

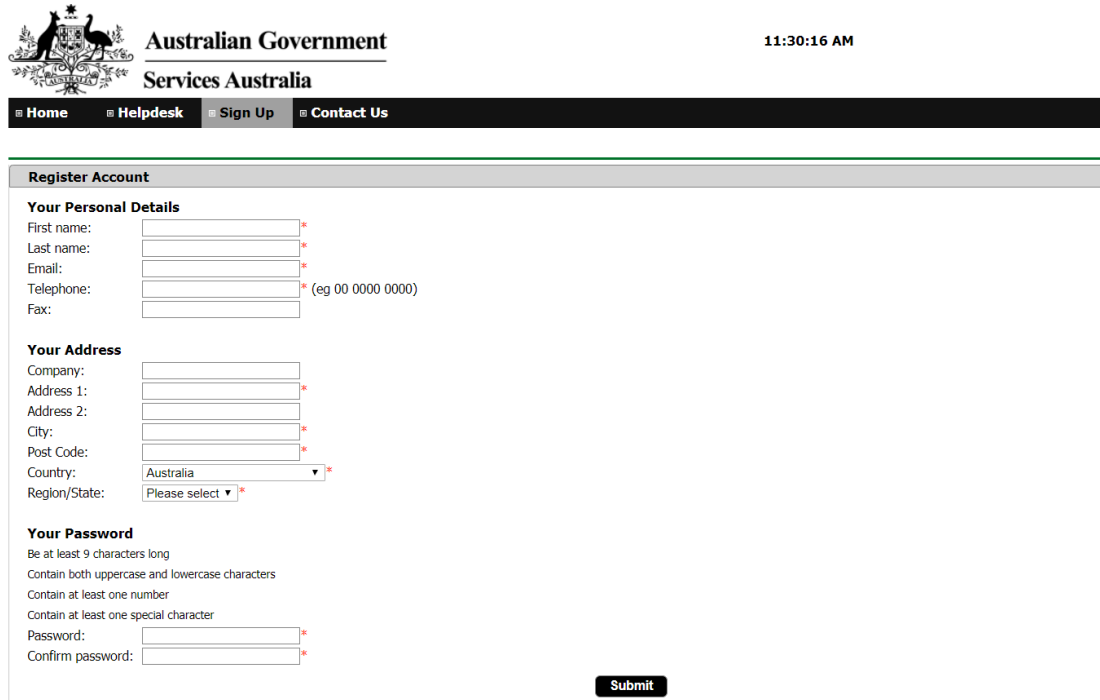
For new User -


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

The screenshot displays the Australian Government Services Australia Product Ordering Portal (POP). At the top left is the Australian Government logo. The page title is "Services Australia" and the time is 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 link for "Can't remember your password?". 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 featured posters are: 14754A, 14754B, 13675B, 13675C, 11597B, C0029, EN270, SA002, FA003, CH002, 12580A, 14771B, and 14771C.

2. Select the Sign Up tab to take you to the following screen

Follow prompts for information required – red asterisk indicates a mandatory field.
Select submit at bottom once all information is complete. *Note your password must be at least 8 characters.*



 **Australian Government** 11:30:16 AM
Services Australia

[Home](#) [Helpdesk](#) [Sign Up](#) [Contact Us](#)

Register Account

Your Personal Details

First name: *

Last name: *

Email: *

Telephone: * (eg 00 0000 0000)

Fax:

Your Address

Company:

Address 1: *

Address 2:

City: *

Post Code: *

Country: *

Region/State: *

Your Password

Be at least 9 characters long
Contain both uppercase and lowercase characters
Contain at least one number
Contain at least one special character

Password: *

Confirm password: *

Register Account

Your Personal Details

First name: *

Last name: *

Email: *

Telephone: *

Fax:

Your Address

Company: *

Address1: *

Address2:

City: *

Post Code: *

Country: *

Region/State: *

Your Password

password: *

Confirm password: *



Australian Government
Services Australia

8:42:03 AM

- [Home](#)
- [Helpdesk](#)
- [Sign Up](#)
- [Contact Us](#)

Thank you,
You have now registered, an email has been sent to you with your account details.

