



WA Immunisation Schedule vaccine ordering and transport through Onelink

Frequently Asked Questions

February 2023

These FAQ's are for the ordering and transport of WA Immunisation Schedule and state-funded vaccines available through the WA Health warehouse [Onelink](#).

How do I log in to our Onelink account?

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

Your **username** is your centre's primary or nominated email address.

- 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
- see ordering section below and/or refer to the [Onelink Web User Manual](#)

Who do I contact if:

- staff are away
- need to change our email address or account details
- our permit expiry date needs updating
- password resets or locked out
- help with navigating the system
- help with an order?

Onelink Customer Service will be the first point of contact for queries during operating hours 8:00AM - 4:00PM AWST.



customerservice@onelink.com.au



1800 014 207

Use the Contact Us e-Form if required at [Contact Us \(onelinkonline.net\)](#)

How do I order vaccines through Onelink?

1. Login at onelinkonline.net.
2. Check your shipping details are correct through the 'My Account' tab.
3. To place your order, click on the order template listed under your account.

Complete all the mandatory fields ("*"), enter stock on hand doses, the number of doses required in the 'Requested Order' column, and click 'Place Order'.

Under each vaccine there is a 'Note' space to enter relevant order information, such as your reason for ordering an amount above the 'suggested order' amount, or to enter an authorisation code.

4. Review order

When a vaccine delivery is needed by a certain date or time or if there is a change in your opening days or hours, you must specify this in each order by using the 'Delivery Instructions' field.

Onelink customer service review your delivery instructions and communicate these to the WA vaccine warehouse.

Read the terms and conditions of supply of vaccines before submitting your vaccine order. You must agree to the Terms and Conditions by ticking the box to the left.

5. Confirm order (after you agree to the terms and conditions), then click 'Confirm Order'.

What is the 'suggested order' function within the ordering template?

The 'suggested order' function is based on the average doses distributed to your premises *per month* over time. It is only a guide:

- your 'suggested order' dose quantities may change over time
- Customer Service may contact you if your order greatly exceeds your suggested dose number
- only order the number of doses you require until your next delivery, plus a small buffer
- vaccine products are supplied by 'disease' (as per the WA Immunisation Schedule)
- if you prefer a specific vaccine brand, enter a note in the 'Delivery Instructions' field before you confirm your order

What happens after I place my order?

Onelink customer service will review your order, and once it has been approved, a confirmation email is generated to your account email, and another email once your order is dispatched.

Note, if your poisons permit or registration details are not current, your order will be delayed.

Ensure the email address associated with your account is kept up-to-date and contact Onelink if changes are required.

How often do we receive a vaccine delivery?

Allow up to 3 business days for processing and delivery of your vaccine order.

Always ensure staff at your premises are ready to receive vaccine deliveries, and notify Onelink immediately if circumstances change, such as a fridge failure or unexpected closure.

You can place up to three orders a month for delivery. This allows for omitted or additional vaccines as required. During the first weeks of distribution of the seasonal influenza vaccine, vaccine deliveries may be more frequent.

When a vaccine delivery is needed by a certain date or time, there is a change in opening hours or your premises are closed on certain days, you must specify this in each order by using the 'Delivery Instructions' field.

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

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

How are vaccines packed or delivered?

WA Metro: All deliveries are made using refrigerated trucks wherever possible, and

- are packed in cardboard cartons, or in a clear re-sealable zipper storage bag for smaller orders
- contain a Sensitech TagAlert® cold chain monitor to electronically record the vaccine temperature during transport
- are transported from the truck into your premises
 - large – cardboard carton
 - small – clear re-sealable zipper storage bag within a polystyrene box with cold gel packs inside
- the driver will request a signature upon receipt
- the driver will take polystyrene boxes and gel packs back to the truck

WA Regional: All deliveries are made using non-refrigerated trucks. Vaccines are packed in eskies with ice packs, and

- contain a Sensitech TagAlert® cold chain monitor to electronically record the vaccine temperature during transport
- are transported from the truck into your premises within polystyrene boxes with ice pack(s)
- the driver will request a signature for all deliveries

For transport or delivery concerns, quarantine the vaccines according to cold chain temperature requirements and follow the instructions in your consignment paperwork. For specific vaccine cold chain advice see below.

How do I report a cold chain breach?

All incidents should be reported to your Regional Immunisation Coordinator (RIC) (at your [Public Health Unit](#)), as per standard procedure outlined at the [Cold chain management \(health.wa.gov.au\) web page](#).

When you are advised by your RIC to replenish vaccines following a cold chain breach, simply place a new order and select 'yes' when prompted 'Is this order to replace stock lost due to a cold chain breach?' at the top of your ordering template.

Onelink will despatch the vaccines out promptly.

How do I report other vaccine incidents and expiry?

You are required to report all wastage incidents to the WA Department of Health visit: [Cold chain management \(health.wa.gov.au\)](#). For other queries, contact vaccineorders@health.wa.gov.au or speak to your public health unit RIC.