



# Ordering government-funded vaccines through Onelink

## Frequently Asked Questions

Version 1.3 – Last updated: 19 October 2021

### ONELINK ONLINE ORDERING SYSTEM

How do I log in to the Onelink online ordering system?

Navigate to <http://www.onelinkonline.net/>.

Your **username** is your current vaccine ordering account email address.

You can set your **password** with the link sent to you in the onboarding email or using the forgot password function.

Can I change my Onelink account details online myself?

**Yes**, in Onelink:

- click on the “My Account” button in the header near the logout button.
- select ‘Account Details’, which shows the current status of your account with Onelink.
- update details within the tab.

Please refer to the [Onelink Web User Manual](#) for further information.

Will my account number change?

**Yes**, you will be allocated a **new account number** from Onelink (unless you have an account with EBOS Health). You can check your account number in the ‘My accounts’ section in Onelink once you are transitioned. Please refer to the [Onelink Web User Manual](#) for screenshots.

Who do I contact if:

- I forget my password or need to reset?
- I am locked out of my account?

Onelink Customer Service will be the point of contact for these queries. Note operating hours: 8:30AM - 4:30PM AWST.



[customerservice@onelink.com.au](mailto:customerservice@onelink.com.au)



1800 014 207

You can also use the Contact Us eForm: [Contact Us \(onelinkonline.net\)](#)

- I need help with navigating the online ordering system?

You can contact Onelink Customer Service (see above).

### ORDERING AND DELIVERY OF VACCINES USING ONELINK

How will I order vaccines online through Onelink?

#### 1. Login to Onelink

Login at [onelinkonline.net](http://onelinkonline.net). See above for ‘How do I log in to Onelink online ordering system?’.

If you are unable to order vaccines online, then you can contact Onelink Customer service directly at 1800 014 207.

#### 2. Check your account details

When you go to place your first online order, go to the ‘My Account’ tab and check your shipping details are correct. Please contact Onelink directly if they need to be updated.

### 3. Go to 'Order Templates'

Once you have logged in to [onelinkonline.net](https://onelinkonline.net) go to 'Order Templates' place your order.

Click on the order template listed (e.g. WA Immunisation Program, WA Aged Care, WA HCW Influenza).

Complete all the mandatory fields (those with an asterisk), enter your stock on hand, enter the number of doses you require in the 'Requested Order' column, and click 'Place Order'.

If you think you have the wrong order template please contact Vaccine Orders ([vaccineorders@health.wa.gov.au](mailto:vaccineorders@health.wa.gov.au)). Please refer to [Onelink Web User Manual](#) for further instructions on how to order vaccines.

See '*Will there be changes to how I order vaccines?*' for more information regarding changes to how you order vaccines.

### 4. Review order

After you have clicked 'Place Order', you may enter delivery instructions, or an order note in the 'Delivery Instructions' field if required.

It is important to **communicate any specific delivery instructions** in the 'Delivery Instructions' field for every order that you place. You must do this if you require your vaccine order to be delivered on a specific date or at a certain time, depending on your opening hours.

Onelink customer service will review any delivery instructions submitted with your order and communicate these to the vaccine warehouse, located in Western Australia.

There are some changes to the terms and conditions of supply of vaccines. Please read these carefully before submitting your vaccine order.

### 5. Confirm order

Once you have reviewed your order, and agreed to the terms and conditions, click 'Confirm Order'.

#### What happens after I place my order?

Onelink customer service will review your order, and once it has been approved, you will receive a confirmation email.

#### Will there be changes to the vaccine delivery schedule?

**Yes.** There is no longer a set delivery schedule. Once your order has been placed, allow up to 3 business days for processing and delivery of your vaccine order.

You can place up to three orders a month, we recommend that you nominate a day once a fortnight for a particular staff member to place your vaccine order following a full stock count of all vaccines. If some vaccines were missed in a previous order made, or due to unexpected requirements, you may place a third order once a month.

**Perth Metro:** Deliveries are made Monday to Friday, 9am to 5pm (excluding public holidays).

**Perth Regional:** Deliveries are made Tuesday to Thursday, 9am to 5pm (excluding public holidays).

If you would like your vaccine order to be delivered on a specific date or time (depending on your opening hours), please specify this each time you place an order in the 'Delivery Instructions' field when placing your vaccine order. Please use this function if your premises are closed on particular days and/or times.

Please ensure that there is someone at the premises to receive vaccine deliveries. If there is no one available to receive vaccines at the anticipated time, please notify Onelink immediately.

#### Will there be changes to how I order vaccines?

**Yes.**

1. You will no longer order vaccines in 'packs', instead you will order the number of doses you require for a fortnight, plus a small buffer.
2. You will need to enter the vaccine doses that you have on hand for that vaccine group.
3. You will no longer be able to select particular vaccine brands. If you do require a specific vaccine brand, then please enter a note in the 'Delivery Instructions' field before you confirm your order.

**This document can be made available in alternative formats on request for a person with disability.**

© Department of Health 2021

Copyright to this material is vested in the State of Western Australia unless otherwise indicated. Apart from any fair dealing for the purposes of private study, research, criticism or review, as permitted under the provisions of the *Copyright Act 1968*, no part may be reproduced or re-used for any purposes whatsoever without written permission of the State of Western Australia.

We recommend that you order vaccine stock for a fortnight of use and aim to order once a fortnight, allowing for buffer stock while waiting for delivery. Please only order what you require for the fortnight, plus a small buffer.

