
Telstra Enterprise – Telstra Order Exchange (TOX) Customer Portal

Linked Experience Ordering

Business unit
Telstra Enterprise

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CP28

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 place a **Linked Experience Order** in Telstra Order Exchange (TOX) for:

- A. [Outright devices + accessories](#)
- B. [ARO devices + accessories](#)
- C. [Casual Plan + Outright devices + accessories](#)
- D. [Change Mobile Plans + Outright devices + Accessories](#)

“*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, 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 / available

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.

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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 unavailable in the network	"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 needs to link a plan, and accessory at the time of order, they will be required to also order a quantity of 5 plans, and 5 accessories.
- All models and plan types in a linked experience are the same. For example, if a customer needs 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 select a 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 change plan.

- The customer must specify the existing mobile number for the plan change.
- TOX will check that the mobile number exists and retrieves the account number for that existing mobile number.

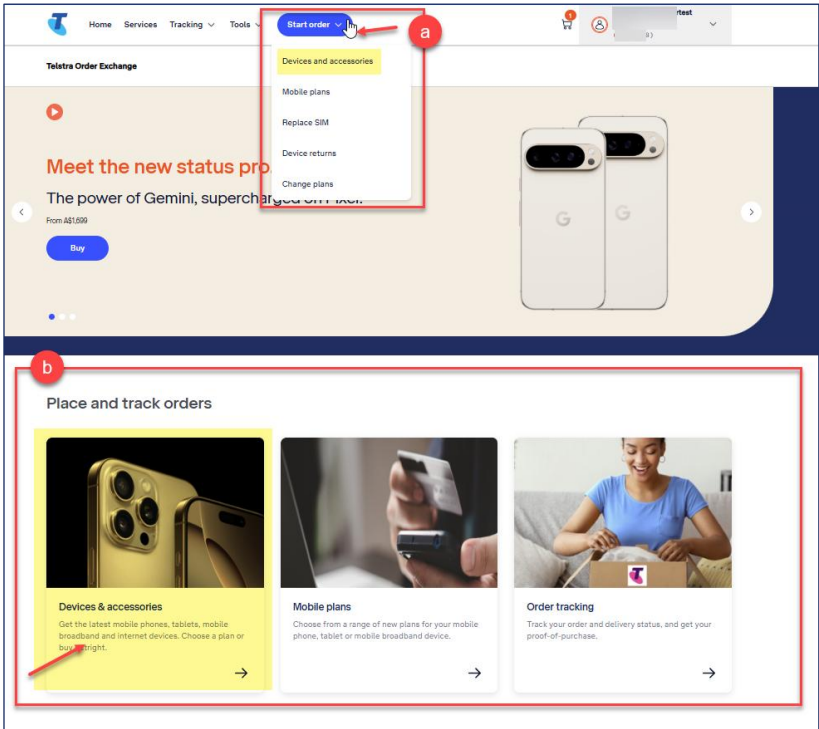
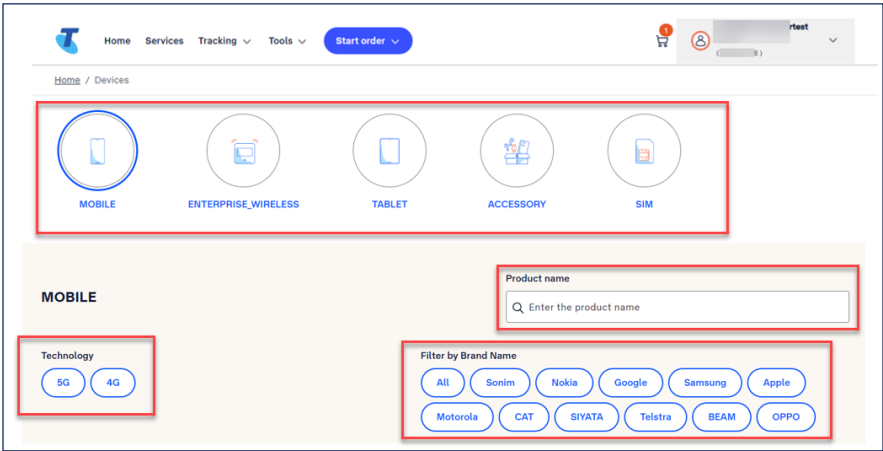
- Products below are identified as **Non-Eligible Linked Experience** products as these have special workflows that are not eligible for linked experience and must be ordered on their own as a standalone order.
 - Leasing
 - Replace SIM
 - VAS changes (e.g. add barring)
- The billing method (either billed to the mobile number or account number) is determined by the products linked together in the order. Summary table below for quick reference:

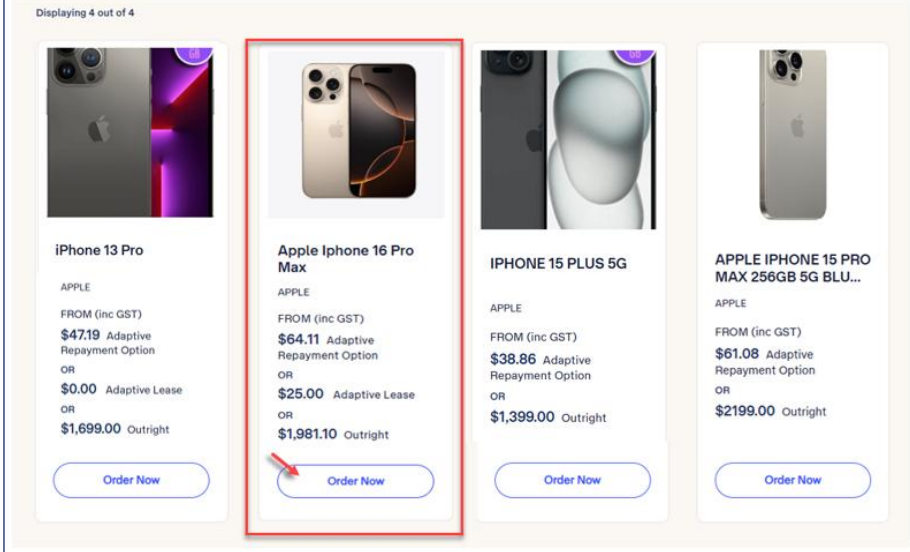
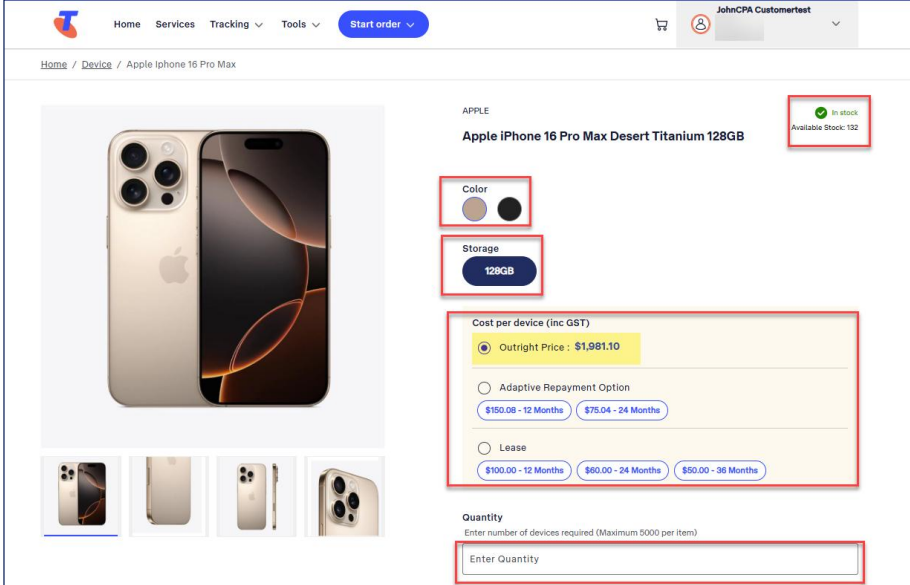
Linked Products	Bill to Account Number	Bill to Mobile Number
Upgrade/new plan + outright hardware + outright accessory +	NA	Yes
Upgrade/new plan + ARO hardware + ARO accessory +	Everything billed to the account number except the plan	Plan billed to the mobile number

- 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 (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.
- 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 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** (🟢) – example is when a threshold is set to 1500 units, and the available stock in the system shows 1501 units and above.
 - **Low Stock** (🟡) – example is when a threshold is set to 1500 units, and the available stock in the system shows 1499 units and below.
 - **Out of Stock** (🔴) – this is when the available stock in the system reaches 4 units and below or stocks are in backorder.
- 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.
- 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.

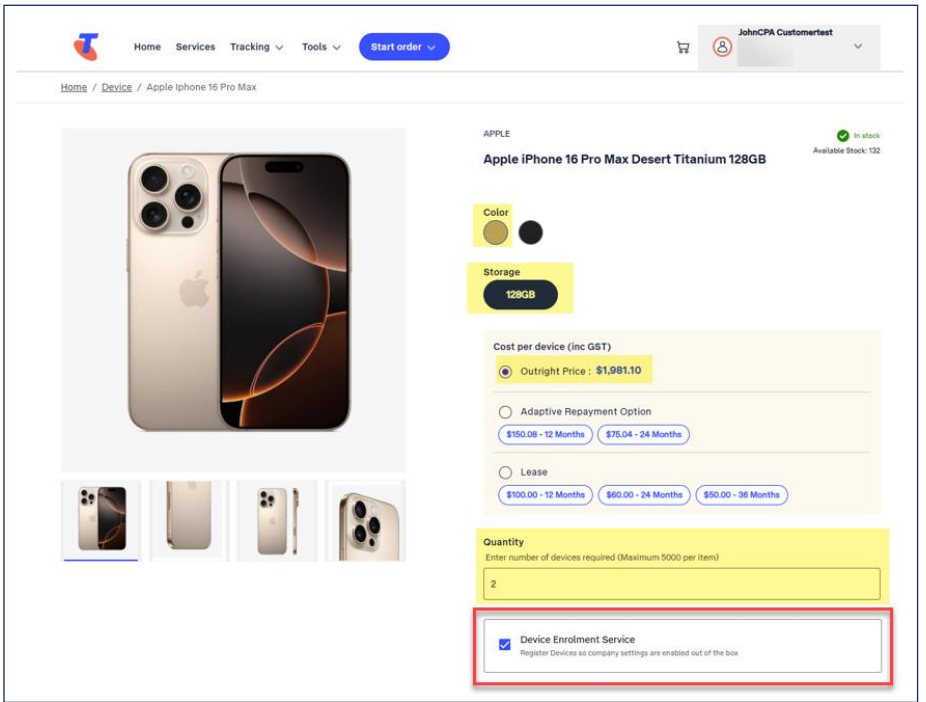
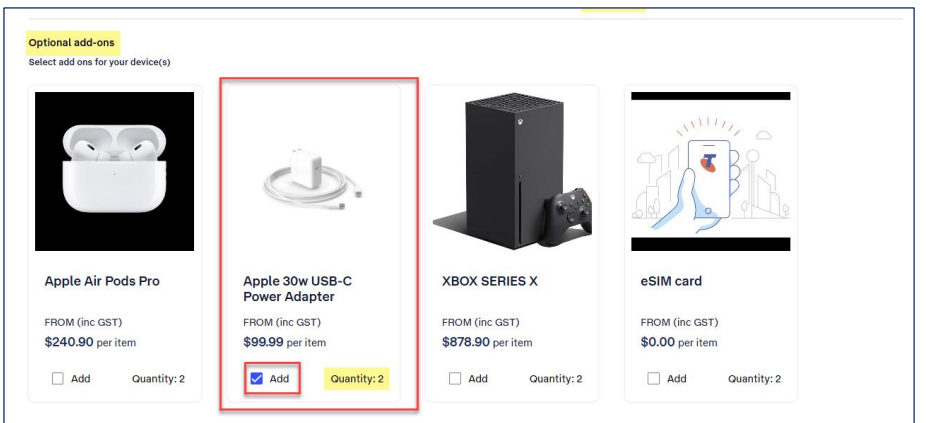
Payment Terms Definition:

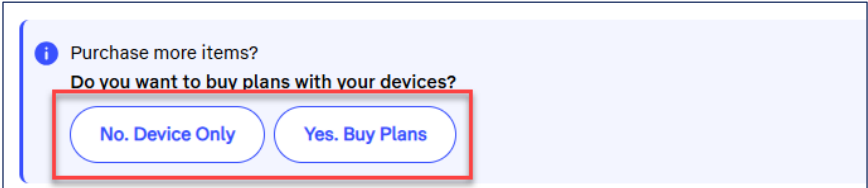
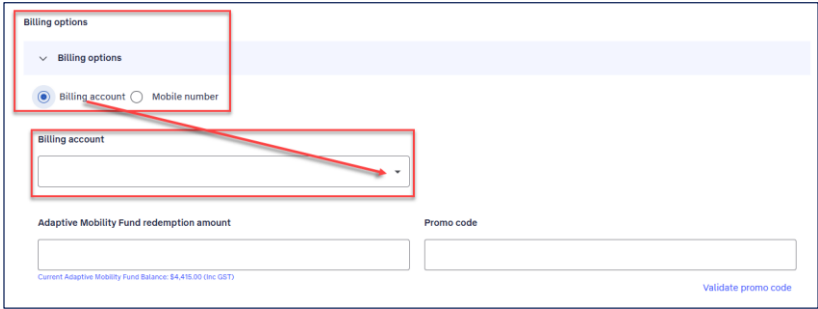
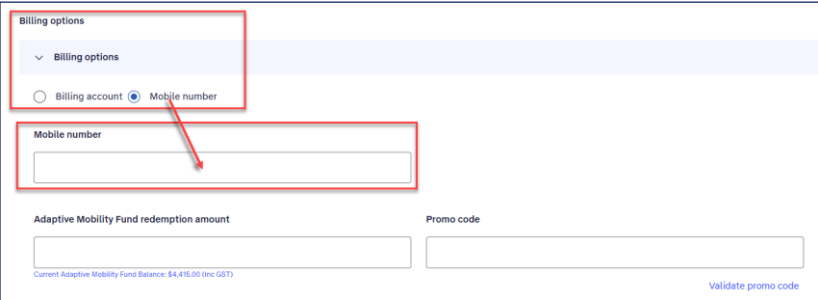
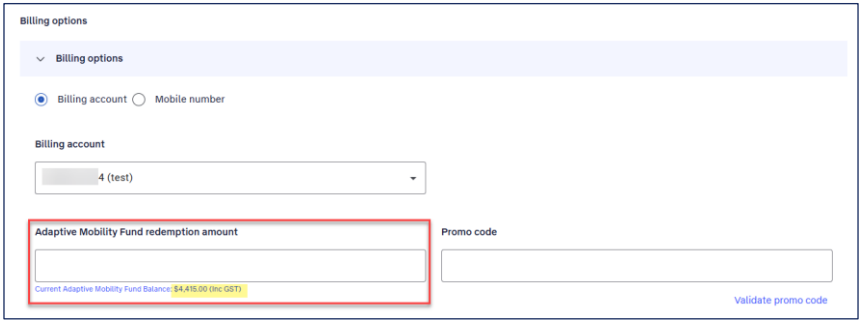
- **Outright:** Buy a device outright and you own it.
- **Adaptive Repayment Option:** Repay the recommend retail price (RRP) of any eligible device or accessory over either 12 or 24 months.

Step	Description	Detailed Actions
1	A. <u>Linked Experience for Outright Order with Accessories</u> On the Home page, there are 2 ways to place an order: - through the Start Order menu dropdown - through the tiles under Place and Track Order section In this scenario, click on Devices and Accessories. You will then get navigated to the product ordering catalogue page.	
2	Click on the device type to see the range of products. Filtering Options as per below - Select 5G or 4G network as desired. - Choose a brand or select All to view the complete range. - Or you can type in the product name on the search field.	

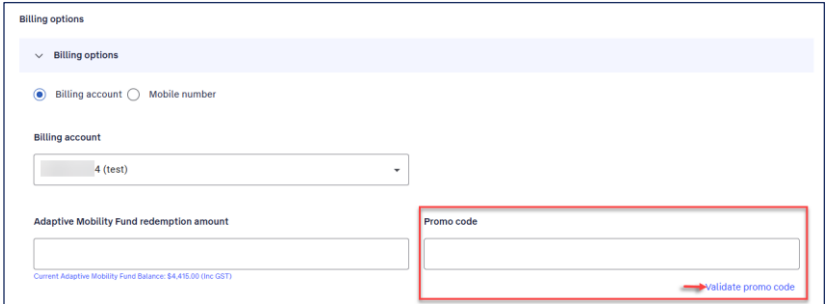
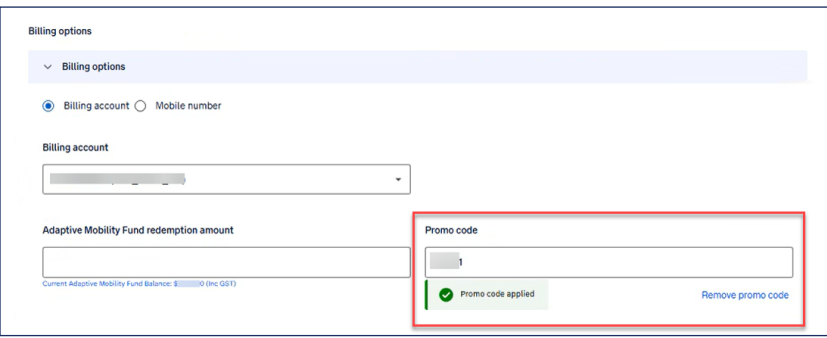
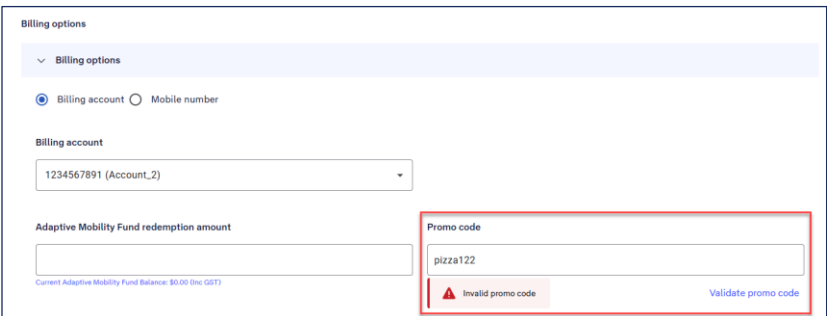
Step	Description	Detailed Actions
3	You will then be presented with the list of devices based on your selection in the step above. Select the device you need to purchase by clicking on the corresponding Order Now button. In this example, we choose <i>Apple iPhone 16 Pro Max</i>. Note: Each device specifies a buying option i.e. Outright, Adaptive Repayment Option, etc. with the corresponding amount for each payment option.	
4a	Configure your device and select payment option: - Select the colour (where applicable) - Choose the storage capacity (where applicable) - Select Outright as the Payment Option term - Enter Quantity Notes: - There is a stock indicator on the top right of the page as highlighted. - Maximum order quantity depends on the unit price of the item you are ordering: - More than \$0, maximum order qty is 999 - If it is amounting to \$0, maximum order qty is 5000 - In the event you enter a quantity over maximum order limit, TOX will show an error message in red text. - If the device/item is out of stock, there is a stock indicator warning that will	

