

National Diabetes Services Scheme

NDSS Connect Portal

Access Point Procedures

NDSS Helpline 1800 637 700
ndss.com.au



The NDSS is administered by Diabetes Australia

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About this Guide

This guide is for NDSS Access Points and provides instructions on the use of NDSS Connect portal to update NDSS Registrant details, process NDSS product sales and to order NDSS products.

Need Assistance?

If you require assistance using **NDSS Connect**, please contact:

NDSS Helpline

1800 637 700

or

info@ndss.com.au

Call the NDSS Helpline for assistance with:

- **IT related problems** such as password resets, connection issues, or issues processing orders in NDSS Connect
 - Issues related to retrieving or updating NDSS Registrant records
 - Questions regarding NDSS payments and invoicing

Section 1 – Welcome to the NDSS

Introduction

The National Diabetes Services Scheme (NDSS) is an initiative of the Australian Government administered with the assistance of Diabetes Australia. The NDSS delivers diabetes-related products at subsidised prices and provides information and support services to people with diabetes. Registration is free and open to all Australians diagnosed with diabetes, as well as visitors from countries that have reciprocal health care agreements (RHCA) with Australia. For more information on reciprocal health care agreements please, refer to Appendix 1.

NDSS Registrants can obtain NDSS products through NDSS Access Points across Australia. NDSS Access Points are appointed and overseen by state and territory diabetes organisations (NDSS Agents) and Diabetes Australia. Most community pharmacies are NDSS Access Points.

Before you Begin

After you have been appointed as an NDSS Access Point, the following steps are required before you can process orders through NDSS Connect:

- You have an account with one of the following pharmacy wholesalers: **API, Sigma, Symbion, NPD or CH2**, and have had your wholesaler account linked in PharmX as your preferred supplier for the NDSS.
- You have been issued **NDSS Connect Portal invitation email**, which will allow you to set up your NDSS Connect Portal Profile and log in.

The NDSS Products and Access team can provide you with further advice about how to complete these steps. You can contact them by calling the NDSS Helpline on 1800 637 700.

NDSS Connect Order Limits

Order limits are set to a maximum volume provided below:

Product Type	Limit
BGTS	3
Urine Testing Strips	3
IPC – Infusion Sets & Reservoirs	2
Pen Needles/Syringes	3
CGM/Flash GM	3-month supply, see below for additional details

CGM/Flash GM Product Type	3-month supply limit
Dexcom G6	1 Transmitter and 3 boxes of sensors
Guardian link 3, Guardian Connect 3, Bluetooth Guardian Link 3, Guardian Link 4, and Guardian System 4	1 Transmitter and 3 boxes of sensors *Transmitter is used for 12 months so only needed to be purchased once per year
Freestyle Libre 2	6 boxes of sensors

If a registrant is requesting a larger volume of products due to exceptional circumstances, please contact the NDSS Helpline on **1800 637 700** for further guidance.

Privacy Obligations

To support the NDSS Connect Portal, the NDSS Access Point will have access to the Scheme database, which contains personal NDSS Registrant information. Before being provided access to the system, the Owner/Proprietor of the Access Point will need to sign a Privacy Obligations Declaration (located on the last page of the NDSS Access Point Agreement).

By signing the Privacy Obligation declaration, the Owner/Proprietor of the NDSS Access Point has agreed to the following;

1. Protect the contents of the NDSS database and the confidentiality of their username and password;
2. observe the Australian Privacy Principles as set out in the Privacy Act 1988 (Cth);
3. to adhere to the NDSS Privacy Policy (<https://www.ndss.com.au/privacy-policy>); and
4. to ensure that all their employees with access to the NDSS database comply with clauses (2) and (3) above.

Section 2 – Accessing NDSS Connect

The NDSS Connect Portal is a secure website that is to be used by NDSS Access Points to record NDSS sales and order NDSS stock.

1. IT System Requirements

When you are setting up on the NDSS Connect system you will need to have the following System requirements.

Minimum Technical Requirements for NDSS Connect
Computer Hardware Requirements
<ul style="list-style-type: none">• The computer is less than 3 years old.• Super VGA (1024 x 768) or higher – resolution monitor with 256 colours.• Printer – Black and White high resolution A4 preferred.
Computer Software Requirements
<ul style="list-style-type: none">• Internet Browser – current version of Chrome or Edge• Microsoft Windows Operating System Windows XP or later (256MB RAM minimum).• PDF Viewer (e.g., Adobe Acrobat 8 or 9 or later).
Internet Connection
<ul style="list-style-type: none">• Broadband Connection (128k or greater).

2. Usernames and Passwords

You will set up your NDSS Connect Profile after receiving an invitation link email.

Your NDSS Connect username is your Access Point code, and you will set your password, noting it needs to meet the requirements listed below.

Security

Your username and password should be kept in a safe place not on or near your computer.



If you enter an incorrect password three times, you will be locked out of NDSS Connect for 10 minutes.

Website Timeout

If the NDSS Connect website is idle on your computer for two (2) hours, it automatically times out and will log out of NDSS Connect. If this timeout occurs, simply log back in with your username and password to continue using NDSS Connect.

Password changes

When using NDSS Connect, there will be times you will be prompted to change your password. These times include:

- If you have used the “Forgot Password?” function, you will be sent instructions on how to reset your password via email.
- Every 90 days, you are required to change your password.

