


For an existing User -

1. To open the ordering site click on the hyperlink to the system taking you to the Client Portal.

The screenshot displays the Australian Government Services Australia Product Ordering Portal (POP) interface. At the top, the Australian Government logo and 'Services Australia' text are visible, along with the time 11:28:55 AM. A navigation bar includes links for Home, Helpdesk, Sign Up, and Contact Us. The main content area is divided into two columns. The left column contains a 'Login' form with fields for 'User name (Services Australia email address)' and 'Password', a 'Remember me?' checkbox, a 'Log in' button, and a 'Can't remember your password?' link. The right column features a 'Current Theme Posters' section titled 'Centrelink and Medicare offices' with a list of poster IDs: 14754A, 14754B, 13675B, 13675C, 11597B, 14771B, and 14771C. Below this is a 'Welcome to the Services Australia Product Ordering Portal (POP)' message and a 'Featured' section displaying a grid of 13 posters, each with an 'Add to Cart' button. The posters are arranged in a grid with 4 items in the first three rows and 1 item in the fourth row.

Poster ID	Poster Title
14754A	Scams awareness poster A2 poster
14754B	Scams awareness poster A1 poster
13675B	Medicare held payments A2 poster
13675C	Medicare held payments A1 poster
11597B	Voluntary Indigenous Identifier A2 poster
14771B	Financial Information Service FIS A2 poster
14771C	Financial Information Service FIS A1 poster
EN270	EN270 poster
SA002	SA002 poster
FA003	FA003 poster
CH002	CH002 poster
12580A	12580A poster
14771B	14771B poster
14771C	14771C poster

2. Enter in your email address and password as provided in your email.



The screenshot shows the Australian Government Services Australia website. At the top left is the Australian Government crest. To its right, the text "Australian Government" and "Services Australia" is displayed. The time "11:29:37 AM" is shown in the top right corner. Below the header is a navigation bar with links for "Home", "Helpdesk", "Sign Up", and "Contact Us". The main content area is titled "Home" and contains a "Login" section on the left and a "Current Theme Posters" section on the right. The login form includes fields for "User name (Services Australia email address)" and "Password", a "Remember me?" checkbox, a "Log in" button, and a link for "Can't remember your password?". The "Current Theme Posters" section lists several posters under the heading "Centrelink and Medicare offices".

Australian Government
Services Australia

11:29:37 AM

Home Helpdesk Sign Up Contact Us

Home

• Login

User name (Services Australia email address)
Password
 Remember me?
[Log in](#)
[Can't remember your password?](#)

Current Theme Posters

Centrelink and Medicare offices

- 14754A – Scams awareness poster A2 poster
- 14754B – Scams awareness poster A1 poster
- 13675B – Medicare held payments A2 poster
- 13675C – Medicare held payments A1 poster
- 11597B – Voluntary Indigenous Identifier A2 poster
- 14771B - Financial Information Service FIS A2 poster
- 14771C - Financial Information Service FIS A1 poster

[Welcome to the Services Australia Product Ordering Portal \(POP\)](#)

3. The below page will appear. To place orders select the Ordering tab at the top of the page. Other features on the home page are listed below:

- **Ordering** provides access to all available warehouse products held at the DHS Warehouse
- **Help Desk** provides frequently asked questions
- **My Account** provides up to 100 of your current orders.
- **Contact Us** generates an email enquiry

Australian Government
Services Australia

Log off
11:36:29 AM
Welcome, Ali Don

Home Ordering Reporting Helpdesk ADN Form My Account Contact Us Administration

Home

Current Theme Posters

Centrelink and Medicare offices

14754A – Scams awareness poster A2 poster
14754B – Scams awareness poster A1 poster
13675B – Medicare held payments A2 poster
13675C – Medicare held payments A1 poster
11597B – Voluntary Indigenous Identifier A2 poster
14771B - Financial Information Service FIS A2 poster
14771C - Financial Information Service FIS A1 poster

Welcome to the Services Australia Product Ordering Portal (POP)

Featured

 14754A Add to Cart	 14754B Add to Cart	 13675B Add to Cart	 13675C Add to Cart	 11597B Add to Cart	 C0029 Add to Cart
 EN270 Add to Cart	 SA002 Add to Cart	 FA003 Add to Cart	 CH002 Add to Cart	 12580A Add to Cart	 14771B Add to Cart
 14771C Add to Cart					

4. To place an Order, select “ORDERING”. Here you can direct your search in several ways for all available products.

- Using *Search string*; key in the product code; or partial or full name of the product you wish to order.
- Using *Featured products*. Select add to Cart under the desired product and these will populate the cart with the maximum quantity you can order. You will automatically be taken to the Shipping page.