3. An email will be generated and sent to you confirming your registration. The user will be set up with Default access automatically.
4. Enter in your email address and password as provided in your email. Remember that you must enter these in exactly as provided.

The screenshot shows the Services Australia Product Ordering Portal (POP) home page. At the top left is the Australian Government logo. To its right, the text reads "Australian Government" and "Services Australia". The current time is displayed as "11:29:37 AM". Below this is a navigation bar with links for "Home", "Helpdesk", "Sign Up", and "Contact Us". The main content area is titled "Home" and features a "Login" section on the left with input 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?". On the right, there is a section titled "Current Theme Posters" with the sub-heading "Centrelink and Medicare offices". This section lists several poster codes: 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, and 14771C - Financial Information Service FIS A1 poster. At the bottom of the page, a blue banner reads "Welcome to the Services Australia Product Ordering Portal (POP)".

5. The Home 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 | | | | | |

6. 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.

Other ways to search

6a: Using *product type*. This will produce the drop down menu of all product types products are categorised by. See image.

6b: 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 'Ordering' page is shown with a progress indicator: 'Select products' (active), 'Cart detail', 'Shipping detail', and 'Order confirmed'. A 'Your Cart' icon with '07' items is in the top right. The main content area is titled 'Product search' and contains a search form with three fields: 'Search string' (a text input), 'Branch' (a dropdown menu set to 'All Branches'), and 'Product type' (a dropdown menu set to 'All Types'). A green 'Search' button is to the right of the 'Product type' dropdown. Below the search form, a warning message reads: 'DO NOT PLACE MULTIPLE ORDERS. If you require more than the Maximum Order Quantity, please contact publications.production@servicesaustralia.gov.au'. The search results area is currently empty.

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

Entering an Order – Client Help Sheet – New 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

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. The top navigation bar includes links for Home, Ordering, Reporting, Helpdesk, ADN Form, My Account, Contact Us, and Administration. The user is logged in as Ali Don at 11:38:48 AM. The main content area is titled "Ordering" and shows a search for product "EN270".

Product search

Search string: EN270 | 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 2 products.

| Product Code | Product Name | Product Type | Maximum order quantity |
|--------------|--|--------------|------------------------|
| EN270 | DLX Dual Window Envelope - Gummed/Secretive | Envelope | 5 units |
| EN270P | DLX Dual Window Envelope - Gummed/Secretive - Priority (Order by Box Quantity of 1000) | Envelope | 1,000 units |

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

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

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

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

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 titled "Ordering". Below the navigation bar, there is a breadcrumb trail: "Select products" (highlighted), "Cart detail", "Shipping detail", and "Order confirmed". A "Your Cart" button with a shopping cart icon is visible in the top right corner.

The main content area is titled "Product search". It features a search string input field containing "Assistance", 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 search string field.

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 search results are displayed in a table with three columns: Product image, Product details, and Maximum order quantity. The first row shows a product with the title "CI023 - Information you need to know about your claim for Assistance for Isolated Children (AIC)". The product details include: 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: The image placeholder is labeled "no image available". The maximum order quantity is 1 unit.

The second row shows a product with the title "CO221 - Rent Assistance". The product details include: 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. The image placeholder shows a small thumbnail of the product cover.

The third row shows a product with the title "EN208 - Medical Information File Envelope". The product details include: Product Type: Envelope, Current Design Date: 1001, Last Acceptable Design Date: 0002, Language: English. The image placeholder shows a small thumbnail of the product cover.

Using the Featured products

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

The screenshot shows the "Featured" section of the website. It displays a grid of product images, each with a blue "Add to Cart" button underneath it. There are eight product images arranged in two rows of four. The first row shows a book cover, a book cover, a book cover, and a book cover. The second row shows a book cover, a book cover, a book cover, and a book cover.

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

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.