Password Requirements

Use the following rules to create a new NDSS Connect password:

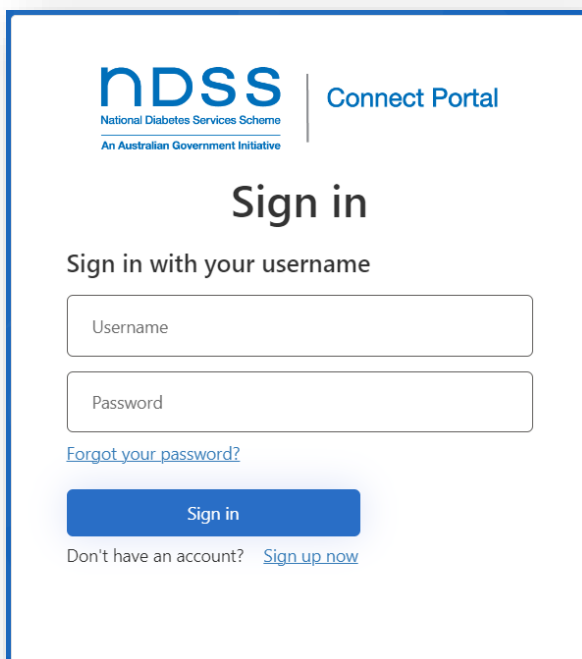
- Passwords must be at least **twelve (12) characters** in length.
- Passwords must contain **the following four** categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Base ten (10) digits (0 through 9)
 - Non-alphabetic characters (for example, !, \$, #, %)

3. How to Log on to NDSS Connect

Follow this process to log on to NDSS Connect.

Steps to Log in on NDSS Connect:

1. Open your web browser
2. Go to <https://connect.ndss.com.au>
3. 4. On the sign in page, enter your username (which is your Access Point Code) and password.
5. Click on '**Sign in**'.



The screenshot shows the NDSS Connect Portal Sign in page. At the top left is the NDSS logo with the text 'National Diabetes Services Scheme' and 'An Australian Government Initiative'. To the right of the logo is the text 'Connect Portal'. Below this is the heading 'Sign in'. Under the heading is the text 'Sign in with your username'. There are two input fields: 'Username' and 'Password'. Below the 'Password' field is a link that says 'Forgot your password?'. Below the input fields is a blue button with the text 'Sign in'. At the bottom of the page is the text 'Don't have an account?' followed by a link that says 'Sign up now'.

4. How to Reset Password

Follow this process if you have forgotten your current password and need to reset it, or you want to change your password.

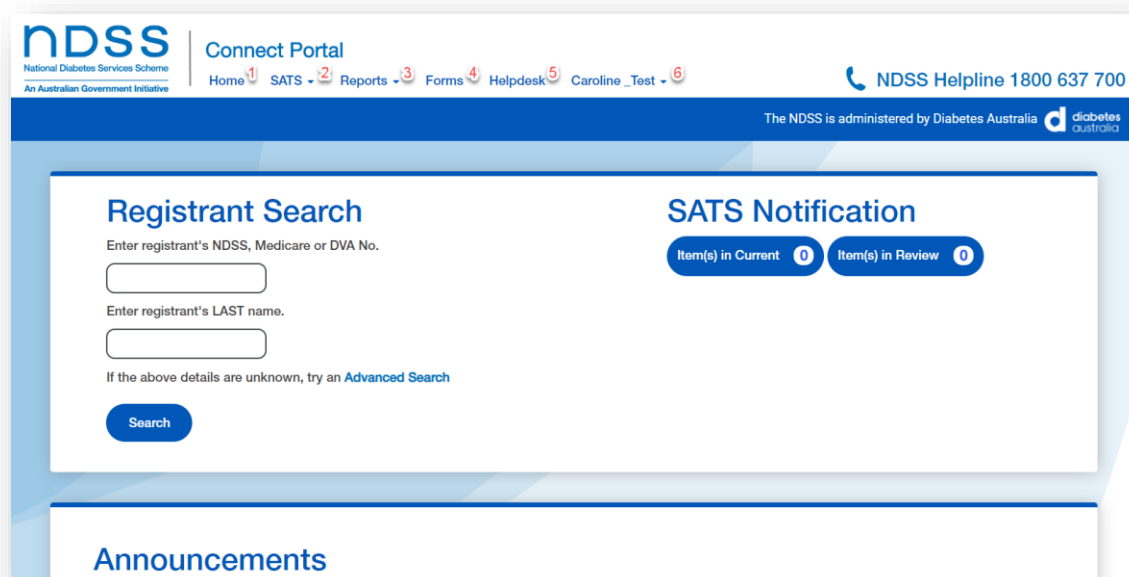
Steps to Reset a Forgotten Password:

1. Go to <https://connect.ndss.com.au>
2. Click '**Forgot your password?**' on the sign on screen.
3. Enter your email address. This must match the email address on file by the NDSS Agent and must also be an email address you have access to.
4. Click '**Send verification code**' on the screen.
5. An email will be sent to the NDSS Access Point's email address on file.
6. Enter the Verification Code provided in the email.
7. Click '**Verify code**' on the screen.
8. Enter your Username.
9. Click '**Continue**' on the screen.
10. Enter your new Password and confirm your new password.
11. Click '**Continue**' on the screen.
12. Your password has been changed and you can sign into the portal.

Section 3 – Navigating NDSS Connect

Home Page

This screen contains all the links and functionality available in NDSS Connect. If at any time you get lost in a procedure, you can always return to this screen to begin again by selecting **Home** at the top left of the screen.



