference :
Pickup address	Pickup date	Pickup Contact/Return Authorised	Ordered by	
Device Details				
Device to be returned	Device IMEI/Serial	Status	Refund	Charges
Samsung Galaxy A32 (5G)	:3037	Incorrect Device Received	\$0.00	
Courier/Restock fee				\$10.00

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**

The

Order details ()				
Company name	CIDN	Provisioning status	Delivery status	PO number
		Provisioning Completed	Delivery Completed	
Order information		Asset information		
Delivery address	Ordered by	Date ordered	Tracking number	
User name	Mobile number	Serial number	PUK code	Status
Samsung Galaxy A32 (5G) 128 GB BLACK tox5G premium		:3037		Active
Back		Download equipment and service details		

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**.

Company Name	CIDN	Return type	Return order Status	Tracking
		Change of mind return	Provisioning Completed	Consignment number : Original Order Reference :
Pickup address	Pickup date	Pickup Contact/Return Authorised	Ordered by	
Device Details				
Device to be returned	Device IMEI/Serial	Status	Refund	Charges
Samsung Galaxy A32 (5G)	3037	Incorrect Device Received	\$0.00	
Courier/Restock fee				\$10.00

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.

Company Name	CIDN	Return type	Return order Status	Tracking
		Change of mind return	Provisioning Completed	Consignment number Original Order Reference :
Pickup address	Pickup date	Pickup Contact/Return Authorised	Ordered by	
Device Details				
Device to be returned	Device IMEI/Serial	Status	Refund	Charges
IPHONE 12 MINI COMBI CASE CLEAR		Device Assessment Complete	\$18.00	
Courier/Restock fee				\$10.00

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.

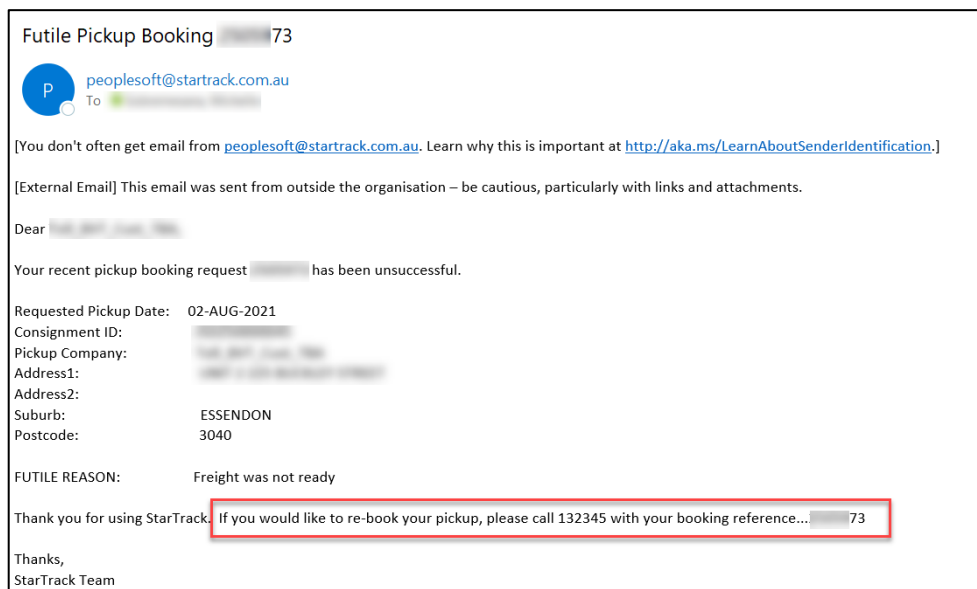
Return Orders Details				
Company Name	CIDN	Return type	Return order Status	Tracking
		Change of mind return	Provisioning Completed	Consignment number : Original Order Reference :
Pickup address	Pickup date	Pickup Contact/Return Authorised	Ordered by	
Device Details				
Device to be returned	Device IMEI/Serial	Status	Refund	Charges
Apple iPhone 12 PRO 5G	2199	Device Assessment Complete	\$0.00	
Courier/Restock fee				\$10.00

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 ‘Sxxxxxxx’ 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**

Order Express

Telstra Order Express is moving from Brightstar to Toll
More information about what this change means to you can be found [here](#)

Order Express
Welcome [redacted]. How can we help you?

New devices and accessories
Get the latest smartphones, tablets, mobile broadband and internet devices on a plan or buy outright.
[Order now >](#)

New mobile plans
Choose from a range of plans for your smartphones, tablets and mobile broadband devices. You can also bring your own devices.
[Order now >](#)

My orders
Track the status and delivery of your order and access your proof of purchase.
[View orders >](#)

Quicklinks

- [Manage company profile](#)
- [Modify mobile features](#)
- [SIM replacement](#)
- [Change mobile plans](#)
- [Transfer mobile numbers](#)
- [Return devices](#)
- [My return orders](#)
- [Order summary](#)
- [Download reports](#)

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.

Home > Returns details

Device Return

Type of return
Return unopened devices/accessories for a refund

Faulty Device/Accessory
Return unopened devices/accessories for a refund

Please enter a device imei number or Telstra order number

Serial of the device to be returned

Order reference

IMEI/Order Reference Lookup

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**.

Return period is expired

Device Return

Type of return
Return unopened devices/accessories for a refund

Return for refund

Please enter a device imei number or Telstra order number

Serial of the device to be returned 134

IMEI/Order Reference Lookup

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.

Please select one or more items to be returned

Date Ordered 19-07-2021

Device	IMEI/Serial
<input checked="" type="checkbox"/> Google PIXEL 4a 128 GB BLACK	[REDACTED]
<input checked="" type="checkbox"/> Google PIXEL 4a 128 GB BLACK	[REDACTED]
<input type="checkbox"/> Google PIXEL 4a 128 GB BLACK	[REDACTED]

Important: Telstra does not accept items that have been opened. All opened items will be sent back to you and a refund will not be paid
Items to be returned must be securely packaged in cartons and will provide a shipping label for each carton. It's recommended you use the original packaging where possible
Please tell us how many cartons need pickup and the closest size of each carton
[for only 1 device return a customer won't need to see this carton message or section]

No of cartons to be returned
1

Select the sizes

Carton #	Size
1	Small(170mm X 170mm X 170mm) up to 1 KG

[← Cancel](#) [Generate Quote](#)

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.

Please select one or more items to be returned

Date Ordered 19-07-2021

Device	IMEI/Serial
<input checked="" type="checkbox"/> Google PIXEL 4a 128 GB BLACK	[REDACTED]
<input checked="" type="checkbox"/> Google PIXEL 4a 128 GB BLACK	[REDACTED]
<input type="checkbox"/> Google PIXEL 4a 128 GB BLACK	[REDACTED]

Important: Telstra does not accept items that have been opened. All opened items will be sent back to you and a refund will not be paid
Items to be returned must be securely packaged in cartons and will provide a shipping label for each carton. It's recommended you use the original packaging where possible
Please tell us how many cartons need pickup and the closest size of each carton
[for only 1 device return a customer won't need to see this carton message or section]

No of cartons to be returned
1

Select the sizes

Carton #	Size
1	Small(170mm X 170mm X 170mm) up to 1 KG

[← Cancel](#) [Generate Quote](#)

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.

Please select one or more items to be returned

Date Ordered 19-07-2021

Device	IMEI/Serial
<input checked="" type="checkbox"/> Google PIXEL 4a 128 GB BLACK	[REDACTED]
<input checked="" type="checkbox"/> Google PIXEL 4a 128 GB BLACK	[REDACTED]
<input type="checkbox"/> Google PIXEL 4a 128 GB BLACK	[REDACTED]

Important: Telstra does not accept items that have been opened. All opened items will be sent back to you and a refund will not be paid
Items to be returned must be securely packaged in cartons and will provide a shipping label for each carton. It's recommended you use the original packaging where possible
Please tell us how many cartons need pickup and the closest size of each carton
[for only 1 device return a customer won't need to see this carton message or section]

No of cartons to be returned
1

Select the sizes

Carton #	Size
1	Small(170mm X 170mm X 170mm) up to 1 KG

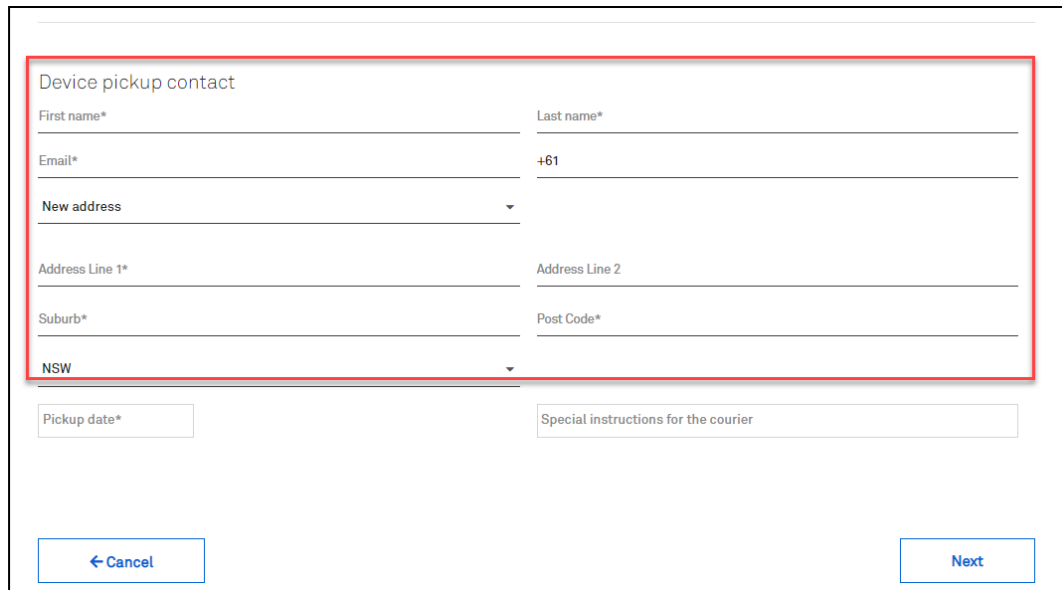
Estimated return cost: \$10.00 Estimated refund: \$0.00

Amount will be charged to: [Dropdown menu]

I agree to this quote

Step 8

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



The screenshot shows a form titled "Device pickup contact" with the following fields:

- First name* (text input)
- Last name* (text input)
- Email* (text input)
- +61 (text input)
- New address (dropdown menu)
- Address Line 1* (text input)
- Address Line 2 (text input)
- Suburb* (text input)
- Post Code* (text input)
- NSW (dropdown menu)
- Pickup date* (text input)
- Special instructions for the courier (text input)

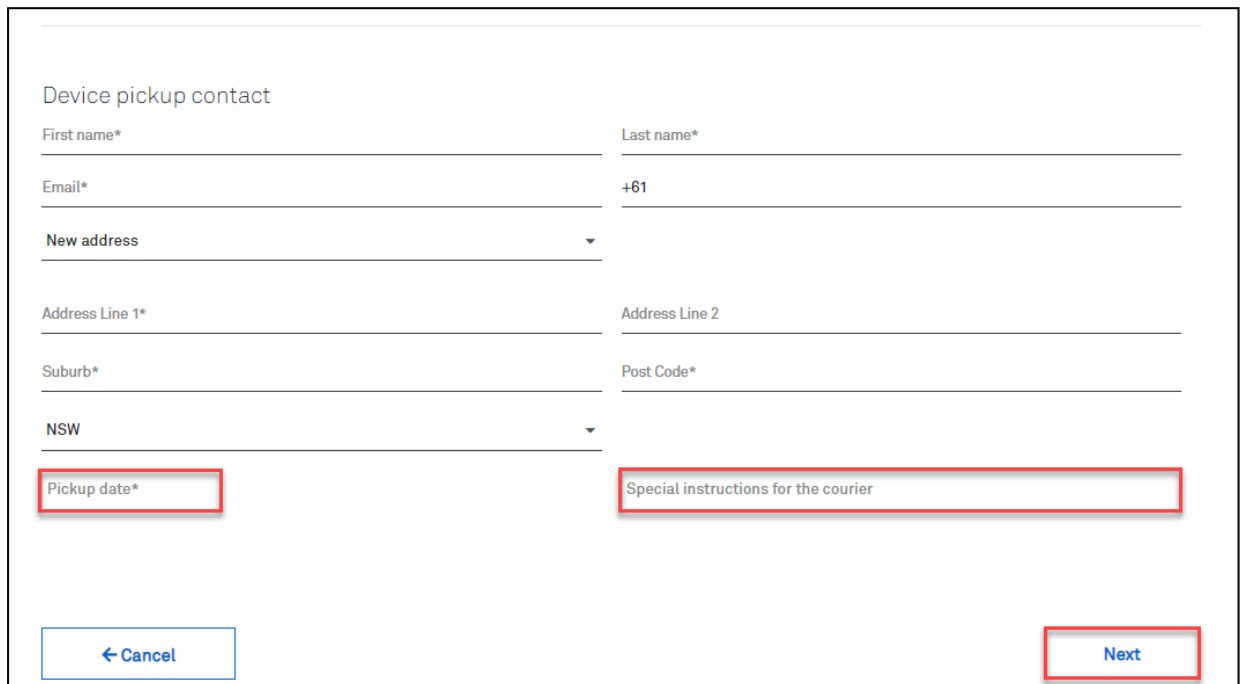
At the bottom, there are two buttons: "← Cancel" on the left and "Next" on the right. A red rectangular border highlights the address-related fields from "New address" down to "NSW".

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.



This screenshot shows the same "Device pickup contact" form as in Step 8. In this step, the "Pickup date*" and "Next" buttons are highlighted with red rectangular boxes. The "Special instructions for the courier" field is also highlighted with a red box. The "Next" button is located at the bottom right of the form.

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.

Home > Returns details > Packaging instructions

Packaging instructions

- All returned items must be in a pristine unopened state otherwise they will be rejected and sent back to you with no refund
- Please ensure the items are securely packaged otherwise we may not offer a refund if damaged in transit. We recommend you use the original packaging where possible otherwise you'll need to source this packaging material.
- Multiple items must be consolidated and packaged into carton(s). If you do not have the original packaging please find suitable sized carton(s) and use bubble wrap to protect the device and stop it moving around inside the carton(s)
- Each carton must have a shipping label attached - please remove any existing shipping labels from the carton(s). The shipping labels will be sent to you separately via email

I will package the device(s) securely ready for courier pickup

Back Confirm

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

Order Express OrgAdmin1 Test Logout

Return Order Submitted Successfully

Return Orders Details

Company Name	CIDN	Return type	Return order Status	Tracking
DE	029	Change of mind return	Pending	Consignment number : Original Order Reference : TESTPC

Pickup address	Pickup date	Pickup Contact/Return Authorised	Ordered by
	10/02/2022		OrgAdmin1 Test

Device Details				
Device to be returned	Device IMEI/Serial	Status	Refund	Charges

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.

Company Name	CIDN	Return type	Return order Status	Tracking
OE	3029	Change of mind return	Cancelled	Consignment number : Original Order Reference : 1447
Pickup address	Pickup date	Pickup Contact/Return Authorised	Ordered by	
	10/02/2022		OrgAdmin1 Test	
Device Details				
Device to be returned	Device IMEI/Serial	Status	Refund	Charges
AIRPODS WIRELESS		Awaiting assessment	\$312.00	

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:

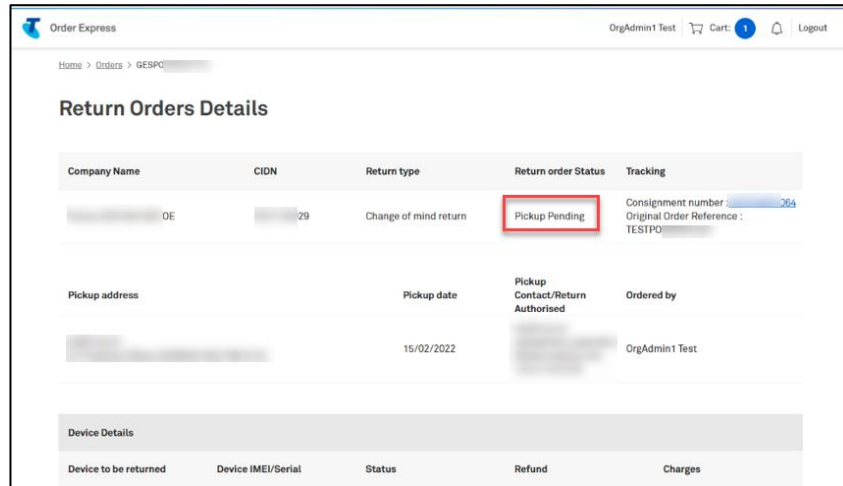
The email is sent to the customer only and not to Telstra Internal. Customers who do not self-serve will receive this email without being aware their return order was cancelled in TOX.



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)



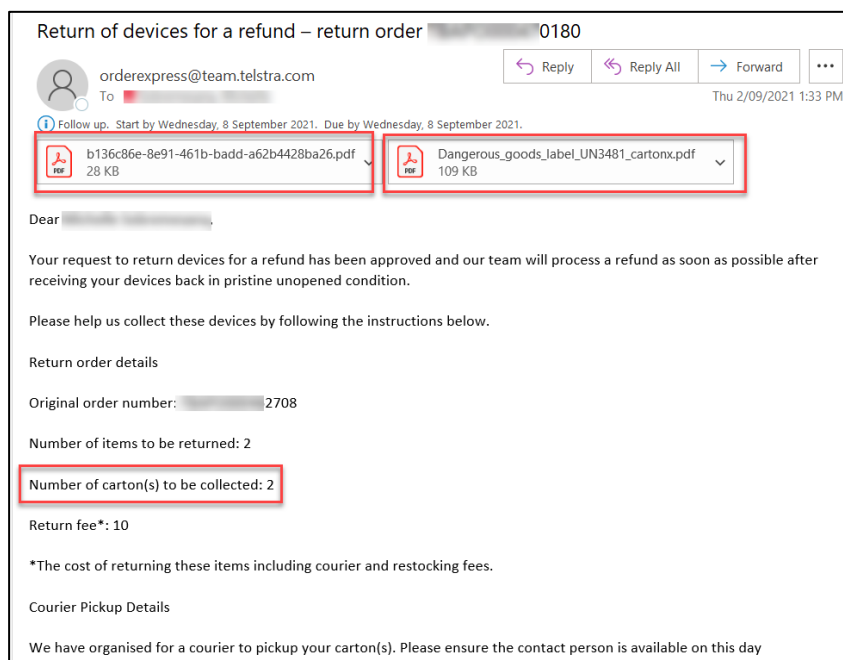
Step 15

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

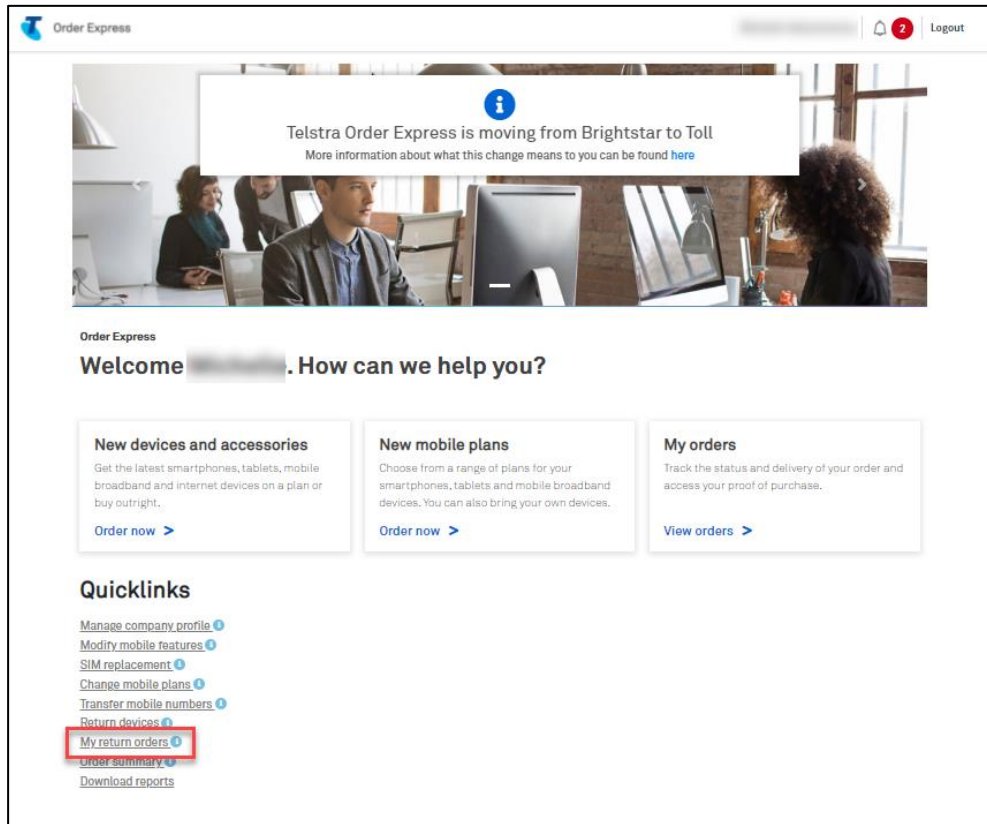
Dangerous Goods Label contain the sender contact details which was specified in the order.

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



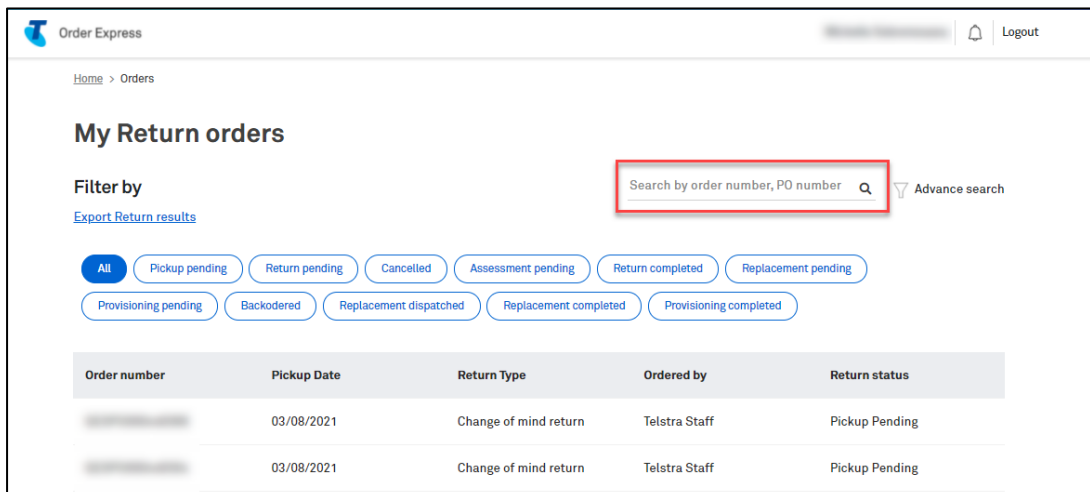
Step 18

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.

Home > Orders

My Return orders

Filter by Q Advance search

[Export Return results](#)

All Pickup pending Return pending Cancelled Assessment pending Return completed Replacement pending
Provisioning pending Backordered Replacement dispatched Replacement completed Provisioning completed

Order number	Pickup Date	Return Type	Ordered by	Return status
[REDACTED]	03/08/2021	Change of mind return	Telstra Staff	Pickup Pending

Navigation: [Previous] [1] [Next]

Step 21

Return Order in status: **Pickup Pending**

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

Return Orders Details

Company Name	CIDN	Return type	Return order Status	Tracking
[REDACTED]	[REDACTED]	Change of mind return	Pickup Pending	Consignment number : [REDACTED] Original Order Reference : [REDACTED]

Pickup address	Pickup date	Pickup Contact/Return Authorised	Ordered by
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Device Details

Device to be returned	Device IMEI/Serial	Status	Refund	Charges
Google PIXEL 4a	[REDACTED] 6101	Awaiting assessment	\$24.96	
Google PIXEL 4a	[REDACTED] 4445	Awaiting assessment	\$24.96	
Google PIXEL 4a	[REDACTED] 4320	Awaiting assessment	\$24.96	

Courier/Restock fee \$15.00

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**

The

Order details (XXXXXXXXXX)					
Company name	CIDN	Provisioning status	Delivery status	PO number	
XXXXXXXXXX	XXXXXXXXXX	Provisioning Completed	Delivery Completed	PO_20210719 ARO Multiple order	
Order information		Asset information		Monthly billing information	
Delivery address	Ordered by	Date ordered	Tracking number		
User name	Mobile number	Serial number	PUK code	Status	Device charge
Google PIXEL 4a 128 GB BLACK		XXXXXXXXXX	6101	Return pending	
		XXXXXXXXXX	4445	Return pending	
		XXXXXXXXXX	4320	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**

Return Orders Details				
Company Name	CIDN	Return type	Return order Status	Tracking
XXXXXXXXXX	XXXXXXXXXX	Change of mind return	Provisioning Completed	Consignment number : XXXXXXXX Original Order Reference : XXXXXXXX
Pickup address	Pickup date	Pickup Contact/Return Authorised	Ordered by	
Device Details				
Device to be returned	Device IMEI/Serial	Status	Refund	Charges
Apple iPhone 12 Pro Max 256 GB GRAPHITE	XXXXXXXXXX 2741	Device Not Received	\$0.00	
Apple iPhone 12 Pro Max 256 GB GRAPHITE	XXXXXXXXXX 1281	Device Not Received	\$0.00	
Courier/Restock fee				\$10.00

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**

Order details (XXXXXXXXXX)					
Company name	CIDN	Provisioning status	Delivery status	PO number	
XXXXXXXXXX	XXXXXXXXXX	Provisioning Completed	Delivery Completed	XXXXXXXXXX	
Order information		Asset information		Monthly billing information	
Delivery address	Ordered by	Date ordered	Tracking number		
XXXXXXXXXX					
User name	Mobile number	Serial number	PUK code	Status	Device charge
Apple iPhone 12 Pro Max 256 GB GRAPHITE	XXXXXXXXXX	XXXXXXXXXX2741		Active	
Apple iPhone 12 Pro Max 256 GB GRAPHITE	XXXXXXXXXX	XXXXXXXXXX1281		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**.

Return Orders Details					
Company Name	CIDN	Return type	Return order Status	Tracking	
XXXXXXXXXX	XXXXXXXXXX	Change of mind return	Provisioning Completed	Consignment number : XXXXXXXX Original Order Reference : XXXXXXXX	
Pickup address	Pickup date	Pickup Contact/Return Authorised	Ordered by		
XXXXXXXXXX					
Device Details					
Device to be returned	Device IMEI/Serial	Status	Refund	Charges	
Apple iPhone 12 Pro Max 256 GB GRAPHITE	XXXXXXXXXX2741	Device Not Received	\$0.00		
Apple iPhone 12 Pro Max 256 GB GRAPHITE	XXXXXXXXXX1281	Device Not Received	\$0.00		
Courier/Restock fee				\$10.00	

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.

Return Orders Details				
Company Name	CIDN	Return type	Return order Status	Tracking
		Change of mind return	Provisioning Completed	Consignment number : Original Order Reference :
Pickup address	Pickup date	Pickup Contact/Return Authorised	Ordered by	
Device Details				
Device to be returned	Device IMEI/Serial	Status	Refund	Charges
IPHONE 12 MINI COMBI CASE CLEAR		Device Assessment Complete	\$18.00	
IPHONE 12 MINI COMBI CASE CLEAR		Device Assessment Complete	\$18.00	
Courier/Restock fee				\$10.00

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.

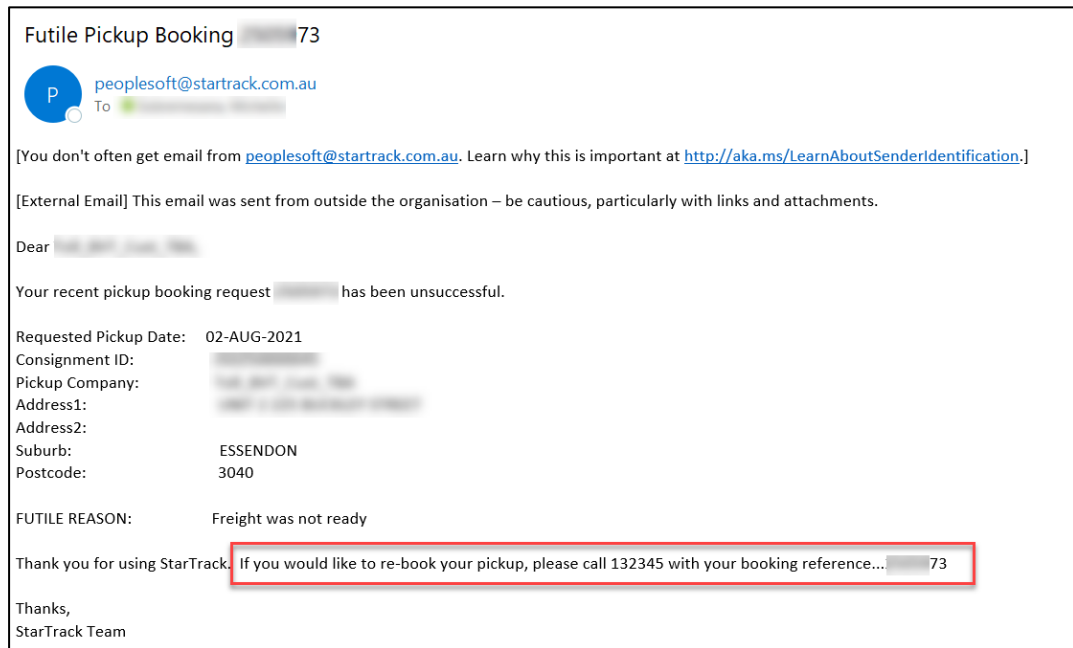
Return Orders Details				
Company Name	CIDN	Return type	Return order Status	Tracking
		Change of mind return	Provisioning Completed	Consignment number : Original Order Reference :
Pickup address	Pickup date	Pickup Contact/Return Authorised	Ordered by	
Device Details				
Device to be returned	Device IMEI/Serial	Status	Refund	Charges
Apple iPhone 12 PRO 5G	2199	Device Assessment Complete	\$0.00	
Courier/Restock fee				\$10.00

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



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.

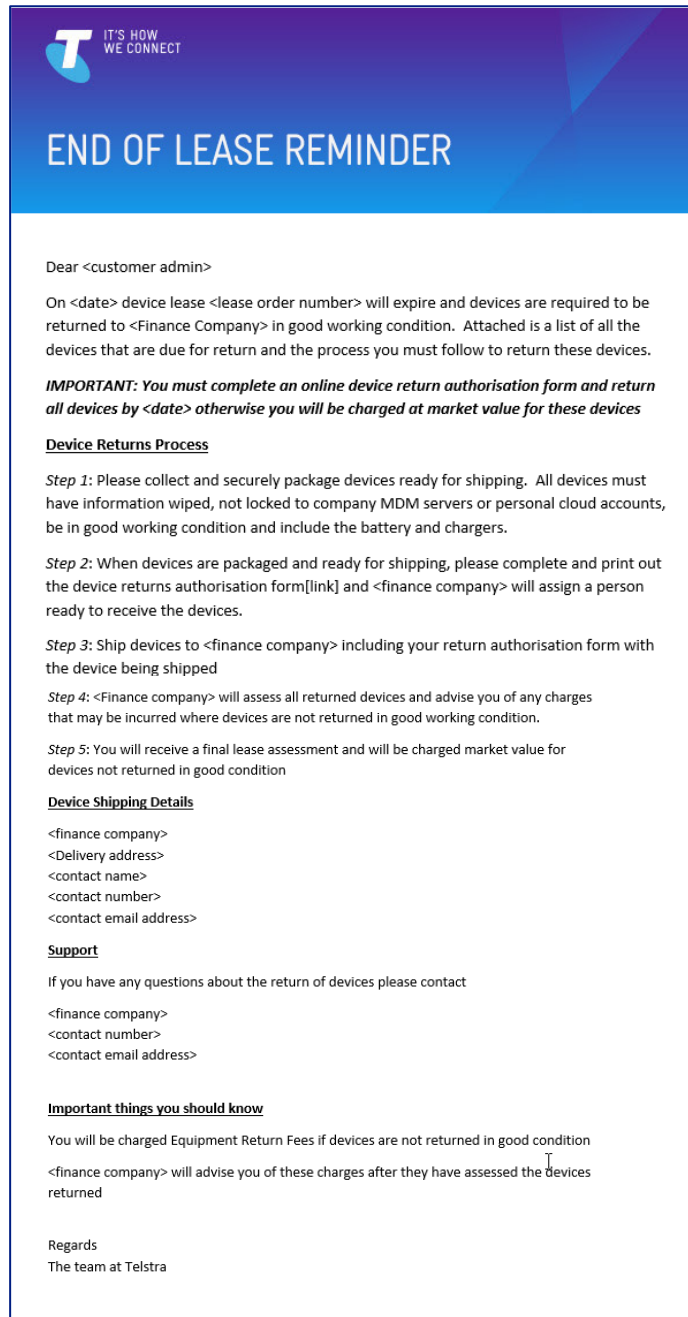
Business Rules


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.



 IT'S HOW WE CONNECT

END OF LEASE REMINDER

Dear <customer admin>

On <date> device lease <lease order number> will expire and devices are required to be returned to <Finance Company> in good working condition. Attached is a list of all the devices that are due for return and the process you must follow to return these devices.

IMPORTANT: You must complete an online device return authorisation form and return all devices by <date> otherwise you will be charged at market value for these devices

Device Returns Process

Step 1: Please collect and securely package devices ready for shipping. All devices must have information wiped, not locked to company MDM servers or personal cloud accounts, be in good working condition and include the battery and chargers.

Step 2: When devices are packaged and ready for shipping, please complete and print out the device returns authorisation form[link] and <finance company> will assign a person ready to receive the devices.

Step 3: Ship devices to <finance company> including your return authorisation form with the device being shipped

Step 4: <Finance company> will assess all returned devices and advise you of any charges that may be incurred where devices are not returned in good working condition.

Step 5: You will receive a final lease assessment and will be charged market value for devices not returned in good condition

Device Shipping Details

<finance company>
<Delivery address>
<contact name>
<contact number>
<contact email address>

Support

If you have any questions about the return of devices please contact

<finance company>
<contact number>
<contact email address>

Important things you should know

You will be charged Equipment Return Fees if devices are not returned in good condition

<finance company> will advise you of these charges after they have assessed the devices returned

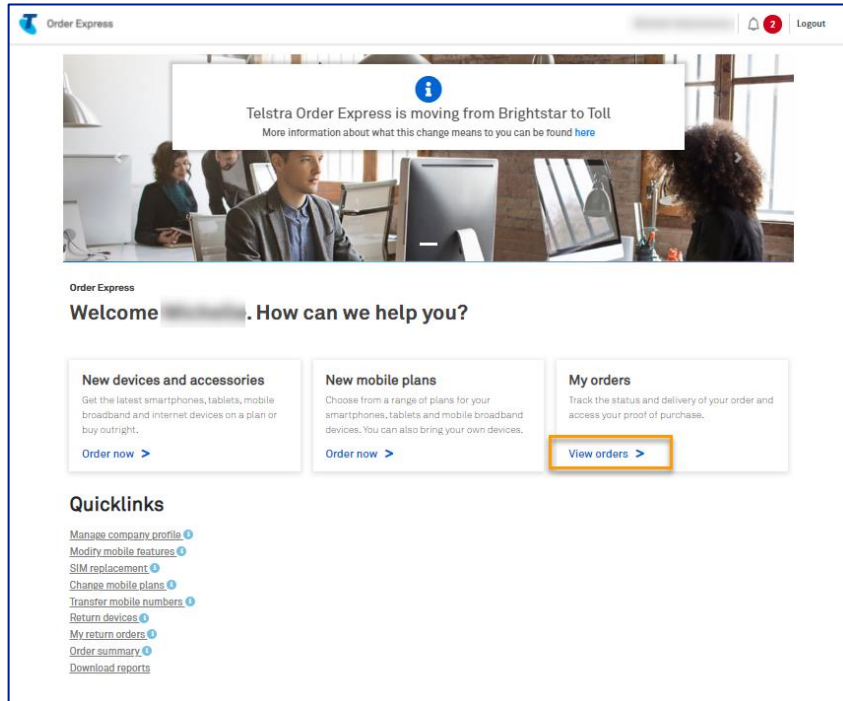
Regards
The team at Telstra

Step 2

Log in to the TOX Customer Portal.

Step 3

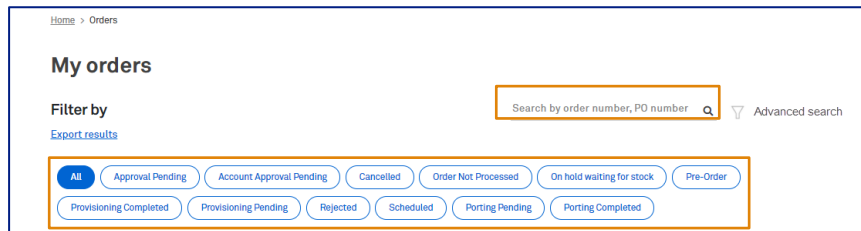
On the Home page, click on **My orders** tile.



Step 4

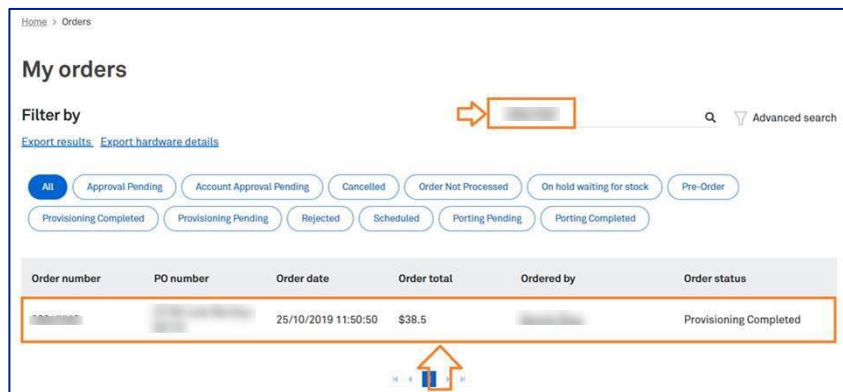
My Orders will populate.

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



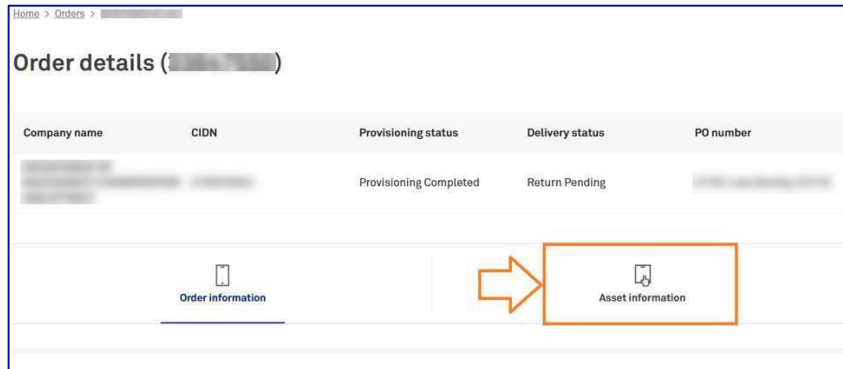
Step 5

Click on the searched record.



Step 6

Click on **Asset information** icon.

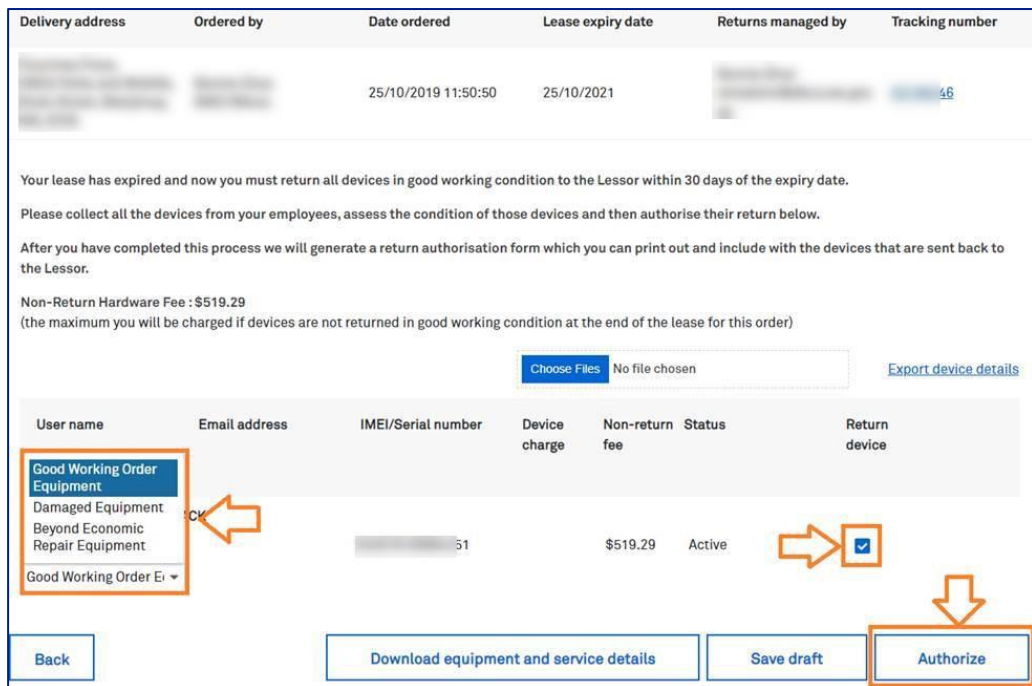


Step 7

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.

Order details


Company name	CIDN	Provisioning status	Delivery status	PO number
[Redacted]	[Redacted] 3029	Provisioning Completed	Return Requested	[Redacted] Lease



Order information



Asset information



Monthly billing information

Delivery address	Ordered by	Date ordered	Lease expiry date	Returns managed by	Tracking number
CANNING VALE, WA, 6155.	Telstra Staff	23/04/2021 21:44:58	07/05/2021	[Redacted]@gmail.com	7356

Please download and print the [Device return authorization form](#)

Include a copy of this form with the devices and send them to the Lessor at the following address.
 After receiving the devices back the Lessor will assess their condition and advise of any Equipment Return Fees.
 Return devices to: [Redacted] 2890

User name	Email address	IMEI/Serial number	Device status	Device charge	Non-return fee	Status	Device condition
Apple iPad Mini 5 256 GB CARBON GREY	[Redacted]	[Redacted] 480	Returned	\$990.00	Active		

Back

Download equipment and service details

Step 9

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

Lease Return Authorization Form

The following is a summary of the devices that will/will not be returned by [Redacted] at the end of the lease. Once devices have been returned, [Redacted] will determine whether any Equipment Return Fees apply.

This form should be included with the devices that are packaged and shipped back to the finance company

Address To Return Leased Devices
 [Redacted] NSW, 1235

Lease Order Summary
 Lessor: [Redacted] Pty Limited
 Lessee: [Redacted]
 Customer ID: [Redacted] 55
 Lease Order Number: [Redacted] 54
 Lease Start Date: 15/02/2019
 Lease Expiry Date: 15/02/2019

Summary of Devices Being Returned							
User Name	Make/Model	SKU	IMEI/Serial	Returned	Non-return Fee	Condition	Device Fee
[Redacted]	Apple iPad (9.7) 128 GB SPACE GREY	[Redacted]	[Redacted]	No	550.00		To be assessed
[Redacted]	Apple iPad (9.7) 128 GB SPACE GREY	[Redacted]	[Redacted]	No	550.00		To be assessed

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 **NOT CANCEL** 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

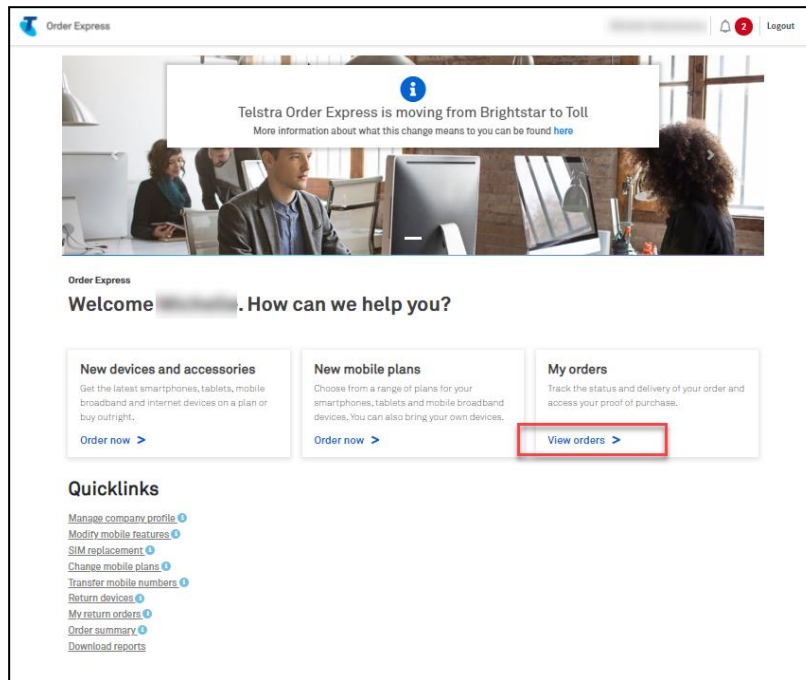
Log in to the TOX Customer Portal.

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

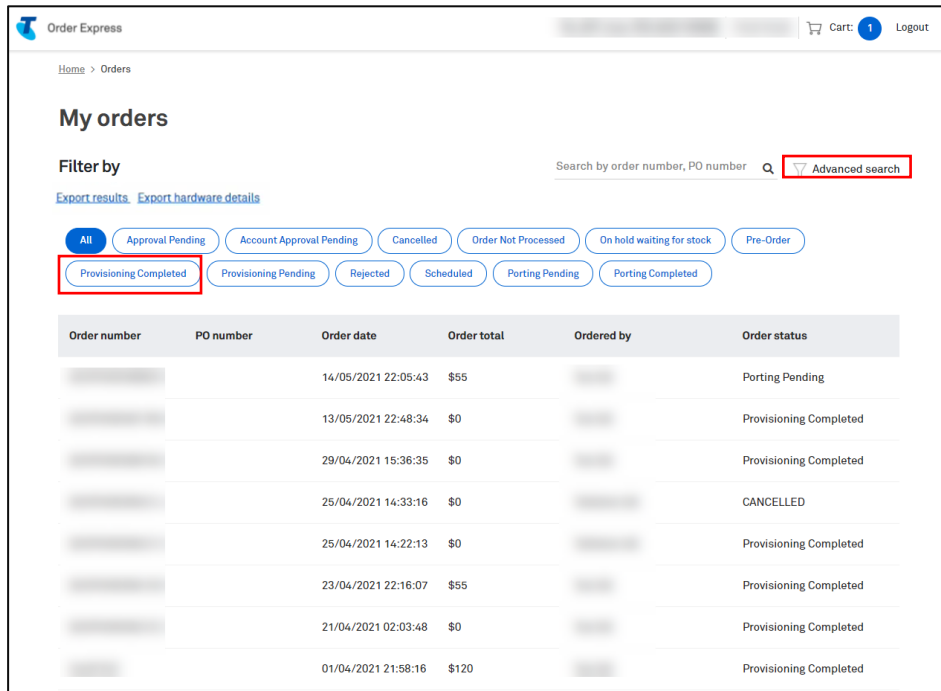
This feature is limited to selected customers and allows customers to terminate ARO repayments.



Step 3

Click on the filter **Provisioning Completed**.

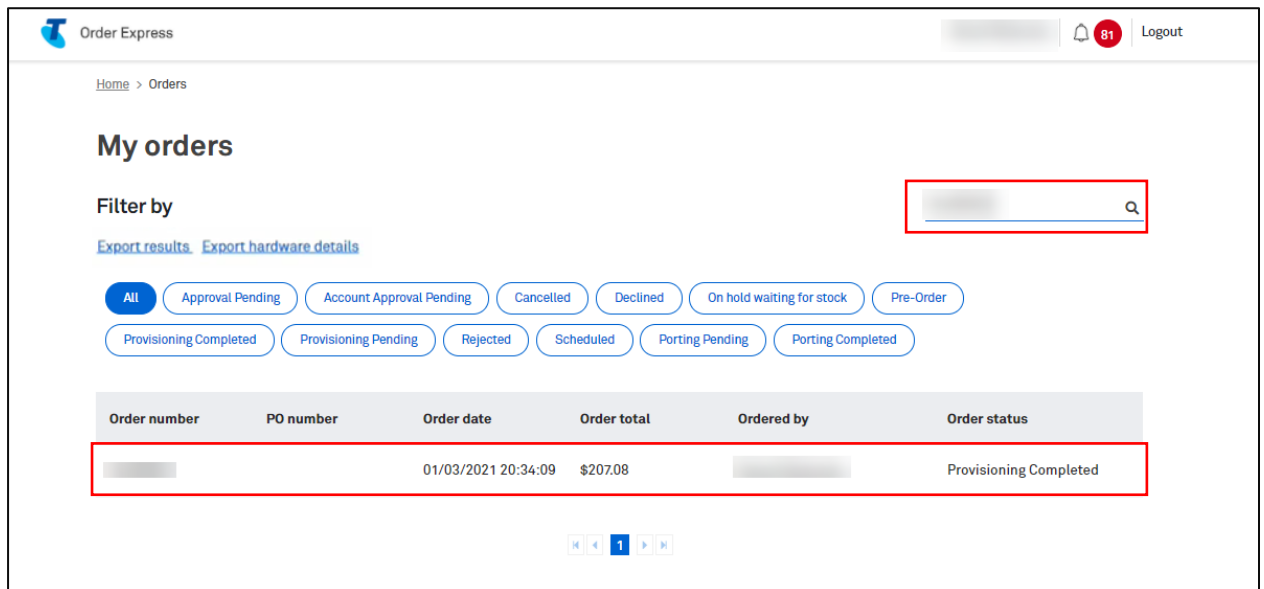
Tip! Click **Advanced search** for more detailed filters.