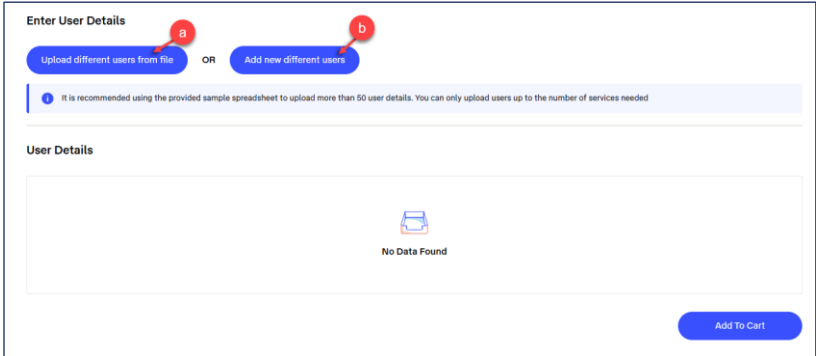
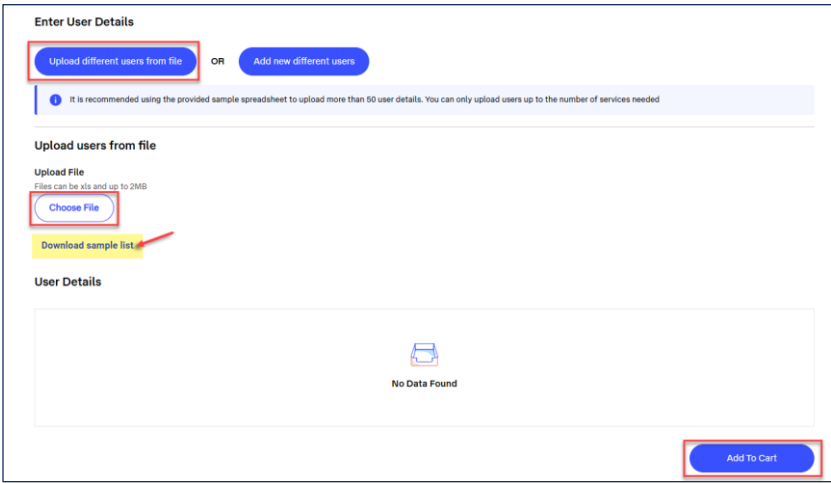
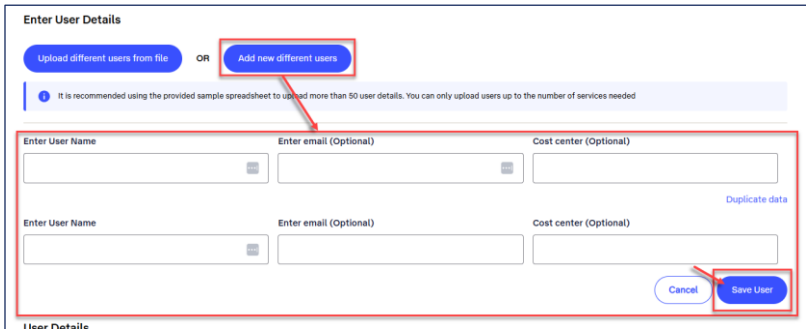
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Step	Description	Detailed Actions
	show on the upper right of this page (⚠️ Out of stock). - If the device is out of stock, you can: ➤ Choose a different device, or ➤ Order the item now and receive it at a future date.	
4b	In this example, the device has been configured as per below: Titanium colour 128GB storage capacity Outright as the Payment Option term 2x Quantity Note: 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.	
5	Scroll down and you have options to choose additional Services and Optional Add-ons to go with your chosen device. If you wish to purchase these, tick the boxes accordingly. Note: Quantity for the selected accessories/services gets defaulted based on the quantity inputted in the step above. In this example, 2x Apple Power Adapter have been added in the order.	

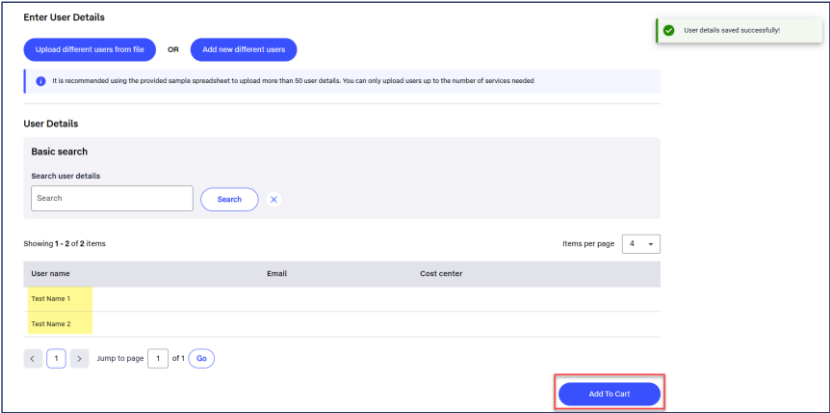
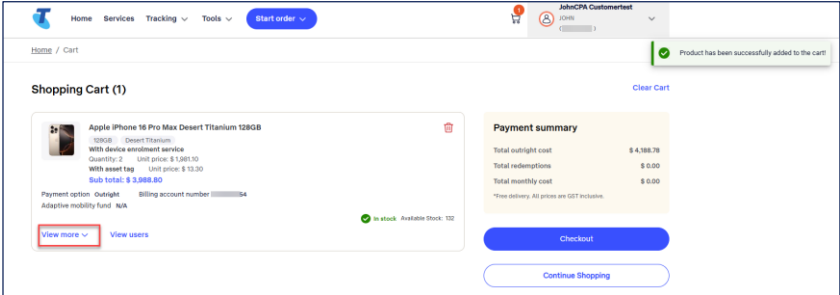
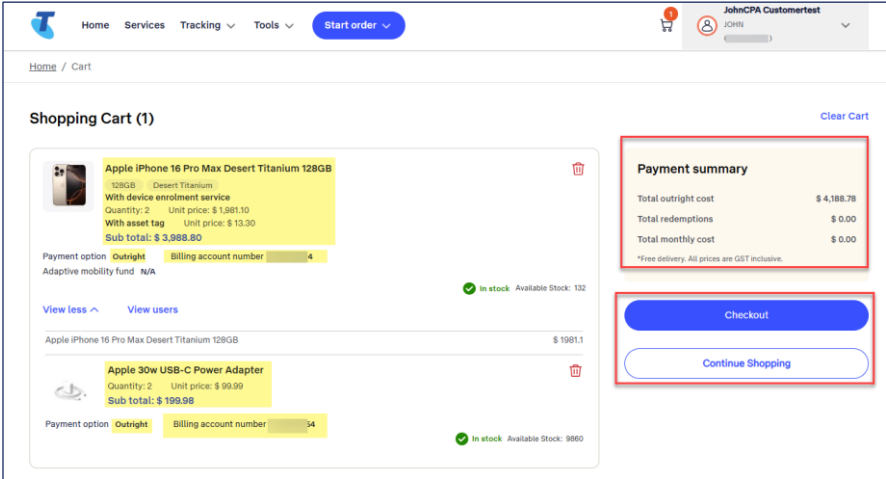
Step	Description	Detailed Actions
6	You will have the option to buy plans for your new device. If you already have a plan and just need a new device, click on No. Device only. If you need to purchase a new plan to go with your device, click on Yes. Buy plans This will take you to the Plans page where you will be able to choose your plan. In this example, <u>No. Device Only</u> has been chosen.	
7a	Select your Billing Options. If you select Billing account, you need to select the specific account from the dropdown field as highlighted. Note: This is the account that the order amount will be charged.	
7b	If you choose Mobile number as highlighted, you need to input the mobile number on the designated field. Note: This is the mobile number that the order amount will be charged.	
8	If you are a customer with Adaptive Funds, Enter the Amount in the designated field if you need to use the funds with this purchase. Notes: Your current fund balance is stated below the Amount field. System will throw an error if you try to redeem more than your fund balance.	

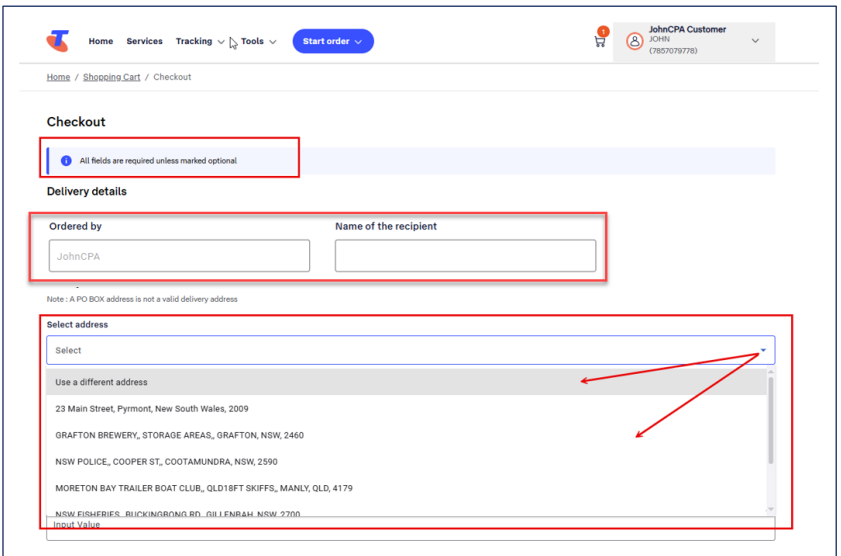
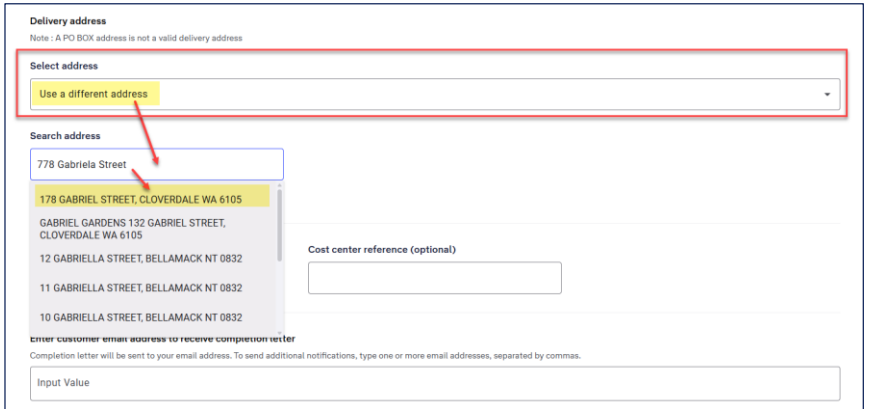
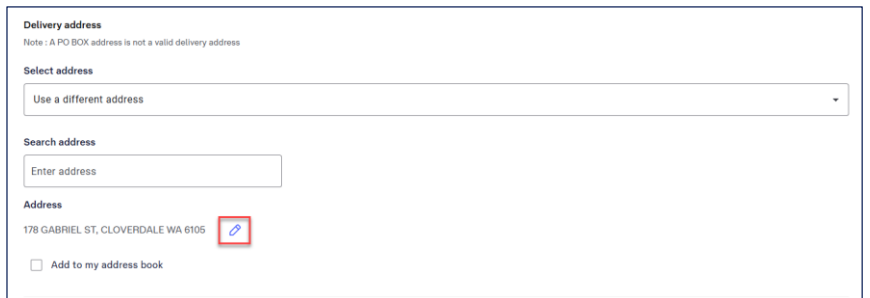
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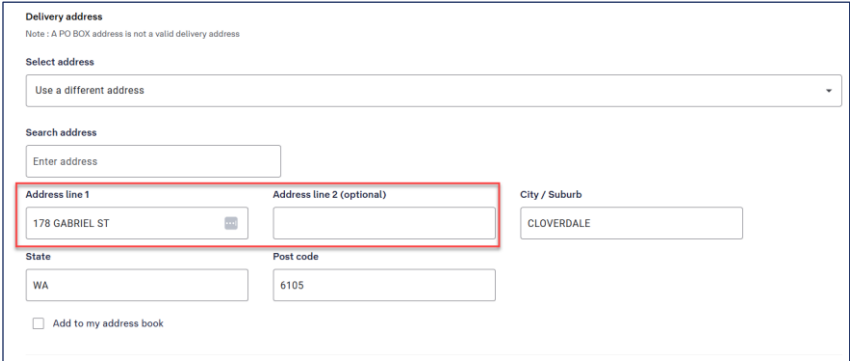
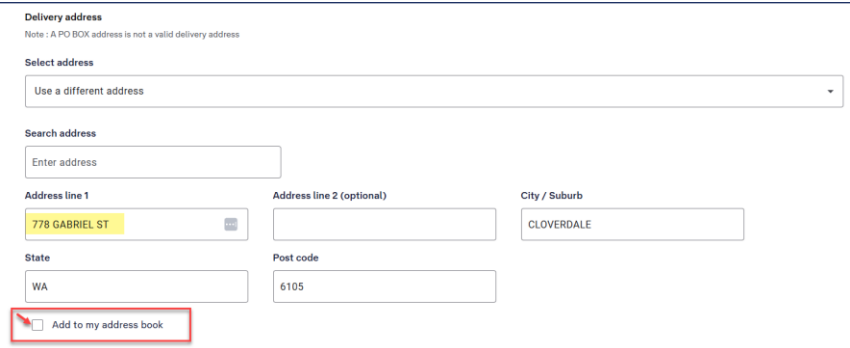
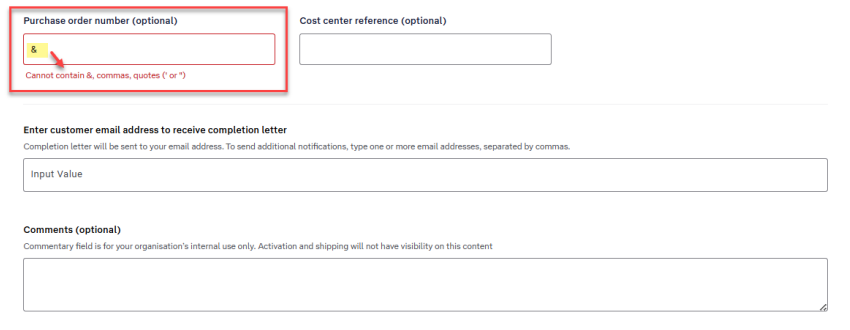
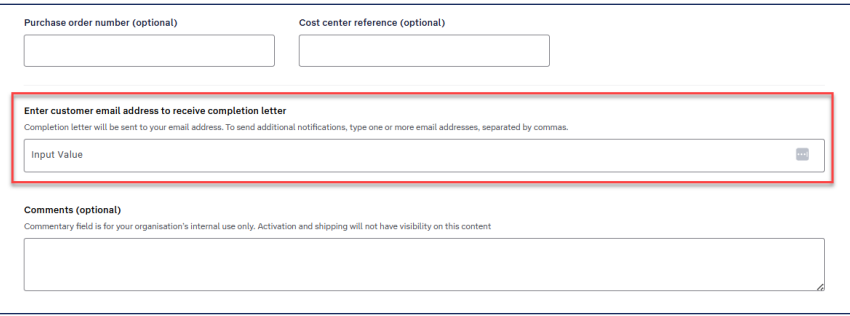
Step	Description	Detailed Actions
	The fund balance will show \$0 if the customer is a new Adaptive Customer who has not accrued any funds, has redeemed or emptied their fund balance, or is not eligible for Adaptive Fund Redemption.	
9	In the event you are provided with a promo code from your account team, enter the code on the designated field and click on the link: Validate promo code	
10a	If the promo code you enter is valid, you will see this on your screen.	
10b	If the promo code you enter is invalid / expired, you will see the error message on your screen	

Step	Description	Detailed Actions
11a	Enter User Details. <u>2 ways to enter user details:</u> a) Upload users from file b) Add new users	
11b	If you choose <i>option a</i> , click in Upload different user from file button. Use the sample list template as highlighted in yellow . Once populated with user details, save the files. Click on Choose File button to upload the files. Once file / template is uploaded, click on Add to Cart button to proceed to the next page.	
11c	If you choose <i>option b</i> , click on Add new different users button. Enter the user details on the designated fields and click Save User .	



Step	Description	Detailed Actions
11d	Once user details have been added, click on Add To Cart button to proceed to the next page.	
12	This will add the transaction to the Shopping cart. Click on the View More dropdown to see the complete details of the items you are ordering.	
13	At this point, you can see the complete details of your order as highlighted in yellow. These shows the devices being ordered, the linked products chosen in the ordering flow and where the order is being billed to. Click on “Continue shopping” if you need to add more items in the order. Click on Checkout to finalise the purchase. Note: Payment summary section will show breakdown of your selected Payment Option accordingly.	

