



Government of **Western Australia**
Department of **Health**

WA User Guide

Online vaccine ordering

July 2020

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INSTRUCTIONS FOR VACCINE ORDERING

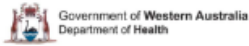
Logging in to your WA Health Vaccine Ordering Account

The ordering system is located at <https://wa.tollhealthcare.com/>. The landing page contains helpful information and frequently asked questions. Read all information as it is updated from time to time.

Your account number assigned is your username and it is suggested to select a password and email address that can be accessed by all your staff members who order and review vaccine orders.

If you have forgotten your password, use the options at the bottom of the home page, or please email vaccineorders@health.wa.gov.au if you are unable to locate information you seek through the system.

The screenshot shows the 'TOLL Western Australia' website header with the Government of Western Australia Department of Health logo. A navigation bar includes a 'Login' button and a breadcrumb trail: 'Home > Online Ordering System Log in'. The main heading is 'Online Ordering System Log in'. Below this, a message states: 'To order government-funded vaccines under the WA Immunisation Schedule, log in to this system.' There are two input fields: 'username:' and 'password:'. A 'LOG IN' button is positioned below the password field. The page contains several informational sections: '2020 INFLUENZA' (Influenza stock is not yet available to order...), 'CORONAVIRUS (COVID-19)' (For information please visit the website health.wa.gov.au/coronavirus.), and 'GENERAL UPDATE REGARDING VACCINE ORDERS AND DELIVERIES - last updated 12 March 2020'. The update text mentions system disruptions and provides instructions for checking order status, handling queries, and registering.

TOLL Western Australia 

Login

Home > Online Ordering System Log in

Online Ordering System Log in

To order government-funded vaccines under the WA Immunisation Schedule, log in to this system.

username:

password:

2020 INFLUENZA
Influenza stock is not yet available to order. This page will be updated, and your centre will be informed by fax and email, once ordering opens (planned early April).
For eligibility and other information, visit https://ww2.health.wa.gov.au/Articles/F_I/Influenza-immunisation-program.

CORONAVIRUS (COVID-19)
For information please visit the website health.wa.gov.au/coronavirus.

GENERAL UPDATE REGARDING VACCINE ORDERS AND DELIVERIES - last updated 12 March 2020

The Toll world-wide system disruption continues to affect WA Health, and Toll is continuing to process orders for timely dispatch.

If you have missed a delivery or have other queries, you can check your vaccine order status through 'view order history' (and simply click 'submit'). This is because system auto-generated emails confirming your orders continue to be affected.

Several activities still cannot be actioned such as requests to change provider details or create new accounts.

Queries can be emailed vaccineorders@health.wa.gov.au and please include your vaccine order number and/or account number.



We appreciate your understanding during this time.

[Forgot password?](#) or [Click here to register](#) and a vaccine orders team member will contact you shortly.

Please visit [WA Health Vaccine Ordering](#) for further information.

Provider Details

When you log in your Provider Details are displayed. The accuracy of information you provide to WA Health is critical to ensure you receive timely communications, including system generated order confirmation emails and other specific vaccine or delivery information.



Place an order

View your order history

Change Ship To

View Contact Details

User Guide

Logout

Logged in as:
HEALTH DEPARTMENT OF WA

Last logged in:
Tuesday, 17 March 2020
2:13:18 PM

Home > Provider Details

Provider Details

Please review your details below. Edit applicable fields and then click the "SUBMIT CHANGE REQUEST" button.

Your poisons permit or AHPRA registration (sole provider) details must be current to receive vaccines. For further information, visit:
The Medicines and Poisons Regulations Branch
The Australian Health Practitioner Regulation Agency
WA Health Vaccine Orders

Review your details:

Account Number: RWC

Account Name: HEALTH DEPARTMENT OF WA

Attention to:

Address 1:

Address 2: 189 Royal St

Suburb & State & Postcode: EAST PERTH WA 6004

Telephone:

Email:

Delivery Area: Area 8

Vaccine Delivery Dates (provided that orders are placed by midday two business days prior to delivery date):
Friday, 27 March 2020
Thursday, 9 April 2020
Friday, 24 April 2020
Friday, 8 May 2020

Metro Delivery Schedule: [View Metro Delivery Schedule 2020](#)

Change Password

Username:

Old password:

New Password:

Your new password must be 6 to 20 characters long.

