

# Telstra Enterprise – Telstra Order Exchange (TOX) Customer Portal

## Tracking an Order in TOX

**Business unit**  
Telstra Enterprise

**Issue date**  
7/08/2026

**Document ID**  
CP22

### Audience

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

### Description

The purpose of this document is to provide detailed step by step instructions with screen views on how to search and view orders in Telstra Order Exchange. This also includes tracking details for your order.

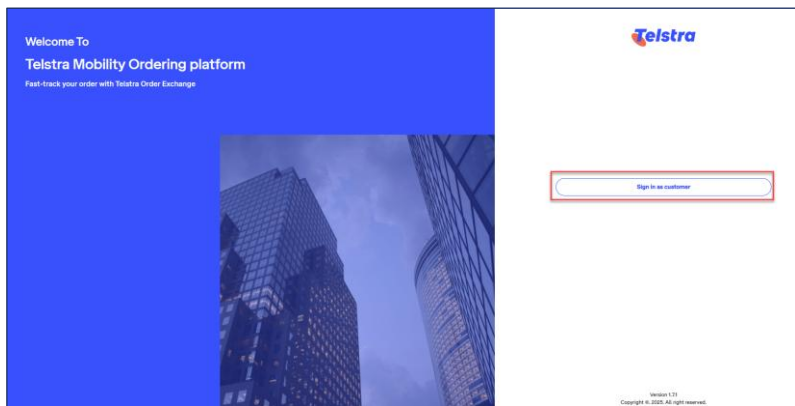
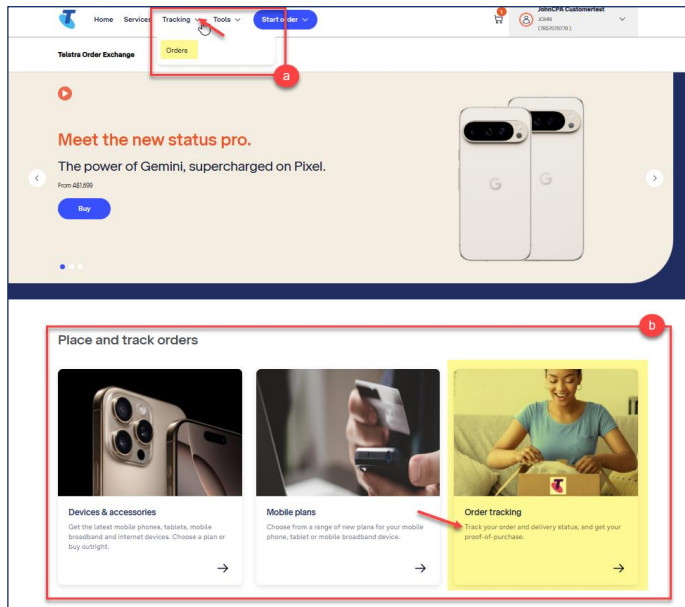
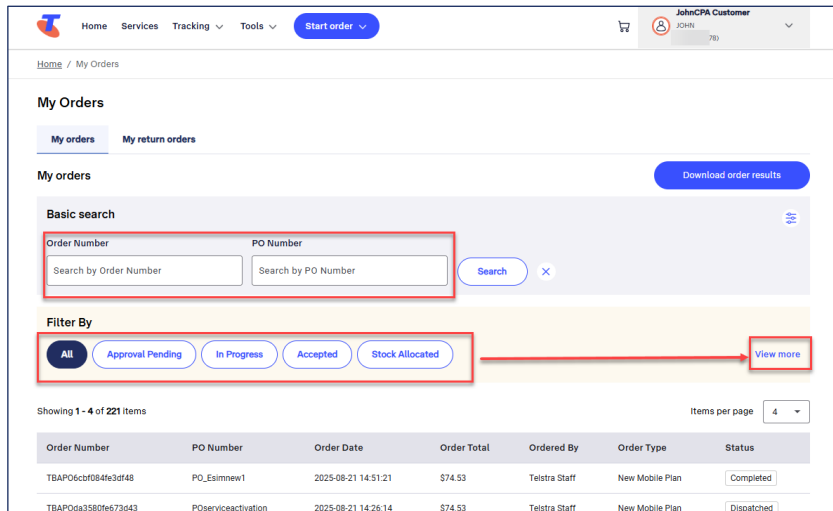
### Business Rules