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.


Order Express 81 Logout


[Home](#) > [Orders](#) > GESPO000354176

Order details

Company name	CIDN	Provisioning status	Delivery status	PO number
		Provisioning Completed	Delivery Pending	


Order information


Asset information


Monthly billing information

Delivery address	Ordered by	Date ordered	Tracking number
		01/03/2021 20:34:09	

Plans

Item description	Unit price	Quantity	Sub total
Apple iPhone 12 5G 128GB BLACK	\$32.54	1	\$92.54
Corporate Mobile Plus (NEW)	\$60		
Handset payment when you stay connected for 24 months			
Bill to account number: [redacted]			
Mobile Repayment Option (24 months)			
User: Kamal			
Balarama			




Step 6

Click the **Asset Information** tab.

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

Order details

Company name	CIDN	Provisioning status	Delivery status	PO number
		Provisioning Completed	Delivery Pending	

 Order information |  **Asset information** |  Monthly billing information

Delivery address	Ordered by	Date ordered	Tracking number
		01/03/2021 20:34:09	

User name	Mobile number	Serial number	PUK code	Status	Device charge
Apple iPhone 12 5G 128 GB BLACK					
<input type="checkbox"/>				ACTIVE	

User name	Mobile number	Device serial number	Sim serial number	PUK code
Apple iPhone 12 5G 128GB BLACK				

User name	Mobile number	Serial number	PUK code
Adaptive Mobile Essential			

Back | **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**.

Order details

Company name	CIDN	Provisioning status	Delivery status	PO number
		Provisioning Completed	Delivery Pending	

Order information | **Asset information** | Monthly billing information

Delivery address	Ordered by	Date ordered	Tracking number
		01/03/2021 20:34:09	

User name	Mobile number	Serial number	PUK code	Status	Device charge
Apple iPhone 12 5G 128 GB BLACK				ACTIVE	

User name	Mobile number	Device serial number	Sim serial number	PUK code
Apple iPhone 12 5G 128GB BLACK				

User name	Mobile number	Serial number	PUK code
Adaptive Mobile Essential Kamal Balarama			

Back | Download equipment and service details | **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.

Device	Months remaining	Early termination fee	quantity	Total charge
Apple iPhone 12 5G BLACK 128GB	24	1428.96	1	1428.96

Total charge : 1428.96
Are you sure you want to terminate this?

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.

Company name	CIDN	Provisioning status	Delivery status	PO number
		Provisioning Completed	Delivery Pending	

User name	Mobile number	Serial number	PUK code	Status	Device charge
				TERMINATED	\$1428.96

Step 10

Tip!

Monthly billing cycle information icon is removed from an ARO order once the refund for bulk order is completed.


The refund process gets triggered when there is a Change of Mind return for an ARO order.


In this screenshot example, quantity is showing "0" which means all the items in this ARO order has been returned.

Order details

Company name	CIDN	Provisioning status	Delivery status	PO number
[REDACTED]	[REDACTED]	Provisioning Completed	Delivery Completed	ARO_Multiple_[REDACTED]

Monthly billing information icon is removed

 Order information

 Asset information

Delivery address	Ordered by	Date ordered	Tracking number
[REDACTED]	[REDACTED]	21/07/2021 20:23:52	12TZ

Plan

Item description	Unit price	Quantity	Sub total
Apple iPhone 12 5G 128 GB BLACK Account number: [REDACTED] User: f [REDACTED]	\$110.75	0	\$0
Adaptive Repayment Option (12 months)			

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
<p>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 \times 55 = \\$5,550$ $10\% \text{ 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</p>	<p>Outright mobile hardware and accessories</p> <p>Adaptive repayment option (ARO)</p>

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 Customer's 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:

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

Order Express 5G Customer(4822135668) [4822135668] Eugene Soh Logout

Item(s) (inc GST)	Monthly recurring fee	One-off fee	First month fee
	\$112.42	\$0.00	\$112.42

Apple iPhone 12 5G Black 64GB

Select colour
BLACK

Select storage
64GB

Cost per device (inc GST)
\$112.42 In Stock

Payment options
 Outright
 Mobile Repayment Option
 Adaptive Lease
 Adaptive Repayment Option

Hardware repayment term
12 Months 24 Months


Key features

- 6.1 inch 4 edge to edge OLED Super Retina XDR display
- Dual 12 megapixel camera system: Ultra Wide and Wide cameras; 2 x optical zoom out, digital zoom at up to 5x Optical image stabilisation
- 12 megapixel TrueDepth front camera with Portrait mode and Night mode time lapse
- Face ID enabled by the TrueDepth camera for facial recognition
- A14 Bionic chip with Next generation Neural Engine

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

[Home](#) > [Cart](#)

Shopping cart

Item description	Unit price	Quantity	Sub total	Action
 <p>Apple iPhone 12 5G BLACK 64 GB With Device Enrolment Service Billing Account Number: 5930303333 Adaptive Repayment Option (12 months)</p>	\$112.42/mth	1	\$112.42/mth	Remove

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

Total charges on your credit card	\$0.00
Total redemptions	\$0.00
Total outright cost	\$0.00
Total monthly cost	\$112.42

*Free delivery. All prices are inclusive of GST.

[Clear cart](#)

[Continue shopping](#)

[Checkout](#)

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.

Item(s) (inc GST)	Monthly recurring fee	One-off fee	First month fee
	\$112.42	\$0.00	\$112.42

Home > New devices and accessories > Apple iPhone 12 5G > Billing Information

Billing

User Options
Select from existing users or enter new user details by clicking new user

Use My User Information Different Users Information

Bill to:
Billing Account Number
182653992 - 5G Account

Use Adaptive funds with this purchase

Enter Amount
1349.04
Current fund balance : \$9,650.96

Add to Cart

A Customer can choose to redeem funds using Adaptive Mobility by selecting the tick box and entering an amount up to or equal to the RRP of the device. E.g., this device has been added by selecting ARO over 12 months which has a \$112.42 monthly cost which equates to \$1349.04. In this case an upfront credit of \$1349.04 will be applied on the customer's billing account to offset the monthly payments of \$112.42

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

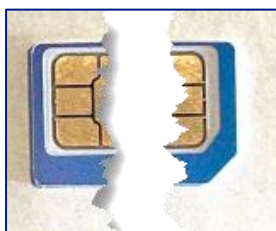
Push the SIM card as per instruction stated in the SIM pack.



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 Business Address.

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

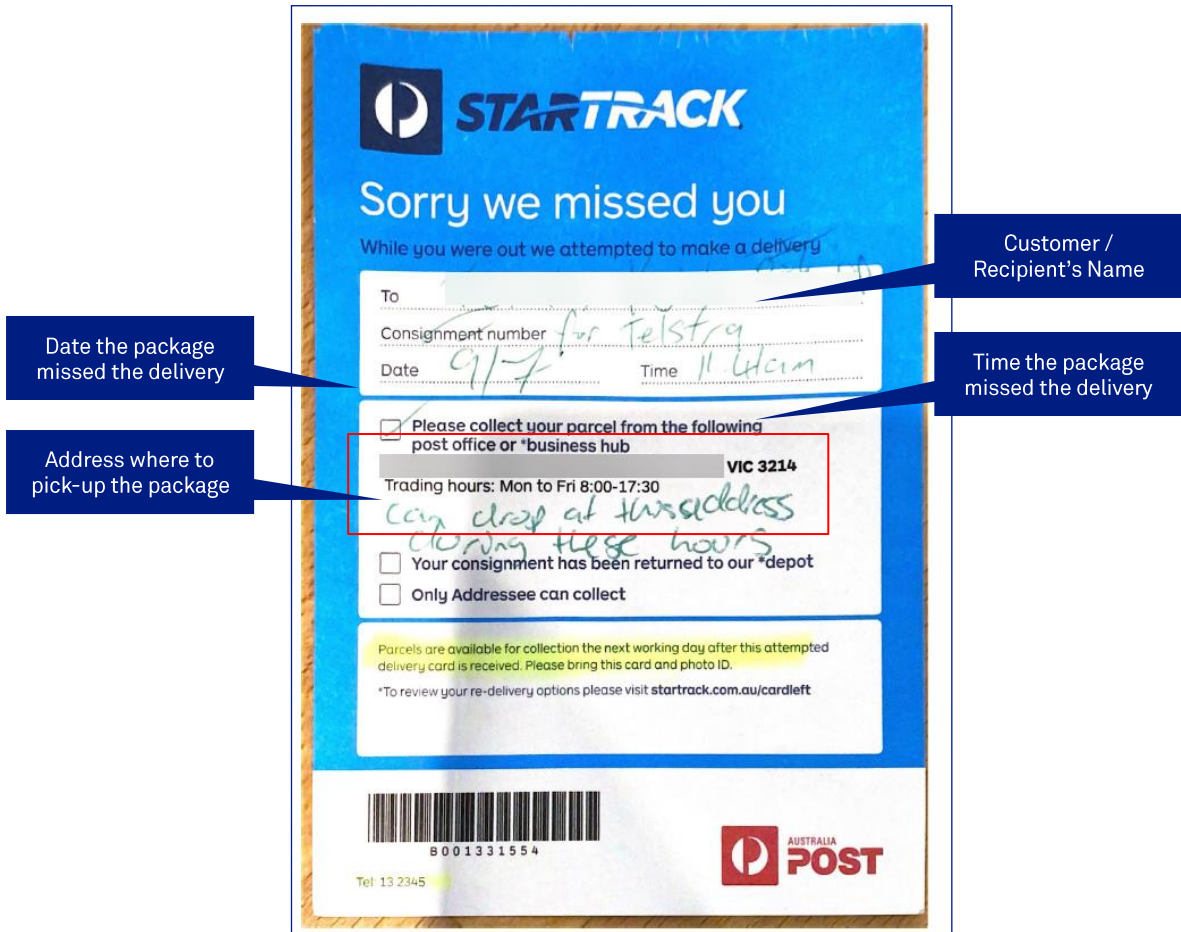
Customer not available during delivery of the order at Consumer Address.

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.



You have a Parcel

- Small parcel(s) Large parcel(s) Bulky parcel(s)
 Letter(s) Heavy Article(s)
(assisted lift may be required)

Identification requirement to collect the package

For eParcel identity on delivery
(please tick specific ID requirement):

- Passport
 Australian Drivers Licence
 Key Pass
 Shooters Licence
 Australian Learners Permit
 Any of the above

Only addressee can collect or Another person can collect

Collection Authorisation

To be completed where personal signature of the addressee is NOT required and you wish someone to collect the article/s for you. Please allow my agent to collect the above article/s.

Name of Agent (BLOCK LETTERS)

Signature of Agent

Signature of Addressee



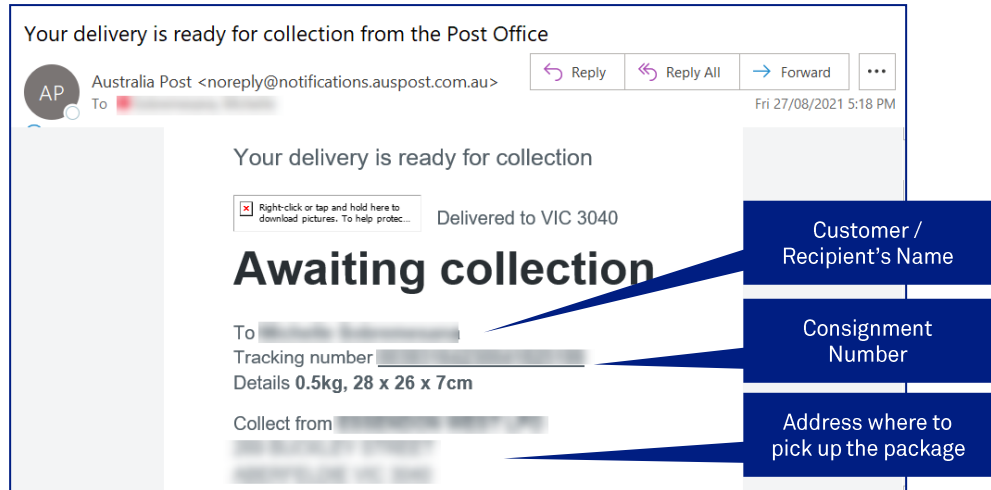
auspost.com.au/mydeliveries

Step 4

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

Notes:

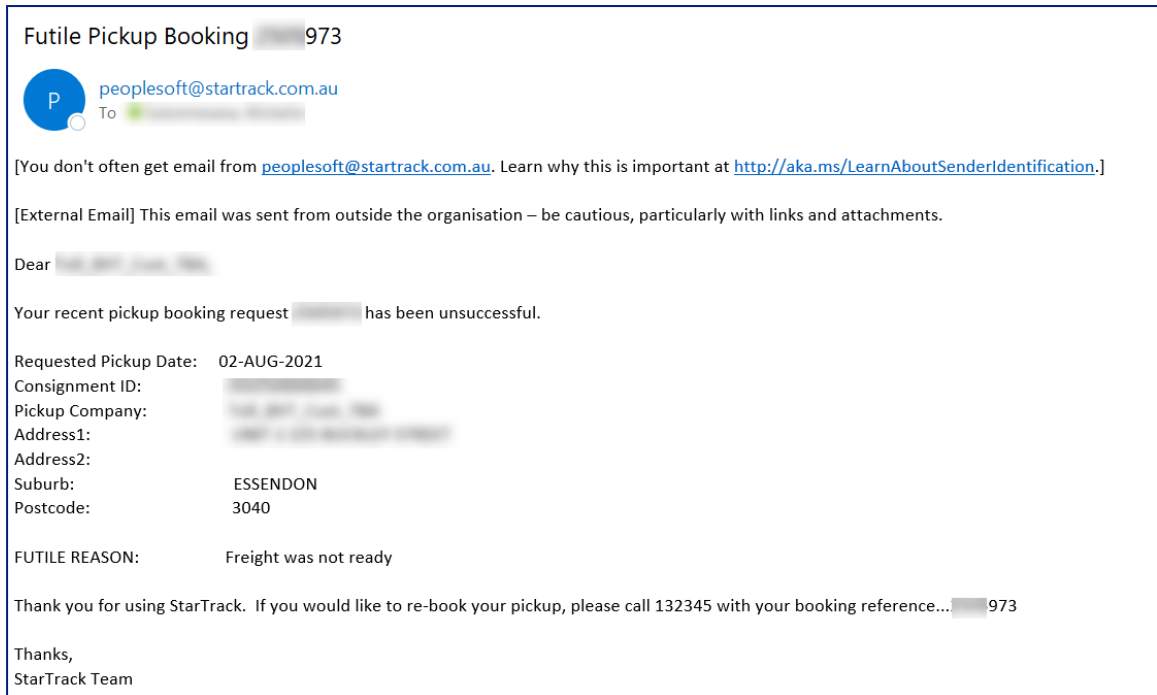
- You need to collect your package **before** the date specified in the email.
- If you miss collecting in the pickup lead time, the package will be sent back to the warehouse and TOX will cancel the order with reason as 'Delivery Failed.'



Step 5

Customer missed the courier pickup.

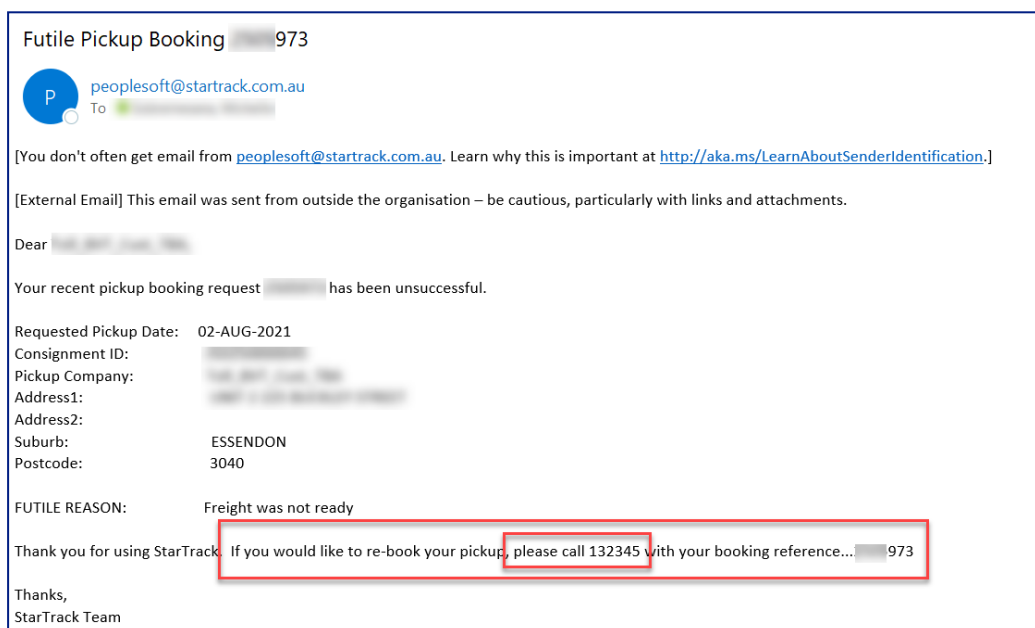
In the event you missed the courier pickup of devices/items to be returned, Customer (sender of the package) will receive an email from StarTrack advising on how to-rebook for the next pickup date.



Step 6

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

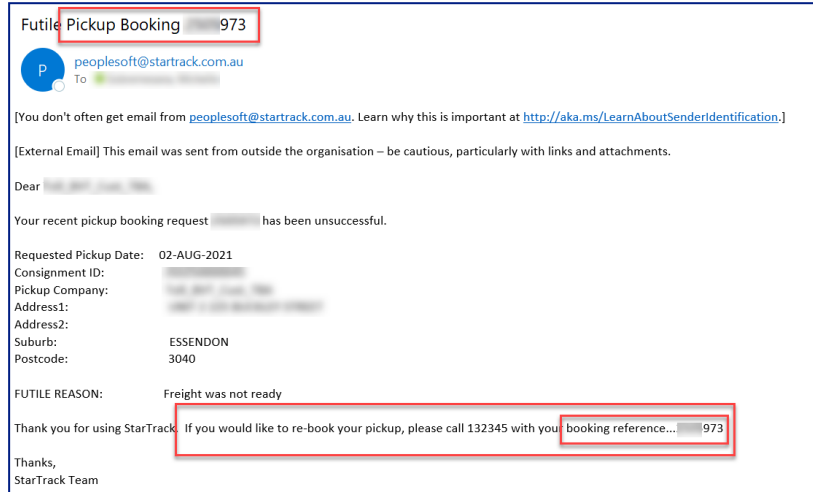
Note: In the event the courier pickup is delayed or you have not received any email notification related to pick-up booking, please contact StarTrack directly on the same number as per screenshot (**132345**). Then, follow the voice prompt to speak with the Customer Service Consultant and provide the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

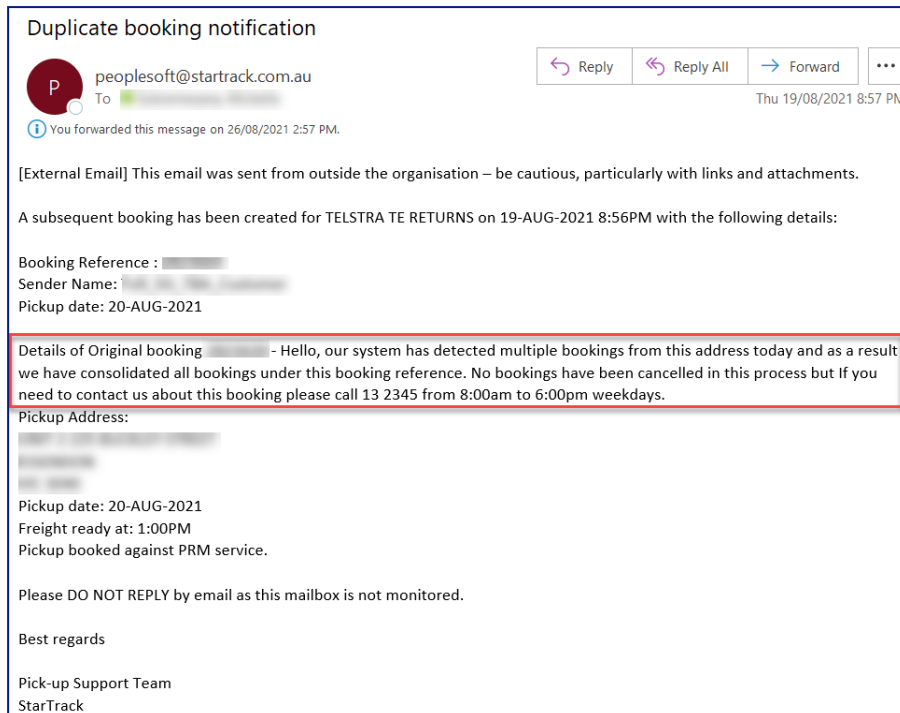


Step 8

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.

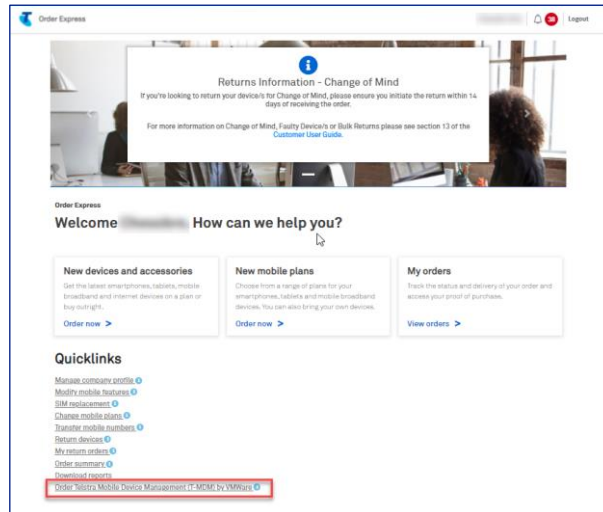
Step 1

Log in to the TOX Customer Po. I.

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

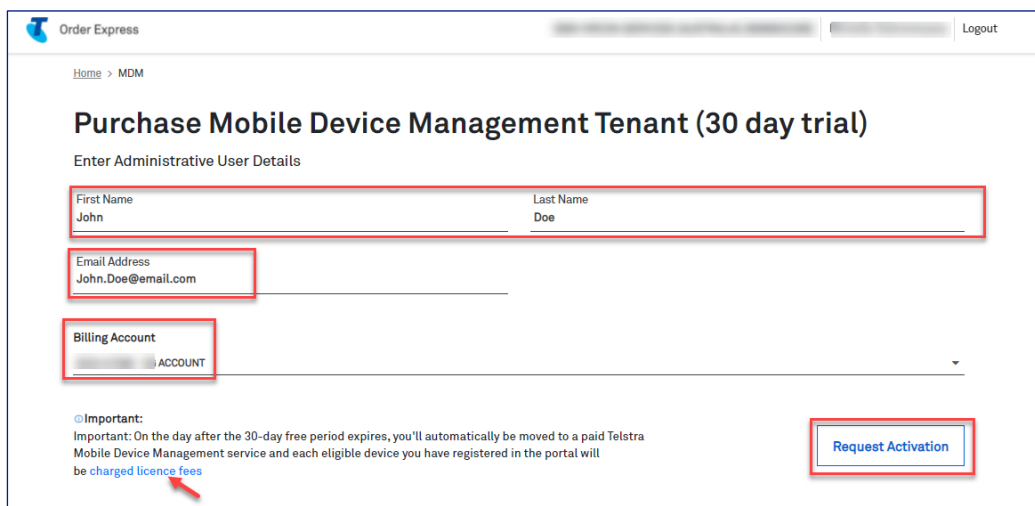
Enter the **Name** and **Email** address of the person who will be the **administrator of MDM**.

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 licence fees* (Section 5 of the document) as stated on the page.

Click **Request Activation**.

A screenshot of the 'Purchase Mobile Device Management Tenant (30 day trial)' form. The form is titled 'Purchase Mobile Device Management Tenant (30 day trial)' and has a sub-heading 'Enter Administrative User Details'. It contains several input fields: 'First Name' (John), 'Last Name' (Doe), 'Email Address' (John.Doe@email.com), and a 'Billing Account' dropdown menu. Below the form, there is an 'Important' note with a link to 'charged licence fees' highlighted by a red arrow. A 'Request Activation' button is located at the bottom right of the form, also highlighted with a red box.

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.”**

The screenshot shows the Order Express web interface. At the top, a red error banner reads: "MDM tenant user creation error. Please retry with a different email." Below this, the main heading is "Purchase Mobile Device Management Tenant (30 day trial)". Underneath, it says "Enter Administrative User Details". There are four input fields: "First Name", "Last Name", "Email Address", and "Billing Account". The "Email Address" field contains a partially visible email address ending in ".com". At the bottom right, there is a "Request Activation" button. A small "Important:" note is visible at the bottom left, stating: "Important: On the day after the 30-day free period expires, you'll automatically be moved to a paid Telstra Mobile Device Management service and each eligible device you have registered in the portal will be charged licence fees".

Step 5

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

The screenshot shows the Order Express web interface after a successful submission. A green success banner at the top reads: "The request has been successfully sent." Below this, the main heading is "Purchase Mobile Device Management Tenant (30 day trial)". Underneath, it says "Enter Administrative User Details". There are four input fields: "First Name", "Last Name", "Email Address", and "Billing Account". The "Email Address" field contains a partially visible email address. At the bottom right, there is a "Request Activation" button. A small "Important:" note is visible at the bottom left, stating: "Important: On the day after the 30-day free period expires, you'll automatically be moved to a paid Telstra Mobile Device Management service and each eligible device you have registered in the portal will be charged licence fees".



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

Welcome to Telstra Mobile Device Management

Congratulations! Your 30-day free trial of Telstra Mobile Device Management, powered by VMware®, starts today. See the trial terms below.

Get started

To make the most of your trial, sign in today. Use the Telstra Mobile Device Management portal credentials below to start seamlessly and securely managing your eligible devices.

URL: <https://tmdm.telstra.com>
Username: [redacted]
Password: [redacted]

[Sign in now](#)

Register for My VMware ID

We recommend you [register for My VMware](#) for access to additional support including:

- Guides and release notes
- Knowledge articles and resolutions for commonly asked questions

ORDER CONFIRMATION

Thanks for ordering online with Order Express.

YOUR ORDER DETAILS

Order Express Reference Number: TBAPD
 Order Date: 21/03/2022 11:48:02 AEST
 Ordered By: [Redacted]
 Organisation: [Redacted] Customer
 Delivery Address: [Redacted] 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 [Redacted],

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
 [Redacted] Customer
 CIDN [Redacted]

Dear [Redacted] User,
 Thanks for your recent order. Your order has now been completed and below you'll find a summary

Your Order Reference

Order ID: TBAPD
 Order Completion Date: 21/03/2022
 Your PO Reference:
 Your Cost Centre Reference:
 Ordered By: [Redacted] User
 Delivery Address: [Redacted] 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

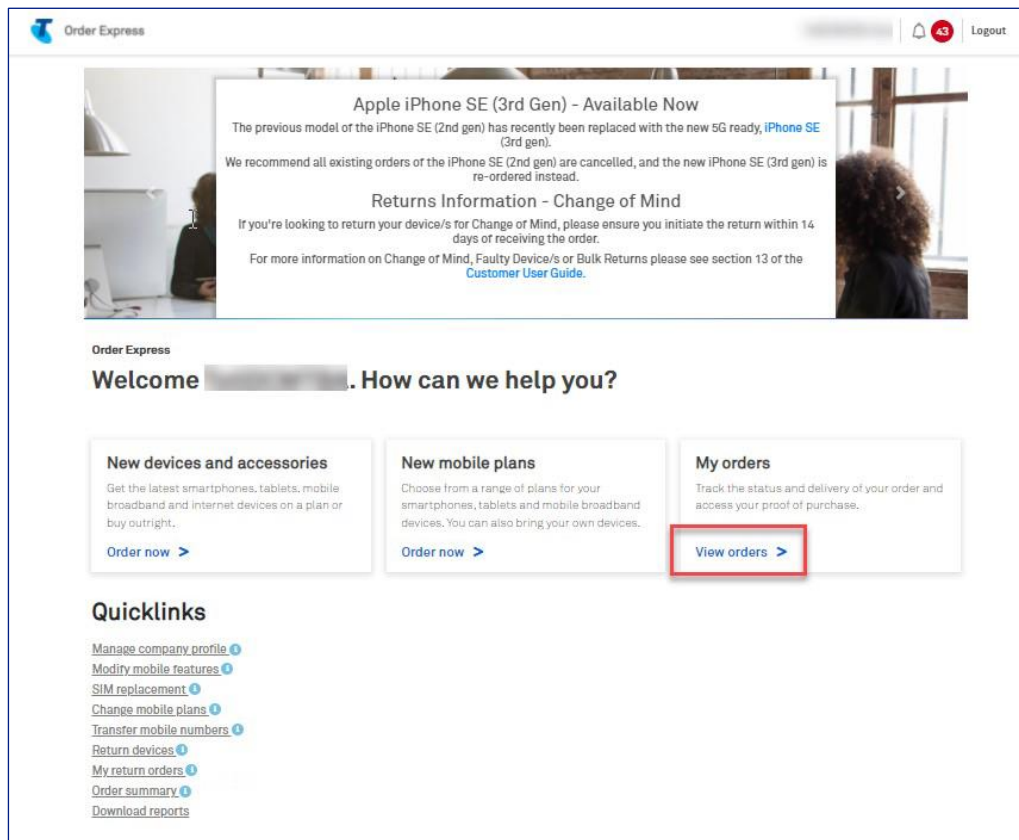
Your Ordered Items

Item	User	Mobile/Billing Number	IMEI/Serial	SIM PUK/PIN	Total Amount inc GST
T-MDM by VMware	[Redacted]	[Redacted] 12			\$0.00

Step 7

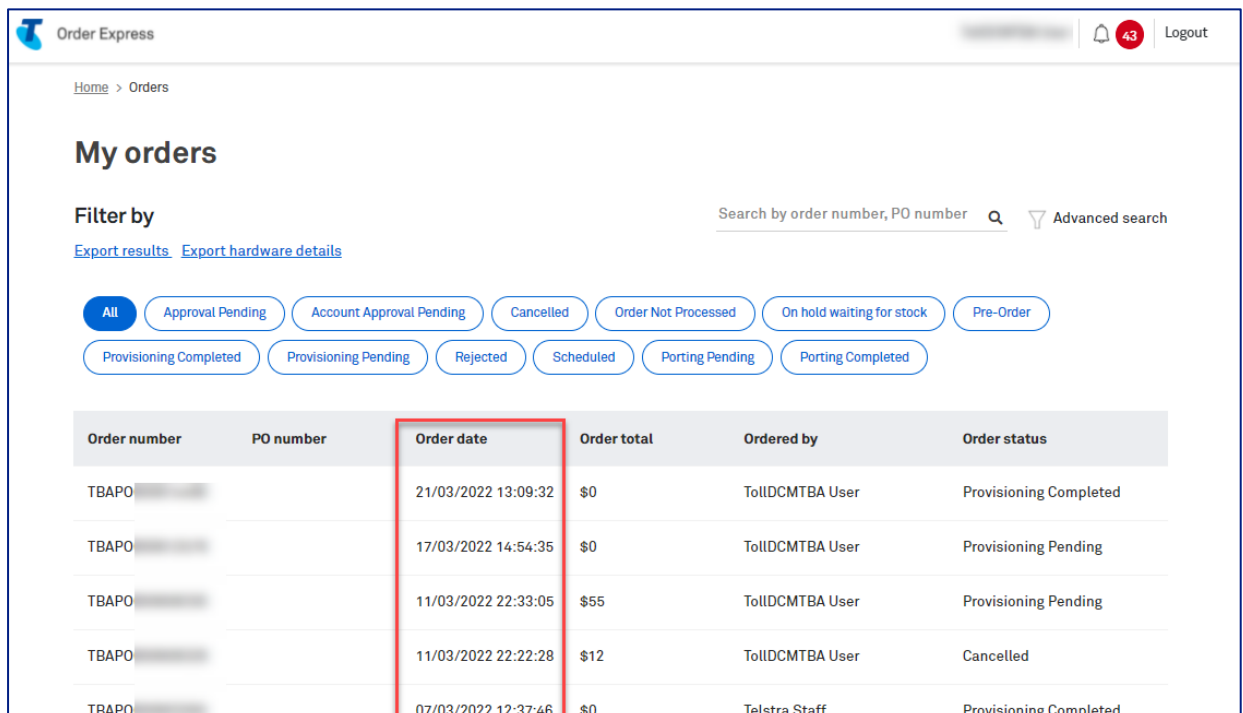
Details of the order will also be shown in the Order details page together with a completion letter

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**

Order Express

Order details

Company name	CIDN	Provisioning status	Delivery status	PO number
Customer	9	Provisioning Completed	Delivery Completed	

Order information | Asset information

Ordered by: | Date ordered: 21/03/2022 13:09:32

Item description	Unit price	Quantity	Sub total
Product: Mobile Device Management (30 day trial) User: Email: Tenant Id: 09 Account number: 361	\$0	1	\$0

Checkout summary

Total outright cost	\$0.00
Total monthly cost	\$0.00

Comment: Free delivery. All prices are inclusive of GST.

[Back](#) [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.

Username: ra.com

Remember

Password: [masked]

[Log In](#)

[Log in as a different user](#)

[Trouble logging in](#)

vmware airwatch

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.

Telstra ABN

Support Contact
Order and account enquiries
For more information about this order, please refer to your order confirmation email or contact the person who placed the order on your behalf.

Order Recipient's Name and Address
Ship to premises: H2107260021025764967
ESSENDON VIC 3040

PACKING SLIP
202107260020571328091180
Packing Slip Date: 29-07-2021
Bill to Code:
Customer Ref:
Sales Order/Date: PO / 2021-07-24
Page No: Page 1 of 1
Carrier: STARTRACK
Con Note: I2TZ
No Cartons: 1
Packing Slip No: 202107260020571328091180

Seq #	Stock Code	EAN Code	Description	Ordered	Delivered	Unit
00001	SAMGA32_	4077	SAMSUNG GALAXY A32 128GB 5G BLACK	1	1	EACH
	Serial # 8043					
00002	SIMTRIOSCRA_	9506	TELSTRA POSTPAID SIM CARD TRIO 128K	1	1	EACH
	Serial # 5353					
00003	SAMGLXW341SIL_	0910	SAMSUNG GALAXY WATCH 3 41MM SILVER	1	1	EACH
	Serial # 9577					

Item/Device Record Line Number

Serial Number for item 1

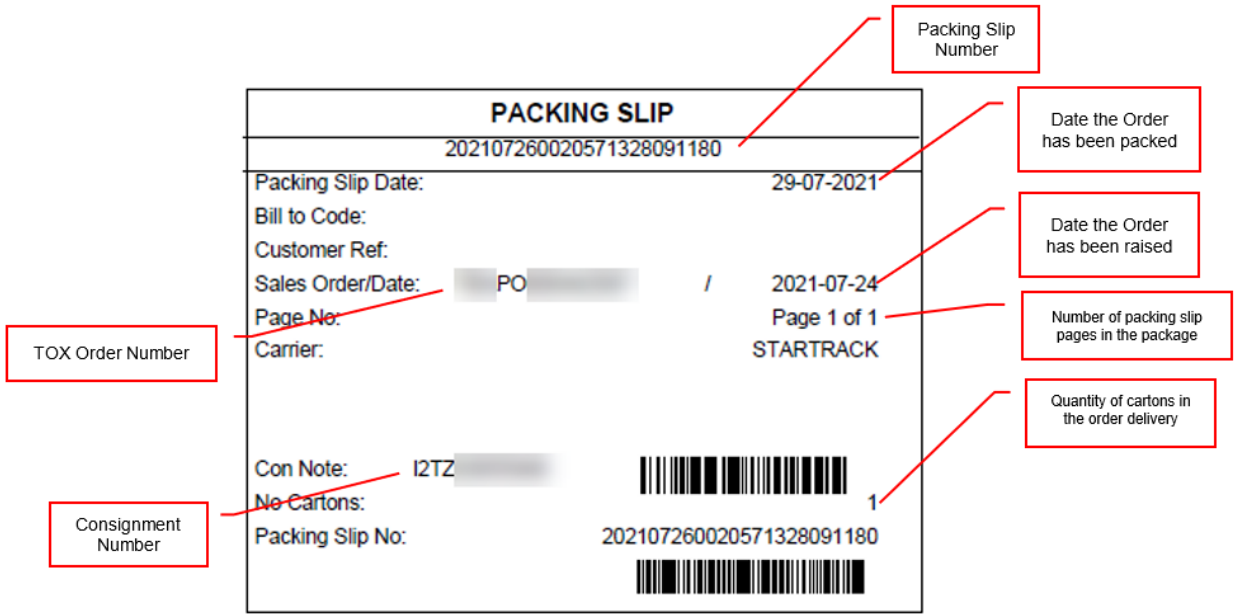
Serial Number for item 2

Item/Device Description

Qty Ordered

Qty Delivered

Details available in separate screenshot below



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)

The screenshot shows an email from orderexpress@team.telstra.com. The subject is "Return of faulty mobile device – return order". The email contains the following information:

- Return Order Number:** [Redacted]
- Attachments:** "Shipping Label" (28 KB) and "Dangerous_goods_label_UN3481_cartonx.pdf" (109 KB).
- Customer Name:** [Redacted]
- Device Details:**
 - Device make/model: SAMSUNG GALAXY A32 128GB BLACK
 - IMEI/serial: [Redacted] 8812
 - Maximum non-warranty charge*: \$319.00
- Courier Pickup Details:**
 - Pickup Address: [Redacted]
 - Contact person: [Redacted]
 - Pickup Day: 03/09/2021
 - Courier tracker: [https://startrack.com.au/track/details/\[Redacted\]](https://startrack.com.au/track/details/[Redacted])
- Device Packaging Instructions:**
 - Check that you have wiped all personal and company information from the device, disabled any device lock features such as find my phone, powered off the device and removed your sim card (and eSIM)
 - If the device has a removable battery, please place the battery into the device
 - Package the device and charger in the original box. If you do not have the original box find a suitable sized box and
- Dangerous Goods Label:** A link to a "Dangerous Goods Label Guideline" is provided.
- Tracking:** A link to "Track the Status of your Device Return" is provided, along with the Return Order Number [Redacted].

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)

The screenshot shows an email from `orderexpress@team.telstra.com` with the subject "Return of devices for a refund – return order". The email contains the following information and attachments:

- Attachments:** `b136c86e-8e91-461b-badd-a62b4428ba26.pdf` (28 KB) and `Dangerous_goods_label_UN3481_cartonx.pdf` (109 KB).
- Header:** "Return Order Number" (highlighted).
- Body:**
 - "Dear [Customer Contact Name]" (highlighted).
 - "Your request to return devices for a refund has been approved and our team will process a refund as soon as possible after receiving your devices back in pristine unopened condition."
 - "Please help us collect these devices by following the instructions below."
 - Return order details:**
 - "Original order number: [Original Order Number]" (highlighted).
 - "Number of items to be returned: 2" (highlighted).
 - "Number of carton(s) to be collected: 2" (highlighted).
 - "Return fee*: 10" (highlighted) with a callout "Courier Fee" (highlighted).
 - "*The cost of returning these items including courier and restocking fees."
 - Courier Pickup Details:**
 - "We have organised for a courier to pickup your carton(s). Please ensure the contact person is available on this day"
 - "Pickup Address: [Pickup Address]" (highlighted).
 - "Contact person: [Contact Person]" (highlighted).
 - "Pickup Day: 03/09/2021" (highlighted) with a callout "Date of Pickup" (highlighted).
 - "Courier tracker: <https://startrack.com.au/track/details/>" (highlighted) with a callout "Link to track the package showing the Consignment Number" (highlighted).
 - "Packaging instructions" (highlighted) with a callout "Packaging Instructions" (highlighted).
 - "All returned items must be in a pristine unopened state otherwise they will be rejected and sent back to you with no refund"
 - "Please ensure the items are securely packaged otherwise we may not offer a refund if damaged in transit. We recommend"
 - "Dangerous Goods Label" (highlighted) with a callout "Dangerous Goods Label Guideline" (highlighted).
 - "Where your device(s) have a battery, please ensure you also attach the dangerous goods label to the carton(s) – please remove any existing dangerous goods labels. A dangerous goods label is only required for the carton(s) that contain batteries"
 - "Track the status of your device return" (highlighted) with a callout "Link to Customer Portal" (highlighted).
 - "You can track the status of this return at any time online <https://orderexpress.telstra.com.au> by searching for the return order number [Return Order Number]" (highlighted).
- Footer:** "Regards" and "Telstra Device Care Team" (highlighted).

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.

ORDER CONFIRMATION

Thanks for ordering online with Order Express.

YOUR ORDER DETAILS

Order Express Reference Number: TBAPO1234567890
Order Date: 18/12/2023 18:57:11 AEST
Ordered By: Telstra Staff
Organisation: Tel_00_TBA_Customer
Delivery Address: [Redacted], VIC 3339
Customer PO Number: A1FAdmwhite

EQUIPMENT AND MOBILE SERVICE DETAILS

Product	Unit Price	Qty	Sub total
SPROUT Fleet 8 Case Channel	\$50	1	\$50
Redemption Credit Applied (2370140361)			\$0
OUTRIGHT TOTAL			\$50
REDEMPTION TOTAL			\$20
TOTAL REDEMPTION			\$20
OUTRIGHT TOTAL			\$50
MONTHLY TOTAL			\$30

Check Out Summary

For further information or support, please contact your Mobile Sales Representative.
[Learn about staying safe online](#), including the safe use of devices and content filters, the role of eSafety, and how to report harmful online content.

Best Regards,
Telstra

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.

ORDER CONFIRMATION

Thanks for ordering online with Order Express.

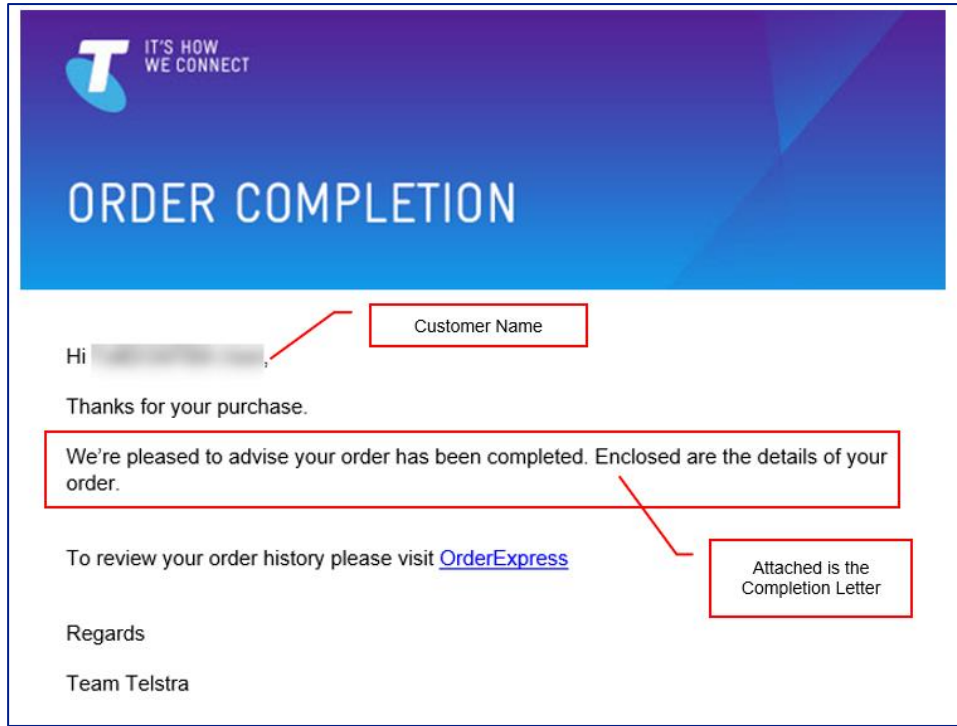
YOUR ORDER DETAILS

Jasper Order Reference Number: [Redacted]
Order Express/UOMS Reference Number: [Redacted]
Order Date: 15/11/2021 22:51:49 AEST
Ordered By: [Redacted]
Organisation: [Redacted]
Delivery Address: [Redacted]
Customer PO Number: [Redacted]

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

Note: Return Order Completion Letter can only be downloaded via the My Return Orders page with status: **Replacement completed / Provisioning completed**

Order Completion Confirmation

09/08/2021
 CIDN
 Dear

Company Name
 Customer CIDN
 Customer Name

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

Your Order Reference

Order ID:
 Order Completion Date: 09/08/2021
 Your PO Reference:
 Your Cost Centre Reference:
 Ordered By:
 Delivery Address:

Order Reference Number
 Date order has been dispatched/completed
 Customer Reference Number
 Delivery Address
 User Name who raised the order

Courier Consignment: <https://startrack.com.au/track/details>

Your Price Summary

Total Monthly Fees inc GST \$0.00 per month
 Upfront Fees inc GST \$799.00
 Less Discounts and Loyalty Funds -\$0.00
 Total Upfront Fees inc GST \$799.00

Link which specifies Consignment Number
 Order Cost / Price Summary

Order Completion Confirmation

Your Ordered Items

Item	User	Mobile/Billing Number	IMEI/Serial	SIM PUK/PIN	Total Amount inc GST
Apple IPHONE 12/ 12 PRO AMPLIFY SCREEN PROTECTOR (\$49X5)	Test QA				\$245.00
	Test QA		333		\$63.00
Adaptive Mobile Essential (New) Bar MMS OneNumber					\$60.00 per month

Mobile/ Billing Number
 Price & Qty shown for non-serialised item
 Item description
 Customer Name
 Serial Number
 PIN/PUK
 Cost / Price per line item
 Bill to new mobile number Account
 For new activations, Bill to Service and Account Number will be stated.

IMPORTANT

Returns Policy Return Policy Reminder

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](https://www.telstra.com.au)

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

Order Completion Confirmation



Your Ordered Items

Item	User	Mobile/Billing Number	IMEI/Serial	SIM PUK/PIN	Total Amount GST Free
Apple iPhone 7 128GB BLACK Adaptive Repayment Option 12 mth	User				\$99.58 per month

Item	User	Mobile/Billing Number	IMEI/Serial	SIM PUK/PIN	Total Amount inc GST
Adaptive Mobility Enhanced Plan (New) Bill to new mobile number Account : [REDACTED]	User				\$68.00 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 [L.com](#)

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.



Order Reference Number

Order Number [REDACTED] 1399

We're expecting your delivery to arrive at your nominated address soon!

What if you're not available?

If your delivery's going to residential address, and you're not available to sign for it, the courier will leave a calling card with details of where it can be collected.

Please collect it within 10 days or it may be sent back to us.

Track your delivery

Collection Lead Time

You can [track your delivery here](#). If you can't see it right now, don't worry. Please try again later in the day

Best Regards,
Telstra

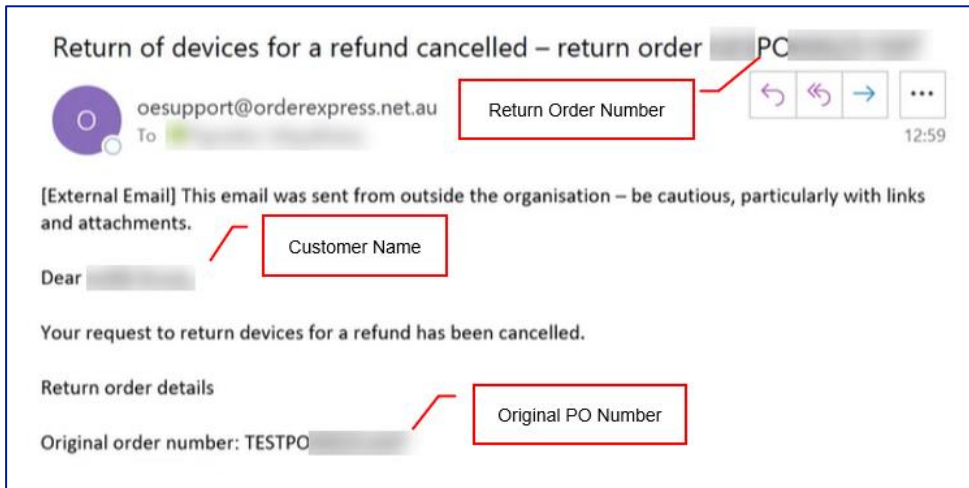
Link to track delivery

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.



