
Telstra Enterprise – Telstra Order Exchange (TOX) Customer Portal

Order Dashboard

Business unit
Telstra Enterprise

Issue date
9/08/2026

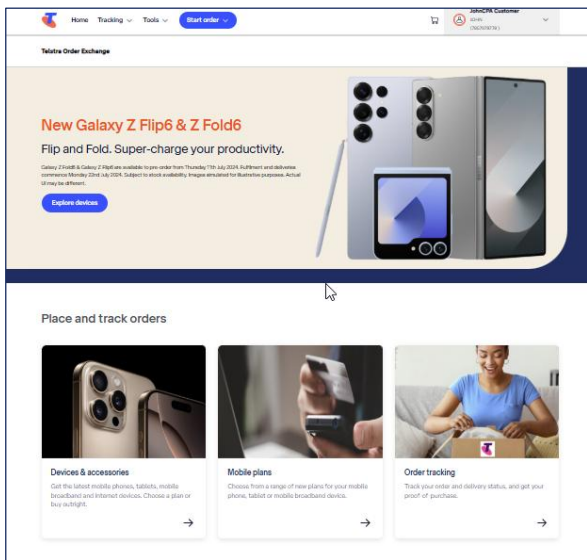
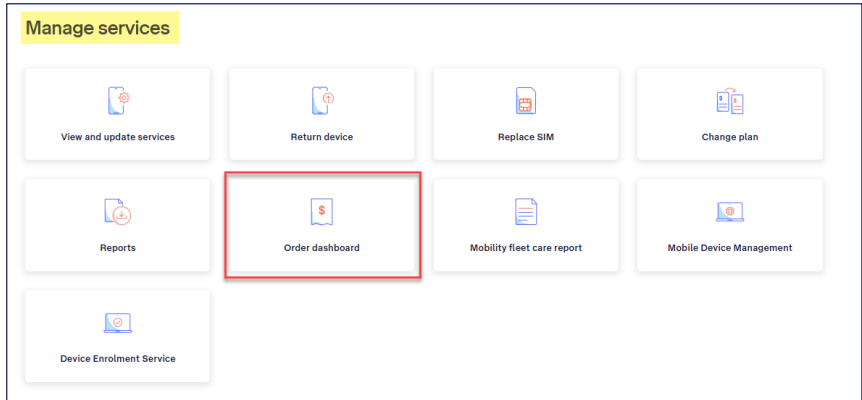
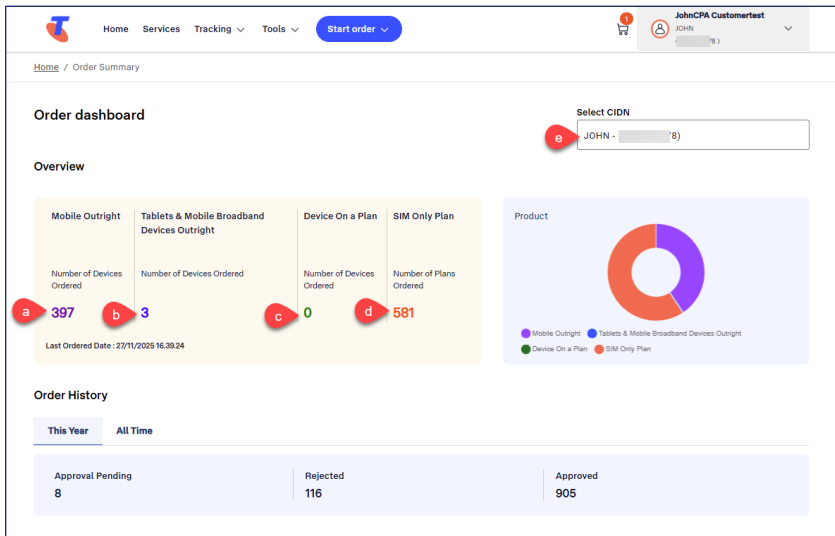
Document ID
CP30