Step	Description	Detailed Actions
14	Enter the delivery details following the prompts. Notes: - Populate all the fields unless marked “<i>optional</i>”. - Select the address from the dropdown field, otherwise, select “<i>Use a different address</i>”	
15	If you choose to use a different address, you need to search the address from the designated field as highlighted. Then, select the correct address from the list provided. If the address is not on the list, select an address that match the <i>Suburb</i>, <i>Post Code</i>, and <i>State</i>. In this example, we choose the 1st record from the dropdown list.	
16	Once you select an address record, click on the pencil icon to modify the address details	

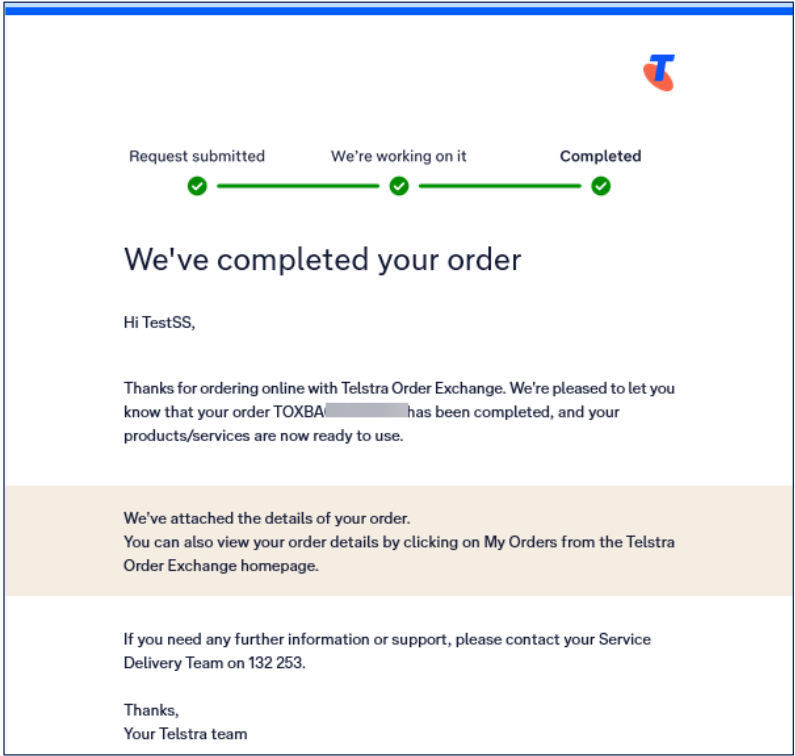
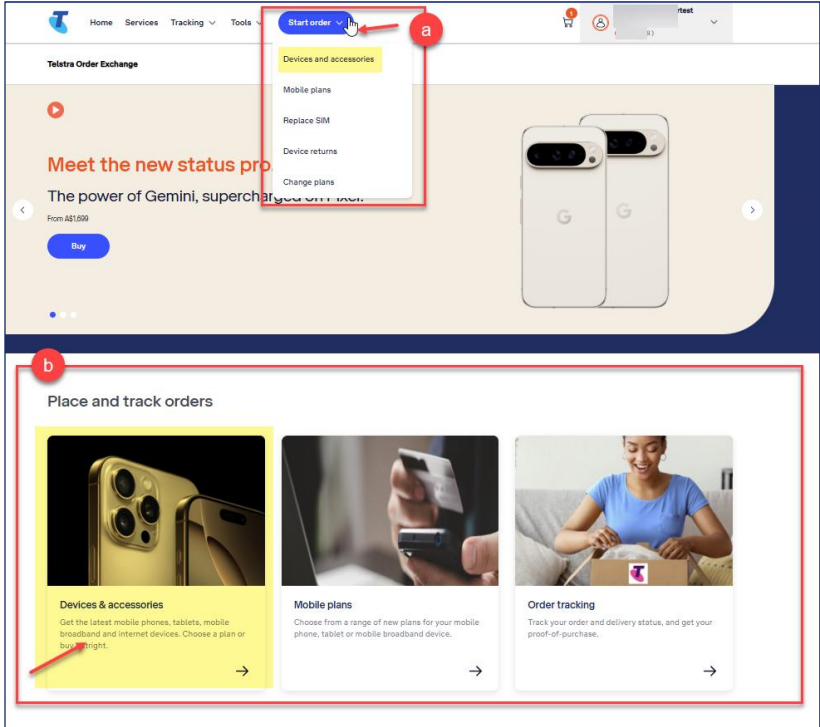
Step	Description	Detailed Actions
17	You can modify Address Line 1 and 2 as highlighted with the correct details. Note: City / Suburb, State and Post Code cannot be edited. If this is incorrect, go back to the step above.	
18	Once you modify the address, you have option to add this record in the company address book / profile by putting a tick on the box as highlighted. Scroll down to continue populating the remaining fields.	
19	In the event, you need to add a Customer based Purchase Order Number, use the designated field as highlighted. When a special character is entered into this field, which is not acceptable in the backend system, an error message will be shown: Cannot contain &, commas, quotes (' or ''). Note: All other characters are acceptable as long as there is no error message.	
20	Customer email address field can be used if you need to send email notifications and completion letter to other email address aside from your email address in TOX records.	

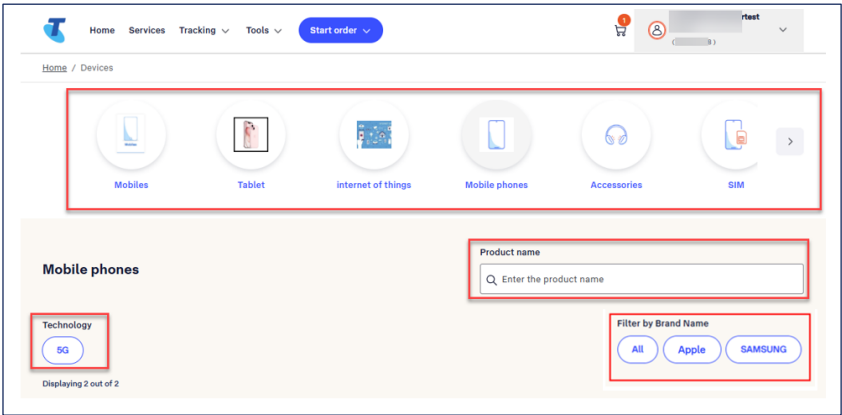
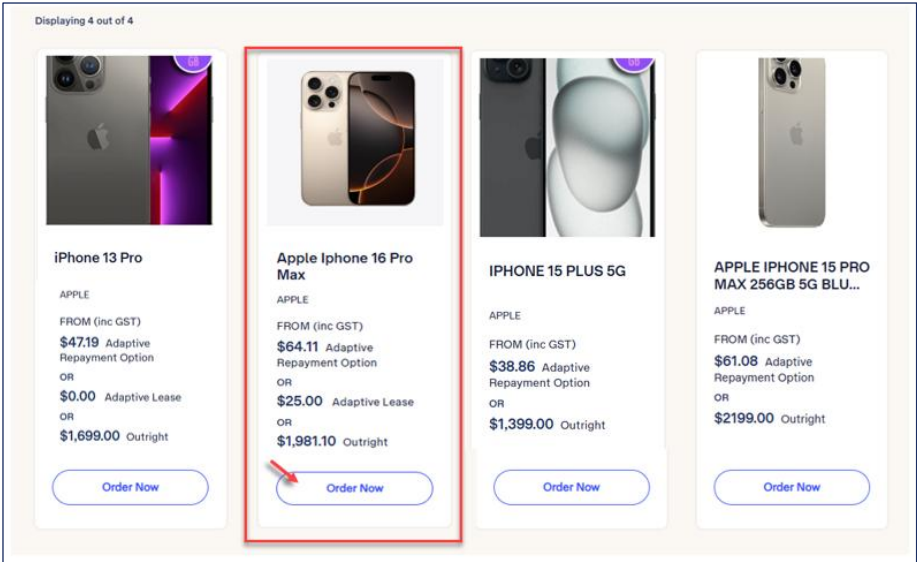


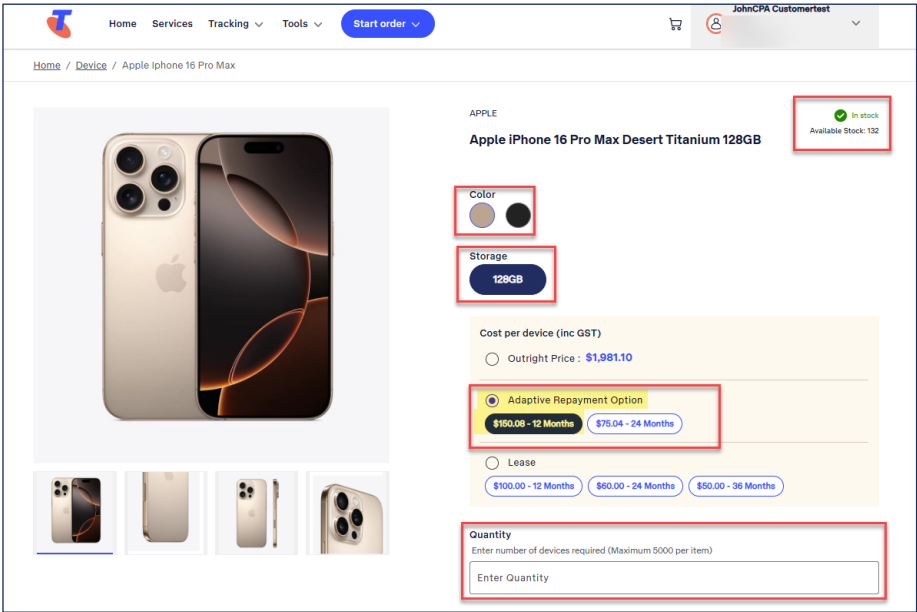
Step	Description	Detailed Actions
21	Comments field is for your organisation’s internal use only. Activation and shipping will not have visibility on this content.	
22	Once all fields are populated, scroll down to Checkout Summary section. Click on Confirm Order button to submit the order. Note: While your order is getting submitted, a processing icon will appear inside the Confirm Order button.	
23	Once order has been submitted, the Order Confirmation page will display. Click the My Orders button to navigate to the My Orders page in TOX.	

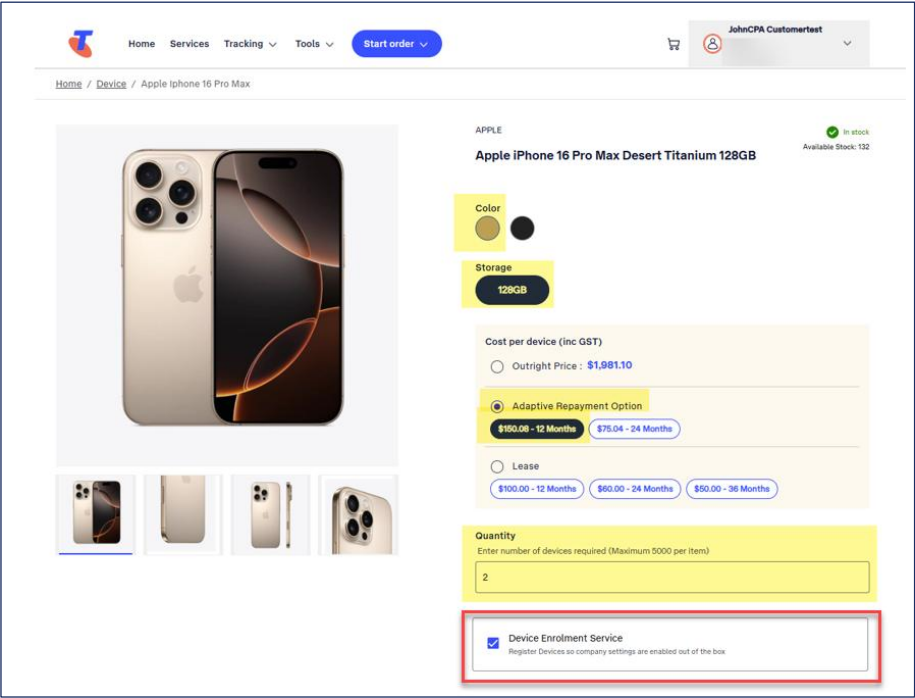
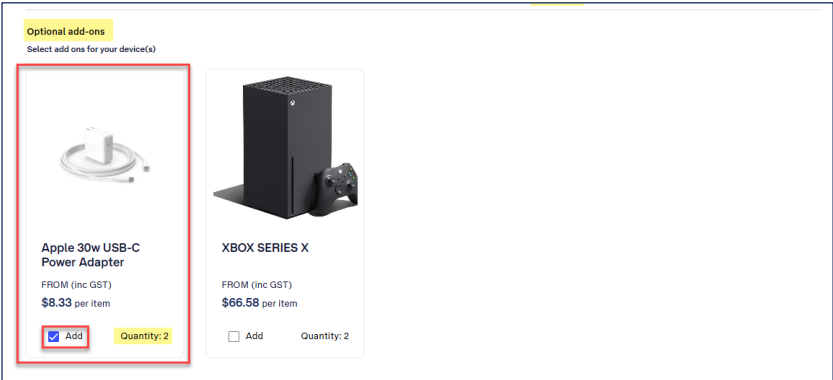
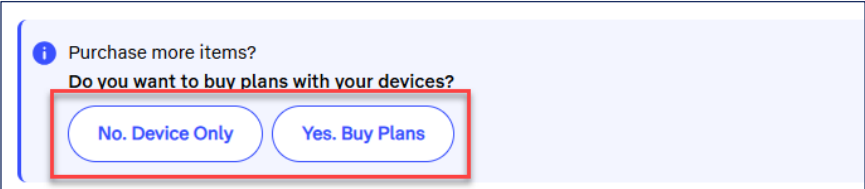


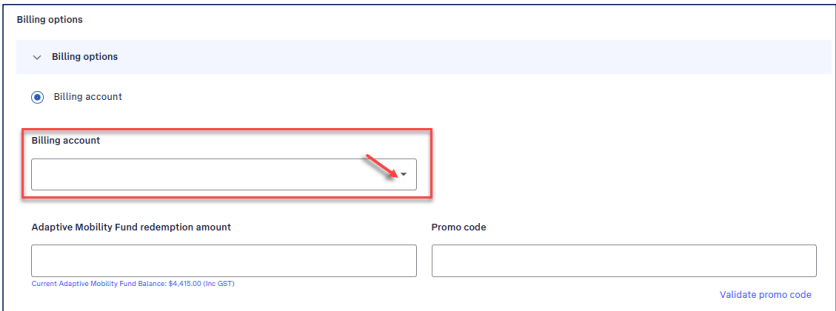
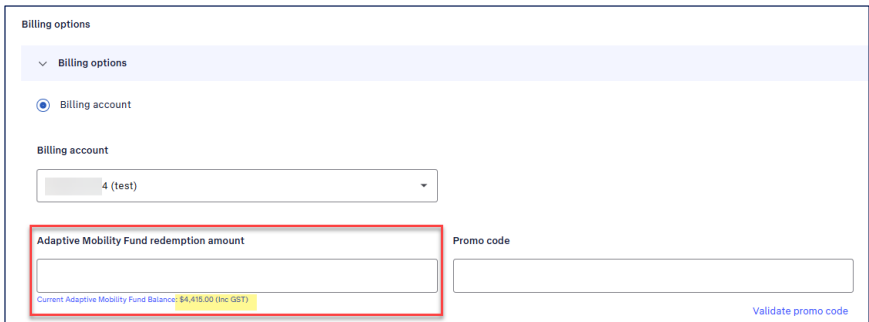
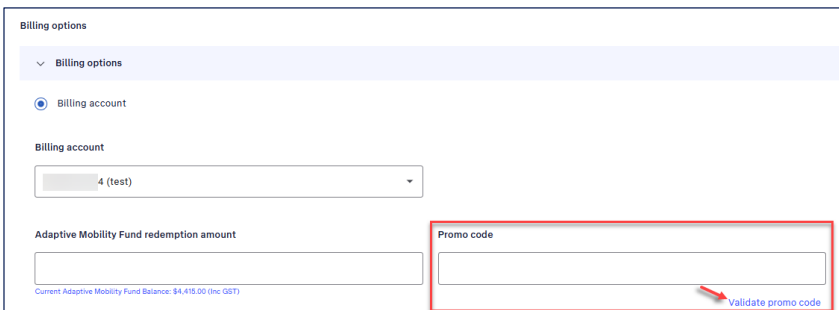
Step	Description	Detailed Actions
24	The customer who is the recipient of the ordered items will also receive an Order Confirmation email with a summary of the order details. Note: This is only when order was submitted successfully.	
25	Once the order has been dispatched, you will receive a Dispatch Notification. Note: The email will automatically be sent to the Primary Admin of the TOX profile and any other email added to the Order Notification field in the checkout screen.	

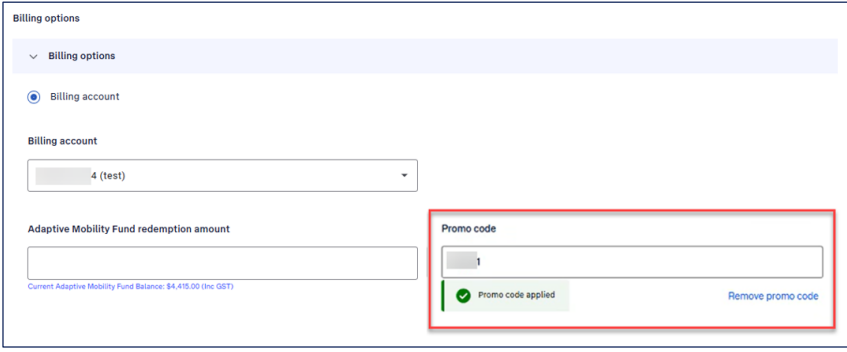
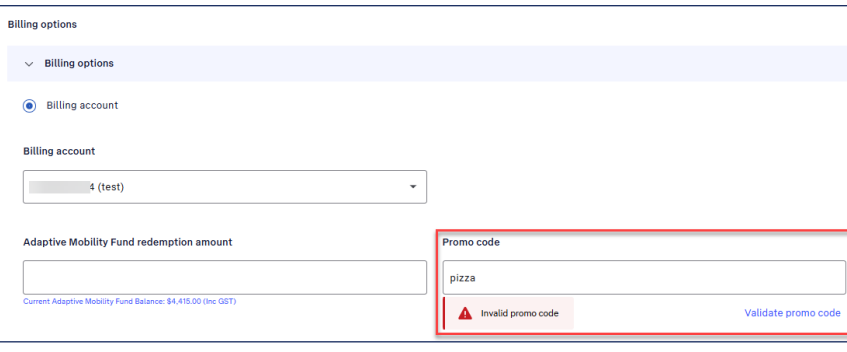
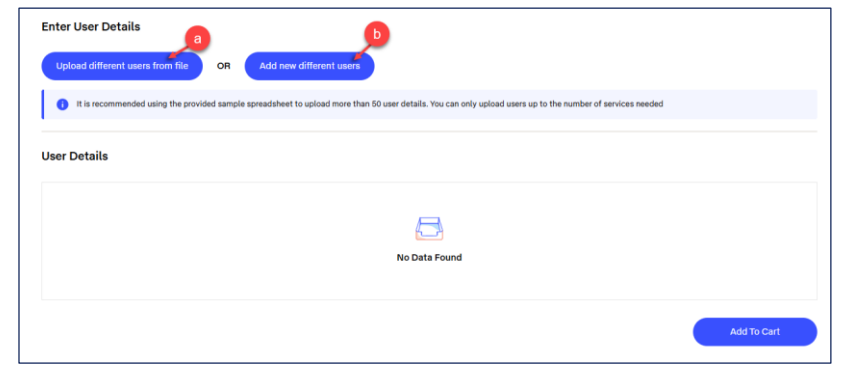
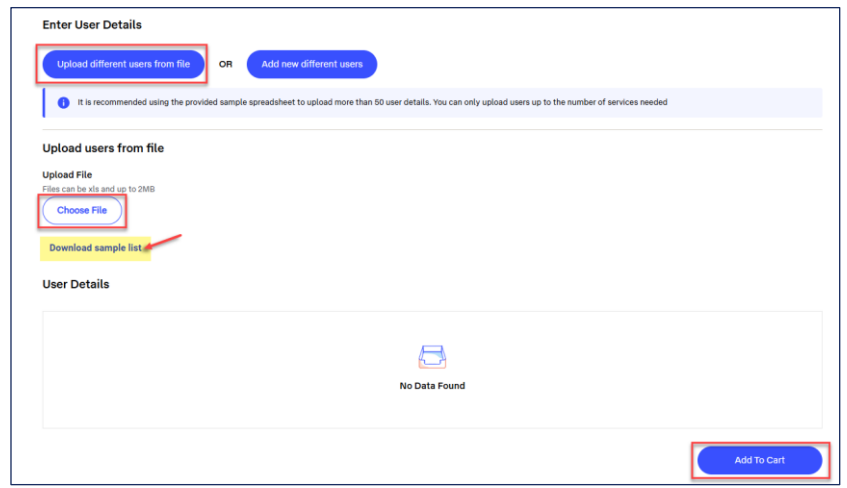
Step	Description	Detailed Actions
26	Once the delivery has been completed, an Order Completion email with <i>Order Completion Letter</i> as an attachment which provides details of the order will be sent. Note: Charges are triggered after the delivery is successful and charges appear on the customer's account when the order status is completed.	
27	B. <u>Linked Experience for ARO Order with Accessories</u> On the Home page, there are 2 ways to place an ARO order: - through the Start Order menu dropdown - through the tiles under Place and Track Order section In this scenario, click on Devices and Accessories. You will then get navigated to the product ordering catalogue page.	