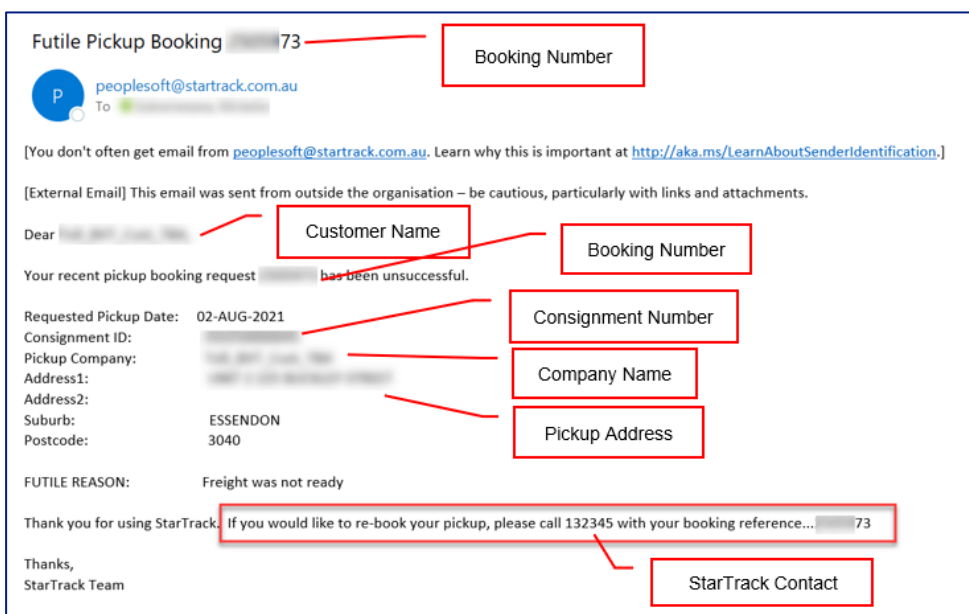
Step 13

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

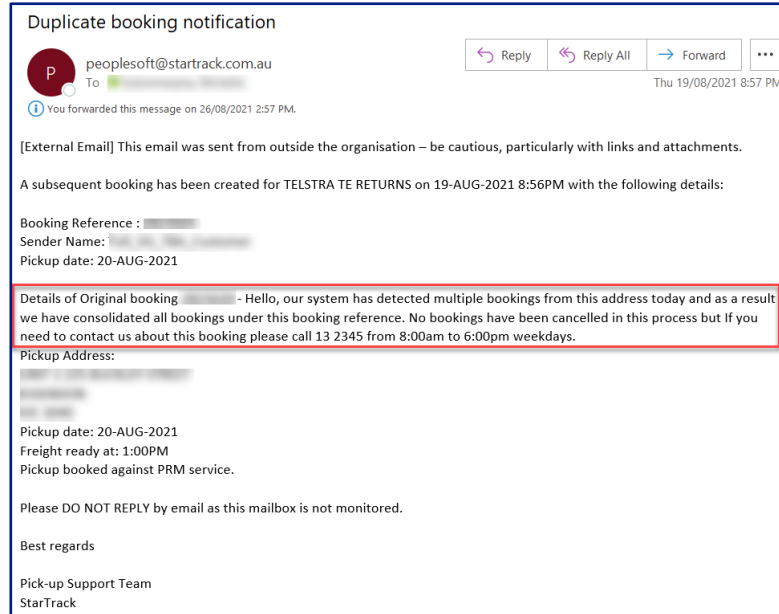


Step 14

Duplicate Booking Notification email from Startrack.

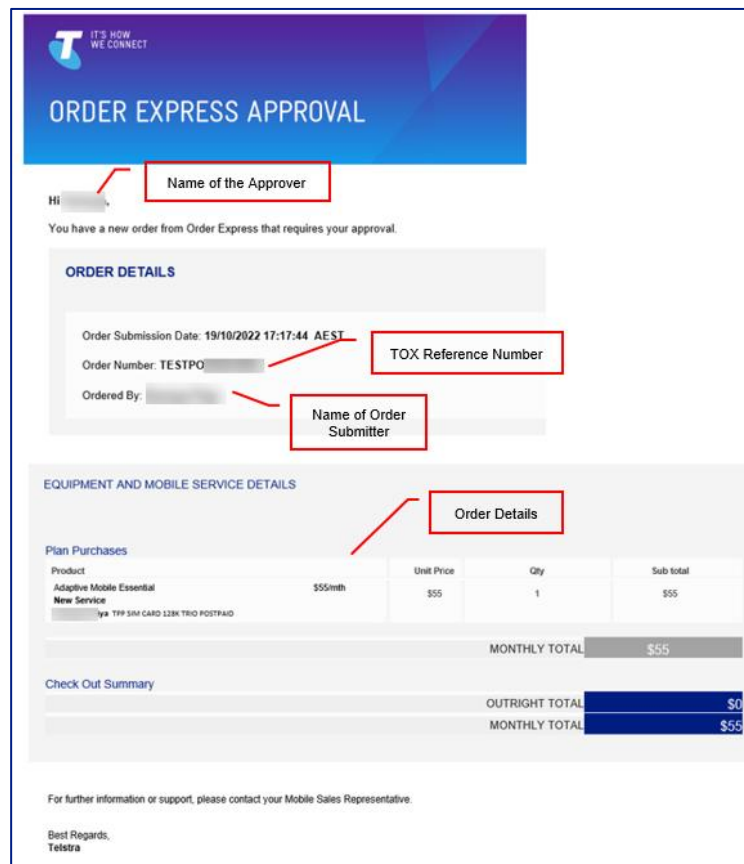
You will receive this email notification when Startrack consolidate a multiple deliveries to 1 location into 1 booking reference.

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.

- The customer must tell what valid account number that new plan will be created under.
- 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

- The customer must tell us about the existing mobile number for the plan upgrade.
- 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.
 - Leasing
 - Porting
 - Sim Swap
 - MDM
 - 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

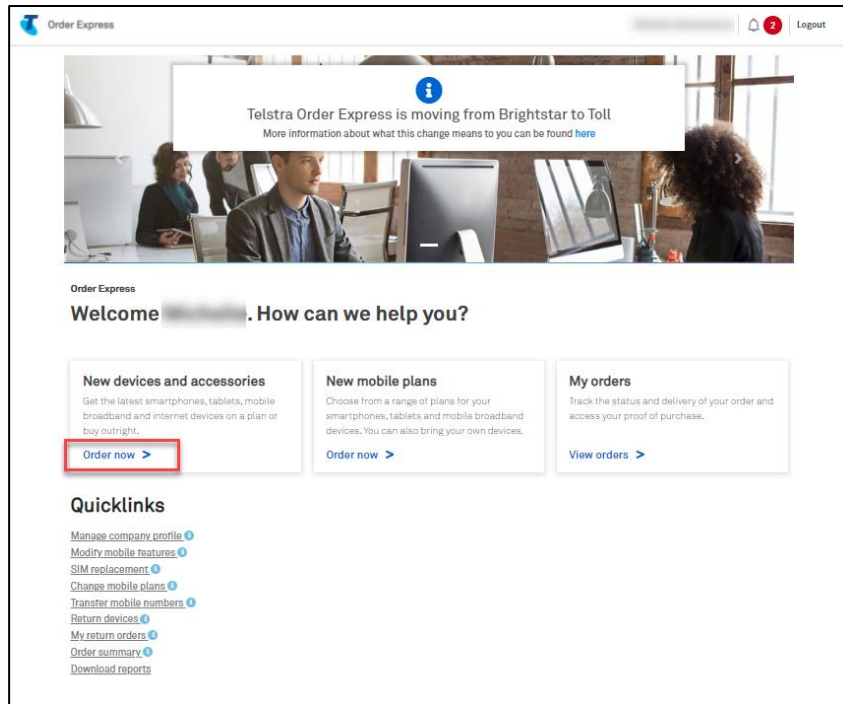
Log in to the TOX Customer Portal.

a. Linked Experience for Outright Order

Step 2

Outright payment means buying a device in one payment and you own it.

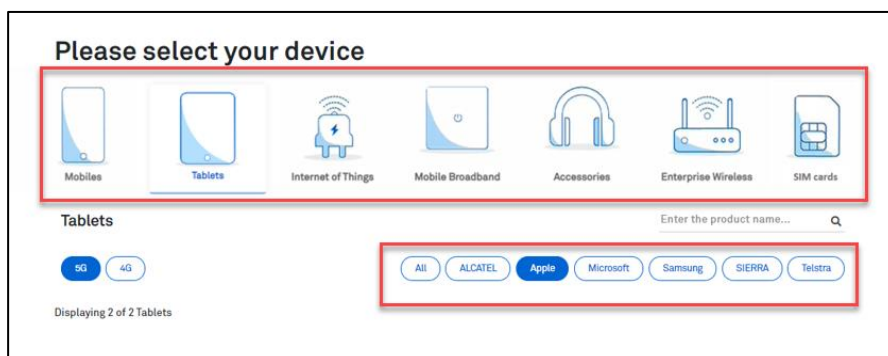
Click **Order Now** on the New devices and accessories tile.



Step 3

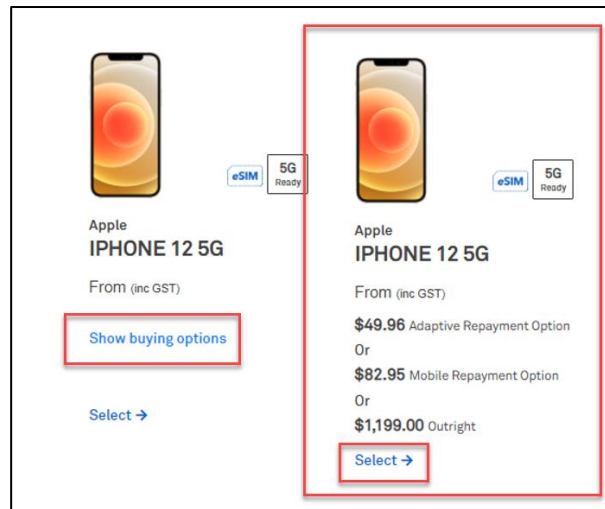
Click on the **device type** to see the range of products

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.



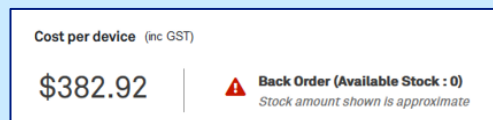
Step 5

Configure your device:

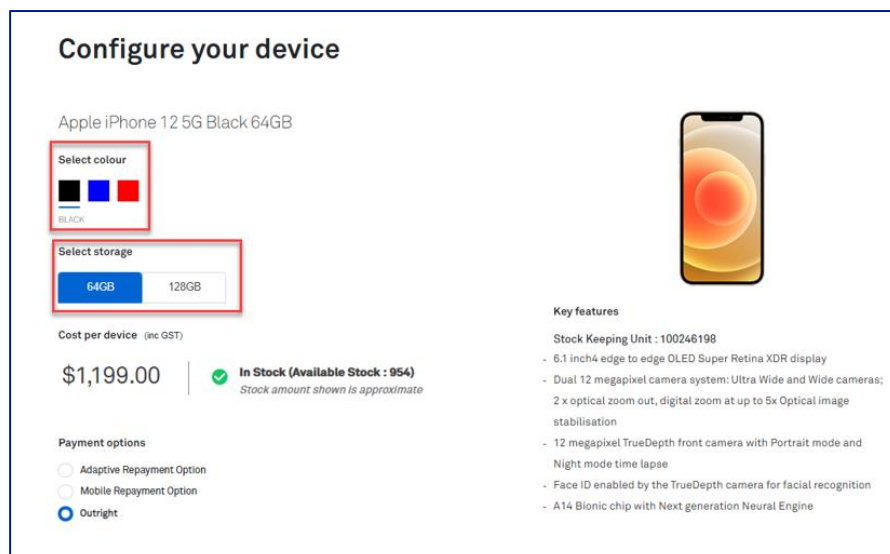
- Select the colour (where applicable)
- Choose the storage capacity (where applicable)

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+

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**.

Click on **Continue** button.

The screenshot displays the TOX interface for selecting services. It features three main sections: 'Payment options', 'Enter quantity', and 'Select Services'. The 'Payment options' section has three radio buttons: 'Adaptive Repayment Option', 'Mobile Repayment Option', and 'Outright', with 'Outright' selected. The 'Enter quantity' section shows the number '2' entered, with a note 'Maximum 5000 per item'. The 'Select Services' section contains a table with one row: 'AppleCare+ for iPhone 12' with a cost of '\$199.00'. A 'Continue' button is located at the bottom right.

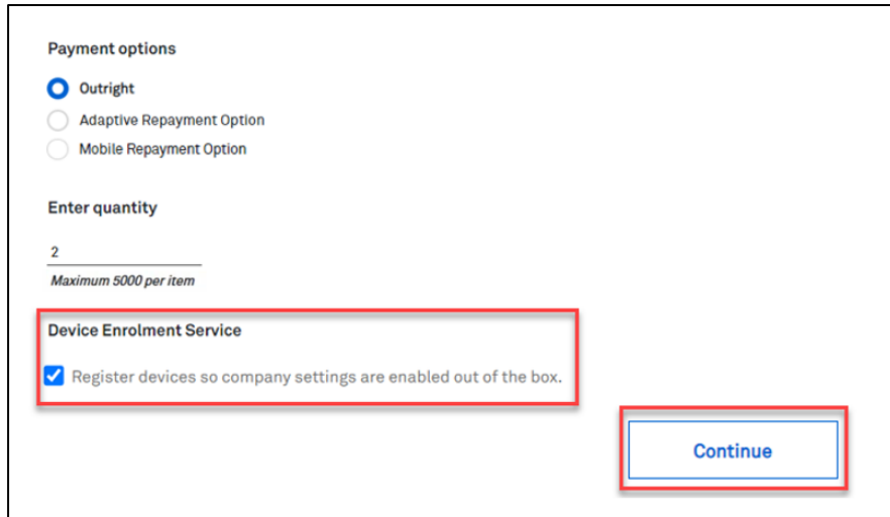
Service Name	Description	Cost(Per Device)
AppleCare+ for iPhone 12	AppleCare+ for iPhone 12(24 Months)	\$199.00

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.



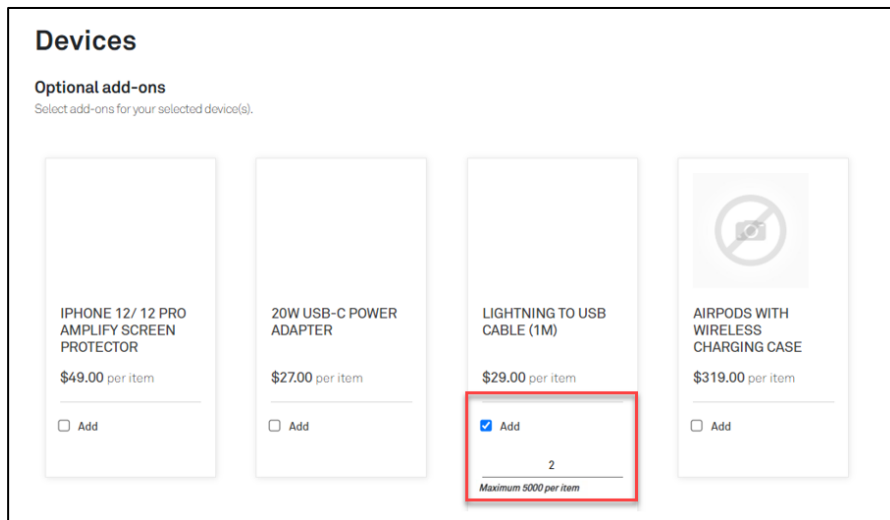
The screenshot shows a form with the following sections:

- Payment options:** Three radio buttons: Outright, Adaptive Repayment Option, and Mobile Repayment Option.
- Enter quantity:** A text input field containing the number '2', with a note below it: "Maximum 5000 per item".
- Device Enrolment Service:** A section with a red border containing a checked checkbox and the text: "Register devices so company settings are enabled out of the box."
- Continue:** A blue button with a white border and a red shadow, also highlighted with a red box.

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.



The screenshot shows a screen titled "Devices" with the following sections:

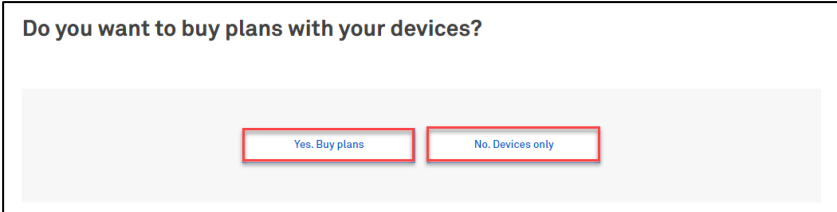
- Optional add-ons:** A heading with the subtext "Select add-ons for your selected device(s)".
- Item 1:** "IPHONE 12/ 12 PRO AMPLIFY SCREEN PROTECTOR" for \$49.00 per item. The "Add" checkbox is unchecked.
- Item 2:** "20W USB-C POWER ADAPTER" for \$27.00 per item. The "Add" checkbox is unchecked.
- Item 3:** "LIGHTNING TO USB CABLE (1M)" for \$29.00 per item. The "Add" checkbox is checked, and the quantity '2' is entered in the field below. A note below the field says "Maximum 5000 per item". This entire item card is highlighted with a red border.
- Item 4:** "AIRPODS WITH WIRELESS CHARGING CASE" for \$319.00 per item. The "Add" checkbox is unchecked.

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.**”



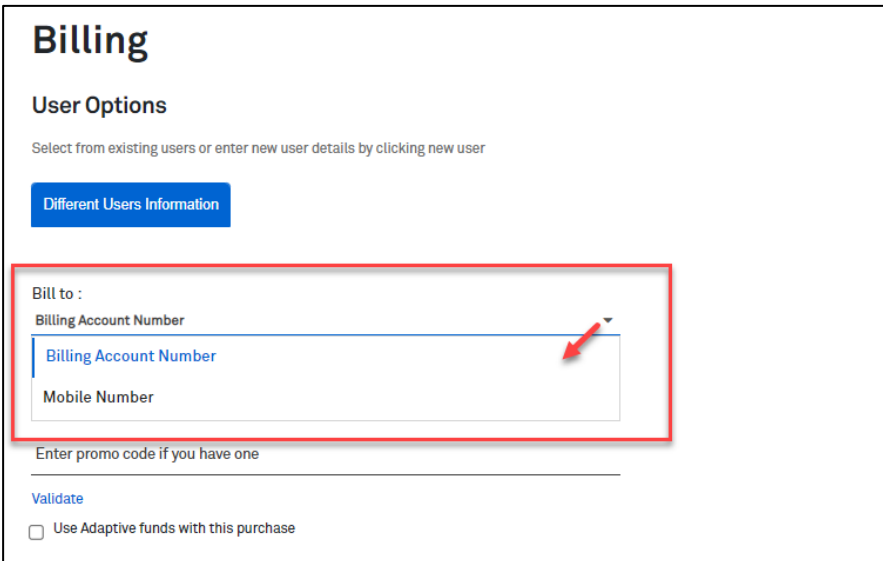
Do you want to buy plans with your devices?

Yes. Buy plans No. Devices only

Step 9

Select your **Billing options** from the dropdown field:

- Billing Account Number or
- Mobile Number



Billing

User Options

Select from existing users or enter new user details by clicking new user

[Different Users Information](#)

Bill to :

Billing Account Number

Billing Account Number

Mobile Number

Enter promo code if you have one

[Validate](#)

Use Adaptive funds with this purchase

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.

Billing

User Options

Select from existing users or enter new user details by clicking new user

[Different Users Information](#)

Bill to :

Billing Account Number

Enter promo code if you have one

[Validate](#)

Use Adaptive funds with this purchase

Step 11a

Enter the **User Details**.

In this example, the quantity entered is 2x, therefore 2x User Details records needs to be populated.

Selected quantity

Enter User Details

Upload File [Choose Files](#) No file chosen [Download Sample List](#)

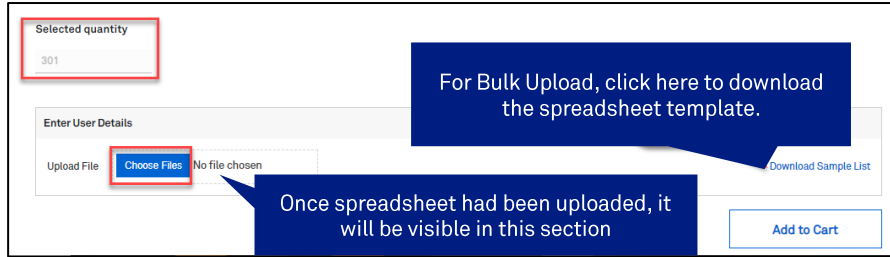
1	<input type="text" value="Enter user name *"/>	<input type="text" value="Enter email (Optional)"/>	<input type="text" value="Cost center (Optional)"/>	<input type="button" value="Add"/>
2	<input type="text" value="Enter user name *"/>	<input type="text" value="Enter email (Optional)"/>	<input type="text" value="Cost center (Optional)"/>	

[Add to Cart](#)

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.

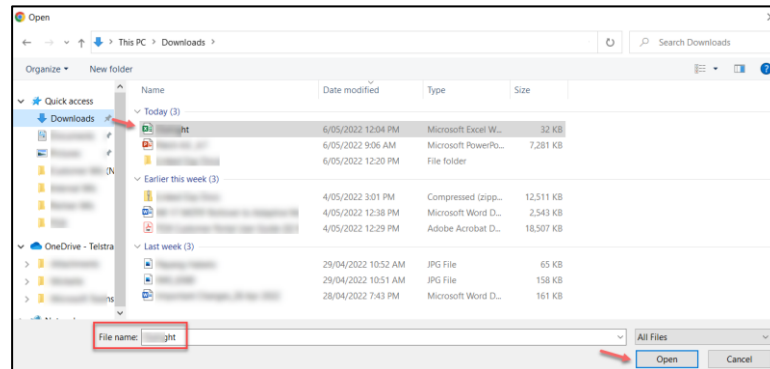


- **Populate the spreadsheet accordingly and Save your changes.**

The screenshot shows a Microsoft Excel spreadsheet with the following data:

	A	B	C	D
1	Name	Email (optional)	Cost center (Optional)	
2	Test user	testuser@test.com	ABC1	
3	Test user2	testuser2@test.com	ABC1	
4	Test user2	testuser2@test.com	ABC1	
5	Test user2	testuser2@test.com	ABC1	
6	Test user2	testuser2@test.com	ABC1	
7	Test user2	testuser2@test.com	ABC1	
8	Test user2	testuser2@test.com	ABC1	
9	Test user2	testuser2@test.com	ABC1	
10	Test user2	testuser2@test.com	ABC1	

- 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**.

Enter User Details

Upload File [Choose Files](#) No file chosen [Download Sample List](#)

1 Enter user name * John Doe Enter email (Optional) Cost center (Optional)

2 Enter user name * Jane Doe Enter email (Optional) Cost center (Optional)

[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.

Shopping cart

Item description	Unit price	Quantity	Sub total	Action
LIGHTNING TO USB CABLE (1M) Billing Account Number : 2042	\$29.00	2	\$58.00	Remove
Apple iPhone 12 5G 64 GB BLACK BLACK 64 GB Billing Account Number : 2042 With AppleCare+ for iPhone 12	\$1,199.00	2	\$2,398.00	Remove
	\$13.30	2	\$26.60	
	\$199.00	2	\$398.00	
	\$13.30	2	\$26.60	

Checkout summary

Total redemptions	\$0.00
Total outright cost	\$2,907.20
Total monthly cost	\$0.00

*Free delivery. All prices are inclusive of GST.

[Clear cart](#) [Continue shopping](#) [Checkout](#)

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.

Order Express

Home > Cart > Checkout

Checkout

Delivery details

Ordered by
Name of recipient *

Note: A PO BOX address is not a valid TOX delivery address
Select address *

Do you require a customer based purchase order number?
 Yes
 No

Do you require a cost centre reference?
 Yes
 No

Order notification copied to
Type one or more email addresses, separated by commas.

Comment
Commentary field is for your organisation's internal use only. Activations & shipping will not have visibility on the content.

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 <input checked="" type="checkbox"/>
	&, comma, quotes, \, /	Error (LOMS and/or TOLL) <input checked="" type="checkbox"/>

Order Express

Cart: 1

Logout

customer po number is invalid

Checkout

Delivery details

Ordered by
Name of recipient *

Note: A PO BOX address is not a valid TOX delivery address

Do you require a customer based purchase order number?
 Yes
 No

Do you require a cost centre reference?
 Yes
 No

PO & Validation
Invalid customer po number.

Comment

Order notification copied to
Type one or more email addresses, separated by commas.

Commentary field is for your organisation's internal use only. Activations & shipping will not have visibility on the content.

Step 15

Scroll down and click on the **Confirm Order** button.

The screenshot shows a checkout summary page with the following items:

Item	Quantity	Status
LIGHTNING TO USB CABLE (1M) With AppleCare+ for iPhone 12	2	In Stock
Apple iPhone 12 5G BLACK 64GB With AppleCare+ for iPhone 12	2	In Stock

Summary table:

Total redemptions	\$0.00
Total outright cost	\$2,880.60
Total monthly cost	\$0.00

*Free delivery. All prices are inclusive of GST.

Buttons: View/Edit cart, Submit order later, **Confirm order** (highlighted with a red box).

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**.

The screenshot shows a checkout summary page with the following items:

Item	Quantity	Status
LIGHTNING TO USB CABLE (1M) With AppleCare+ for iPhone 12	2	Back Order
Apple iPhone 12 5G BLACK 64GB With AppleCare+ for iPhone 12	2	In Stock

Summary table:

Total redemptions	\$0.00
Total outright cost	\$2,880.60
Total monthly cost	\$0.00

*Free delivery. All prices are inclusive of GST.

Important
One or more products in your cart is out of stock. Your order will be placed in backorder till stock is available. Alternatively you can

Split Order: If this option is chosen the out stock items are placed on separate order

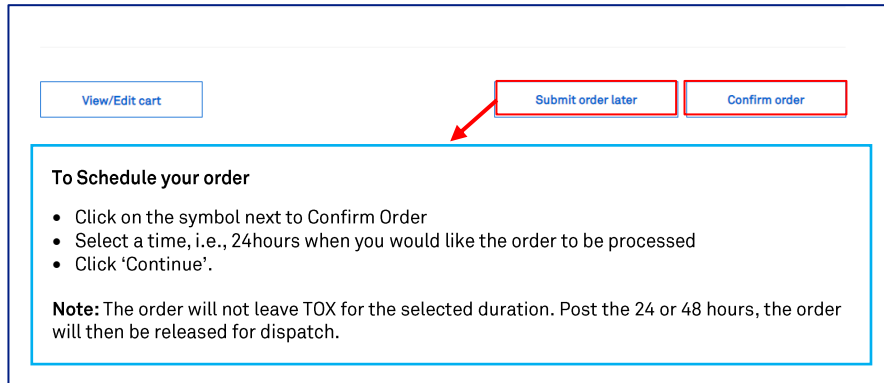
Split order (highlighted with a red box)

Update Cart: Remove the Out of stock items from the cart

Update (highlighted with a red box)

Step 17

Click **Confirm order** to complete the order. Or Schedule your order by clicking **Submit order later** button.

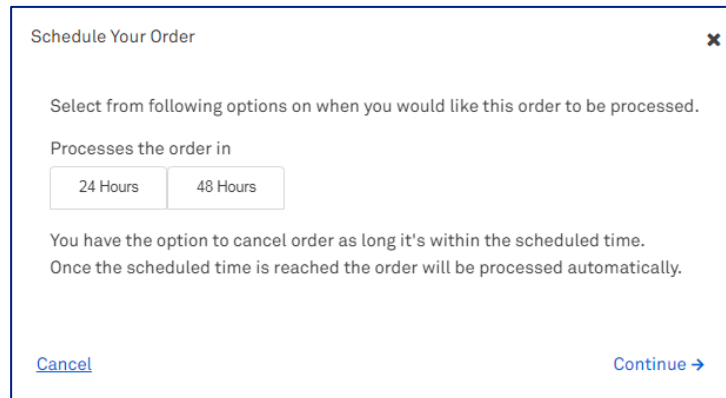


To Schedule your order

- 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.

Checkout summary

 LIGHTNING TO USB CABLE (1M) With AppleCare+ for iPhone 12	2	 Back Order
 Apple iPhone 12 5G BLACK 64GB With AppleCare+ for iPhone 12	2	 In Stock

Total redemptions	\$0.00
Total outright cost	\$2,880.60
Total monthly cost	\$0.00

*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 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.

Order Express

Home > Complete

Order Confirmation

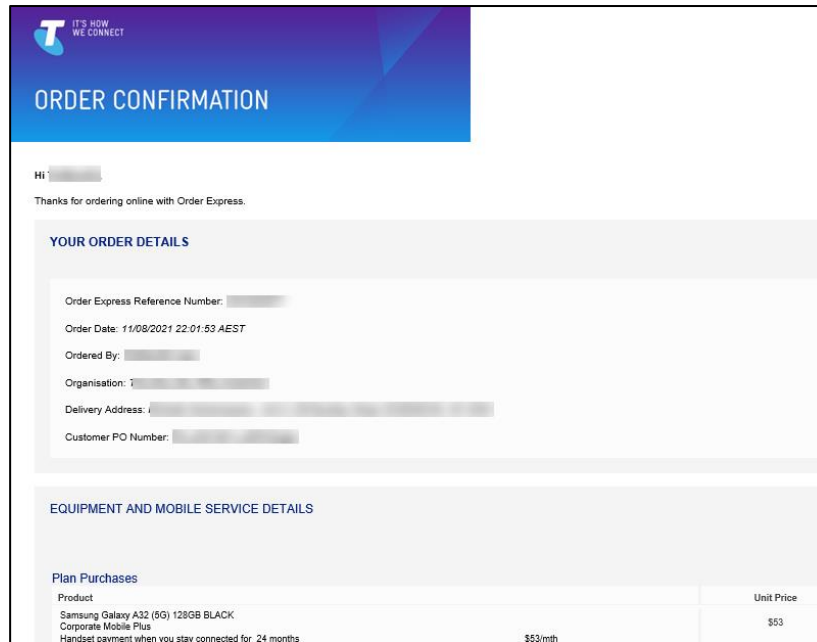
Thank you for you Order!

Your order has been submitted

Please check [My Orders](#) for the status of this order

Step 20

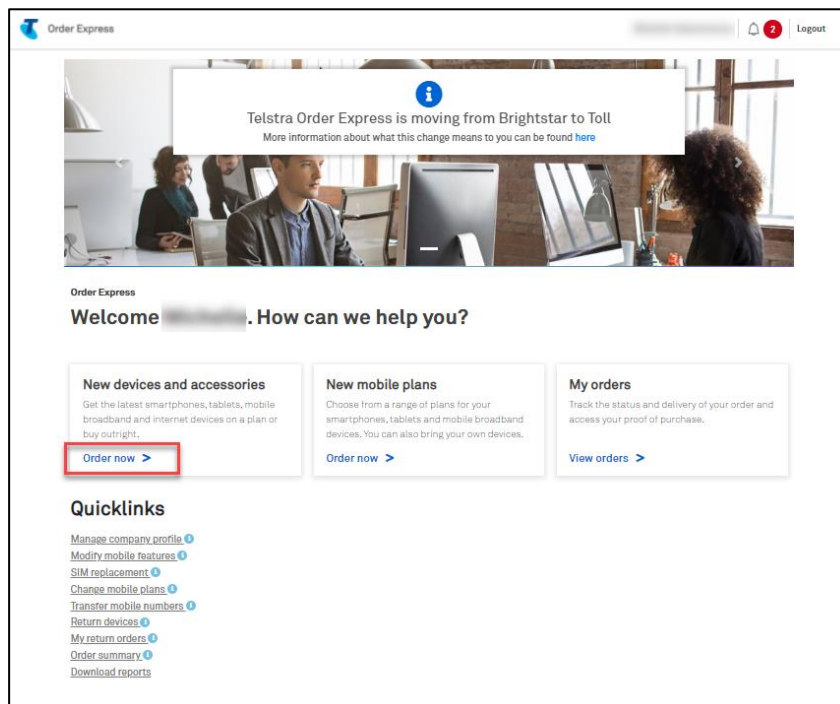
The customer who is the recipient of the ordered items will also receive an **Order Confirmation** email with a summary of the order details.



b. Linked Experience for ARO Order

Step 21

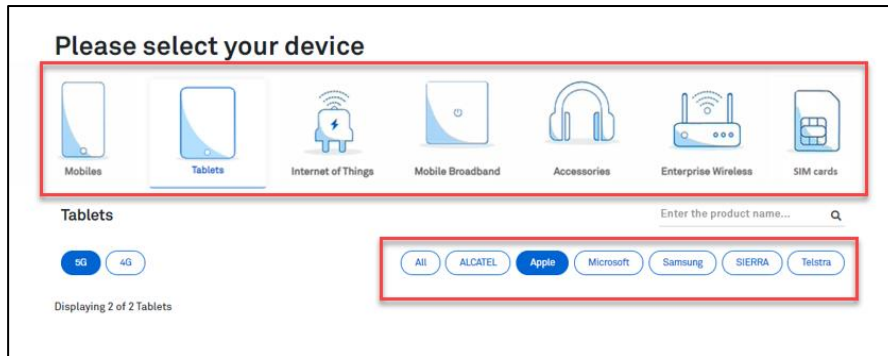
Adaptive Repayment Option (ARO) offers a repayment of the recommend retail price (RRP) of any eligible device or accessory over either 12 or 24 months. Log in to the TOX Customer Portal. Click **Order Now** on the New devices and accessories tile.



Step 22

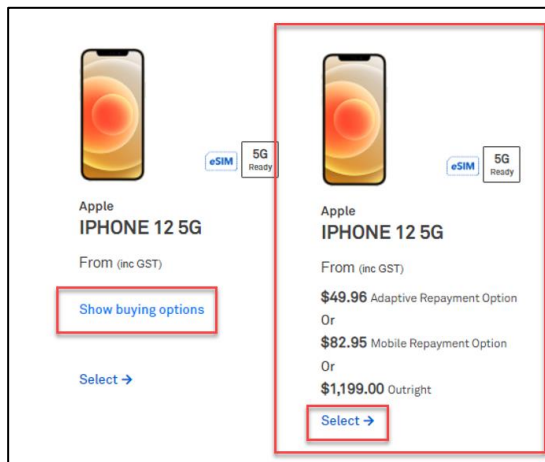
Click on the **device type** to see the range of products.

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.



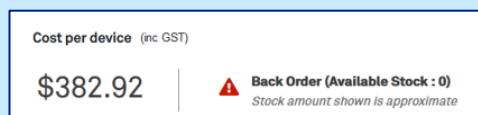
Step 24

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.

Configure your device

Apple iPhone 12 5G Black 64GB

Select colour

BLACK

Select storage

64GB 128GB


Cost per device (inc GST)

\$1,199.00

✔ **In Stock (Available Stock : 954)**
Stock amount shown is approximate

Payment options

Adaptive Repayment Option
 Mobile Repayment Option
 Outright



Key features

Stock Keeping Unit : 100246198

- 6.1 inch4 edge to edge OLED Super Retina XDR display
- Dual 12 megapixel camera system: Ultra Wide and Wide cameras; 2 x optical zoom out, digital zoom at up to 5x Optical image stabilisation
- 12 megapixel TrueDepth front camera with Portrait mode and Night mode time lapse
- Face ID enabled by the TrueDepth camera for facial recognition
- A14 Bionic chip with Next generation Neural Engine

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.

Payment options

Adaptive Repayment Option a
 Mobile Repayment Option
 Outright

Hardware repayment term

b

Enter quantity

c
Maximum 3000 per item

Select Services

	Service Name	Description	Cost(Per Device)
<input type="checkbox"/>	AppleCare+ for iPhone 12	AppleCare+ for iPhone 12(24 Months)	\$199.00

e

Product features

- 12 megapixel TrueDepth front camera with Portrait mode and Night mode time lapse
- Face ID enabled by the TrueDepth camera for facial recognition
- A14 Bionic chip with Next generation Neural Engine

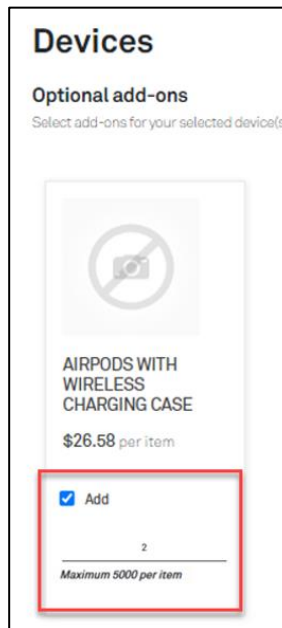
Notes:

- 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 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.



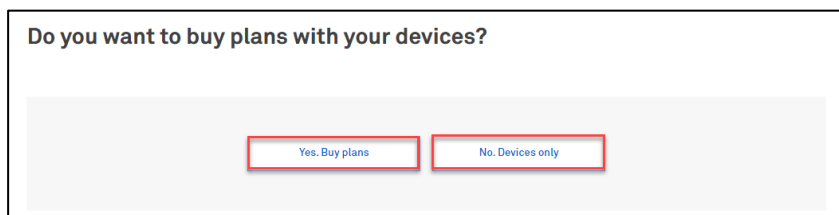
Step 27

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.

Billing

User Options

Select from existing users or enter new user details by clicking new user

[Different Users Information](#)

Bill to :

Billing Account Number

4192712042 - CMP

4192712042 - CMP

4192712075 - Fund Account

Validate

Use Adaptive funds with this purchase

Step 29

Enter the **User Details**.

In this example, the quantity entered is 2x, therefore 2x User Details records needs to be populated.

Selected quantity

2

Enter User Details

Upload File [Choose Files](#) No file chosen [Download Sample List](#)

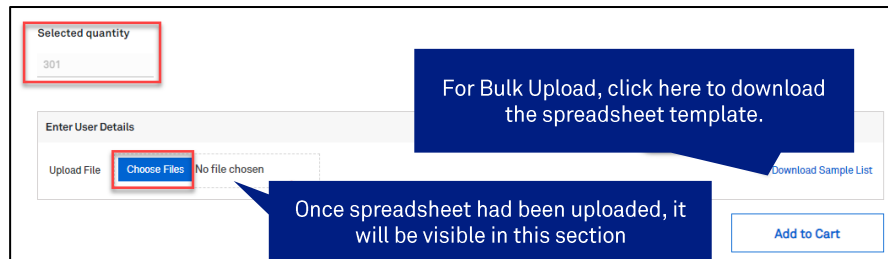
1 Enter user name * Enter email (Optional) Cost center (Optional)

2 Enter user name * Enter email (Optional) Cost center (Optional)

[Add to Cart](#)

Step 29a

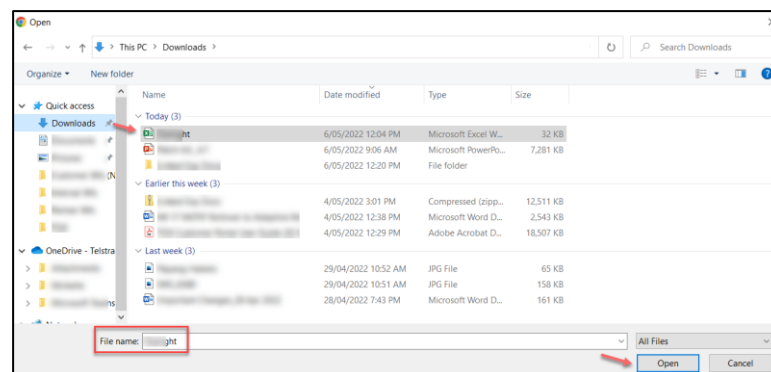
If you are ordering over the quantity of 301, the Bulk Upload Spreadsheet must be used.



- i. **Download the spreadsheet template.** This will be accessible through your Downloads folder.
- ii. Populate the spreadsheet accordingly and **Save your changes.**

	A	B	C	D
1	Name	Email (optional)	Cost center (Optional)	
2	Test user	testuser@test.com	ABC1	
3	Test user2	testuser2@test.com	ABC1	
4	Test user2	testuser2@test.com	ABC1	
5	Test user2	testuser2@test.com	ABC1	
6	Test user2	testuser2@test.com	ABC1	
7	Test user2	testuser2@test.com	ABC1	
8	Test user2	testuser2@test.com	ABC1	
9	Test user2	testuser2@test.com	ABC1	
10	Test user2	testuser2@test.com	ABC1	

- 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**.

Enter User Details

Upload File No file chosen [Download Sample List](#)

1 Enter user name * Enter email (Optional) Cost center (Optional)

2 Enter user name * Enter email (Optional) Cost center (Optional)

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.

Shopping cart

Item description	Unit price	Quantity	Sub total	Action
AIRPODS WITH WIRELESS CHARGING CASE Billing Account Number : 2042 Adaptive Repayment Option (12 months)	\$26.58/mth	2	\$53.16/mth	<input type="button" value="Remove"/>
Apple iPhone 12 5G 64 GB BLACK BLACK 64 GB Billing Account Number : 2042 Adaptive Repayment Option (12 months) With AppleCare+ for iPhone 12	\$99.92/mth	2	\$199.84/mth	<input type="button" value="Remove"/>
	\$199.00	2	\$398.00	
	\$13.30	2	\$26.60	

Checkout summary

Total redemptions	\$0.00
Total outright cost	\$424.60
Total monthly cost	\$253.00

*Free delivery. All prices are inclusive of GST.

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.

The screenshot shows the 'Checkout' page in the Order Express system. The 'Delivery details' section is highlighted with a red box and contains the following fields:

- Ordered by:** A text input field with a placeholder 'Name of recipient *'.
- Select address *:** A dropdown menu with a note: 'Note: A PO BOX address is not a valid TOX delivery address'.
- Do you require a customer based purchase order number?:** Radio buttons for 'Yes' and 'No' (selected).
- Do you require a cost centre reference?:** Radio buttons for 'Yes' and 'No' (selected).
- Order notification copied to:** A text input field with a placeholder 'Type one or more email addresses, separated by commas.'
- Comment:** A text input field with a placeholder 'Commentary field is for your organisation's internal use only. Activations & shipping will not have visibility on the content.'

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) ✗

The screenshot shows the 'Checkout' page with an error message at the top: 'customer po number is invalid'. The 'Delivery details' section is highlighted with a red box and contains the following fields:

- Do you require a customer based purchase order number?:** Radio buttons for 'Yes' (selected) and 'No'.
- PO & Validation:** A text input field with a placeholder 'Invalid customer po number'.
- Do you require a cost centre reference?:** Radio buttons for 'Yes' and 'No' (selected).
- Order notification copied to:** A text input field with a placeholder 'Type one or more email addresses, separated by commas.'
- Comment:** A text input field with a placeholder 'Commentary field is for your organisation's internal use only. Activations & shipping will not have visibility on the content.'

Step 33

Scroll down and click on the **Confirm Order** button.

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	✔ In Stock

Total redemptions	\$0.00
Total outright cost	\$424.60
Total monthly cost	\$253.00

*Free delivery. All prices are inclusive of GST.

[View/Edit cart](#) [Submit order later](#) [Confirm order](#)

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**.

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.

Important
One or more products in your cart is out of stock. Your order will be placed in backorder till stock is available. Alternatively you can

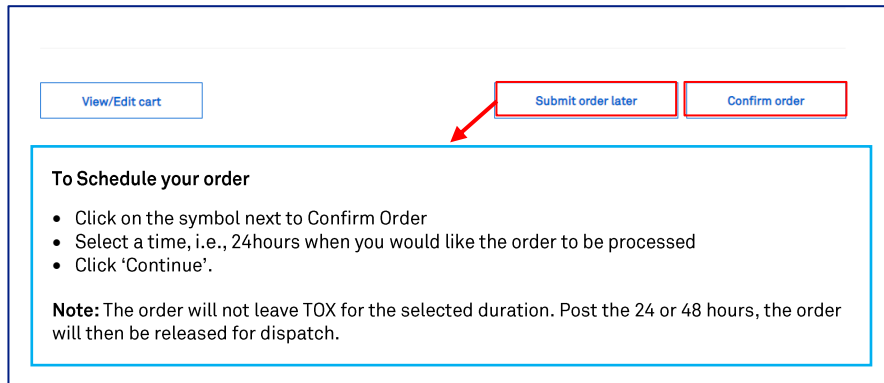
Split Order: If this option is chosen the out stock items are placed on separate order

Split order

Step 35

Click **Confirm order** to complete the order. Or

Schedule your order by clicking **Submit order later** button.

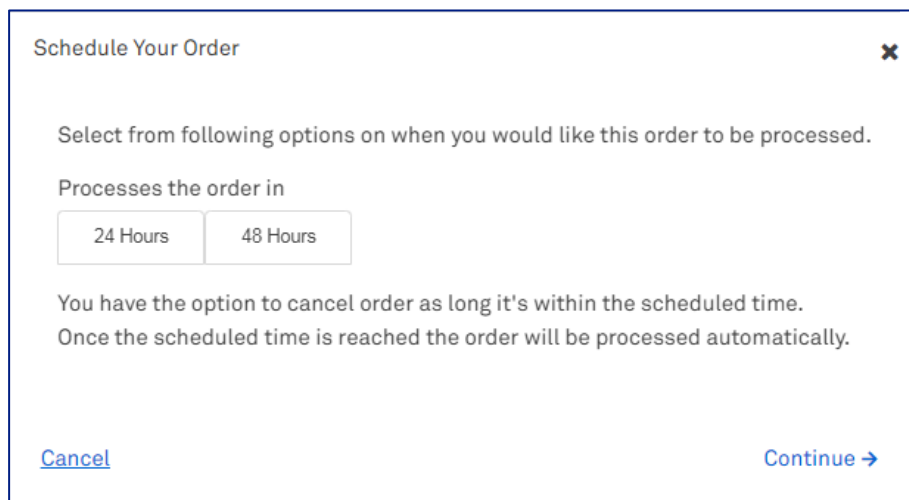


To Schedule your order

- 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.

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 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.

Order Express Logout

Home > Complete

Order Confirmation

Thank you for you Order!

Your order has been submitted

Please check [My Orders](#) for the status of this order

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.

Hi [redacted]

Thanks for ordering online with Order Express.

YOUR ORDER DETAILS

Order Express Reference Number: [redacted]

Order Date: 11/08/2021 22:01:53 AEST

Ordered By: [redacted]

Organisation: [redacted]

Delivery Address: [redacted]

Customer PO Number: [redacted]

EQUIPMENT AND MOBILE SERVICE DETAILS

Plan Purchases	Unit Price
Product	
Samung Galaxy A32 (5G) 12GB BLACK	
Corporate Mobile Plan	\$53

Standard service plan. You stay connected for 24 months. \$53/mth

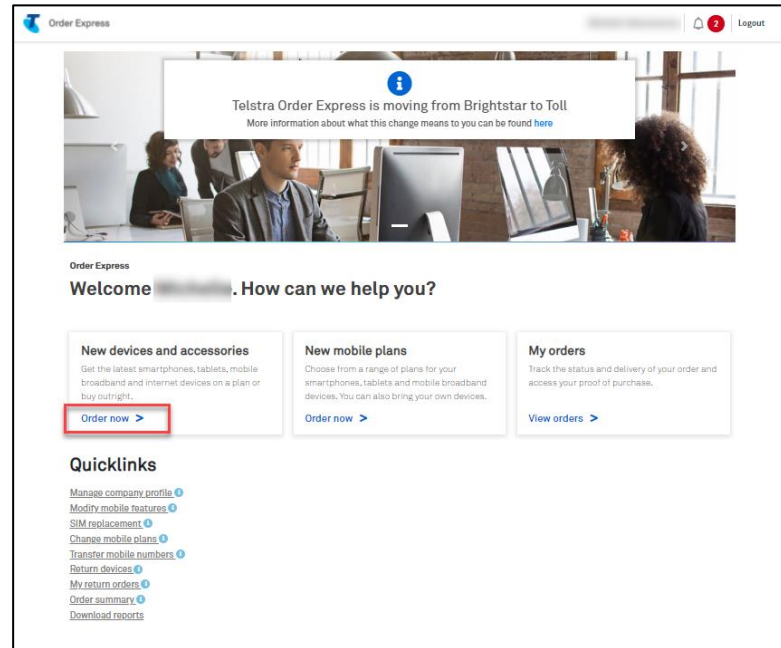
c. Linked Experience for MRO Order

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.

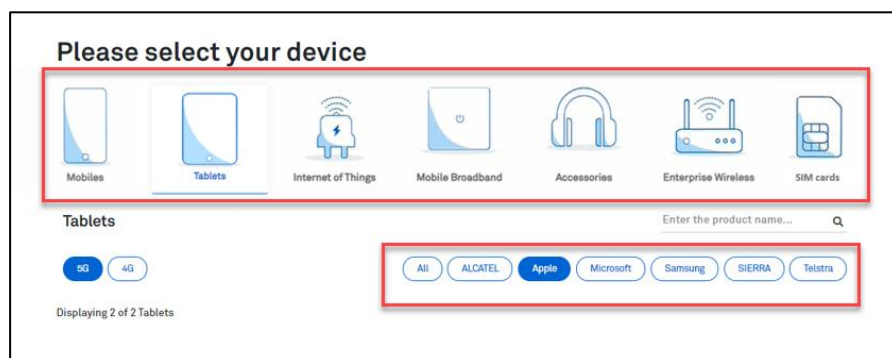
Click **Order Now** on the New devices and accessories tile.



Step 40

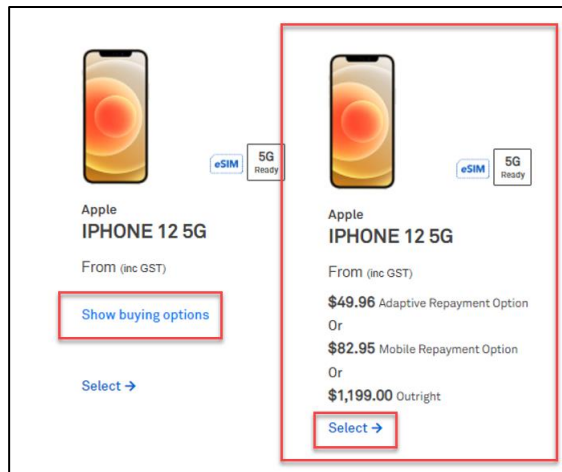
Click on the **device type** to see the range of products.

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.



