



## FAQs – Vaccine Ordering

### April 2021

#### WA VACCINE ORDER QUERIES

An email notification is generated when your order has been approved, and a second email is generated when vaccines have been packed and ready for despatch. Vaccines are delivered to your distribution point the next business day.

System accounts contains order and delivery schedule information where applicable – order history is visible within the [Toll on-line system](#) (see page 9 of the [User Guide](#)), or **check your email notifications** generated from the on-line system to your account.

The GP pre-allocation process has completed, and further orders can be placed by practices through the standard Influenza tab within the [Toll on-line system](#).

#### Can I change my order?

This will depend on the order status in the system (Approved or Unapproved). Once an order has been approved by a vaccine team member, the order **cannot be changed** (although can be deleted if you have made an error).

#### How do I know if my order has been approved?

- **Check your email notifications** generated from the on-line system to your account.
- **'Approved'** email notifications can be on-forwarded to [vaccineorders@health.wa.gov.au](mailto:vaccineorders@health.wa.gov.au) with a request for the order to be deleted. Please do not place a new order until you have received confirmation from our team.
- **If there is no email as your order is 'Unapproved'**, contact [vaccineorders@health.wa.gov.au](mailto:vaccineorders@health.wa.gov.au) by email and include the order and account details in your change request (or phone the team).
- **Check your order history in the [Toll on-line system](#)** (see page 9 of the [User Guide](#)).

#### How do I add products after I have submitted my order?

- **If more vaccines are required**, simply place a new order **only for the additional vaccines** required. Your orders will be consolidated within your account, although sometimes will arrive at your premises separately.
- Check your order history in the [Toll on-line system](#) (see page 9 of the [User Guide](#)).
- **Check email notifications generated from the on-line system to your account.** As well as the approval email, an additional email notification with the subject line 'ready for distribution' is generated when your order is packed ready for despatch (vaccines are generally delivered the next business day). Email notifications include products, dose details and any order notes from the vaccine team.

#### What is my delivery schedule?

**Orders need to be placed and approved by your ordering deadline.** Vaccines are delivered according to your **delivery schedule**. It is your responsibility to know your delivery dates.

**For Metropolitan providers**, your delivery area and future scheduled delivery dates are displayed in your Toll system account when you place an order. The system also contains a link to the complete annual metropolitan schedule should you wish to print for planning purposes.

**For Regional providers**, the Regional Distribution Centre (RDC) is your hospital pharmacy or community health site that receives centrally to on-ship your orders. Please check with your regional pharmacy for more information.

## When will my order arrive, or why is it delayed?

- The Toll system does not provide for orders tracking and the vaccine team is not able to provide exact arrival times.
- Check your email notifications to ensure the order approval and ready for distribution emails have been generated.
- Check your poisons permit has not expired (or AHPRA registration for sole providers). Orders cannot be distributed once registration details expire. Visit [Medicines and Poisons Regulation Branch - Licences and Permits](#) or [AHPRA](#) (sole providers only) for further information.
- Send your updated permit/AHPRA registration details and account number to [TCSWAHealthcareCS@tollgroup.com](mailto:TCSWAHealthcareCS@tollgroup.com) and copy [vaccineorders@health.wa.gov.au](mailto:vaccineorders@health.wa.gov.au).
- During influenza season or when public holidays fall, delivery delays may occur or be re-scheduled. You will be notified of any changes to delivery dates when they occur.
- If you have not received your order(s) by close of business, on-forward your email notification to [vaccineorders@health.wa.gov.au](mailto:vaccineorders@health.wa.gov.au) with your query.

## I missed my ordering deadline / I need urgent delivery, or can I collect my order?

Urgent deliveries are made for managing critical patient care and public health emergencies and are generally directed by your public health unit.

If you missed your ordering deadline, there may be time to despatch in line with your standard order. Simply write a note in your order.

Due to COVID-19 **collects from the warehouse are not available.**

## Why was my order reduced or not supplied in full / when will I receive the outstanding products?

WA Health endeavours to ensure equitable vaccine allocations for all Western Australians. Orders are sometimes adjusted to manage stock levels. Please include a note in your order if you need to substantiate larger quantities.

- When your order is packed ready for distribution, the system will generate a 'ready for distribution' email on the day prior to your delivery day. Please refer to this email.
- If your order was approved but a product you ordered was reduced or not supplied in full, the product is in limited supply or not available.
- If your email notification indicates that the product is on 'backorder', you will receive the outstanding products when they are next available. Note, 'backorder' products will appear on your 'ready for distribution' email and *not* on the consignment packing slip. As such, refer to all generated emails for information.

## I cannot see the vaccine I need to order. Is the vaccine available?

Only products available are listed on the system and review the [WA Immunisation Schedule](#) to order alternative products. For specific patient queries consult the [Australian Immunisation Handbook](#) or contact your [public health unit](#).

## We have excess vaccine, what should we do?

Contact [vaccineorders@health.wa.gov.au](mailto:vaccineorders@health.wa.gov.au) by email and include the vaccine brand and dose numbers. The vaccine team may consult your regional immunisation coordinator to review and provide advice. All vaccine transport between providers must follow cold chain guidelines as per the [National Vaccine Storage Guidelines - 'Strive for 5'](#).

## FURTHER INFORMATION

- Vaccine ordering communications are sent to providers to the email address linked to your vaccine ordering account.
- [Subscribe to Vaccine Updates](#) which are sent to the email address you have entered in the Immunisation Surveillance subscription service.

Visit the web pages below for related links and for further information:

[http://ww2.health.wa.gov.au/Articles/F\\_I/Immunisation-provider-information-and-resources](http://ww2.health.wa.gov.au/Articles/F_I/Immunisation-provider-information-and-resources)

[https://ww2.health.wa.gov.au/Articles/U\\_Z/Vaccine-ordering](https://ww2.health.wa.gov.au/Articles/U_Z/Vaccine-ordering)

[https://ww2.health.wa.gov.au/Articles/A\\_E/Cold-chain-management](https://ww2.health.wa.gov.au/Articles/A_E/Cold-chain-management)

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