Step	Description	Detailed Actions
28	Click on the device type to see the range of products. Filtering options as per below: - Select 5G or 4G network as desired. - Choose a brand or select All to view the complete range. - Or you can type in the product name on the search field.	
29	You will then be presented with the list of devices based on your selection in the step above. Select the device you need to purchase by clicking on the corresponding Order Now button. In this example, we choose <i>Apple iPhone 16 Pro Max</i>. Note: Each device specifies a buying option i.e. Outright, Adaptive Repayment Option, etc. with the corresponding amount for each payment option.	

Step	Description	Detailed Actions
30a	Configure your device and select payment option: a) Select the colour (where applicable) b) Choose the storage capacity (where applicable) c) Select Adaptive Repayment Option as the payment option and select the payment term (12 months or 24 months) d) Enter Quantity Notes: - There is a stock indicator on the top right of the page as highlighted. - Maximum order quantity depends on the unit price of the item you are ordering: - o More than \$0, maximum order qty is 999 - o If it is amounting to \$0 , maximum order qty is 5000 - In the event you enter a quantity over maximum order limit, TOX will show an error message in red text. - If the device/item is out of stock, there is a stock indicator warning that will show on the upper right of this page (⚠ Out of stock). - If the device is out of stock, you can: ➢ Choose a different device, or ➢ Order the item now and receive it at a future date.	

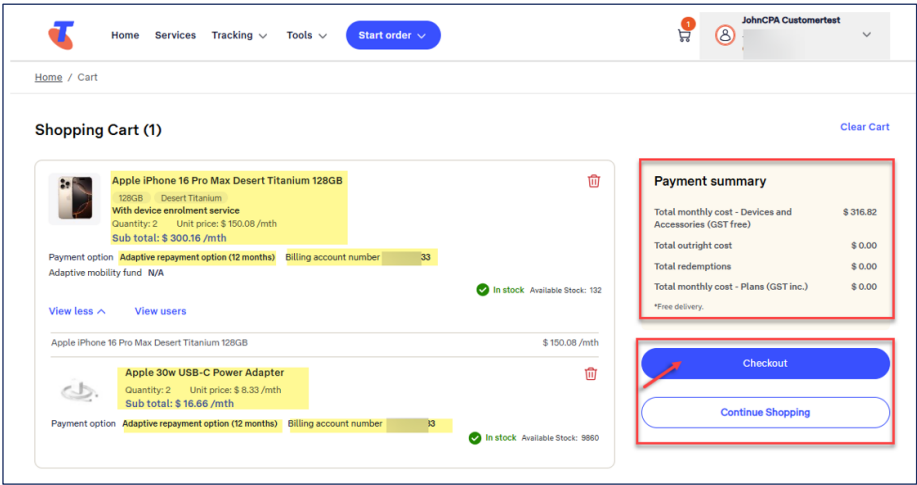
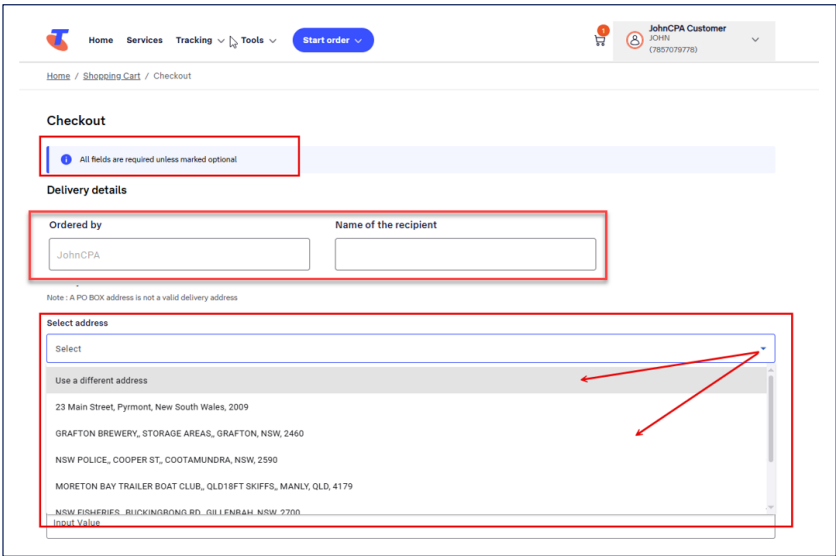
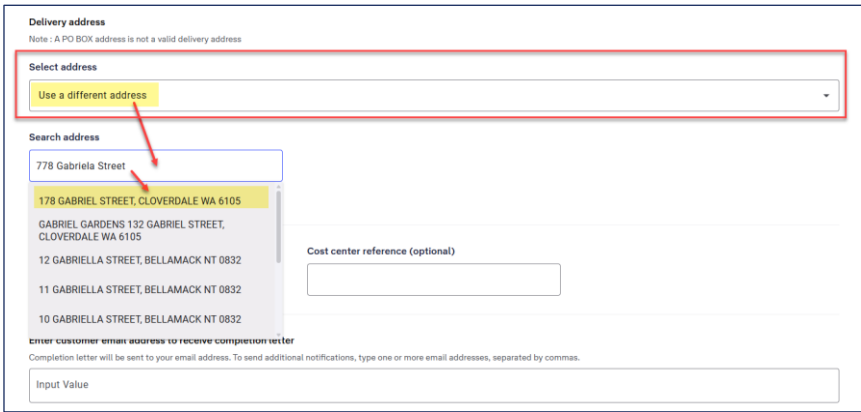
Step	Description	Detailed Actions
30b	In this example, the device has been configured as per below: - Titanium colour - 128GB storage capacity - Adaptive Repayment Option as the Payment Option in 12 months term - 2x Quantity Note: If you are enrolled as DES customer (Device Enrolment Service), the device being ordered will automatically be enrolled in the associated Device Enrolment Service as highlighted in the screenshot.	
31	Scroll down and you have options to choose additional Services and Optional Add-ons to go with your chosen device. If you wish to purchase these, tick the boxes accordingly. Note: Quantity for the selected accessories/services gets defaulted based on the quantity inputted in the step above. In this example, 2x Apple Power Adapter have been added in the order.	
32	You will have the option to buy plans for your new device. If you already have a plan and just need a new device, click on No. Device only. If you need to purchase a new plan to go with your device, click on Yes. Buy plans This will take you to the Plans page where you will be able to choose your plan.	

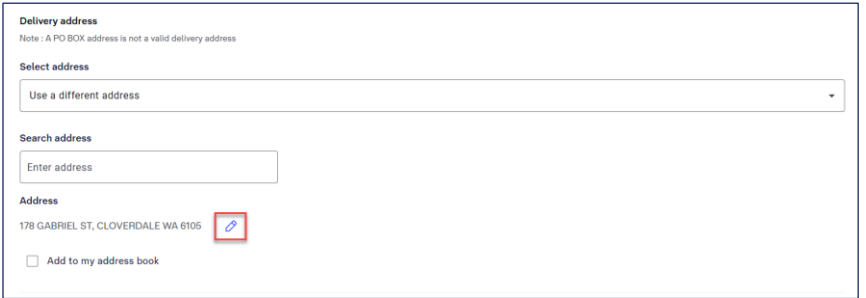
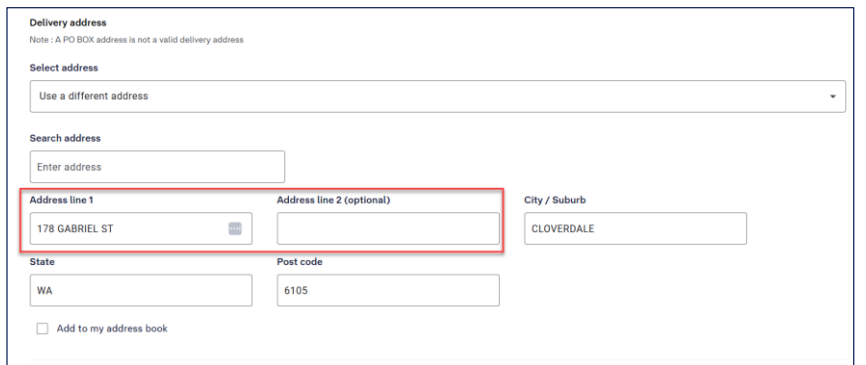
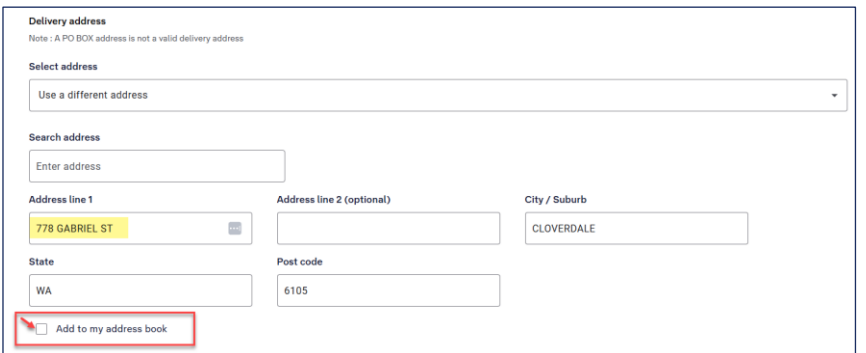
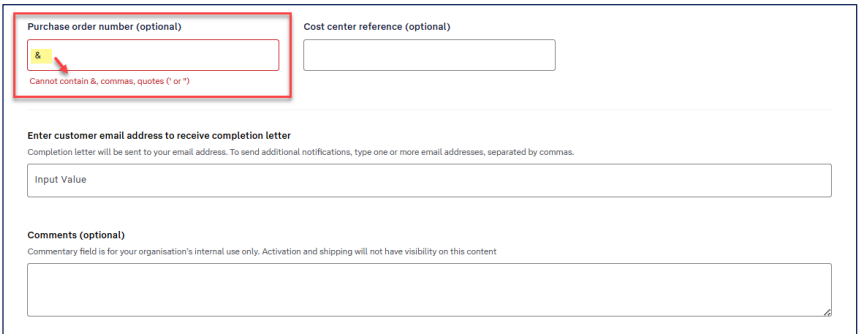
Step	Description	Detailed Actions
	In this example, <u>No, Device Only</u> has been chosen.	
33	Select the Billing Account from the dropdown. Note: This is the account that the order amount will be charged.	
34	If you are a customer with Adaptive Funds, Enter the Amount in the designated field if you need to use the funds with this purchase. Notes: - Your current fund balance is stated below the Amount field. System will throw an error if you try to redeem more than your fund balance. - The fund balance will show \$0 if the customer is a new Adaptive Customer who has not accrued any funds, has redeemed or emptied their fund balance, or is not eligible for Adaptive Fund Redemption.	
35a	In the event you are provided with a promo code from your account team, enter the code on the designated field and click on the link: Validate promo code	

Step	Description	Detailed Actions
35b	If the promo code you enter is valid, you will see this on your screen.	 Billing options ▼ Billing options ● Billing account Billing account 4 (test) Adaptive Mobility Fund redemption amount Current Adaptive Mobility Fund Balance: \$4,415.00 (Inc GST) Promo code 1 Promo code applied Remove promo code
35c	If the promo code you enter is invalid / expired, you will see the error message on your screen	 Billing options ▼ Billing options ● Billing account Billing account 4 (test) Adaptive Mobility Fund redemption amount Current Adaptive Mobility Fund Balance: \$4,415.00 (Inc GST) Promo code pizza Invalid promo code Validate promo code
36a	Enter User Details. <u>Two ways to enter user details:</u> a) Upload users from file b) Add new users	 Enter User Details Upload different users from file OR Add new different users It is recommended using the provided sample spreadsheet to upload more than 50 user details. You can only upload users up to the number of services needed User Details No Data Found Add To Cart
36b	If you choose <i>option a</i> , click in Upload different user from file button. Use the sample list template as highlighted in yellow . Once populated with user details, save the files. Click on Choose File button to upload the files. Once file / template is uploaded, click on Add to Cart button to proceed to the next page.	 Enter User Details Upload different users from file OR Add new different users It is recommended using the provided sample spreadsheet to upload more than 50 user details. You can only upload users up to the number of services needed Upload users from file Upload File Files can be xls and up to 2MB Choose File Download sample list User Details No Data Found Add To Cart



Step	Description	Detailed Actions
36c	If you choose <i>option b</i>, click on Add new different users button. Enter the user details on the designated fields and click Save User.	
36d	Once user details have been added, click on Add To Cart button to proceed to the next page.	
37	This will add the transaction to the Shopping cart. Click on the View More dropdown to see the complete details of the items you are ordering.	

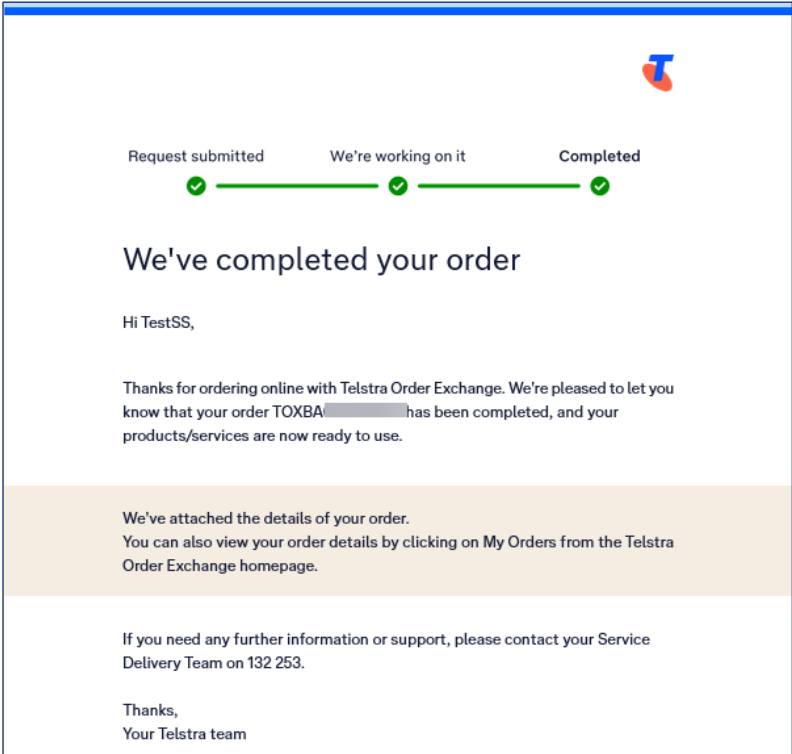
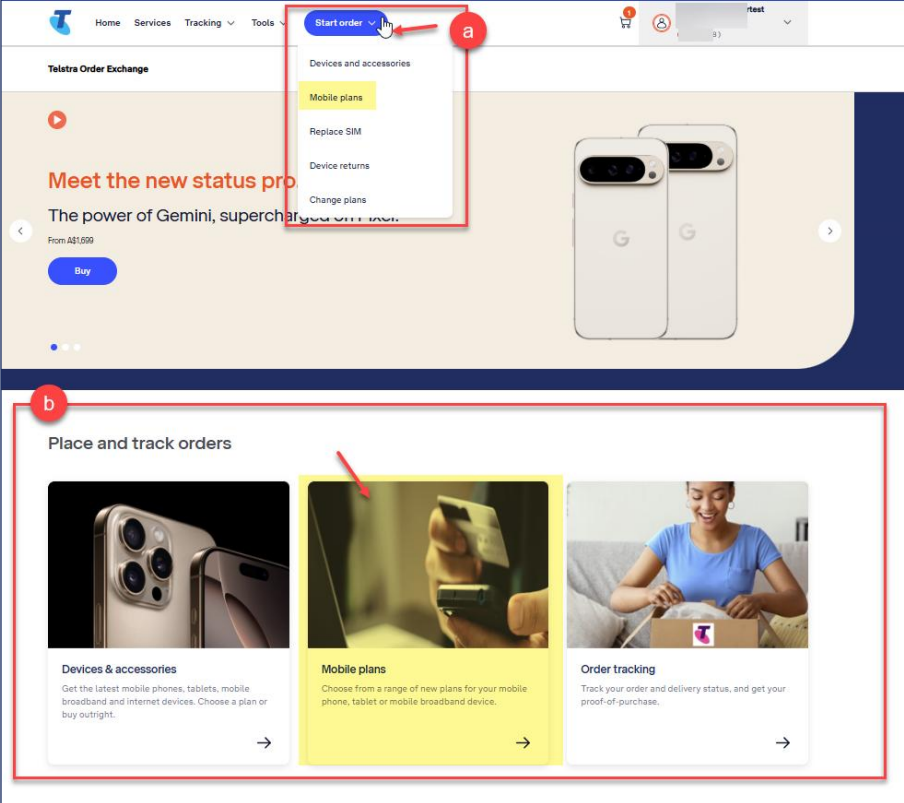
Step	Description	Detailed Actions
38	At this point, you can see the complete details of your order as highlighted in yellow. These shows the devices being ordered, the linked products chosen in the ordering flow and where the order is being billed to. Click on <i>“Continue shopping”</i> if you need to add more items in the order. Click on Checkout to finalise the purchase. Note: Payment summary section will show breakdown of your selected Payment Option accordingly.	
39	Enter the delivery details following the prompts. Notes: - Populate all the fields unless marked <i>“optional”</i>. - Select the address from the dropdown field, otherwise, select <i>“Use a different address”</i>	
40	If you choose to use a different address, you need to search the address from the designated field as highlighted. Then, select the correct address from the list provided. If the address is not on the list, select an address that match the <i>Suburb, Post Code, and State</i>. In this example, we choose the 1st record from the dropdown list.	