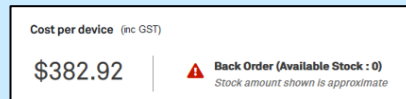
Step 42

Configure your device:

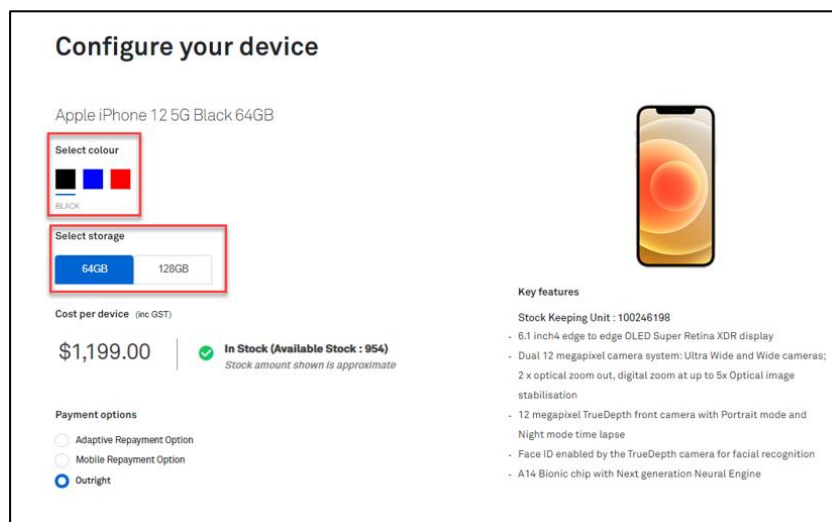
- Select the colour (where applicable)
- Choose the storage capacity (where applicable)

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**.

The screenshot shows a checkout interface with the following elements:

- Payment options:** Three radio buttons are visible: 'Adaptive Repayment Option', 'Mobile Repayment Option' (which is selected and highlighted with a red box), and 'Outright'.
- Enter quantity:** A text input field contains the number '2'. Below the field, it says 'Maximum 5000 per item'.
- Select Services:** A table with a red border containing one service row. The table has columns for 'Service Name', 'Description', and 'Cost(Per Device)'. The row is:

Service Name	Description	Cost(Per Device)
AppleCare+ for iPhone 12	AppleCare+ for iPhone 12(24 Months)	\$199.00
- Device Features:** A list of features on the right side of the screen, including 'stabilisation', '12 megapixel TrueDepth front camera with Portrait mode and Night mode time lapse', 'Face ID enabled by the TrueDepth camera for facial recognition', and 'A14 Bionic chip with Next generation Neural Engine'.

Step 44

Select a **Plan**.

In this example, choose 'Corporate Mobile Plus Entry'.

Click on **Continue button**.

The screenshot shows a 'Select plan' screen with a table of mobile plans. The table has columns for Plan, Voice, Bonus Data, Data, SMS, Upfront Cost, Device MRO (Per Month), Total Cost (Per Month), and Term. The 'Corporate Mobile Plus Entry \$60/mth' plan is highlighted with a red box. Below the table, there is a 'Continue' button also highlighted with a red box.

Plan	Voice	Bonus Data	Data	SMS	Upfront Cost	Device MRO (Per Month)	Total Cost (Per Month)	Term
Corporate Mobile Plus Entry \$40/mth	Unlimited		As per Contract	Unlimited		\$42.95	\$82.95	24 Months
Corporate Mobile Plus Entry \$60/mth	Unlimited		As per Contract	Unlimited		\$22.95	\$82.95	24 Months
Corporate Mobile Plus Local \$75/mth	Unlimited		8GB	Unlimited		\$28.95	\$103.95	24 Months
Corporate Mobile Plus Entry \$80/mth	Unlimited		As per Contract	Unlimited		\$12.95	\$92.95	24 Months
Corporate Mobile Plus National \$100/mth	Unlimited		50GB	Unlimited		\$9.95	\$109.95	24 Months
Corporate Mobile Plus Entry \$120/mth	Unlimited		As per Contract	Unlimited		\$0.00	\$120.00	24 Months
Corporate Mobile Plus Global \$160/mth	Unlimited		60GB	Unlimited		\$4.95	\$164.95	24 Months

Step 45

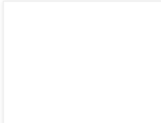
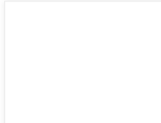
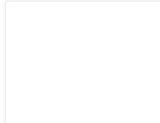

You will have the option to purchase add-ons (recommended accessories) for your chosen device.

If you wish to purchase tick **Add** as indicated.

Click on **Continue** button.

Devices

Optional add-ons
Select add-ons for your selected device(s).

 <p>IPHONE 12/ 12 PRO AMPLIFY SCREEN PROTECTOR</p> <p>\$49.00 per item</p> <p><input type="checkbox"/> Add</p>	 <p>20W USB-C POWER ADAPTER</p> <p>\$27.00 per item</p> <p><input type="checkbox"/> Add</p>	 <p>LIGHTNING TO USB CABLE (1M)</p> <p>\$29.00 per item</p> <p><input checked="" type="checkbox"/> Add</p> <p>2 Maximum 5000 per item</p>	 <p>AIRPODS WITH WIRELESS CHARGING CASE</p> <p>\$319.00 per item</p> <p><input type="checkbox"/> Add</p>
---	--	---	---

1 2

Continue

Step 46

Select Value Added Services (VAS) as required.

Corporate Mobile Plus Entry

Enter number of services

2
Maximum 5000 per item

Select value added services

We'll activate the main features of the plan you've chosen. Please select optional extras or items that you require barred/disabled.

Barring

- Bar MMS
- Barring Video Calls
- Bar 3G Wap access
- Barring WAP and GPRS
- Bar international calling
- Bar credit me2u
- Bar International Dialing/ 190/ mCommerce

Step 47

Choose **Add-ons** as required.

Click on **Continue** button.

Add-ons (optional)

Choose from a range of optional extras to go with your plan.

Add	Name	Description	Monthly fee
Voice2text			
<input type="checkbox"/>	Voice to Text	Voice to Text	\$10.00 per month
Messagebank			
<input type="checkbox"/>	MessageBank Plus (iPhone only)	MessageBank Plus (iPhone only)	\$12.00 per month
Roaming			
<input type="checkbox"/>	International Roaming Enabled	International Roaming Enabled	\$0.00 per month
Apn			
<input type="checkbox"/>	telstra.extranet	Access point name - Provides a publically routable IPv4 address for your device	\$0.00 per month
<input type="checkbox"/>	telstra.corp	Access point name - A mobile network gateway that connects your device to your private network	\$0.00 per month
Other			
<input type="checkbox"/>	Mobile Connect	Mobile Connect	\$10.00 per month

[Continue](#)

Step 48

Select a **Billing Account** from the dropdown.

Billing

Bill to :

Billing Account Number

4192712042 - CMP

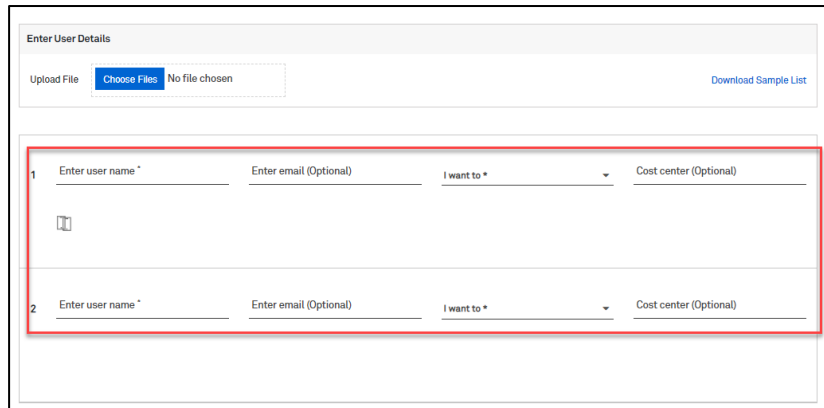
4192712042 - CMP

4192712075 - Fund Account

Step 49

Enter the **User Details**.

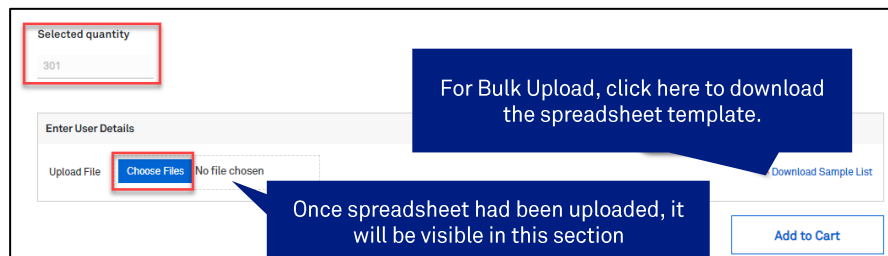
In this example, the quantity entered is 2x, therefore 2x User Details records needs to be populated.



The screenshot shows a web form titled "Enter User Details". At the top, there is an "Upload File" section with a "Choose Files" button and "No file chosen" text. To the right is a "Download Sample List" link. Below this is a table with two rows, numbered 1 and 2. Each row contains four input fields: "Enter user name *", "Enter email (Optional)", "I want to *" (a dropdown menu), and "Cost center (Optional)". A red box highlights the two rows of the table.

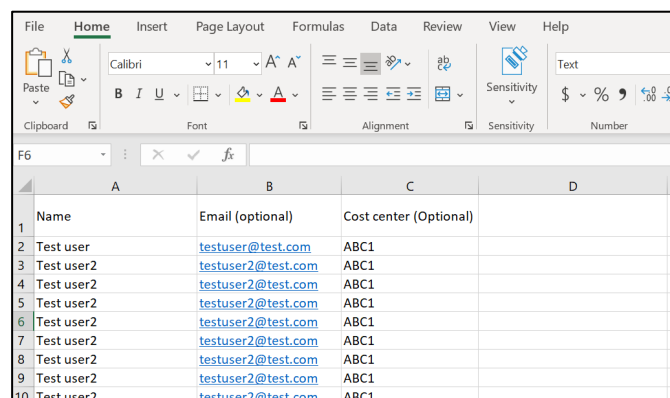
Step 49a

If you are ordering over the quantity of 301, the Bulk Upload Spreadsheet must be used.



This screenshot shows the same "Enter User Details" form as in Step 49, but with a "Selected quantity" field at the top left containing the value "301". A blue callout box points to the "Choose Files" button with the text: "For Bulk Upload, click here to download the spreadsheet template." Another blue callout box points to the "Add to Cart" button with the text: "Once spreadsheet had been uploaded, it will be visible in this section".

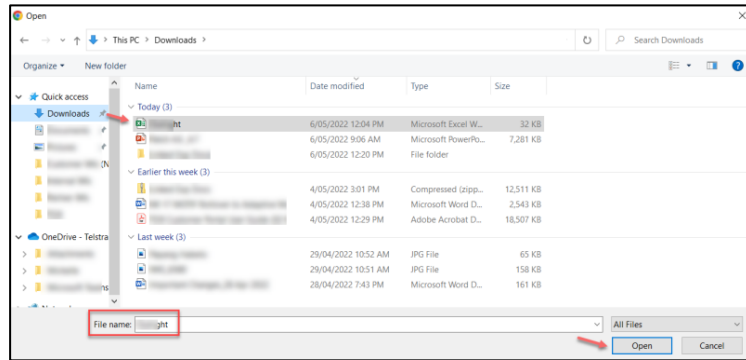
- i. **Download the spreadsheet template.** This will be accessible through your Downloads folder.
- ii. Populate the spreadsheet accordingly and **Save your changes.**



The screenshot shows a Microsoft Excel spreadsheet with the following data:

	A	B	C	D
1	Name	Email (optional)	Cost center (Optional)	
2	Test user	testuser@test.com	ABC1	
3	Test user2	testuser2@test.com	ABC1	
4	Test user2	testuser2@test.com	ABC1	
5	Test user2	testuser2@test.com	ABC1	
6	Test user2	testuser2@test.com	ABC1	
7	Test user2	testuser2@test.com	ABC1	
8	Test user2	testuser2@test.com	ABC1	
9	Test user2	testuser2@test.com	ABC1	
10	Test user2	testuser2@test.com	ABC1	

- 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**.

1	Enter user name * John Doe	Enter email (Optional)	Request a new SIM card	eSIM
	Cost center (Optional)			
2	Enter user name * Jane Doe	Enter email (Optional)	Request a new SIM card	eSIM
	Cost center (Optional)			

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.

Shopping cart

Item description	Unit price	Quantity	Sub total	Action
 LIGHTNING TO USB CABLE (1M) Bill to new mobile number Account : 2042	\$29.00	2	\$58.00	 Remove
 Apple iPhone 12 5G 64 GB BLACK BLACK 64 GB Corporate Mobile Plus Entry New Service Bill to new mobile number Account : 2042 Mobile Repayment Option (24 months) With AppleCare+ for iPhone 12	\$82.95/mth \$13.30	2	\$165.90/mth \$26.60	 Remove

Checkout summary

Total redemptions	\$0.00
Total outright cost	\$482.60
Total monthly cost	\$165.90

*Free delivery. All prices are inclusive of GST.

Clear cart
Continue shopping
Checkout

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.

Order Express
Cart: 1
Logout

Home > Cart > Checkout

Checkout

Delivery details

Ordered by [Redacted] Name of recipient *

Note: A PO BOX address is not a valid TOX delivery address

Select address *

Do you require a customer based purchase order number?

Yes No

Do you require a cost centre reference?

Yes No

Order notification copied to

Type one or more email addresses, separated by commas.

Comment

Commentary field is for your organisation's internal use only. Activations & shipping will not have visibility on the content.

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 <input checked="" type="checkbox"/>
	&, comma, quotes, \, /	Error (LOMS and/or TOLL) <input checked="" type="checkbox"/>

The screenshot shows the 'Checkout' page in the Order Express system. At the top, there is a red error message: 'customer po number is invalid'. Below this, the 'Delivery details' section is visible. It includes a form for 'Name of recipient' and a note: 'A PO BOX address is not a valid TOX delivery address'. There are two radio button questions: 'Do you require a customer based purchase order number?' (with 'Yes' selected) and 'Do you require a cost centre reference?' (with 'No' selected). Below these is a 'PO & Validation' section with a red error message: 'Invalid customer po number.' and a 'Comment' field. At the bottom, there is an 'Order notification copied to' field and a 'Commentary field is for your organisation's internal use only. Activations & shipping will not have visibility on this content.' note.

Step 53

Scroll down and click on the **Confirm Order** button.

The screenshot shows the 'Checkout summary' page. It lists two items: 'Apple iPhone 12 5G BLACK 64GB Corporate Mobile Plus Entry' (quantity 2, 'In Stock') and 'LIGHTNING TO USB CABLE (1M)' (quantity 2, 'In Stock'). Below the items is a summary table:

Total redemptions	\$0.00
Total outright cost	\$482.60
Total monthly cost	\$165.90



Below the table, it says '*Free delivery. All prices are inclusive of GST.' At the bottom, there are three buttons: 'View/Edit cart', 'Submit order later', and 'Confirm order' (which is highlighted with a red box).

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**.

Checkout summary

	Apple iPhone 12 5G BLACK 64GB Corporate Mobile Plus Entry With AppleCare+ for iPhone 12	2	✔ In Stock
	LIGHTNING TO USB CABLE (1M) With AppleCare+ for iPhone 12	2	⚠ Back Order

Total redemptions	\$0.00
Total outright cost	\$482.60
Total monthly cost	\$165.90

*Free delivery. All prices are inclusive of GST.

Important
One or more products in your cart is out of stock. Your order will be placed in backorder till stock is available. Alternatively you can

Split Order: If this option is chosen the out stock items are placed on separate order

Split order

Update Cart: Remove the Out of stock items from the cart

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 24 or 48 hours, the order will then be released for dispatch.

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

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.

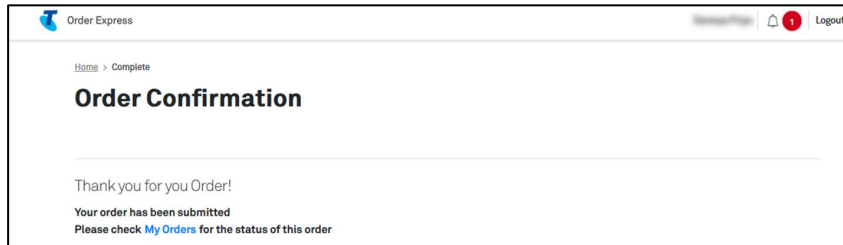
Your order is being processed – this may take a few minutes. Please do not refresh your browser or resubmit your order.

Step 57

Once complete, the Order confirmation page will display.

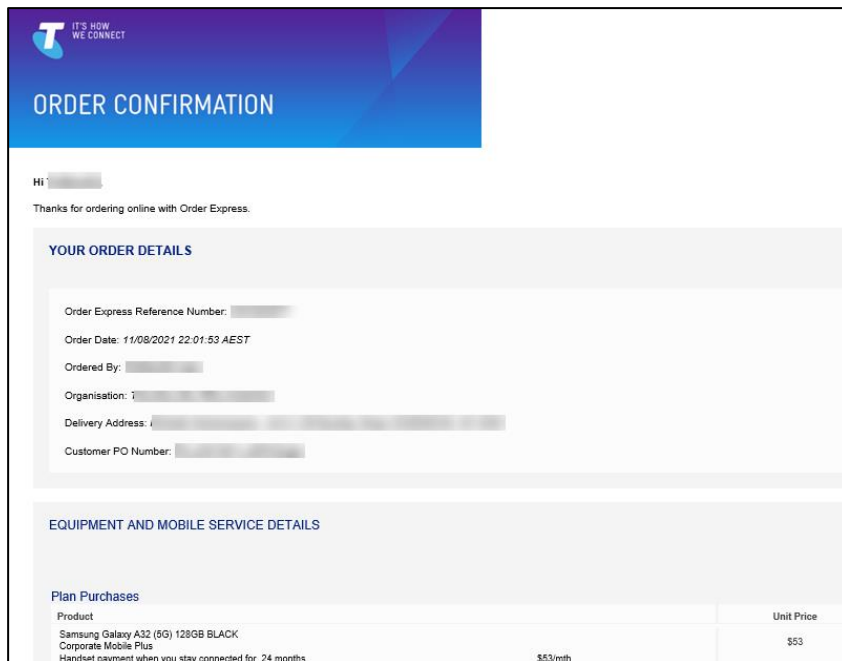
Tip!

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



Step 58

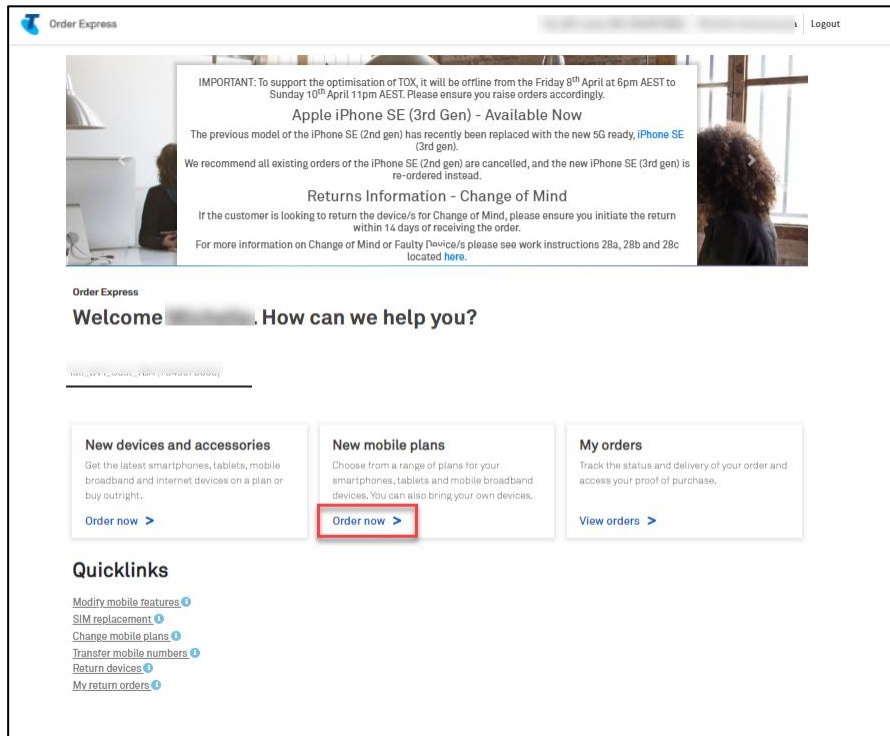
The customer who is the recipient of the ordered items will also receive an **Order Confirmation** email with a summary of the order details.



d. Linked Experience for Casual Plan Order

Step 59

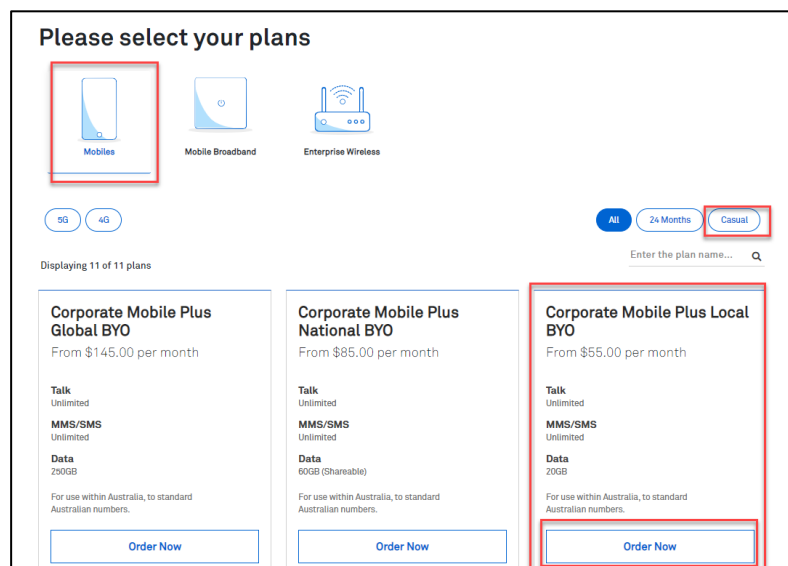
Log in to the TOX Customer Portal. Click **Order Now** on the New mobile plans tile.



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**.

Corporate Mobile Plus Local BYO

Enter number of services

1

Maximum 5000 per item

Select value added services

We'll activate the main features of the plan you've chosen. Please select optional extras or items that you require barred/disabled.

Barring

Barring WAP and GPRS

Bar international calling

Bar MMS

Barring Video Calls

Bar 3G Wap access

Bar International Dialing/ 190/ mCommerce

Bar credit me2u

Step 62

Select **Add-ons** as needed.

Add-ons (optional)

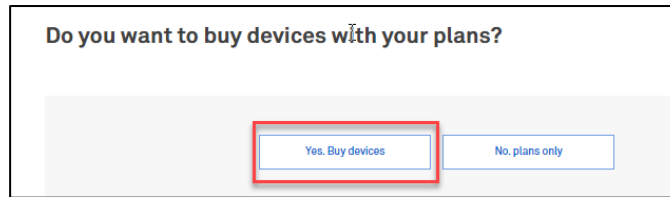
Choose from a range of optional extras to go with your plan.

Add	Name	Description	Monthly fee
<input type="checkbox"/>	Voice2text	Voice to Text	\$10.00 per month
<input type="checkbox"/>	MessageBank Plus (iPhone only)	MessageBank Plus (iPhone only)	\$12.00 per month
<input type="checkbox"/>	International Roaming Enabled	International Roaming Enabled	\$0.00 per month
<input type="checkbox"/>	Mobile Connect	Mobile Connect	\$10.00 per month
<input type="checkbox"/>	telstra.corp	Access point name - A mobile network gateway that connects your device to your private network	\$0.00 per month
<input type="checkbox"/>	telstra.extranet	Access point name - Provides a publically routable IPv4 address for your device	\$0.00 per month

Step 63

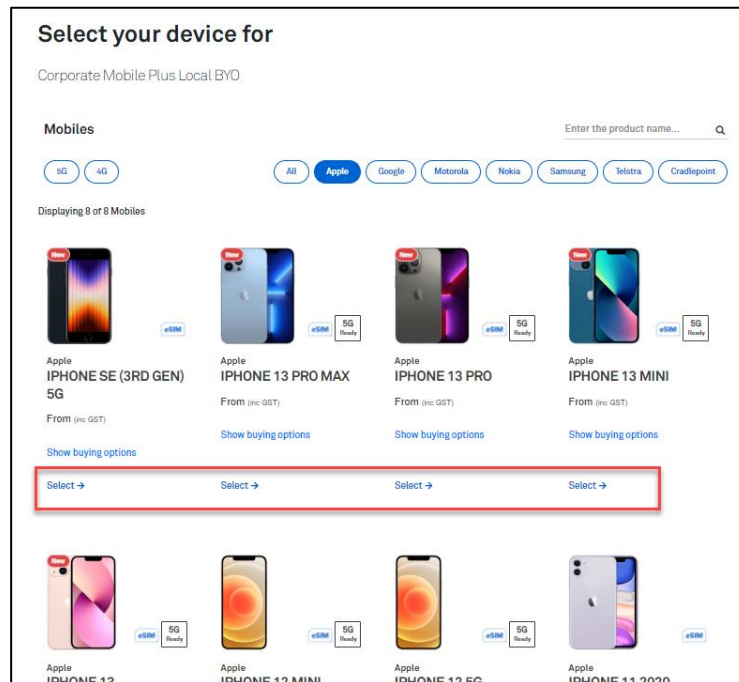
You will have the option to buy devices for your new plan.

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**.

Configure your device

Apple iPhone 12 5G Black 64GB

Select colour

BLACK

Select storage

64GB | 128GB

Cost per device (inc GST)

\$1,199.00 | ✔ In Stock (Available Stock : 954)
Stock amount shown is approximate

Payment options

Adaptive Repayment Option

Outright


Enter quantity

1

Maximum 5000 per item

Select Services

<input type="checkbox"/>	Service Name	Description	Cost(Per Device)
<input type="checkbox"/>	AppleCare+ for iPhone 12	AppleCare+ for iPhone 12(24 Months)	\$199.00



Key features

Stock Keeping Unit : 100246198

- 6.1 inch edge to edge OLED Super Retina XDR display
- Dual 12 megapixel camera system: Ultra Wide and Wide cameras; 2 x optical zoom out, digital zoom at up to 5x Optical image stabilisation
- 12 megapixel TrueDepth front camera with Portrait mode and Night mode time lapse
- Face ID enabled by the TrueDepth camera for facial recognition
- A14 Bionic chip with Next generation Neural Engine

[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.

Devices

Optional add-ons
Select add-ons for your selected device(s).

IPHONE 12/ 12 PRO AMPLIFY SCREEN PROTECTOR

\$49.00 per item

Add

20W USB-C POWER ADAPTER

\$27.00 per item

Add

1

Maximum 5000 per item

LIGHTNING TO USB CABLE (1M)

\$29.00 per item

Add

AIRPODS WITH WIRELESS CHARGING CASE

\$319.00 per item

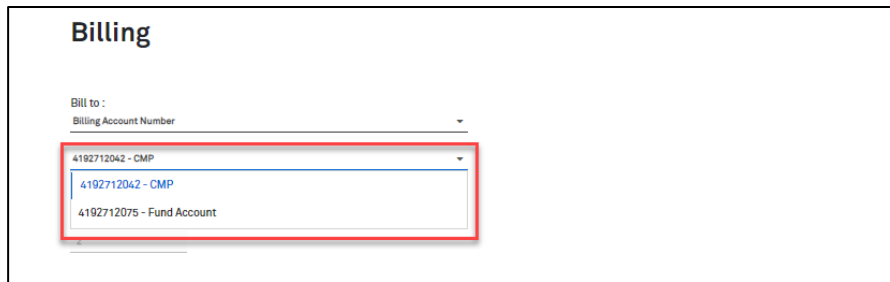
Add

1 2

[Continue](#)

Step 67

Select a **Billing Account** from the dropdown.

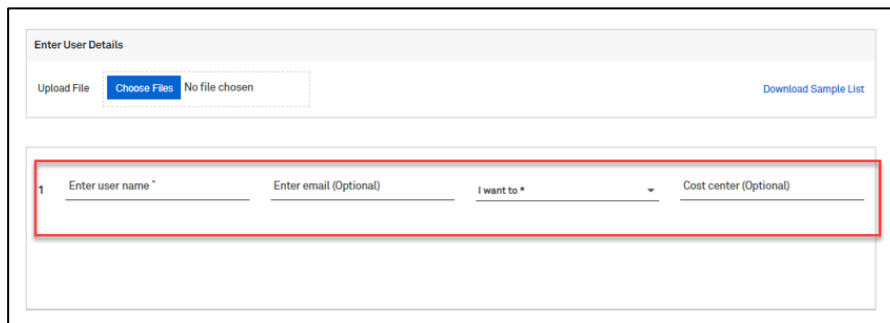


The screenshot shows a 'Billing' section with a 'Bill to:' label and a 'Billing Account Number' dropdown menu. The dropdown is open, showing three options: '4192712042 - CMP', '4192712042 - CMP', and '4192712075 - Fund Account'. The first two options are highlighted with a red box.

Step 68

Enter the **User Details**.

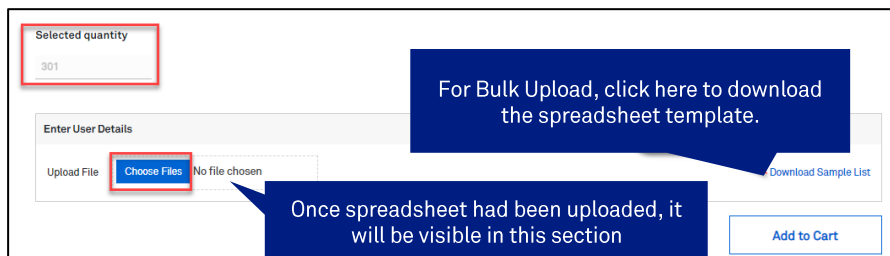
In this example, the quantity entered is 2x, therefore 2x User Details records needs to be populated.



The screenshot shows the 'Enter User Details' form. It includes an 'Upload File' section with a 'Choose Files' button and a 'Download Sample List' link. Below this is a table with one row and four columns: 'Enter user name *', 'Enter email (Optional)', 'I want to *', and 'Cost center (Optional)'. The table is highlighted with a red box.

Step 68a

If you are ordering over the quantity of 301, the Bulk Upload Spreadsheet must be used.

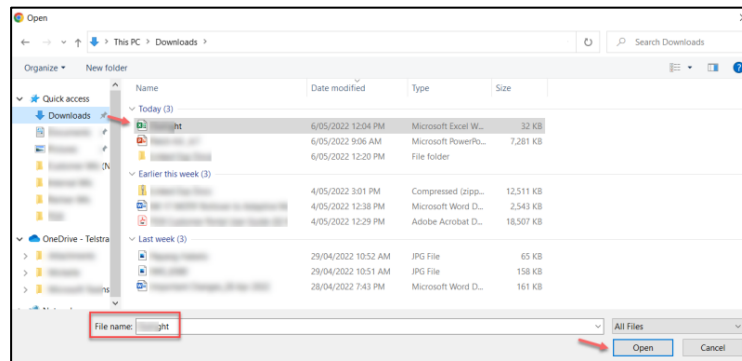


The screenshot shows the 'Enter User Details' form with annotations. A 'Selected quantity' field is highlighted with a red box and contains the value '301'. A blue callout box points to the 'Download Sample List' link with the text: 'For Bulk Upload, click here to download the spreadsheet template.' Another blue callout box points to the 'Choose Files' button with the text: 'Once spreadsheet had been uploaded, it will be visible in this section'. The 'Add to Cart' button is also visible.

- i. **Download the spreadsheet template.** This will be accessible through your Downloads folder.
- ii. Populate the spreadsheet accordingly and **Save your changes.**

	A	B	C	D
1	Name	Email (optional)	Cost center (Optional)	
2	Test user	testuser@test.com	ABC1	
3	Test user2	testuser2@test.com	ABC1	
4	Test user2	testuser2@test.com	ABC1	
5	Test user2	testuser2@test.com	ABC1	
6	Test user2	testuser2@test.com	ABC1	
7	Test user2	testuser2@test.com	ABC1	
8	Test user2	testuser2@test.com	ABC1	
9	Test user2	testuser2@test.com	ABC1	
10	Test user2	testuser2@test.com	ABC1	

- 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**.

Enter User Details

Upload File: Choose Files No file chosen Download Sample List

Enter user name *

1

Cost center (Optional)

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.

Shopping cart

Item description	Unit price	Quantity	Sub total	Action
20W USB-C POWER ADAPTER Bill to new mobile number Account : 4192712042	\$27.00	1	\$27.00	Remove
Apple iPhone 12 5G 64 GB BLACK BLACK 64 GB Corporate Mobile Plus Local BYO New Service Bill to new mobile number Account : 4192712042 With AppleCare+ for iPhone 12	\$1,199.00 \$55.00/mth \$199.00 \$13.30	1 1 1 1	\$1,199.00 \$55.00/mth \$199.00 \$13.30	Remove

Checkout summary

Total redemptions	\$0.00
Total outright cost	\$1,438.30
Total monthly cost	\$55.00

*Free delivery. All prices are inclusive of GST.

[Clear cart](#) [Continue shopping](#) [Checkout](#)

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.

Order Express

Home > Cart > Checkout

Checkout

Delivery details

Ordered by: [Name of recipient *]

Note: A PO BOX address is not a valid TOX delivery address

Select address *

Do you require a customer based purchase order number?
 Yes
 No

Do you require a cost centre reference?
 Yes
 No

Order notification copied to: [Text area]

Type one or more email addresses, separated by commas.

Comment

Commentary field is for your organisation's internal use only. Activations & shipping will not have visibility on the content.

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)

The screenshot shows the 'Checkout' page in the Order Express system. At the top, there is a navigation bar with 'Order Express', a shopping cart icon with '1' item, and a 'Logout' link. Below the navigation bar, a red-bordered box highlights an error message: 'customer po number is invalid'. The main content area is titled 'Checkout' and includes a 'Delivery details' section. Under 'Ordered by', there is a 'Name of recipient' field. Below this, there are two radio button questions: 'Do you require a customer based purchase order number?' (with 'Yes' selected) and 'Do you require a cost centre reference?'. A red-bordered box highlights the 'Yes' radio button for the first question. Below these questions is a 'PO & Validation' section with a red error message: 'Invalid customer po number.'. There is also a 'Comment' field and an 'Order notification copied to' field. At the bottom, there is a 'Confirm Order' button highlighted with a red border.

Step 72

Scroll down and click on the **Confirm Order** button.

The screenshot shows the 'Checkout summary' page. It lists two items: '20W USB-C POWER ADAPTER' (1 unit, In Stock) and 'Apple iPhone 12 5G BLACK 64GB Corporate Mobile Plus Local BYO' (1 unit, In Stock). Below the items, there is a cost breakdown table:

Total redemptions	\$0.00
Total outright cost	\$1,438.30
Total monthly cost	\$55.00

At the bottom of the page, there are three buttons: 'View/Edit cart', 'Submit order later', and 'Confirm order'. The 'Confirm order' button is highlighted with a red border.

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**.

Checkout summary

20W USB-C POWER ADAPTER With AppleCare+ for iPhone 12	1	✔ In Stock
Apple iPhone 12 5G BLACK 64GB Corporate Mobile Plus Local BYO With AppleCare+ for iPhone 12	1	⚠ Back Order

Total redemptions	\$0.00
Total outright cost	\$1,438.30
Total monthly cost	\$55.00

*Free delivery. All prices are inclusive of GST.

Important
One or more products in your cart is out of stock. Your order will be placed in backorder till stock is available. Alternatively you can

Split Order: If this option is chosen the out stock items are placed on separate order

Split order

Update Cart: Remove the Out of stock items from the cart

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 24 or 48 hours, the order will then be released for dispatch.

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 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.

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	\$263.00

*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 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.

Order Express Logout

Home > Complete

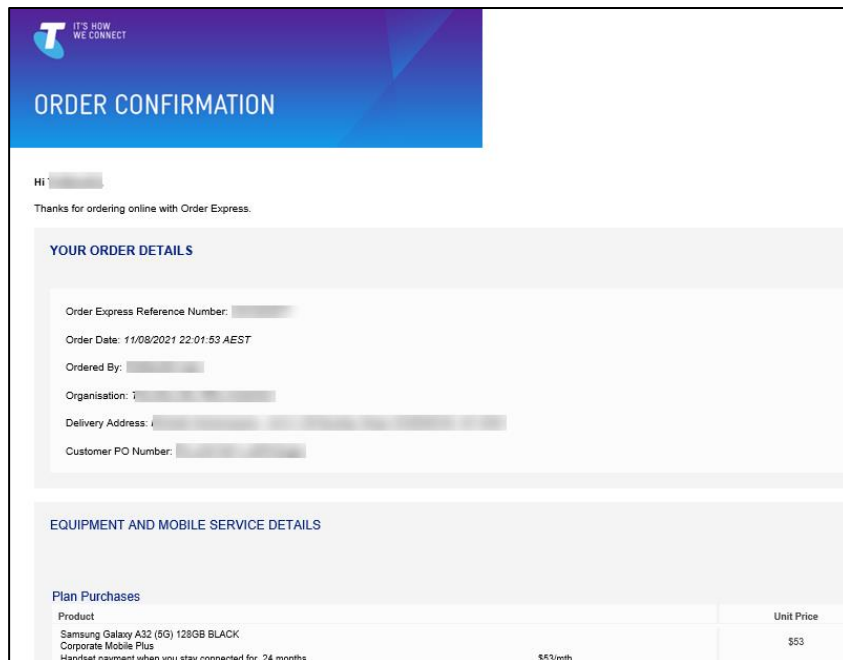
Order Confirmation

Thank you for your Order!

Your order has been submitted
Please check [My Orders](#) for the status of this order

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.

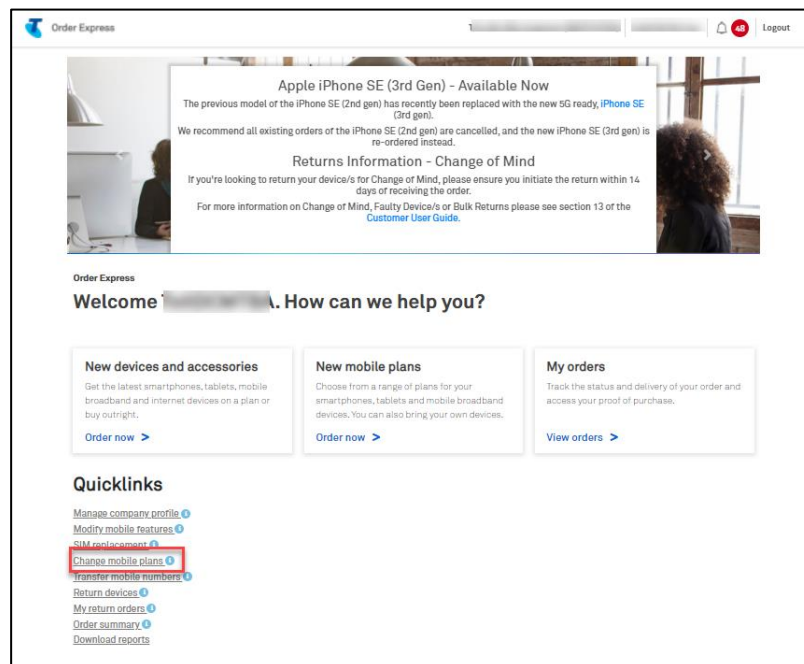


e. Linked Experience for Change Mobile Plans Order with Existing Active Mobile Number

Step 78

Log in to the TOX Customer Portal.

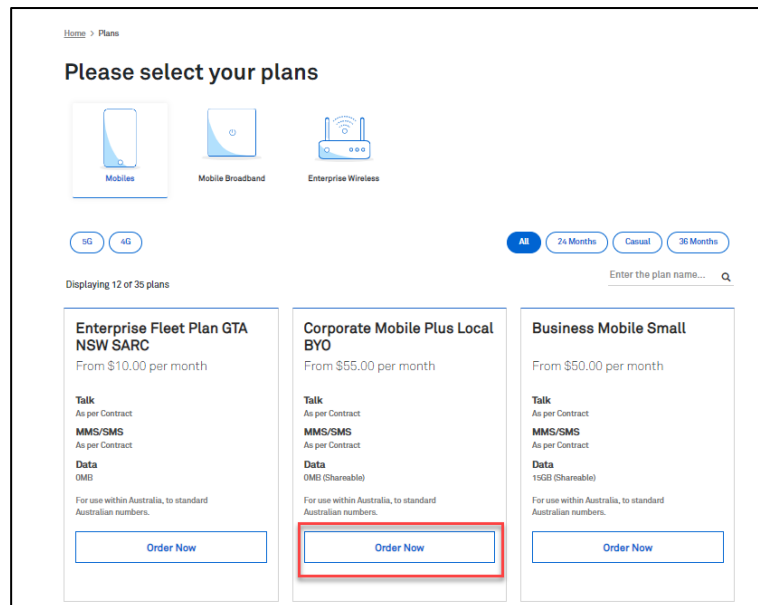
Click **Change mobile plans** from the Quicklinks.



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**.

Corporate Mobile Plus Local BYO

Enter number of services

1
Maximum 5000 per item

Select value added services

We'll activate the main features of the plan you've chosen. Please select optional extras or items that you require barred/disabled.

Barring

- Barring WAP and GPRS
- Bar international calling
- Bar MMS
- Barring Video Calls
- Bar 3G Wap access
- Bar International Dialing/ 190/ mCommerce
- Bar credit me2u

Step 81

Select **Add-ons** as needed.

Add-ons (optional)

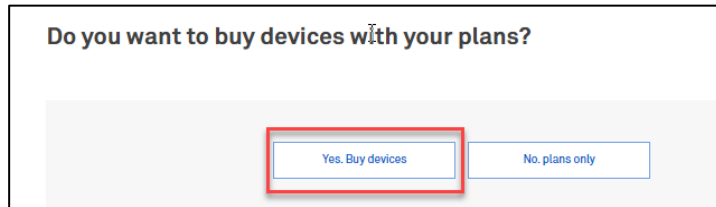
Choose from a range of optional extras to go with your plan.

Add	Name	Description	Monthly fee
Voice2text			
<input type="checkbox"/>	Voice to Text	Voice to Text	\$10.00 per month
Messagebank			
<input type="checkbox"/>	MessageBank Plus (iPhone only)	MessageBank Plus (iPhone only)	\$12.00 per month
Roaming			
<input type="checkbox"/>	International Roaming Enabled	International Roaming Enabled	\$0.00 per month
Other			
<input type="checkbox"/>	Mobile Connect	Mobile Connect	\$10.00 per month
Apn			
<input type="checkbox"/>	telstra.corp	Access point name - A mobile network gateway that connects your device to your private network	\$0.00 per month
<input type="checkbox"/>	telstra.extranet	Access point name - Provides a publically routable IPv4 address for your device	\$0.00 per month

Step 82

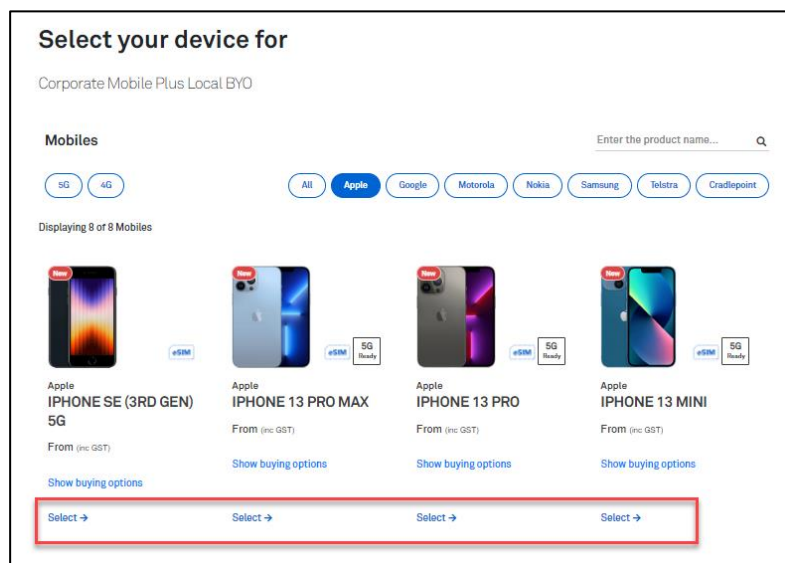
You will have option to buy devices for your new plan.

In this example, we chose “Yes. Buy devices”.



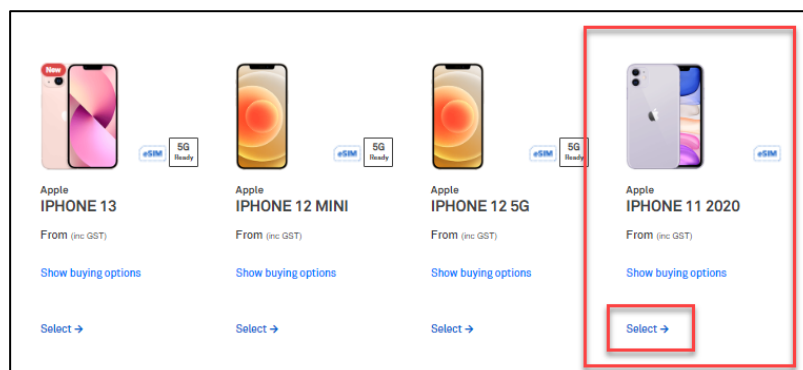
Step 83

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**.

Configure your device

Apple iPhone 11 2020 Black 64GB

Select colour

BLACK

Select storage

64GB 128GB

Cost per device (inc GST)

\$849.00 | **In Stock (Available Stock : 954)**
Stock amount shown is approximate

Payment options

Outright

Enter quantity

Maximum 5000 per item

Device Enrolment Service

Register devices so company settings are enabled out of the box.

Continue

Key features

Stock Keeping Unit : 100246458

- iPhone 11 lets you work smarter and faster with the most powerful chip in a smartphone A13 Bionic.
- Read email, surf the web, and open docs on the spacious 6.1-inch Liquid Retina HD display.
- Power through your day with all-day battery life.
- Advanced Face ID lets you easily unlock your device and authenticate apps with just a glance while keeping your phone and corporate data secure. Use the advanced cameras for photos, videos, and video conferences.
- Work seamlessly with the most popular apps for business and discover more on the App Store.
- And hit the ground running with built-in tools for productivity, collaboration, and creativity in iOS 13.

Notes:

- If the device is out of stock a 'Back Order' warning will show (next to the cost per device). See sample screenshot below,

Cost per device (inc GST)

\$382.92 | **Back Order (Available Stock : 0)**
Stock amount shown is approximate

- 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**.

Devices

Optional add-ons
Select add-ons for your selected device(s).

Item	Price per item	Add	Quantity
20W USB-C POWER ADAPTER	\$27.00	<input checked="" type="checkbox"/>	1
IPHONE 11 GLASS SCREEN PROTECTOR	\$16.00	<input type="checkbox"/>	
EARPODS WITH LIGHTNING CONNECTOR	\$29.00	<input type="checkbox"/>	
One Size fits all Mobile & Data SIM Card	\$0.00	<input type="checkbox"/>	

Maximum 5000 per item

1

Continue

Step 87

Select **Billing options** from the dropdown field:

- Billing Account Number or
- Mobile Number

In this example, we choose 'Mobile Number'.

Billing

Bill to :

Billing Account Number

Billing Account Number

Mobile Number

Enter promo code if you have one

Validate

Selected quantity

1

Step 88

Enter the **User Details**.

In this example, we populated fields:

- User Name
- Service Number using existing active mobile number
- Selected: Use my own SIM Card

Click **Add to Cart**.

The screenshot shows the 'Enter User Details' form with the following fields and values:

- Enter user name: Jane Doe
- Service number: [Redacted]
- Use my own SIM Card: Selected
- Early Termination Cost (ETC): 0
- Cost center (Optional): [Redacted]

The 'Add to Cart' button is highlighted with a red box.

Step 88a

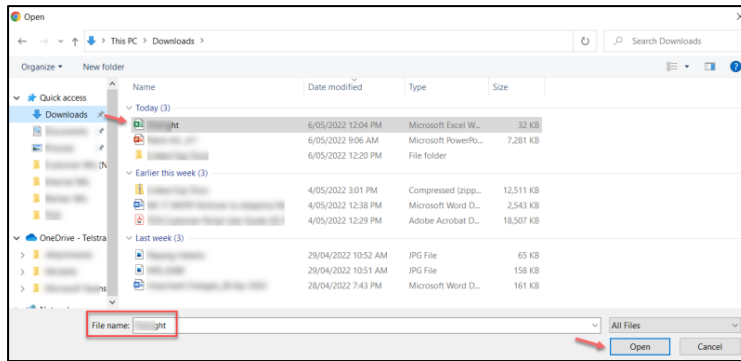
If you are ordering over the quantity of 301, the Bulk Upload Spreadsheet must be used.

The screenshot shows the 'Enter User Details' form with a 'Selected quantity' of 301. A blue callout box points to the 'Choose Files' button, stating: "For Bulk Upload, click here to download the spreadsheet template." Another blue callout box points to the 'Add to Cart' button, stating: "Once spreadsheet had been uploaded, it will be visible in this section".

- Download the spreadsheet template.** This will be accessible through your Downloads folder.
- Populate the spreadsheet accordingly and **Save your changes**.

