
Telstra Enterprise – Telstra Order Exchange (TOX) Customer Portal

How to View Reports

Business unit
Telstra Enterprise

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Audience

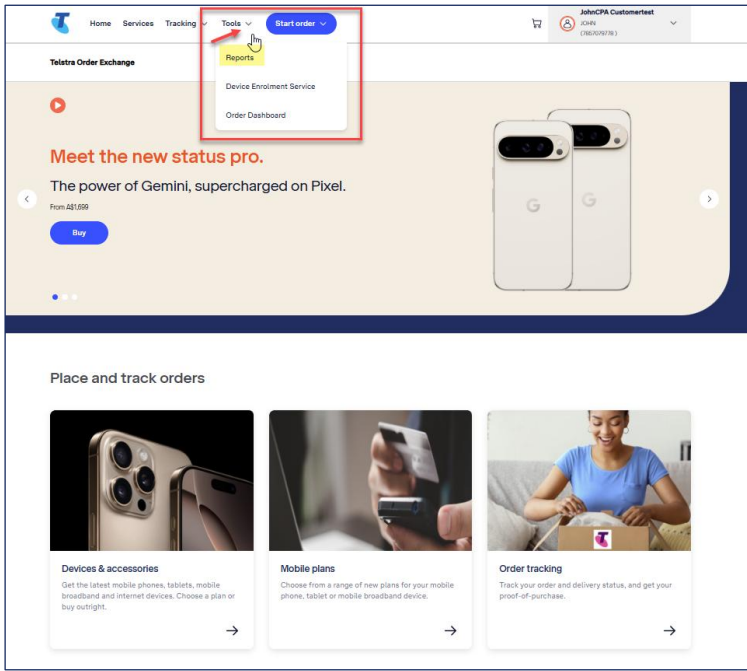
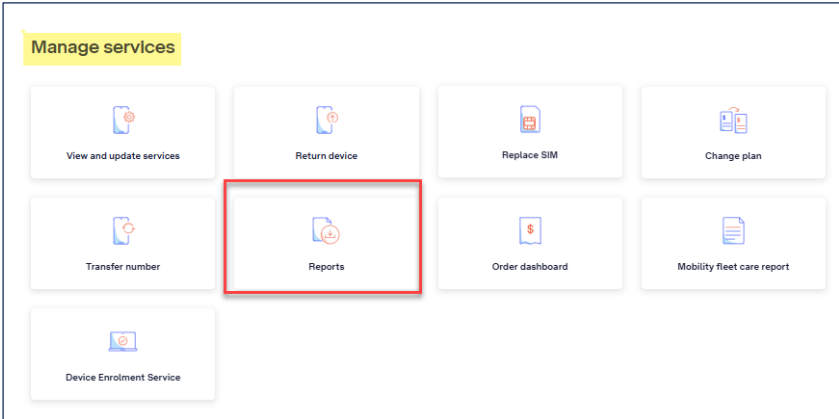
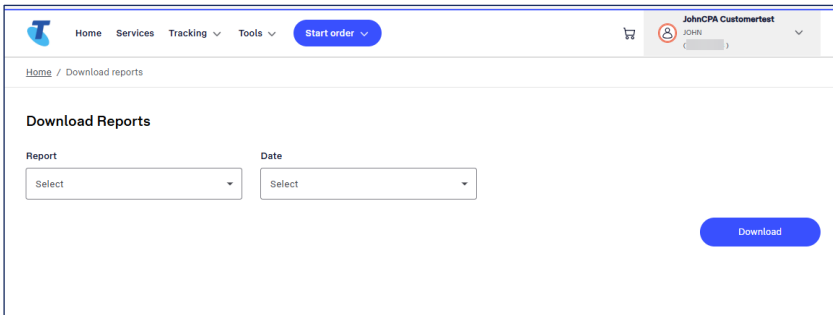
Enterprise Customers using Telstra Order Exchange (TOX) Customer Portal.