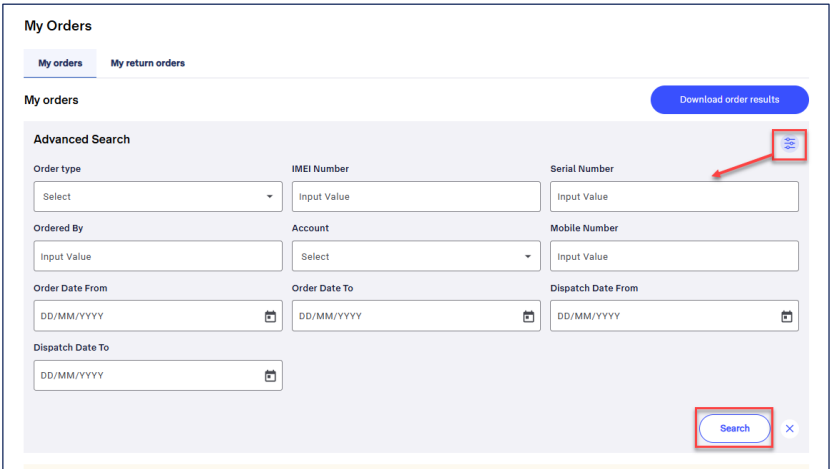
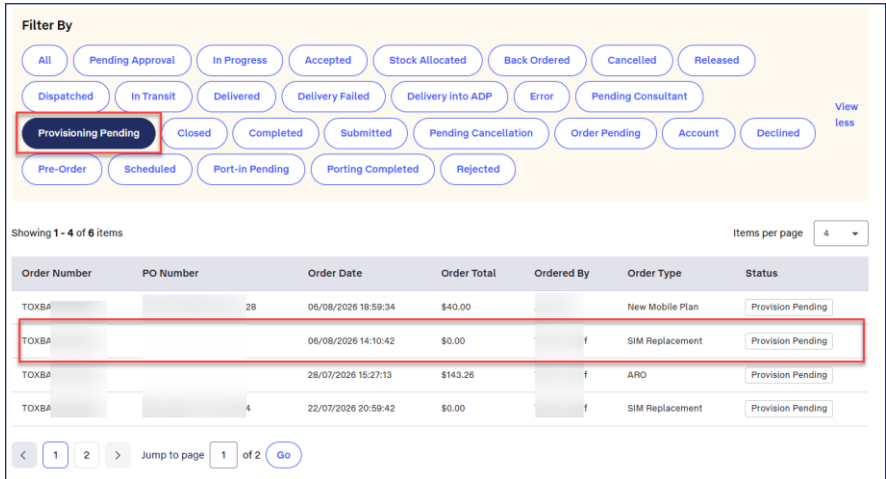
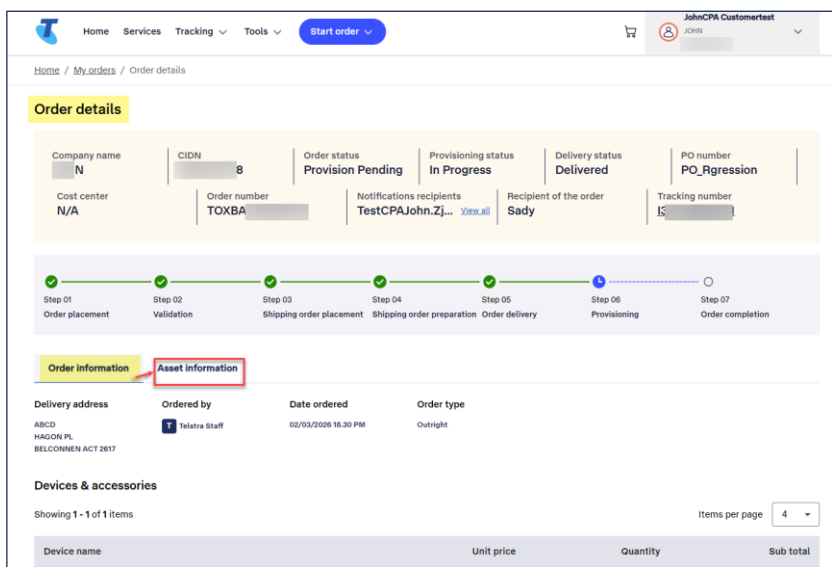
Cancellations or additions are not permitted on orders that have past the irreversible processing stage or have been dispatched.

