
Telstra Enterprise – Telstra Order Exchange (TOX) Customer Portal

Cancelling an Order in TOX

Business unit
Telstra Enterprise

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7/08/2026

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CP15

Audience

Enterprise Customers using Telstra Order Exchange (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 cancel orders within TOX.

Important note: Orders raised in TOX reach the irreversible processing stage within minutes (sometimes quicker) and thus cannot be cancelled. To identify whether the order can be cancelled based on status, please view the ordering status definitions below.

Business Rules

Cancellations or additions are not permitted on orders that have past the irreversible processing stage or have been dispatched.

Ordering Status

Order Status	Definition
Approval Pending	The order is waiting for the Customer Admin to review and approve the order. (Customer Admin and Telstra Staff can cancel the order). (Order can still be cancelled)
Submitted	The order has been successfully submitted to the logistics system. (Order can still be cancelled)
Order Pending	The order has been submitted through TOX and is in progress until it moves into validation checks or is sent to logistic system. (Order can still be cancelled)
Stock Allocated	The logistics system has successfully confirmed that stock is allocated to the order.
On Hold Waiting for Stock (Backordered)	The order is on hold because the required stock is currently unavailable and waiting for stocks. (Order can still be cancelled)

CP15 Cancelling an Order in TOX



Order Status	Definition
Cancelled	The order has been cancelled by either the customer or Telstra staff or a partner (if applicable).
Awaiting Delivery	The order is prepared for delivery and is waiting to be dispatched or shipped.
Dispatched	Order items have been sent out from the warehouse.
In Transit	The shipment is currently on its way with the courier.
Delivered	The order has been successfully delivered to the customer.
Delivered Failed	The 2 nd delivery attempt was unsuccessful.
Delivery into ADP	The order has entered the LPO (Local Post Office)
Error	An error occurred while submitting the order to the logistics systems.
Pending Consultant	The order is awaiting action or review from a Telstra Consultant.
Provisioning Pending	The provisioning process (Billing and Activation) for the service has not yet started.
Provisioning Completed	Provisioning process (Billing and Activation) has been successfully completed.
Completed	The order is fully completed.
Rejected	The customer admin has reviewed and rejected the order during approval.

CP15 Cancelling an Order in TOX



Step	Description	Detailed Actions
1	Log in to the TOX Customer Portal and complete the sign in process. For detailed steps on login process, please refer to work instruction: <u>CP01 How to Access and Login to TOX</u>	
2	On the Home page, there are 2 ways to access order tracking: - through the Tracking menu dropdown and select Order. - through the tiles under Place and Track Order section and select Order tracking tile. You will then get navigated to My Orders page.	
3a	You will get navigated to My Orders page. Find your order by entering the order number/PO number into the corresponding search field. Note: Order Date Range field is defaulted to the recent 30 days. This might impact your search. Click on the 'X' icon as highlighted in the screenshot to remove this limitation in the search criteria. Click on Search button once you are done with your search criteria.	

Step	Description	Detailed Actions																																			
3b	You can also make a search using the Order Status Filter section. Click on the View More link to see the complete list of order statuses. Click on status: Back Ordered to filter the order list. Notes: - Orders that carry the status '<i>Back Ordered</i>' can be requested for cancellation as this has not reached the warehouse. - Status filter '<i>Back Ordered</i>' is the same as '<i>On-hold Waiting for Stock</i>' status. It is just a status name changed to match the status being reflected in Status column in the order list.	My Orders My orders My return orders Export hardware details Download order results Basic search Order Number PO Number Order Date From Search by Order Number Search by PO Number DD/MM/YYYY Order Date To DD/MM/YYYY Search X Filter By All Approval Pending In Progress Accepted Stock Allocated View more Showing 1 - 4 of 1601 items Items per page 4 Filter By All Pending Approval In Progress Accepted Stock Allocated Back Ordered Cancelled Released Dispatched In Transit Delivered Delivery Failed Delivery into ADP Error Pending Consultant Provisioning Pending Closed Completed Submitted Pending Cancellation Order Pending Account Declined Pre-Order Scheduled Port-in Pending Porting Completed Rejected View less Showing 1 - 4 of 5 items Items per page 4 <table><thead><tr><th>Order Number</th><th>PO Number</th><th>Order Date</th><th>Order Total</th><th>Ordered By</th><th>Order Type</th><th>Status</th></tr></thead><tbody><tr><td>TOXBC</td><td></td><td>02/07/2026 22:14:10</td><td>\$0.00</td><td></td><td>er</td><td>Back Ordered</td></tr><tr><td>TOXBA</td><td></td><td>01/06/2026 14:08:43</td><td>\$15.00</td><td>f</td><td></td><td>Back Ordered</td></tr><tr><td>TOXBA</td><td></td><td>01/06/2026 14:00:41</td><td>\$88.00</td><td>f</td><td></td><td>Back Ordered</td></tr><tr><td>TOXBA</td><td></td><td>01/06/2026 13:48:27</td><td>\$88.00</td><td>f</td><td></td><td>Back Ordered</td></tr></tbody></table> < 1 2 > Jump to page 1 of 2 Go	Order Number	PO Number	Order Date	Order Total	Ordered By	Order Type	Status	TOXBC		02/07/2026 22:14:10	\$0.00		er	Back Ordered	TOXBA		01/06/2026 14:08:43	\$15.00	f		Back Ordered	TOXBA		01/06/2026 14:00:41	\$88.00	f		Back Ordered	TOXBA		01/06/2026 13:48:27	\$88.00	f		Back Ordered
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4	Results will populate. Click to select the order you wish to cancel.																																				