Other ways to search

4a: Using *product type*. This will produce the drop down menu of all product types products are categorised by. See image.

4b: If you want to call up all products leave the search term blank and complete as stated below. See Image.

- To complete the all SEARCH options - place your cursor over the green search button and left click with the mouse

The screenshot displays the 'Ordering' section of the Australian Government Services Australia website. At the top, there is a navigation bar with links for Home, Ordering, Reporting, Helpdesk, ADN Form, My Account, Contact Us, and Administration. The 'Ordering' link is highlighted. Below the navigation bar, the 'Product search' section is visible. It includes a search string input field, a 'Branch' dropdown menu set to 'All Branches', and a 'Product type' dropdown menu set to 'All Types'. A green 'Search' button is located to the right of the dropdown menus. Below the search fields, there is a warning: 'DO NOT PLACE MULTIPLE ORDERS. If you require more than the Maximum Order Quantity, please contact publications.production@servicesaustralia.gov.au'. The page also features a 'Your Cart' icon with '07' items and a 'Log off' button in the top right corner.

All self-print and not orderable products are displayed. Where available; download links will be supplied.

Entering an Order – Client Help Sheet – Existing User - Default



Australian Government
Services Australia

Log off

11:37:43 AM
Welcome, Ali Don

Home Ordering Reporting Helpdesk ADN Form My Account Contact Us Administration

Ordering


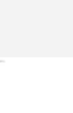

Select products Cart detail Shipping detail Order confirmed **Your Cart**

Product search

Search string Branch Product type
 All Branches All Types

DO NOT PLACE MULTIPLE ORDERS.
If you require more than the Maximum Order Quantity, please contact publications.production@servicesaustralia.gov.au

Search Result: There are 1629 products.

	0006 - Envelope - C4 wallet window - GPO 9815 Box Melbourne - Postage Paid Australia (CSA0006) Product Type: Envelope Current Design Date: 1203 Last Acceptable Design Date: 1203 Language: English Status: Orderable Unit of Issue: 250 Qty: 2,000 Distribution Method: Hardcopy Download: Description: By ordering this product you are authorising the Print Production team to charge the production costs to the cost centre nominated for your order. Please see the Corporate Product Charges on the POP helpdesk page for a full list of corporately funded products and charges. Theme: Corporate	<input type="text"/> Maximum order quantity – 2 units
	0008 - Envelope - C3 pocket plain - GPO Box 9815 Melbourne - Postage Paid Australia (CSA0008) Product Type: Envelope Current Design Date: 1203 Last Acceptable Design Date: 1203 Language: English Status: Orderable Unit of Issue: 250 Qty: 750 Distribution Method: Hardcopy Download: Description: By ordering this product you are authorising the Print Production team to charge the production costs to the cost centre nominated for your order. Please see the Corporate Product Charges on the POP helpdesk page for a full list of corporately funded products and charges. Theme: Corporate	<input type="text"/> Maximum order quantity – 10 units
	0009 - Envelope - 265mm x 190mm wallet plain - GPO Box 9815 Melbourne (CSA0009) Product Type: Envelope Current Design Date: 1203	

Using the Search String

Enter the code of the product you desire into the search string field then click on the green search button to start the search.

The screenshot shows the Australian Government Services Australia website. At the top left is the Australian Government logo. To its right is the text 'Australian Government' and 'Services Australia'. Further right is a 'Log off' button and the time '11:38:48 AM' with the user name 'Welcome, Ali Don'. Below this is a navigation bar with links: Home, Ordering, Reporting, Helpdesk, ADN Form, My Account, Contact Us, and Administration. The 'Ordering' section is active. Below the navigation bar is a breadcrumb trail: 'Select products' (active), 'Cart detail', 'Shipping detail', and 'Order confirmed'. There is also a 'Your Cart' icon. The main content area is titled 'Product search' and contains a search form with fields for 'Search string' (containing 'EN270'), 'Branch' (set to 'All Branches'), and 'Product type' (set to 'All Types'). A green 'Search' button is next to the search string field. Below the search form, there is a warning: 'DO NOT PLACE MULTIPLE ORDERS. If you require more than the Maximum Order Quantity, please contact publications.production@servicesaustralia.gov.au'. The search results show two products:

- EN270 - DLX Dual Window Envelope - Gummed/Secretive**
Product Type: Envelope
Current Design Date: 1612
Last Acceptable Design Date: 0910
Language: English
Status: Orderable
Unit of Issue: 1,000
Qty: 213,000
Distribution Method: Hardcopy
Download:
Description: These envelopes are for all DHS letters sent to customers. By ordering this product you are authorising the Print Production team to charge the production costs to the cost centre nominated for your order. Please see the Corporate Product Charges on the POP help desk page for a full list of corporately funded products and charges.
Theme: Corporate
Maximum order quantity – 5 units
- EN270P - DLX Dual Window Envelope - Gummed/Secretive - Priority (Order by Box Quantity of 1000)**
Product Type: Envelope
Current Design Date: 1605
Last Acceptable Design Date: 1405
Language: English
Status: Orderable
Unit of Issue: 1
Qty: 88,802
Distribution Method: Hardcopy
Download:
Description: By ordering this product you are authorising the Print Production team to charge the production costs to the cost centre nominated for your order. Please see the centre nominated for your order. Please see the Corporate Product Charges on the POP helpdesk page for a full list of corporately funded products and charges.
Theme: Corporate
Maximum order quantity – 1,000 units

Enter in the key words from the title of the product you desire, click on the green search button to start the search

Australian Government
Services Australia

Log off
11:39:32 AM
Welcome, Ali Don

Home | Ordering | Reporting | Helpdesk | ADN Form | My Account | Contact Us | Administration

Ordering

Select products | Cart detail | Shipping detail | Order confirmed | Your Cart

Product search

Search string: Assistance | Branch: All Branches | Product type: All Types | Search

DO NOT PLACE MULTIPLE ORDERS.
If you require more than the Maximum Order Quantity, please contact publications.production@servicesaustralia.gov.au

Search Result: There are 34 products.

no image available	CI023 - Information you need to know about your claim for Assistance for Isolated Children (AIC) Product Type: Form Current Design Date: 1901 Last Acceptable Design Date: 1901 Language: English Status: Not Orderable Unit of Issue: 1 Qty: 0 Distribution Method: Hardcopy Download: PDF Link Description: Theme:	Maximum order quantity - 1 units
	CO221 - Rent Assistance Product Type: Publications Current Design Date: 1504 Last Acceptable Design Date: 1504 Language: English Status: Not Orderable Unit of Issue: 1 Qty: 0 Distribution Method: Self Print Download: PDF Link Description: Theme: Corporate	
	EN208 - Medical Information File Envelope Product Type: Envelope Current Design Date: 1001 Last Acceptable Design Date: 0002 Language: English	

Using the Featured products

Click your cursor on the Add to cart button underneath the image of the product you desire

Featured

Add to Cart | Add to Cart | Add to Cart | Add to Cart | Add to Cart | Add to Cart

To see the description and theme of the product roll your cursor over the image of the product to reveal a pop up containing a large version of the image, the description and the Theme. This can only be done using the list all search (4b) or search string

The screenshot shows the Australian Government Services Australia website. At the top, there is a navigation bar with links for Home, Ordering, Reporting, Helpdesk, ADN Form, My Account, Contact Us, and Administration. The current page is 'Ordering', and the breadcrumb trail shows 'Select products' > 'Cart detail' > 'Shipping detail' > 'Order confirmed'. A 'Your Cart' icon is visible in the top right corner.

The main content area is titled 'Product search' and includes a search string 'Assistance', a branch dropdown set to 'All Branches', and a product type dropdown set to 'All Types'. A 'Search' button is present. Below the search bar, there is a warning: 'DO NOT PLACE MULTIPLE ORDERS. If you require more than the Maximum Order Quantity, please contact publications_omproduction@servicesaustralia.gov.au'. The search results show 'Search Result: There are 34 products.'

The selected product is 'C1023 - Information you need to know about your claim for Assistance for Isolated Children (AIC)'. The product details are:

- Product Type: Form
- Current Design Date: 1901
- Last Acceptable Design Date: 1901
- Language: English

 A 'no image available' message is shown on the left. A detailed view of the product is displayed, featuring a 'Medical Sensitive Information' warning: 'CONFIDENTIAL SENSITIVE INFORMATION TO BE ACCESSED BY AUTHORISED PERSONNEL ONLY'. The description states: 'The envelope is used by CSC staff. The envelope must remain on the customer's file except when it is in the possession of the Centrelink Disability Officer for the purpose of assessing employment assistance, or the envelope and enclosed medical information.' The theme is: 'Are you ill, injured or do you have a disability?'. A 'Maximum order quantity - 1 units' is indicated on the right.