### Ordering Status

| Order Status                                   | Definition                                                                                                                                                                  |
|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Approval Pending</b>                        | The order is waiting for the Customer Admin to review and approve the order. (Customer Admin and Telstra Staff can cancel the order). <b>(Order can still be cancelled)</b> |
| <b>Submitted</b>                               | The order has been successfully submitted to the logistics system. <b>(Order can still be cancelled)</b>                                                                    |
| <b>Order Pending</b>                           | The order has been submitted through TOX and is in progress until it moves into validation checks or is sent to logistic system. <b>(Order can still be cancelled)</b>      |
| <b>Stock Allocated</b>                         | The logistics system has successfully confirmed that stock is allocated to the order.                                                                                       |
| <b>On Hold Waiting for Stock (Backordered)</b> | The order is on hold because the required stock is currently unavailable and waiting for stocks. <b>(Order can still be cancelled)</b>                                      |
| <b>Cancelled</b>                               | The order has been cancelled by either the customer or Telstra staff or a partner (if applicable).                                                                          |
| <b>Awaiting Delivery</b>                       | The order is prepared for delivery and is waiting to be dispatched or shipped.                                                                                              |

| Order Status                  | Definition                                                                             |
|-------------------------------|----------------------------------------------------------------------------------------|
| <b>Dispatched</b>             | Order items have been sent out from the warehouse.                                     |
| <b>In Transit</b>             | The shipment is currently on its way with the courier.                                 |
| <b>Delivered</b>              | The order has been successfully delivered to the customer.                             |
| <b>Delivered Failed</b>       | The 2 <sup>nd</sup> delivery attempt was unsuccessful.                                 |
| <b>Delivery into ADP</b>      | The order has entered the LPO (Local Post Office)                                      |
| <b>Error</b>                  | An error occurred while submitting the order to the logistics systems                  |
| <b>Pending Consultant</b>     | The order is awaiting action or review from a Telstra Consultant.                      |
| <b>Provisioning Pending</b>   | The provisioning process (Billing and Activation) for the service has not yet started. |
| <b>Provisioning Completed</b> | Provisioning process (Billing and Activation) has been successfully completed.         |
| <b>Completed</b>              | The order is fully completed.                                                          |
| <b>Rejected</b>               | The customer admin has reviewed and rejected the order during approval.                |

| Step                | Description                                                                                                                                                                                                                                                                                                          | Detailed Actions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |              |               |                 |             |            |            |        |                     |             |                     |         |               |                 |           |                     |                     |                     |         |               |                 |            |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------|-----------------|-------------|------------|------------|--------|---------------------|-------------|---------------------|---------|---------------|-----------------|-----------|---------------------|---------------------|---------------------|---------|---------------|-----------------|------------|
| 1                   | <p>Log in to the TOX Customer Portal and complete the sign in process.</p> <p>For detailed login process, please refer to work instruction <b>CP01: How to Access and Login to TOX.</b></p>                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |              |               |                 |             |            |            |        |                     |             |                     |         |               |                 |           |                     |                     |                     |         |               |                 |            |
| 2                   | <p>On the Home page, there are 2 ways to access order tracking:</p> <p>a) through the <b>Tracking</b> menu dropdown and select <u>Order</u>.</p> <p>b) through the tiles under <b>Place and Track Order</b> section and select <u>Order tracking</u> tile.</p> <p>You will then get navigated to My Orders page.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |              |               |                 |             |            |            |        |                     |             |                     |         |               |                 |           |                     |                     |                     |         |               |                 |            |
| 3                   | <p>You will get navigated to <b>My Orders</b> page.</p> <p>Find your order by entering the <b>order number/PO number</b> into the corresponding search field.</p> <p>Or you can select the available <b>order status filters</b>. Click on the 'View more' link to see the complete list of statuses.</p>            |  <table><thead><tr><th>Order Number</th><th>PO Number</th><th>Order Date</th><th>Order Total</th><th>Ordered By</th><th>Order Type</th><th>Status</th></tr></thead><tbody><tr><td>TBAPO6c0f084fe3df48</td><td>PO_Esimnew1</td><td>2025-08-21 14:51:21</td><td>\$74.53</td><td>Telstra Staff</td><td>New Mobile Plan</td><td>Completed</td></tr><tr><td>TBAPOda3580fe673043</td><td>POserviceactivation</td><td>2025-08-21 14:26:14</td><td>\$74.53</td><td>Telstra Staff</td><td>New Mobile Plan</td><td>Dispatched</td></tr></tbody></table> | Order Number | PO Number     | Order Date      | Order Total | Ordered By | Order Type | Status | TBAPO6c0f084fe3df48 | PO_Esimnew1 | 2025-08-21 14:51:21 | \$74.53 | Telstra Staff | New Mobile Plan | Completed | TBAPOda3580fe673043 | POserviceactivation | 2025-08-21 14:26:14 | \$74.53 | Telstra Staff | New Mobile Plan | Dispatched |
| Order Number        | PO Number                                                                                                                                                                                                                                                                                                            | Order Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Order Total  | Ordered By    | Order Type      | Status      |            |            |        |                     |             |                     |         |               |                 |           |                     |                     |                     |         |               |                 |            |
| TBAPO6c0f084fe3df48 | PO_Esimnew1                                                                                                                                                                                                                                                                                                          | 2025-08-21 14:51:21                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | \$74.53      | Telstra Staff | New Mobile Plan | Completed   |            |            |        |                     |             |                     |         |               |                 |           |                     |                     |                     |         |               |                 |            |
| TBAPOda3580fe673043 | POserviceactivation                                                                                                                                                                                                                                                                                                  | 2025-08-21 14:26:14                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | \$74.53      | Telstra Staff | New Mobile Plan | Dispatched  |            |            |        |                     |             |                     |         |               |                 |           |                     |                     |                     |         |               |                 |            |