Confirm New Password:

[PLACE ORDER](#) [VIEW ORDER HISTORY](#) [SUBMIT CHANGE REQUEST](#)

For changes to your Account name, address and other non-editable fields, please contact Vaccine Orders. For other changes, please allow one business day for changes to be processed.

Please ensure before an order is placed:

- 'view order history' to ensure no duplicate orders are placed by staff
- notify the vaccine team of temporary clinic closures or other reasons such as a cold chain incident, if vaccine orders cannot be received on your scheduled date
- the account email address is accessible by other staff, to check the system generated email sent when orders are approved, and to refer to if you have queries with your orders

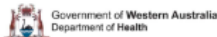
- the details are accurate, particularly if you change ownership, move premises and your delivery or email address changes
- the poisons permit or AHPRA registration (for sole providers only) has not expired, as you will not be able to receive vaccines. When you receive your renewed poisons permit or AHPRA registration, scan and send to TCSWAHealthcareCS@tollgroup.com and copy vaccineorders@health.wa.gov.au. Contact the [Medicines and Poisons Regulation Branch](#) or [AHPRA](#) for further information.
- check the ordering deadline according to your delivery area or region, and remember to plan to place your order earlier when any public holidays fall (particularly Easter and end of year Holiday Season):
 - if a metropolitan provider review your next delivery dates or the full schedule link, and orders need to be approved by 12 noon two business days prior to your delivery day,
 - if a regional provider, orders need to be approved by 12 noon Friday, to ensure vaccine deliveries arrive at your regional distribution centre the following week, for on-shipment or collect as arranged.

Vaccine Storage and Management Requirements

When you choose 'PLACE ORDER' you will be asked that you agree to comply with WA Health vaccine management requirements, including:

- your provider details are current
- your staff follow recommended vaccine cold chain storage guidelines and reporting of cold chain breach incidents
- you report all vaccines administered to the Australian Immunisation Register (AIR)

Click 'I AGREE' and you will be ready to order on the 'Select Products' screen.

TOLL Western Australia 

Place an order
View your order history
Change Ship To
View Contact Details
User Guide
Logout

Logged in as:
#0001
HEALTH DEPARTMENT
OF WA
Last logged in:
Tuesday, 17 March 2020
3:16:31 PM

Home > Vaccine Storage and Management Requirements

Vaccine Storage and Management Requirements

In order to receive and store Government-funded vaccines, I acknowledge:

- changes to our provider details including if we cannot receive vaccines on the delivery day will be advised to the Department of Health by email to vaccineorders@health.wa.gov.au
- this centre complies with the recommended vaccine cold chain storage of temperatures between +2° and +8° as stated in the [National Vaccine Storage Guidelines 'Strive for 5'](#)
- this centre follows the process outlined on the [cold chain breach form](#) to report all cold chain breaches immediately, and will not discard vaccines unless advised
- if a cold chain breach is caused by a refrigerator operating outside +2° and +8°, the Department of Health may withhold vaccine supply until after the refrigerator has been stable for 48 hours
- vaccine stock is rotated regularly to avoid over-ordering and expiry wastage
- all vaccinations are reported to the AIR.

Immunisation related links

- Licences and permits under the Medicines and Poisons Act 2014
- Provider information and publications ordering
- WA Immunisation Schedule
- Cold chain management and vaccine incident reporting
- Australian Immunisation Handbook
- Australian Immunisation Register (AIR)

Select Products

Vaccine products are grouped into separate tabs. Each tab needs to be clicked to display vaccine products available to order. Some catch-up vaccines and medical condition specific vaccines are displayed in a similar order to the WA Immunisation Schedule.

