



User Guide

# VACCINE ORDERING SYSTEM

Vaccine Distribution Centre  
Communicable Disease Control Branch

## Table of Contents

Introduction.....	3
Access to the vaccine ordering system.....	3
Account details.....	3
Accessing your fortnightly delivery schedule calendar .....	4
Ordering vaccines .....	4
Placing a routine order .....	4
Placing an urgent order .....	6
Customers collecting urgent orders from warehouse.....	6
Editing an order .....	6
Confirmation of order despatch .....	6
Cancelling an order .....	7
Accessing order history .....	7
Reporting Expired Stock.....	7
Information to support immunisation providers comply with declaration made when registering.....	7
Contact information .....	7

## Introduction

**This user guide provides information on how to order government funded vaccines.**

The Immunisation Section of the Communicable Disease Control Branch, Department for Health and Ageing warehouses and distributes government funded vaccines through the Vaccine Distribution Centre using a contractor.

Distribution of vaccines across the state occurs in a fortnightly cycle. The state is divided into 19 separate delivery areas (1-19) and each area of delivery is scheduled one routine vaccine order each fortnight, not including vaccines ordered for disease outbreak management or urgent circumstances.

Immunisation providers must ensure they order only the amount of vaccine they require for the two week period and have sufficient fridge storage space to hold their fortnightly requirement.

Vaccines are delivered between 9am and 5pm Monday to Friday, excluding public holidays.

## Access to the vaccine ordering system

Access to [National and State funded program](#) vaccines requires approval from the Department for Health and Ageing. An immunisation provider supplies information through the registration process which is assessed against State and National guidelines for appropriate receipt and storage of vaccines.

Once approval is granted an email is sent to the provider including their area of delivery (1-19), Vaccine Account Number (VAN) which acts as the **username**, and a temporary login **password** that should be changed and saved.

If VAN is misplaced email the Vaccine Distribution Centre [healthvaccinedistributioncentre@sa.gov.au](mailto:healthvaccinedistributioncentre@sa.gov.au)

Any account that has not placed an order within 18 months will be automatically made inactive and will require to contact the Vaccine Distribution Centre to re-activate account.

**The following link opens the vaccine ordering system login portal:**

<https://sa.tollhealthcare.com>

The **'Home'** page contains:

- > useful links;
- > order summary (only appears when an open order is awaiting processing); and
- > the noticeboard which will be used to communicate important information.

## Account details

It is important to ensure account details are correct and updated as required.

Go to **'Request to update customer details'** in the **'My account'** menu tab, update information and **'Request update'**.

- > Contact details
- > Australian Health Practitioner Regulation Agency (AHPRA) registration and S4 Licence expiry  
All GP's must provide a valid AHPRA registration date and other organisations must provide a valid S4 Licence.

At 30 days prior to licence expiry date the system will generate an email reminder and screen message on the **'Home'** page and at the top of the **'Create new routine order'** page.

Once update is requested, the Vaccine Distribution Centre receives a system generated notification indicating licence details have changed, validates the new information and actions account update within two business days.

- S4 Licence holders are required to attach by uploading a copy of the licence document issued before the account update will be actioned.

**If the AHPRA registration or S4 Licence date is expired, access to ordering is automatically denied.**

## Accessing your fortnightly delivery schedule calendar

Each area of delivery has a fixed fortnightly delivery schedule.