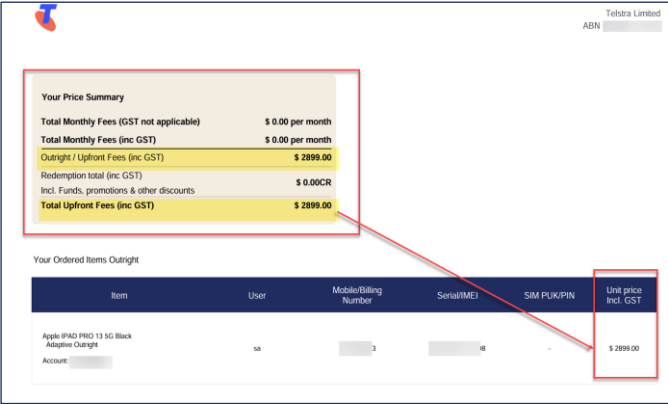
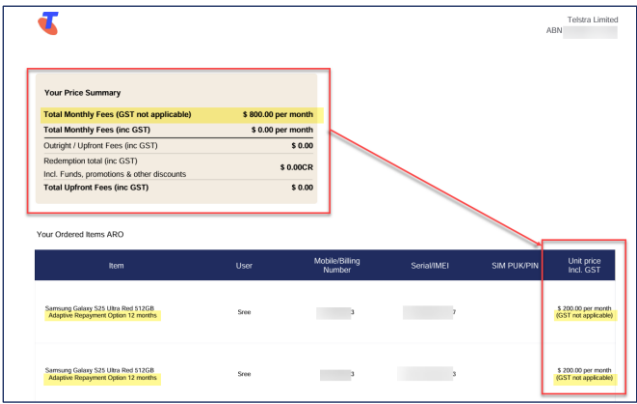
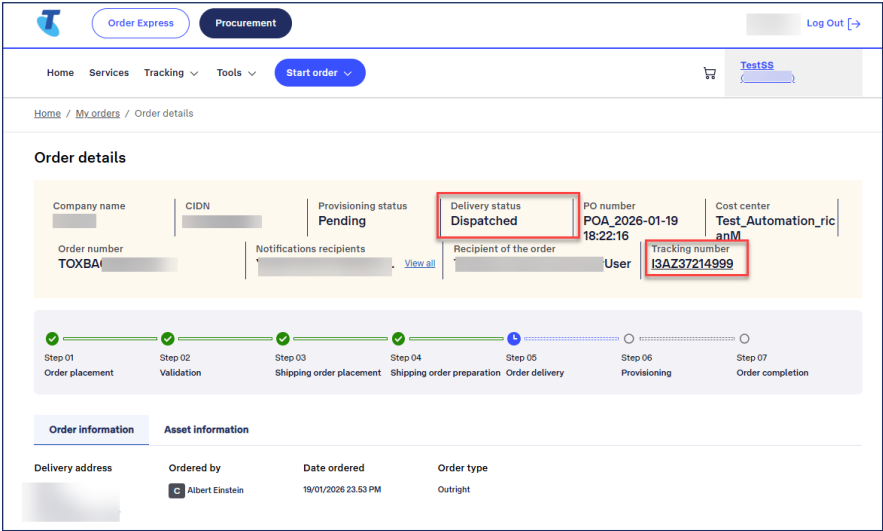
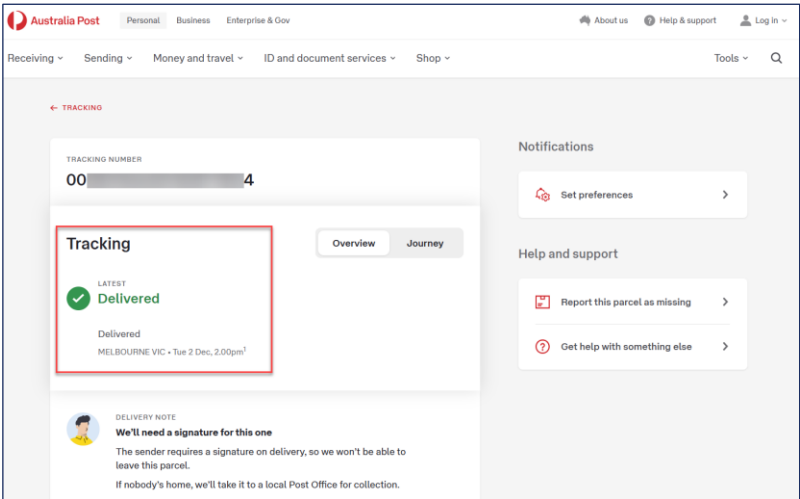
| Step | Description                                                                                                                                                                                                                                                                                                               | Detailed Actions                                                                     |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 4    | <p>Click on the <b>Advanced search icon</b> to filter search by:</p> <ul style="list-style-type: none"> <li>Order type</li> <li>IMEI</li> <li>SIM Serial</li> <li>Ordered by</li> <li>Account Number</li> <li>Mobile Number</li> <li>Order Date Range</li> <li>Dispatch Date Range</li> </ul> <p>Click <b>Search</b>.</p> |    |
| 5    | <p>In this example, search for all orders with status <b>Provisioning Pending</b>.</p> <p>Select the particular order record. This will direct you to the order details screen.</p>                                                                                                                                       |   |
| 6    | <p><b>Order details</b> screen will populate showing information about the order.</p> <p>You are currently in the <b>Order Information</b> tab. From here, click on <b>Asset Information</b> tab.</p>                                                                                                                     |  |