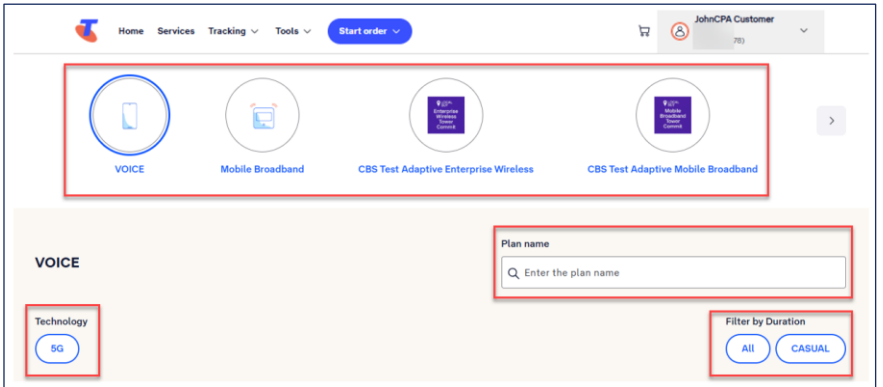
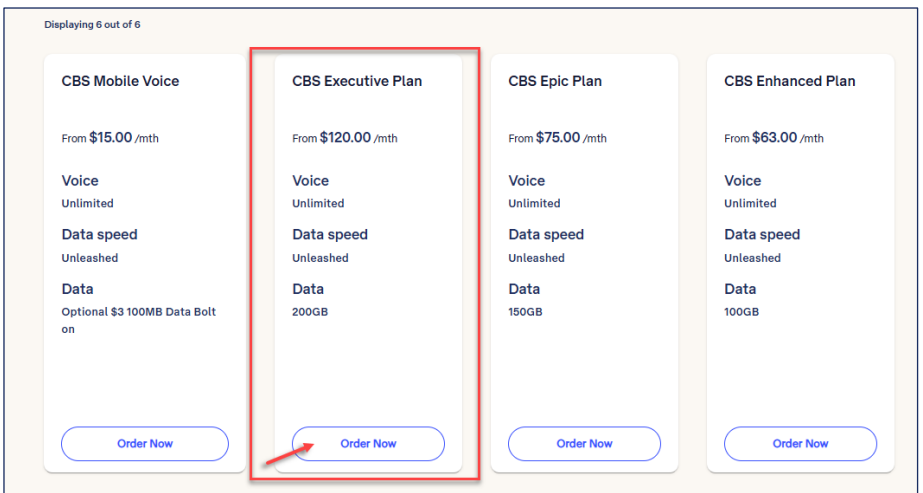
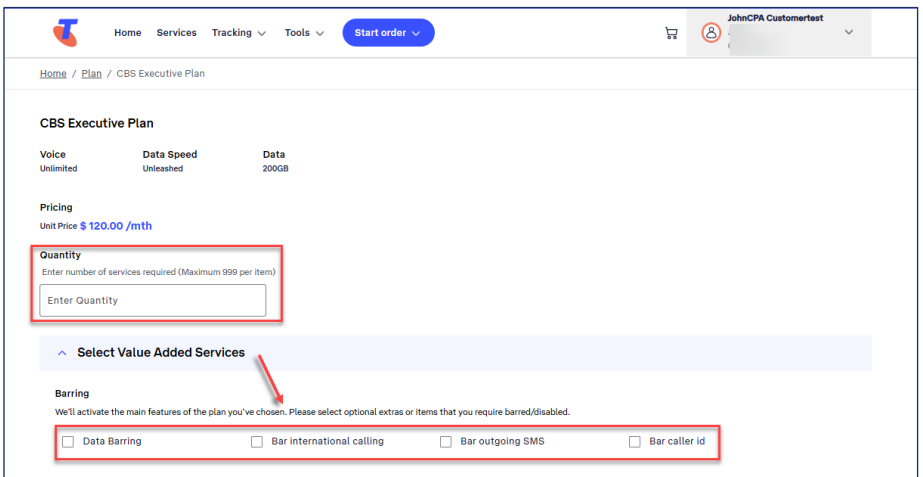
Step	Description	Detailed Actions
41	Once you select an address record, click on the pencil icon to modify the address details	
42	You can modify Address Line 1 and 2 as highlighted with the correct details. Note: City / Suburb, State and Post Code cannot be edited. If this is incorrect, go back to the step above.	
43	Once you modify the address, you have option to add this record in the company address book / profile by putting a tick on the box as highlighted. Scroll down to continue populating the remaining fields.	
44	In the event, you need to add a Customer based Purchase Order Number, use the designated field as highlighted. When a special character is entered into this field, which is not acceptable in the backend system, an error message will be shown: Cannot contain &, commas, quotes (' or "). Note: All other characters are acceptable as long as there is no error message.	

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TELSTRA ENTERPRISE – TELSTRA ORDER EXCHANGE (TOX) CUSTOMER PORTAL
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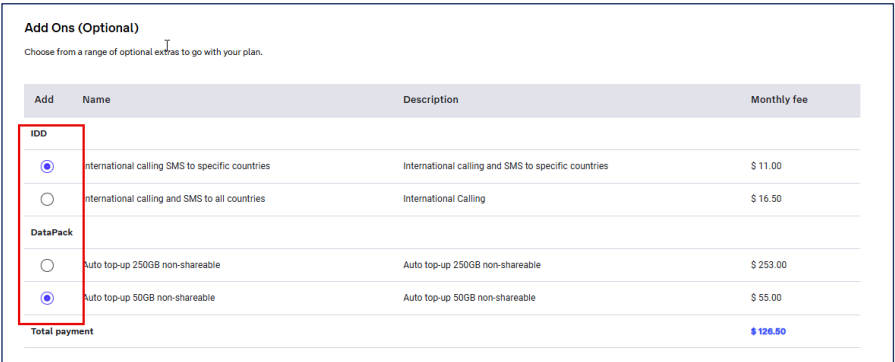
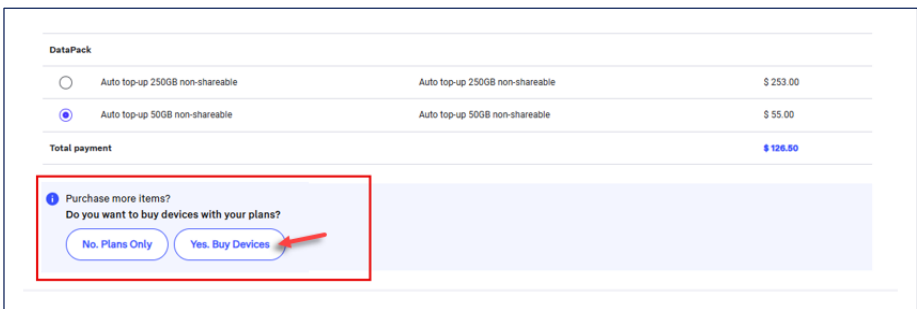


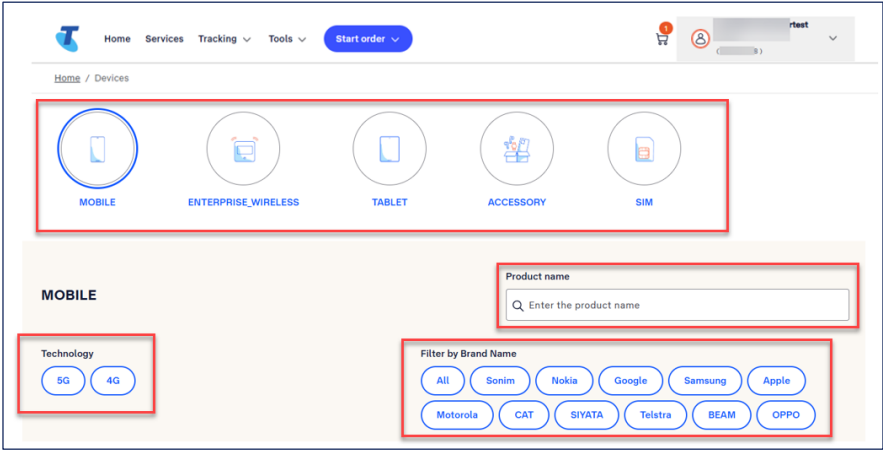
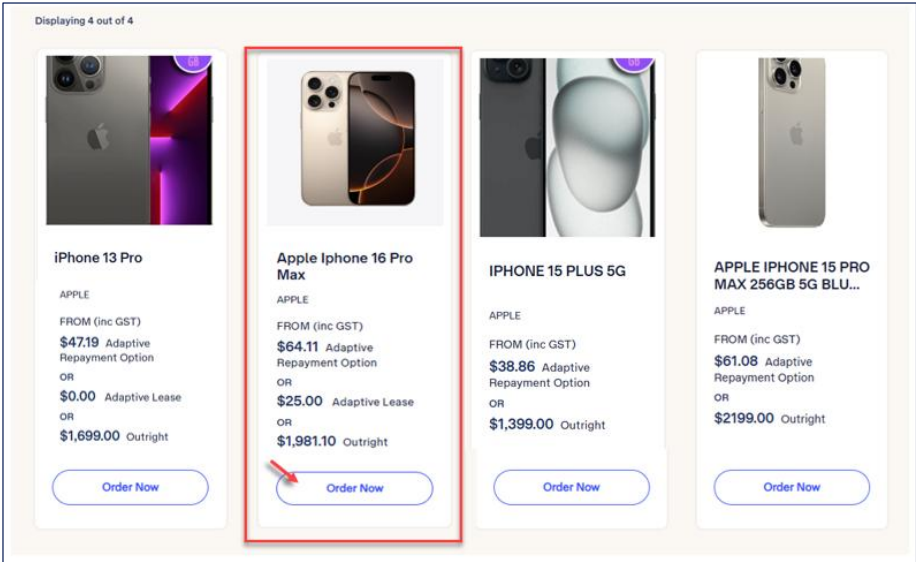
Step	Description	Detailed Actions
49	The customer who is the recipient of the ordered items will also receive an Order Confirmation email with a summary of the order details. Note: This is only when order was submitted successfully.	
50	Once the order has been dispatched, you will receive a Dispatch Notification. Note: The email will automatically be sent to the Primary Admin of the TOX profile and any other email added to the Order Notification field in the checkout screen.	

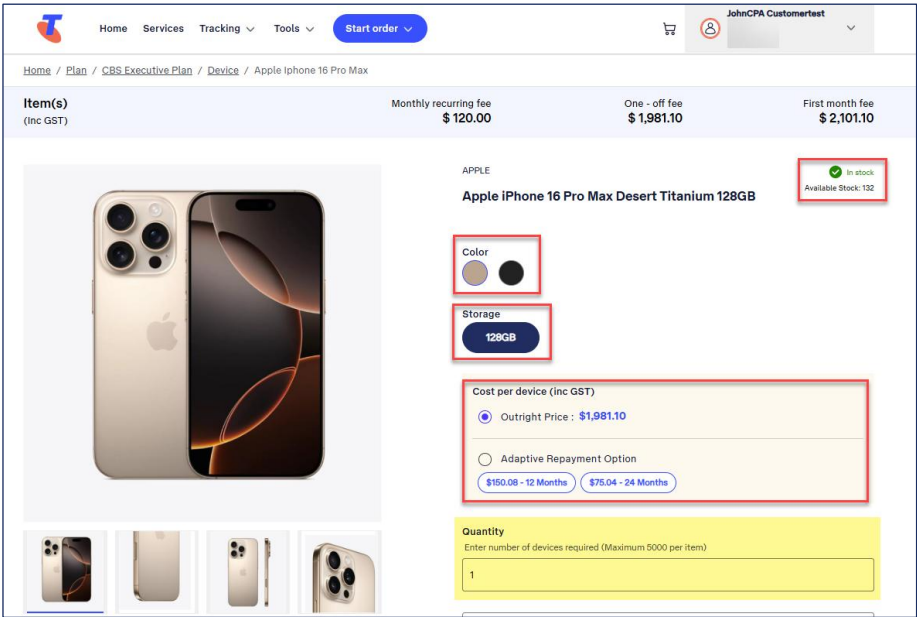
Step	Description	Detailed Actions
51	Once the delivery has been completed, an Order Completion email with <i>Order Completion Letter</i> as an attachment which provides details of the order will be sent. Note: Charges are triggered after the delivery is successful and charges appear on the customer's account when the order status is completed.	
52	C. <u>Linked Experience for Casual Plan Order</u> On the Home page, there are 2 ways to place an order for mobile plans: a) through the Start Order menu dropdown b) through the tiles under Place and Track Order section In both scenarios, click on Mobile Plans. You will then get navigated to the product ordering catalogue page.	

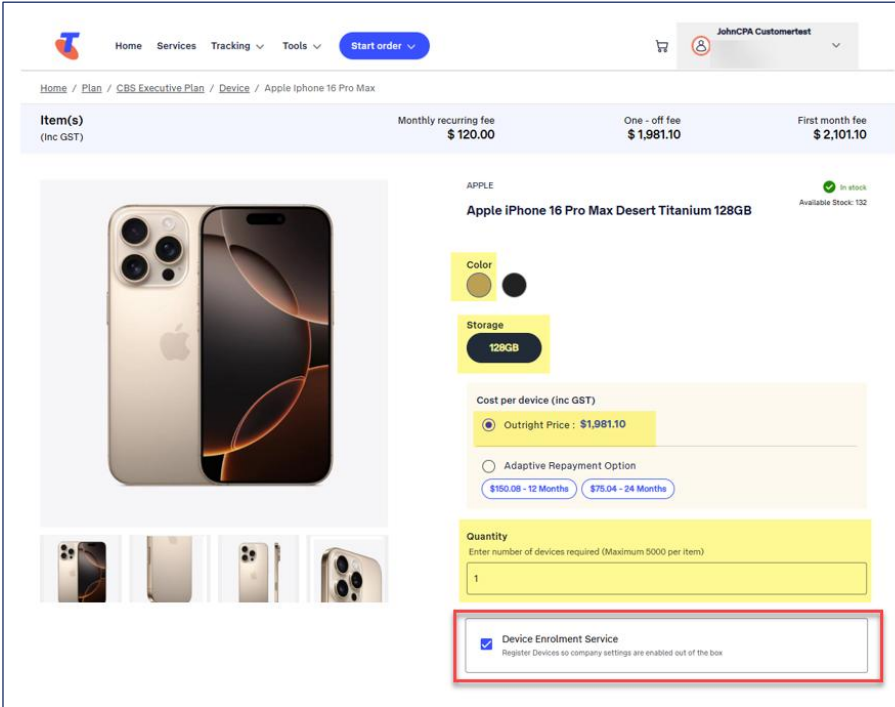
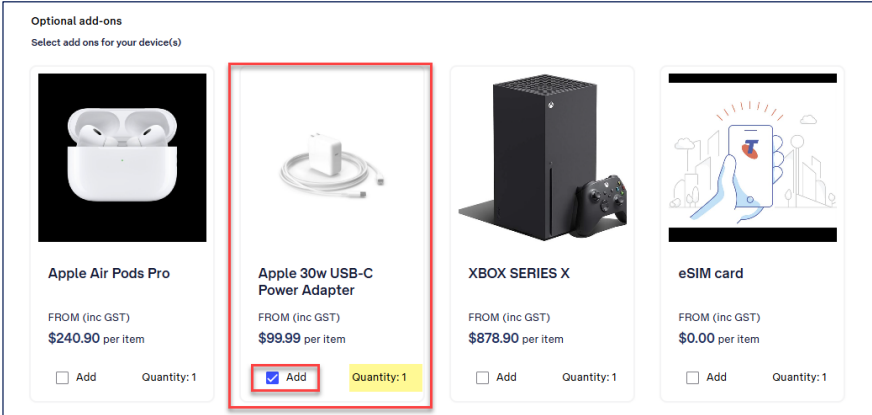
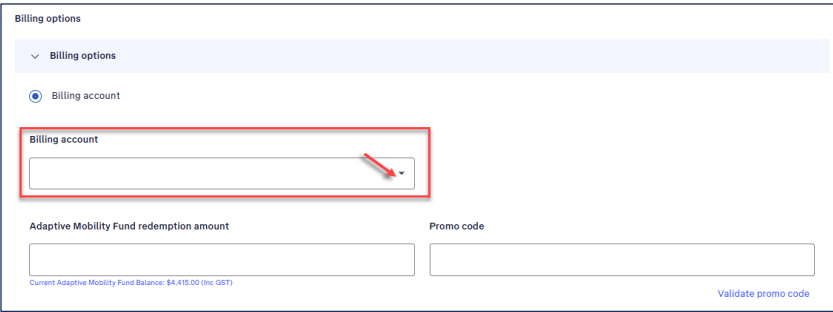
Step	Description	Detailed Actions
53	Click on the plan type to see the range of eligible plans. Filtering options as per below: - Select 5G or 4G network as desired. - Choose a plan term to go with your device. - Or you can type in the plan name on the search field.	
54	Choose your plan and click on Order Now .	
55a	Enter the quantity of plans you would like to buy. Then, select Value Added Services (VAS) as required. Notes: - You can purchase up to 999 plans per line item in a single order. You can add more items or products in a linked experience on the same order by clicking on “Continue Shopping” button from the shopping cart page - In the event you enter a quantity over 999 (e.g. 1000 and above), TOX will show an error message in red text.	