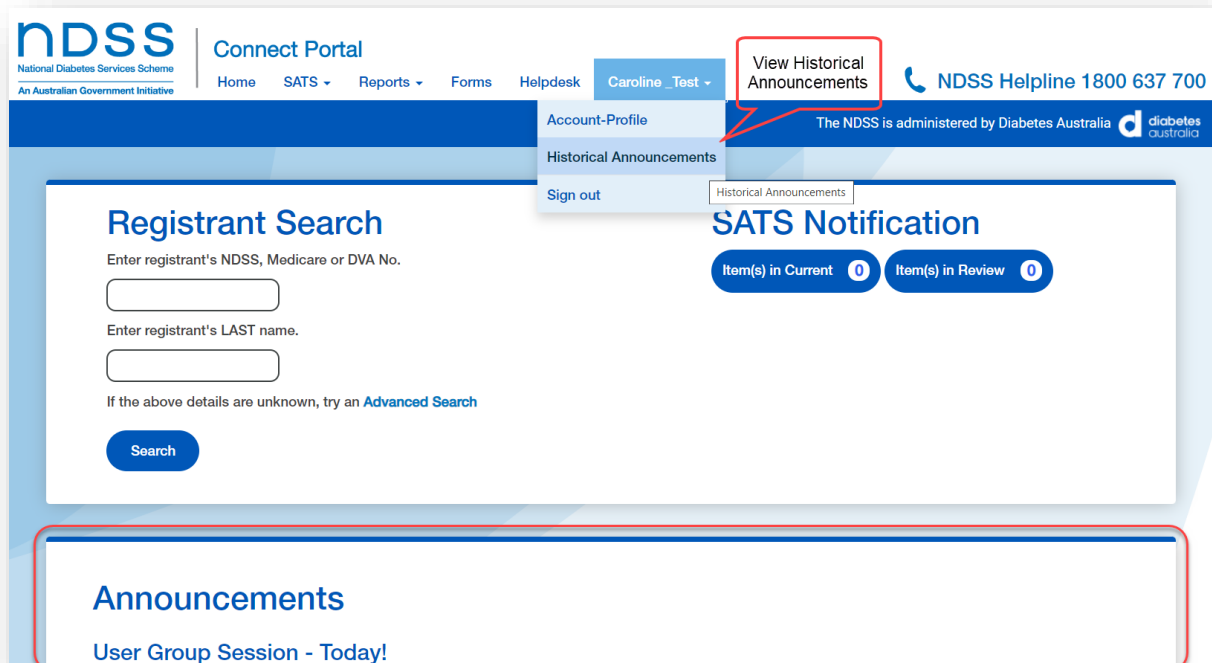
The screenshot shows the NDSS Connect Portal Home Page. At the top, there is a navigation bar with the NDSS logo, the text 'Connect Portal', and a menu with links: Home (1), SATS (2), Reports (3), Forms (4), Helpdesk (5), and a user profile 'Caroline_Test' (6). To the right of the menu is the 'NDSS Helpline 1800 637 700' and the text 'The NDSS is administered by Diabetes Australia' with the Diabetes Australia logo. Below the navigation bar, the main content area is divided into two sections. The left section is titled 'Registrant Search' and contains two input fields: 'Enter registrant's NDSS, Medicare or DVA No.' and 'Enter registrant's LAST name.'. Below these fields is a 'Search' button and a link to 'Advanced Search'. The right section is titled 'SATS Notification' and contains two buttons: 'Item(s) in Current' and 'Item(s) in Review', both showing a count of 0. At the bottom of the page, there is an 'Announcements' section.

Page	Description
1. Home	The home button is quick and easy access to return to your main page.
2. SATS	You can review and post or search current SATS. Order Visibility may also be accessed from this menu.
3. Reports	View invoices relating to SATS orders, Access Point handling fee payments (RCTI), weekly registrant contribution direct debits and credit adjustment notes. The Sales Summary report may also be accessed from this menu.
4. Forms	The forms button takes you to with relevant NDSS forms and guides.

5. Helpdesk	Log enquiries, requests, and issues through to Helpdesk.
6. Your Username	Allows you to view your Account Profile details, Historical Announcements and Sign out of NDSS Connect.

Announcements

Announcements can be found through the Home screen. These messages may relate to Product recalls or general NDSS notices. It is important that you check for new announcements throughout the week.



! Once you have read the announcements, you should ensure that important information is shared with all relevant staff members within your Access Point.

Historical Announcements

Access Points can search and view previous NDSS Connect announcements by clicking on your Username in the navigation menu and selecting the 'Historical Announcements' link.

Step 1 – Click on the Username menu option then the 'Historical Announcements' link.

The screenshot shows the NDSS Connect Portal interface. The header includes the NDSS logo, navigation links (Home, SATS, Reports, Forms, Helpdesk, Caroline_Test), and the NDSS Helpline number. The main content area is titled 'Announcements' and features a search bar. Below the search bar is a table with three columns: Title, Created On, and a dropdown arrow. The table lists three announcements: 'FreeStyle Libre sensors - DELISTING', 'Supply Shortage of NDSS Code 165 - NovoFine Plus 32G x 4mm Pen Needles', and 'New Product Listing from 1 December 2022 - Omnipod DASH® Pods (NDSS Code 690)'.