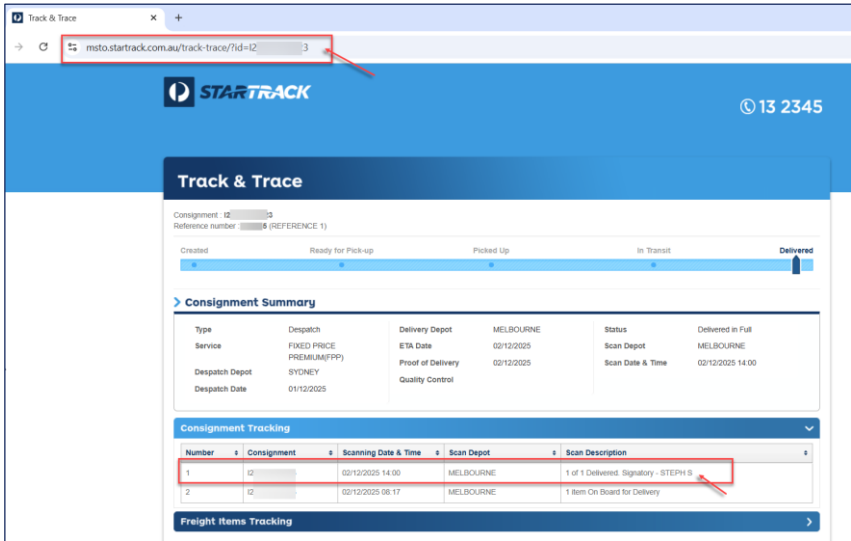
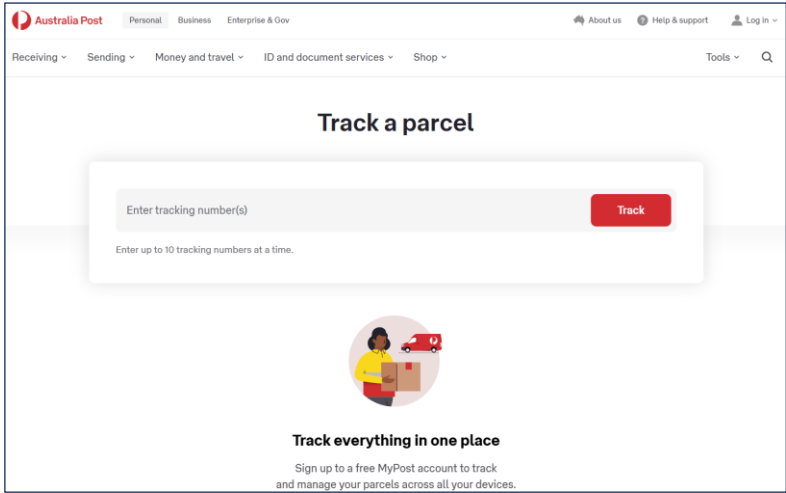
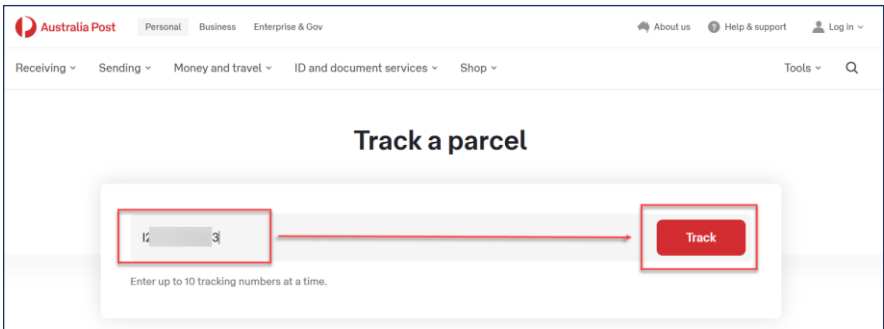


