

A man with short dark hair, wearing a white button-down shirt, is sitting at a desk in an office. He is looking towards the right side of the frame. In front of him is a laptop, and to his right is a large, dark monitor. The background shows a window with a view of a cityscape.

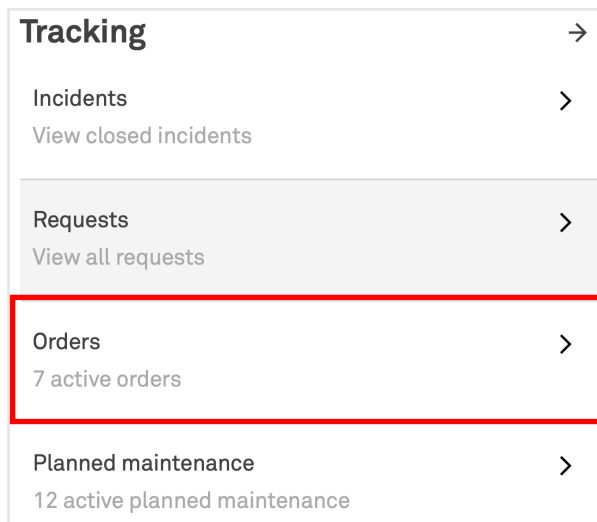
Orders

With orders, you can track a range of your products and services that you order from today onwards.

Orders

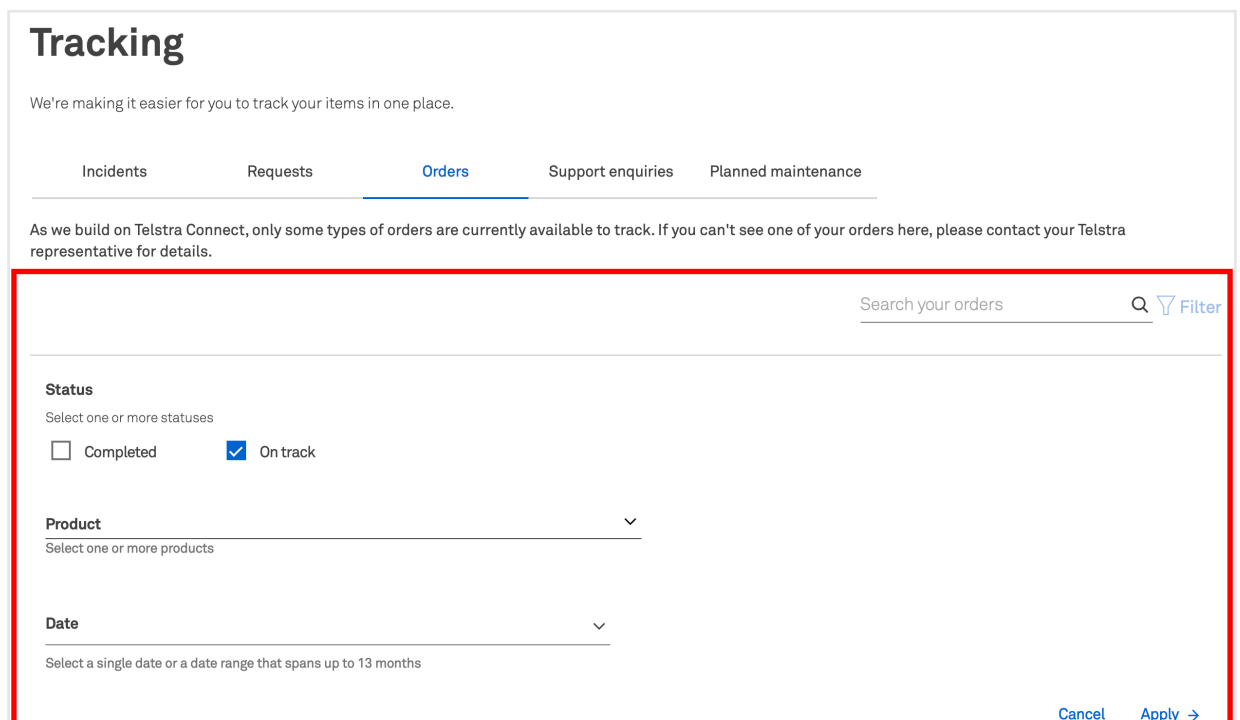
How to track and view my order

- 1 On the main dashboard, from the 'Tracking' tile, select 'Orders'.



