# 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.



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'.

# 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 | |
|---|---|---|---|
| | 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

[                  ]   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.



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.

# 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 Referrence | 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](#).