Title	Created On	
FreeStyle Libre sensors - DELISTING	22/02/23 11:57 AM	▼
Supply Shortage of NDSS Code 165 - NovoFine Plus 32G x 4mm Pen Needles	22/02/23 11:50 AM	▼
New Product Listing from 1 December 2022 - Omnipod DASH® Pods (NDSS Code 690)	22/02/23 11:45 AM	▼

Step 2 – To filter the list, enter search detail in the Search field such as a date or a word contained in the title. Then click the magnifying glass button.

Step 3 – Click on the announcement title to open the announcement.

The screenshot shows the NDSS Connect Portal interface with the 'Announcements' section expanded. The announcement details include the 'Announcement Code' (ANN-001005) and a 'Description'. The description text states: 'When stock is readily available again, the NDSS team will undertake a corrective review and action to ensure that any unfulfilled orders of this item are supplied in full, and it will be reactivated as a product available to order on NDSS Connect. Any NDSS registrant seeking guidance on an alternative product to use in the interim should reach out to their diabetes healthcare professional for advice. Alternative pen needle options with the same gauge and needle length currently available through the NDSS include: NDSS Code 231 - Mylife® Clickfine Diamond Pen Needle 32G x 4mm", NDSS Code 262 - Insupen Pen Needle 32G x 4mm", NDSS Code 266 - BD Ultra-Fine Pen Needle 32G x 4mm Extra Thin Wall", NDSS Code 292 - Unifine Pentips Plus 32G x 4mm"'. A red callout box points to a 'Print' button with the text 'Click Print to print the announcement'.

Announcement Code
ANN-001005

Description

When stock is readily available again, the NDSS team will undertake a corrective review and action to ensure that any unfulfilled orders of this item are supplied in full, and it will be reactivated as a product available to order on NDSS Connect.

Any NDSS registrant seeking guidance on an alternative product to use in the interim should reach out to their diabetes healthcare professional for advice.

Alternative pen needle options with the same gauge and needle length currently available through the NDSS include:

- NDSS Code 231 - Mylife® Clickfine Diamond Pen Needle 32G x 4mm"
- NDSS Code 262 - Insupen Pen Needle 32G x 4mm"
- NDSS Code 266 - BD Ultra-Fine Pen Needle 32G x 4mm Extra Thin Wall"
- NDSS Code 292 - Unifine Pentips Plus 32G x 4mm"

Print Click Print to print the announcement

NDSS Forms

Forms can be found under the '**Forms**' menu in NDSS Connect.

This section contains various resources and forms that may be required by NDSS Access Points or NDSS Registrants, such as Change of Medication, Personal Details Update and Manual Order Forms.

Form	When to Use
NDSS Change of Personal Details Form	If a Registrant has changed personal information such as name, postal address, nominated guardian or carer, or ATSI status , this form is to be completed. Supporting documents are to be provided when requesting changes to Registrant name details.
Syringe or Pen Needle Access Form	If a Registrant has commenced using insulin or an approved non-insulin injectable medication , that require sharps to administer doses such as Victoza, this form is to be completed by their authorised health professional. Alternatively , Access Points may send a copy of a prescription for an update of medication to be completed by NDSS Agents.
Blood Glucose Monitoring Strip Six Month Access Form	This form authorises a Registrant to have an additional six months access to subsidised blood glucose testing strips (BGTS) after the initial six-month period provided by the NDSS. For more information, see Section 9.
Insulin Pump Consumable Access Form	This form allows an eligible person who is already registered for the NDSS to apply for access to insulin pump consumables (IPCs) through the Scheme.
Continuous and Flash Glucose Monitoring Access Forms	These forms allow an eligible person who is already registered for the NDSS to apply to access Continuous Glucose Monitoring (CGM) and Flash Glucose Monitoring (Flash GM) products through the NDSS.

Manual Ordering Forms

Manual ordering forms should only be used in the following instances:

- The **NDSS Connect portal is unavailable**, or you are unable to connect to the internet.
- You have been presented with a **NDSS Registrations Form** and would like to provide the registrant with Pen needles/Syringe and/or Blood glucose and urine monitoring strips whilst they await their NDSS registration number.
- An existing Registrant has commenced using an approved injectable medication and has provided a **Syringe or Pen Needle Access Form** or a copy of the prescription.
- A Registrant has updated their **Aboriginal and Torres Strait Islander (ATSI)** status on a Personal Details Update form.

If manual ordering forms are used by an access point, they should be kept until NDSS Connect is available or the registrant has been provided a NDSS number. The forms should then be processed via NDSS Connect before being securely disposed.

i There is a manual ordering form for each group of NDSS products and each form also contains details of NDSS products available along with some additional helpful information such as connection types for insulin pump consumables or general and concession pricing details for each product.

i You should regularly visit <http://www.ndss.com.au> and save a copy of the current order form to your computer, for occasions when Internet access is unavailable.



Section 4 – Processing Registrant Orders

Valid NDSS Registration cards

Registrants should present with one of the following items to ensure an order can be processed. Please encourage the Registrant to carry and produce their NDSS Registration card as this is the unique identifying number for the scheme.