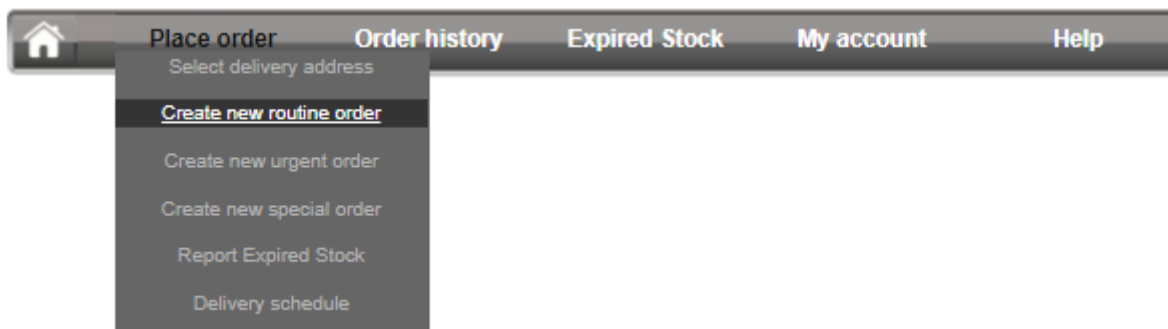
Go to either the **'Place order'** or **'My account'** menu tabs to access delivery schedule. The delivery schedule displays delivery dates and order cut-off times by calendar month.

## Ordering vaccines

Vaccine orders should be placed as a routine order to be delivered according to the fortnightly delivery schedule; however there is the capacity to place a vaccine order to be delivered urgently if this is absolutely necessary. When requiring an urgent delivery of vaccines you must follow instructions for placing an [urgent order](#).

### Placing a routine order

To place a routine order go to the **'Place order'** menu tab and select **'Create new routine order'**.



## Vaccine Order - Prospect Road Day Night Clinic

You must report all cold chain failures to the Vaccine Distribution Centre and you will be advised about vaccine replacement.

DO NOT DISPOSE OF ANY VACCINE UNLESS DIRECTED BY THE VACCINE DISTRIBUTION CENTRE.

Doses on hand	Vaccine	Brand	NIP	State Funded	School
<input type="text"/>	Hep B Paediatric	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	Infanrix Hexa	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	Prevenar 13 (Adult)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	Prevenar 13 (Child)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	Rotarix	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	MMR	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	Nimenrix	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	Act-HIB	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	Hep A	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	MMRV	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	DTPa (<10 yrs)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	DTPa/IPV	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	Bexsero	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	dTpa (≥10 yrs)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	Gardasil 9	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	Varicella	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	Hep B Adult	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	Pneumovax 23	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	Zostavax	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	IPOL	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	Neisvac C	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**NEXT**

- > Enter doses on hand which is recorded as a total number irrespective of brand or program for which it was ordered. If there is no stock on hand '0' must be recorded. There is no requirement to record stock on hand for vaccines not being ordered.
- > Enter dose numbers required for each vaccine in accordance with the program where the vaccine is being used. When ordering vaccines for more than one program, multiple columns should be used. Hover over the information field for vaccine brand/s.
- > Click the **'Next'** button to move to the **'View order'** page. If required, edit order and click **'Update order'** button (see [Editing an order](#)). Your order will refresh with updates.
- > Click the **'Complete order'** button to move to the **'Report expired stock'** page and enter expired stock details. If you have no expired stock leave the fields blank.  
 Note: Stock lost due to a cold chain breach is not recorded on this page and details of the incident must be reported to the Vaccine Distribution Centre on (08) 7425 7139 or Immunisation Section on 1300 232 272 prior to disposal of any vaccine.
- > Click the **'Next'** button to move to the **'Order confirmation'** page. Check all details are correct, enter the name of person placing order and phone number, check the acknowledgement box and click the **'Submit order'** button.
- > The order will remain accessible through the **'Home'** page and can be edited up until the fortnightly scheduled delivery cut-off time (see [Editing an order](#)).

### Hints:

- > A **'Vaccine Order Checklist'** is available in the useful links section of the **'Home'** page that can be printed and completed at the fridge to assist transfer of information to the ordering system.
- > A tablet computer can be used to place an order at the fridge.

## Placing an urgent order

To place an urgent order go to the **'Place order'** menu tab and select **'Create new urgent order'**.

Placing an urgent order follows the same process as placing a routine order with the following exception:

- > Any urgent order requires you to indicate the reason for the urgent despatch.
- > Once the order is submitted it will be assessed immediately by Vaccine Distribution Centre staff and you may be contacted for further information.
- > Once the urgent order is ready for despatch you will receive a confirmation email with these details.
- > Approval status of the urgent order can be reviewed under the **'Order history'** menu tab.
- > If your order is not approved you will receive a cancellation notice.
- > An urgent order cannot be edited.
- > Collection of urgent orders please see 'Customers collecting urgent orders from warehouse' below.