If you request more than the maximum order limit you will get the following message

The screenshot displays a web application interface for ordering. At the top, there is a navigation bar with links for Home, Ordering, Helpdesk, My Account, and Contact Us. Below this, the 'Ordering' section is active, showing a progress bar with steps: Select products, Cart detail, Shipping detail, and Order confirmed. A 'Your Cart' icon is visible in the top right.

The main content area is titled 'Product search' and includes a search bar with fields for 'Search string', 'Branch' (set to 'All Branches'), and 'Product type' (set to 'All Types'). A 'Search' button is located to the right of these fields.

A modal dialog box titled 'Message from webpage' is overlaid on the search results. It features a yellow warning triangle icon and the following text: 'Please email publications.production@humanservices.gov.au for more than 999 units.' An 'OK' button is positioned at the bottom right of the dialog.

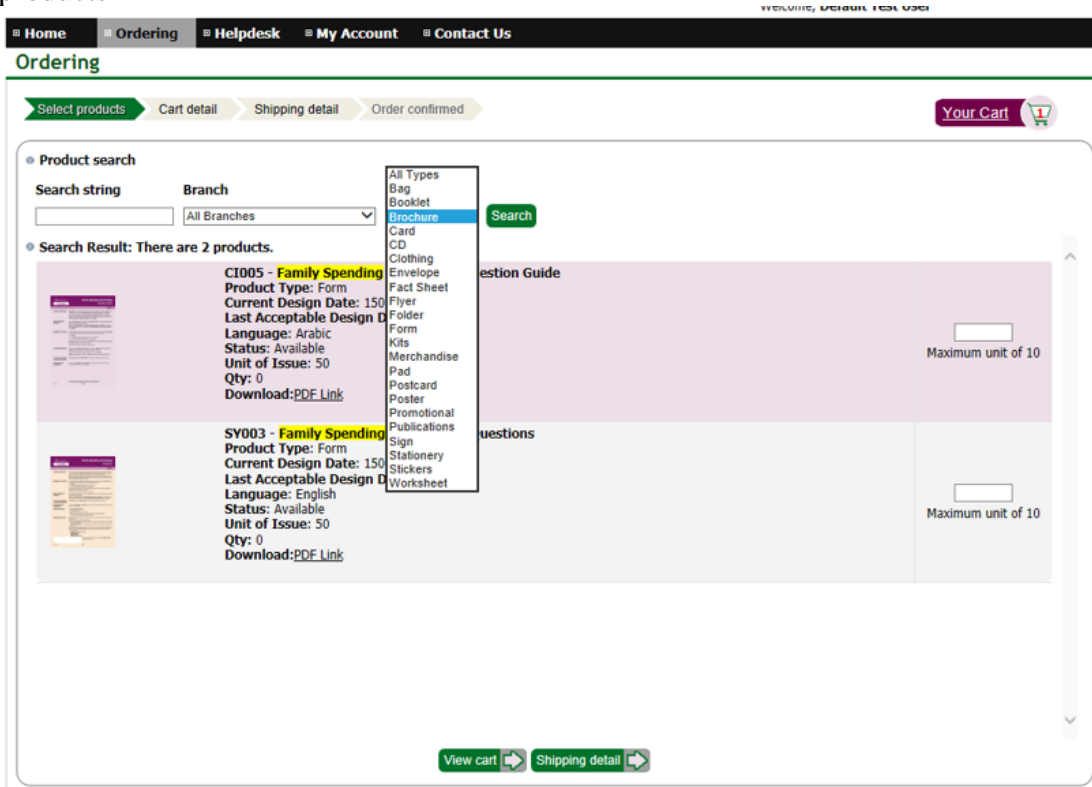
The background search results list several products, including:

- 0576 - Notification of Invoice (R CTI) agreement**: Marketing, Language: English, Status: Not Orderable, Unit of Issue: 1, Distribution Method: Se...
- 0646 - ACIR - how to complete the imm encounter**: National, Product Type: Brochure, Current Design Date: 1011, Last Acceptable Design Date: 1011, Language: English, Status: Available, Unit of Issue: 1, Qty: 0, Distribution Method: Mail.
- 0958 - Order form - Non-PBS sticky notes**: National, Product Type: Form, Current Design Date: 1207, Last Acceptable Design Date: 1207, Language: English, Status: Not Orderable, Unit of Issue: 0.

Each product listing includes a 'Download' button. An 'ADD TO CART' button is also visible, with a quantity input field set to '1000' and a note 'Maximum unit of 999'.