	A	B	C	D
1	Name	Email (optional)	Cost center (Optional)	
2	Test user	testuser@test.com	ABC1	
3	Test user2	testuser2@test.com	ABC1	
4	Test user2	testuser2@test.com	ABC1	
5	Test user2	testuser2@test.com	ABC1	
6	Test user2	testuser2@test.com	ABC1	
7	Test user2	testuser2@test.com	ABC1	
8	Test user2	testuser2@test.com	ABC1	
9	Test user2	testuser2@test.com	ABC1	
10	Test user2	testuser2@test.com	ABC1	

- 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

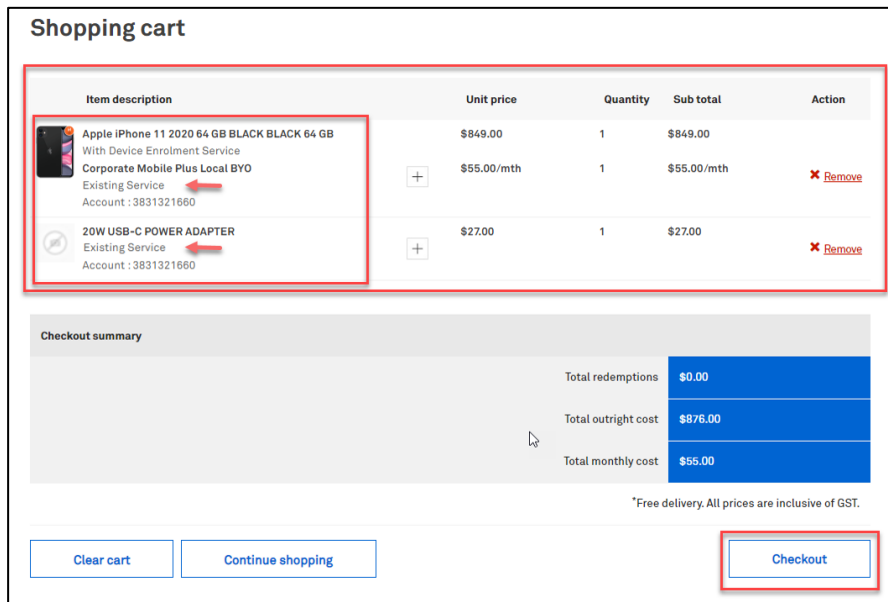
This will add the transaction to the **Shopping cart**.

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.

Checkout summary

	20W USB-C POWER ADAPTER	1	 In Stock
	Apple iPhone 11 2020 BLACK 64GB Corporate Mobile Plus Local BYO	1	 In Stock

Total redemptions	\$0.00
Total outright cost	\$876.00
Total monthly cost	\$55.00

*Free delivery. All prices are inclusive of GST.





[View/Edit cart](#) [Submit order later](#) [Confirm order](#)

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**.

Checkout summary

	20W USB-C POWER ADAPTER	1	 Back Order
	Apple iPhone 11 2020 BLACK 64GB Corporate Mobile Plus Local BYO	1	 In Stock

Total redemptions	\$0.00
Total outright cost	\$876.00
Total monthly cost	\$55.00

*Free delivery. All prices are inclusive of GST.

Important
One or more products in your cart is out of stock. Your order will be placed in backorder till stock is available. Alternatively you can

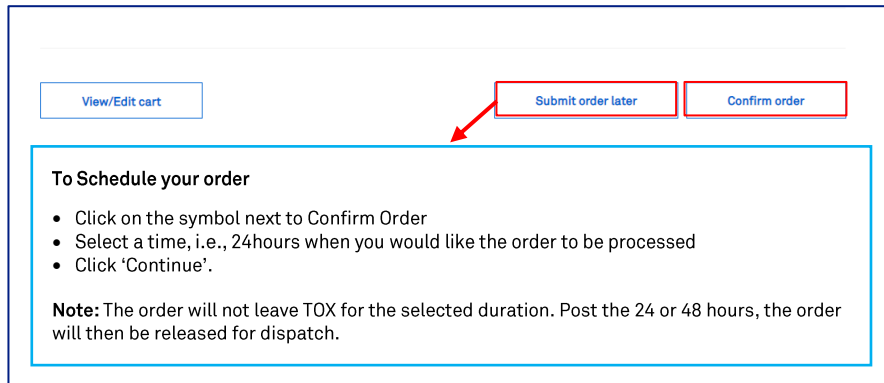
Split Order: If this option is chosen the out stock items are placed on separate order

Split order
 Update Cart: Remove the Out of stock items from the cart
[Update](#)

Step 93

Click **Confirm order** to complete the order. Or

Schedule your order by clicking **Submit order later** button.

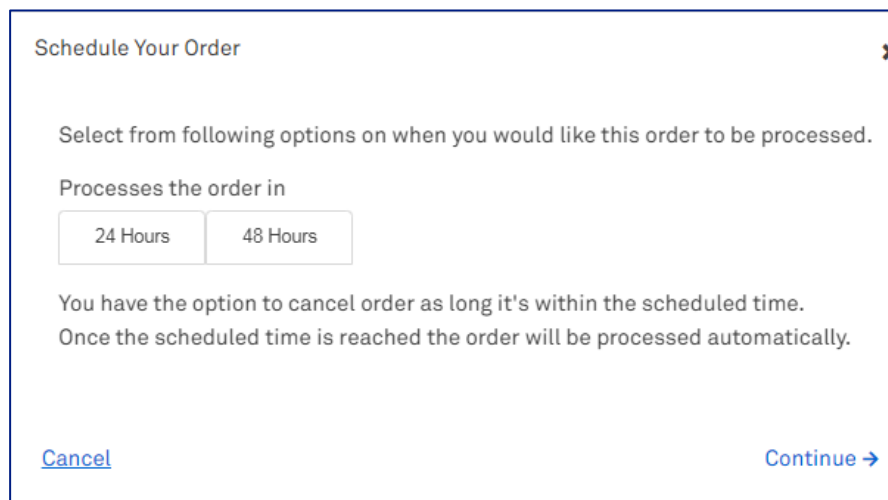


To Schedule your order

- 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.

Checkout summary		
	2	In Stock
	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 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.

Order Express

Home > Complete

Order Confirmation

Thank you for you Order!

Your order has been submitted

Please check [My Orders](#) for the status of this order

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.

IT'S HOW WE CONNECT

ORDER CONFIRMATION

Hi [REDACTED]

Thanks for ordering online with Order Express.

YOUR ORDER DETAILS

Order Express Reference Number: [REDACTED]
Order Date: 11/08/2021 22:01:53 AEST
Ordered By: [REDACTED]
Organisation: [REDACTED]
Delivery Address: [REDACTED]
Customer PO Number: [REDACTED]

EQUIPMENT AND MOBILE SERVICE DETAILS

Plan Purchases

Product	Unit Price
Samsung Galaxy A32 (5G) 128GB BLACK Corporate Mobile Plus Handset payment when you stay connected for 24 months	\$53

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

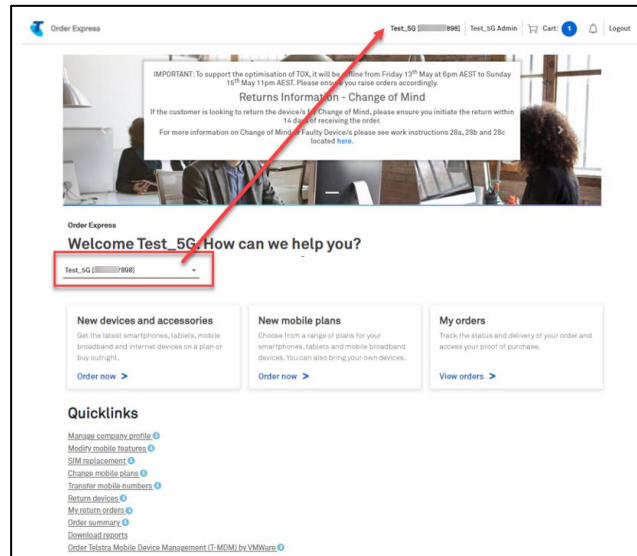
Log in to the Telstra Enterprise Customer Portal.

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.

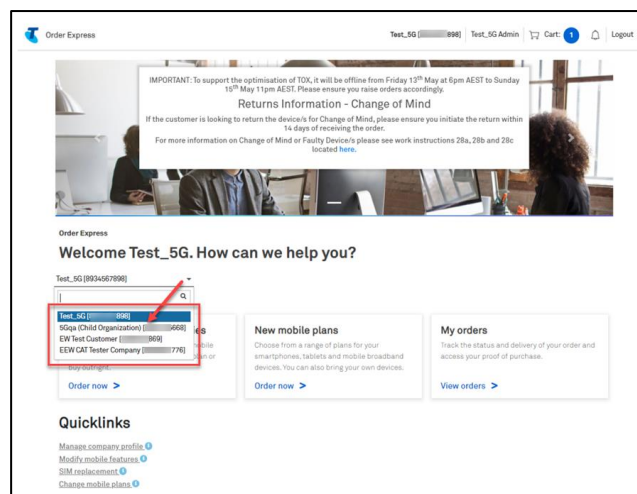


Step 3

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.

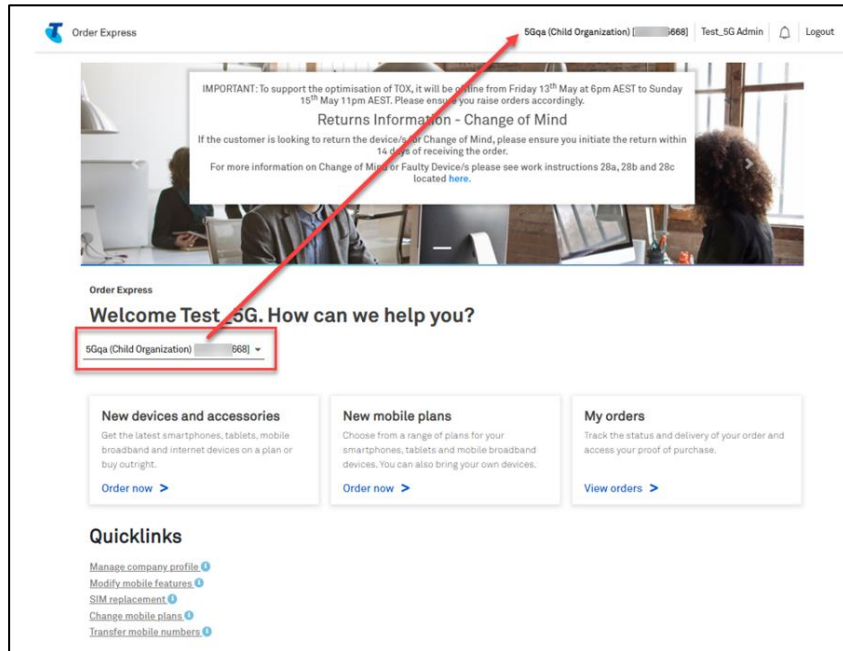


Step 4

Select the Child CIDN from the dropdown list which you need the Organisation details to be edited.

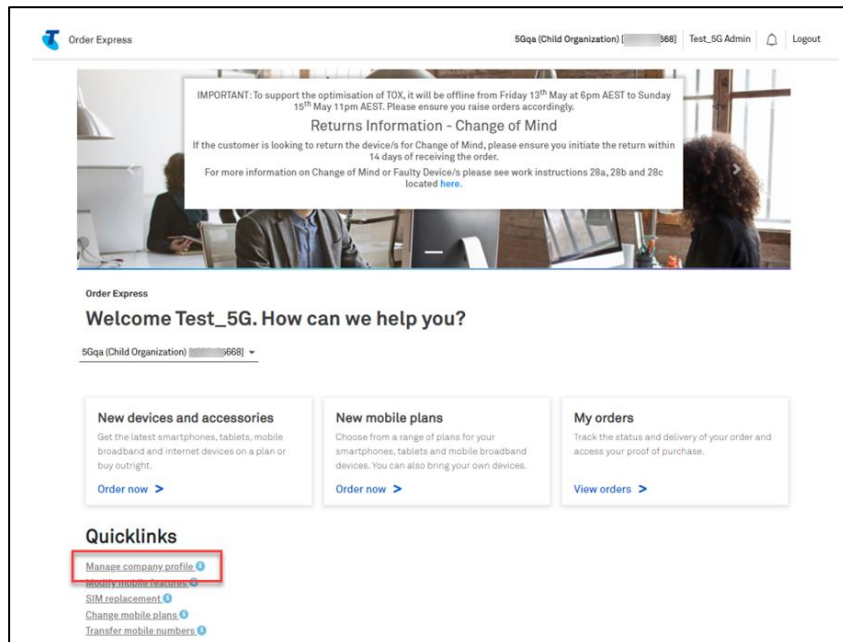
Note:

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.

Order Express Test_5G Admin Manage User profile Log-out

Organisation

Organisation User Groups Users Billing Accounts

Organisation Details

Customer Name* : 5Gqa (Child Organization)
CIDN* : 568

Contact Number* : 04

Order Notification Copied To :
✘ 1 .com.au
✘ 1 .a.com
Type one or more email addresses, separated by commas.

Cancel Save

Organisation Addresses

Search Show All Add Address

Address Line 1	Address Line 2	Suburb	State	Post code	Action
Parade			NSW	2035	
Avenue			NSW	2206	
Road			SA	5558	

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.

Order Express Test_5G Admin Manage User profile Log-out

Organisation

Organisation User Groups Users Billing Accounts

Organisation Details

Customer Name* : 5Gqa (Child Organization)
CIDN* : 568

Contact Number* : 04

Order Notification Copied To :
✘ 1 .com.au
✘ 1 .a.com
Type one or more email addresses, separated by commas.

Cancel Save

Organisation Addresses

Search Show All Add Address

Address Line 1	Address Line 2	Suburb	State	Post code	Action
Parade			NSW	2035	
Avenue			NSW	2206	
Road			SA	5558	

Step 8

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

Order Express Test_5G Admin Manage User profile Log-out

Organisation

Organisation User Groups Users Billing Accounts

Organisation Details

Customer Name* : 5Qqa (Child Organization) Contact Number* : 04-
CIDN* : 668 Order Notification Copied To :
Type one or more email addresses, separated by commas.

Cancel Save

Organisation Addresses

Search Show All **Add Address**

Address Line 1	Address Line 2	Suburb	State	Post code	Action
Parade			NSW	2035	
Avenue			NSW	2206	
Road			SA	5558	

Step 9

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

Note:

Address should **NOT** be a PO box address

Order Express Test_5G Admin Manage User profile Log-out

Organisation

Organisation User Groups Users Billing Accounts

Create New Organisation Address

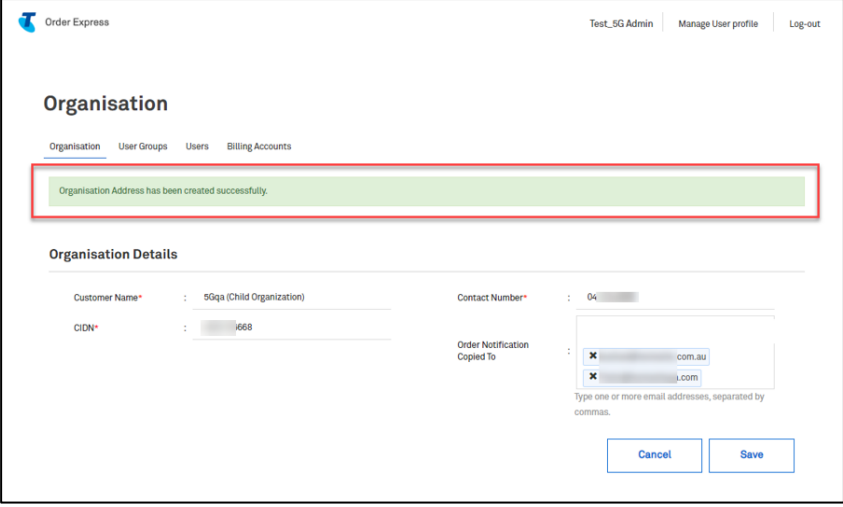
Address Line 1* : 123
Suburb* :
Post code* : 4655
Address Line 2 :
State* : QLD

Delivery address must be a street address for the business, not a PO box address.

Cancel **Save**

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**.

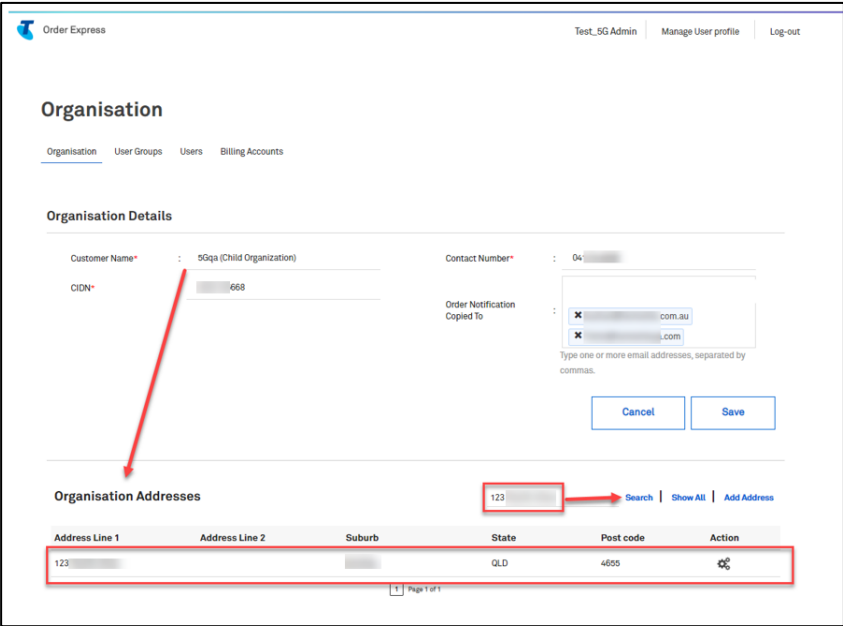


The screenshot shows the 'Organisation' page in the Order Express system. At the top, there is a green notification banner with the text 'Organisation Address has been created successfully.' Below this, the 'Organisation Details' section is visible, containing fields for Customer Name, CIDN, Contact Number, and Order Notification Copied To. The 'Save' button is highlighted.

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**.



The screenshot shows the 'Organisation' page with the 'Organisation Addresses' section expanded. A red arrow points from the 'CIDN' field in the 'Organisation Details' section to the 'Search' field in the 'Organisation Addresses' section. The 'Search' field contains the value '123'. Below the search field, a table lists the addresses. The first row is highlighted with a red box.

Address Line 1	Address Line 2	Suburb	State	Post code	Action
123			QLD	4655	

Step 12

This newly added address **cannot be searched** in the **Parent/Ultimate CIDN** Organisation page.

The screenshot shows the 'Organisation' page in the Order Express system. The 'Organisation Details' section includes fields for Customer Name (Test_5G), CIDN (7898), Contact Number (048), and Order Notification Copied To. Below this is the 'Organisation Addresses' section, which has a search bar containing '123'. A red arrow points from the CIDN field in the details section to the search bar. The search results table below the search bar is empty, displaying 'no matching records'.

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.

The screenshot shows the 'Organisation' page in the Order Express system. The 'Organisation' tab is selected and highlighted with a red box. Below it, the 'Organisation Details' section is also highlighted with a red box. This section includes fields for Customer Name (5Giga (Child Organization)), CIDN (668), Contact Number (04), and Order Notification Copied To. The 'Organisation Addresses' section is visible below, but the search bar is empty.

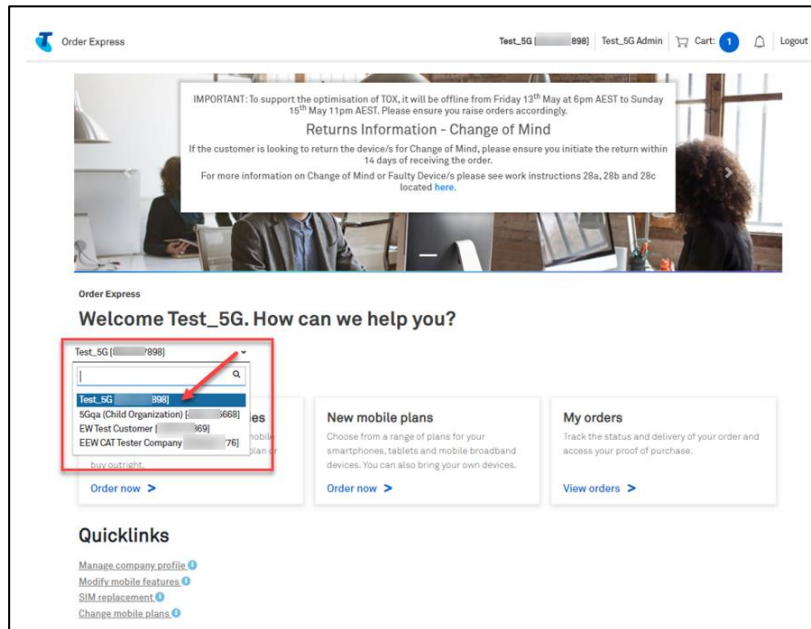
Step 14

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**.

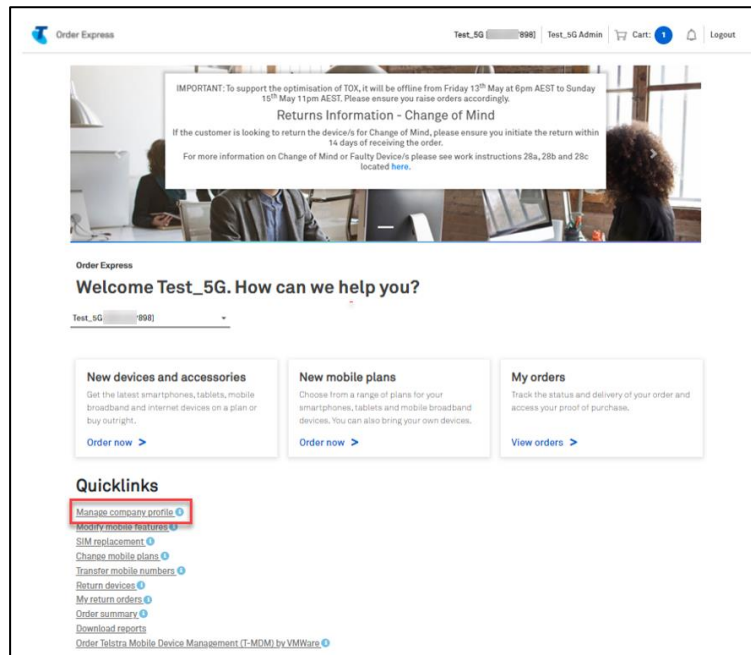
Note:

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.

Order Express Test_5G Admin Manage User profile Log-out

Organisation

Organisation User Groups **Users** Billing Accounts

Organisation Details

Customer Name* : Test_5G Contact Number* : 04-
CIDN* : Order Notification Copied To :
Type one or more email addresses, separated by commas.

Cancel Save

Organisation Addresses

Search Show All Add Address

Address Line 1	Address Line 2	Suburb	State	Post code	Action
----------------	----------------	--------	-------	-----------	--------

Step 17

The first two records shows that they are an Administrator of the Parent CIDN.

Click on the **cog** in the Action column.

Order Express Test_5G Admin Manage User profile Log-out

Users

Organisation User Groups **Users** Billing Accounts

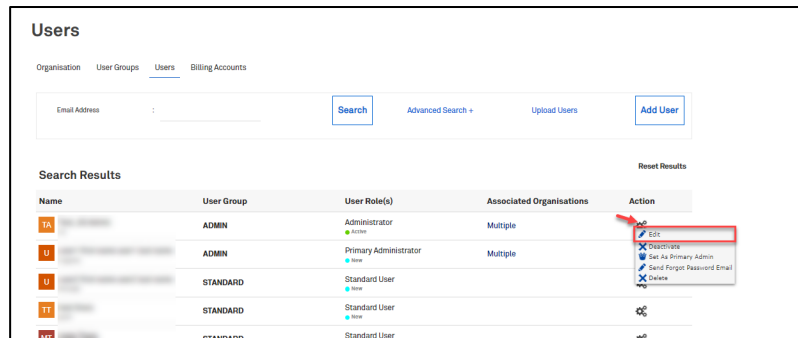
Email Address : Search Advanced Search + Upload Users Add User

Search Results

Name	User Group	User Role(s)	Associated Organisations	Action
TA	ADMIN	Administrator	Multiple	
U	ADMIN	Primary Administrator	Multiple	
U	STANDARD	Standard User		
TT	STANDARD	Standard User		
MT	STANDARD	Standard User		
PI	STANDARD	Standard User		
KT	ADMIN	Standard User		

Step 18

Select **Edit** from the menu dropdown.

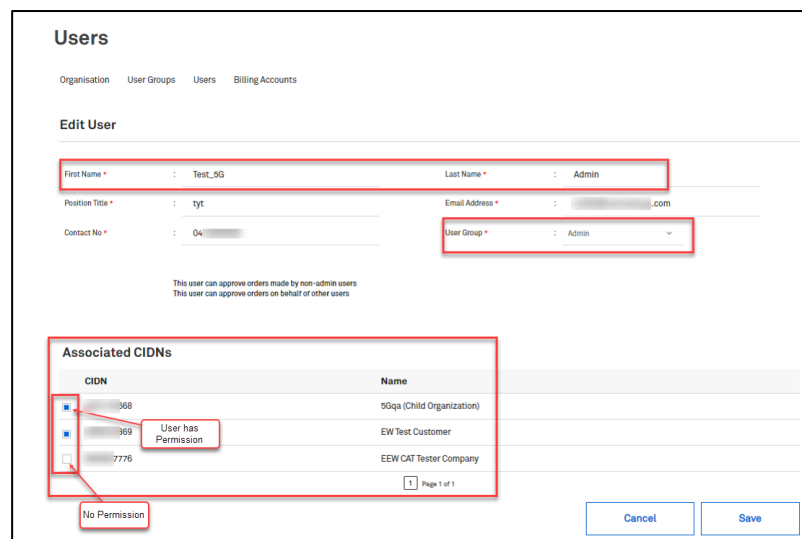


Step 19

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.



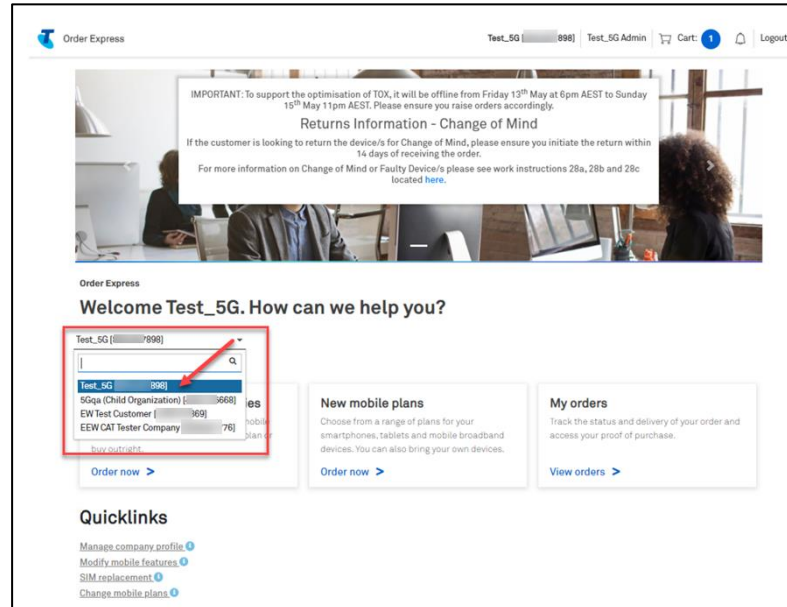
Step 20

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.

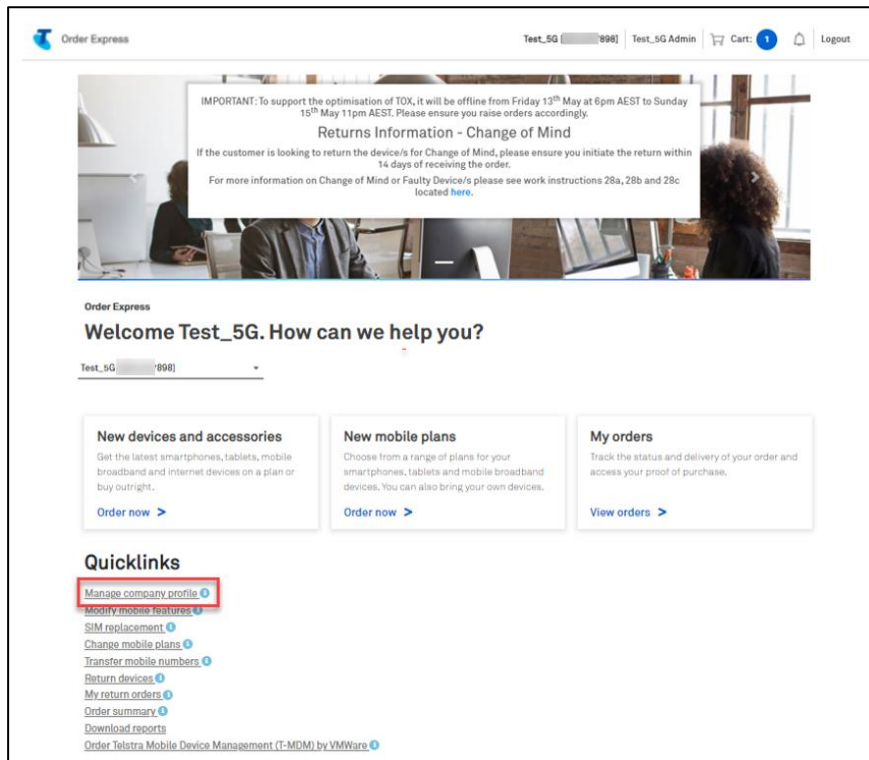
Note:

Parent/Ultimeate 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.

Order Express Test_5G Admin Manage User profile Log-out

Organisation

Organisation User Groups **Users** Billing Accounts

Organisation Details

Customer Name* : Test_5G Contact Number* : 04-
CIDN* : 998 Order Notification Copied To :
Type one or more email addresses, separated by commas.

Cancel Save

Organisation Addresses

Search Show All Add Address

Address Line 1	Address Line 2	Suburb	State	Post code	Action
----------------	----------------	--------	-------	-----------	--------

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.

Order Express Test_5G Admin Manage User profile Log-out

Users

Organisation User Groups **Users** Billing Accounts

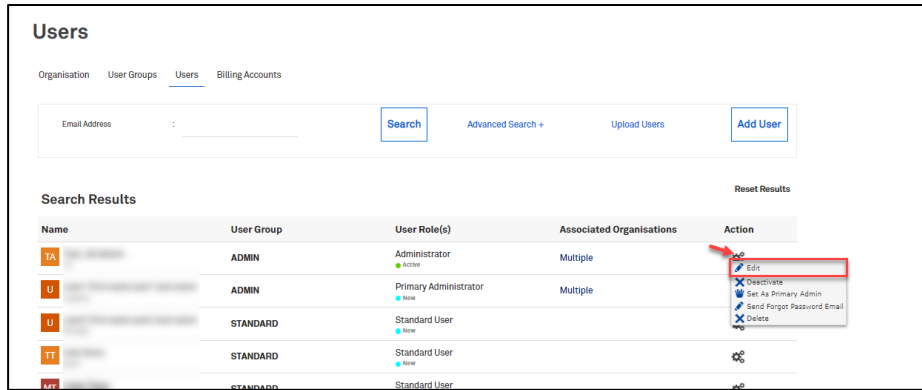
Email Address : Search Advanced Search + Upload Users Add User

Search Results

Name	User Group	User Role(s)	Associated Organisations	Action
TA	ADMIN	Administrator Active	Multiple	⚙️
U	ADMIN	Primary Administrator New	Multiple	⚙️
U	STANDARD	Standard User New		⚙️
TT	STANDARD	Standard User New		⚙️
MT	STANDARD	Standard User New		⚙️
P1	STANDARD	Standard User New		⚙️
KT	ADMIN	Standard User New		⚙️

Step 24

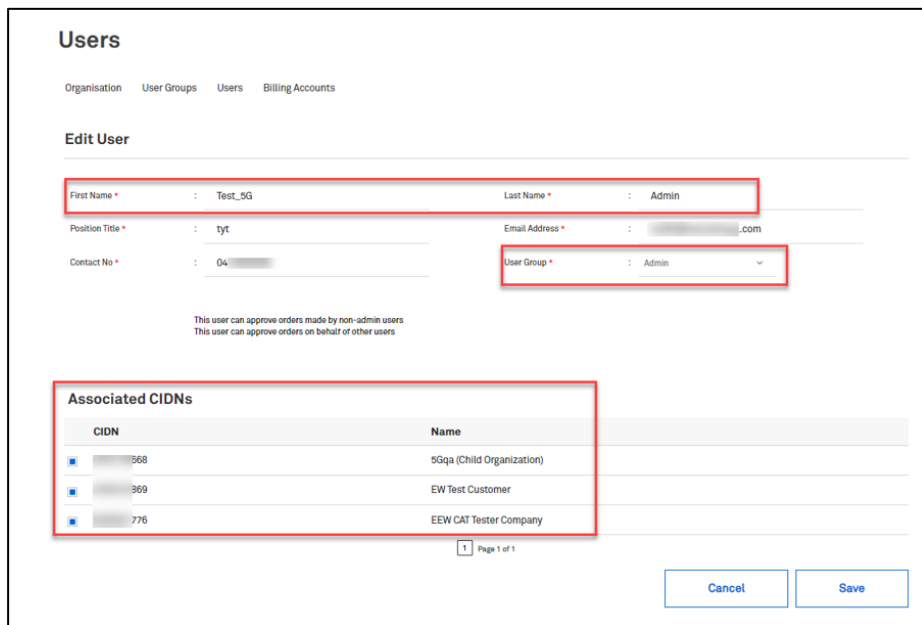
Click on the **cog** in the Action column and select **Edit** from the menu dropdown.



The screenshot shows the 'Users' management interface. At the top, there are navigation tabs for 'Organisation', 'User Groups', 'Users', and 'Billing Accounts'. Below this is a search bar with an 'Email Address' field, a 'Search' button, and links for 'Advanced Search +', 'Upload Users', and 'Add User'. The main section is titled 'Search Results' and contains a table with the following columns: Name, User Group, User Role(s), Associated Organisations, and Action. The table lists several users, including one with the role 'Administrator' and another with 'Primary Administrator'. A red box highlights the 'Action' column for the 'Primary Administrator' user, where a dropdown menu is open, showing options like 'Edit', 'Deactivate', 'Set As Primary Admin', 'Send Forgot Password Email', and 'Delete'. A red arrow points to the 'Edit' option.

Step 25

You will see all the Child CIDN or Associated CIDNs which the Admin User has access to.



The screenshot shows the 'Edit User' form. At the top, there are navigation tabs for 'Organisation', 'User Groups', 'Users', and 'Billing Accounts'. The form is titled 'Edit User' and contains several fields: 'First Name *' (Test_5G), 'Last Name *' (Admin), 'Position Title *' (tyt), 'Email Address *' (redacted), 'Contact No *' (04/ redacted), and 'User Group *' (Admin). Below these fields, there are two lines of text: 'This user can approve orders made by non-admin users' and 'This user can approve orders on behalf of other users'. At the bottom, there is a section titled 'Associated CIDNs' which contains a table with the following data:

CIDN	Name
368	5Gqa (Child Organization)
369	EW Test Customer
776	EEW CAT Tester Company

Below the table, there is a 'Page 1 of 1' indicator and two buttons: 'Cancel' and 'Save'.

22

Procurement Dashboard / Order Summary Quicklinks

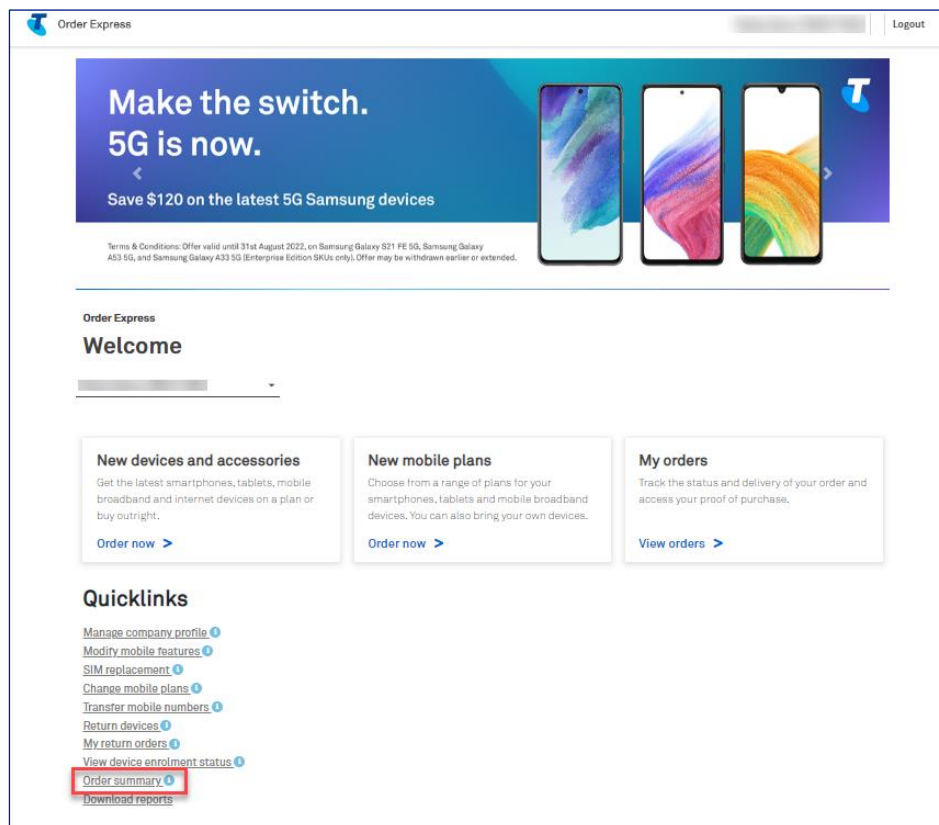
Step 1

Log in to the Telstra Enterprise Customer Portal.

Step 2

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

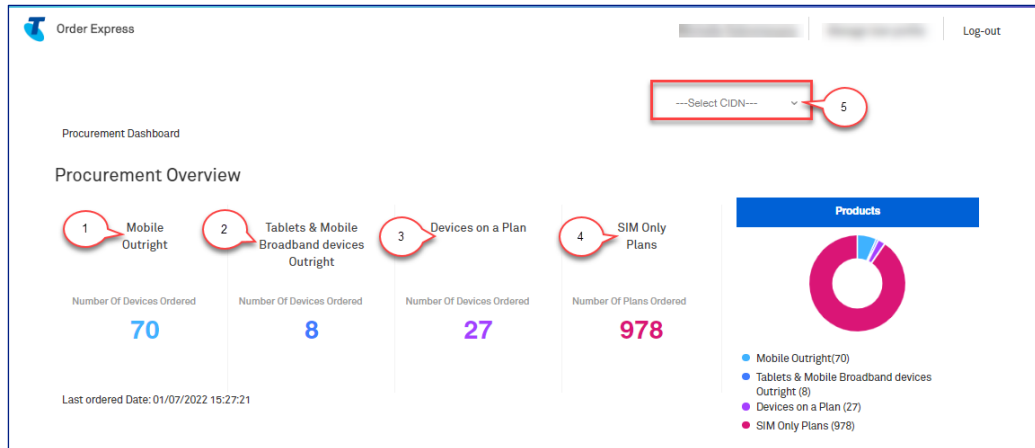
Click on **Order Summary** in the **Quicklinks** section



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

Most Popular Devices			
Device	No of Outright Devices	No of Devices on Plans	Total
Apple iPhone 12 5G 128 GB BLACK	16	4	20
Apple iPhone SE (2nd Gen) 64 GB WHITE	10	1	11
Samsung Galaxy A90 5G	0	6	6
Apple iPhone 11 64 GB BLACK	4	0	4
Apple iPhone Xr 128 GB BLACK	3	0	3
Apple iPad Mini 5 256 GB GOLD	1	1	2
Apple iPhone 11 Pro	1	1	2
Samsung Galaxy Tab A 10.1	2	0	2
Telstra 4GX Wi-Fi Pro	2	0	2
Apple iPhone 11 Pro Max 256 GB SPACE GREY	1	0	1

Order History	
This Year	All Time
Approval Pending	0
Rejected	0
Approved	90

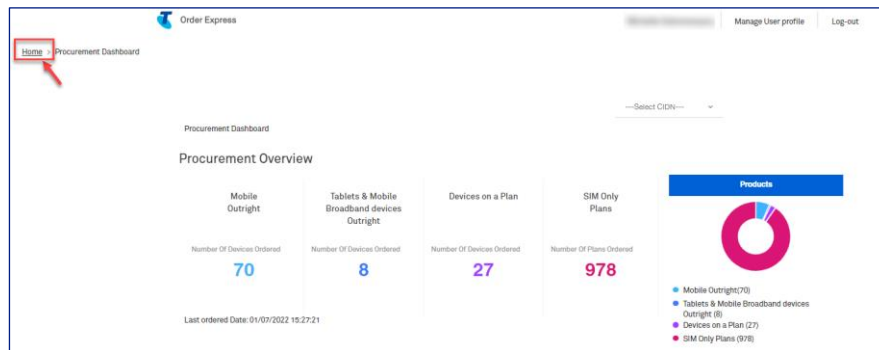
Step 5

Continue to scroll and view **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.

Order Express

Logout

Make the switch. 5G is now.

Save \$120 on the latest 5G Samsung devices

Terms & Conditions: Offer valid until 31st August 2022, on Samsung Galaxy S21 FE 5G, Samsung Galaxy A53 5G, and Samsung Galaxy A53 5G Edge (5G Edition) 5G only. Offer may be withdrawn earlier or extended.

Welcome

New devices and accessories

Get the latest smartphones, tablets, mobile broadband and internet devices on a plan or buy outright.

[Order now >](#)

New mobile plans

Choose from a range of plans for your smartphones, tablets and mobile broadband devices. You can also bring your own devices.

[Order now >](#)

My orders

Track the status and delivery of your order and access your proof of purchase.

[View orders >](#)

Quicklinks

- [Manage company profile](#)
- [Modify mobile features](#)
- [SIM replacement](#)
- [Change mobile plans](#)
- [Transfer mobile numbers](#)
- [Return devices](#)
- [My return orders](#)
- [View device enrolment status](#)
- [Order summary](#)
- [Download reports](#)

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.

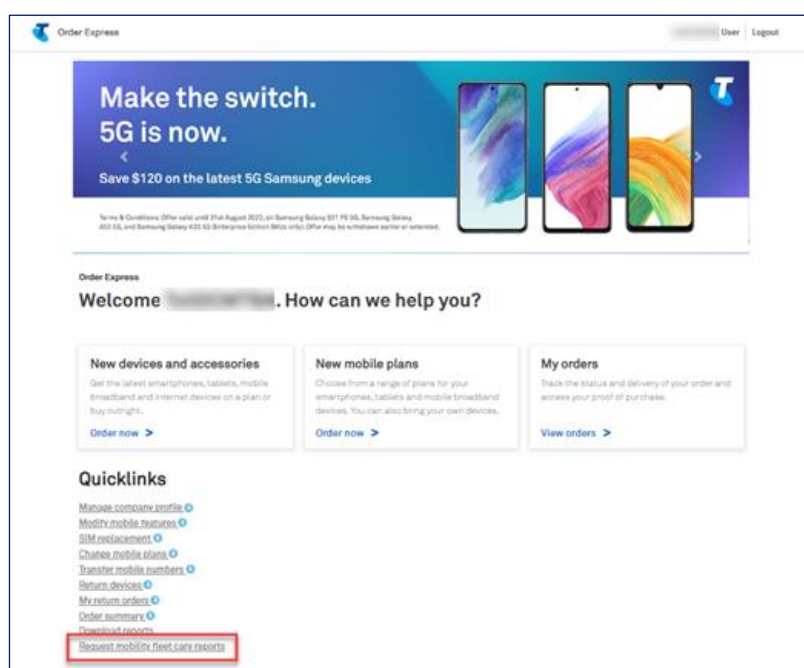
Note: This can be used to request a new report to modify or cancel an existing report. Allow 3-5 business days for the responsible team to action the request.

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**.

The screenshot shows the 'Mobility Fleet Care Reports' form. It includes fields for Company Name, CIDN, Requested By, and Recipient Email Address(es). There are two checkboxes for authorization, a dropdown for Request Type, a date field for Report End Date (Optional), and a dropdown for Report Frequency. A password field is also present. At the bottom, there are 'Back' and 'Submit' buttons. Red callouts with numbers 1 through 8 point to the Recipient Email Address(es) field, the first authorization checkbox, the Request Type dropdown, the Report End Date field, the Report Frequency dropdown, the password field, the second authorization checkbox, and the 'Download Sample Report' link, respectively.

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.

The screenshot shows the 'Mobility Fleet Care Reports' form after submission. A green notification banner at the top reads: 'Thank you. Your request has been submitted and a consultant will be in contact on the progress of your request.' The form fields are populated with example data: Company Name: SG Customer, CIDN: 482213668, Requested By: Kamala Balaraman. The 'Submit' button is highlighted with a red box.

Step 5

In the event a mandatory field has been missed, an error notification will pop-up on top of the page.

Mobility Fleet Care Reports

Please correct following errors.

Mobility Fleet Care Reports are an ongoing regular report, showing a complete view of the mobile service and accounts associated to your company. These reports are at no cost and can only be sent to the authorised representative for your company.

Company Name	: 5G Customer
OCN	: 4822136668
Requested By	: Kamale Balaraman
Recipient Email Address(es)	<input type="text"/>

Type one or more email addresses, separated by commas.

I authorised all the additional recipients are authorised to receive this report.
Please check this box if you want to proceed.

Request Type: **New Report Request**

Report End Date (Optional): **20-07-2022**

Report Frequency: **Monthly** on **19**

If you select 31st, it will not generate a report in Feb, April, etc.

For Security, please nominate a password to open the files: **Vaibhav**

I understand that if I'm not listed as the authorised representative that the nominated authorised representative will be contacted for their approval.
Please check this box if you want to proceed.

[Download Sample Report](#)

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

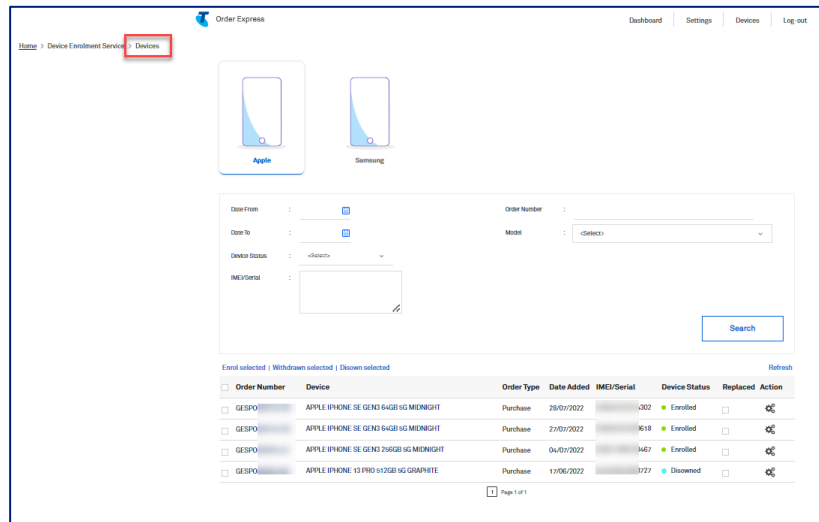
You will land on the **TOX Home page**.

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

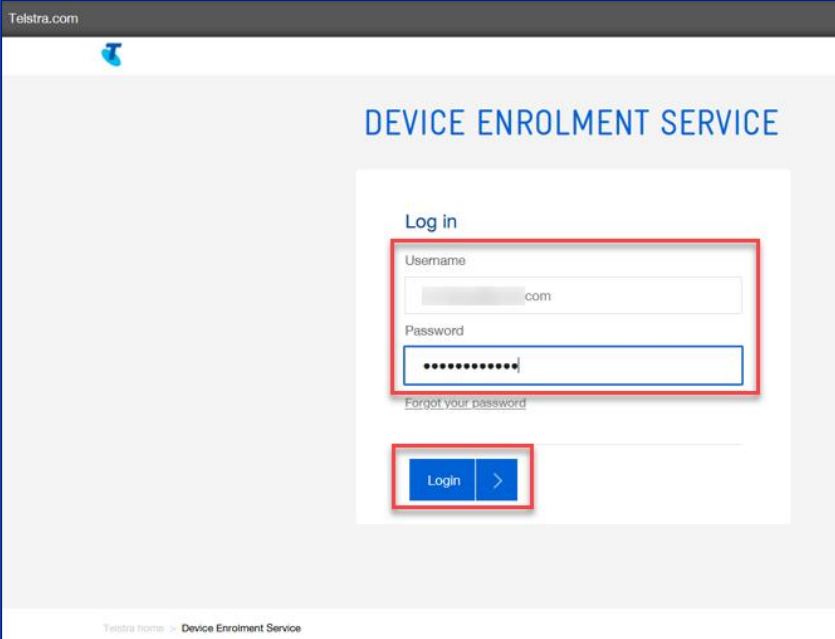
Pre-requisites: You must have one of the following Mobile Device Management (MDM) servers configured to use Android for Work:

- 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/>



Telstra.com

DEVICE ENROLMENT SERVICE

Log in

Username
com

Password
.....

[Forgot your password](#)

Login >

Telstra home | Device Enrolment Service

Step 7

Navigate to the Customer Details screen and click **Configure MDM Profiles**.

The screenshot shows the 'CUSTOMER DETAILS' page for 'ABCD Company Ltd'. Fields include Customer Name, Contact No, CIDN, and Created By. There are sections for Apple Device Enrollment Program, Samsung KNOX Mobile Enrollment, and Google Zero Touch Program. A red box highlights the 'Configure MDM Profiles' button at the bottom left.

Step 8

Click **Add** as highlighted to add an MDM profile.