1. NDSS Registration Card (Paper or electronic My NDSS portal version)

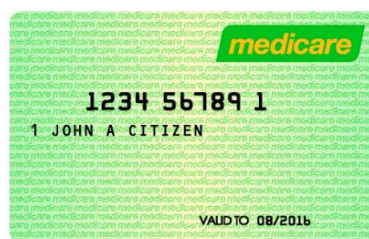
[OBJ]



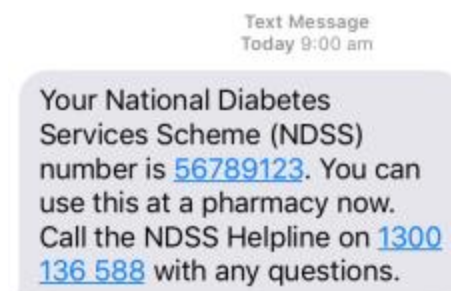
2. Valid DVA card (where appropriate)



3. Valid Medicare card

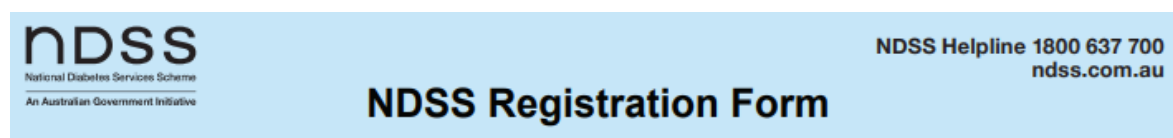


4. Welcome to the NDSS SMS or Email



New NDSS Registrant?

If a person presents a new completed 'NDSS Registration Form' at an Access Point, the Access Point is to accept this form.



- To assist in ensuring the registration form can be processed as quickly as possible, please check that all the required areas of the form have been filled in and signed by both the applicant and their authorised health professional. Advise the applicant if **any information or signatures are missing** so they can complete the form.
 - ❗ Authorised health professionals include GPs, Endocrinologists, Credentialed Diabetes Educators and Registered Nurse Practitioners.
 - If all details are filled in and signed by both registrant and health professional, the form should be sent to the NDSS for processing, preferably by scanning and emailing to **info@ndss.com.au**, or by faxing to **1300 536 953**.
 - The original form should then be **returned to the applicant** or securely disposed, there is **no requirement to send** the hardcopy of the form to the NDSS team.
- ❗ The average processing time for correctly completed new Registrant forms for Type 1, Type 2 and Gestational Diabetes is approximately **two business days**.

Other Diabetes

The scheme also has allowances for rare conditions similar to diabetes. For applications where 'other' is ticked, an additional review is undertaken to determine the applicant's eligibility for the NDSS. This may mean **processing times can take longer than the standard two**

business days. Please check to see that the authorised health professional has completed question 32 on the form as this provides details needed to assess eligibility. It is advised that upon receiving a registration form where 'Other' is specified as the diagnosis, that NDSS Agents are contacted to confirm eligibility first.

Certifier
This section can *only* be completed by an authorised health professional with a current Medicare provider number or a credentialed diabetes educator (CDE) with a current Australian Diabetes Educators Association (ADEA) CDE number or a practice nurse with a current Australian Health Practitioner Regulation Agency (AHPRA) registration number.

31 Which of these are you?

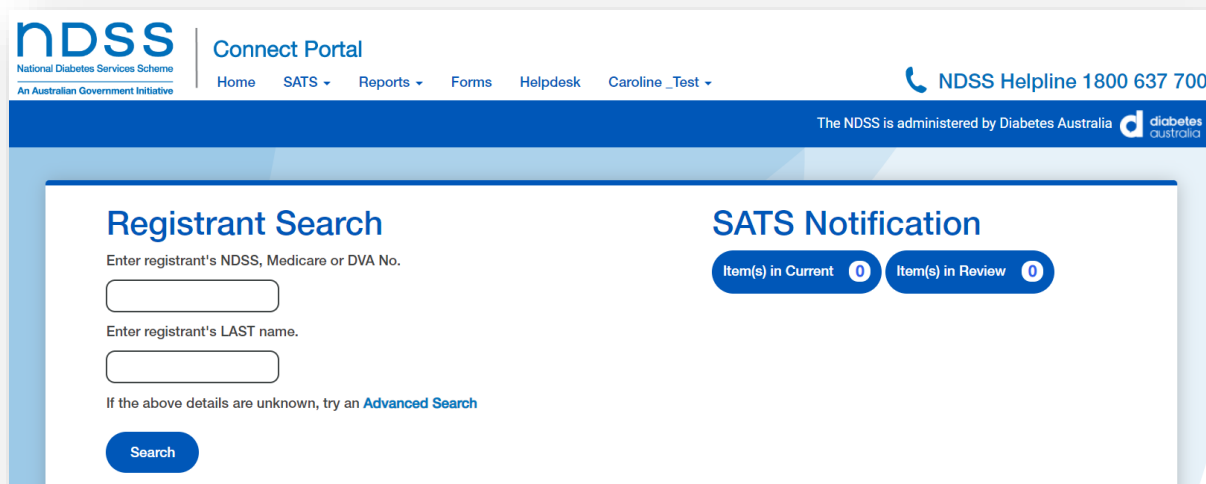
<input type="checkbox"/> CDE	<input type="checkbox"/> GP
<input type="checkbox"/> Diabetologist	<input type="checkbox"/> Nurse practitioner
<input type="checkbox"/> Endocrinologist	<input type="checkbox"/> Practice nurse
<input type="checkbox"/> Other registered medical practitioner who specialises in diabetes (please specify below)	

How to Process a Registrant Order

Step 1 - Go to <https://connect.ndss.com.au> and log in.

