
Telstra Enterprise – Telstra Order Exchange (TOX) Customer Portal

Request Mobility Fleet Care Report

Business unit
Telstra Enterprise

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Document ID
CP31

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 submit a request to get Mobility Fleet Care Report on a regular basis in Telstra Order Exchange (TOX). The request link is located under the Manage Services section of TOX home page which is only available for Customer Admin Users.

Mobility Fleet Care Report is a report showing a complete view of the mobile service and accounts associated to your company. Below are the details included in this report:

- New Connections / Activations for the last 3 months
- Disconnections for the last 3 months
- Mobility Orders
- Blitz Report
- Service Summary
- Data Usage Summary

These reports are at no cost and can only be sent to the authorised representative of your company.

Note: This can be used to request a new report to modify or cancel an existing report. Allow 3-5 business days for the responsible team to action the request.

Step	Description	Detailed Actions
1	Log in to the TOX Customer Portal. On the Home page, scroll down to Manage Services section.	
2	Click on Mobility Fleet Care Report tile as highlighted.	
3	Populate the fields as required: a) If the report is to be distributed to other recipients, enter the email address(es). Note: Press Enter in your keyboard to input value in this field. b) Tick the box to authorise the additional recipients. c) Select Request Type by clicking the dropdown arrow.	

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Step	Description	Detailed Actions
4	Select the Report End Date if required. Select Report Frequency.	Mobility fleet care report Mobility Fleet Care Reports are an ongoing regular report, showing a complete view of the mobile service and accounts associated to your company. These reports are at no cost and can only be sent to the authorized representative for your company. Company name : J N CIDN : '8 Requested by : test Recipient email address(es) Type one or more email address separated by commas test_name@gmail.com Input Value ☒ I authorised all the additional recipients are authorised to receive this report. Request type New Report Request Report end date (Optional) DD/MM/YYYY Report frequency Select Weekly Fortnightly Monthly
5	Once report frequency field has been populated, the Select day field will appear. Select a day when you need the report to be received.	Request type New Report Request Report end date (Optional) DD/MM/YYYY Report frequency Weekly Select day Select Monday Tuesday Wednesday Thursday Friday Saturday For security, please nominate a password to open the files ☐ I understand that if I'm not listed as the authorized representative that the nominated authorized representative will be contacted for their approval. Download sample report of mobile fleet care Back Submit
6	- Nominate a password - Tick the box if not listed as the authorised representative - Download a Sample Report if required - Click Submit.	Request type New Report Request Report end date (Optional) DD/MM/YYYY Report frequency Weekly Select day Monday For security, please nominate a password to open the files ☐ I understand that if I'm not listed as the authorized representative that the nominated authorized representative will be contacted for their approval. Download sample report of mobile fleet care Back Submit

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Step	Description	Detailed Actions
7	A notification in green banner will appear on top of the page advising that request has been submitted. Note: Once the report request has been set up i.e. frequency and requested recipients, the report will continue to send unless further changes are requested.	CIDN : 7857079778 Requested by : JohnCPA Customertest Recipient email address(es) Type one or more email address separated by commas Input Value ☐ I authorised all the additional recipients are authorised to receive this report. Request type Select Report end date (Optional) DD/MM/YYYY Report frequency Select For security, please nominate a password to open the files ☐ I understand that if I'm not listed as the authorised representative that the nominated authorised representative will be contacted for their approval. Download sample report of mobile fleet care Back Submit Thank you. Your request has been submitted and a consultant will be in contact on the progress of your request
8	In the event a mandatory field has been missed, you will not be able to submit the report request and all items/fields required to be populated will be marked in RED as per screenshot.	Mobility fleet care report Mobility Fleet Care Reports are an ongoing regular report, showing a complete view of the mobile service and accounts associated to your company. These reports are at no cost and can only be sent to the authorized representative for your company. Company name : JOHN CIDN : 7857079778 Requested by : JohnCPA Customertest Recipient email address(es) Type one or more email address separated by commas Input Value Recipient email address(es) required ☐ I authorised all the additional recipients are authorised to receive this report. Request type Select Request type required Report end date (Optional) DD/MM/YYYY Report frequency Select Report frequency required For security, please nominate a password to open the files Password required ☐ I understand that if I'm not listed as the authorised representative that the nominated authorised representative will be contacted for their approval. Download sample report of mobile fleet care Back Submit
end of process / steps		