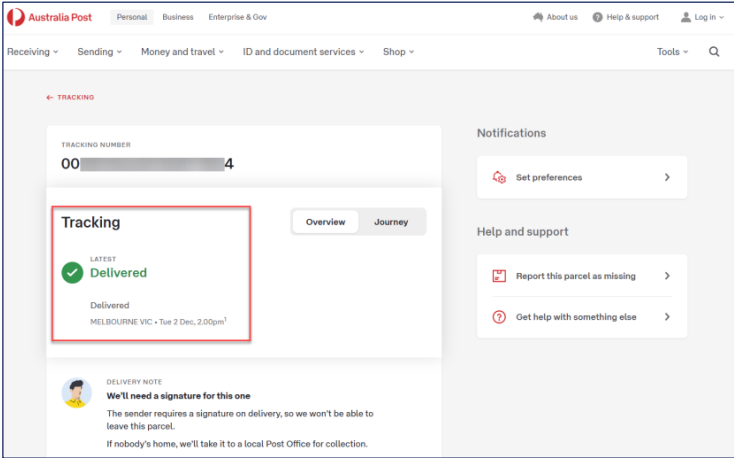
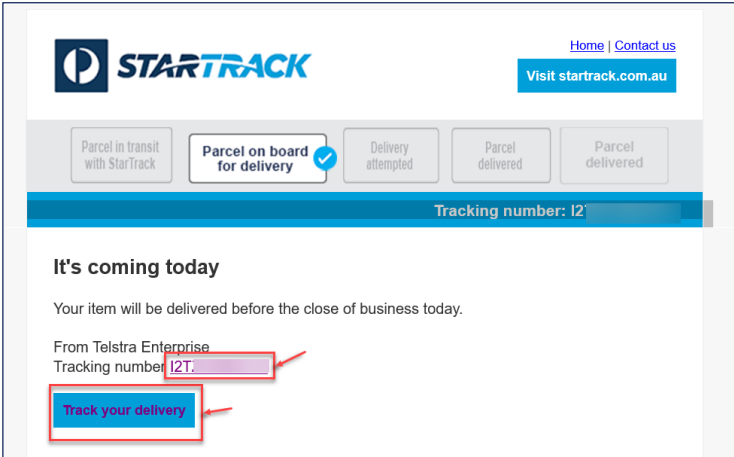
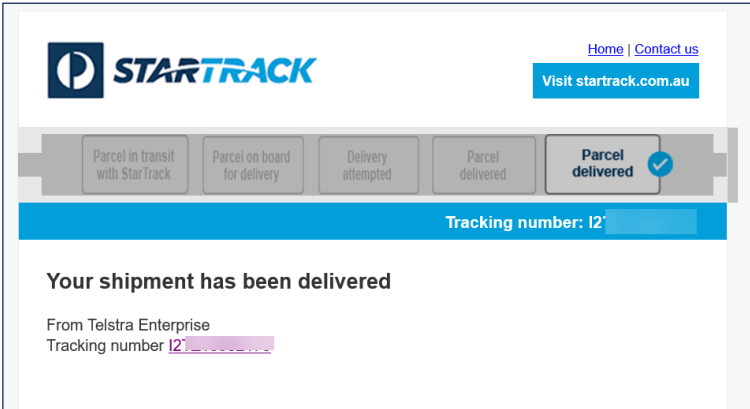
| 7                          | <p>You are now accessing the <b>Asset Information</b> tab.</p> <p>The Order details page will show more information about the device(s) in the order (i.e. Serial number or IMEI number).</p>                                                               | <div><div><div><div>Step 01<br/>Order placement</div><div>Step 02<br/>Validation</div><div>Step 03<br/>Shipping order placement</div><div>Step 04<br/>Shipping order preparation</div><div>Step 05<br/>Order delivery</div><div>Step 06<br/>Provisioning</div><div>Step 07<br/>Order completion</div></div></div><div><div>Order information</div><div>Asset information</div></div><div><div>Delivery Address</div><div>Ordered by</div><div>Date ordered</div><div>Order type</div></div><div><div>ABCD<br/>HAGON PL<br/>BELCONNEN ACT 2617</div><div>Telstra Staff</div><div>02/03/2026 18:30 PM</div><div>Outright</div></div><div>Devices</div><div>Showing 1 - 1 of 1 items</div><div>Items per page4</div><table><tr><th>Device name</th><th>User name</th><th>Serial number/IMEI number</th><th>Status</th><th>Device charge</th></tr><tr><td>Apple IPAD PRO 13 5G Black</td><td>sas</td><td>15</td><td>Active</td><td></td></tr></table><div>&lt; 1 &gt; Jump to page 1 of 1 Go</div><div>Comments</div><div>N/A</div><div>Payment summary</div><div><div>Total outright cost</div><div>\$ 2,899.00</div><div>Total redemptions</div><div>\$ 0.00</div><div>Total monthly cost</div><div>\$ 0.00</div></div><div>*Free delivery. All prices are GST inclusive.</div></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Device name | User name       | Serial number/IMEI number | Status | Device charge | Apple IPAD PRO 13 5G Black | sas | 15                                       | Active  |         |            |    |                                          |         |         |            |    |                                          |         |         |            |    |                                          |         |         |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------------|---------------------------|--------|---------------|----------------------------|-----|------------------------------------------|---------|---------|------------|----|------------------------------------------|---------|---------|------------|----|------------------------------------------|---------|---------|------------|----|------------------------------------------|---------|---------|
| Device name                | User name                                                                                                                                                                                                                                                   | Serial number/IMEI number                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Status      | Device charge   |                           |        |               |                            |     |                                          |         |         |            |    |                                          |         |         |            |    |                                          |         |         |            |    |                                          |         |         |
| Apple IPAD PRO 13 5G Black | sas                                                                                                                                                                                                                                                         | 15                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Active      |                 |                           |        |               |                            |     |                                          |         |         |            |    |                                          |         |         |            |    |                                          |         |         |            |    |                                          |         |         |
| 8                          | <p>For Lease and/or Adaptive Repayment type of order, there will be a 3<sup>rd</sup> tab called <u>Monthly billing information tab</u> as highlighted in the screenshot.</p> <p>Click <b>Monthly billing information</b> tab to see the monthly charge.</p> | <div><div>Order details</div><div><div>Company name</div><div>CIDN</div><div>Order status</div><div>Provisioning status</div><div>Delivery status</div><div>PO number</div></div><div><div></div><div>78</div><div>Completed</div><div>Completed</div><div>Delivered</div><div>PO_plan/_ARO_1811</div></div><div><div>Cost center</div><div>Order number</div><div>Notifications recipients</div><div>Recipient of the order</div><div>Tracking number</div></div><div><div>N/A</div><div>TOXB</div><div>TestCPAJohn.Zj...