The screenshot shows the 'CONFIGURE MDM PROFILES' page. A table with the header 'Mapped MDM Profiles' and one row containing 'No Records Found' is visible. A red box highlights the 'Add' button in the top right corner of the table area.

Step 9

Select your **MDM type** from the dropdown arrow and complete the mandatory fields.

The screenshot shows the 'CONFIGURE MDM PROFILE' page for 'ABCD Company Ltd'. The 'MDM Type' dropdown is set to 'Mobiliron' and is highlighted with a red box and a red arrow. Below it, the 'General MDM Details' section is highlighted with a red box. This section includes fields for Profile Name, Default MDM Profile, Company Name, Company Support Email, Leave All System Apps Enabled, Default Wi-Fi Network (with SSID, Security Type, Password, and Hidden options), Default Language, Support Phone Number, Company Message, and Default Timezone. A tooltip is visible over the Default Language field.

Step 10

A notification message in green banner will appear on top of your screen advising that your profile has been added successfully.

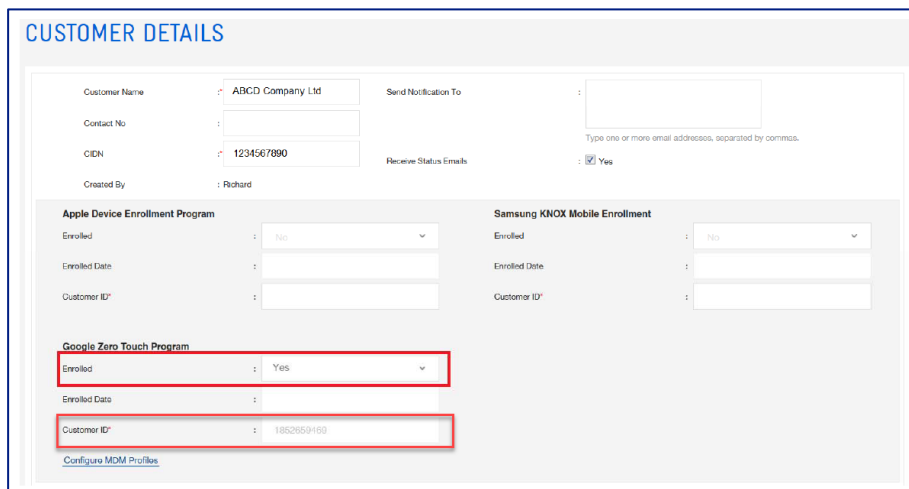
Note: Your Google Zero Touch service is now ready and you can start enrolling compatible Android device models.



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.

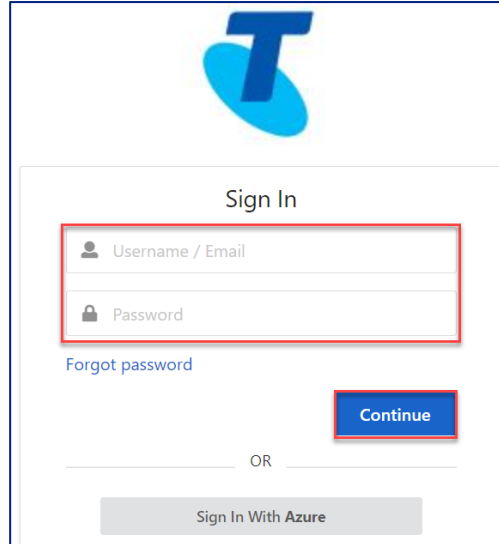


Step 12

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**.



Sign In

Username / Email

Password

Forgot password

Continue

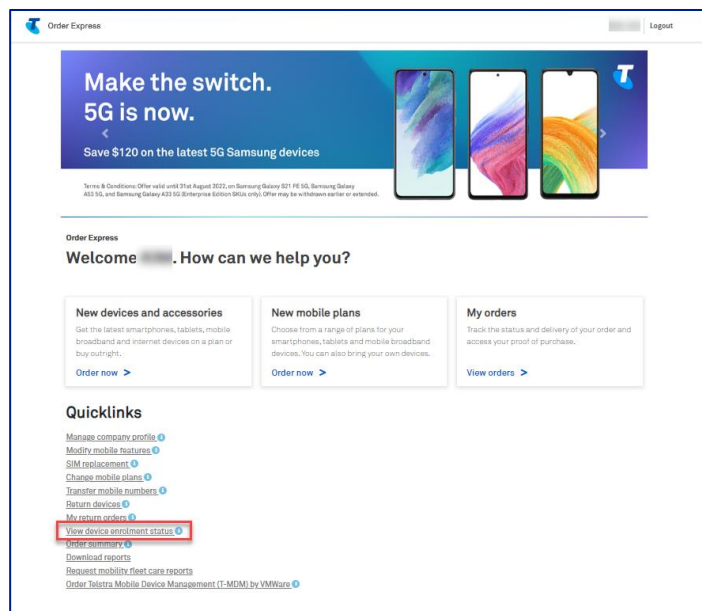
OR

Sign In With Azure

Step 13

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

Click on **View Device Enrolment Status** in the Quicklinks section.



Order Express

Make the switch.
5G is now.

Save \$120 on the latest 5G Samsung devices

Order Express

Welcome [Name]. How can we help you?

New devices and accessories
Get the latest smartphones, tablets, mobile broadband and internet devices on a plan or buy outright.
Order now >

New mobile plans
Choose from a range of plans for your smartphones, tablets and mobile broadband devices. You can also bring your own devices.
Order now >

My orders
Track the status and delivery of your order and access your proof of purchase.
View orders >

Quicklinks

- Manage company profile
- Modify mobile features
- SIM replacement
- Change mobile plans
- Transfer mobile numbers
- Return devices
- My return orders
- View device enrolment status**
- Order assistance
- Download reports
- Request mobility fleet care reports
- Order Telstra Mobile Device Management (T-MDM) by VMware

Step 14

You will get navigated to **DES Settings page**. Populate the fields as follows:

- Email Address** for DES notification. For two or more email addresses, separate these by commas.
- Tick the box** to Receive Status Emails (when the device gets enrolled, withdrawn, or disowned)
- Customer ID** from steps above.
- 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.

The screenshot shows the 'Settings' page for 'Order Express'. At the top right, there are links for 'Settings' and 'Log-out'. The main heading is 'Settings'. Below this, there are several sections:

- Send Notification To:** A text input field with a callout 'a' pointing to it.
- Receive Status Emails:** A checkbox labeled 'Yes' with a callout 'b' pointing to it.
- Apple Device Enrollment Program:** A section with fields for 'Enrolled' (set to 'No'), 'Enrolled Date', 'Customer ID*' (with a callout 'c' pointing to the input field), and 'Automatically enroll all new Apple devices purchased*' (set to 'Yes' with a callout 'd' pointing to the dropdown arrow).
- Samsung KNOX Mobile Enrollment:** A section with fields for 'Enrolled' (set to 'No'), 'Enrolled Date', 'Customer ID*', and 'Automatically enroll all new Samsung devices purchased*' (set to 'Yes').
- Google Zero Touch Program:** A section with fields for 'Enrolled' (set to 'No'), 'Enrolled Date', 'Customer ID*', and 'Automatically enroll all new Google devices purchased*' (set to 'Yes').

At the bottom right, there is a 'SAVE' button.

Step 15

In this example, we are trying to enrol all Apple and Samsung devices into the DES program.

Click **Save**.

This screenshot shows the same 'Settings' page as in Step 14, but with the 'Save' button highlighted with a red box. The 'Send Notification To' field now contains an email address ending in '@team.telstra.com'. The 'Receive Status Emails' checkbox is checked. The 'Apple Device Enrollment Program' and 'Samsung KNOX Mobile Enrollment' sections are now both set to 'Enrolled: No'. The 'Customer ID*' field in the Apple section contains the number '7'. The 'Automatically enroll all new Apple devices purchased*' and 'Automatically enroll all new Samsung devices purchased*' dropdowns are both set to 'Yes'. The 'Google Zero Touch Program' section remains unchanged. The 'SAVE' button is highlighted with a red box.

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.

The screenshot shows the 'Settings' page in the Order Express system. At the top right, there are navigation links for 'Dashboard', 'Settings', 'Devices', and 'Log-out'. A green notification banner at the top left reads 'Customer update success'. Below this, there are sections for 'Send Notification To' (with an email field containing 'psam.telstra.com') and 'Receive Status Emails' (set to 'Yes'). The main content area is divided into three enrollment sections: 'Apple Device Enrollment Program', 'Samsung Knox Mobile Enrollment', and 'Google Zero Touch Program'. In the Apple and Samsung sections, the 'Enrolled' status is 'Yes', the 'Enrolled Date' is '06/09/22', and the 'Customer ID' is '7'. The 'Automatically enroll all new devices purchased' option is set to 'Yes' for both. The Google Zero Touch Program section shows 'Enrolled' as 'No'. A 'SAVE' button is located at the bottom right of the settings area.

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.

The screenshot shows the 'Devices' page in the Order Express system. At the top right, there are navigation links for 'Dashboard', 'Settings', 'Devices', and 'Log-out'. Below the navigation, there are icons for 'Apple' and 'Samsung' devices. A search filter section includes fields for 'Date From', 'Date To', 'Device Status', and 'IMEI/Serial', along with a 'Search' button. Below the search section, there is a table of device enrollment history. The table has columns for 'Order Number', 'Device', 'Order Type', 'Date Added', 'IMEI/Serial', 'Device Status', 'Replace', and 'Action'. The 'Action' column contains a cog icon for each row. The table shows four rows of data:

Order Number	Device	Order Type	Date Added	IMEI/Serial	Device Status	Replace	Action
GESPO	APPLE IPHONE SE GEN3 64GB 5G MIDNIGHT	Purchase	28/07/2022	302	Enrolled	<input type="checkbox"/>	
GESPO	APPLE IPHONE SE GEN3 64GB 5G MIDNIGHT	Purchase	27/07/2022	618	Enrolled	<input type="checkbox"/>	
GESPO	APPLE IPHONE SE GEN3 256GB 5G MIDNIGHT	Purchase	04/07/2022	347	Enrolled	<input type="checkbox"/>	
GESPO	APPLE IPHONE 13 PRO 512GB 5G GRAPHITE	Purchase	17/06/2022	727	Disowned	<input type="checkbox"/>	

At the bottom of the table, there is a 'Page 1 of 1' indicator.

Step 18

You can select between the 2 options:

- a) View Details
- b) View History

The screenshot displays a mobile device management interface. At the top, there are two icons for 'Apple' and 'Samsung'. Below these are search filters for 'Data From', 'Data To', 'Device Status', 'IMEI/Serial', 'Order Number', and 'Model'. A 'Search' button is located at the bottom right of the filter section. Below the filters, there is a table with columns: 'Order Number', 'Device', 'Order Type', 'Date Added', 'IMEI/Serial', 'Device Status', 'Replaced', and 'Action'. The table contains four rows of data for Apple iPhones. A red box highlights the 'View Details' and 'View History' icons in the 'Action' column of the first row.

Order Number	Device	Order Type	Date Added	IMEI/Serial	Device Status	Replaced	Action
GESPO	APPLE IPHONE SE GEN3 64GB 5G MIDNIGHT	Purchase	28/07/2022	302	Enrolled	<input type="checkbox"/>	
GESPO	APPLE IPHONE SE GEN3 64GB 5G MIDNIGHT	Purchase	27/07/2022	618	Enrolled	<input type="checkbox"/>	
GESPO	APPLE IPHONE SE GEN3 256GB 5G MIDNIGHT	Purchase	04/07/2022	467	Enrolled	<input type="checkbox"/>	
GESPO	APPLE IPHONE 13 PRO 512GB 5G GRAPHITE	Purchase	17/06/2022	727	Disowned	<input type="checkbox"/>	

Step 19

a) View Details

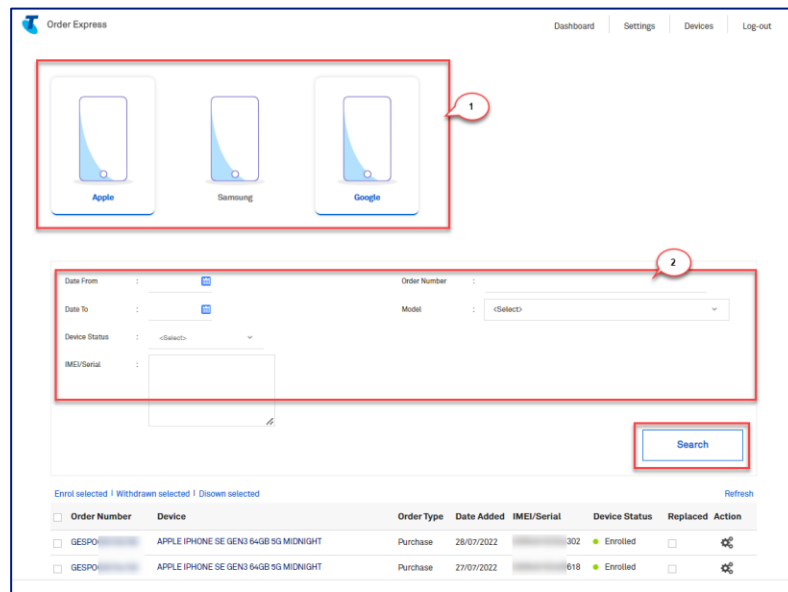
Search for the specific device as necessary.

First, **select the device brand** then, use the **search fields** as highlighted.

Example:

- Order Number
- Model
- IMEI/Serial
- Device Status

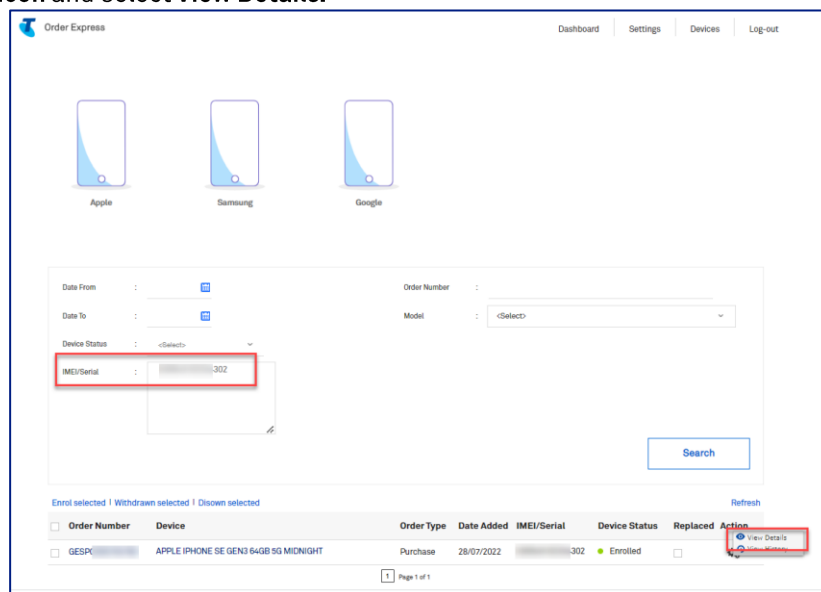
Click **Search**.



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.

Order Express Dashboard Settings Devices Log-out

Device Enrolment Service

Device Serial : [REDACTED]302 IMEI : [REDACTED]302
Status : ● Enrolled Date Added : 28/07/2022
Customer Name : Telstra Workplace Technology Solutions Customer CIDN : [REDACTED]1428
Order Number : GESPO-[REDACTED] Error Message :

History

Time	Order Number	Status
28/07/2022 12:00:36	GESPO-[REDACTED]	● Enrolled
28/07/2022 10:56:03	GESPO-[REDACTED]	● Sent to Apple for Enrolment
28/07/2022 10:55:24	GESPO-[REDACTED]	● Waiting to be processed

Back

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**.

Order Express Dashboard Settings Devices Log-out

Apple Samsung Google

Date From : [REDACTED] Order Number : [REDACTED]
Date To : [REDACTED] Model : <Select>
Device Status : <Select>
IMEI/Serial : [REDACTED]302

Search

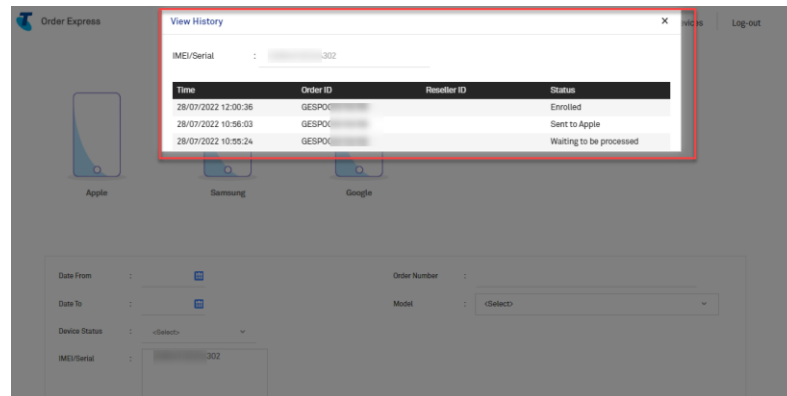
Enrol selected | Withdrawn selected | Disown selected Refresh

Order Number	Device	Order Type	Date Added	IMEI/Serial	Device Status	Replaced	Action
GESPO-[REDACTED]	APPLE IPHONE SE GEN3 64GB 5G MIDNIGHT	Purchase	28/07/2022	[REDACTED]302	● Enrolled	<input type="checkbox"/>	View History

Page 1 of 1

Step 23

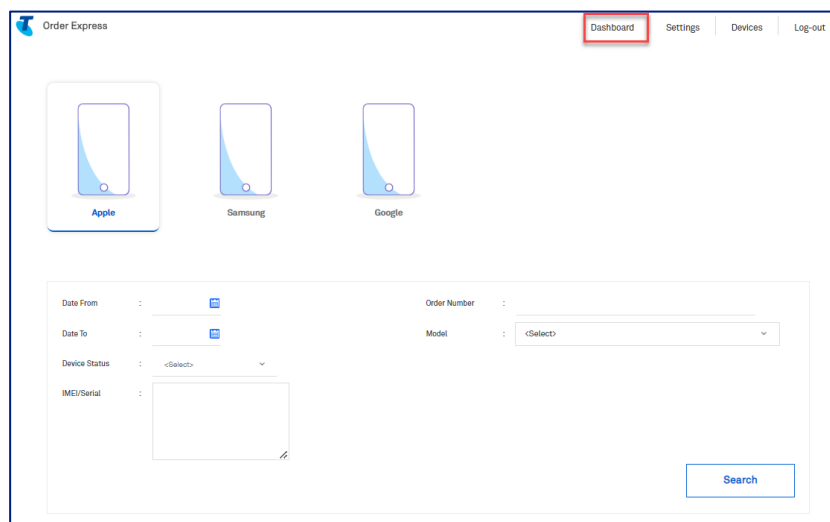
Enrolment History Details of the device being searched will pop-up on your screen.



Step 24

View DES Dashboard

Select **Dashboard** from the menu on the upper right of the Device page.



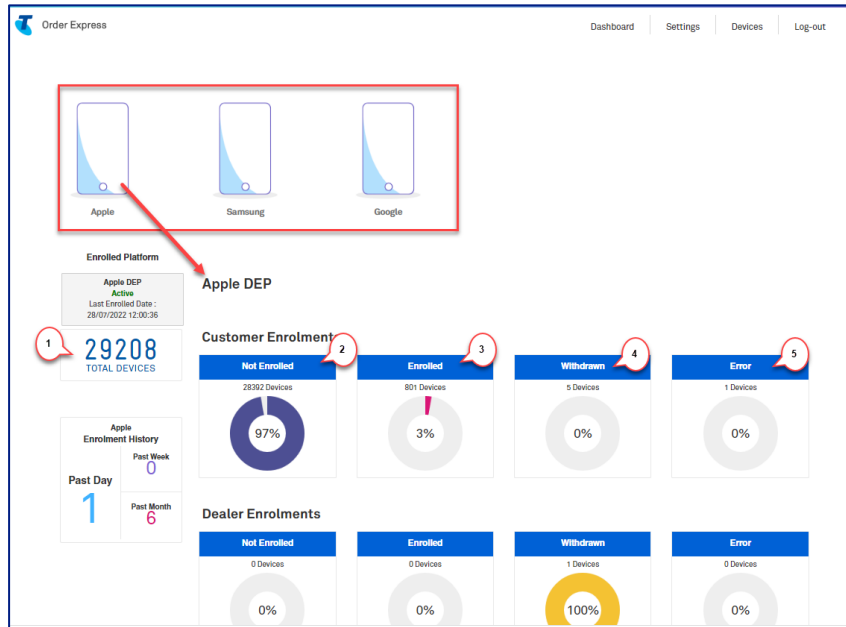
Step 25

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.

DES Devices List

IMEI/Serial :

DES Status :

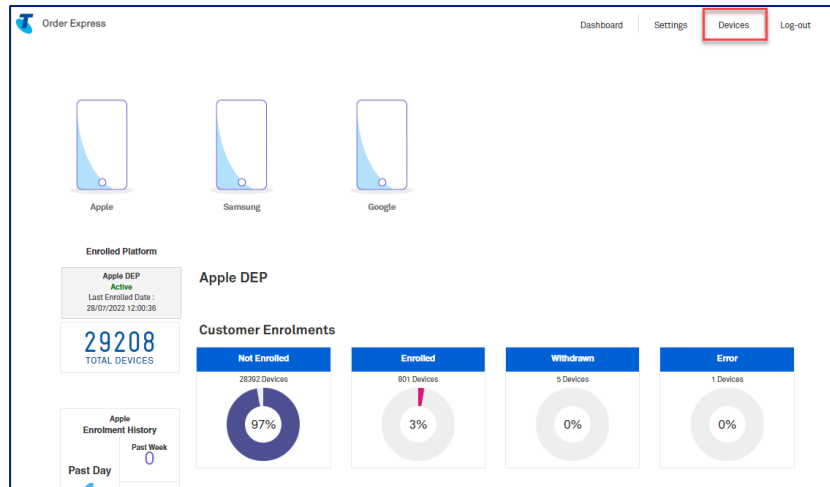
[Export Result Set](#)

Device	IMEI/Serial	Owned By	Order Number	DES Status
APPLE IPHONE 13 PRO 128GB 5G GRAPHITE	206		GESPC	Not Enrolled
APPLE IPHONE 13 PRO MAX 512GB 5G GRAPHIT	315		GESPC	Not Enrolled
APPLE IPHONE 13 PRO MAX 512GB 5G GRAPHIT	303		GESPC	Not Enrolled
iPhone SE (3rd Gen) 5G	302		28/07/2022 GESPC	Enrolled
APPLE IPHONE 13 PRO MAX 128GB 5G GRAPHIT	249		GESPC	Not Enrolled
APPLE IPHONE 13 PRO 128GB 5G	104		GESPC	Not Enrolled

Step 27

Managing Apple Device Enrolments

Scroll up and select **Device** menu on the upper right of the dashboard page.

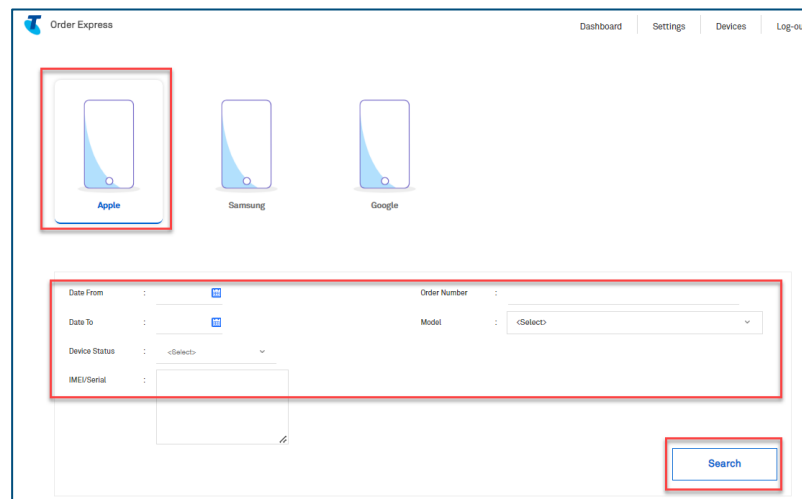


Step 28

Select **Apple** as highlighted.

Note: Use the search fields as necessary.

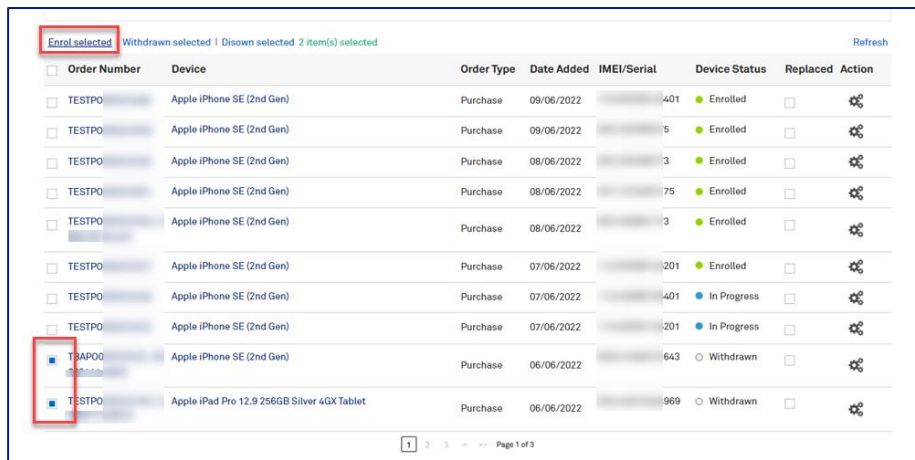
Click **Search**.



Step 29

Scroll down to the list of devices. **Select** a specific device(s).

Click **Enrol selected** as highlighted.



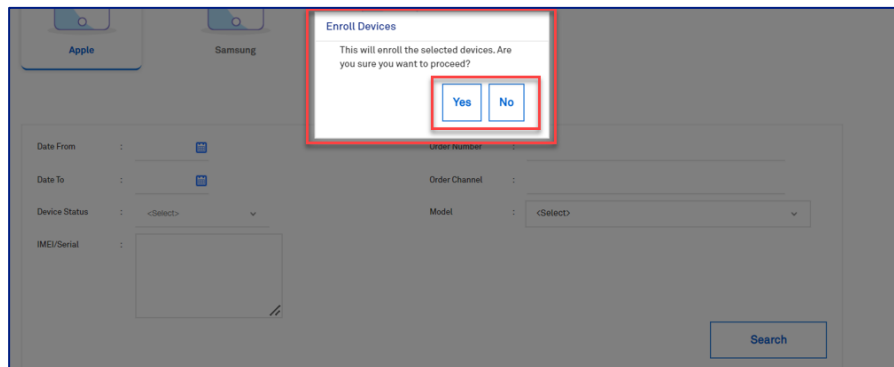
The screenshot shows a table with columns: Order Number, Device, Order Type, Date Added, IMEI/Serial, Device Status, Replaced, and Action. The 'Enrol selected' button is highlighted in a red box. The table contains several rows of device information, including Apple iPhone SE (2nd Gen) and Apple iPad Pro 12.9 256GB Silver 4GX Tablet. The 'Enrol selected' button is located at the top left of the table area.

Order Number	Device	Order Type	Date Added	IMEI/Serial	Device Status	Replaced	Action
TESTPO	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	401	Enrolled	<input type="checkbox"/>	
TESTPO	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	5	Enrolled	<input type="checkbox"/>	
TESTPO	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	3	Enrolled	<input type="checkbox"/>	
TESTPO	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	75	Enrolled	<input type="checkbox"/>	
TESTPO	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	3	Enrolled	<input type="checkbox"/>	
TESTPO	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	201	Enrolled	<input type="checkbox"/>	
TESTPO	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	401	In Progress	<input type="checkbox"/>	
TESTPO	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	201	In Progress	<input type="checkbox"/>	
TSAP00	Apple iPhone SE (2nd Gen)	Purchase	06/06/2022	643	Withdrawn	<input type="checkbox"/>	
TESTPO	Apple iPad Pro 12.9 256GB Silver 4GX Tablet	Purchase	06/06/2022	969	Withdrawn	<input type="checkbox"/>	

Step 30

A pop-up message will appear on your screen asking if you would like to proceed with the enrolment.

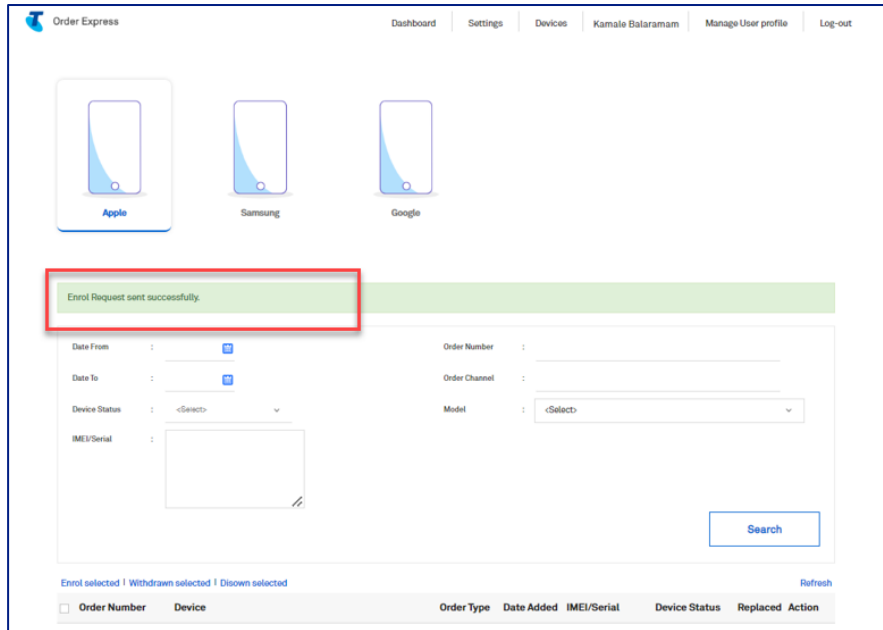
Click **Yes** to continue or Click **No** to exit.



The screenshot shows a search interface with a pop-up dialog titled 'Enroll Devices'. The dialog contains the text: 'This will enroll the selected devices. Are you sure you want to proceed?' and two buttons: 'Yes' and 'No'. The 'Yes' button is highlighted in a red box. The background interface includes search filters for Date From, Date To, Device Status, IMEI/Serial, Order Number, Order Channel, and Model, along with a Search button.

Step 31

If selected Yes, a successful enrolment notification in green banner will appear on your screen.



Step 32

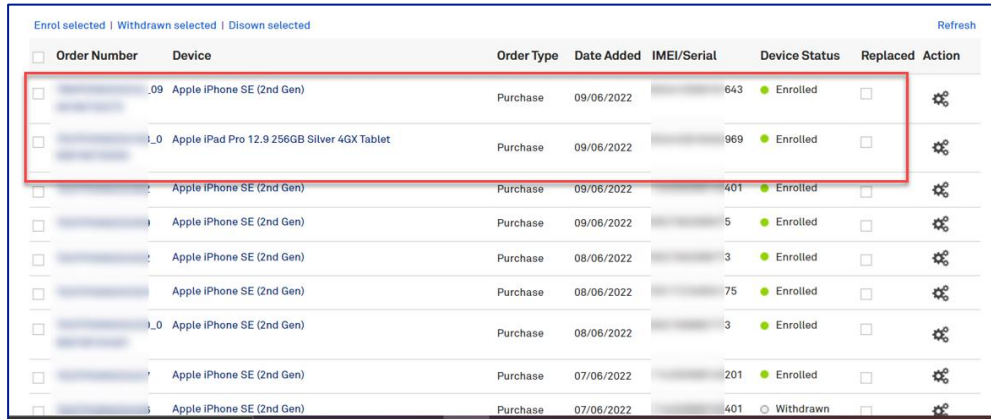
Note that the device(s) selected for enrolment will be in status: **In Progress**

Enrol selected Withdrawn selected Disown selected							Refresh	
<input type="checkbox"/>	Order Number	Device	Order Type	Date Added	IMEI/Serial	Device Status	Replaced	Action
<input type="checkbox"/>	22_09	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	1643	In Progress	<input type="checkbox"/>	
<input type="checkbox"/>	183_0	Apple iPad Pro 12.9 256GB Silver 4GX Tablet	Purchase	09/06/2022	4969	In Progress	<input type="checkbox"/>	
<input type="checkbox"/>	162	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	5401	Enrolled	<input type="checkbox"/>	
<input type="checkbox"/>	159	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	75	Enrolled	<input type="checkbox"/>	
<input type="checkbox"/>	152	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	73	Enrolled	<input type="checkbox"/>	
<input type="checkbox"/>	151	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	175	Enrolled	<input type="checkbox"/>	
<input type="checkbox"/>	130_0	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	73	Enrolled	<input type="checkbox"/>	

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.



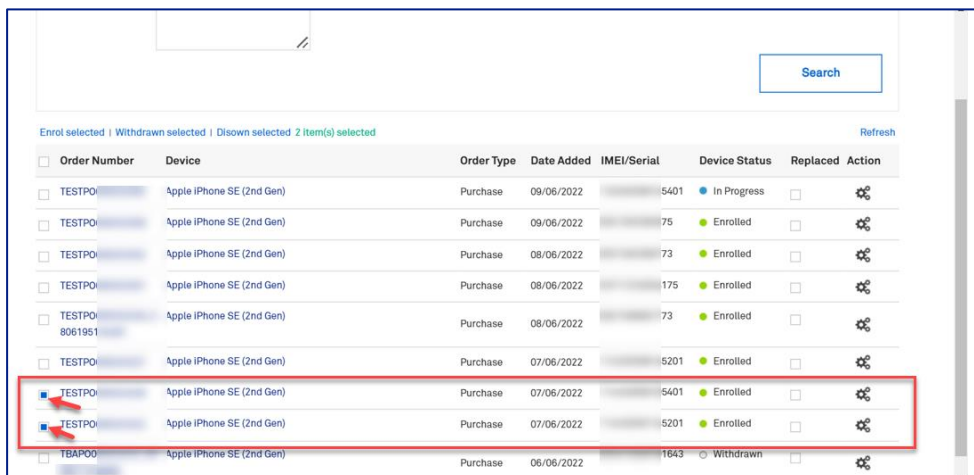
Enrol selected | Withdrawn selected | Disown selected Refresh

<input type="checkbox"/>	Order Number	Device	Order Type	Date Added	IMEI/Serial	Device Status	Replaced	Action
<input type="checkbox"/>	...	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	643	Enrolled	<input type="checkbox"/>	
<input type="checkbox"/>	...	Apple iPad Pro 12.9 256GB Silver 4GX Tablet	Purchase	09/06/2022	969	Enrolled	<input type="checkbox"/>	
<input type="checkbox"/>	...	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	401	Enrolled	<input type="checkbox"/>	
<input type="checkbox"/>	...	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	5	Enrolled	<input type="checkbox"/>	
<input type="checkbox"/>	...	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	3	Enrolled	<input type="checkbox"/>	
<input type="checkbox"/>	...	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	75	Enrolled	<input type="checkbox"/>	
<input type="checkbox"/>	...	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	3	Enrolled	<input type="checkbox"/>	
<input type="checkbox"/>	...	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	201	Enrolled	<input type="checkbox"/>	
<input type="checkbox"/>	...	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	401	Withdrawn	<input type="checkbox"/>	

Step 34

Managing Apple Device Withdrawal

From the Apple Device List section, select device(s) that you need to withdraw.

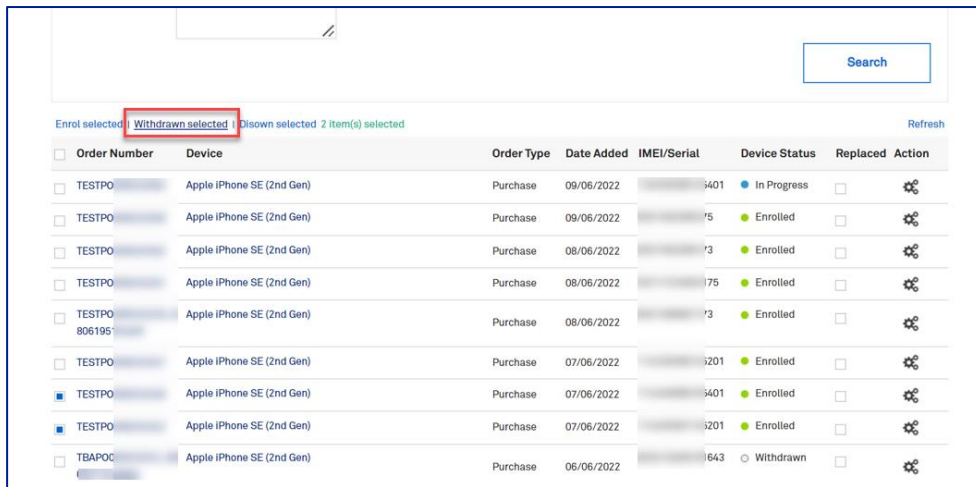


Enrol selected | Withdrawn selected | Disown selected **2 item(s) selected** Refresh

<input type="checkbox"/>	Order Number	Device	Order Type	Date Added	IMEI/Serial	Device Status	Replaced	Action
<input type="checkbox"/>	TESTPOI	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	5401	In Progress	<input type="checkbox"/>	
<input type="checkbox"/>	TESTPOI	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	75	Enrolled	<input type="checkbox"/>	
<input type="checkbox"/>	TESTPOI	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	73	Enrolled	<input type="checkbox"/>	
<input type="checkbox"/>	TESTPOI	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	175	Enrolled	<input type="checkbox"/>	
<input type="checkbox"/>	TESTPOI 8061951	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	73	Enrolled	<input type="checkbox"/>	
<input type="checkbox"/>	TESTPOI	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	5201	Enrolled	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	TESTPOI	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	5401	Enrolled	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	TESTPOI	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	5201	Enrolled	<input type="checkbox"/>	
<input type="checkbox"/>	TBAP00	Apple iPhone SE (2nd Gen)	Purchase	06/06/2022	1643	Withdrawn	<input type="checkbox"/>	

Step 35

Click the link above the device list: **Withdrawn selected** as highlighted.

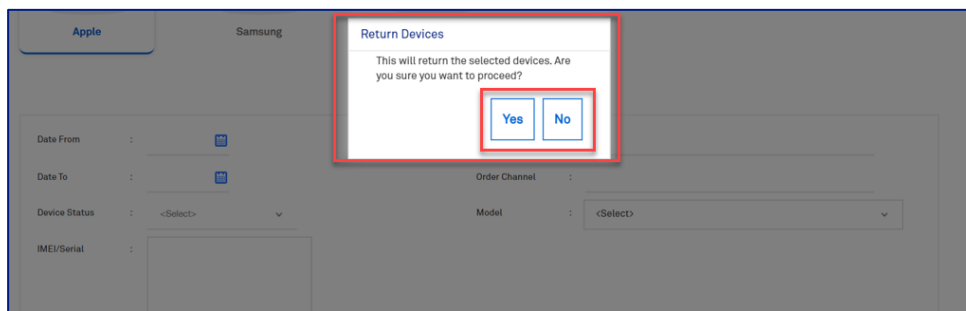


The screenshot shows a table of devices with columns: Order Number, Device, Order Type, Date Added, IMEI/Serial, Device Status, Replaced, and Action. A red box highlights the text 'Withdrawn selected' above the table. The table contains several rows of Apple iPhone SE (2nd Gen) devices with various statuses like 'In Progress', 'Enrolled', and 'Withdrawn'.

Order Number	Device	Order Type	Date Added	IMEI/Serial	Device Status	Replaced	Action
TESTPO	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	401	In Progress	<input type="checkbox"/>	
TESTPO	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	75	Enrolled	<input type="checkbox"/>	
TESTPO	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	73	Enrolled	<input type="checkbox"/>	
TESTPO	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	75	Enrolled	<input type="checkbox"/>	
TESTPO	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	73	Enrolled	<input type="checkbox"/>	
TESTPO	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	201	Enrolled	<input type="checkbox"/>	
TESTPO	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	401	Enrolled	<input type="checkbox"/>	
TESTPO	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	201	Enrolled	<input type="checkbox"/>	
TBAPOC	Apple iPhone SE (2nd Gen)	Purchase	06/06/2022	643	Withdrawn	<input type="checkbox"/>	

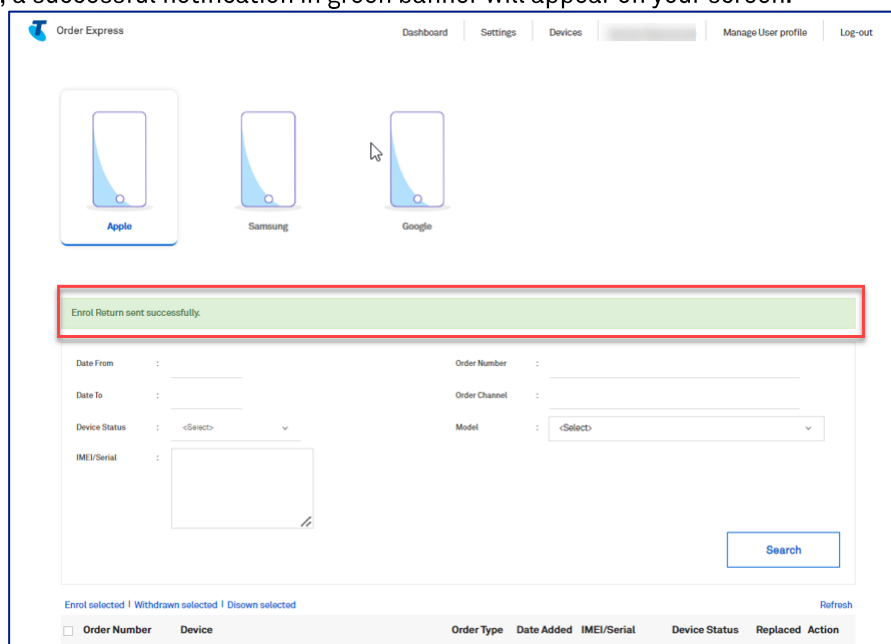
Step 36

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.



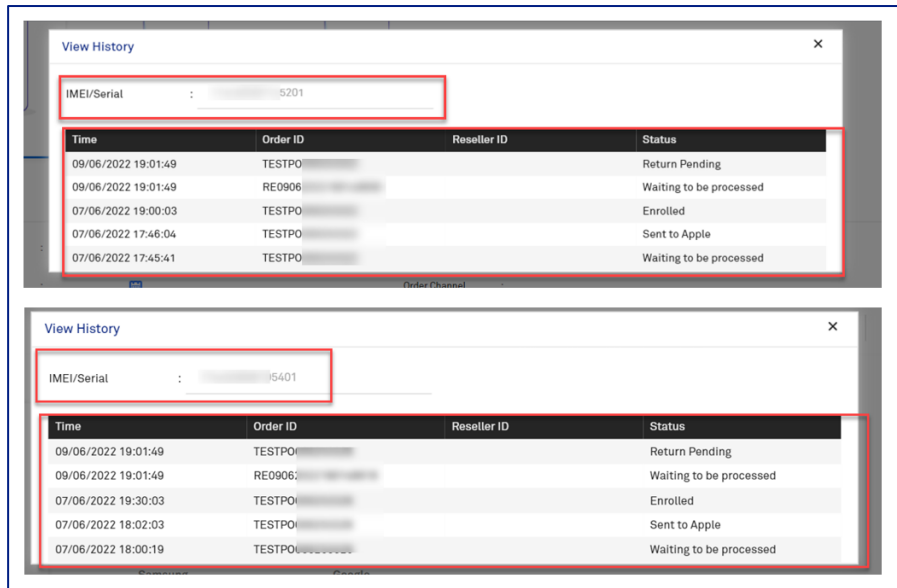
Step 37

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.

Order Number	Device	Order Type	Date Added	IMEI/Serial	Device Status	Repla
TBAPOC	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	1643	Enrolled	
TESTPC	Apple iPad Pro 12.9 256GB Silver 4GX Tablet	Purchase	09/06/2022	4969	Enrolled	
TESTPC	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	5401	Enrolled	
TESTPC	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	75	Enrolled	
TESTPC	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	73	Enrolled	
TESTPC	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	175	Enrolled	
TESTPC 806195	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	73	Enrolled	
TESTPC	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	5201	Enrolled	
TESTPC	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	5401	Withdrawn	
TESTPC	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	5201	Withdrawn	

Step 40

Managing Apple Device Disowning

From the Apple Device List section, **select device(s)** that you need to disown.

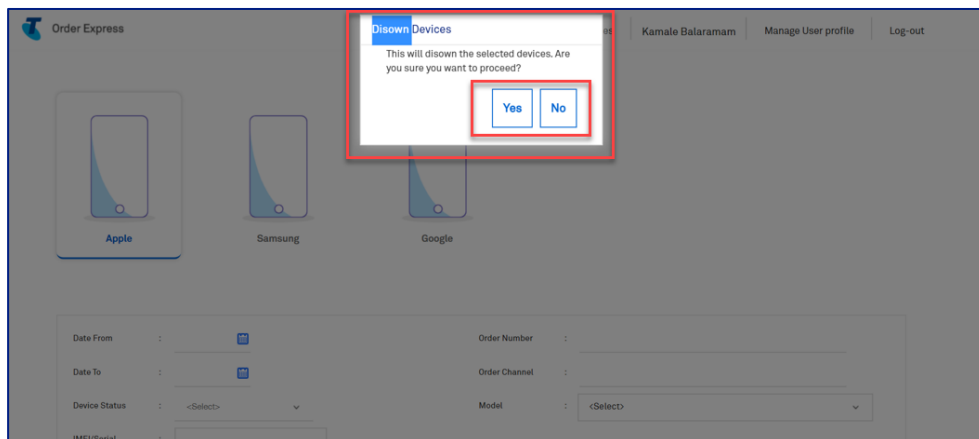
Click **Disown selected** link as highlighted.

Order Number	Device	Order Type	Date Added	IMEI/Serial	Device Status	Replaced	Action	
TBAPO	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	1643	Enrolled	<input type="checkbox"/>		
TESTP	Apple iPad Pro 12.9 256GB Silver 4GX Tablet	Purchase	09/06/2022	4969	Enrolled	<input type="checkbox"/>		
TESTP	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	5401	Enrolled	<input type="checkbox"/>		
TESTP	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	75	Enrolled	<input type="checkbox"/>		
TESTP	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	73	Enrolled	<input type="checkbox"/>		
TESTP	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	175	Enrolled	<input type="checkbox"/>		
TESTP 80619C	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	73	Enrolled	<input type="checkbox"/>		
TESTP	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	5201	Enrolled	<input type="checkbox"/>		
<input checked="" type="checkbox"/>	TESTP	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	5401	Withdrawn	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	TESTP	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	5201	Withdrawn	<input type="checkbox"/>	

Step 41

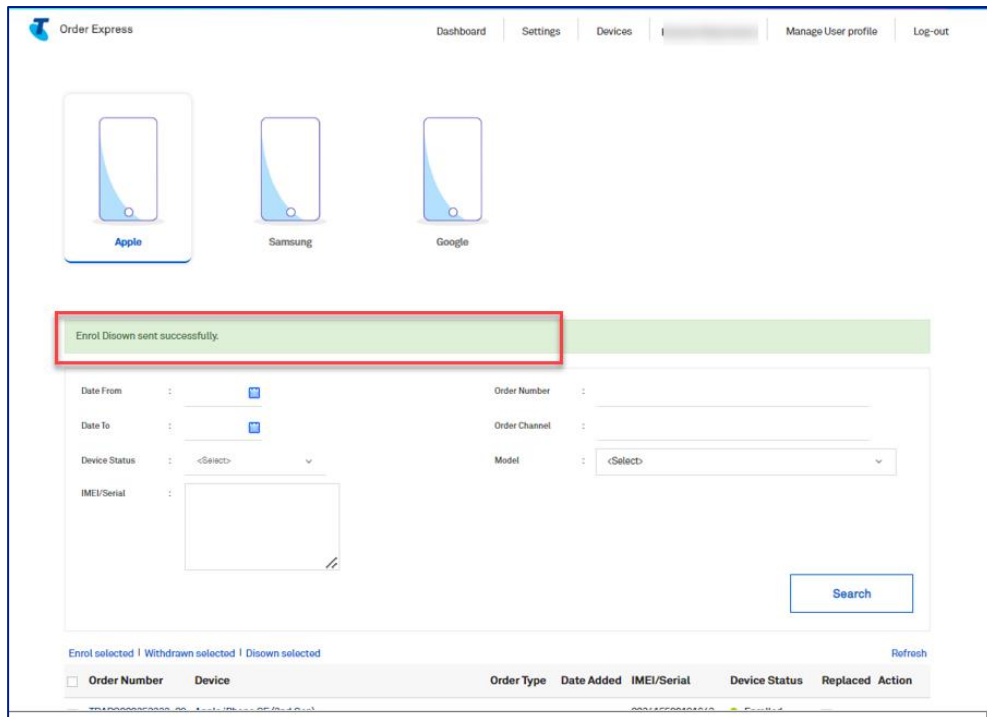
A pop-up message will appear on your screen asking if you would like to disown the selected device(s).

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.

The screenshot shows the Order Express dashboard with a table of device records. The table has the following columns: Order Number, Device, Order Type, Date Added, IMEI/Serial, Device Status, Replaced, and Action. The table contains several records, with two records highlighted in red. The highlighted records have a Device Status of "Disowned".