The screenshot shows the Australian Government Services Australia website. The top navigation bar includes links for Home, Ordering, Reporting, Helpdesk, ADN Form, My Account, Contact Us, and Administration. The user is logged in as 'Ali Don' at 11:41:06 AM. The 'Ordering' section is active, showing a progress bar for 'Select products', 'Cart detail', 'Shipping detail', and 'Order confirmed'. A 'Your Cart' icon shows 0 items.

The 'Product search' section shows a search for 'Assistance' across all branches and product types. The search result is for 'C1023 - Information you need to know about your claim for Assistance for Isolated Children (AIC)'. The product details include: Product Type: Form, Current Design Date: 1901, Last Acceptable Design Date: 1901, and Language: English. A 'no image available' message is displayed next to the product image placeholder.

The product description and theme are shown in a pop-up window:

Description: 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.

Theme: Are you ill, injured or do you have a disability?

The pop-up window also contains a 'Medical Sensitive Information' section with a list of documents that should be placed in the envelope, such as 'Treating Doctor's Report (DAR)', 'Medical Report (MR)', 'Psychologist report/ Social worker report', and 'Capacity for participation - Centrelink Psychologist's report (assess) document'. There are also fields for 'Date of submission' and 'Date of last update'.

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 message box is overlaid on the product list. The message box has a title bar that says 'Message from webpage' and a close button (X). The message content is: 'Please email publications.production@humanservices.gov.au for more than 999 units.' There is a warning icon (yellow triangle with an exclamation mark) to the left of the text and an 'OK' button at the bottom right of the message box.

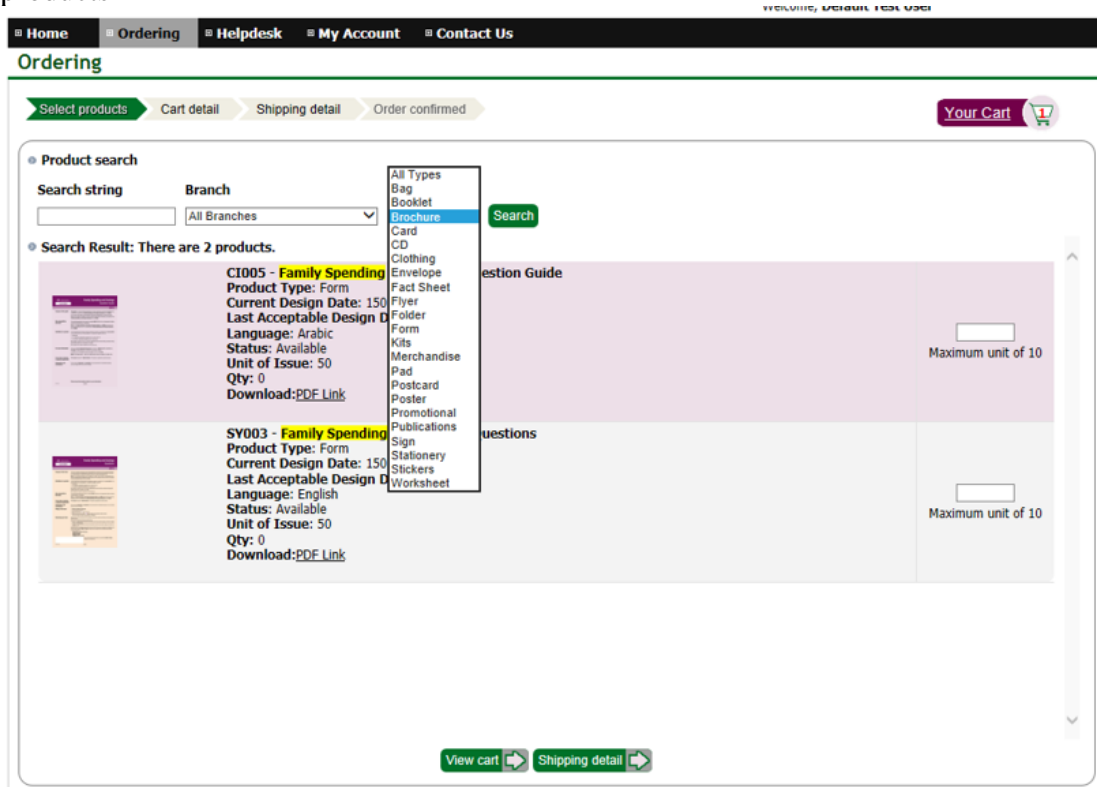
The background product list shows several items with their details:

- 0576 - Notification of Invoice (R CTI) agreement**
Language: English
Status: Not Orderable
Unit of Issue: 1
Distribution Method: Se
- 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
- 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: 0

Each product listing has a 'Download' button to its right. For the 0646 item, there is also an 'ADD TO CART' button with a quantity input field set to '1000' and a note 'Maximum unit of 999'.

6a: 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

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

6b: 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

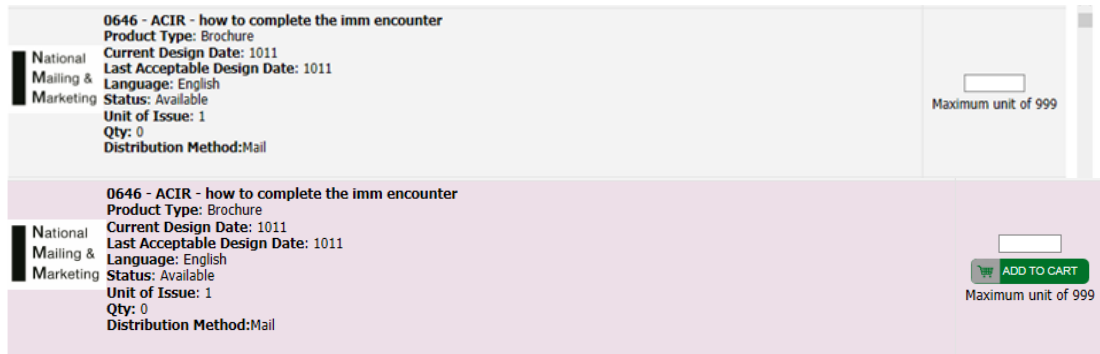
Product search

Search string Branch Product type

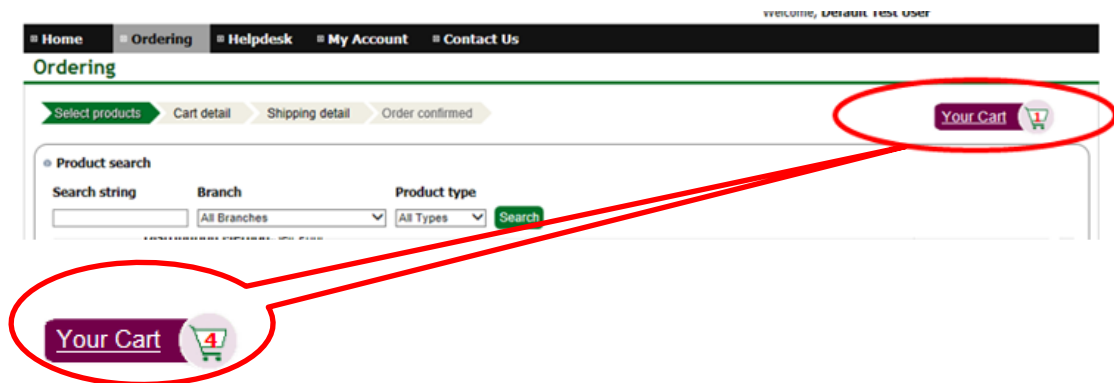
All Branches All Types Search

| | | |
|------------------------------|--|---|
| 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 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 |

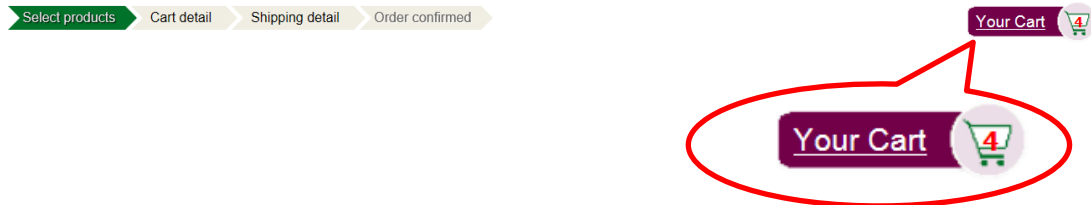
7. Enter the quantity into the order quantity section of the site this will activate the Add to Cart button select add to cart to include that product on your order. This quantity will appear in the Cart at the top called “Your Cart” – this is the quantity of products on your order. Repeat this process 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.