4a: Using product type

Choose from the dropdown menu; click on the green search button to show all products



- All Types
- Bag
- Booklet
- Brochure
- Card
- CD
- Clothing
- Envelope
- Fact Sheet
- Flyer
- Folder
- Form
- Kits
- Merchandise
- Pad
- Postcard
- Poster
- Promotional
- Publications
- Sign
- Stationery
- Stickers
- Worksheet

4b: Leaving search term blank. This will list all products available for ordering. Use the internal scroll bar to move down the list of products available for order.

Home
Ordering
Helpdesk
My Account
Contact Us

Ordering

Select products
Cart detail
Shipping detail
Order confirmed

Your Cart

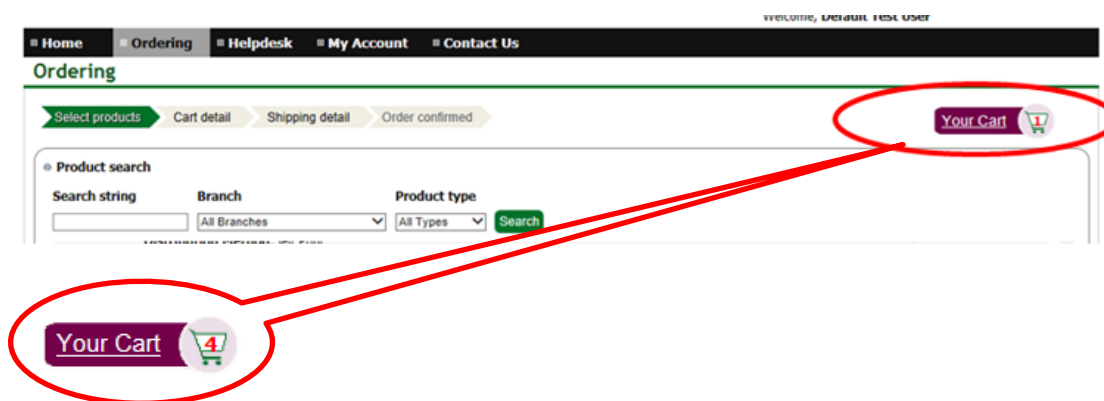
Product search

Search string	Branch	Product type	
<input type="text"/>	All Branches	All Types	<input type="button" value="Search"/>
Marketing	Language: English Status: Not Orderable Unit of Issue: 1 Distribution Method: Self Print		
National Mailing & Marketing	0576 - Notification of ABN and Medicare Australia reference IDs for tax treatment purposes and Recipient Created Tax Invoice (RCTI) agreement form Product Type: Form Current Design Date: 0576 Last Acceptable Design Date: 0576 Language: English Status: Not Orderable Unit of Issue: 1 Distribution Method: Self Print		Download
National Mailing & Marketing	0646 - ACIR - how to complete the imm encounter Product Type: Brochure Current Design Date: 1011 Last Acceptable Design Date: 1011 Language: English Status: Available Unit of Issue: 1 Qty: 0 Distribution Method: Mail		<input style="width: 50px;" type="text"/> Maximum unit of 999
National Mailing & Marketing	0958 - Order form - Non-PBS sticky notes Product Type: Form Current Design Date: 1207 Last Acceptable Design Date: 1207 Language: English Status: Not Orderable Unit of Issue: 1		Download

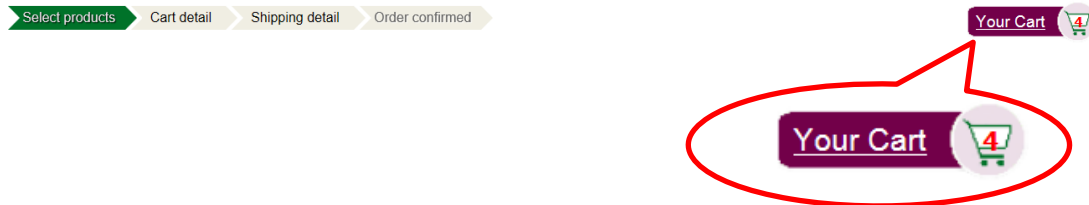
5. Enter the quantity into the order quantity section of the site this will activate the Add to Cart button select add to cart to include that product on your order. This quantity will appear in the Cart at the top called “Your Cart” – this is the quantity of products on your order. Repeat this process until all products for the order are in the cart. Once you move to the next product for the order the Add to cart will appear on that product and removed from the previous.