The screenshot shows a 'Tracking' menu with several options. The 'Orders' option, which includes '7 active orders', is highlighted with a red rectangular border. Other options include 'Incidents' (with 'View closed incidents'), 'Requests' (with 'View all requests'), and 'Planned maintenance' (with '12 active planned maintenance'). Each option has a right-pointing arrow.

- 2 You will see a list of your orders with details. You can search for an order in the search bar and filter by status and product.



The screenshot shows the 'Tracking' page with the 'Orders' tab selected. At the top, there is a search bar labeled 'Search your orders' and a 'Filter' button. Below the search bar, there are three filter sections: 'Status' with radio buttons for 'Completed' and 'On track' (selected), 'Product' with a dropdown menu, and 'Date' with a dropdown menu. At the bottom right, there are 'Cancel' and 'Apply' buttons.

3 To change the columns that are displayed in your table of orders by clicking 'Select columns', checking the boxes and hitting 'Apply'.

The screenshot shows a table with columns: Order number, Secondary reference, Order status, Order estimated, Order required, Order completed, Project manager, and Customer. A 'Select columns' dropdown menu is open, showing a 'Reset' button and checkboxes for each column. The 'Apply' button is highlighted in blue.

Order number	Secondary reference	Order status	Order estimated	Order required	Order completed	Project manager	Customer
SFO-0130107	ODR-ON00028650P	On track	30 Nov 22			Amber Mok	
SFO-0142861	ODR-ON00032559P	On track	05 Nov 22				
SFO-0142862	ODR-ON00032559P	On track	05 Nov 22				
SFO-0142863	ODR-ON00032559P	On track	05 Nov 22				

4 Select an order to view more details.

The screenshot shows the 'Tracking' page with the 'Orders' tab selected. A search bar is visible. Below the search bar, there are filters for 'On track' and 'Delayed'. The table below shows a list of orders, with the 'Secondary reference' column highlighted in red.

Tracking

We're making it easier for you to track your items in one place.

Incidents Requests **Orders** Support enquiries Planned maintenance

As we build on Telstra Connect, only some types of orders are currently available to track. If you can't see one of your orders here, please contact your Telstra representative for details.

Search your orders [Edit filter](#)

On track **Delayed** [Clear all](#)

Order number	Secondary reference	Order status	Order estimated	Order required	Order completed	Project manager
SFO-0130107	ODR-ON00028650P	On track	30 Nov 22	30 Nov 22	-	John

5

You can view more details on the 'Order Tracking' page including product details, order summary and product progress.

Tracking > SFO-0130107

SFO-0130107 (ODR-ON00028650P)

[Order enquiry →](#)

Locations and products

View by: Location ▼

Australia, Victoria, Melbourne - Australia, Victoria, ... ^

200 Park Road - 200 Park Road

📍 **LLOOP - New Provide**
MEL/MEL&/CUSTOMER/AUS - SYD/SYLP/T...

Australia, Victoria, Melbourne - Hong Kong, Hong K... ▼

Hong Kong, Hong Kong - Hong Kong, Hong Kong ▼

Product details

📦 **Product**
LLOOP
MEL/MEL&/CUSTOMER/AUS -
SYD/SYLP/TELSTRA/AUS LL 900 00000

📍 **Site address**
A End
242 Exhibition St, Melbourne, Victoria,
Australia, 3000

Z End

☰ **Product type**
New Provide

🟢 **Product status**
On track

Order summary

Order number
SFO-0130107

Secondary reference
ODR-ON00028650P

📅 **Product estimated** ⓘ
30 Nov 22

📅 **Product required**
30 Nov 22

Product progress

Received	Validation	Design and build	Fulfilled
<p>🟡 Product preparation and network readiness Estimated 30 Nov 22</p> <p>We are ordering the required services, equipment and (or) making changes on our network to prepare for this product.</p>			

Order status

🟢 On track

📅 **Order estimated**
30 Nov 22 ⓘ

📅 **Order required**
30 Nov 22

👤 **Project manager**
John

👤 **Primary contact**
User 2

📅 **Contract signed**
19 Jul 22

👤 **Customer**
Test Account

Customer ID
000001

How do I view my orders by location

- 1 On the 'Tracking' tile, under the 'Orders' tab, select 'Location summary' tab.