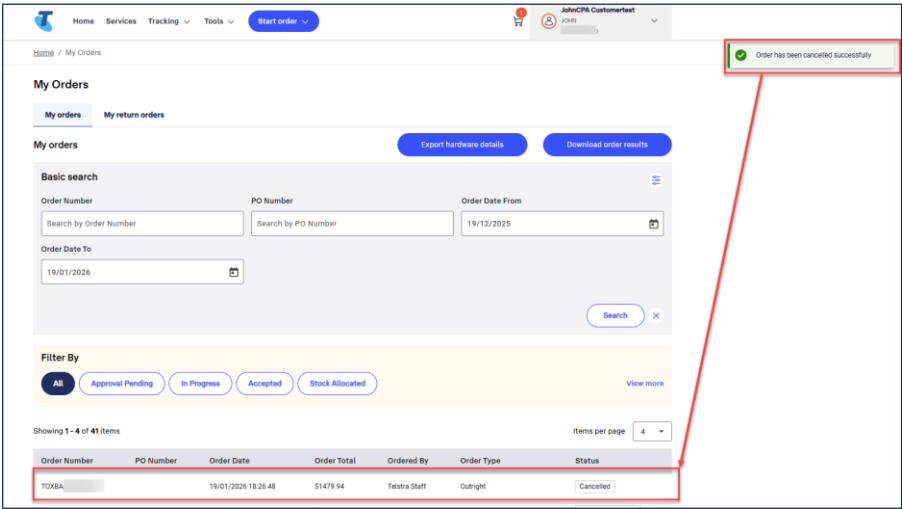
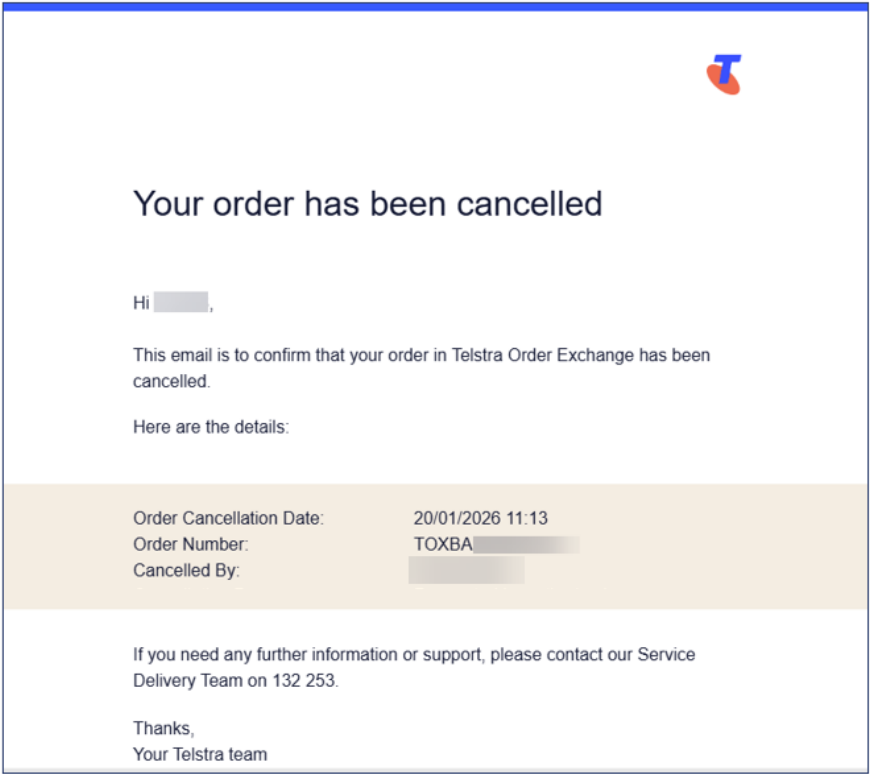
CP15 Cancelling an Order in TOX



Step	Description	Detailed Actions
5	Click on the Cancel order button to cancel the order. Note: Cancel Order button will only appear on the orders with status before the irreversible processing stage as mentioned in the Business Rule section. All orders past the irreversible processing stage will not have the cancel order button as highlighted.	
6	A warning popup message will appear on your screen for you to confirm if you need to proceed with the order cancellation. Select Yes, cancel to confirm or No to close the message box. In this example, we clicked on 'Yes, cancel'.	

CP15 Cancelling an Order in TOX



Step	Description	Detailed Actions
7	A green popup notification on the upper right of your screen will appear once the order has been cancelled. The order will also now be in Cancelled status.	
8	You will also receive an email notification to advise about the order cancellation.	
end of process / steps		