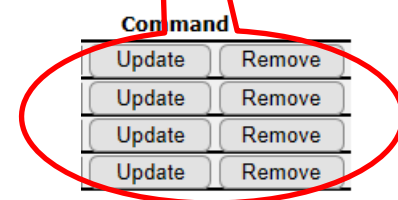
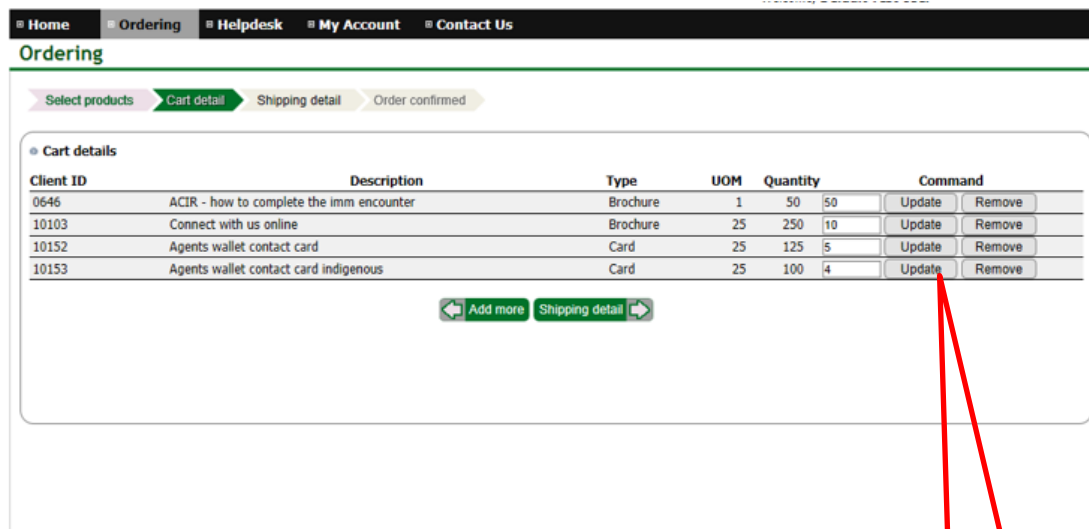
6. The cart will display the number of products on the order.



7. To view all products and quantities on your order, select from the bar across the top of the ordering page “Cart Detail”.



All products in the cart will appear, here you can adjust the quantities by “Update” (change quantity then press the “Update” button) or remove the product from the order all together by selecting “Remove”.



8. If you want to add more products to the order you select “Add more” as indicated in the image below. This allows you to go back to step 5 to repeat the search function for more product.

• Cart details

Client ID	Description	Type	UOM	Quantity	Command
0646	ACIR - how to complete the imm encounter	Brochure	1	50	50 Update Remove
10103	Connect with us online	Brochure	25	250	10 Update Remove
10152	Agents wallet contact card	Card	25	125	5 Update Remove

◀ Add more Shipping detail ▶

◀ Add more

9. If you have completed your order and wish to finish, then select “Shipping detail”. This can be done by selecting from the bar under the header or from the button underneath the items in the cart as indicated in the images below



• Cart details

Client ID	Description	Type	UOM	Quantity	Command
0646	ACIR - how to complete the imm encounter	Brochure	1	50	50 Update Remove
10103	Connect with us online	Brochure	25	250	10 Update Remove
10152	Agents wallet contact card	Card	25	125	5 Update Remove

◀ Add more Shipping detail ▶

Shipping detail ▶

10. Once you have moved onto the “Shipping detail” page you are required to enter in the details for the delivery. All fields marked with a red asterisk are mandatory.

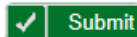
Cost Code –

The **Cost Code** must be selected. It is to enable correct billing internally. It will also populate the shipping details. See dropdown list.

Selecting the Cost code will populate the delivery details

• Please fill in your shipping details

CostCentre: *	1000013
Name: *	Default Test User
Organisation:	Department of Human Services
Address1: *	Caroline Chisholm Centre L2SY
Address2:	57 Athllon Drive
Suburb: *	Greenway
State: *	ACT
Postcode: *	2900
Country: *	Australia
Phone: *	02 6123 4567
Delivery Instruction:	Please deliver to
	Loading Dock



If you require specific delivery instructions; the Delivery instruction field is available. Each line allows only 30 Characters.

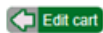
Delivery Instruction –

Delivery Instruction:	Please deliver to Reception

If you want to change your order select “Edit cart” button at the bottom of the cart details on the right hand side of the screen. This will take you back to point 8 where you can either “Add more” OR “Update quantity” OR “Remove product”.