Tracking

We're making it easier for you to track your items in one place.

Incidents Requests **Orders** Support enquiries Planned maintenance

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Search your orders [Edit filter](#)

On track × [Clear all](#)

Order summary **Location summary**

[Select columns](#)

Product	Service ID	Type	Product status	Site address	Product estimated
^ Australia, Victoria, Melbourne, Derrimut - Australia, Victoria, Melbourne, Derrimut (1)					
LLOOP	MEL/MEL&/CUSTOMER/AUS - SYD/SYLP/TELSTRA/AUS LL 9000000	New Provide	On track	242 Exhibition St, Melbourne, Victoria, Australia, 3000- 30/F, 1 Clear Road, Wan Chai, Hong Kong	30 Nov 22

- 2 A list of your orders will appear grouped by location with an overview of product, service ID, type, product status, site address, product estimated, product completed, billing, order number, secondary reference, customer and customer ID. Click the drop down arrow to view the orders with that address. You can search for an order in the search bar and filter by status or product.

Tracking

We're making it easier for you to track your items in one place.

Incidents Requests **Orders** Support enquiries Planned maintenance

As we build on Telstra Connect, only some types of orders are currently available to track. If you can't see one of your orders here, please contact your Telstra representative for details.

Search your orders [Edit filter](#)

On track × [Clear all](#)

Order summary **Location summary**

[Select columns](#)

Product	Service ID	Type	Product status	Site address	Product estimated
^ Australia, Victoria, Melbourne, Derrimut - Australia, Victoria, Melbourne, Derrimut (1)					
LLOOP	MEL/MEL&/CUSTOMER/AUS - SYD/SYLP/TELSTRA/AUS LL 9000000	New Provide	On track	242 Exhibition St, Melbourne, Victoria, Australia, 3000- 30/F, 1 Clear Road, Wan Chai, Hong Kong	30 Nov 22

- 3 To change the columns that are displayed in your table of orders by clicking 'Select columns', checking the boxes and hitting 'Apply'.

Order summary [Location summary](#)

[Select columns](#)

Reset

- Product
- Service ID
- Type
- Product status
- Site address
- Product estimated
- Product required
- Product completed

[Cancel](#) [Apply](#)

Product	Service ID	Type	Product status	Site address
Australia, Victoria, Melbourne, Derrimut - Australia, Victoria, Melbourne, Derrimut (1)				
LLOOP	MEL/MEL&/CUSTOMER/AUS - SYD/SYLP/TELSTRA/AUS LL 900 00000	New Provide	On track	242 Exhibition St, Melbourne, Victoria, Australia, 3000- 30/F, 1 Clear Road, Wan Chai, Hong Kong
Australia, Victoria, Melbourne, Derrimut - Hong Kong, Hong Kong, Wan Chai (1)				

How do I download a summary of my orders

- 1 Select 'Download summary' to view and select between:
- All orders (CSV)
 - All orders (PDF)
 - Advanced options

Tracking

We're making it easier for you to track your items in one place.

Incidents [Requests](#) [Orders](#) [Support enquiries](#) [Planned maintenance](#)

As we build on Telstra Connect, only some types of orders are currently available to track. If you can't see one of your orders here, please contact your Telstra representative for details.

