
Telstra Enterprise – Telstra Order Exchange (TOX) Customer Portal

TOX Failed Delivery Process

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 what the customer should do when there is a failed delivery. Scenarios covered are as follows:

- Customer not available during delivery of the order at Business and/or Residential Address, the package will be left at the nearest LPO (Local Post Office).
- Customer missed the courier pickup of package for devices/items to be returned as Change of Mind or Faulty Return.
- The courier / delivery driver was not able to find the nominated delivery address on the 1st and 2nd attempt.
- If the package is not picked up by the customer at the LPO (Local Post Office) within 14 days period, it will be returned back to Telstra warehouse (sender).

Step	Description	Detailed Actions
1	Customer not available during delivery of the order at Business Address. In the event you are not available during the order delivery at a Business Address, the courier will try to re-deliver the package/order twice. After this, the package will be returned back to Telstra warehouse and TOX will cancel the order with reason as 'Delivery Failed'.	
2	Customer not available during delivery of the order at the Residential Address. In the event you are not available during the order delivery, the courier will leave a note in the mailbox on where to pick-up the package. Please take note of the trading hours as this depends on the post office or business hub location. Notes: - You need to collect your package in the designated pickup location within 14 days from the date specified in the note/card - If you missed the pickup lead-time, the package will be sent back to the Telstra warehouse and TOX will cancel the order with reason as 'Delivery Failed'.	The image shows a StarTrack delivery note card. Red boxes and arrows highlight specific fields: 'Date the package missed the delivery' points to the date '9/7'; 'Address where to pick-up the package' points to the address 'for Telstra'; 'Customer / Recipient's Name' points to the name 'Telstra'; 'Time the package missed the delivery' points to the time '11:40am'. The card includes a checkbox for 'Please collect your parcel from the following post office or *business hub' with 'VIC 3214' and trading hours 'Mon to Fri 8:00-17:30'. It also has a checkbox for 'Your consignment has been returned to our *depot' and 'Only Addressee can collect'. A barcode and 'B001331554' are at the bottom.
3	Another sample/type of note/card which courier will leave in this instance. Note: Picking up a package from your LPO (Local Post Office) may require drivers licence for identification, or other form of identification.	The image shows an Australia Post 'You have a Parcel' note card. Red boxes and arrows highlight specific fields: 'Date the package missed the delivery' points to the date '26/8/21'; 'Time the package missed the delivery' points to the time '11:40am'; 'Address where to pick-up the package' points to the address 'for Telstra'; 'Customer / Recipient's Name' points to the name 'Telstra'; 'Trading hours depending on the pick-up location/hub' points to the trading hours table. The card includes a checkbox for 'Please collect within five days' and a table for 'Business hours collection' with trading hours for Mon, Tue, Wed, Thu, Fri, Sat, and Sun. It also has a checkbox for 'Small parcels(s)', 'Large parcels(s)', 'Bulky parcel(s)', 'Letter(s)', and 'Heavy Article(s)'. A section for 'For eParcel identity on delivery' includes checkboxes for 'Postnet', 'Australian Drivers Licence', 'Key Pass', 'Shoppers Licence', 'Australian Learners Permit', and 'Any of the above'. A 'Collection Authorisation' section is also present.



Step	Description	Detailed Actions
4	Customer (sender of the package) might also receive an email to collect the package. Notes: - You need to collect your package before the date specified in the email. - If you miss collecting in the pickup lead-time, the package will be sent back to Telstra warehouse and TOX will cancel the order with reason as 'Delivery Failed'.	Your delivery is ready for collection from the Post Office AP Australia Post <noreply@notifications.auspost.com.au> Fri 27/08/2021 5:18 PM Reply Reply All Forward Your delivery is ready for collection Delivered to VIC 3040 Awaiting collection To [redacted] Tracking number [redacted] Details 0.5kg, 28 x 26 x 7cm Collect from [redacted] By the end of 10 Sep 2021 View location & collection hours Show this code at the counter To help us find your item faster, show this collection code along with your proof of identity at the counter. Will someone else be collecting it for you? Please print and complete a collection authorisation Customer / Recipient's Name Consignment Number Address where to pickup the package Customer needs to collect the package before the specified date Trading hours depending on the pick-up location/hub
end of process		