Summary

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

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

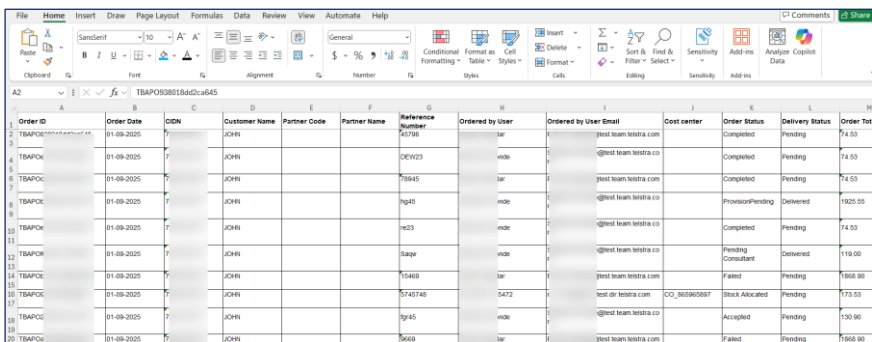
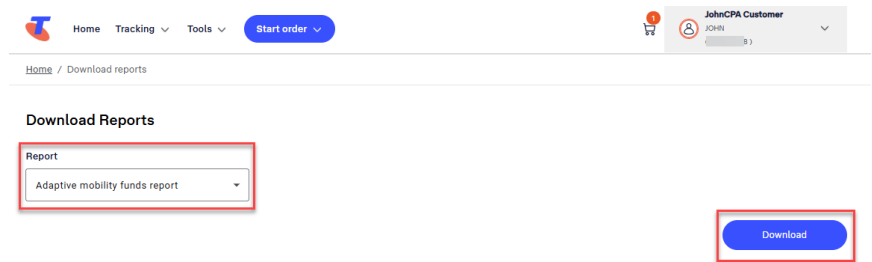
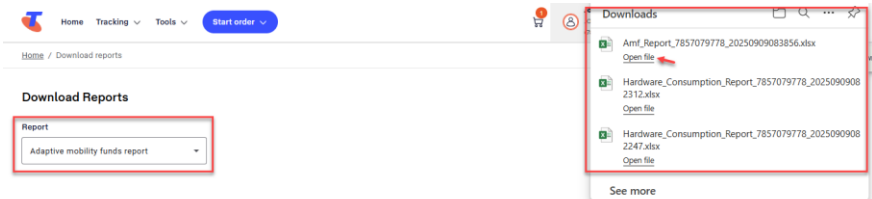
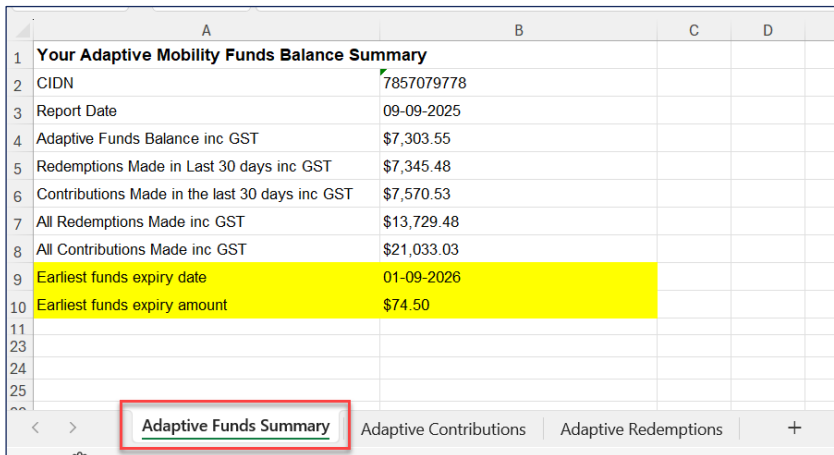
- [Order Summary Report](#)
- [Adaptive Mobility Funds Report](#)
- [Hardware Consumption Report](#)
- [MDM Billing Report](#)

Step	Description	Detailed Actions
1a	Log in to the TOX Customer Portal. There are 2 ways to access the Customer Report. First, you can access by clicking on the Tools dropdown menu and select Report.	
1b	The second way is on the Home page, scroll down to My Services section and lick on Reports tile.	
2	Both ways will direct you to the Customer Report page.	

CP12 How to View Reports



Step	Description	Detailed Actions
3	Click on the Report dropdown field to select the type of report to be generated.	
4	Select the Date timeframe from the dropdown list. If selected Custom in the Date field, enter the start and end dates. Click on Download button.	
5	<u>Order Summary Report</u> Select Order summary report from the Report field. Select the Date timeframe. (e.g. This Month) Click on Download button.	
6	Click on the Open file link from the Downloads notification on the upper right of the screen. Or you can access the downloaded report from your Downloads folder.	

Step	Description	Detailed Actions
7	Downloaded view of Order Summary Report	
8	<u>Adaptive Mobility Funds (AMF) Report</u> Select Adaptive mobility funds report from the Report field. Click on Download button.	
9	Click on the Open file link from the Downloads notification on the upper right of the screen. Or you can access the downloaded report from your Downloads folder.	
10	Downloaded view of Adaptive Mobility Funds Report. Note: The first worksheet tab titled Adaptive Funds Summary offers a clear and detailed overview of several key aspects of the funds. You will see information such as: - The current balance (e.g. \$7,303.55) - The earliest fund expiry date (e.g. 01/09/2026) - The earliest fund expiry amount (e.g. \$74.50)	 • CIDN: Customer Identification Number • Report Date: Date report has been generated • Adaptive Funds Balance Incl. GST: Current fund balance • Redemptions Made in Last 30 days inc GST: Total amount redeemed in the last 30 days

CP12 How to View Reports

Step	Description	Detailed Actions
	- The other details relate to redemptions and contributions	Contributions Made in the last 30 days inc GST: Includes details of the contribution in the last 30 days. All Redemptions Made inc GST: Includes details on the total amount redeemed during the policy life. All Contributions Made inc GST: Includes details on the total amount contributed during the policy life. Earliest funds expiry date: The earliest date on which a specific fund will expire as highlighted in the report. Earliest funds expiry amount: The amount of fund which will expire as per fund expiry date highlighted in the report.
11	The second worksheet tab of this report titled Adaptive Contributions provides you with all the necessary details around contributions made such as: - expiry dates - status of funds and - fund balances	
12	The third worksheet tab of this report titled Adaptive Redemptions provides details for each redemption that has been completed for the customer.	
13	Hardware Consumption Report Select Hardware consumption report from the Report field. Select the Date timeframe. (e.g, Last Month) Click on Download button.	



Step	Description	Detailed Actions
14	Click on the Open file link from the Downloads notification on the upper right of the screen. Or you can access the downloaded report from your Downloads folder.	
15	Downloaded view of Hardware Consumption Report.	
16	MDM Billing Report Select MDM billing report from the Report field. Select the Date timeframe. Click on Download button.	
17	Click on the Open file link from the Downloads notification on the upper right of the screen. Or you can access the downloaded report from your Downloads folder.	
18	Downloaded view of MDM Billing Report.	
end of process / steps		