Search your orders [Filter](#)

[Order summary](#) [Location summary](#)

[Select columns](#) [Download summary](#)

- All orders (CSV)
- All orders (PDF)
- Advanced options

Order number	Secondary reference	Order status	Order estimated	Order required	Order
SFO-0130107	ODR-ON00028650P	On track	30 Nov 22	30 Nov 22	-
SFO-0142861	ODR-ON00032559P	On track	05 Nov 22	12 Nov 22	-

- 2 By selecting advanced options, you have the option to save the file in CSV or PDF, export specific columns and include only the search and filtered results only. Hit 'Download' once you have selected your options.

Order number	Secondary reference	Order status	Order estimated	Order required	Order c
SFO-0130107	ODR-ON00028650P	On track	30 Nov 22	30 Nov 22	-

Select columns v Download summary v

- All orders (CSV)
- All orders (PDF)
- Advanced options

Advanced download summary

Save file as

CSV

PDF

Export

All columns

The columns I've selected

My search and filtered results only (if applied)

Cancel Download →

How to accept my order

- 1 After receiving an email requesting your acceptance, navigate to the respective order's detail page, select 'View our test results and other documents' to view and download attachments.

SFO-0074317 (ODR-ON00021352P) [Order enquiry →](#)

Do you accept that this order is fulfilled?
Please note that if you do not respond by 30 Sep 22, we will automatically commence billing.

[View our tests result/s and other document/s \(if applicable\) ^](#)

[test result 1.xlsx](#)

[Accept](#) [Do not accept →](#)

- 2 Select 'Accept' to confirm order acceptance.

SFO-0074317 (ODR-ON00021352P) [Order enquiry →](#)

Do you accept that this order is fulfilled?
Please note that if you do not respond by 30 Sep 22, we will automatically commence billing.

[View our tests result/s and other document/s \(if applicable\) v](#)

[Accept](#) [Do not accept →](#)

- 4 Or select 'Do not accept' to decline the order acceptance if there's any issue, you will be required to fill out the order enquiry form. Select 'View Enquiry' to view the details or add additional comments, you can select 'Accept' when the issue is resolved.

SFO-0074317 (ODR-ON00021352P) Order enquiry →

ⓘ The product/s in this order have not been accepted as ready for use
We're investigating this for you.

[View our tests result/s and other document/s \(if applicable\) ▾](#)

View Enquiry Ready to accept the order? **Accept →**

How to raise an order enquiry

- 1 On the 'Tracking' tile, under the 'Orders' tab, select 'Order summary'. Select the order you wish to raise an enquiry about and you will be redirected to the detail page.

Tracking

We're making it easier for you to track your items in one place.

Incidents Requests **Orders** Support enquiries Planned maintenance

As we build on Telstra Connect, only some types of orders are currently available to track. If you can't see one of your orders here, please contact your Telstra representative for details.

Search your orders [Edit filter](#)

On track × [Clear all](#)

Order summary Location summary [Select columns ▾](#) [Download summary ▾](#)

Order status ▾	Order estimated ▾	Order required ▾	Order completed ▾	Project manager ▾	Customer ▾	Customer ID ▾
On track	30 Nov 22	30 Nov 22	-	John	Test Account	10000

- 2 Select 'Order enquiry'. This will open a new prepopulated enquiry form.

Tracking > SFO-0130107

SFO-0130107 (ODR-ON00028650P) **Order enquiry →**

Locations and products

View by: Location ▾

Australia, Victoria, Melbourne - Australia, Victoria, ... ▾
200 Park Road - 200 Park Road

LLoop - New Provide
MEL/MEL&/CUSTOMER/AUS - SYD/SYLP/T... ▾

Australia, Victoria, Melbourne - Hong Kong, Hong K... ▾

Hong Kong, Hong Kong - Hong Kong, Hong Kong ▾

Product details

Product
LLOOP
MEL/MEL&/CUSTOMER/AUS - SYD/SYLP/TELSTRA/AUS LL 900:00000

Site address
A End
242 Exhibition St, Melbourne, Victoria, Australia, 3000
Z End

Product type
New Provide

Product status
On track

3

Fill out the details and select 'Submit enquiry'.

Help and support

What is your enquiry related to?

Your orders

Category

General enquiry

Account name

Test Account

Order number

SFO-0130107

Enter your order number

What is your enquiry?