Audience

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

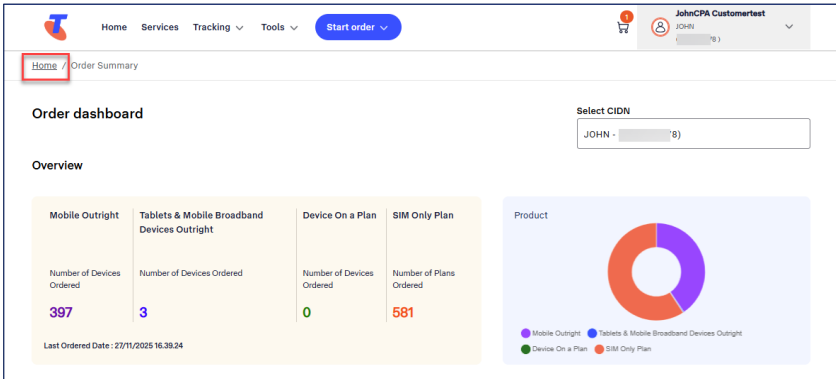
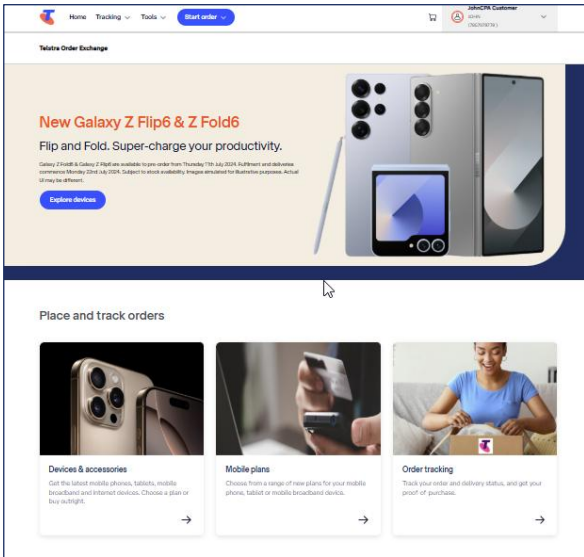
Summary

The purpose of this document is to provide detailed step by step instructions with screen views on how to access TOX Order Dashboard via Manage Services section in TOX home page.