Step 2 - Enter Registrant number, Medicare number or DVA number AND the Registrant's last name.

Step 3 – Press Enter or click Search.



The screenshot shows the NDSS Connect Portal interface. At the top, the NDSS logo is on the left, and the 'Connect Portal' title is in the center. Below the title is a navigation bar with links: Home, SATS, Reports, Forms, Helpdesk, and a user profile 'Caroline_Test'. On the right, there is a phone icon and the text 'NDSS Helpline 1800 637 700'. Below the navigation bar, a blue banner states 'The NDSS is administered by Diabetes Australia' with the Diabetes Australia logo. The main content area is divided into two sections. The left section, titled 'Registrant Search', contains two input fields: 'Enter registrant's NDSS, Medicare or DVA No.' and 'Enter registrant's LAST name.'. Below these fields is a link for 'Advanced Search' and a 'Search' button. The right section, titled 'SATS Notification', displays two status indicators: 'Item(s) in Current' with a count of 0 and 'Item(s) in Review' with a count of 0.

Step 4 - Check and confirm Registrant details are correct.

Check that the Registrant's details are correct and update if necessary. The Registrant Details page **will be skipped** if the Registrant's details have been **verified in the last 6 months**.

ADAM STEVENS

Diabetes Type: **Type 1**
Insulin Requiring: **True**

Conc. Status: **Current**
Card Type: **HC-ATSI**
Expiry Date: **06/12/22**
Registration Expiry: **23/8/2024**

Registrant Details

Registrant Number
0053953

Date Of Birth
02/11/80

Medicare Number
6018 44843 4

Address Details

Address Search

Allow Editing
☒ No ☐ Yes

Address Line 1
Northbourne Ave

Address Line 2

Address Line 3

Suburb
TURNER

State*
ACT

Postcode*
2612

Primary Contact's Details

Primary Contact Name
MR Adam Stevens x

Primary Contact Type
Registrant

Email
citizen@test.com.au

Daytime Phone Number
02 9999 9999

Alternative Phone
0400 999 999

☒ BGTS
Expiry - 14/08/23

☒ CGM

☒ SHARPS

☒ IPC

Diabetes Details and Product Access icons provide information specific to the Registrant.

Registrants with Protected Records

In some circumstances, you may enter an NDSS Registration number and there only be limited details visible for the Registrant. This may occur for a variety of reasons, such as the information requiring suppression due to legal requirements, such as protective custody.

Registrant Details

Registrant Number
20050250

Date Of Birth
—

Medicare Number
2408 69212 9

Address Details

Address Search

Allow Editing
☒ No ☐ Yes

Address Line 1
PROTECTED

Address Line 2
PROTECTED

Address Line 3
PROTECTED

Suburb
PROTECTED

State*
PROTECTE

Postcode*
PROTECTED

Primary Contact's Details

Primary Contact Name
MS Charlotte King

Primary Contact Type
Registrant

Email
PROTECTED

Daytime Phone Number
PROTECTED

Alternative Phone
PROTECTED

In this instance, please confirm the name and double check the registration number before proceeding.

Proceeding

Verify that you have the correct registrant record in front of you and that all the details displayed are still correct.

i It is important to confirm and correct (if required) the Registrant's email address and mobile number as important communications regarding the NDSS such as Safety Notifications, Product Recalls and BGTS Approval reminders are sent via SMS and/or Email.

- Ensure the **'Details are Correct'** field is enabled.
- Press **'Save & Next'** to proceed to the order screen.

Updating Registrant Concession Card details


A Registrant requiring concession prices will also need to present a valid concession card, such as a health care card, pension card, DVA card or safety net card. If NDSS Connect detects a concession card has expired the alert will display on the Registrant Order page.

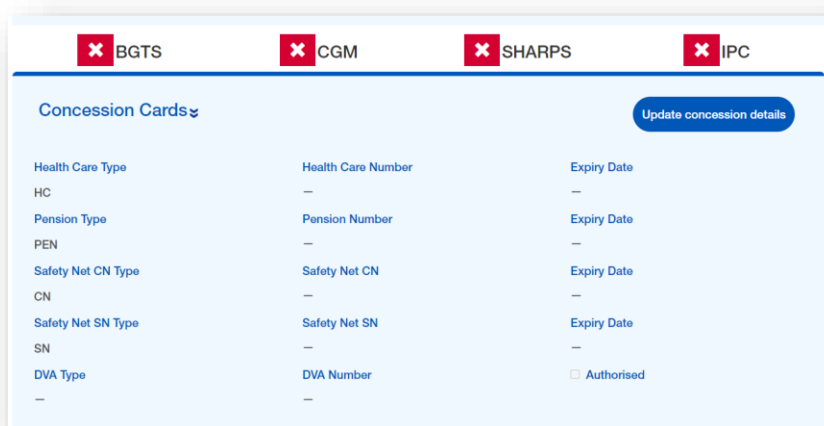
Concession number on file has expired. Please update concession details or an increase to General product pricing will occur.

Concession Card Expired: Pension Card - 27/10/2022

Please enter the valid concession details before entering order quantities so that the **correct price** is applied.

If a Registrant's Concession Card details need to be changed, you will need to navigate to the Registrant Details page for the registrant by clicking the Edit Registrant Details button.

1. Scroll down to the **Concession Cards** section.
2. Click the expander arrows  in the **Concession Cards** section (if required)
3. Click the **Update Concession Details** button.