Tell us about your enquiry

Attachments (optional) 0 / 5 files



Drop files here

or

[Upload from your device](#)

Upload any relevant images or files to support your enquiry or request.

Contact name

John

Enter your first and last name

Email address

John@example.com

Email a copy of this enquiry to (Optional)

Enter one or more email addresses, separated by comma

Phone number

12345678

Enter the country code followed by the full phone number

[Back](#)

[Submit enquiry](#)


- 4 Your enquiry has now been submitted. You can track the enquiry by selecting the enquiry number or clicking 'Track enquiries'.

Enquiry submitted


You will receive an email shortly with more information

Enquiry number: [00677593](#)


[Track enquiries](#)




- 5 A confirmation email will be sent to the corresponding email address and copied to the additional email (optional).



Your Telstra order enquiry






Hi Test Users,

Thanks for your enquiry. We're looking into this and will be in touch as soon as possible.

Your enquiry details

Account name: Test Account
Order number: SFO-0074317
Enquiry: Test



Check the status of your enquiry

[Sign in to Telstra Connect](#)

Need help using Telstra Connect?
Check out our [website and user guides](#).

Please do not reply to this email. It's been sent from an automated system.

How to track my order enquiries

- 1 On the 'Tracking' page, select 'Support enquiries' to view the list of enquiries.


Tracking

We're making it easier for you to track your items in one place.

Incidents Requests Orders **Support enquiries** Planned maintenance

[Order enquiry](#)

Enquiry number	Enquiry status	Category	Enquiry details	Assigned to	Related order	Enquiry submitted
00677594	On Hold	General enquiry	test	Customer	SFO-0130107	07 Sep 22
00677593	New	General enquiry	Test	Telstra	SFO-0130107	07 Sep 22

 **Note:** If the field 'Assigned to' is Telstra, it means Telstra is handling the case. If it says 'Customer', it means there's a pending action on you.

- 2 To view more details, you can select the enquiry

Tracking

We're making it easier for you to track your items in one place.

Incidents Requests Orders **Support enquiries** Planned maintenance

[Order enquiry](#)

Enquiry number	Enquiry status	Category	Enquiry details	Assigned to	Related order	Enquiry submitted
00677594	On Hold	General enquiry	test	Customer	SFO-0130107	07 Sep 22
00677593	New	General enquiry	Test	Telstra	SFO-0130107	07 Sep 22

3

In the activity section, you will be able to see updates from Telstra and add comments and attachments to communicate with the team.



Note: 'Telstra attachments' are uploaded by the Telstra team. Attachments uploaded by yourself will be under 'Your attachments'.

[Tracking](#) > 00677593

00677593

Summary

- Status**
On hold
- Category**
General enquiry
- Assigned to**
Customer
- Submitted**
07 Aug 22 22:53
07 Aug 22 17:23 UTC
- Requested by**
Sample contact name

Attachments

- Telstra attachments**
[document B.xlsx](#)
- Your attachments**
[documentA.xlsx](#)

Details

Details of the enquiry provided by you
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.
Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Related Telstra account number: Test Account
Order number: SFO-0130107
Contact name: Sample contact name
Email address: test@example.com
Phone number: 1234 5678

Activity

Add a comment

0 [Attach file](#) [Send](#)

11 Aug 22

- Status changed to 'On hold'** 11 Aug 22, 09:06pm
- Status changed to 'In progress'** 11 Aug 22, 09:06pm

07 Aug 22

- Enquiry closed** 07 Aug 22, 11:32pm
For further queries, you can [submit a new enquiry](#).
- Status changed to 'In progress'** 07 Aug 22, 11:24pm

John 07 Aug 22, 11:22pm

An update
Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur.

