
Telstra Enterprise – Telstra Order Exchange (TOX) Customer Portal

TOX Customer Collateral

Business unit
Telstra Enterprise

Issue date
9/08/2026

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CP27

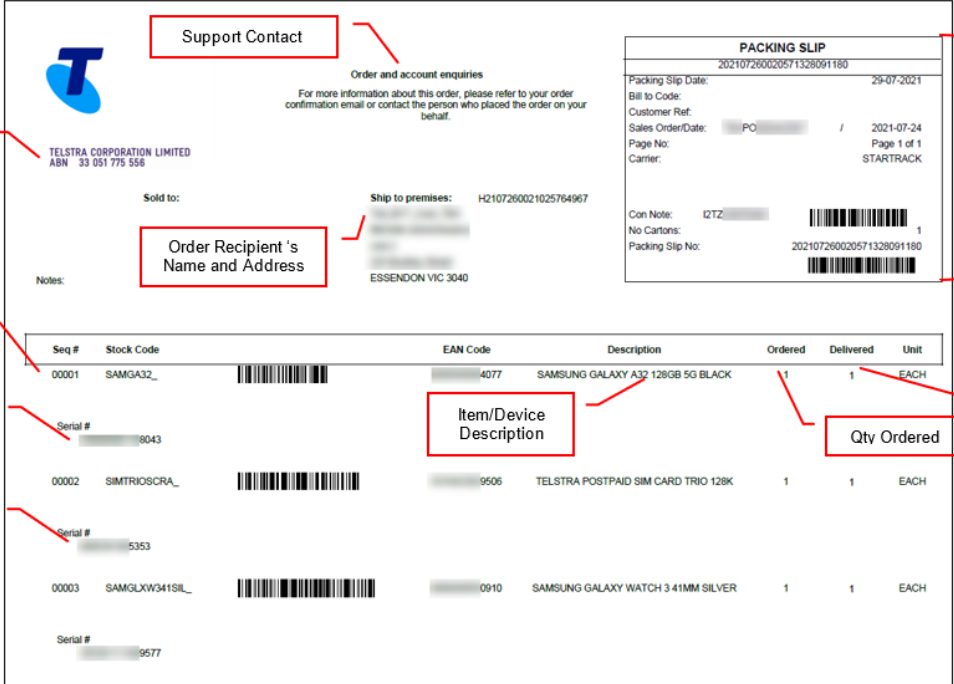
Audience

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

Summary

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 guidelines on how to read these information related to their Telstra Order Exchange (TOX) Order.

Step	Description	Detailed Actions
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 Recipient's Name and Address

Item/Device Record Line Number

Serial Number for item 1

Serial Number for item 2

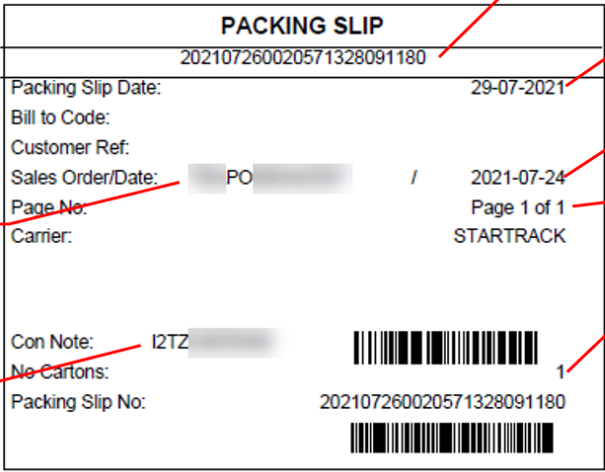
Item/Device Description

Qty Ordered

Qty Delivered

Details available in separate screenshot below

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



Packing Slip Number

Date the Order has been packed

Date the Order has been raised

Number of packing slip pages in the package

Quantity of cartons in the order delivery

TOX Order Number

Consignment Number

Packing Slip

202107260020571328091180

Packing Slip Date: 29-07-2021

Bill to Code:

Customer Ref:

Sales Order/Date: PO / 2021-07-24

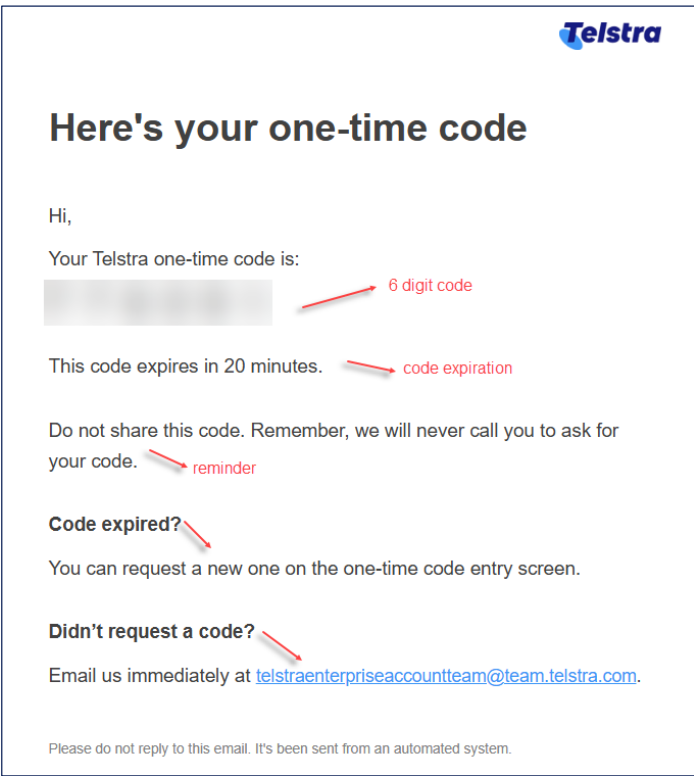
Page No: Page 1 of 1

Carrier: STARTRACK

Con Note: I2TZ

No Cartons: 1

Packing Slip No: 202107260020571328091180

Step	Description	Detailed Actions
2	Shipping Label (Original Order)	This is the sticker attached to all Order Delivery Packages.
		
3	One-time code Email Notification This email will be sent to the customer user when they login and after they put in their login name and password in TOX portal. This will be the 2 nd step authentication where TOX will ask for a code before a user can login successfully. Email Subject: <i>Your one-time code</i>	

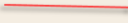


Step	Description	Detailed Actions								
4	Order Approval Email Notification This email will be sent to a nominated approver every time an order will be raised. The approver will then need to login in to TOX to approve the order before getting provisioned. Email Subject: <i>You have a new order to approve in Telstra Order Exchange</i>	Request submitted We're working on it Completed order status flow We've received a new order for your approval Hi Customer, There's a new order waiting for your approval. You can review and approve the order by clicking on My Orders from the Telstra Order Exchange homepage, and search the Order Number below. Here are the order details: Order Submission Date: 24/06/2026 13:46:49 AEST TOX Order Number Order Number: TOXBA name of user who raised the order Ordered By: Equipment and Service Order Details <table><tr><th>Product</th><th>Unit Price</th><th>Quantity</th><th>Subtotal</th></tr><tr><td>Apple IPAD PRO 11 5G</td><td>\$2000.02</td><td>1</td><td>\$2000.02</td></tr></table> If you need any further information or support, please contact our Service Delivery Team on 132 253 Thanks, Your Telstra team Stay safe online 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.	Product	Unit Price	Quantity	Subtotal	Apple IPAD PRO 11 5G	\$2000.02	1	\$2000.02
Product	Unit Price	Quantity	Subtotal							
Apple IPAD PRO 11 5G	\$2000.02	1	\$2000.02							
5	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. Email Subject: <i>Thanks for ordering online with Telstra Order Exchange</i>	Request submitted We're working on it Completed order status flow We've received your order Hi Customer / User Name Here are your order details Order Exchange Reference Number: TOXE 0 TOX Order Number Order Date: 23 June 2026 date order has been submitted Ordered By: f name of user who raised the order Organisation: Company Name Delivery Address: BELCONNEN ACT 2617 Customer Delivery Address								