• Cart details

Client ID	Description	Type	UOM	Quantity
0646	ACIR - how to complete the imm encounter	Brochure	1	1



To complete your order select the “Submit” button underneath the shipping details information.



11. Once you have clicked on the final Submit order you will receive an Order Code starting with **3 letters and 6 numbers** for tracking purposes and details of your order. Your order has now been entered into the queue for picking. You can either “Make a new order” or select “I am finished and close the window”

The screenshot shows the 'Ordering' page with a navigation bar at the top containing 'Home', 'Ordering', 'Helpdesk', 'My Account', and 'Contact Us'. Below the navigation bar, there are tabs for 'Select products', 'Cart detail', 'Shipping detail', and 'Order confirmed'. A 'Your Cart' icon is visible in the top right. The main content area displays 'Your Order No.: DHS633595'. Under 'Your shipping details', the following information is shown: Name: DEFAULT TEST USER, Organisation: DEPARTMENT OF HUMAN SERVICES, AddressLine1: CAROLINE CHISHOLM CENTRE L2SY, AddressLine2: 57 WATHALON DRIVE, Suburb: GREENWAY, State: ACT, Postcode: 2900, Country: Australia, DeliveryInstruction1: Please deliver to Loading, and DeliveryInstruction2: Doc. Under 'Your order details', the order number DHS633595 is listed above a table with the following data:

Client ID	Description	Type	Price	Quantity
0646	ACIR - how to complete the imm encounter	Brochure	\$0.00	50
10103	Connect with us online	Brochure	\$0.00	250
10152	Agents wallet contact card	Card	\$0.00	125

At the bottom of the order details section, there are two buttons: 'Make a new order' and 'I am finished, close the window'.

Your Order No.: DHS633595

Place a new order I am finished, close the window.

My Account – To replace an order that has been placed previously, select the My Account tab at the top of the page. This will list all of your previous orders (up to 100).

Home **Ordering** **Helpdesk** **My Account** **Contact Us**

Ordering

User Information

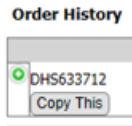
Title: For testing and checking purposes
Your name: Default Test User
Organization: Display as Default user so Super User can log in and test as Default user
Email: scott.gurney2@humanservices.gov.au
Phone:

Order History

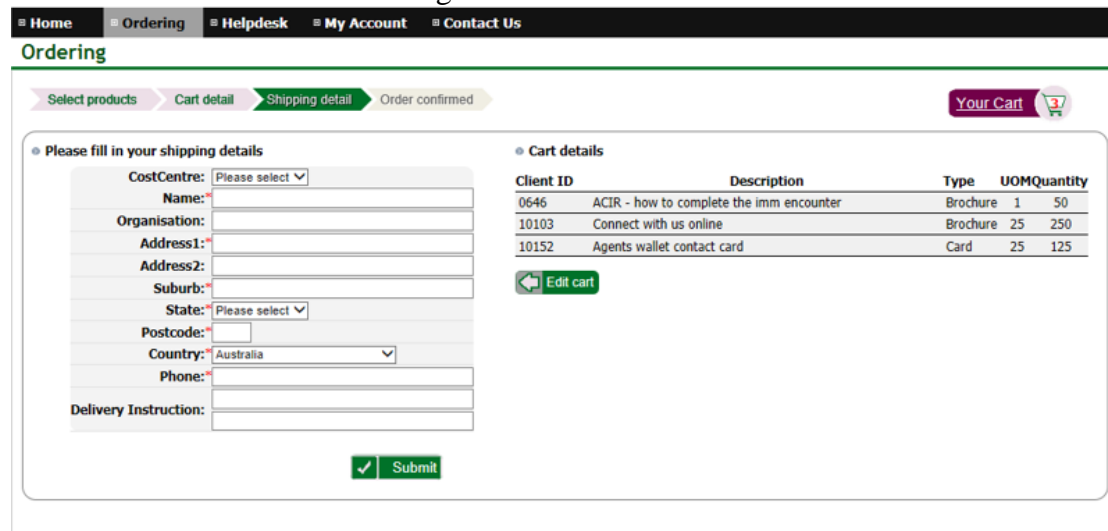
Web Reference	Date Added	Status	State	Comment
<input checked="" type="checkbox"/> DHS633712 Copy This	24/09/2015	Submit	ACT	

Web Reference	Date Added	Status	State	Comment
<input checked="" type="checkbox"/> DHS633595 Copy This	24/09/2015	Backorder	ACT	

To repeat this order select “Copy This” button located in Order History under the Order reference.