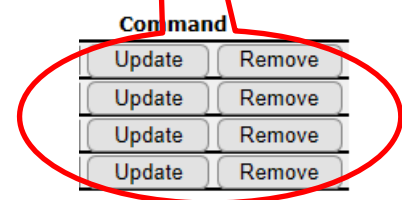
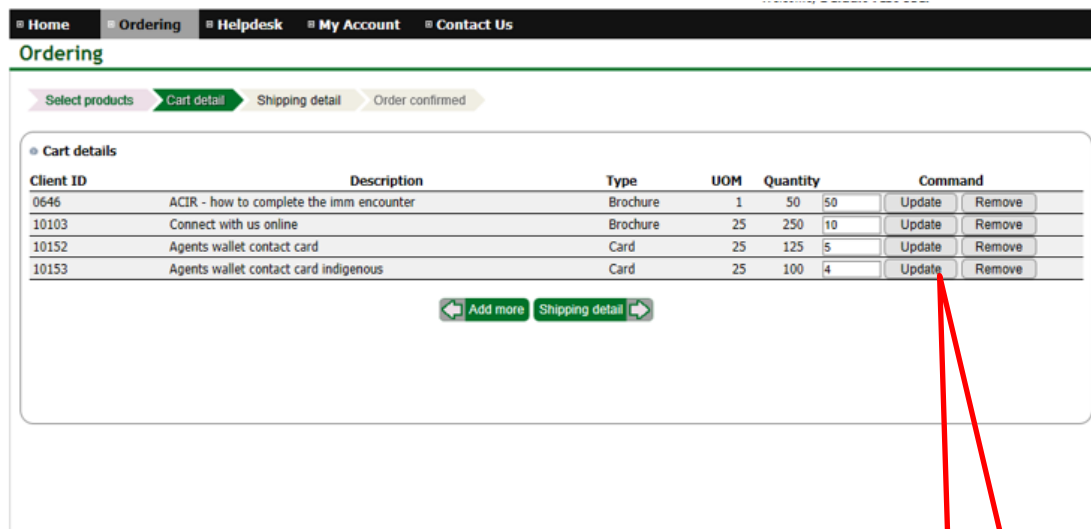
8. The cart will display the number of products on the order.



9. 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”.



10. 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

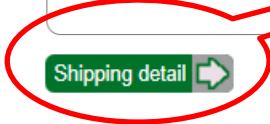
11. If you have completed your order and wish to finish, then select “Shipping detail”. This can be done by selecting from the bar under the header or from the button underneath the items in the cart as indicated in the images below



• Cart details

| Client ID | Description | Type | UOM | Quantity | Command |
|-----------|--|----------|-----|----------|---|
| 0646 | ACIR - how to complete the imm encounter | Brochure | 1 | 50 | <input type="text" value="50"/> Update Remove |
| 10103 | Connect with us online | Brochure | 25 | 250 | <input type="text" value="10"/> Update Remove |
| 10152 | Agents wallet contact card | Card | 25 | 125 | <input type="text" value="5"/> Update Remove |

[← Add more](#) [Shipping detail →](#)



12. 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.

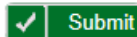
Cost Code –

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.

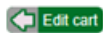
Delivery Instruction –

| | |
|------------------------------|-----------------------------|
| Delivery Instruction: | Please deliver to Reception |
| | |

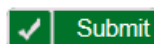
If you want to change your order select “Edit cart” button at the bottom of the cart details on the right hand side of the screen. This will take you back to point 8 where you can either “Add more” OR “Update quantity” OR “Remove product”.