### What is the 'suggested order' function and how do I use it?

Onelink has an inbuilt 'Suggested Order' function in the ordering template, which is based on the average doses distributed to your premises *per month* over the last eight months. However, it is only a guide, and you should only order what you need per fortnight (plus a small buffer). The number of doses that is generated by the 'Suggested Order' function may change over time.

If you order more than the suggested number of doses for a vaccine group, your order will be flagged with Onelink Customer Service, and they may contact you prior to approving your order.

### Will I get a confirmation email following the approval of my order?

**Yes**, you will receive a confirmation email once your order has been approved. Additionally, you will receive an email once your order has been dispatched. Please ensure that the email address associated with your account is kept up-to-date. Contact Onelink directly to change your account email address.

### Will there be changes to the terms and conditions of supply of vaccines?

**Yes**, there are some changes to the terms and conditions of supply of vaccines. Please read these carefully before submitting your vaccine order.

### Will there be changes to the way vaccine orders in the metro areas of WA are packed or delivered?

**Delivery:** there will be **no changes** to the way in which vaccines are delivered, unless a special delivery arrangement has been set up. Metro vaccine orders will continue to be delivered in refrigerated trucks.

**Packaging:** **yes**, vaccine packaging will now vary according to the size of the order.

- Most vaccines will continue to be packed in cardboard cartons, however for very small orders, these vaccines may be packed in a clear re-sealable zipper storage bag.
- Each bag will contain a temperature monitoring device.
- The bags will be transported from the refrigerated trucks into your premises within a polystyrene box with gel packs inside.
- The driver will hand over the bag upon signature from the person receiving the vaccines and will take the polystyrene box and gel packs back to the truck.
- If you have concerns about the way your vaccine order has been packed or delivered, please quarantine the vaccines according to cold chain temperature requirements and contact [vaccineorders@health.wa.gov.au](mailto:vaccineorders@health.wa.gov.au) at your earliest convenience.

### Who do I contact if:

- I don't know where my order is?
- I have received the wrong order?
- I need emergency vaccines?

Onelink Customer Service will be the point of contact for these queries. Note operating hours: 8:30AM - 4:30PM AWST.



[customerservice@onelink.com.au](mailto:customerservice@onelink.com.au)



1800 014 207

You can also use the Contact Us eForm: [Contact Us \(onelinkonline.net\)](https://onelinkonline.net)

You may also contact Vaccine Orders for these queries; however some business rules have changed, and you may be redirected to Onelink Customer Service.

## COLD CHAIN MONITORING DURING TRANSPORT

### Will there be changes to the cold chain monitors used during vaccine transport?

Yes, TagAlert® cold chain monitors will now be used in every vaccine shipment. Coldmark monitor cards will no longer be used.

**This document can be made available in alternative formats on request for a person with disability.**

© Department of Health 2021

Copyright to this material is vested in the State of Western Australia unless otherwise indicated. Apart from any fair dealing for the purposes of private study, research, criticism or review, as permitted under the provisions of the *Copyright Act 1968*, no part may be reproduced or re-used for any purposes whatsoever without written permission of the State of Western Australia.

When you receive a delivery, immediately check the TagAlert® in the usual way. Contact Onelink immediately if the monitor shows an alarm. See next section for a quick guide on how to interpret the TagAlert® cold chain monitors.

### How do I interpret the new cold chain monitors?

The TagAlert® electronically records the vaccine temperature during transport. It has four temperature and time-out-of-range alarm limits.

An alarm is triggered if a heat or freeze breach occurs during transport from the warehouse to your premises.

If 'OK' is displayed on the screen (see Figure 1), the vaccine alarm has not been triggered. Unpack and refrigerate the vaccines promptly and discard the single-use TagAlert®.

If the screen displays a number 1, 2, 3 or 4 and black boxes (see Figure 2), the alarm has been triggered to alert you.

**Figure 1**



Display shows 'OK' when the TagAlert® alarm **has not been triggered.**

**Action:** unpack and refrigerate the vaccines promptly and discard the single-use TagAlert®

**Figure 2**



Display shows 1,2,3,4 and four black boxes when the TagAlert® alarm **has been triggered.**

**Action:** isolate the vaccine in your fridge and call Onelink for advice. Only discard the TagAlert® after you receive advice from Onelink.

### Who do I contact if the TagAlert® has alarmed?

Isolate the vaccine in your fridge, retain the tag, and call Onelink for advice. Once you have received advice from Onelink, you can discard the TagAlert®.

If the TagAlert® has alarmed and you have received an incorrect order (e.g. the incorrect quantity, wrong vaccine), please keep the TagAlert® with the vaccines and contact Onelink for further instructions.

### Who do I contact if a cold chain breach occurs once the vaccines have been unpacked on site?

You are required to report incidents to the WA Department of Health, via your Regional Immunisation Coordinator (at your [Public Health Unit](#)), as per standard procedure. Please visit [Cold chain management \(health.wa.gov.au\)](#) for more information.

If you need to replenish vaccine supply following a cold chain breach, select 'yes' to the question 'Is this order to replace stock lost due to a cold chain breach?' at the start of the ordering template.

### Who do I contact to report other vaccine wastage, including vaccine expiry?

As per the standard procedure, you are required to report these to WA Department of Health. Please visit: [Cold chain management \(health.wa.gov.au\)](#).

**This document can be made available in alternative formats on request for a person with disability.**

© Department of Health 2021

Copyright to this material is vested in the State of Western Australia unless otherwise indicated. Apart from any fair dealing for the purposes of private study, research, criticism or review, as permitted under the provisions of the *Copyright Act 1968*, no part may be reproduced or re-used for any purposes whatsoever without written permission of the State of Western Australia.