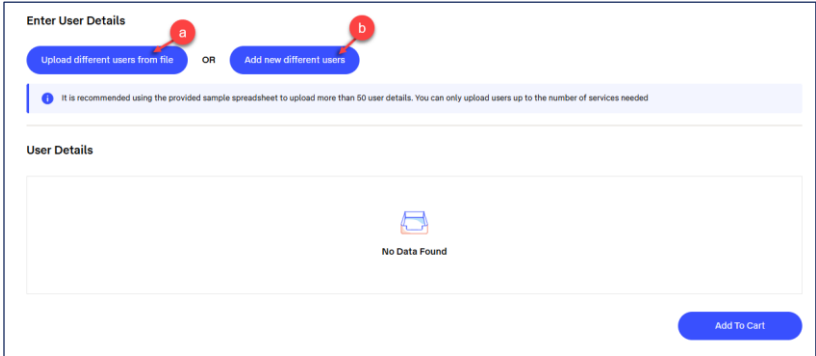
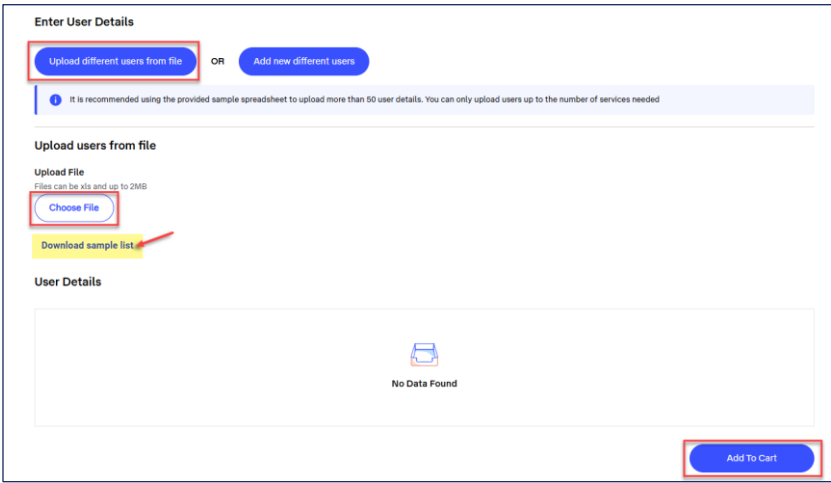
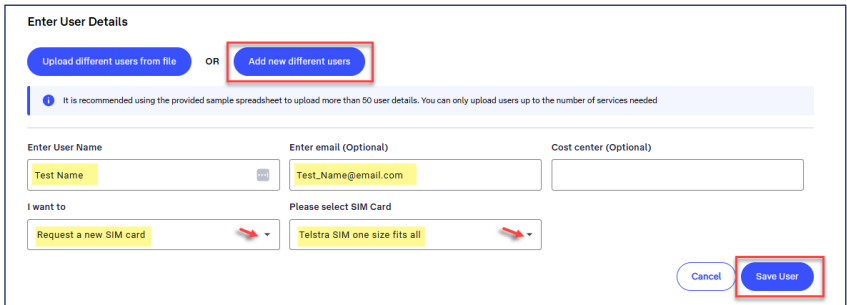
CP28 Linked Experience Ordering

Step	Description	Detailed Actions
	- 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 services, then all products selected after that (i.e. devices, accessories, etc.) will also be in quantity of 5. - Main features of the plan you've chosen will be activated automatically. You need to select or tick the box for items that you require to be disabled/barred.	
55b	Choose your Add-ons (optional).	
56	You will have the option to buy devices for your new mobile plans. If you need to keep your own device and just need a new plan, click on 'No. plans only'. If you need to purchase a new device to go with your new mobile plan, click on 'Yes. Buy devices'. This will take you to the Devices & Accessories page. In this scenario, we choose: - <i>Yes, Buy Devices</i>	

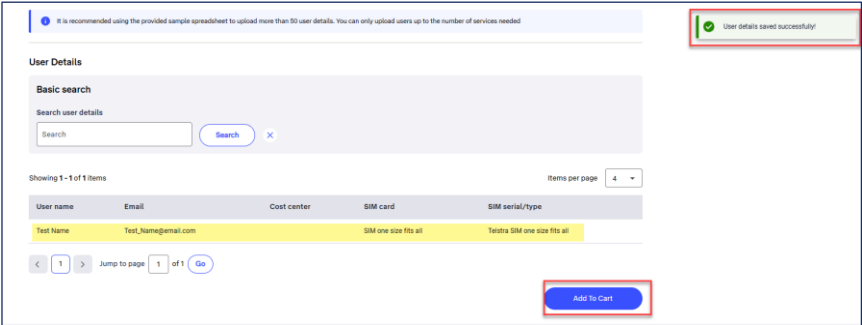
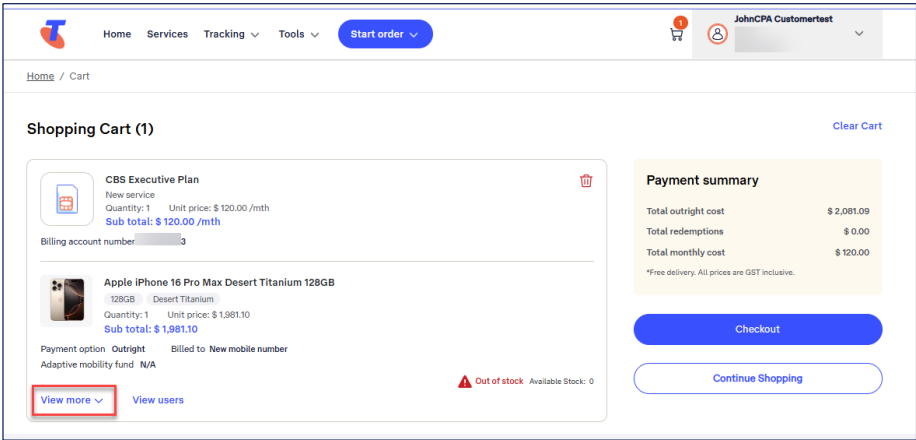
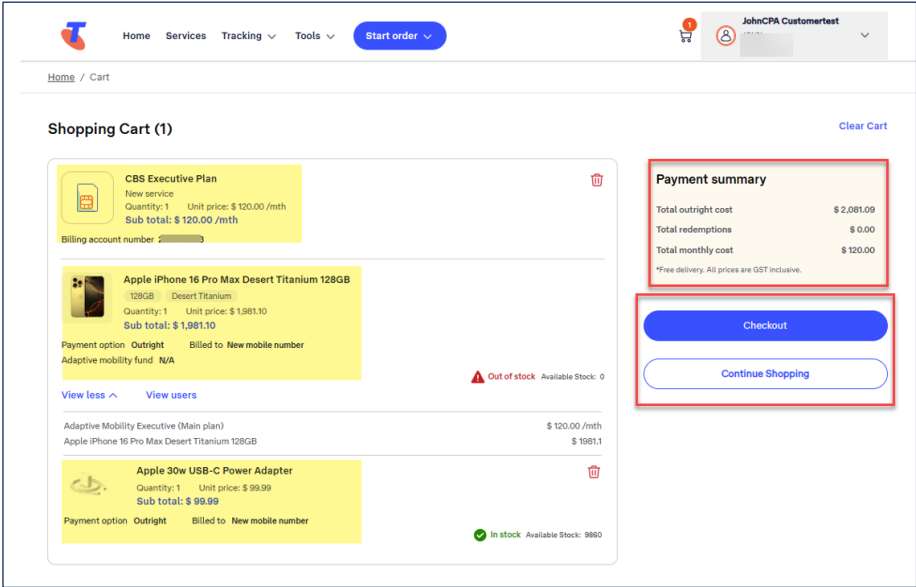
Step	Description	Detailed Actions
57	Click on the device type to see the range of products. Filtering Options as per below: - Select 5G or 4G network as desired. - Choose a brand or select All to view the complete range. - Or you can type in the product name on the search field.	
58	You will then be presented with the list of devices based on your selection in the step above. Select the device you need to purchase by clicking on the corresponding Order Now button. In this example, we choose <i>Apple iPhone 16 Pro Max</i>. Note: Each device specifies a buying option i.e. Outright, Adaptive Repayment Option, etc. with the corresponding amount for each payment option.	

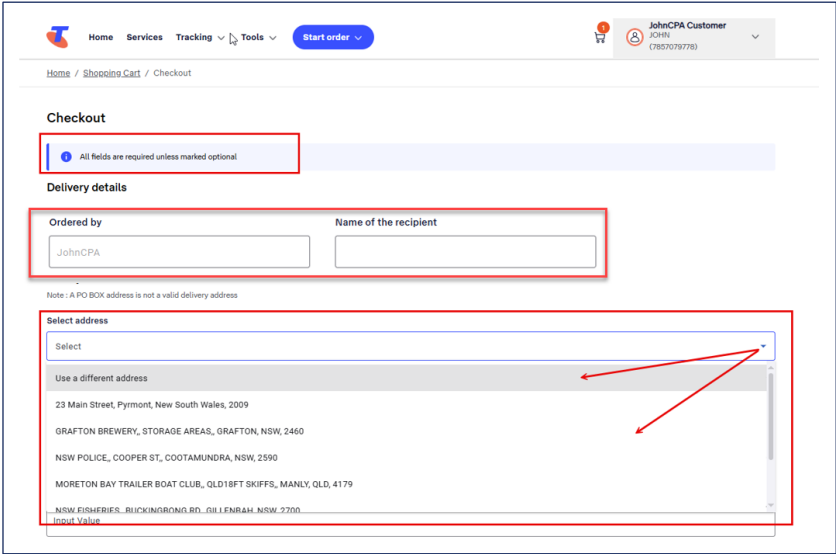
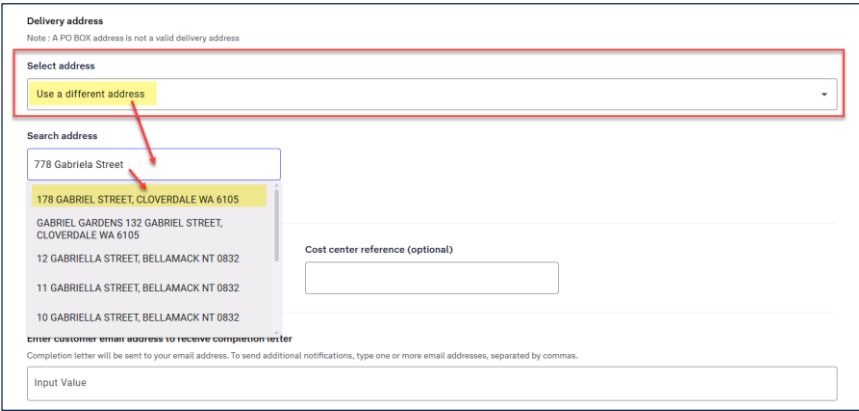
Step	Description	Detailed Actions
59	Configure your device and select payment option: a) Select the colour (where applicable) b) Choose the storage capacity (where applicable) c) Select Payment Option term Notes: - The Quantity is defaulted to the quantity entered when selecting the plan. This is not editable unless you move a step back. - There is a stock indicator on the top right of the page as highlighted. - If the device/item is out of stock, there is a stock indicator warning that will show on the upper right of this page (⚠️ Out of stock). - If the device is out of stock, you can: ➢ Choose a different device, or ➢ Order the item now and receive it at a future date.	

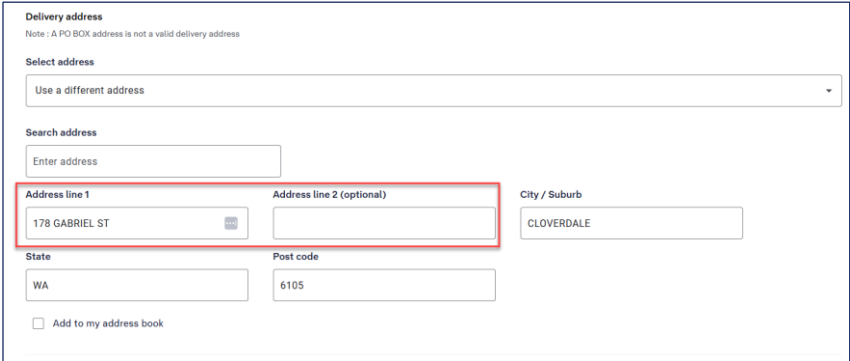
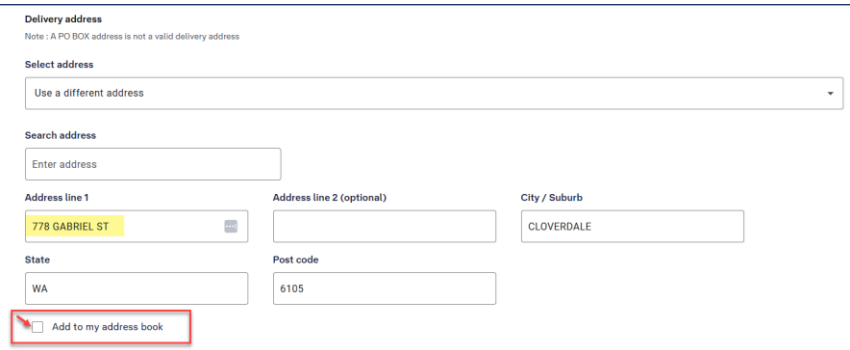
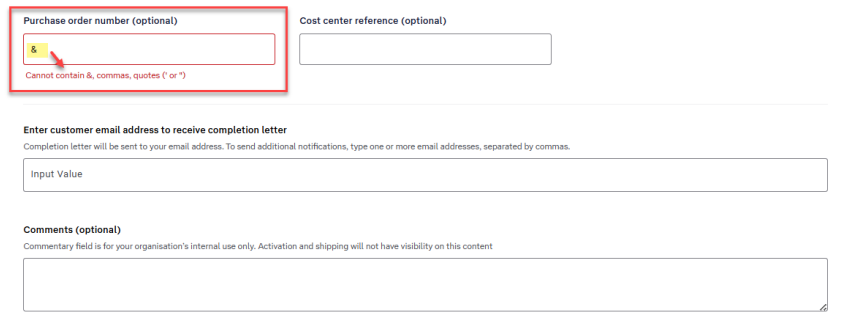
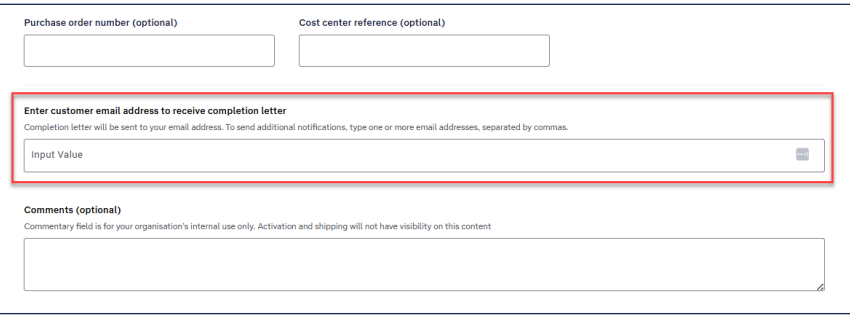
Step	Description	Detailed Actions
60	In this example, the device has been configured as per below: - Titanium colour - 128GB storage capacity - Outright as the Payment Option term - 1x Quantity Note: If you are enrolled as DES customer (Device Enrolment Service), the device being ordered will automatically be enrolled in the associated Device Enrolment Service as highlighted in the screenshot.	
61	Scroll down and you have options to choose additional Services and Optional Add-ons to go with your chosen device. If you wish to purchase these, tick the boxes accordingly. Note: Quantity for the selected accessories/services gets defaulted based on the quantity inputted in the step above. In this example, 1x Apple Power Adapter has been added in the order.	
62	Select the Billing Account from the dropdown. Note: This is the account that the order amount will be charged.	

Step	Description	Detailed Actions
63a	Enter User Details. <u>Two ways to enter user details:</u> a) Upload users from file b) Add new users	
63b	If you choose <i>option a</i> , click in Upload different user from file button. Use the sample list template as highlighted in yellow . Once populated with user details, save the files. Click on Choose File button to upload the files. Once file / template is uploaded, click on Add to Cart button to proceed to the next page.	
63c	If you choose <i>option b</i> , click on Add new different users button. Enter the user details on the designated fields and select details from the dropdown fields accordingly. For this particular scenario we will select below details for the specific fields: - I want to: Request a new SIM card - Please select SIM Card: Telstra SIM one size fits all Then, click Save User button.	



Step	Description	Detailed Actions
63d	Once user details have been added, click on Add To Cart button to proceed to the next page.	
64	This will add the transaction to the Shopping cart. Click on the View More dropdown to see the complete details of the items you are ordering.	
65	At this point, you can see the complete details of your order as highlighted in yellow. These shows the devices being ordered, the linked products chosen in the ordering flow and where the order is being billed to. Click on <i>“Continue shopping”</i> if you need to add more items in the order. Click on Checkout to finalise the purchase. Note: Payment summary section will show breakdown of your selected Payment Option accordingly.	

Step	Description	Detailed Actions
66	Enter the delivery details following the prompts. Notes: - Populate all the fields unless marked “optional”. - Select the address from the dropdown field, otherwise, select “Use a different address”	
67	If you choose to use a different address, you need to search the address from the designated field as highlighted. Then, select the correct address from the list provided. If the address is not on the list, select an address that match the <i>Suburb, Post Code, and State</i>. In this example, we choose the 1st record from the dropdown list.	
68	Once you select an address record, click on the pencil icon to modify the address details	

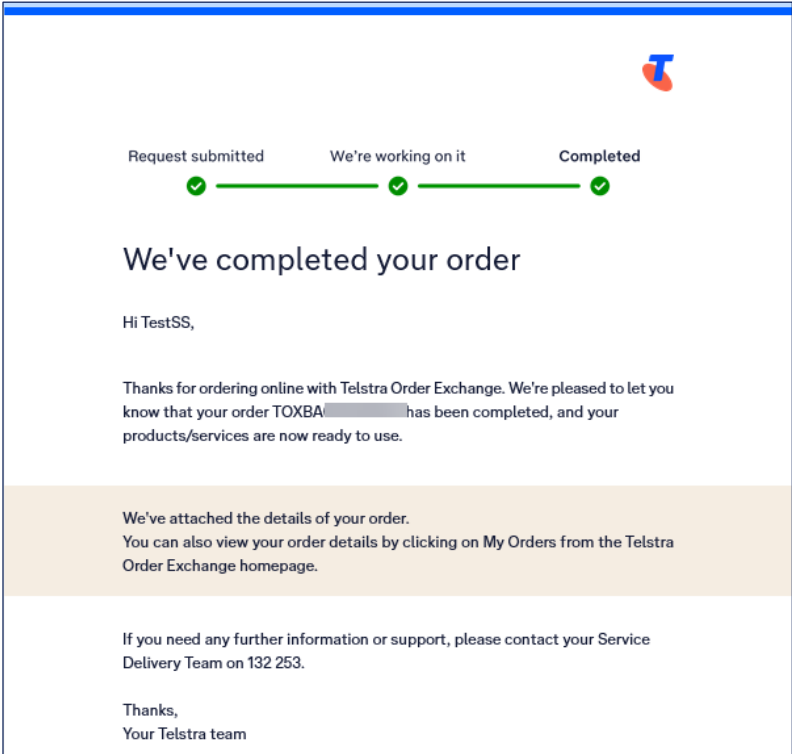
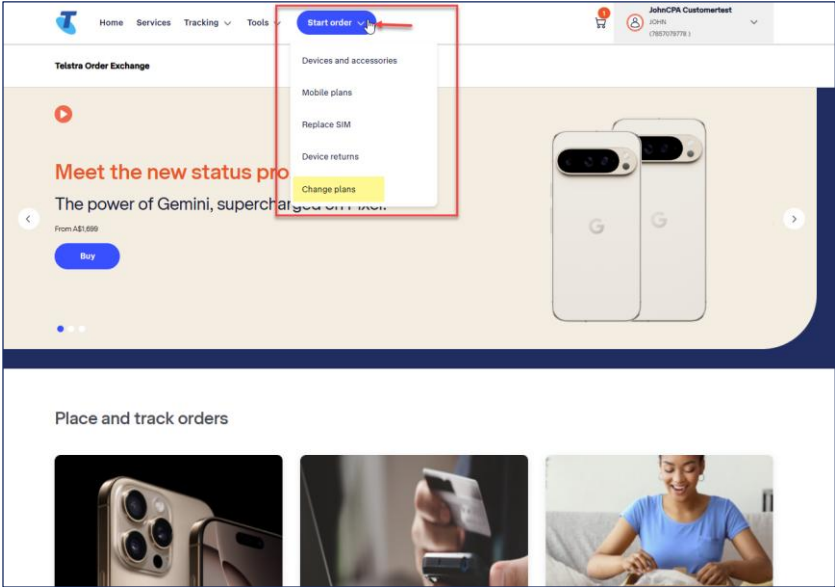
Step	Description	Detailed Actions
69	You can modify Address Line 1 and 2 as highlighted with the correct details. Note: City / Suburb, State and Post Code cannot be edited. If this is incorrect, go back to the step above.	
70	Once you modify the address, you have option to add this record in the company address book / profile by putting a tick on the box as highlighted. Scroll down to continue populating the remaining fields.	
71	In the event, you need to add a Customer based Purchase Order Number, use the designated field as highlighted. When a special character is entered into this field, which is not acceptable in the backend system, an error message will be shown: Cannot contain &, commas, quotes (' or ''). Note: All other characters are acceptable as long as there is no error message.	
72	Customer email address field can be used if you need to send email notifications and completion letter to other email address aside from your email address in TOX records.	