Step	Description	Detailed Actions								
Continuation: Order Confirmation Email										
Equipment and Service Order Details <table><tr><th>Product</th><th>Unit Price</th><th>Quantity</th><th>Subtotal</th></tr><tr><td>Adaptive Mobile Executive Plan</td><td>\$120.04</td><td>1</td><td>\$120.04</td></tr></table> Your Price Summary Total Monthly Fees (GST not applicable) \$0.00 per month Total Monthly Fees (inc GST) \$120.04 per month Outright / Upfront Fees (inc GST) \$0.00 Outright Cost Redemption total (inc GST) Incl. Funds, promotions & other discounts \$0.00 Cost when redeeming an Adaptive Fund Outright / Upfront total (inc GST) \$0.00 Total Outright Cost after fund redemption Sender ID is Changing From 1 July 2026, Telstra and all organisations that send messages using a sender ID are required to register with the Australian Communications and Media Authority (ACMA) to be allowed to continue sending messages using their sender ID. SMS/MMS from senders using an ID that is not registered, will be delivered with the name 'unverified'. To learn more about sender ID and the changes visit the Telstra website here.			Product	Unit Price	Quantity	Subtotal	Adaptive Mobile Executive Plan	\$120.04	1	\$120.04
Product	Unit Price	Quantity	Subtotal							
Adaptive Mobile Executive Plan	\$120.04	1	\$120.04							
sender ID are required to register with the Australian Communications and Media Authority (ACMA) to be allowed to continue sending messages using their sender ID. SMS/MMS from senders using an ID that is not registered, will be delivered with the name 'unverified'. To learn more about sender ID and the changes visit the Telstra website here. check this link for details You can check your order any time by clicking on My Orders from the Telstra Order Exchange homepage. instruction on how to check this order via TOX portal If you need any further information or support, please contact our Service Delivery Team on 132 253. contact number Thanks, Your Telstra team Stay safe online 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.										



Step	Description	Detailed Actions
6	Order Cancellation Email Notifications In the event an order gets cancelled (i.e. order manually cancelled while it is in backorder status), this email notification will be triggered by TOX and will be sent to the customer who is the recipient of the ordered items Email Subject: <i>Your Telstra Order Exchange order has been cancelled</i>	 Your order has been cancelled Hi  Customer / User Name This email is to confirm that your order in Telstra Order Exchange has been cancelled. Here are the details: Order Cancellation Date:  23/06/2026 14:33 TOX Order Number Order Number: TOXB/ Cancelled By:  User Name who cancelled the order If you need any further information or support, please contact our Service Delivery Team on 132 253. contact number Thanks, Your Telstra team



Step	Description	Detailed Actions
7	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. Email Subject: <i>Your order is on the way</i>	 We've dispatched your order Hi , → Customer / User Name Your delivery is on the way and we're expecting it to arrive at your nominated address soon! Telstra Order Exchange Reference Number TOXBA → TOX Order Number Track your delivery You can track your delivery here. → Link to track delivery If you can't see it right now, don't worry, it may take a few hours to become available. What if you're not available? If your delivery is going to a 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 → collection lead time or it may be sent back to us. If you need any further information or support, please contact our Service Delivery Team on 132 253. → contact number

Step	Description	Detailed Actions																
8	Order Completion Email Notifications Once order delivery has been completed, the customer (recipient of the package) will receive this email notification with <i>Order Completion Letter</i> as an attachment which provide details of the order. Email Subject: <i>Your Telstra Order Exchange order is now completed</i>	Request submitted ✓ We're working on it ✓ Completed ✓ order status flow We've completed your order Hi [redacted], Customer / User Name Thanks for ordering online with Telstra Order Exchange. We're pleased to let you know that your order TOXBA-[redacted] 0 has been completed, and your products/services are now ready to use. TOX Order Number We've attached the details of your order. attached to this email is the Completion Letter You can also view your order details by clicking on My Orders from the Telstra Order Exchange homepage. instruction on how to check this order via TOX portal If you need any further information or support, please contact your Service Delivery Team on 132 253. contact number Thanks, Your Telstra team																
9	Completion Letter) – Telstra Standard	Telstra Limited ABN 64 086 174 781 Order Completion Confirmation 23 Jun 2026 date this completion letter has been generated [redacted] Company Name CIDN [redacted] 3 Customer Identification Number Hi [redacted], Thank you for your recent order. Your order has now been completed and below you'll find a summary. Your Order Reference <table><tr><td>Order ID TOX Order Number </td><td>Order Completion Date</td><td>Your PO Reference customer order reference number </td><td>Your Cost Centre Reference</td></tr><tr><td>TOXBA-[redacted]</td><td>23 Jun 2026 complete delivery date of an order </td><td>[redacted]</td><td>-</td></tr><tr><td>Ordered By name of user who raised the order </td><td>Delivery Address</td><td colspan="2">Courier Consignment tracking number link </td></tr><tr><td>[redacted]</td><td>ACT 2617 customer delivery address </td><td colspan="2">[redacted]</td></tr></table>	Order ID TOX Order Number	Order Completion Date	Your PO Reference customer order reference number	Your Cost Centre Reference	TOXBA-[redacted]	23 Jun 2026 complete delivery date of an order	[redacted]	-	Ordered By name of user who raised the order	Delivery Address	Courier Consignment tracking number link		[redacted]	ACT 2617 customer delivery address	[redacted]	
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