Order Number	Device	Order Type	Date Added	IMEI/Serial	Device Status	Replaced	Action
TBAPO	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	1643	Enrolled		
TESTP	Apple iPad Pro 12.9 256GB Silver 4GX Tablet	Purchase	09/06/2022	4969	Enrolled		
TESTP	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	5401	Enrolled		
TESTP	Apple iPhone SE (2nd Gen)	Purchase	09/06/2022	75	Enrolled		
TESTP	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	73	Enrolled		
TESTP	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	175	Enrolled		
TESTP 80619	Apple iPhone SE (2nd Gen)	Purchase	08/06/2022	73	Enrolled		
TESTP	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	5201	Enrolled		
TESTP	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	5401	Disowned		
TESTP	Apple iPhone SE (2nd Gen)	Purchase	07/06/2022	5201	Disowned		

Step 44

Managing Samsung Device Enrolments

Scroll up and select **Samsung** icon from the Device page.

The screenshot shows the 'Order Express' interface. At the top, there are navigation links for 'Dashboard', 'Settings', 'Devices', and 'Log-out'. Below the navigation, there are three device icons: 'Apple', 'Samsung', and 'Google'. The 'Samsung' icon is highlighted with a red rectangular box. Below the icons is a search filter section with fields for 'Date From', 'Date To', 'Device Status', 'IMEI/Serial', 'Order Number', and 'Model'. A 'Search' button is located at the bottom right of the filter section. Below the search section, there are three status filters: 'Enrol selected', 'Withdrawn selected', and 'Disown selected', along with a 'Refresh' button. The main content is a table with the following columns: 'Order Number', 'Device', 'Order Type', 'Date Added', 'IMEI/Serial', 'Device Status', 'Replaced', and 'Action'. The table contains three rows of data:

Order Number	Device	Order Type	Date Added	IMEI/Serial	Device Status	Replaced	Action
<input type="checkbox"/>	GESPOI- [redacted] SAMSUNG GALAXY A33 5G ENTERPRISE EDITION	Purchase	22/07/2022	[redacted] 3267	Enrolled	<input type="checkbox"/>	
<input type="checkbox"/>	GESPOI- [redacted] Samsung Galaxy XCover Pro	Purchase	06/07/2022	[redacted] 1244	Disowned	<input type="checkbox"/>	
<input type="checkbox"/>	GESPOI- [redacted] Samsung Galaxy XCover Pro	Purchase	04/07/2022	[redacted] 1027	Disowned	<input type="checkbox"/>	

At the bottom of the page, there is a pagination indicator showing 'Page 1 of 1'.

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.

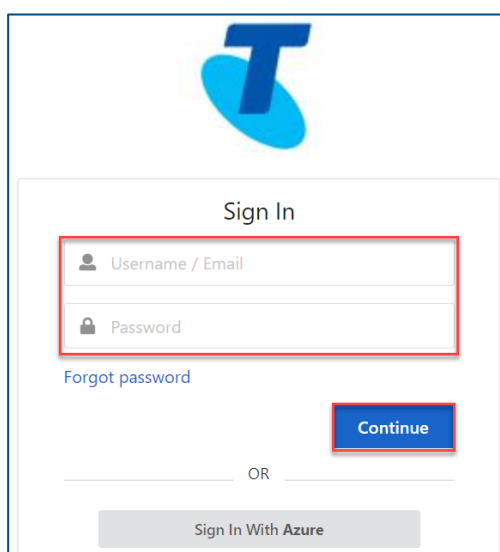
Scenario 3: Customers are currently setup in the DES portal but do NOT have access to TOX. When the customer logs into the DES portal they will be directed to TOX and DES only access will automatically be created for them in TOX.

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.

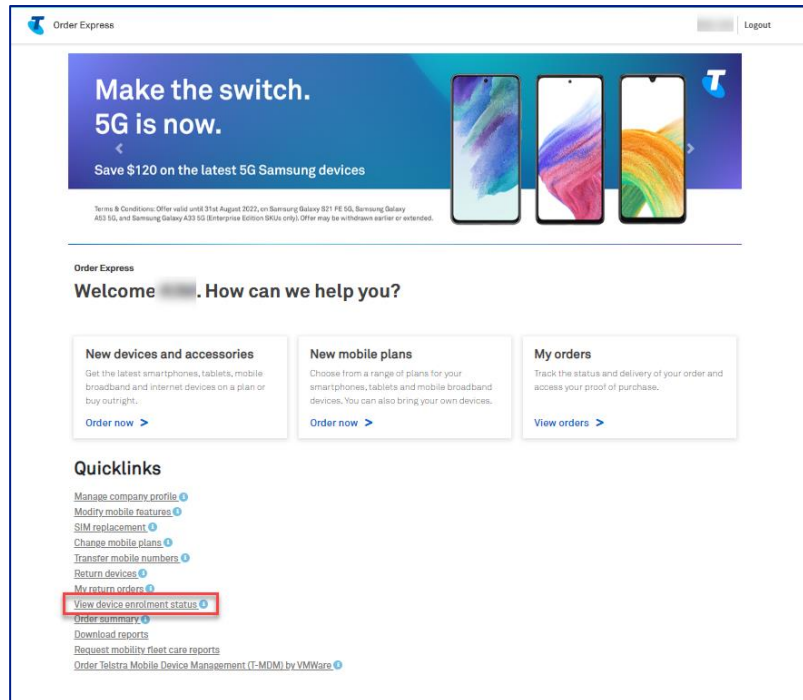


The screenshot shows the TOX Sign In interface. At the top is the Telstra logo. Below it, the text 'Sign In' is centered. There are two input fields: 'Username / Email' and 'Password'. A 'Forgot password' link is located below the password field. A blue 'Continue' button is positioned to the right of the password field. Below the 'Continue' button is an 'OR' separator and a grey 'Sign In With Azure' button.

Step 2

You will land on the TOX homepage.

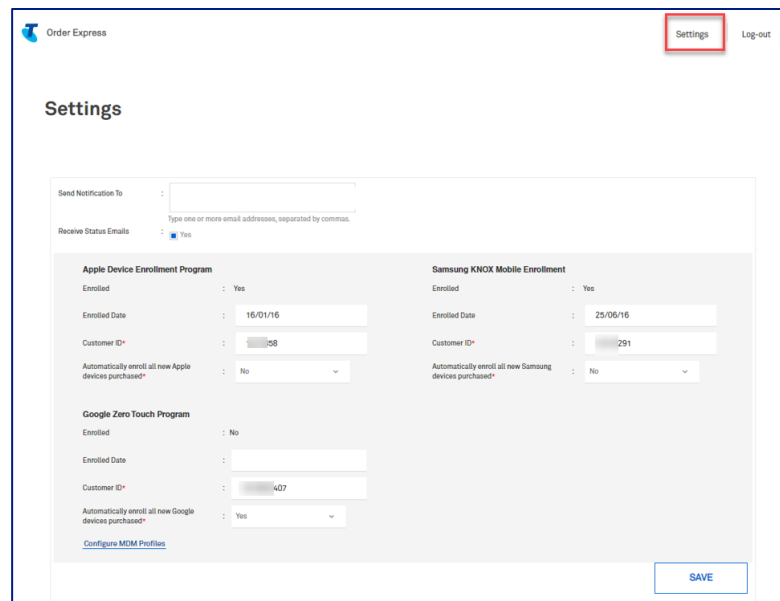
Click on **View Device Enrolment Status** in the Quicklinks section.



Step 3

You will get navigated to **DES Settings** page. You will not be able to see the Dashboard and Devices menu/page.

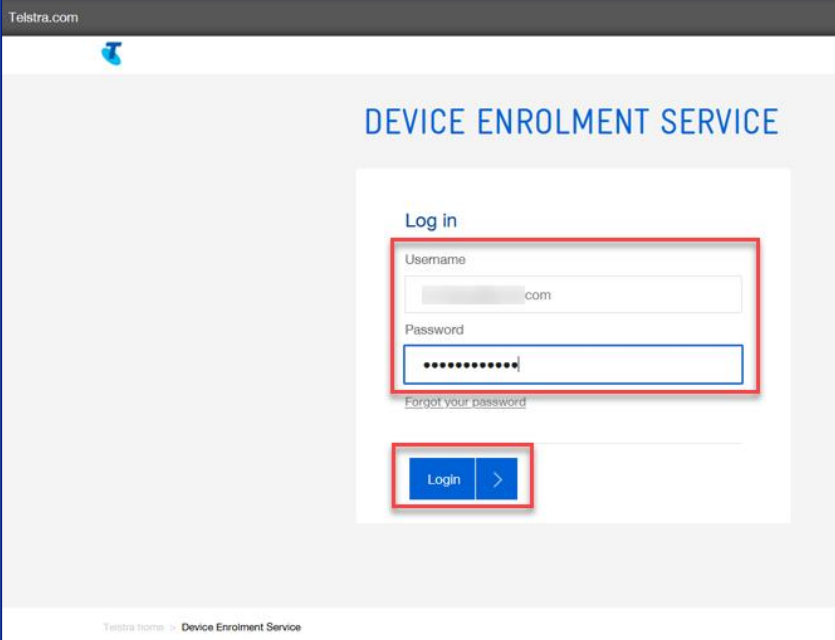
Note: Please refer to section [24: DES Quicklinks](#) for steps in setting up a DES Account via TOX.



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.



Telstra.com

DEVICE ENROLMENT SERVICE

Log in

Username
com

Password
.....

[Forgot your password](#)

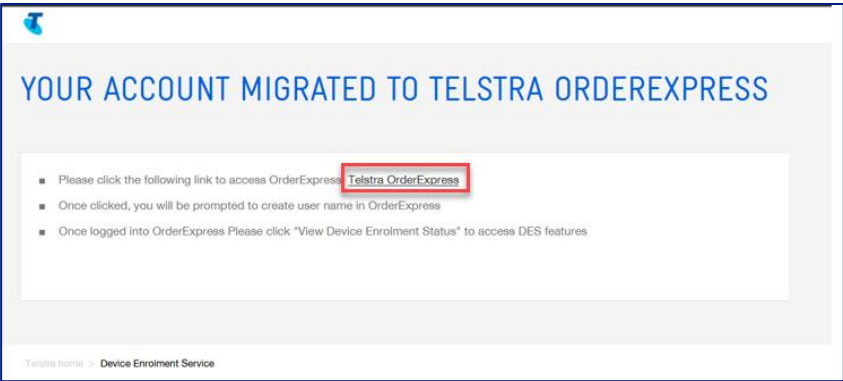
Login >

Telstra home - Device Enrolment Service

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.



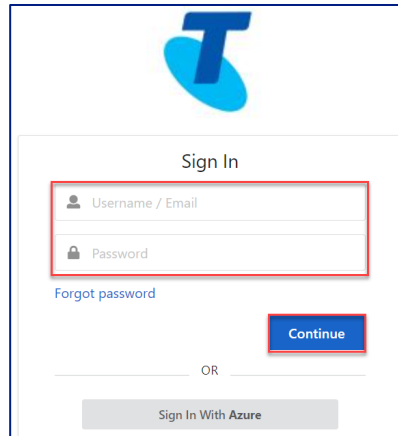
YOUR ACCOUNT MIGRATED TO TELSTRA ORDEREXPRESS

- Please click the following link to access OrderExpress: [Telstra OrderExpress](#)
- Once clicked, you will be prompted to create user name in OrderExpress
- Once logged into OrderExpress Please click "View Device Enrolment Status" to access DES features

Telstra home - Device Enrolment Service

Step 6

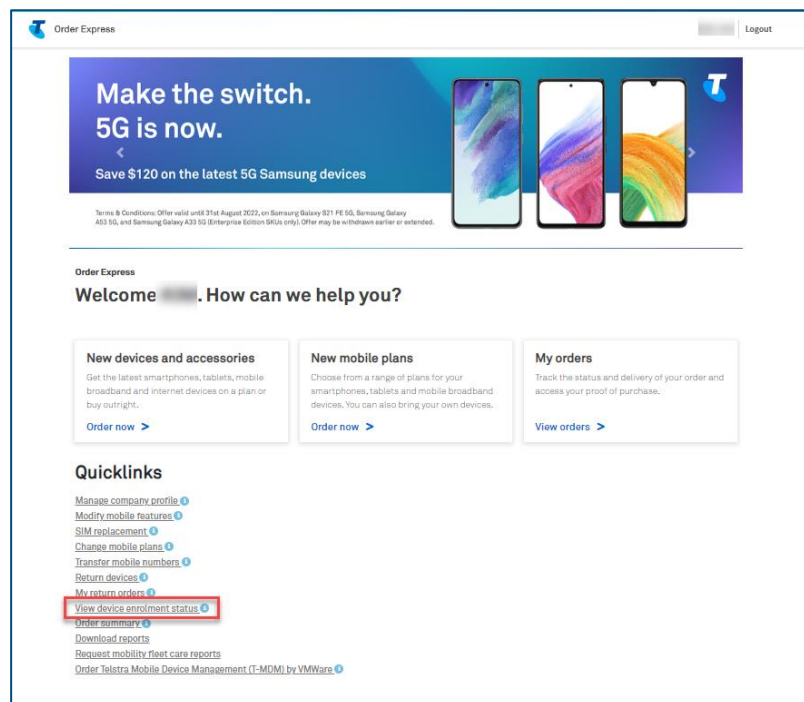
- Enter your **TOX Username / Email**
- Enter your **password**
- Click **Continue** to take you to the TOX homepage.



Step 7

You will land on the TOX homepage.

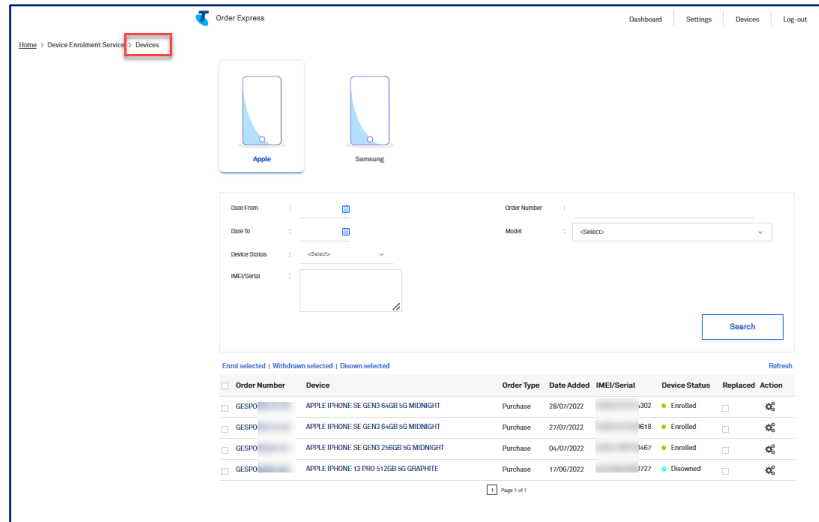
Click on **View Device Enrolment Status** in the Quicklinks section.



Step 8

You will get navigated to DES **Devices** page.

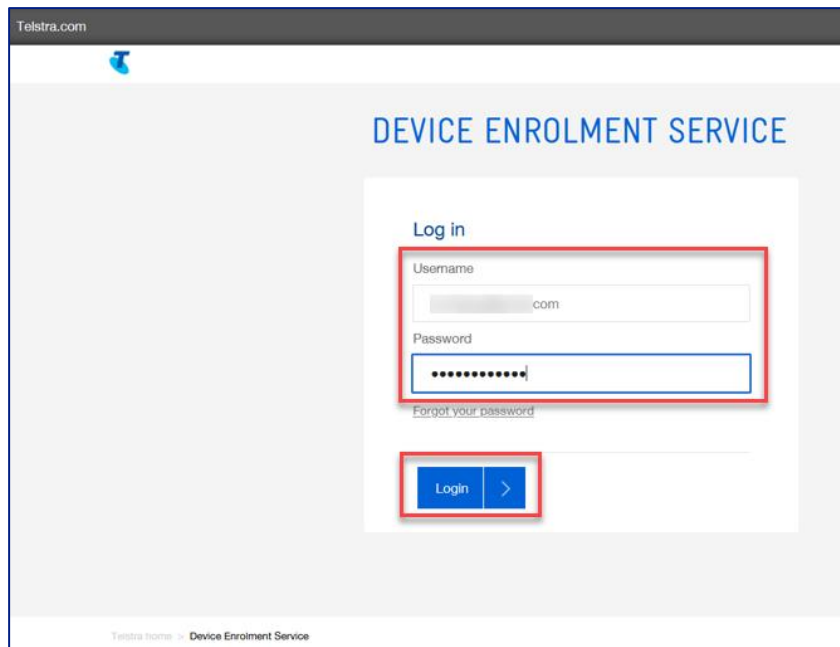
Note: This is the default screen for customer with DES account set-up.



Step 9

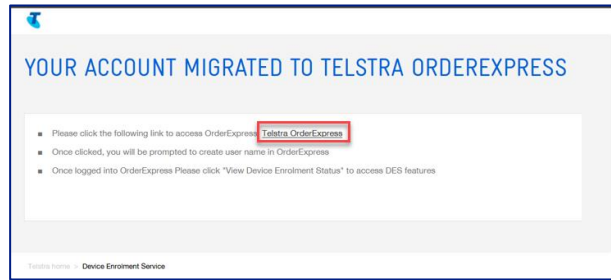
Scenario 3: Customers are currently setup in the DES portal but do NOT have access to TOX. When the customer logs into the DES portal they will be directed to TOX and DES only access will automatically be created for them in TOX.

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.

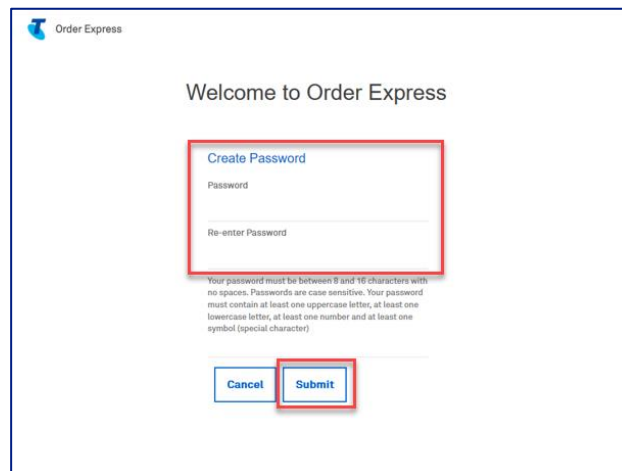


Step 11

You will be navigated to TOX Welcome page to create your TOX login.

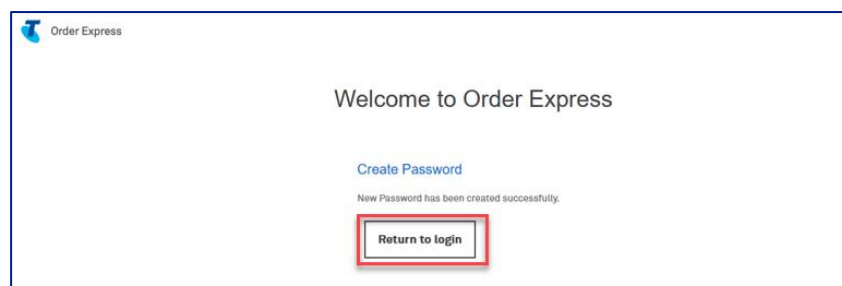
- Enter your **new password**
- **Re-enter** your new password
- Click **Submit**

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).

A screenshot of the "Welcome to Order Express" page. The "Create Password" section is highlighted with a red box. It contains two input fields: "Password" and "Re-enter Password". Below the fields is a password requirement note: "Your password must be between 8 and 16 characters with no spaces. Passwords are case sensitive. Your password must contain at least one uppercase letter, at least one lowercase letter, at least one number and at least one symbol (special character)". At the bottom are "Cancel" and "Submit" buttons, with the "Submit" button highlighted by a red box.

Step 12

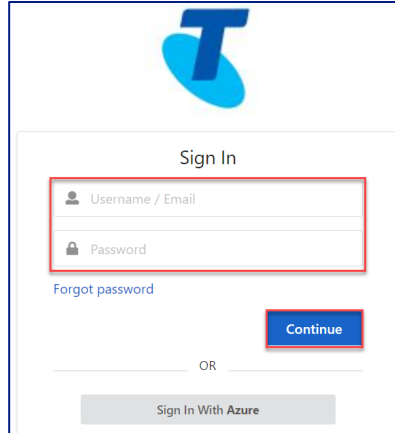
You will be prompted that your TOX password has been created successfully. Click on the **Return to login** button.



Step 13

You will get navigated to Telstra Order Express login window.

- Enter your **username / email**
- Enter your **password**
- Click **Continue** button.

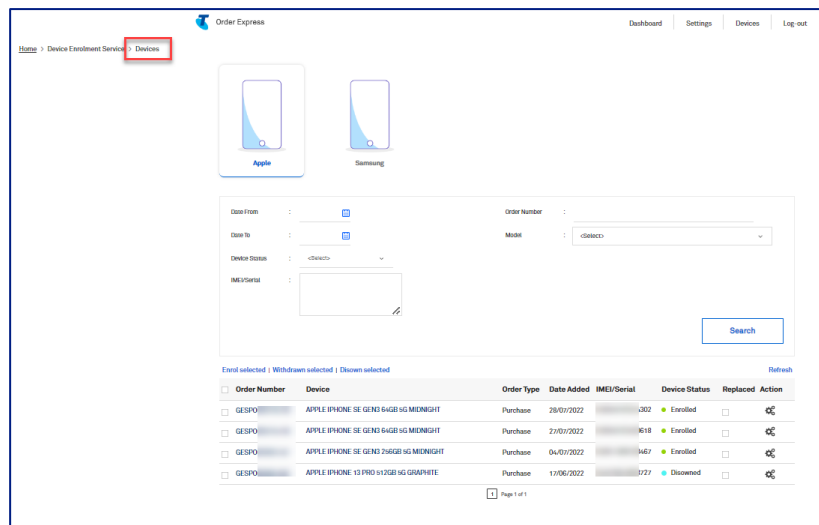


The image shows the Telstra Order Express Sign In window. At the top is the Telstra logo. Below it is the text "Sign In". There are two input fields: "Username / Email" and "Password", both highlighted with a red border. Below the "Password" field is a link for "Forgot password". To the right of the input fields is a blue "Continue" button. Below the "Continue" button is the text "OR" and a grey "Sign In With Azure" button.

Step 14

You will get navigated to DES Devices page.

Note: This is the default screen for customer with DES account set-up.



The image shows the Telstra Order Express DES Devices page. At the top is the "Order Express" header with navigation links for "Dashboard", "Settings", "Devices", and "Log out". Below the header is a breadcrumb trail: "Home > Device Enrollment Service > Devices". There are two device icons: "Apple" and "Samsung". Below the icons is a search filter section with fields for "Clear from", "Clear to", "Device Status", and "IMEI/Serial". There are also fields for "Order Number" and "Model". A "Search" button is located to the right of the filter section. Below the search section is a table with columns: "Order Number", "Device", "Order Type", "Date Added", "IMEI/Serial", "Device Status", and "Replaced Action". The table contains four rows of data. At the bottom right of the table is a "Refresh" button. At the bottom left of the table is a pagination indicator: "Page 1 of 1".

Order Number	Device	Order Type	Date Added	IMEI/Serial	Device Status	Replaced Action
GESFO	APPLE IPHONE SE GEN3 64GB 5G MIDNIGHT	Purchase	28/01/2022	302	Enrolled	<input type="checkbox"/>
GESFO	APPLE IPHONE SE GEN3 64GB 5G MIDNIGHT	Purchase	21/01/2022	618	Enrolled	<input type="checkbox"/>
GESFO	APPLE IPHONE SE GEN3 256GB 5G MIDNIGHT	Purchase	04/01/2022	467	Enrolled	<input type="checkbox"/>
GESFO	APPLE IPHONE 13 PRO 512GB 5G GRAPHITE	Purchase	11/06/2022	727	Disenrolled	<input type="checkbox"/>

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 reurn 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.

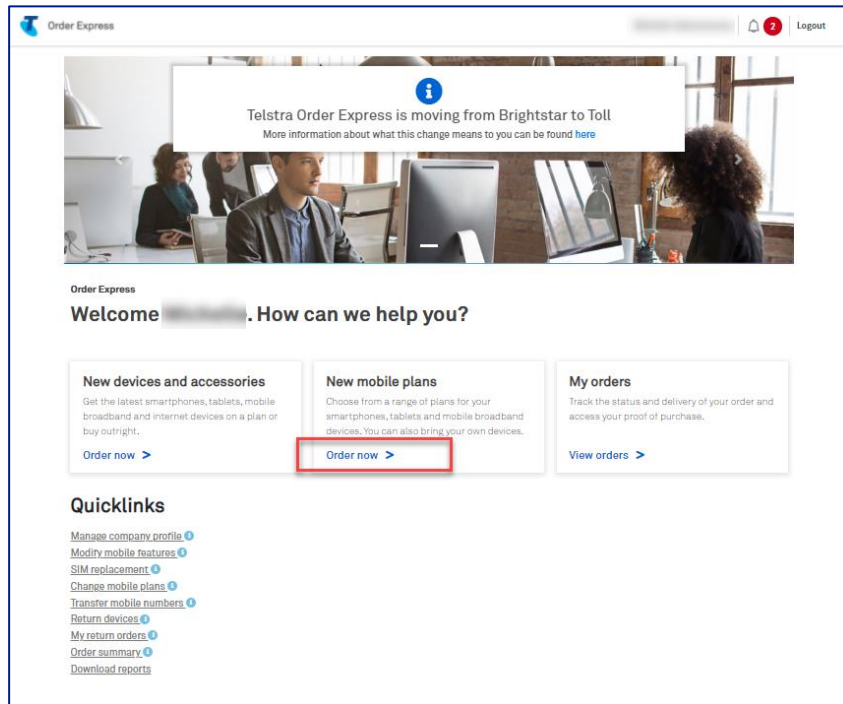
Business Rules

- 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 reurn 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

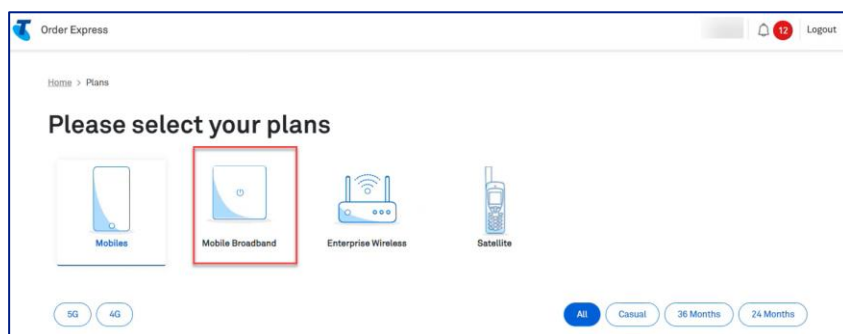
Scenario A: LANES Customer selects a plan with minimum order quantity of 50 along with Add-on LANES as a new service activation request and requesting for a new SIM card.

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'.

The screenshot shows three plan cards. The first card, 'Adaptive Mobility Broadband Epic Plan', is highlighted with a red border and a red arrow pointing to its 'Order Now' button. The second and third cards are 'LANES Emergency' plans. Each card displays the plan name, price per month, data allowance, speed, and a note about usage within Australia, along with an 'Order Now' button.

Step 4

Due to the business rule stated above, please enter a **quantity of 50x services** or more.

The screenshot shows the 'Adaptive Mobility Broadband Epic Plan' page in the Order Express system. It includes a table with columns for 'Item(s)', 'Monthly recurring fee', 'One-off fee', and 'First month fee'. Below the table, there is a section for selecting a data package, followed by a table with columns for 'Add', 'Name', 'Description', and 'Monthly fee'. A red box highlights the 'Enter number of services' input field, which currently shows the value '1' and a note 'Maximum 5000 per item'.

Step 5

Scroll down under Add-ons section and choose **Lanes BCD Data Add on**.

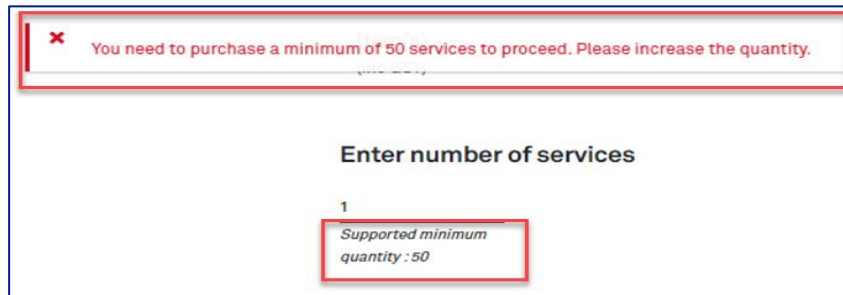
The screenshot shows the 'Add-ons (optional)' section. It includes a table with columns for 'Add', 'Name', 'Description', and 'Monthly fee'. Under the 'Lanes' category, the 'Lanes Emergency data Add on' option is highlighted with a red box and has its checkbox checked. Under the 'Other' category, the 'Adaptive Mobility Accelerator' option is visible with its checkbox unchecked.

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:

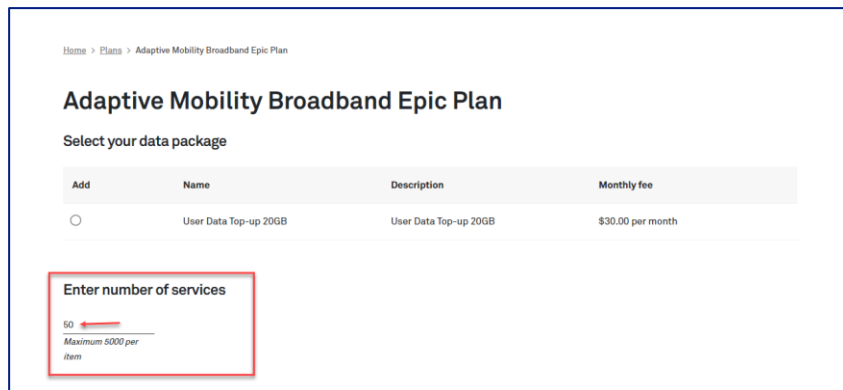
All new LANES customers will now require a minimum 50 services as part of the initial activations via Telstra Order Express (TOX). Otherwise, system will throw an error.



The screenshot shows a red error message box at the top: "You need to purchase a minimum of 50 services to proceed. Please increase the quantity." Below this is a form titled "Enter number of services" with a text input field containing the number "1". A red box highlights the input field and a tooltip below it that says "Supported minimum quantity : 50".

Step 7

Please enter a **quantity of 50x services** or more to correct the error message above.



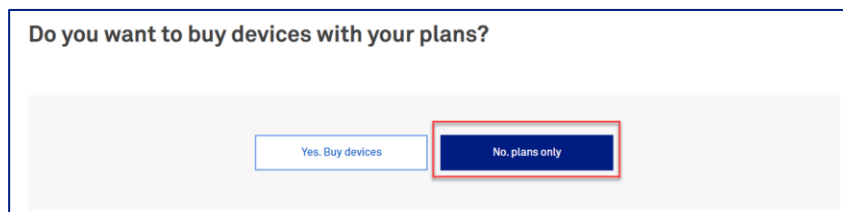
The screenshot shows the "Adaptive Mobility Broadband Epic Plan" selection screen. It includes a breadcrumb trail "Home > Plans > Adaptive Mobility Broadband Epic Plan" and a table for selecting a data package. Below the table is an "Enter number of services" input field with a red box around it. The input field shows "50" and a tooltip that says "Maximum 5000 per item".

Add	Name	Description	Monthly fee
<input type="radio"/>	User Data Top-up 20GB	User Data Top-up 20GB	\$30.00 per month

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'.



The screenshot shows a confirmation screen titled "Do you want to buy devices with your plans?". There are two buttons: "Yes. Buy devices" and "No. plans only". The "No. plans only" button is highlighted with a red box.

Step 9

Enter User Details as per below:

- User Name
- Email (this is optional)
- For this example, select 'Request a New SIM card' in the dropdown.

Order Express

Item(s) (inc GST)	Monthly recurring fee	One-off fee	First month fee
	\$4,650.00	\$0.00	\$4,650.00

Selected quantity
50

Enter User Details

Upload File [Choose Files](#) No file chosen [Download Sample List](#)

1 Enter user name * **Test User** Enter email (Optional) **test.user@gmail.com** Request a new SIM card Please select sim card

I want to *
Request a new SIM card
Activate Existing Blank SIM Card

Step 10

Select the default **LANES sim card** in the dropdown field.

Enter User Details

Upload File [Choose Files](#) No file chosen [Download Sample List](#)

1 Enter user name * **Test User** Enter email (Optional) **test.user@gmail.com** Request a new SIM card Please select sim card

Please select sim card
LANES Enterprise


Step 11

Click on the **duplicate icon** to copy the user details from 1 to 50. Otherwise, you need to enter user details manually.

Enter User Details

Upload File [Choose Files](#) No file chosen [Download Sample List](#)

1 Enter user name * **Test User** Enter email (Optional) **test.user@gmail.com** Request a new SIM card LANES Enterprise

Cost center (Optional) 

Step 12

Click on **Add to Cart** button.

The screenshot shows the 'Order Express' interface. At the top, there's a header with the Telstra logo, 'Order Express', and a 'Logout' link. Below the header, a table displays item details:

Item(s) (inc GST)	Monthly recurring fee	One-off fee	First month fee
	\$4,650.00	\$0.00	\$4,650.00

Below the table, there are two identical sections for items 49 and 50. Each section contains:

- Enter user name * (Test User)
- Enter email (Optional) (test.user@gmail.com)
- Request a new SIM card (dropdown menu)
- LANES Emergency (dropdown menu)
- Cost center (Optional) (text input)

An 'Add to Cart' button is located at the bottom right of the form, highlighted with a red box.

Step 13

This will add the items selected to the **Shopping cart**.

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

The screenshot shows the 'Shopping cart' interface. At the top, there's a header with the Telstra logo and 'Shopping cart'. Below the header, a table displays item details:

Item description	Unit price	Quantity	Sub total	Action
Adaptive Mobility Broadband Epic Plan New Service Billing Account Number : [input] 2	\$93.00/mth	50	\$4,650.00/mth	+ Remove

Below the table, there's a 'Checkout summary' section with a 'Total monthly cost' of \$4,650.00. At the bottom, there are three buttons: 'Clear cart', 'Continue shopping', and 'Checkout'. A '+' button is highlighted in red in the 'Action' column of the table.

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.

Shopping cart

Item description	Unit price	Quantity	Sub total	Action
Adaptive Mobility Broadband Epic Plan New Service Billing Account Number : <input type="text" value="2"/>	\$93.00/mth	50	\$4,650.00/mth	Remove
Adaptive Mobility Broadband Epic Plan Add-ons LANES Emergency data Add on	\$60.00/mth \$33.00/mth			

User name	Sim card	Sim serial	Cost center	Action
Test User	LANES Emergency			Remove
Test User	LANES Emergency			Remove

Checkout summary

Total monthly cost **\$4,650.00**

*Free delivery. All prices are inclusive of GST.

[Clear cart](#)
[Continue shopping](#)
[Checkout](#)

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.

Order Express
Cart: 1 Logout

✖ Invalid suburb, state or post code. Please check the address

Checkout

Delivery details

Ordered by: Name of recipient *

Note: A PO BOX address is not a valid TOX delivery address

Select address *

Do you require a customer based purchase order number?

Yes
 No

Do you require a cost centre reference?

Yes
 No

Order notification copied to

Type one or more email addresses, separated by commas.

Comment

Commentary field is for your organisation's internal use only. Activations & shipping will not have visibility on the content.

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 &, comma, quotes, \, /	Yes, able to post to TOLL ✓ Error (LOMS and/or TOLL) ✗

The screenshot shows the 'Checkout' page with a red error message at the top: 'customer po number is invalid'. Below the 'Delivery details' section, there are two questions with radio buttons. The first question is 'Do you require a customer based purchase order number?' with the 'Yes' radio button selected and highlighted by a red box. The second question is 'Do you require a cost centre reference?' with the 'No' radio button selected. Below these questions is a 'PO & Validation' field with a red error message: 'Invalid customer po number'. At the bottom, there are buttons for 'View/Edit cart', 'Submit order later', and 'Confirm order'.

Step 17

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

The screenshot shows the bottom of the checkout page with three buttons: 'View/Edit cart', 'Submit order later', and 'Confirm order'. The 'Confirm order' button is highlighted with a red border.

Step 18

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

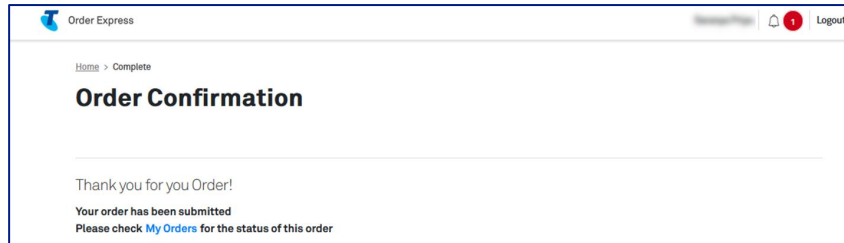
A notification will appear on your screen advising that your order is being processed.

The screenshot shows the 'Checkout summary' section with a total monthly cost of \$4,650.00. Below this, there is a notification message: 'Your order is being processed - this may take a few minutes. Please do not refresh your browser or resubmit your order.' The 'Confirm order' button is greyed out, and a red arrow points to it.

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.

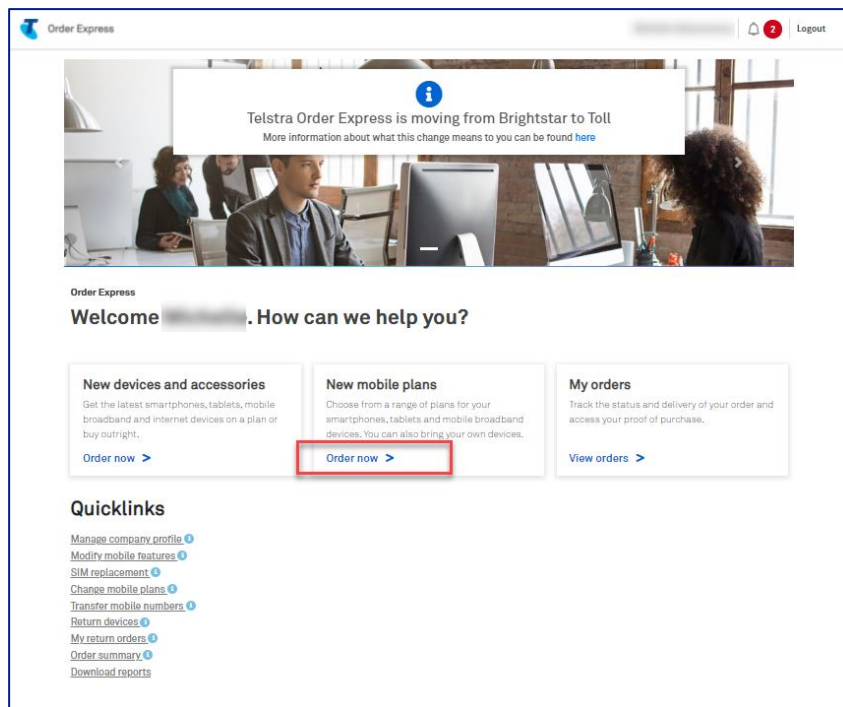
Tip! Click the **My Orders** hyperlink to take you to the My Orders page in TOX.



Step 20

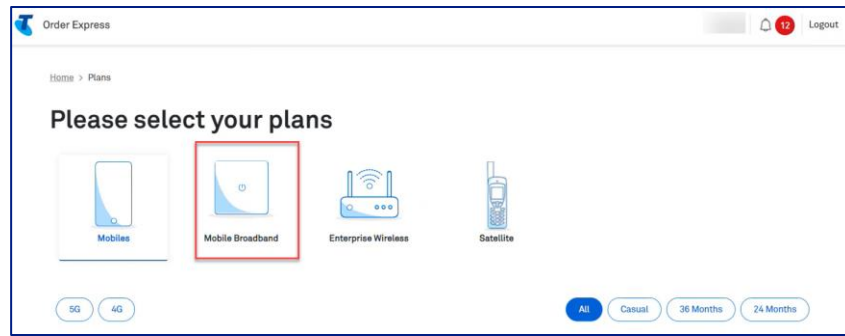
Scenario B: LANES Customer selects a plan with minimum order quantity of 50 along with Add-on LANES as a new service activation request and requesting to activate existing blank SIM card.

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



Step 21

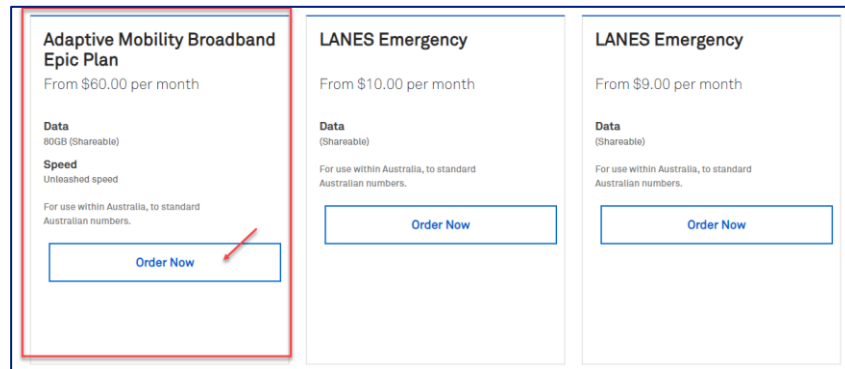
Select **Mobile Broadband** for the plans.



Step 22

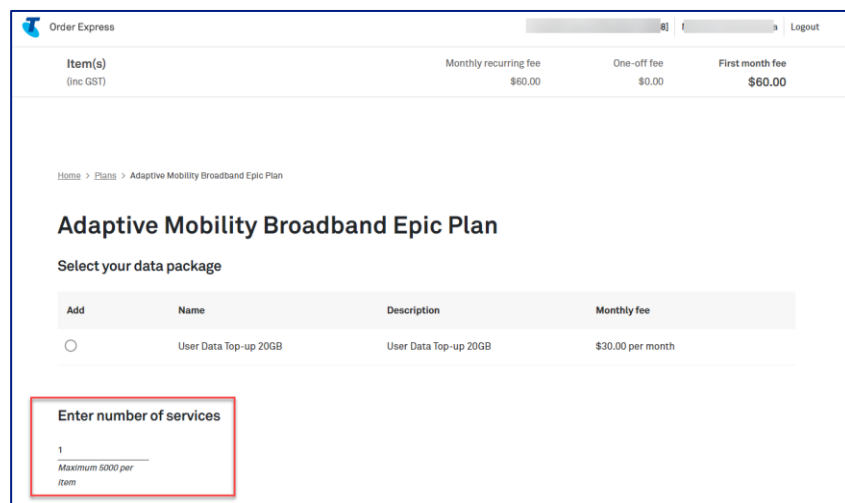
Choose your plan and click on **Order Now**.

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**.

Add-ons (optional)
Choose from a range of optional extras to go with your plan.

Add	Name	Description	Monthly fee
Lanes			
<input checked="" type="checkbox"/>	Lanes Emergency data Add on	Lanes Emergency data Add on	\$33.00 per month
Other			
<input type="checkbox"/>	Adaptive Mobility Accelerator	Adaptive Mobility Accelerator	\$10.00 per month

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.

✘ You need to purchase a minimum of 50 services to proceed. Please increase the quantity.

Enter number of services

1

Supported minimum quantity : 50

Step 26

Please enter a **quantity of 50x services** or more to correct the error message above.

Home > Plans > Adaptive Mobility Broadband Epic Plan

Adaptive Mobility Broadband Epic Plan

Select your data package

Add	Name	Description	Monthly fee
<input type="checkbox"/>	User Data Top-up 20GB	User Data Top-up 20GB	\$30.00 per month

Enter number of services

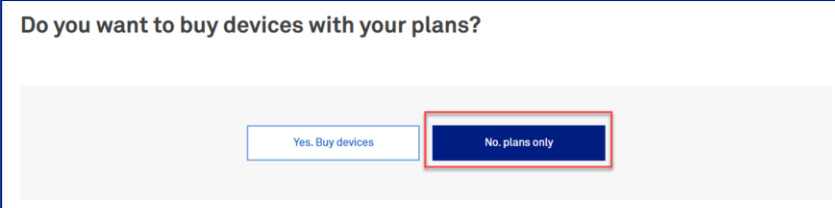
50

Maximum 5000 per item

Step 27

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

For this example, click on 'No. plans only'.



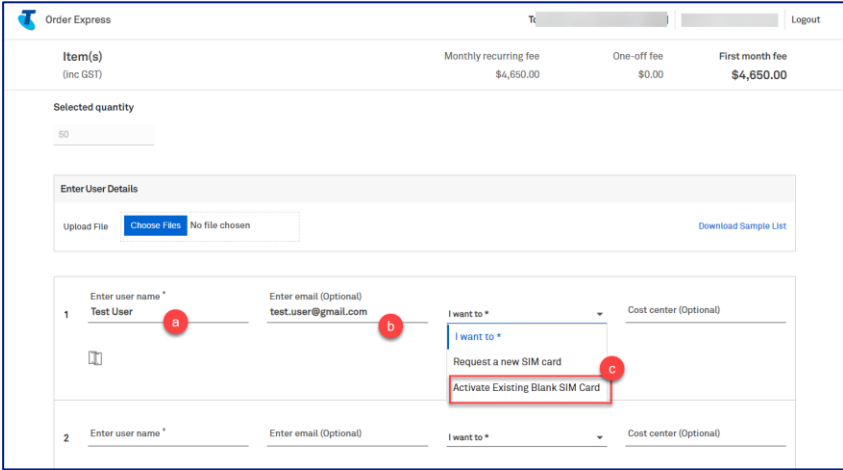
Do you want to buy devices with your plans?

Yes. Buy devices No. plans only

Step 28

Enter User Details as per below:

- User Name
- Email (this is optional)
- For this example, select 'Activate Existing Blank SIM Card' in the dropdown



Order Express Logout

Item(s) (inc GST)	Monthly recurring fee	One-off fee	First month fee
	\$4,650.00	\$0.00	\$4,650.00

Selected quantity: 50

Upload File Choose Files No file chosen Download Sample List

1 Enter user name * Test User Enter email (Optional) test.user@gmail.com I want to * Cost center (Optional)

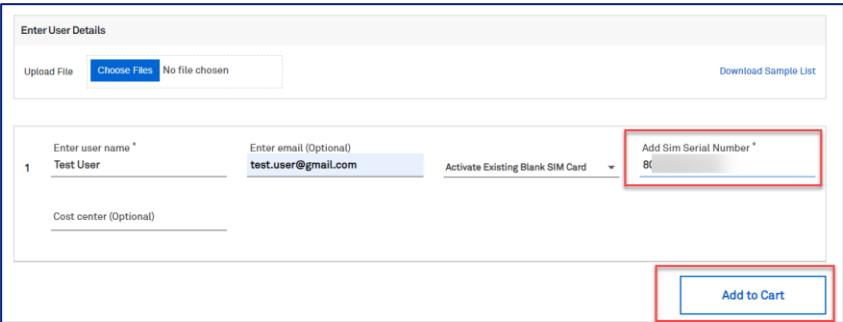
I want to *
Request a new SIM card
Activate Existing Blank SIM Card

2 Enter user name * Enter email (Optional) I want to * Cost center (Optional)

Step 29

Input the **SIM serial numbers** as required.

Click on **Add to Cart** button.



Enter User Details

Upload File Choose Files No file chosen Download Sample List

1 Enter user name * Test User Enter email (Optional) test.user@gmail.com Activate Existing Blank SIM Card Add Sim Serial Number * 80

Cost center (Optional)

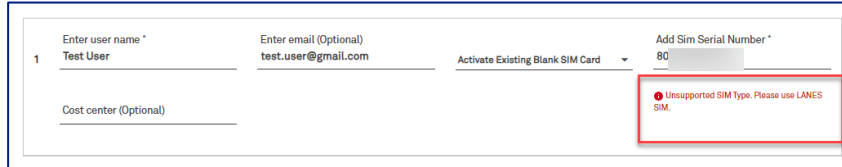
Add to Cart

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.

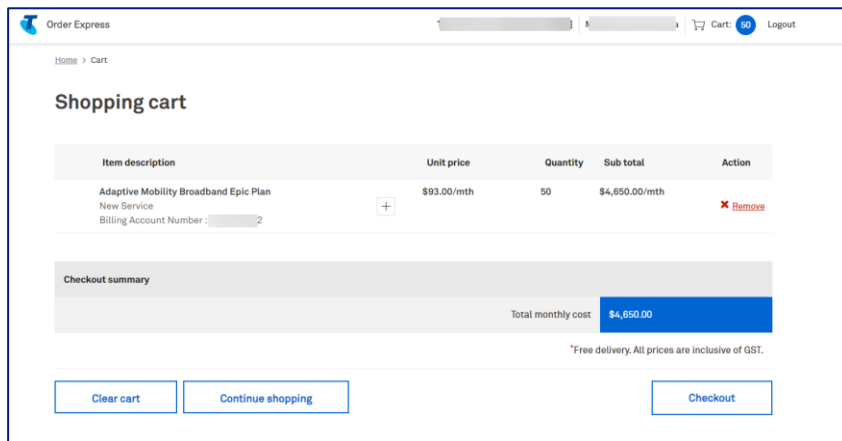


The screenshot shows a form with the following fields: "Enter user name *" (Test User), "Enter email (Optional)" (test.user@gmail.com), "Add Sim Serial Number *" (80), and "Cost center (Optional)". A red box highlights an error message: "Unsupported SIM Type. Please use LANES SIM." Below the form, there is a dropdown menu labeled "Activate Existing Blank SIM Card".