Refer to the left hand side of the page for specific links, including your order history, the user guide, or links to the WA immunisation schedule and the Australian Immunisation Handbook.

TOLL Western Australia Government of Western Australia Department of Health

System admin

Home > Select Products

Select Products

For eligibility see the [WA Immunisation Schedule](#) and contact your PHU for clinical advice.

Only products available in stock are listed.

CHILDHOOD

ADOLESCENT AND ADULT

INFLUENZA

HEP CASES AND AUTHORISED SHBBV PROVIDERS

Health Department only

ADD TO ORDER

Vaccine Delivery Dates
(provided that orders are placed by midday two business days prior to delivery date):

Wednesday, 8 July 2020
Wednesday, 22 July 2020
Wednesday, 5 August 2020
Wednesday, 19 August 2020
Wednesday, 2 September 2020

Immunisation related links

- ▶ Licences and permits under the Medicines and Poisons Act 2014
- ▶ Provider information and publications ordering
- ▶ WA Immunisation Schedule
- ▶ Cold chain management and vaccine incident reporting
- ▶ Australian Immunisation Handbook
- ▶ Australian Immunisation Register (AIR)

1. Click on each tab to expand and display vaccine products available. These products will generally coincide with the [WA Immunisation Schedule](#).
2. **For products you are ordering**, enter fridge stock in the 'TOTAL DOSES ON HAND' field. This can assist with the approval process and your own record of stock requirements for each order. It is suggested that providers view their order history, for accounting for stock or for other staff members who may need to order.
3. In the 'PACKS REQUIRED' field, enter amount according to packaging. For example, if you want 30 doses, you can enter 3 in the 10 pack field, or '6' in the 5 pack field, or 30 in the singles field.

System admin
Place an order
View your order history
Select Customer
View Contact Details
User Guide
Logout

Logged in as:
WA Immuniser
H. [redacted] IT
OF WA

Last logged in:
Wednesday, 18 March
2020
6:32:01 PM

Immunisation related links

- ▶ Licences and permits under the Medicines and Poisons Act 2014
- ▶ Provider information and publications ordering
- ▶ WA Immunisation Schedule
- ▶ Cold chain management and vaccine incident reporting
- ▶ Australian Immunisation Handbook
- ▶ Australian Immunisation Register (AIR)

Home > Select Products

Select Products

For eligibility see the [WA Immunisation Schedule](#) and contact your PHU for clinical advice.

Only products available in stock are listed.

2020 influenza products are not yet in stock.

CHILDHOOD

DESCRIPTION	TOTAL DOSES ON HAND	PACKS REQUIRED
H-B-Vax-II - 5mcg - Hep B (Paediatric) - NIP	<input type="text"/>	<input type="text"/> 10 pack <input type="text"/> Singles
Infanrix Hexa - DTPa-hepB-IPV-Hib - NIP	<input type="text"/>	<input type="text"/> 10 pack <input type="text"/> Singles
Prevenar 13 - Pneumococcal (Paediatric) - NIP	<input type="text"/>	<input type="text"/> 10 Pack <input type="text"/> Singles
Rotarix - Rotavirus - NIP	<input type="text"/>	<input type="text"/> 10 pack <input type="text"/> Singles
M-M-R-II - MMR - NIP	<input type="text"/>	<input type="text"/> 10 pack <input type="text"/> Singles
Nimenrix - Men ACWY (Paediatric) - NIP	<input type="text"/>	<input type="text"/> Singles
Nimenrix - Men ACWY (Paediatric Aboriginal 6 weeks to <12 months) - State	<input type="text"/>	<input type="text"/> Singles
Priorix Tetra - MMRV - NIP	<input type="text"/>	<input type="text"/> 10 Pack <input type="text"/> Singles
Infanrix - DTPa (Paediatric) - NIP	<input type="text"/>	<input type="text"/> 10 pack <input type="text"/> Singles

1. Click to expand tab to display products

2. Enter doses held in your fridge (only for products you are ordering)

3. Enter amount according to packaging (packs required)

4. **Repeat process by clicking each tab to display vaccine products**, until you have entered all products you require.
5. Click 'ADD TO ORDER'
6. **Check and Submit Order** screen provides you with a summary of all vaccine products and dose quantities ordered.