You will be taken to the following screen

A screenshot of the 'Ordering' screen. The page has a navigation bar with 'Home', 'Ordering', 'Helpdesk', 'My Account', and 'Contact Us'. Below the navigation bar, there is a progress indicator with steps: 'Select products', 'Cart detail', 'Shipping detail' (highlighted), and 'Order confirmed'. A 'Your Cart' button with a shopping cart icon is in the top right. The main content area is divided into two sections: 'Please fill in your shipping details' and 'Cart details'. The shipping details section contains several input fields: 'CostCentre' (dropdown), 'Name', 'Organisation', 'Address1', 'Address2', 'Suburb', 'State' (dropdown), 'Postcode', 'Country' (dropdown, set to 'Australia'), 'Phone', and 'Delivery Instruction'. A 'Submit' button is at the bottom. The 'Cart details' section shows a table with columns 'Client ID', 'Description', 'Type', 'UOM', and 'Quantity'.

Client ID	Description	Type	UOM	Quantity
0646	ACIR - how to complete the imm encounter	Brochure	1	50
10103	Connect with us online	Brochure	25	250
10152	Agents wallet contact card	Card	25	125


An 'Edit cart' button is located below the table.

Select the Cost Code and submit your order Step 10 or you can edit your order Steps 7 and 8. Follow these steps for how to place an order.

Help Desk – to find out the answer to some frequently asked questions, download the user guides, display and download product guides and Corporate Product Charges

Home Ordering Reporting Helpdesk ADN Form My Account Contact Us Administration

Services Australia Helpdesk







Q: How do I Change my Password?
A: Left click on your name (in grey at top right corner). A new page will appear with change password information. Complete to change password.

Q: How do I login or access the Services Australia Catalogue?
A: You can now access the Catalogue directly from Services Australia Intranet page, using your email address.
Inside the intranet, locate the search field and type in 'Services Australia Commerce Catalogue'. The URL will display - by clicking this link you will be taken into the system.

Q: Unable to log in to the Product Ordering Portal – what do I do?
A: If you are unable to log in to the Services Australia Ordering Portal or you are experiencing problems, please contact publications_production@servicesaustralia.gov.au.

Download User Guide

-  [To Login into the Product Ordering Portal](#)
-  [Entering an order - Help Sheet - Existing User](#)
-  [Entering an order - Help Sheet - New User](#)
-  [Services Australia Delivery & Packaging Instructions – Help Sheet](#)

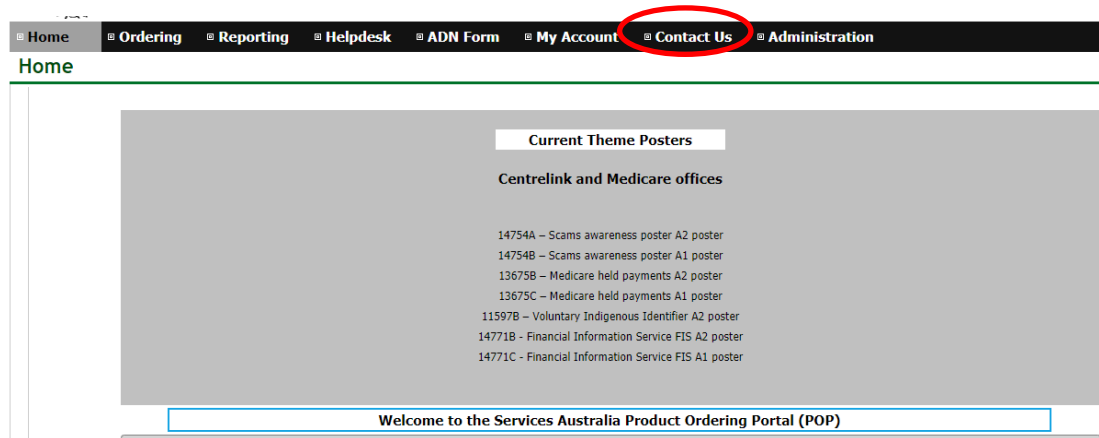
Download Product Display Guides

[Product Display Guides](#)

Download Corporate Product Charges

[Corporate Product Charges](#)

Contact US - to contact the publications team select the Contact Us tab at the top of the home page.



The following email will be generated, complete your query and send the email

From	Ali.Don@nationalmailing.com.au
To	publications.production@servicesaustralia.gov.au
Cc	
Subject	Inquiry from Ali Don

Send

|