</div><div>JOHN</div><div>13</div></div></div> <div><div><div>Step 01<br/>Order placement</div><div>Step 02<br/>Validation</div><div>Step 03<br/>Shipping order placement</div><div>Step 04<br/>Shipping order preparation</div><div>Step 05<br/>Order delivery</div><div>Step 06<br/>Provisioning</div><div>Step 07<br/>Order completion</div></div></div> <div><div>Order information</div><div>Asset information</div><div>Monthly billing information</div></div> <div><div>Delivery address</div><div>Ordered by</div><div>Date ordered</div><div>Order type</div></div> <div><div></div><div>JohnCPA</div><div>18/11/2025 18:38 PM</div><div>Adaptive repayment option</div></div> <div>Next payment due date 01/04/2026 Due amount \$664.00</div> <div>Monthly charge</div> <div>Showing 1 - 4 of 4 items</div> <div>Items per page4</div> <table><tr><th>Date</th><th>Billing account</th><th>Payment description</th><th>Amount</th><th>Status</th></tr><tr><td>01/03/2025</td><td>13</td><td>Adaptive Repayment Option Monthly Charge</td><td>\$83.00</td><td>Pending</td></tr><tr><td>01/02/2025</td><td>13</td><td>Adaptive Repayment Option Monthly Charge</td><td>\$83.00</td><td>Pending</td></tr><tr><td>01/01/2025</td><td>13</td><td>Adaptive Repayment Option Monthly Charge</td><td>\$83.00</td><td>Pending</td></tr><tr><td>18/11/2025</td><td>13</td><td>Adaptive Repayment Option Monthly Charge</td><td>\$83.00</td><td>Success</td></tr></table> | Date        | Billing account | Payment description       | Amount | Status        | 01/03/2025                 | 13  | Adaptive Repayment Option Monthly Charge | \$83.00 | Pending | 01/02/2025 | 13 | Adaptive Repayment Option Monthly Charge | \$83.00 | Pending | 01/01/2025 | 13 | Adaptive Repayment Option Monthly Charge | \$83.00 | Pending | 18/11/2025 | 13 | Adaptive Repayment Option Monthly Charge | \$83.00 | Success |
| Date                       | Billing account                                                                                                                                                                                                                                             | Payment description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Amount      | Status          |                           |        |               |                            |     |                                          |         |         |            |    |                                          |         |         |            |    |                                          |         |         |            |    |                                          |         |         |
| 01/03/2025                 | 13                                                                                                                                                                                                                                                          | Adaptive Repayment Option Monthly Charge                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | \$83.00     | Pending         |                           |        |               |                            |     |                                          |         |         |            |    |                                          |         |         |            |    |                                          |         |         |            |    |                                          |         |         |
| 01/02/2025                 | 13                                                                                                                                                                                                                                                          | Adaptive Repayment Option Monthly Charge                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | \$83.00     | Pending         |                           |        |               |                            |     |                                          |         |         |            |    |                                          |         |         |            |    |                                          |         |         |            |    |                                          |         |         |
| 01/01/2025                 | 13                                                                                                                                                                                                                                                          | Adaptive Repayment Option Monthly Charge                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | \$83.00     | Pending         |                           |        |               |                            |     |                                          |         |         |            |    |                                          |         |         |            |    |                                          |         |         |            |    |                                          |         |         |
| 18/11/2025                 | 13                                                                                                                                                                                                                                                          | Adaptive Repayment Option Monthly Charge                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | \$83.00     | Success         |                           |        |               |                            |     |                                          |         |         |            |    |                                          |         |         |            |    |                                          |         |         |            |    |                                          |         |         |