Health Care Type	Health Care Number	Expiry Date
HC	—	—
Pension Type	Pension Number	Expiry Date
PEN	—	—
Safety Net CN Type	Safety Net CN	Expiry Date
CN	—	—
Safety Net SN Type	Safety Net SN	Expiry Date
SN	—	—
DVA Type	DVA Number	Expiry Date
—	—	—

A pop-up box will open.

4. Click in the relevant **Card Type** field to select the correct option (if required – only relevant for DVA card).
5. Enter the Card No. in the relevant **Card No.** field.
6. Enter the Expiry Date of the concession card where required.
7. Click the **Save** button.
If there are any errors, these will display at the top of the pop-up box.
If there are no errors, the new Concession Card details will be saved and the pop-up box will close, returning you to the Registrant Details page.
8. Click Save and Next button to return to ordering page.

The screenshot shows a 'Create' form with the following fields:

- Health Care Card Type:** HC (dropdown)
- Health Care Card No.:** (text field)
- Health Care Card Expiry Date:** DD/MM/YY (date field)
- Pension Card Type:** PEN (dropdown)
- Pension Card No.:** (text field)
- Pension Card Expiry Date:** DD/MM/YY (date field)
- Safety Net CN Card Type:** CN (dropdown)
- Safety Net CN Card No.:** (text field)
- Safety Net CN Expiry Date:** 31/12/23 (date field)
- Safety Net SN Card Type:** SN (dropdown)
- Safety Net SN Card No.:** (text field)
- Safety Net SN Expiry Date:** 31/12/23 (date field)
- DVA Card Type:** (dropdown)
- DVA No.:** (text field)

A 'Save' button is located at the bottom left of the form.

i If the registrant has a “Blood Glucose Monitoring Strip Six Month Access Form” **See – Section 9 - Blood Glucose Monitoring Strip Six Month Access Form.**

Updating Other Registrant details

- If other Registrant details need to be changed, select the **‘Forms’** menu and print out a copy of the relevant form for the Registrant to complete.
- These forms (or supporting prescriptions for change of medication) must be scanned then emailed to info@ndss.com.au or faxed to **1300 536 953** for processing by the NDSS team.
- Alternatively, if the registrant has signed up for the My NDSS portal, they can login and update some of their details there.

Step 5 – Enter the Registrant’s order details.

ADAM STEVENS

Registrant Alerts

Current Concession applied is HC-ATSI expiry on/as 12/06/2022.

Concession number on file has expired. Please update concession details or an increase to General product pricing will occur.

Concession Card Expired: Health Care Card - 06/12/2022

✓ BGTS
14/08/2023

✗ CGM

✓ SHARPS

a). Review alerts relating to Concessions or Product Access.

Navigate to Registrant Details page if changes required.

Edit Registrant Details

Add/Update Order

Registrant Orders

Supply Group:		All Products		Search (All Columns):	
Show 10		All Products Blood Glucose Test Strips Infusion Sets Pen Needles Reservoir Syringes Urine Testing Strips Continuous Glucose Monitoring		Unit Price (\$)	Vendor Item No.
No.	Description			Last Qty	Last Ordered Date
91	NovoFine Pen Needles 30G 8mm	<input type="checkbox"/>	PACK100	0.00	NFN3008M
87	BD Micro-Fine+ PN 29G 12.7mm	<input type="checkbox"/>	PACK100	0.00	320473
27	Freestyle Optium Strips	<input checked="" type="checkbox"/>	PACK100	0.00	99884-75
107.5	Accu-Chek Performa Strips	<input checked="" type="checkbox"/>	PACK100	0.00	6454038020
40.50	Keto-Diastix	<input type="checkbox"/>	PACK50	0.00	5019794
120	OneTouch Vario Strips	<input type="checkbox"/>	PACK50	0.00	2218802
92	BD Micro-Fine+ PN	<input type="checkbox"/>	PACK100	0.00	320471

Alerts

Filter by Supply Group or Search across all columns to find products.

Orders

No.	Description	Qty	Pack Size	Unit Price	Amount
Total (\$)					

Complete Order

Print Order

Recent Purchases

Show 10 entries

No.	Description	Last Ordered
91	NovoFine Pen Needles 30G 8mm	21/02/2023

Enter Quantity of required items (there are limits to the number of products allowed)

Optional you can print a copy of the order before completing for your own records. It is not required to print and return hardcopies to your NDSS Agent

Check all items in the order are correct and listed before completing the order.

Review alerts relating to Concession Card validity and product access.


The section can be collapsed where required.

Enter the Registrant's order by adding the required quantities in the sales lines.

Only products applicable to the Registrant's diabetes type will be displayed on the order screen.

Press TAB after entering the quantity required for each item to jump to the next available field. Or alternatively, use the mouse to click on each of the different product options to add required quantities of each item to the order.


If zero appears in the Total Amount press the '**Add/Update Order**' button to force NDSS Connect to recalculate the order total.

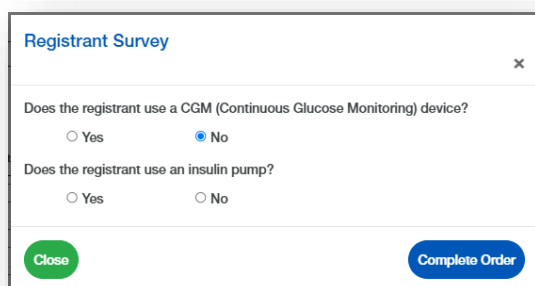
 There are currently maximum order limits for all NDSS products to ensure fair access to diabetes products. For additional details on limits, see Section 1 – 3. NDSS Connect ordering limits.