• 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.



13. 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 is divided into two sections: 'Your shipping details' and 'Your order details'. The shipping details include fields for Name, Organisation, AddressLine1, AddressLine2, Suburb, State, Postcode, and Country. The order details section includes a table with columns for Client ID, Description, Type, Price, and Quantity. At the bottom of the main content area, there are two buttons: 'Make a new order' and 'I am finished, close the window'.

Your Order No.: DHS633595

Your shipping details

Name: DEFAULT TEST USER
Organisation: DEPARTMENT OF HUMAN SERVICES
AddressLine1: CAROLINE CHISHOLM CENTRE L2SY
AddressLine2: 5 ATWELLON DRIVE
Suburb: GREENWAY
State: ACT
Postcode: 2900
Country: Australia
DeliveryInstruction1: Please deliver to Loading
DeliveryInstruction2: Door

Your order details
DHS633595

| 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 |

Make a new order 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

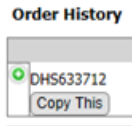
Title: For testing and checking purposes
Your name: Default Test User
Organization: Display as Default user so Super User can log in and test as Default user
Email: scott.gurney2@humanservices.gov.au
Phone:

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

The screenshot shows the "Ordering" screen. At the top, there is a navigation bar with links: Home, Ordering, Helpdesk, My Account, and Contact Us. Below the navigation bar, the "Ordering" section is active. The screen is divided into two main sections: "Please fill in your shipping details" and "Cart details".

The "Please fill in your shipping details" section contains the following fields:

- CostCentre: Please select (dropdown)
- Name: (text input)
- Organisation: (text input)
- Address1: (text input)
- Address2: (text input)
- Suburb: (text input)
- State: Please select (dropdown)
- Postcode: (text input)
- Country: Australia (dropdown)
- Phone: (text input)
- Delivery Instruction: (text input)

The "Cart details" section contains a table with the following data:

| 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 |

Below the table, there is an "Edit cart" button. At the bottom of the shipping details section, there is a "Submit" button.

Select the Cost Code and submit your order Step 12 or you can edit your order Steps 6 and 7. 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

F **A** **Q**

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](#)

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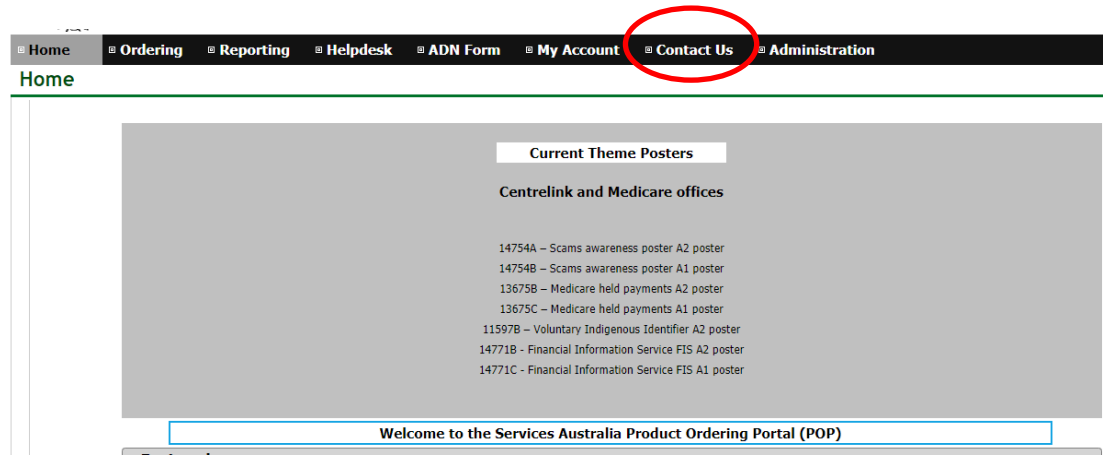
[Product Display Guides](#)

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[Corporate Product Charges](#)

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

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

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

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