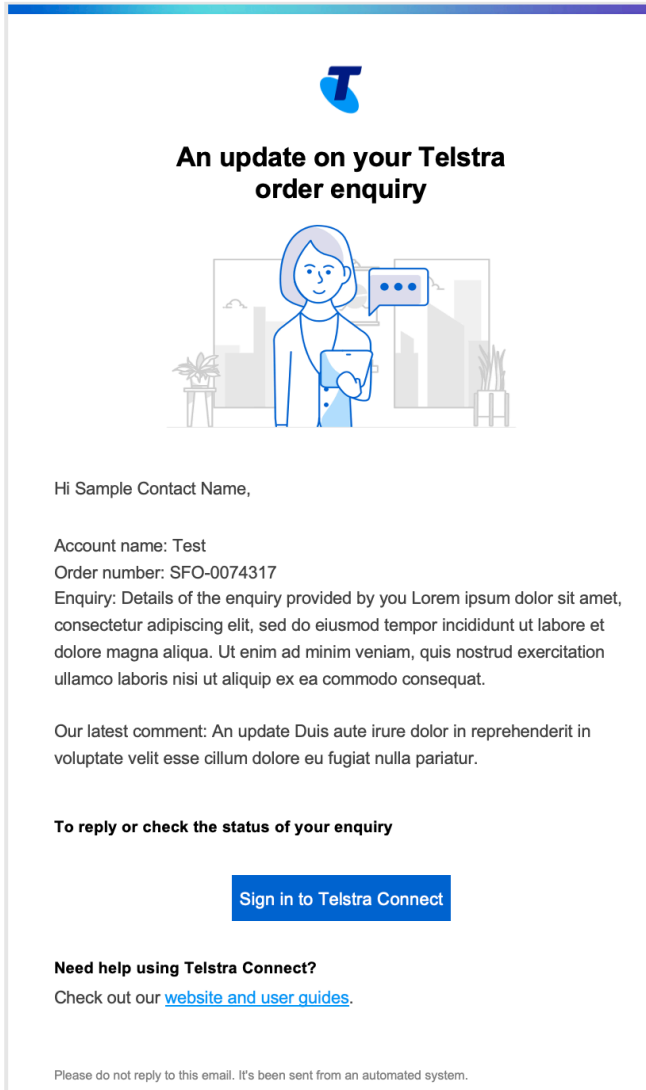
File attached from Telstra 07 Aug 22, 11:20pm
[document B.xlsx](#)


File attached by Sample contact name 07 Aug 22, 10:53pm
[documentA.xlsx](#)

Enquiry created 07 Aug 22, 10:53pm

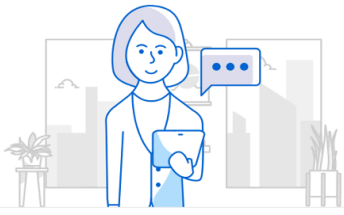
4

When an update is made to your enquiry, you will receive an email to check the enquiry in Telstra Connect.





An update on your Telstra order enquiry



Hi Sample Contact Name,

Account name: Test
Order number: SFO-0074317
Enquiry: Details of the enquiry provided by you Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Our latest comment: An update Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur.

To reply or check the status of your enquiry

[Sign in to Telstra Connect](#)

Need help using Telstra Connect?
Check out our [website and user guides](#).

Please do not reply to this email. It's been sent from an automated system.






5

When the enquiry is complete, the status will be changed to 'Closed' and new comments will be disabled.


Tracking > 00677593

00677593

Summary

-  **Status**
Closed
-  **Category**
General enquiry
-  **Assigned to**
-
-  **Submitted**
11 Aug 22 21:09
11 Aug 22 15:39 UTC
-  **Requested by**
Sample contact name

Attachments

-  **Telstra attachments**
[document B.xlsx](#)


Details

Details of the enquiry provided by you
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.
Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Related Telstra account number: **Test Account**
Order number: SFO-0130107
Contact name: Sample contact name
Email address: John@example.com
Phone number: 1234 5678

Activity

New comments disabled

 **Enquiry closed**

11 Aug 22

11 Aug 22, 09:26pm

For further queries, you can [submit a new enquiry](#).

Sign in to Telstra Connect: <https://connectapp.telstra.com/>

If you have any questions or feedback, please contact your Telstra representative

 telstra.com/international/TelstraConnect

The icon is a white, stylized mouse cursor arrow pointing towards the top-right, enclosed within a white circular outline.