

How to order communication and promotional products

February 2020

Ordering NDIS products and publications

The NDIS External Communications team is responsible for the management and distribution of all external publications and promotional products.

Orders for publications and promotional products should be placed through the online ordering portal.

The ordering portal is designed as a self-service online hub where you can order the publications and products you require when you need them.

You can access the portal through [the NDIA client section of the NMM website](#).

This guide outlines the basics of registering for the portal and how to order items.

Creating a username and password

1. To access the ordering portal you must have an NDIS email address (@ndis.gov.au). To place an order, you are required to register a username and password. To register click 'Sign Up' on the top menu.

Delivered by the
National Disability
Insurance Agency

Home Helpdesk **Sign Up**

Home

Login

User name
Password
 Remember me?
Log in
Can't remember your infolink password?

Welcome to NMM infolink - Online Order & Reporting System
In this system, you can do the following tasks:

- **Generate an Order**
- [Access Reports](#)
- [Helpdesk Assistance](#)
- [Online Advance Delivery Notification Form \(ADN\)](#)
(MUST BE COMPLETED) before sending stock to the NMM warehouse.

Enter all of the information required and click 'Submit'. You will be sent a confirmation email containing your username (your email address) and your password (self-nominated during sign up). Logging in

1. Enter your username and password and click 'Log in'.
2. Click 'Generate an Order'.

Home

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Viewing the list of products

1. To view the full list of products leave the 'Search string' blank, select 'All Branches' and 'All Types' and click 'Search'.

Select products > Cart detail > Shipping detail > Order confirmed

Product search

Search string	Branch	Product type	
<input type="text"/>	All Branches ▾	All Types ▾	Search

2. You can search for products by entering the name of the product or code of the product in the 'Search string' box or by using the drop down 'Product Type' menu. Click 'Search' to see the products available.

Select products > Cart detail > Shipping detail > Order confirmed

Product search

Search string	Branch	Product type	
<input type="text"/>	All Branches ▾	All Types Banner Book Booklet Brochure Brochure - DL CD Fact Sheet Folder Kits Merchandise Postcard Poster Stationery Stickers	Search

Placing an order


1. Once you have selected your products from the list, enter the quantity of each item you would like to order and click 'Add to Cart'. The number you put in the order box is the number of individual items you are ordering.

 <p>The ndis is coming to this region.</p>	<p>THE NDIS IS COMING TO THIS REGION POSTER (A1) Guidance notes: Large posters designed for use indoors. To be used at engagement events and at NDIS information stands, they may also be displayed in NDIA offices and given to stakeholders and partners. They should only be used in areas where the NDIS is available or will be available in the next three months. ClientID: DA0077 Poster Orderable</p>	<input type="text"/> Max. Order: 20
 <p>#ndisready</p>	<p>I 'HEART' NDIS POSTER (A1) Guidance notes: Large posters designed for use indoors. To be used at engagement events and at NDIS information stands, they may also be displayed in NDIA offices and given to stakeholders and partners. ClientID: DA0078 Poster Orderable</p>	<input type="text"/> Max. Order: 20
 <p>The ndis is coming to this region.</p>	<p>THE NDIS IS COMING TO THIS REGION POSTER (A3) Guidance notes: Small posters designed use indoors. To be used at engagement events and at NDIS information stands, they may also be displayed in NDIA offices and given to stakeholders and partners. They should only be used in areas where the NDIS is available or will be available in the next three months. ClientID: DA0079 Poster Orderable</p>	<input type="text"/> Max. Order: 250

Each product will have a maximum number of items that can be ordered at any one time (for example 50).

2. When you have finished selecting your products, click 'Cart Detail' or 'Your Cart'. You will be taken to a summary page that contains your order. Here you are able to update quantities, remove an item or order an additional item. When you are happy with your order click 'Shipping detail'.
3. On the Shipping Detail page you will need to enter your contact details including delivery address. You can also change your order by clicking on 'Edit cart'. Once you are happy with your shipping details and order click 'Submit'.
4. Once you have clicked on Submit the 'Order confirmed' window will open. This lists your shipping and order details and provides you with an order number.
5. You have the option to 'make a new order' or 'I am finished, close the window'. The warehouse will dispatch your order to you.

Select products
Cart detail
Shipping detail
Order confirmed

Your Cart


Please fill in your shipping details

Name:	Jane deck
Organisation:	NDIA
Address1:	30 Pancake road
Address2:	
Suburb:	geelong
State:	VIC
Postcode:	3216
Country:	Australia
Phone:	1234567891
OrderPriority:	Normal
OrderMethod:	Web
Delivery Instruction:	

✔ Submit

Cart details

Client ID	Description	Type	Quantity
DA0072	Ally Poster (A1)	Poster	6
DA0085	Early Childhood Early Intervention Booklet	Booklet	5
DA0133	Starting your Plan Fact Sheet	Fact Sheet	50

← Edit cart

Tracking orders

1. To view your order history, click on 'My Account'.



2. To view the full details of each order click on the '+' symbol on the left hand side which will drop down the details of the order.
3. You may place additional orders by clicking on 'Copy this' to copy a previous order.

Order History

Web Reference	Date Added	Status	State	Comment
MDA848960 Copy This	27/11/2017	Picking Slip printed	VIC	

FAQS

How to I order more than the order limit?

Product order limits are in place to ensure everyone can access our publications and promotional materials. If you need to order more products than the order limit for that item, email the [Marketing team](#) for assistance.

Please identify the product/s you require, the number needed and why you need them. The Communications team will be able to process your order manually.

Do not put multiple orders of the same product in as they will be deleted.

Why can't I create an account?

You need to have an NDIS email address to create an account, log in and order products. Partners need to use their NDIS email address in order to access the portal.

I don't have an NDIS email address. How do I order?

If you do not have an NDIS email (for example you are a provider), you can order products by contacting 1800 800 110 or your regional office.

If I can't see the product I want to order what does that mean?

If you can't see the product that means we are out of stock. Please contact the [Marketing team](#) for assistance.

Who can I order printed products for?

You can order printed products for participants, the public, partners, providers and anyone who requests them.

Merchandise products including table cloths, banners, pens, stickers, t-shirts and communication boards can only be ordered for Partners, NDIS events and NDIA office uses.

Some products can only be ordered by the External Communications team (such as banners). For assistance, please email the [Marketing team](#).