## Customers collecting urgent orders from warehouse

Customers who wish to personally collect their order from the warehouse must contact the Vaccine Distribution Centre to make prior arrangements, and must not attend the warehouse without prior approval.

## Editing an order

An order can be edited once submitted, prior to delivery cut-off time, through the **'Home'** page.

- > Go to **'Home'** page and click on **'View order'** in the **'Open order summary'** box. **'View order'** page opens where you can edit the order.
- > Change the doses required, **'Add products'**, or remove a vaccine by unticking box, and click on **'Update order'** button.
- > Once all changes have been made click **'Complete order'**.
- > The **'Order confirmation'** page appears. Check all details are correct, enter the name of person placing order and phone number, check the acknowledgement box and click the **'Submit order'** button.

Note: If you do not have an open order in the system the **'Open order summary'** box will not appear on the **'Home'** page. Check **'Order History'** page for the status of the order.

## Confirmation of order despatch

### Routine orders

The nominated email address will receive order confirmation along with a scheduled despatch date after the scheduled order cut-off time (refer to [Accessing your fortnightly delivery schedule calendar](#)).

Check the confirmation email and pay particular attention to any notes or adjustments made to your order by Vaccine Distribution Centre. Notes and adjustments will occur as a result of supply availability.

### Urgent orders

The nominated email address will receive order confirmation immediately after the order has been approved and ready for despatch by Vaccine Distribution Centre.

Check the confirmation email and pay particular attention to any notes or adjustments made to your order by Vaccine Distribution Centre. Notes and adjustments will occur as a result of supply availability or allocation to routine order rather than urgent.

## Cancelling an order

Both the Vaccine Distribution Centre and the vaccine account holder can cancel an order:

- > The nominated email address will receive notification that the Vaccine Distribution Centre has cancelled the order, including any notes in relation to the order cancellation.
- > An order can be cancelled by the vaccine account holder prior to the scheduled order cut-off time by contacting the Vaccine Distribution Centre.

## Accessing order history

To review details of your current or previous orders go to the **'Order history'** menu tab which lists all orders by Purchase order number, Order Date, Despatch date, Status and Details.

Click on **'Details'** for a summary of the specific order.

## Reporting Expired Stock

The **'Expired stock'** menu tab can be used to report expired stock discarded during periods where orders are not being placed. For those ordering frequently the usual process for reporting expired stock is during placing an order. Only report expired stock once. Check if your organisation has previously reported this expired stock during the order process to avoid duplication.

Note: Stock lost due to a cold chain breach is not recorded on this page and details of the incident must be reported to the Immunisation Section on 1300 232 272 prior to disposal of any vaccine.

## Information to support immunisation providers comply with declaration made when registering

At the time of registering with SA Health to receive funded vaccines, the following declarations were made by the facility:

- > This facility complies with cold chain recommendations in the [National Vaccine Storage Guidelines - Strive for Five](#).
- > All funded vaccines will be administered according to SA Health's vaccine eligibility criteria and the South Australian Immunisation Program Schedule.
- > Each funded vaccine dose administered in this facility will be notified to the [Australian Immunisation Register](#).
- > All employees submitting information to the [Australian Immunisation Register](#) are provided appropriate training or guidance to ensure accuracy of data submission.

Information to support compliance with these requirements can be found in the **'Useful Links'** section of the **'Home'** page.

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## Contact information

**Opening hours: Mon-Fri 9am to 5pm**

**Vaccine Distribution Centre**

**Communicable Disease Control Branch**

**Telephone: (08) 7425 7139**

**Email: [healthvaccinedistributioncentre@sa.gov.au](mailto:healthvaccinedistributioncentre@sa.gov.au)**

**Website: [www.sahealth.sa.gov.au/immunisationprovider](http://www.sahealth.sa.gov.au/immunisationprovider)**

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