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.**

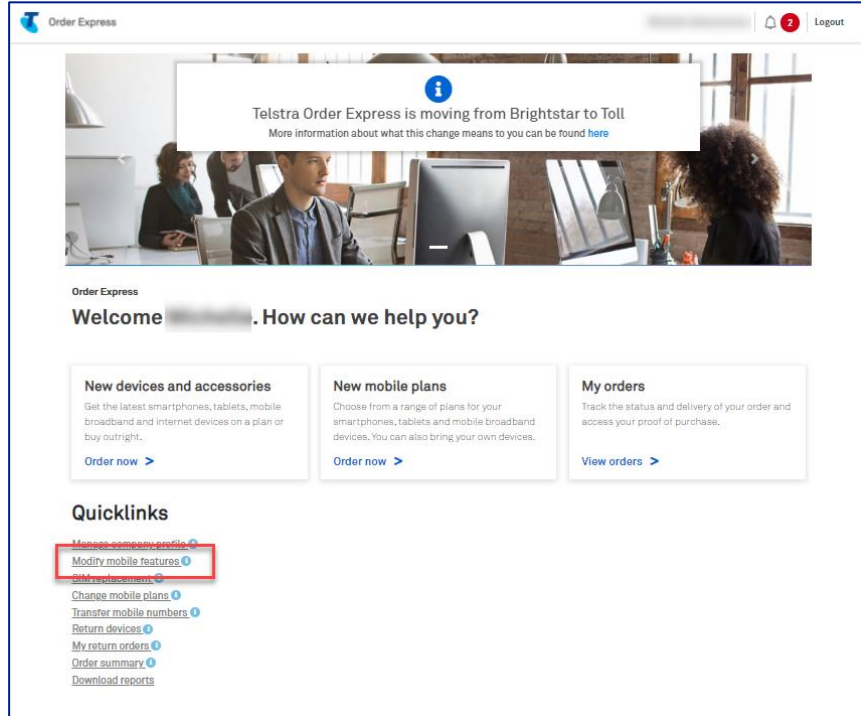


The screenshot shows the "Shopping cart" page. The cart contains one item: "Adaptive Mobility Broadband Epic Plan" with a unit price of \$93.00/mth, a quantity of 50, and a sub total of \$4,650.00/mth. The item is marked as a "New Service" and has a "Billing Account Number" of 2. A "Remove" button is visible next to the item. Below the item list is a "Checkout summary" section showing a "Total monthly cost" of \$4,650.00. At the bottom of the page, there are three buttons: "Clear cart", "Continue shopping", and "Checkout". A note at the bottom right states: "Free delivery. All prices are inclusive of GST."

Step 32

Scenario C: LANES Customer modifies an existing mobile service and added LANES services in the order.

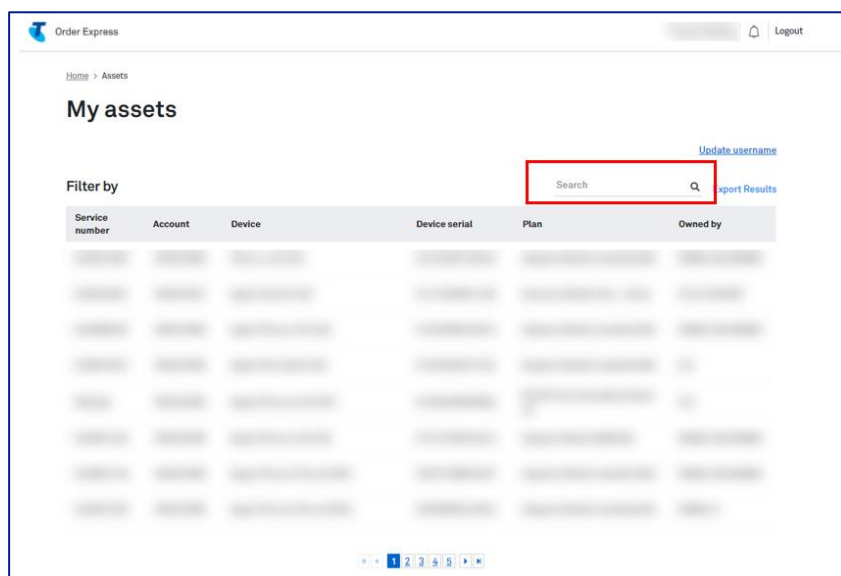
On the Home page, click on the **Modify mobile features** under the Quicklink section.



Step 33

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

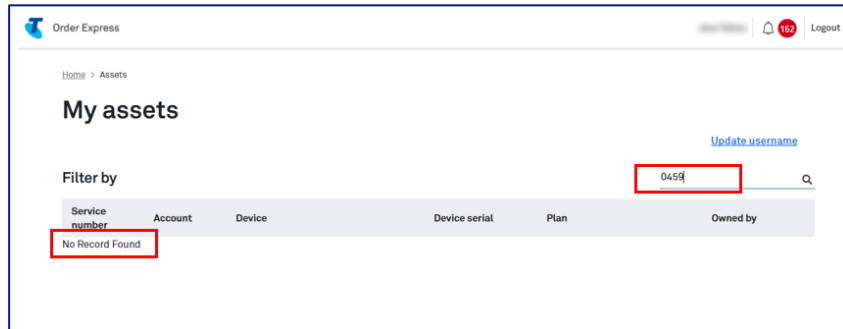
1. Service number
2. Device Serial (IMEI)



Step 34

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

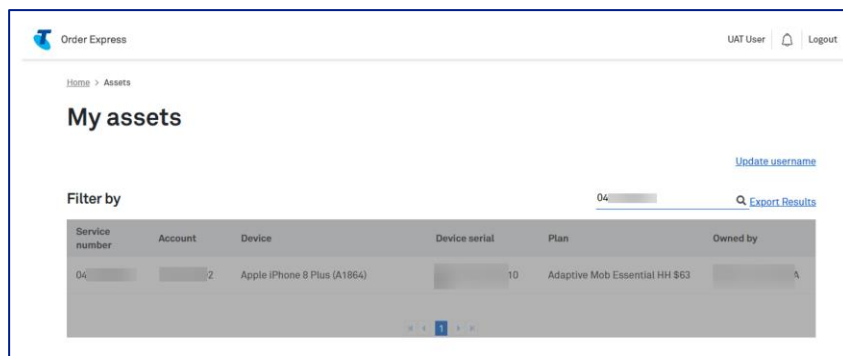
Note: Continue to type the **full number** when conducting your search. The system will display **No Record Found** till a match is found.



Step 35

TOX will populate a result once there is a match.

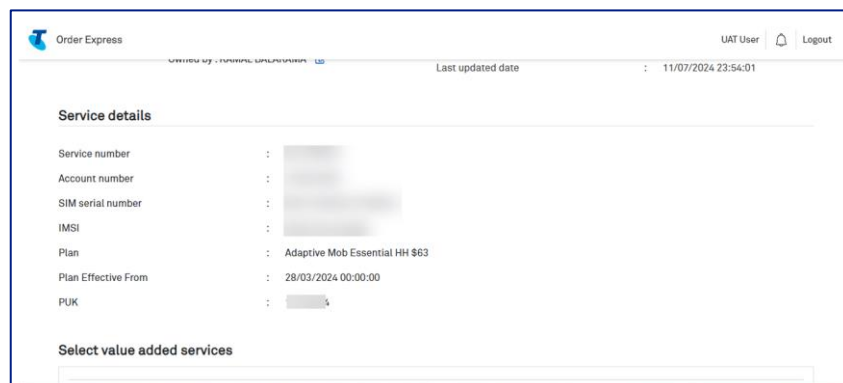
Click to access the record.



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.

<input type="radio"/>	MessageBank Plus for iOS	MessageBank Plus for iOS	\$0.00 per month
<input checked="" type="checkbox"/>	LANES BCD Data Add on	LANES BCD Data Add on	\$25.00 per month
<input type="radio"/>	calvaryapn.org.au	calvaryapn.org.au	\$0.00 per month
<input type="radio"/>	apn4.countryenergy.com.au	apn4.countryenergy.com.au	\$0.00 per month
<input type="radio"/>	apn.kineticit.com.au	apn.kineticit.com.au	\$0.00 per month
International Calling			
<input type="radio"/>	International calling and SMS to all countries	International calling and SMS to all countries	\$15.00 per month
<input type="radio"/>	International calling and SMS to specific countries	International calling and SMS to specific countries	\$10.00 per month
Other			
<input type="radio"/>	OneNumber	OneNumber	\$5.00 per month
<input type="radio"/>	Adaptive Mobility Accelerator	Adaptive Mobility Accelerator	\$10.00 per month

Step 38

Click **Yes** to confirm your updates.

Update value added services

You will need to use a LANES SIM for this. You will be redirected to the sim replacement page. Are you sure you want to proceed?

Step 39

You will be directed to SIM replacement page.
Under the SIM card dropdown option select **'Request a new SIM card'**.

SIM replacement

Move your Telstra mobile number(s) to new SIM card's

Enter Quantity
1
Maximum 99 per item

End user's name *	Email (Optional)	Cost center (Optional)	Mobile service number *	SIM card option *	SIM serial / card *	Actions
UAT User	5gcustomertest@gmail.com			Request a new SIM card	Please select	

Step 40

Select the default LANES sim card in the dropdown field.

Click on the **Continue** button.

Order Express UAT User Logout

Move your Telstra mobile number(s) to new SIM card's

Enter Quantity
3
Maximum 99 per item

End user's name *	Email (Optional)	Cost center (Optional)	Mobile service number *	SIM card option *	Actions
UAT User	Sgcustomertest@gmail.com			Request a new SIM card Please select LANES Enterprise	

Cancel Continue

Step 41

You will get directed to the **Shopping cart** page.

Click on **Checkout** button.

Order Express UAT User Cart: 1 Logout

Home > Cart

Shopping cart

Item description	Unit price	Quantity	Sub total	Action
Sim replacement	\$0	1	\$0	Remove

User name	Sim card	Sim serial	Cost center
UAT User	LANES Enterprise		

Checkout summary

Total monthly cost **\$0.00**

*Free delivery. All prices are inclusive of GST.

Clear cart Continue shopping Checkout

Step 42

Enter the delivery details following the prompts.

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

Delivery details

Ordered by _____ Name of recipient _____

Do you require a customer based purchase order number?
 Yes
 No

Do you require a cost centre reference?
 Yes
 No

Order notification copied to _____

Comment _____

Type one or more email addresses, separated by commas.

Checkout summary

SIM replacement 1

Total outright cost **\$0.00**

*Free delivery. All prices are inclusive of GST.

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 &, comma, quotes, \, /	Yes, able to post to TOLL <input checked="" type="checkbox"/> Error (LOMS and/or TOLL) <input checked="" type="checkbox"/>

Checkout

Delivery details

Ordered by _____ Name of recipient _____

Note: A PO BOX address is not a valid TOX delivery address

Do you require a customer based purchase order number?
 Yes
 No

Do you require a cost centre reference?
 Yes
 No

PO & Validation
Invalid customer po number

Comment _____

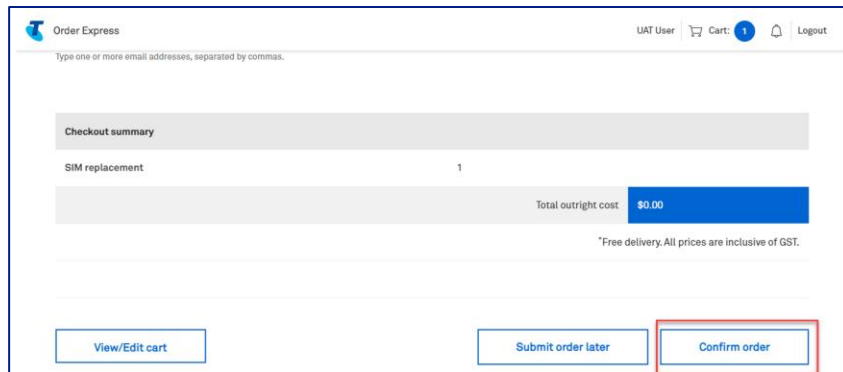
Order notification copied to _____

Type one or more email addresses, separated by commas.

Commentary field is for your organisation's internal use only. Activations & shipping will not have visibility on the contents.

Step 44

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

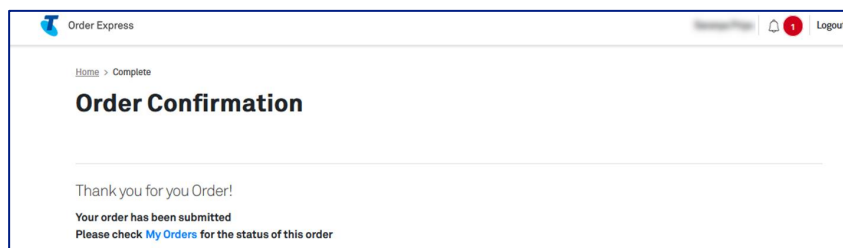


Step 45

Once complete, the Order confirmation page will display.

Tip!

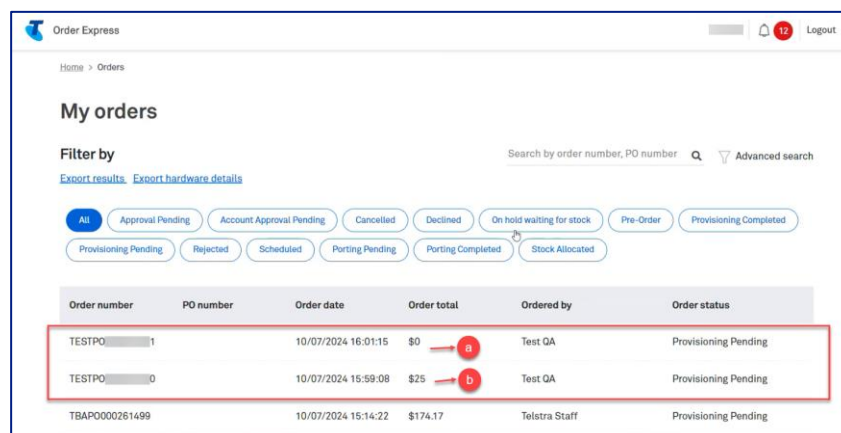
Click the **My Orders** hyperlink to take you to the My Orders page in TOX.



Step 46

Once you get into the **My orders** page, you will see that TOX generated 2 orders for this LANES order scenario:

- SIM Replacement
- 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.

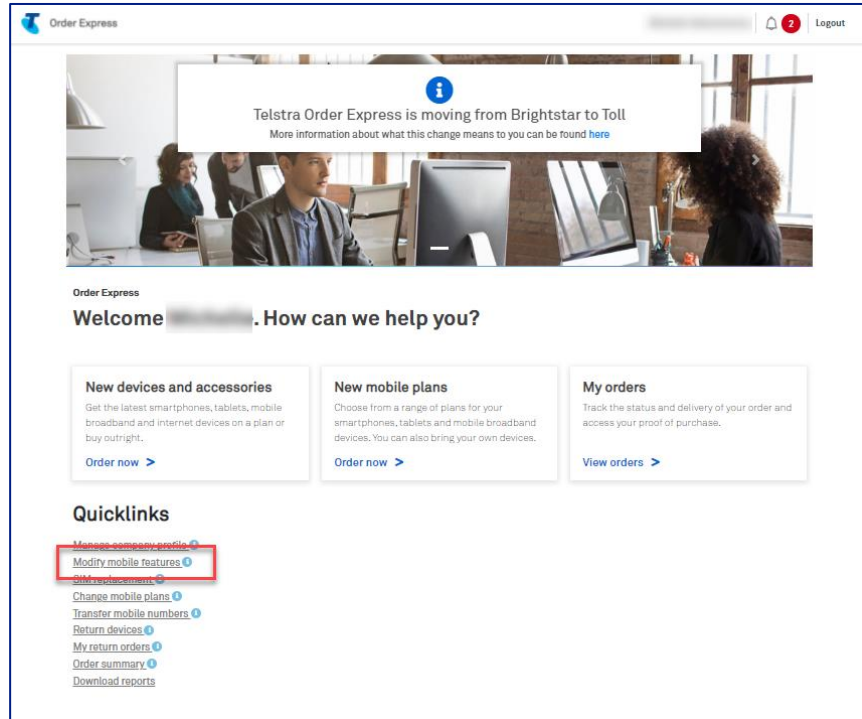
Step 1

Log in to the TOX Customer Portal.

a. Single Service Deactivation Order

Step 2

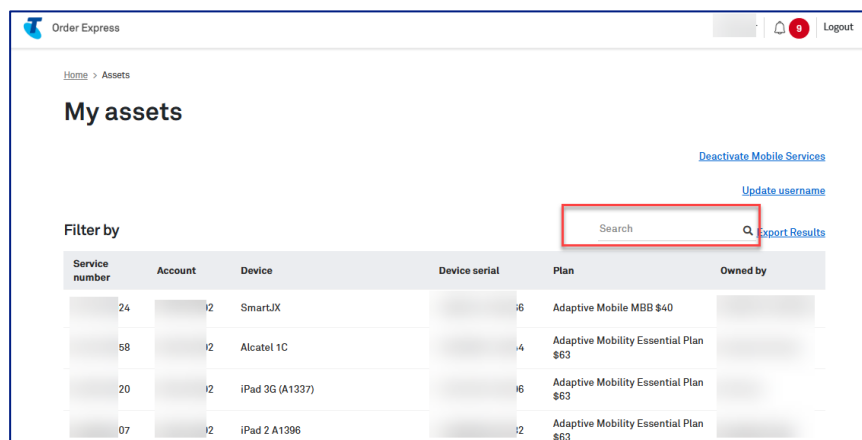
Select **Modify mobile features**.



Step 3

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

- Service number
- Device Serial (IMEI)



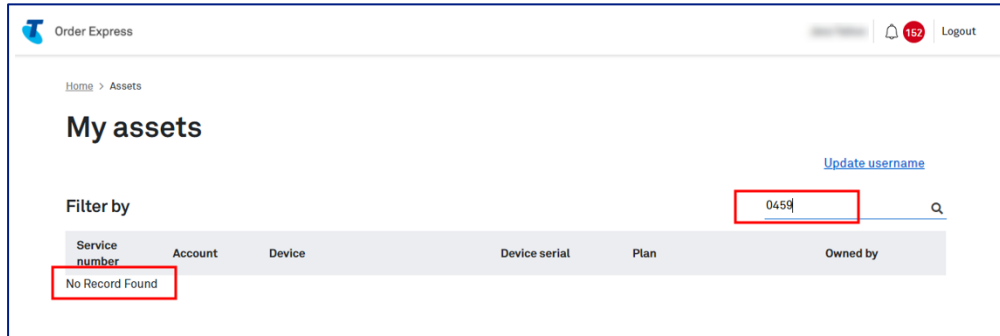
Step 4

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

Note:

Continue to type the **full number** when conducting your search.

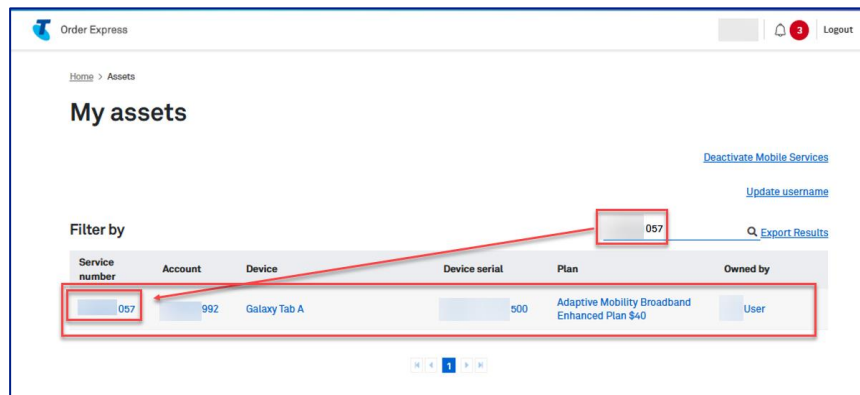
The system will display **No Record Found** till a match is found.



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:

- Device Information
- Service Details

You will see here the Service Status showing: **Active**

The screenshot shows the 'Asset details' screen for a 'Galaxy Tab A'. It is divided into three sections: 'Device information', 'Service details', and 'Account information'. The 'Service status' is highlighted with a red box and shows 'Active'. The 'Service number' is '057' with a 'Deactivate' link next to it.

Device information	
IMEI / Serial	: [redacted] 1500
Last updated date	: 19/11/2024 01:38:53

Service details	
Service number	: [redacted] 057 Deactivate
Service status	: Active
Account number	: [redacted] 1992
SIM serial number	: [redacted] 63
IMSI	: [redacted] 1
Plan	: Adaptive Mobility Broadband Enhanced Plan \$40
Plan Effective From	: 05/03/2024 00:00:00
PUK	: [redacted] 9

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.

This screenshot is identical to the one in Step 6, but the 'Deactivate' link next to the 'Service number' is highlighted with a red box. The 'Service status' is also highlighted with a red box and shows 'Active'.

Device information	
IMEI / Serial	: [redacted] 1500
Last updated date	: 19/11/2024 01:38:53

Service details	
Service number	: [redacted] 057 Deactivate
Service status	: Active
Account number	: [redacted] 1992
SIM serial number	: [redacted] 63
IMSI	: [redacted] 1
Plan	: Adaptive Mobility Broadband Enhanced Plan \$40
Plan Effective From	: 05/03/2024 00:00:00
PUK	: [redacted] 9

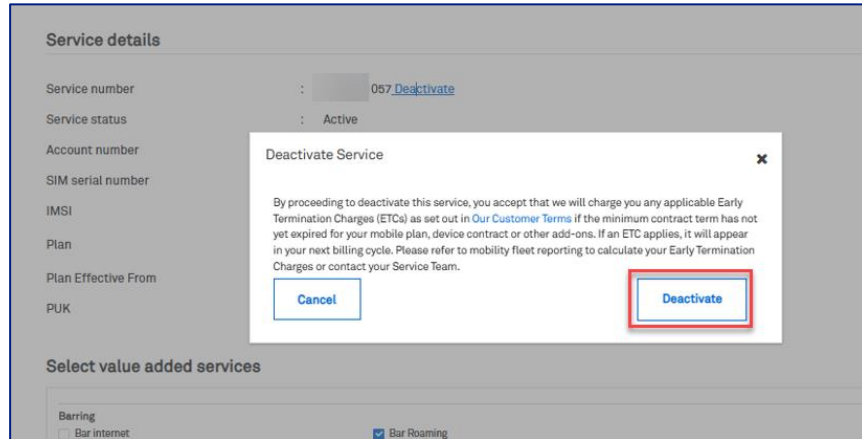
Step 8

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.

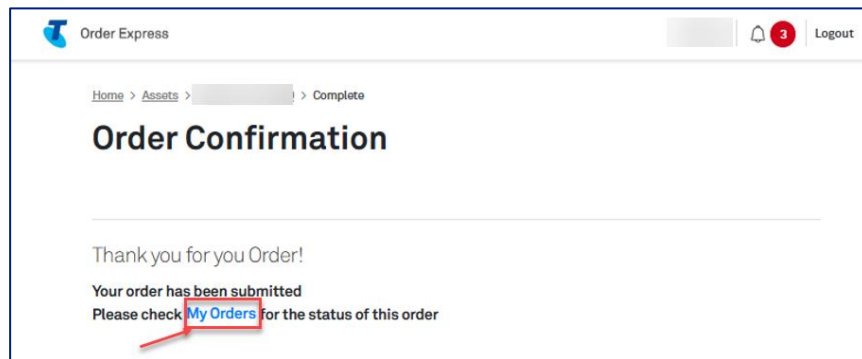


Step 9

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.

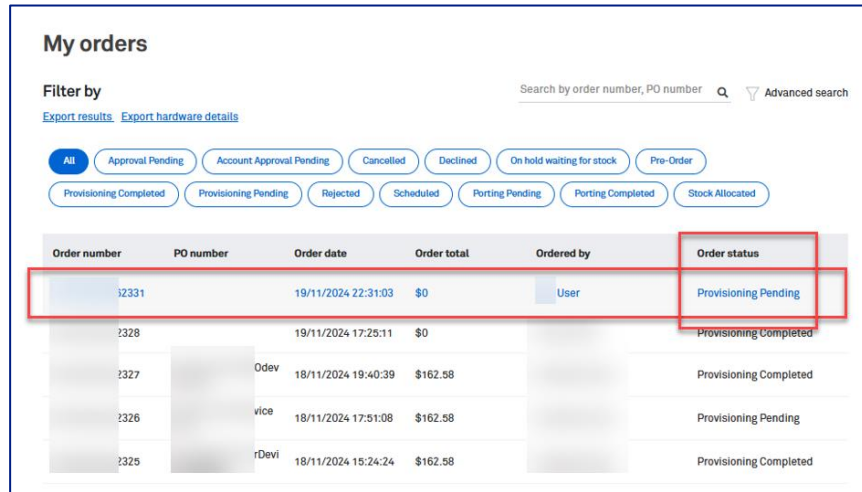
Or search the order via **My Order** page.



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.



My orders

Filter by Search by order number, PO number

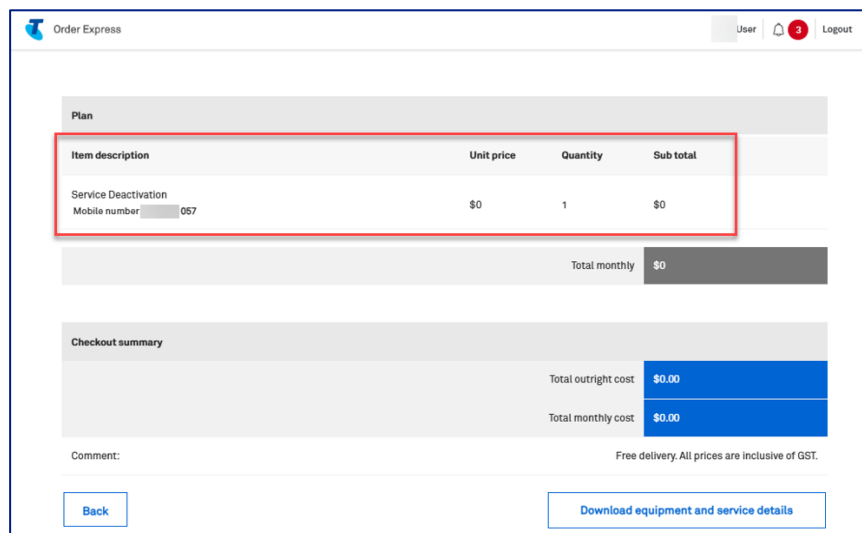
[Export results](#) [Export hardware details](#)

All Approval Pending Account Approval Pending Cancelled Declined On hold waiting for stock Pre-Order
Provisioning Completed Provisioning Pending Rejected Scheduled Porting Pending Porting Completed Stock Allocated

Order number	PO number	Order date	Order total	Ordered by	Order status
32331		19/11/2024 22:31:03	\$0	User	Provisioning Pending
328		19/11/2024 17:25:11	\$0		Provisioning Completed
327	Dev	18/11/2024 19:40:39	\$162.58		Provisioning Completed
326	vice	18/11/2024 17:51:08	\$162.58		Provisioning Pending
325	rDevi	18/11/2024 15:24:24	\$162.58		Provisioning Completed

Step 11

Scroll down to the Order details page and you will see the order description as 'Service Deactivation' with no cost associated.



Order Express User

Plan

Item description	Unit price	Quantity	Sub total
Service Deactivation Mobile number 057	\$0	1	\$0

Total monthly **\$0**

Checkout summary

Total outright cost	\$0.00
Total monthly cost	\$0.00

Comment: Free delivery. All prices are inclusive of GST.

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.

The screenshot displays the 'Galaxy Tab A' asset details page. The 'Service details' section is highlighted, showing the following information:

Device information	
IMEI / Serial	: [REDACTED]
Last updated date	: 19/11/2024 01:38:53

Service details	
Service number	: [REDACTED] 057
Service status	: Pending Deactivation
Account number	: [REDACTED] 992
SIM serial number	: [REDACTED] 63
IMSI	: [REDACTED] 751
Plan	: Adaptive Mobility Broadband Enhanced Plan \$40
Plan Effective From	: 05/03/2024 00:00:00
PUK	: [REDACTED] 9

A red box highlights the 'Service status' field, and a red arrow points to the 'Service number' field. A 'Back' button is visible at the bottom left.

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.

The screenshot displays the 'Galaxy Tab A' asset details page, showing the service status updated to 'Deactivated'.

Device information	
IMEI / Serial	: [REDACTED] 500
Last updated date	: 19/11/2024 01:38:53

Service details	
Service number	: [REDACTED] 057
Service status	: Deactivated
Account number	: [REDACTED] 992
SIM serial number	: [REDACTED] 063
IMSI	: [REDACTED] 751
Plan	: Adaptive Mobility Broadband Enhanced Plan \$40
Plan Effective From	: 05/03/2024 00:00:00
PUK	: [REDACTED] 99

A red box highlights the 'Service status' field.

Step 14

Order will then show status in **Provisioning Completed**.

My orders

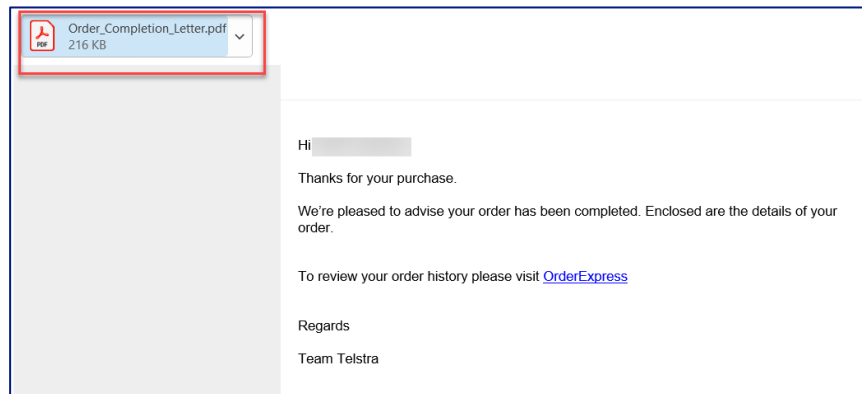
Filter by

[Export results](#) [Export hardware details](#)

Order number	PO number	Order date	Order total	Ordered by	Order status
2331		19/11/2024 22:31:03	\$0	User	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 [redacted] User,

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

Your Order Reference

Order ID: [redacted] 2331
Order Completion Date: 20/11/2024
Your PO Reference:
Your Cost Centre Reference:
Ordered By: [redacted] User
Courier Consignment:

Your Price Summary

Total Monthly Fees inc GST	\$0.00 per month
<i>Upfront Fees inc GST</i>	<i>\$0.00</i>
<i>Less Discounts and Loyalty Funds</i>	<i>-\$0.00</i>
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	[redacted] 057			\$0.00 per month

IMPORTANT

Returns Policy

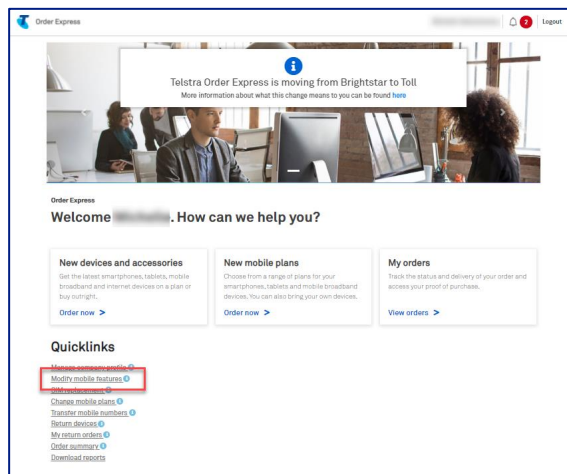
If you're looking to return your device/s for Change of Mind, please ensure you initiate the return within 14 days of receiving the order. For more information on Change of mind, Faulty Device/s or bulk returns, please see user guides on [t.com](#)

Step 17

b. Bulk Service Deactivation Order

Navigate back to the TOX home page.

Select **Modify mobile features**.

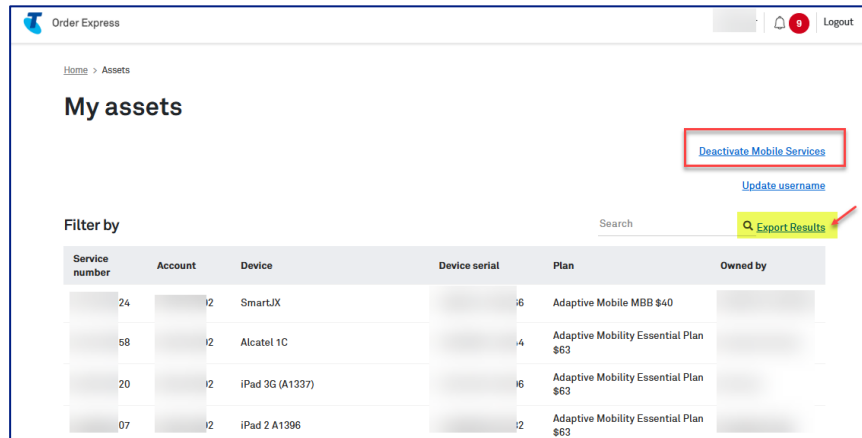


Step 18

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.

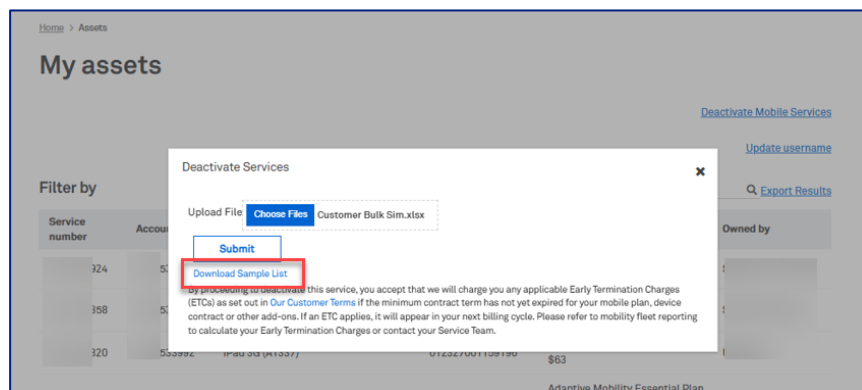


Step 19

Click on **Download Sample List** to get the worksheet template for upload.

Note:

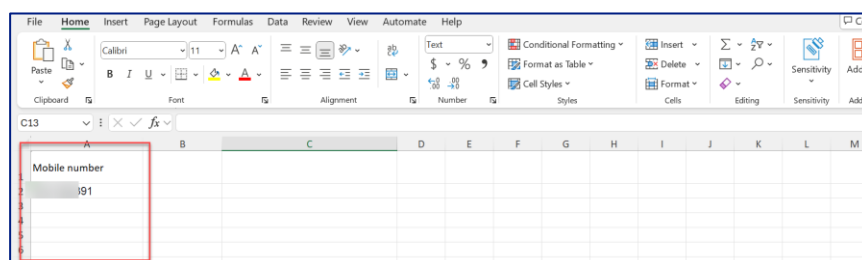
This template will be accessible through your Downloads folder in your computer.



Step 20

Open the Deactivation worksheet template and populate with the mobile numbers for service deactivation.

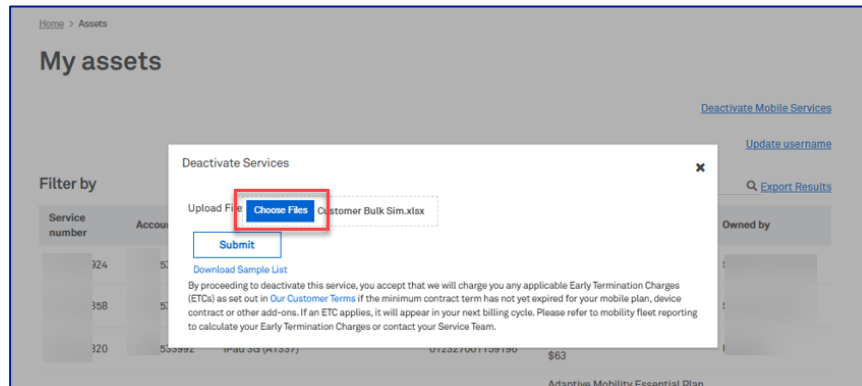
Save the changes in your computer.



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.

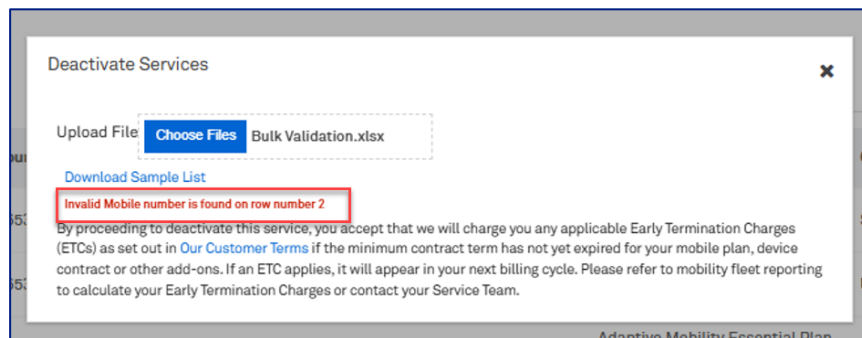


Step 21a

In the event, the worksheet template contains invalid mobile number, TOX will show an error message.

Note:

Row number with error will be specified.

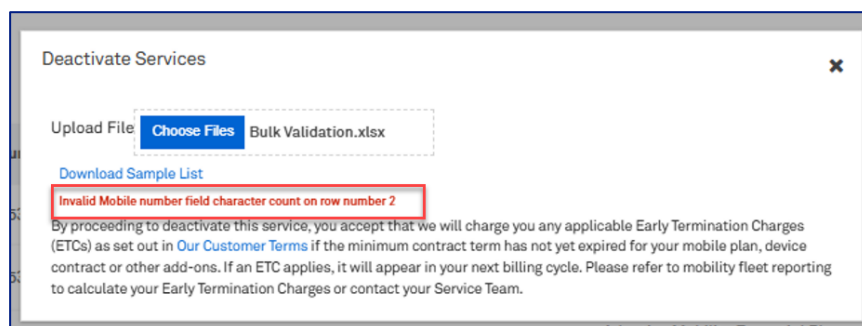


Step 21b

In the event, the worksheet template contains any special characters, TOX will show the corresponding error message.

Note:

Row number with error will be specified.



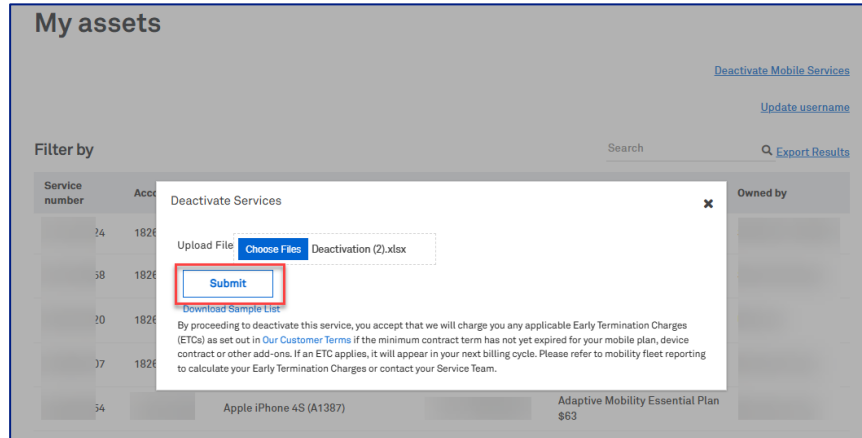
Step 22

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.

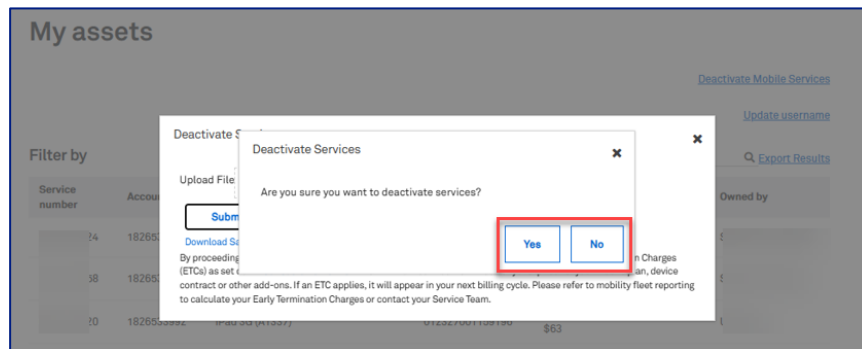


Step 23

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.

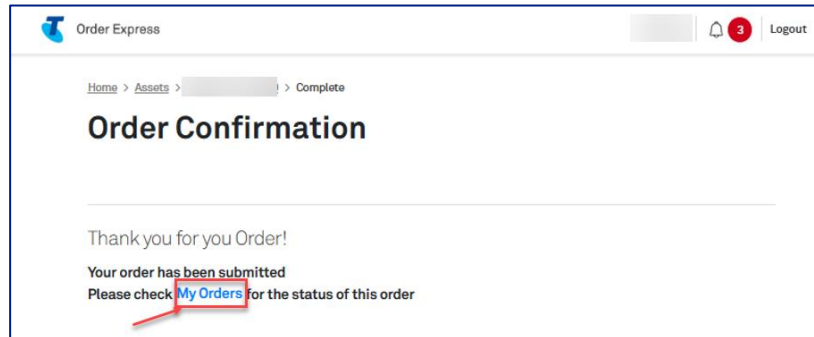


Step 24

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.

The screenshot shows the 'My orders' page. It has a search bar and filter buttons. The filter buttons include: All, Approval Pending, Account Approval Pending, Cancelled, Declined, On hold waiting for stock, Pre-Order, Provisioning Completed, Provisioning Pending, Rejected, Scheduled, Porting Pending, Porting Completed, and Stock Allocated. Below the filters is a table of orders. The table has columns: Order number, PO number, Order date, Order total, Ordered by, and Order status. The first row is highlighted with a red box, showing 'Provisioning Pending' in the Order status column.

Order number	PO number	Order date	Order total	Ordered by	Order status
			\$0	User	Provisioning Pending
		19/11/2024 17:25:11	\$0		Provisioning Completed
		Odev 18/11/2024 19:40:39	\$162.58		Provisioning Completed
		vice 18/11/2024 17:51:08	\$162.58		Provisioning Pending
		rDevi 18/11/2024 15:24:24	\$162.58		Provisioning Completed

Step 26

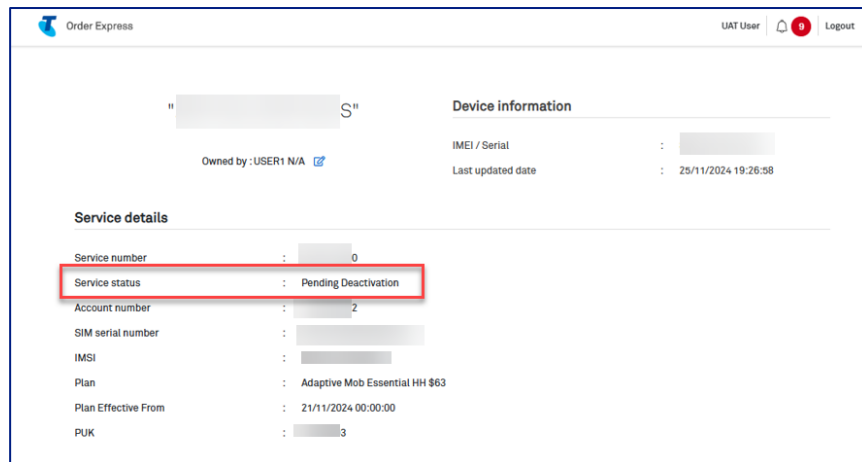
Scroll down to the Order details page and you will see the order description as 'Service Deactivation' with no cost associated of all the Service Numbers populated in the worksheet upload.

The screenshot shows the 'Order details' page. It has a 'Plan' section and a table of items. The table has columns: Item description, Unit price, Quantity, and Sub total. The items are 'Service Deactivation' with mobile numbers 11, 12, and 19. All items have a unit price of \$0 and a quantity of 1, resulting in a sub total of \$0.

Item description	Unit price	Quantity	Sub total
Service Deactivation Mobile number: 11	\$0	1	\$0
Service Deactivation Mobile number: 12	\$0	1	\$0
Service Deactivation Mobile number: 19	\$0	1	\$0

Step 27

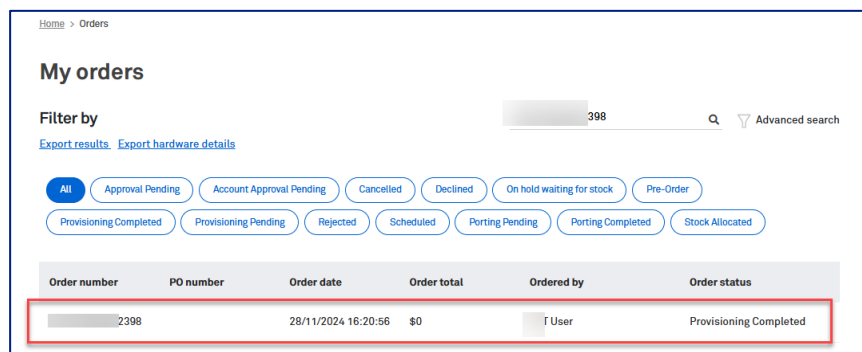
If you will navigate back to the Asset Details page (as per step 6), you will see Service Status now showing in **Pending Deactivation** for the specific mobile number from the worksheet upload.



The screenshot shows the 'Order Express' interface. At the top, it says 'UAT User' and 'Logout'. The main content area is divided into sections: 'Device information' and 'Service details'. Under 'Device information', there are fields for 'IMEI / Serial' and 'Last updated date'. Under 'Service details', there are several fields: 'Service number', 'Service status', 'Account number', 'SIM serial number', 'IMSI', 'Plan', 'Plan Effective From', and 'PUK'. The 'Service status' field is highlighted with a red box and shows the value 'Pending Deactivation'.

Step 28

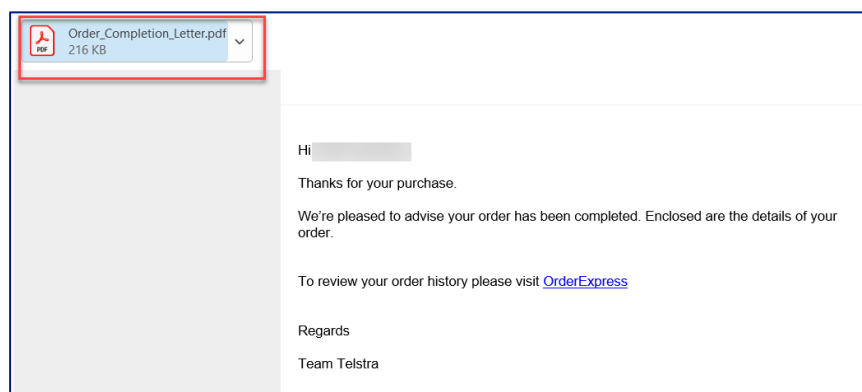
Once Service Deactivation Order has been processed and completed automatically, the order will show status as **Provisioning Completed**.



The screenshot shows the 'My orders' page in the Order Express interface. It includes a search bar with the number '398' and a search icon. Below the search bar, there are several filter buttons: 'All', 'Approval Pending', 'Account Approval Pending', 'Cancelled', 'Declined', 'On hold waiting for stock', 'Pre-Order', 'Provisioning Completed', 'Provisioning Pending', 'Rejected', 'Scheduled', 'Porting Pending', 'Porting Completed', and 'Stock Allocated'. Below the filters, there is a table with columns: 'Order number', 'PO number', 'Order date', 'Order total', 'Ordered by', and 'Order status'. The table contains one row with the following data: '2398', '28/11/2024 16:20:56', '\$0', 'User', and 'Provisioning Completed'. The entire table row is highlighted with a red box.

Step 29

You will also receive an Order Completion email with attached Order Completion Letter.



The screenshot shows an email interface. At the top, there is a red box highlighting an attached PDF file named 'Order_Completion_Letter.pdf' with a size of 216 KB. Below the attachment, the email body contains the following text: 'Hi [redacted]', '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', and 'Team Telstra'.

Step 30

This is the view of Completion Letter for this Bulk Service Deactivation Order.

Order Completion Confirmation



28/11/2024
Customer
CIDN: [REDACTED]

Dear [REDACTED] User,
Thanks for your recent order. Your order has now been completed and below you'll find a summary

Your Order Reference

Order ID: [REDACTED] 398
Order Completion Date: 28/11/2024
Your PO Reference:
Your Cost Centre Reference:
Ordered By: [REDACTED] User
Courier Consignment:

Your Price Summary

Total Monthly Fees inc GST	\$0.00 per month
<i>Upfront Fees inc GST</i>	<i>\$0.00</i>
<i>Less Discounts and Loyalty Funds</i>	<i>-\$0.00</i>
Total Upfront Fees inc GST	\$0.00

Your Ordered Items

Order Completion Confirmation



Item	User	Mobile/Billing Number	IMEI/Serial	SIM PUK/PIN	Total Amount inc GST
Service Deactivation	[REDACTED] User	[REDACTED] 9			\$0.00 per month
Service Deactivation	[REDACTED] User	[REDACTED] 5			\$0.00 per month
Service Deactivation	[REDACTED] User	[REDACTED] 2			\$0.00 per month
Service Deactivation	[REDACTED] User	[REDACTED] 7			\$0.00 per month
Service Deactivation	[REDACTED] User	[REDACTED] 9			\$0.00 per month
Service Deactivation	[REDACTED] User	[REDACTED] 7			\$0.00 per month
Service Deactivation	[REDACTED] User	[REDACTED] 2			\$0.00 per month
Service Deactivation	[REDACTED] User	[REDACTED] 1			\$0.00 per month