Check, Submit and Order Approval

- **Check summary page to ensure the vaccine products and doses required are correct.**
- To make changes, click 'EDIT DOSES/ADD PRODUCTS'.
- Change the 'Contact Email' address on the order, to receive an automated order confirmation.
- Only write an 'ORDER NOTE TO VACCINE ORDERS' for specific instructions, including if you have experienced a cold chain breach.
- Click 'SUBMIT'. Your order is placed in a queue for processing.
- The vaccine team approves your order, and an automatic email is sent to the order email address.
- Approvals can take longer during peak periods, such as influenza season (the aim is to ensure your ordering deadline is met in time for delivery). Check your ordering history for status.
- **When you receive an automatic email confirming your order has been approved, CHECK QUANTITIES AND ANY NOTES FROM THE VACCINE TEAM (due to stock control or other reasons).**
- If you need additional items, simply place a new order with the extra products.
- **If you a query regarding the order, email is the most time efficient communication method. Simply on-forward the system-generated email to vaccineorders@health.wa.gov.au, and quote your Account Number.**
- **If you have over-ordered, or require urgent assistance, phone 9222 2424.**

TOLL Western Australia Government of Western Australia Department of Health

System admin
Place an order
View your order history
Select Customer
View Contact Details
User Guide
Logout
Logged in as: WAenrner

Home > Check and Submit Order

Check and Submit Order

Account Number: RW07143F04
Purchase Order Number: 185487
Contact Name: WA Health Department
Contact Email: *
Contact Phone:

Customer Name: HEALTH DEPARTMENT OF WA
Address: 189 Royal St, EAST PERTH, WA, 6004
ORDER NOTE to Vaccine Orders:

IMPORTANT!
Before you click submit:

- is your email address correct? Change it to receive an auto-generated email confirmation
- are your dose quantities correct? Click 'edit doses/add products' and amend order
- do you need to write a note? Only write an order note for specific instructions, and always check the auto-generated email confirmation for a response from the vaccine orders team
- not sure if you'll need more products before your delivery day? Simply place a new order for the additional doses, before your ordering deadline.

[EDIT DOSES/ADD PRODUCTS](#) [SUBMIT ORDER](#)

DESCRIPTION	DOSES ON HAND	PACKS REQUIRED	DOSES REQUIRED
Adacel - dTpa (Maternal) - NIP Singles	0	1	1

Check your email address for order confirmation

If you need to write a note (your order is late, or you need to justify the vaccine dose volume orders), write in here

Are your dose quantities correct? Click 'Edit doses/add products' and amend order

View Order History and other notes

To check if your order has been submitted, or to check past orders, simply click 'VIEW YOUR ORDER HISTORY' then 'SUBMIT'. Click on **Details** to view the vaccine order.

Orders Search

Order number

Product code

Product description

From date 

To date 

Order status

List All Orders

Total orders found: 15

Purchase Order Number	Order Date	Status	Ship-to Name	
69183-205018	26/10/2015	Approved	Health Department of WA	Details
69124-204778	23/10/2015	Approved	Health Department of WA	Details
67706-200403	17/09/2015	Rejected	Health Department of WA	Details
59941-176451	29/04/2015	Approved	Health Department of WA	Details

Other notes:

- Poisons permit or AHPRA registration (sole provider) details must be current to receive vaccines
- The ordering system will be updated with messaging and contains helpful information
- Visit WA Health at https://ww2.health.wa.gov.au/Articles/U_Z/Vaccine-ordering for further information or contact details.
- Please include your Account number in all correspondence (you can also on-forward the system-generated order email relating to your query to vaccineorders@health.wa.gov.au).