| Step | Description                                                                                                                                                                                                                                                                                           | Detailed Actions |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 9    | <p>Once the order status is in <b>Provisioning Completed / Completed</b> a proof of purchase can be downloaded.</p> <p>Scroll down on the Order Details page and click on <b>Download equipment and service details</b> button located on the lower right of the page.</p>                            |                  |
| 10   | <p>Click on the <b>Open file</b> link in the Downloads notification.</p> <p>You can also access the Download folder in your machine to load the file.</p>                                                                                                                                             |                  |
| 11   | <p>Order Completion Confirmation will download.</p> <p><b>Note:</b> GST is not applicable for leasing and adaptive product payment arrangement. Please see the difference in the Price Summary section of the Completion Letter between an Outright and an ARO (Adaptive Repayment Option) order.</p> |                  |

| Step | Description                                                                                                                                                                                                | Detailed Actions                                                                     |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|      |                                                                                                                            |    |
| 12   | <p><b>How to Track your order?</b></p> <p>Once the order gets dispatched, TOX will display the Tracking number.</p> <p>Click on the <b>Tracking Number</b> hyperlink as highlighted in the screenshot.</p> |   |
| 13   | <p>You will get navigated to Startrack tracking page and see the delivery status/details as highlighted in the screenshot.</p> <p><b>Note:</b> This screenshot is an example of a successful delivery.</p> |  |

| Step | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Detailed Actions                                                                     |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 14   | <p>Another alternative, if you do not have a login details in the Startrack portal and need the proof of delivery with signature, you can <b>copy/paste</b> the URL below in your browser <b>and add</b> the tracking number (connote number) at the end.</p> <p><b>URL:</b><br/><a href="https://msto.startrack.com.au/track-trace/?id=">https://msto.startrack.com.au/track-trace/?id=</a></p> <p><b>Tracking Number:</b><br/><b>ABCDxxxxxxxx</b></p> <p><b>Example:</b><br/><a href="https://msto.startrack.com.au/track-trace/?id=ABCDxxxxxxxx">https://msto.startrack.com.au/track-trace/?id=ABCDxxxxxxxx</a></p> |    |
| 15   | <p>Or in case the tracking link is not working, you can manually search your order by clicking on the link below:</p> <p><a href="https://auspost.com.au/mypost/track/#!/search">https://auspost.com.au/mypost/track/#!/search</a></p>                                                                                                                                                                                                                                                                                                                                                                                 |   |
| 16   | <p>Type the tracking number into the search field and click <b>Track</b>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |

| Step                         | Description                                                                                                                                                                                                                                                                | Detailed Actions                                                                     |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 17                           | Tracking information will populate.                                                                                                                                                                                                                                        |    |
| 18                           | <p>You might also receive an email notification from the courier about the expected delivery time of your order.</p> <p>Click on the <b>tracking number link</b> or the <b>Track your delivery button</b> in the email as shown in the screenshot to track your order.</p> |   |
| 19                           | <p>You will also receive an email notification from the courier once your order has been delivered.</p> <p>In the event you need a proof of delivery or need to know who received your package, copy the tracking number and go to <a href="#">step 14</a>.</p>            |  |
| ***end of process / steps*** |                                                                                                                                                                                                                                                                            |                                                                                      |