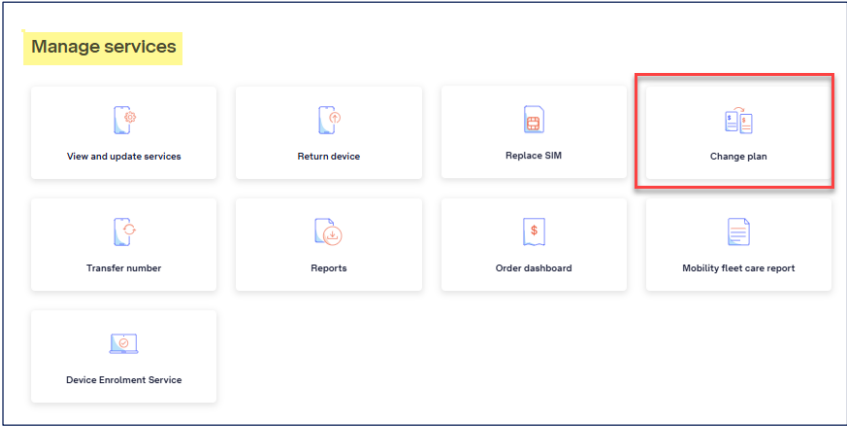
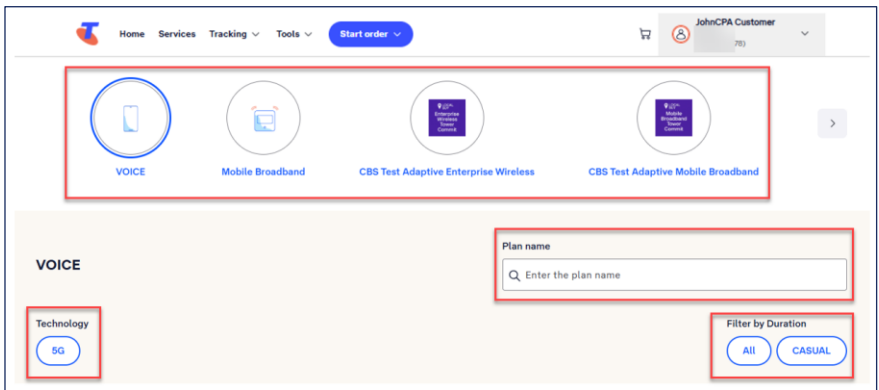
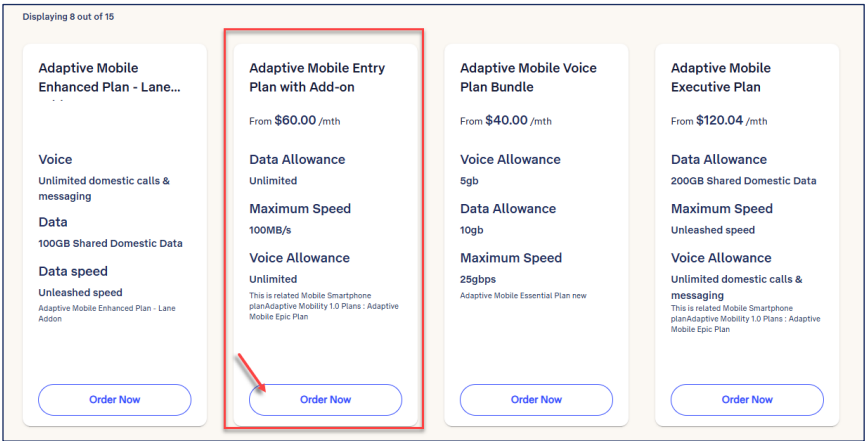


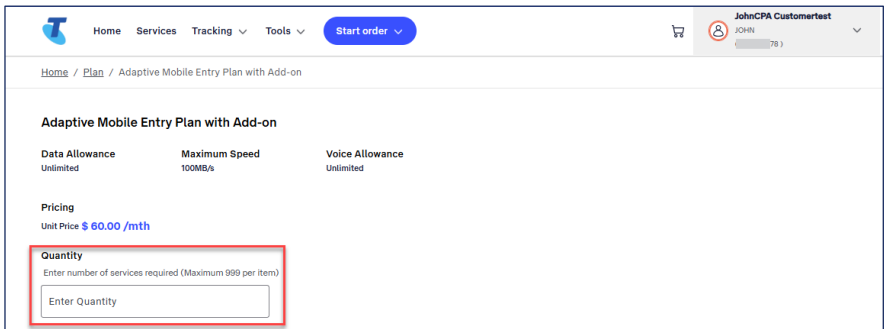
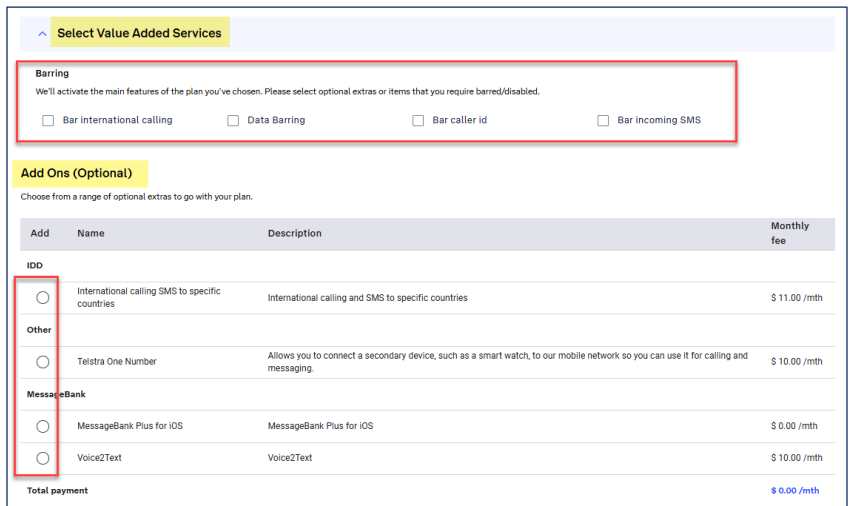
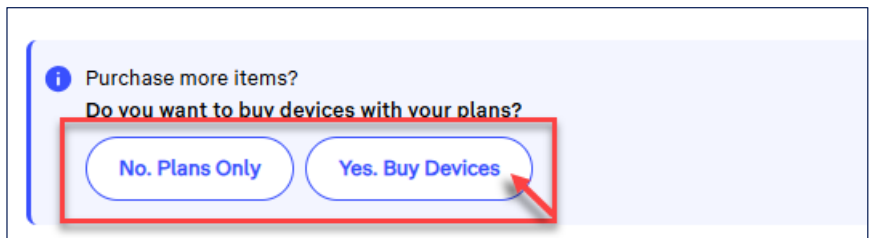
Step	Description	Detailed Actions
73	Comments field is for your organisation’s internal use only. Activation and shipping will not have visibility on this content.	
74	Once all fields are populated, scroll down to Checkout Summary section. Click on Confirm Order button to submit the order. Note: While your order is getting submitted, a <i>processing icon</i> will appear inside the Confirm Order button.	
75	Once order has been submitted, the Order Confirmation page will display. Click the My Orders button to navigate to the My Orders page in TOX.	

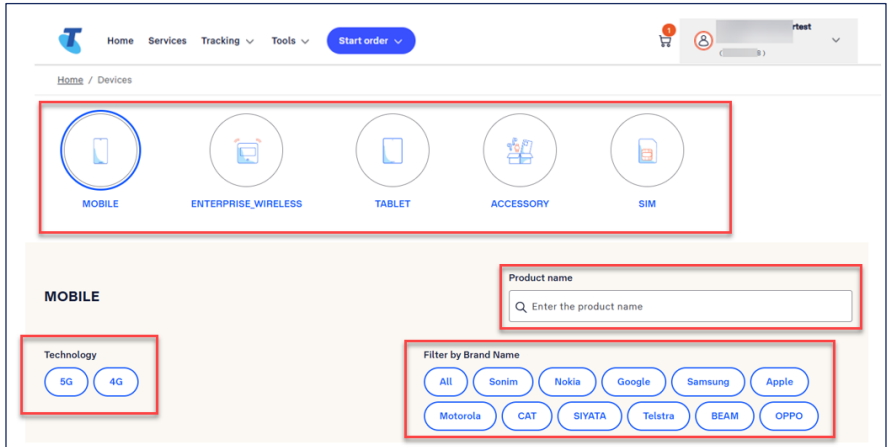
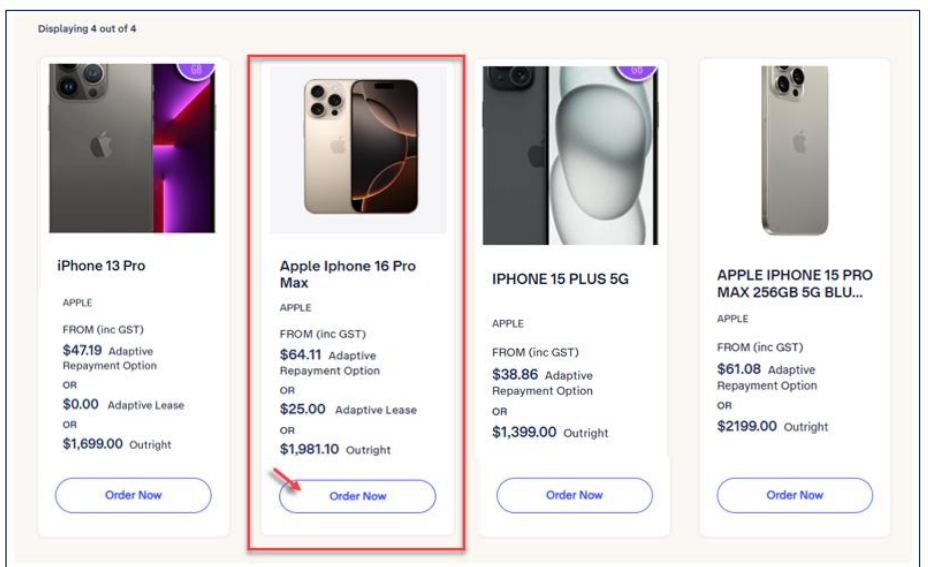


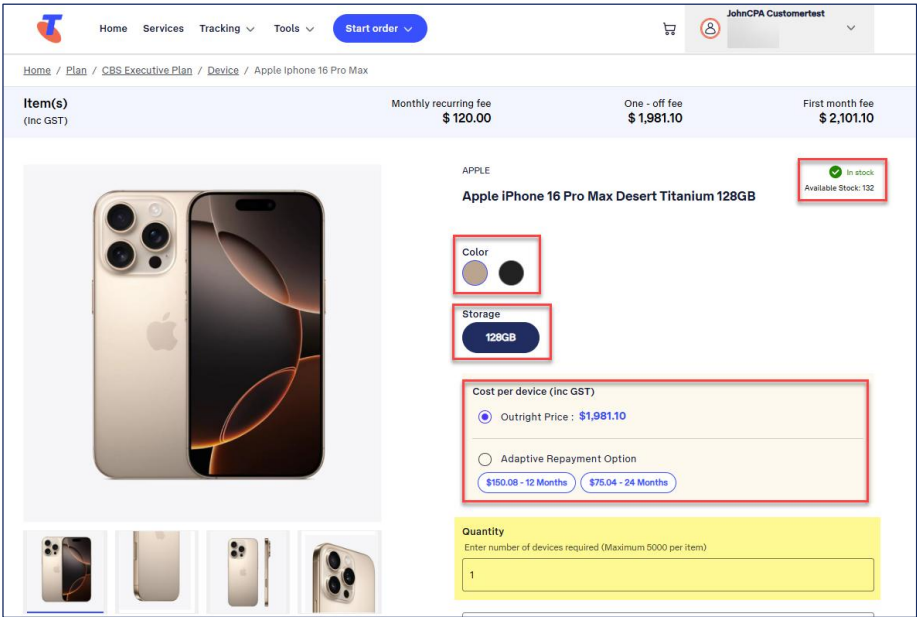
Step	Description	Detailed Actions
76	The customer who is the recipient of the ordered items will also receive an Order Confirmation email with a summary of the order details. Note: This is only when order was submitted successfully.	
77	Once the order has been dispatched, you will receive a Dispatch Notification. Note: The email will automatically be sent to the Primary Admin of the TOX profile and any other email added to the Order Notification field in the checkout screen.	

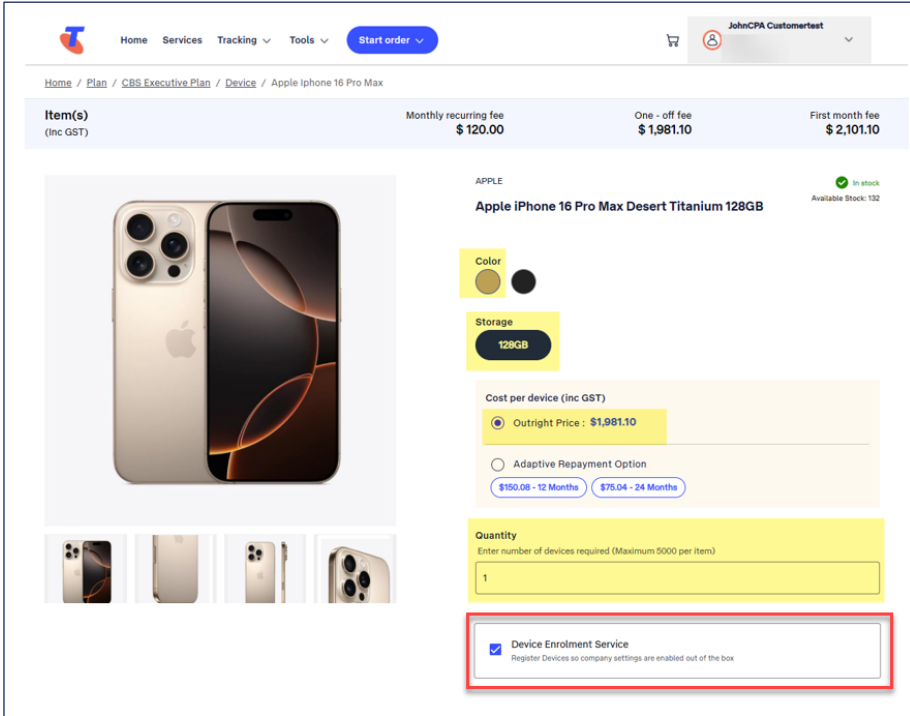
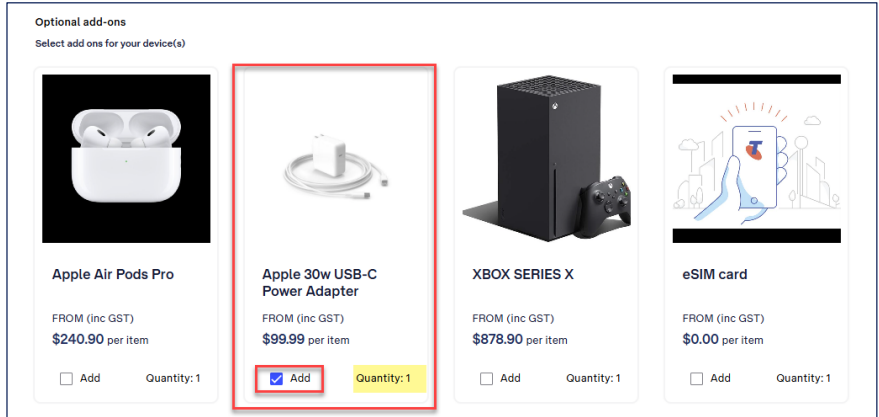
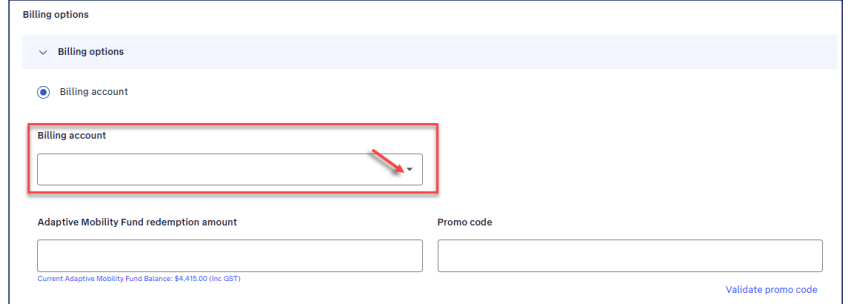
Step	Description	Detailed Actions
78	Once the delivery has been completed, an Order Completion email with <i>Order Completion Letter</i> as an attachment which provides details of the order will be sent. Note: Charges are triggered after the delivery is successful and charges appear on the customer's account when the order status is completed.	
79a	D. <u>Linked Experience for Change Mobile Plans Order with Existing Active Mobile Number</u> On the Home page, there are 2 ways to place an order for changing plans: a) through the Start Order menu dropdown b) through the tiles under Manage Services section In this scenario, click on Start Order menu and select Change Plans. You will then get navigated to the product ordering catalogue page.	