Step	Description	Detailed Actions																		
1	Log in to the TOX Customer Portal. On the Home page, scroll down to My Services section.																			
2	Click on Order dashboard tile.																			
3	The dashboard view provides the following breakdowns: a) Number of Mobile Outright devices ordered b) Number of Tablets & Mobiles Broadband devices Outright c) Number of Devices on a plan ordered d) Number of SIM Only Plans ordered e) Select CIDN if user has associated Child CIDN. Note: These are the orders being processed through TOX	 <table><thead><tr><th>Mobile Outright</th><th>Tablets & Mobile Broadband Devices Outright</th><th>Device On a Plan</th><th>SIM Only Plan</th></tr></thead><tbody><tr><td>Number of Devices Ordered</td><td>Number of Devices Ordered</td><td>Number of Devices Ordered</td><td>Number of Plans Ordered</td></tr><tr><td>397</td><td>3</td><td>0</td><td>581</td></tr></tbody></table> Last Ordered Date: 22/11/2025 16:39:24 Order History <table><thead><tr><th>This Year</th><th>All Time</th></tr></thead><tbody><tr><td>Approval Pending 8</td><td>Rejected 116</td></tr><tr><td></td><td>Approved 905</td></tr></tbody></table>	Mobile Outright	Tablets & Mobile Broadband Devices Outright	Device On a Plan	SIM Only Plan	Number of Devices Ordered	Number of Devices Ordered	Number of Devices Ordered	Number of Plans Ordered	397	3	0	581	This Year	All Time	Approval Pending 8	Rejected 116		Approved 905
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4	Order History section shows two menu tabs: This year versus All time results in categories: - Approval Pending - Rejected - Approved Note: the category statistics change depending on the menu tab you accessed.	The screenshot shows the 'Order dashboard' with an overview of device and plan orders. A red box highlights the 'Order History' section, which includes two tabs: 'This Year' and 'All Time'. Below these tabs, a table displays the status of orders: 8 Approval Pending, 116 Rejected, and 905 Approved. <table><thead><tr><th>Category</th><th>Count</th></tr></thead><tbody><tr><td>Approval Pending</td><td>8</td></tr><tr><td>Rejected</td><td>116</td></tr><tr><td>Approved</td><td>905</td></tr></tbody></table>	Category	Count	Approval Pending	8	Rejected	116	Approved	905																																				
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5	Scroll down to view Most Popular Devices	The screenshot shows a table titled 'Most Popular Devices' with four columns: Device, Number of Outright Devices, Number of Devices on Plans, and Total. A red arrow points to the 'Device' column header. <table><thead><tr><th>Device</th><th>Number of Outright Devices</th><th>Number of Devices on Plans</th><th>Total</th></tr></thead><tbody><tr><td>Samsung Galaxy S25 Ultra Black 256GB</td><td>66</td><td>0</td><td>66</td></tr><tr><td>APPLE IPHONE 11 256GB 40X GREEN</td><td>56</td><td>0</td><td>56</td></tr><tr><td>Google Pixel 2 XL</td><td>51</td><td>0</td><td>51</td></tr><tr><td>Samsung Galaxy S25 Ultra Black 512GB</td><td>49</td><td>0</td><td>49</td></tr><tr><td>Asset Tag</td><td>43</td><td>0</td><td>43</td></tr><tr><td>Apple IPAD PRO 13 5G Black</td><td>41</td><td>0</td><td>41</td></tr><tr><td>Apple Iphone 16 Pro Max black titanium 128GB</td><td>37</td><td>0</td><td>37</td></tr><tr><td>Google Pixel 9 Pro Black 128GB</td><td>31</td><td>0</td><td>31</td></tr><tr><td>Apple iPhone 16 Pro Max Desert Titanium 128GB</td><td>16</td><td>0</td><td>16</td></tr><tr><td>Google Pixel 9 Pro Black 256GB</td><td>14</td><td>0</td><td>14</td></tr></tbody></table>	Device	Number of Outright Devices	Number of Devices on Plans	Total	Samsung Galaxy S25 Ultra Black 256GB	66	0	66	APPLE IPHONE 11 256GB 40X GREEN	56	0	56	Google Pixel 2 XL	51	0	51	Samsung Galaxy S25 Ultra Black 512GB	49	0	49	Asset Tag	43	0	43	Apple IPAD PRO 13 5G Black	41	0	41	Apple Iphone 16 Pro Max black titanium 128GB	37	0	37	Google Pixel 9 Pro Black 128GB	31	0	31	Apple iPhone 16 Pro Max Desert Titanium 128GB	16	0	16	Google Pixel 9 Pro Black 256GB	14	0	14
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6	Continue to scroll and view Most Popular Plans.	The screenshot shows a table titled 'Most Popular Plans' with four columns: Plans, Number of Outright Devices, Number of Devices on Plans, and Total. A red arrow points to the 'Plans' column header. <table><thead><tr><th>Plans</th><th>Number of Outright Devices</th><th>Number of Devices on Plans</th><th>Total</th></tr></thead><tbody><tr><td>Adaptive Mobile Essential Plan Emergency AddOn</td><td>230</td><td>0</td><td>230</td></tr><tr><td>Adaptive Mobile Epic Plan 1</td><td>126</td><td>0</td><td>126</td></tr><tr><td>Adaptive Mobile Voice Plan</td><td>41</td><td>0</td><td>41</td></tr><tr><td>Adaptive Mobile Essential Plan v4</td><td>27</td><td>0</td><td>27</td></tr><tr><td>Adaptive Mobile Entry Plan</td><td>24</td><td>0</td><td>24</td></tr><tr><td>Adaptive Mobile Executive Plan</td><td>22</td><td>0</td><td>22</td></tr><tr><td>Adaptive Mobile Enhanced Plan</td><td>16</td><td>0</td><td>16</td></tr><tr><td>Adaptive Mobile Epic Plan 85</td><td>16</td><td>0</td><td>16</td></tr><tr><td>Adaptive Mobile Essential Plan new</td><td>12</td><td>0</td><td>12</td></tr><tr><td>Adaptive Mobility Epic Plan</td><td>12</td><td>0</td><td>12</td></tr></tbody></table>	Plans	Number of Outright Devices	Number of Devices on Plans	Total	Adaptive Mobile Essential Plan Emergency AddOn	230	0	230	Adaptive Mobile Epic Plan 1	126	0	126	Adaptive Mobile Voice Plan	41	0	41	Adaptive Mobile Essential Plan v4	27	0	27	Adaptive Mobile Entry Plan	24	0	24	Adaptive Mobile Executive Plan	22	0	22	Adaptive Mobile Enhanced Plan	16	0	16	Adaptive Mobile Epic Plan 85	16	0	16	Adaptive Mobile Essential Plan new	12	0	12	Adaptive Mobility Epic Plan	12	0	12
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7	Scroll up and click Home to return to the Home page.	 <table><caption>Order dashboard Overview</caption><tr><th>Mobile Outright</th><th>Tablets & Mobile Broadband Devices Outright</th><th>Device On a Plan</th><th>SIM Only Plan</th></tr><tr><td>Number of Devices Ordered</td><td>Number of Devices Ordered</td><td>Number of Devices Ordered</td><td>Number of Plans Ordered</td></tr><tr><td>397</td><td>3</td><td>0</td><td>581</td></tr></table> Last Ordered Date : 27/11/2025 16:38:24 Product distribution: Mobile Outright (purple), Tablets & Mobile Broadband Devices Outright (blue), Device On a Plan (green), SIM Only Plan (red).	Mobile Outright	Tablets & Mobile Broadband Devices Outright	Device On a Plan	SIM Only Plan	Number of Devices Ordered	Number of Devices Ordered	Number of Devices Ordered	Number of Plans Ordered	397	3	0	581
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8	You are now back to TOX Customer Portal Home page.													
end of process / steps														