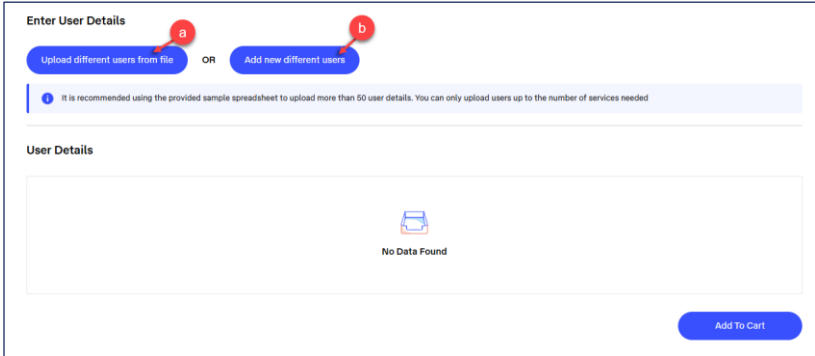
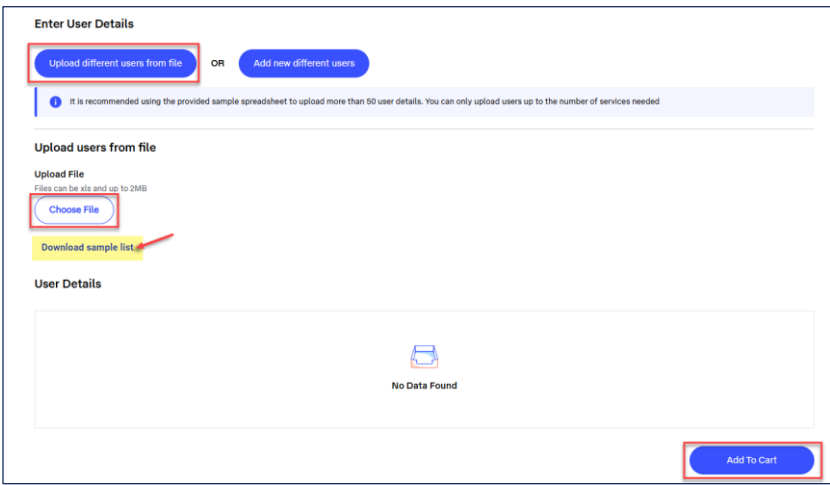
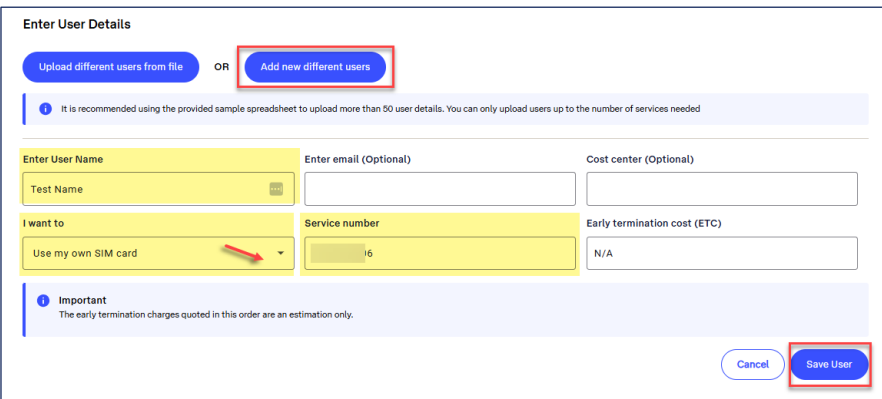
Step	Description	Detailed Actions
79b	For option b, scroll down from the homepage and click on Change plan tile. Note: When moving to another plan, sometimes an early termination charge (ETC) applies	
80	Click on the plan type to see the range of eligible plans. Filtering options as per below: - Select 5G or 4G network as desired. - Choose a plan term to go with your device. - Or you can type in the plan name on the search field.	
81	Choose your plan and click on Order Now.	

Step	Description	Detailed Actions
82	Enter the quantity of plans you would like to buy. Notes: - You can purchase up to 999 new plans in the same transaction. - In the event you enter a quantity over 999 (e.g. 1000 and above), TOX will show an error message in red text. - 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 services, then all products selected after that (i.e. devices, accessories, etc.) will also be in quantity of 5.	
83	Scroll down and select Value Added Services (VAS) as needed. Click to select from a range of optional add-ons or extras to go with your plan.	
84	You will have the option to buy devices for your new mobile plans. If you need to keep your own device and just need a new plan, click on 'No. plans only'. If you need to purchase a new device to go with your new mobile plan, click on 'Yes. Buy devices'.	

Step	Description	Detailed Actions
	This will take you to the Devices & Accessories page. In this scenario, we choose: - <i>Yes, Buy Devices</i>	
85	Click on the device type to see the range of products. Filtering Options as per below: - Select 5G or 4G network as desired. - Choose a brand or select All to view the complete range. - Or you can type in the product name on the search field.	
86	You will then be presented with the list of devices based on your selection in the step above. Select the device you need to purchase by clicking on the corresponding Order Now button. In this example, we choose <i>Apple iPhone 16 Pro Max</i>. Note: Each device specifies a buying option i.e. Outright, Adaptive Repayment Option, etc. with the corresponding amount for each payment option.	

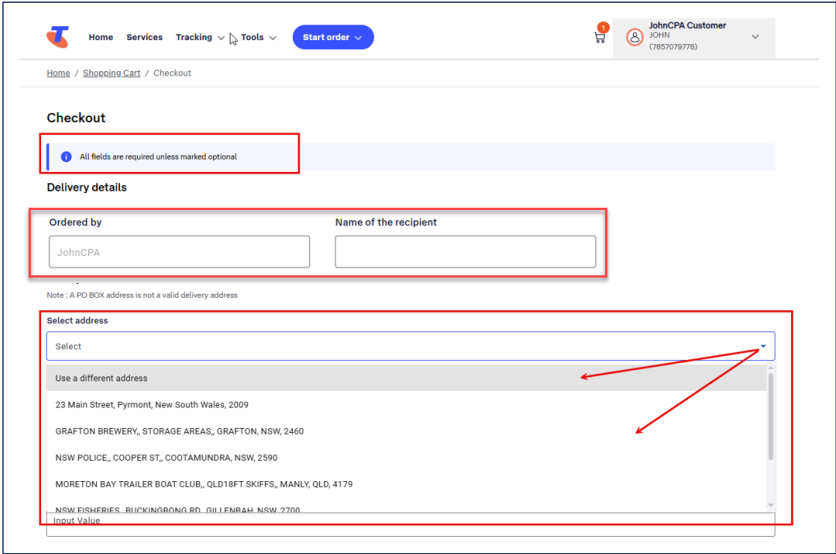
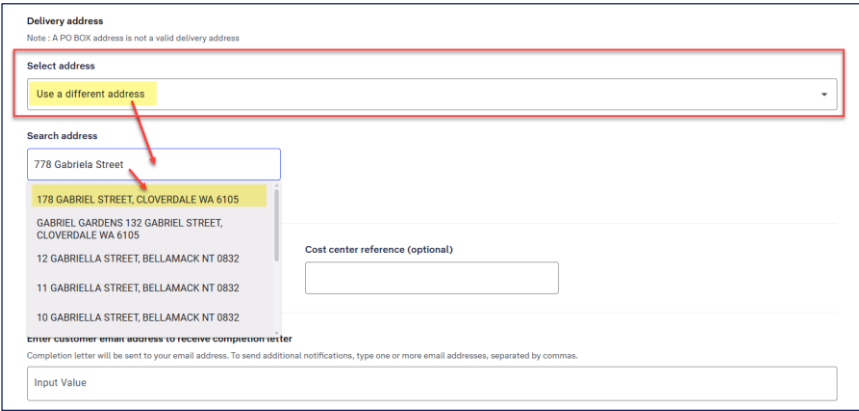
Step	Description	Detailed Actions
87	Configure your device and select payment option: a) Select the colour (where applicable) b) Choose the storage capacity (where applicable) c) Select Payment Option term Notes: - The Quantity is defaulted to the quantity entered when selecting the plan. This is not editable unless you move a step back. - There is a stock indicator on the top right of the page as highlighted. - If the device/item is out of stock, there is a stock indicator warning that will show on the upper right of this page (⚠️ Out of stock). - If the device is out of stock, you can: ➢ Choose a different device, or ➢ Order the item now and receive it at a future date.	

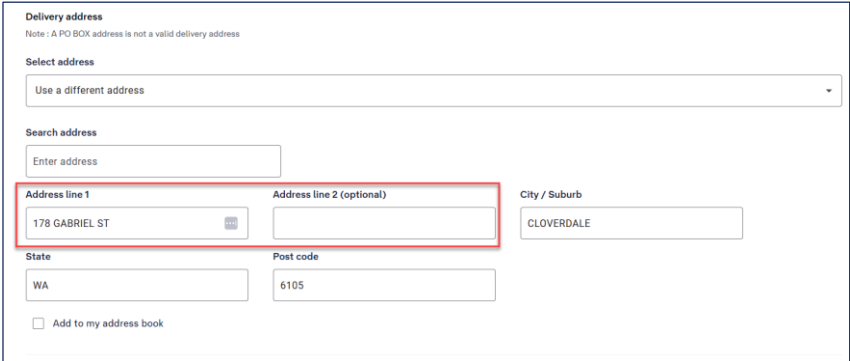
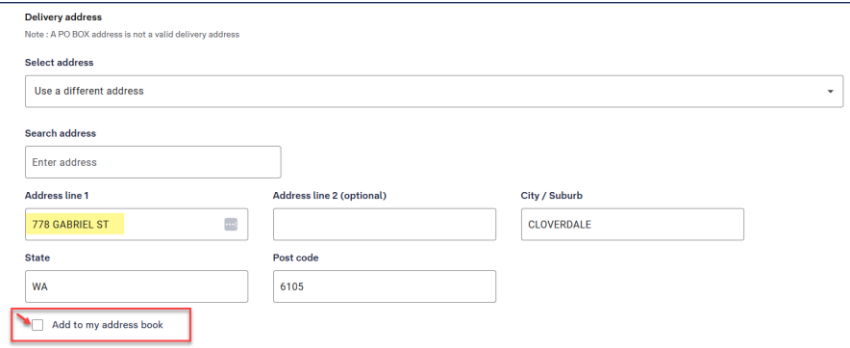
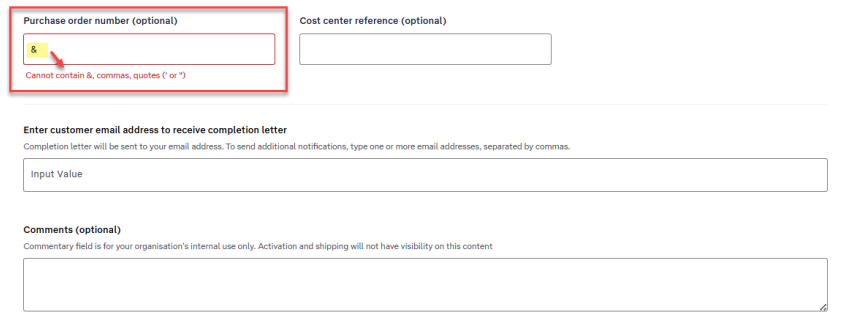
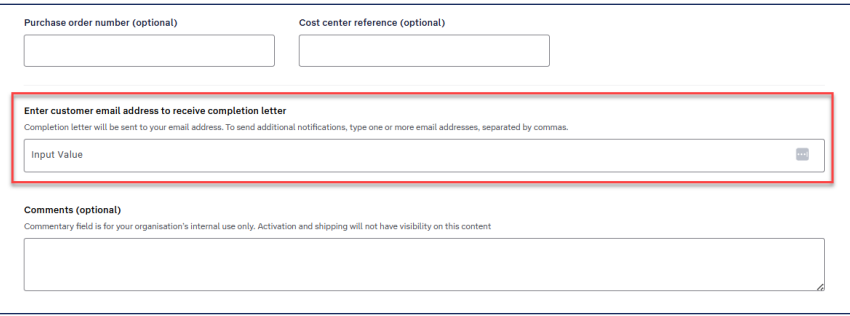
Step	Description	Detailed Actions
88	In this example, the device has been configured as per below: - Titanium colour - 128GB storage capacity - Outright as the Payment Option term - 1x Quantity Note: If you are enrolled as DES customer (Device Enrolment Service), the device being ordered will automatically be enrolled in the associated Device Enrolment Service as highlighted in the screenshot.	
89	Scroll down and you have options to choose additional Services and Optional Add-ons to go with your chosen device. If you wish to purchase these, tick the boxes accordingly. Note: Quantity for the selected accessories/services gets defaulted based on the quantity inputted in the step above. In this example, 1x Apple Power Adapter has been added in the order.	
90	Select the Billing Account from the dropdown. Note: This is the account that the order amount will be charged.	

Step	Description	Detailed Actions
91a	Enter User Details. <u>Two ways to enter user details:</u> a) Upload users from file b) Add new users	
91b	If you choose <u>option a</u> , click in Upload different user from file button. Use the sample list template as highlighted in yellow . Once populated with user details, save the files. Click on Choose File button to upload the files. Once file / template is uploaded, click on Add to Cart button to proceed to the next page.	
91c	If you choose <u>option b</u> , click on Add new different users button. Enter the user details on the designated fields and select details from the dropdown fields accordingly. For this particular scenario we will select below details for the specific fields: - I want to: Use my own SIM card - Service Number: input an active service number which you need the plan to be changed / update. Then, click Save User button. Note: Ensure the service number is aligned under the company name	

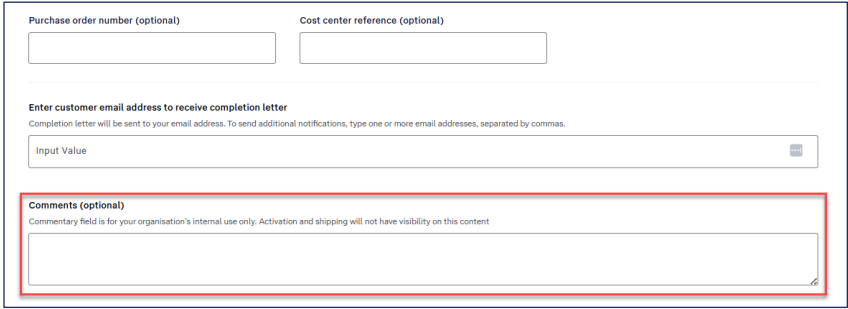
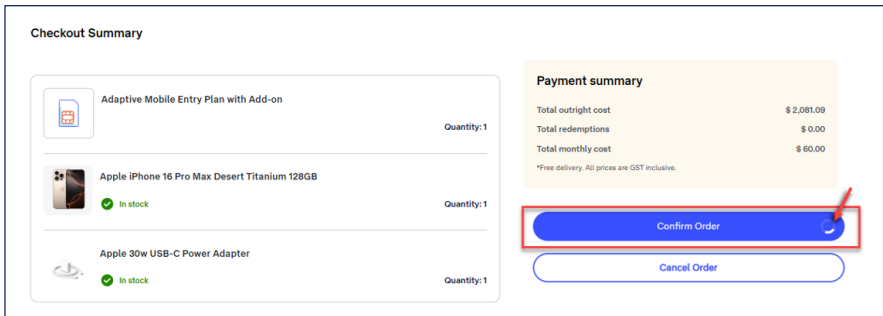
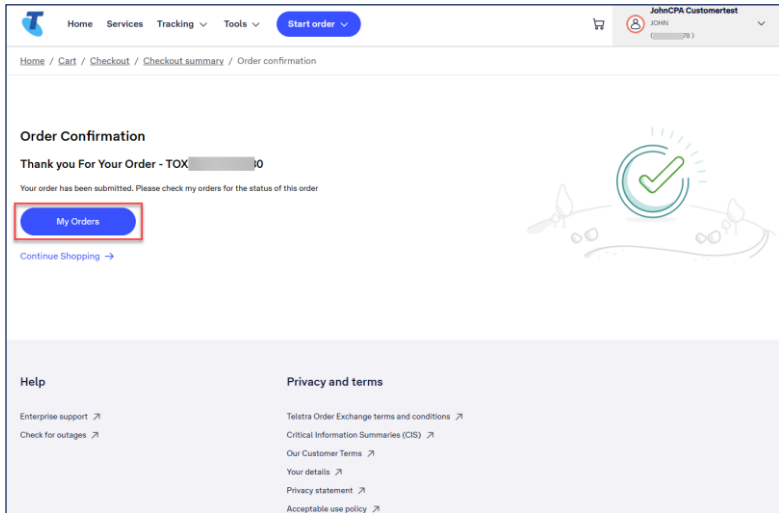
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Step	Description	Detailed Actions
91d	Once user details have been added, click on Add To Cart button to proceed to the next page.	
92	This will add the transaction to the Shopping cart. Click on the View More dropdown to see the complete details of the items you are ordering.	
93	At this point, you can see the complete details of your order as highlighted in yellow. These shows the devices being ordered, the linked products chosen in the ordering flow and where the order is being billed to. Click on <i>“Continue shopping”</i> if you need to add more items in the order. Click on Checkout to finalise the purchase. Note: Payment summary section will show breakdown of your selected Payment Option accordingly.	

Step	Description	Detailed Actions
94	Enter the delivery details following the prompts. Notes: - Populate all the fields unless marked “<i>optional</i>”. - Select the address from the dropdown field, otherwise, select “<i>Use a different address</i>”	
95	If you choose to use a different address, you need to search the address from the designated field as highlighted. Then, select the correct address from the list provided. If the address is not on the list, select an address that match the <i>Suburb</i>, <i>Post Code</i>, and <i>State</i>. In this example, we choose the 1st record from the dropdown list.	
96	Once you select an address record, click on the pencil icon to modify the address details	

Step	Description	Detailed Actions
97	Modify Address Line 1 and 2 as highlighted with the correct details. Note: City / Suburb, State and Post Code cannot be edited. If this is incorrect, go back to the step above.	
98	Once you modify the address, you have option to add this record in the company address book / profile by putting a tick on the box as highlighted. Scroll down to continue populating the remaining fields.	
99	In the event, you need to add a Customer based Purchase Order Number , use the designated field as highlighted. When a special character is entered into this field, which is not acceptable in the backend system, an error message will be shown: Cannot contain &, commas, quotes ('or '') . Note: All other characters are acceptable as long as there is no error message.	
100	Customer email address field can be used if you need to send email notifications and completion letter to other email address aside from your email address in TOX records.	

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Step	Description	Detailed Actions
101	Comments field is for your organisation's internal use only. Activation and shipping will not have visibility on this content.	
102	Once all fields are populated, scroll down to Checkout Summary section. Click on Confirm Order button to submit the order. Note: While your order is getting submitted, a processing icon will appear inside the Confirm Order button.	
103	Once order has been submitted, the Order Confirmation page will display. Click the My Orders button to navigate to the My Orders page in TOX.	



Step	Description	Detailed Actions
104	The customer who is the recipient of the ordered items will also receive an Order Confirmation email with a summary of the order details. Note: This is only when order was submitted successfully.	
105	Once the order has been dispatched, you will receive a Dispatch Notification. Note: The email will automatically be sent to the Primary Admin of the TOX profile and any other email added to the Order Notification field in the checkout screen.	



Step	Description	Detailed Actions
106	Once the delivery has been completed, an Order Completion email <i>with Order Completion Letter</i> as an attachment which provides details of the order will be sent. Note: Charges are triggered after the delivery is successful and charges appear on the customer's account when the order status is completed.	
end of process / steps		