Check all items in the order are correct and listed before completing the order.

Check the order to ensure all applicable items have been added and that they are the correct pricing based on concession/DVA/ATSI details. If you realise that you have made a mistake in the order, e.g., concession card details were not updated, the order was processed at the wrong price or you entered the wrong product/quantities,

See – Section 5 – Correcting and Deleting Registrant Orders

 When a Registrant places an order at an Access Point for certain types of blood glucose testing strips, an additional query may pop up, requesting that an Access Point asks if the Registrant is using an Insulin Pump or Continuous Glucose Monitoring device.



Registrant Survey [X]

Does the registrant use a CGM (Continuous Glucose Monitoring) device?

☐ Yes ☒ No

Does the registrant use an insulin pump?

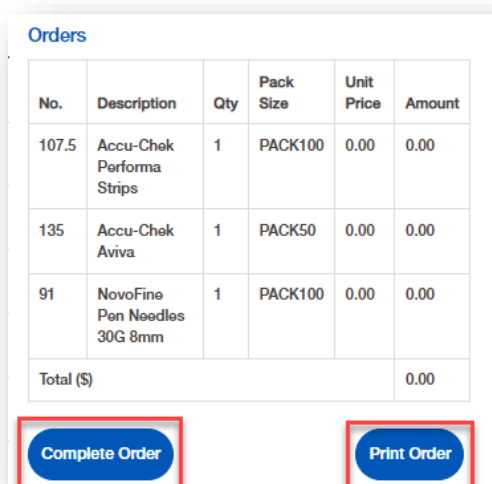
☐ Yes ☐ No

Close Complete Order

Click the corresponding option as per the Registrant's answer, and then the order can continue to be processed in NDSS Connect.

Step 6 – Select 'Complete Order' to finalise the order.

You may elect to print a copy of the order if you or the customer would like one or the pharmacy requires it to keep track of special-order items such as CGM/Flash GM or IPC, however printing of orders is no longer required.



Orders

No.	Description	Qty	Pack Size	Unit Price	Amount
107.5	Accu-Chek Performa Strips	1	PACK100	0.00	0.00
135	Accu-Chek Aviva	1	PACK50	0.00	0.00
91	NovoFine Pen Needles 30G 8mm	1	PACK100	0.00	0.00
Total (\$)					0.00

Complete Order Print Order

Step 7 – Collect Registrant Contribution and supply Registrant with product (if items are in stock).

- Collect the Registrant Contribution and process the financial transaction outside of NDSS Connect.
- Provide registrant with the items in the order that you currently have in stock. If you do not have the NDSS product in stock (CGM/Flash GM and IPC items), and the Registrant

requires the product, process an NDSS sale, collect the Registrant Contribution and ensure the SATS order is submitted for product to be supplied.

For information on how to submit orders for stock to your preferred pharmacy wholesaler, see SECTION 8 – Submitting SATS & Resupply Functionality.

i When ordering products for a Registrant that you do not have in stock, it is a good idea to keep log or copy of the order handy for reference purposes, along with the Registrant's contact phone number, as well as making note that the items have already been paid for.

Section 5 – Correcting and Deleting Registrant orders.

1. Correcting a Registrant Order

NDSS Connect allows you to delete individual line sales from a Registrant's order, in cases where the wrong product or quantity were entered, or concession details were not updated resulting in the incorrect Registrant Contribution.



This correction can only be made prior to SATS submission.

Once submitted, the order will be automatically sent to your preferred pharmacy wholesaler for shipment.

For issues with submitted orders see – See Section 10 – Resolving Issues with NDSS product orders.

Step 1 – Click on SATS > Review SATS.

In NDSS Connect, navigate to the 'Review SATS' screen to see the current unsubmitted SATS order.

Step 2 – Find incorrect order line, tick the box, and select Delete Selected Lines.

Review SATS

[Submit All Orders](#)

Current [Review](#) [Resupply](#)

SATS Number: WEB-0001734 Start Date: 21/2/2023

Total No. Of Order Lines: 6 Total Value: \$15.00

[Submit Order for Review](#) [Delete Selected Lines](#) [Print](#)

Search:

Posting Group	Registrant No.	Registrant Name	Trans. Date	No.	Description	Quantity	Unit Price (\$)	Pack Size	Line Amount (\$)	Resupply Allowed
Order No. 3003/53						Total:	1		\$15.00	
<input type="checkbox"/>	BGTS	10456629	A Su Bi	22/2/23	200	Accu-Chek Guide Strips	1	15.00	PACK100	15.00 Resupply Allowed
Order No. 3003/54						Total:	5		\$0.00	
<input type="checkbox"/>	BGTS	30050472	Ahab Merika	22/2/23	316	True Matrix Test Strips	1	0.00	PACK100	0.00 Resupply Allowed
<input type="checkbox"/>	SHARPS	30050472	Ahab Merika	22/2/23	201	BD Ultrafine II 0.3ml 21G Bnm	1	0.00	PACK100	0.00 Resupply Allowed
<input checked="" type="checkbox"/>	BGTS	30050472	Ahab Merika	22/2/23	107.5	Accu-Chek Performa Strips	1	0.00	PACK100	0.00 Resupply Allowed
<input type="checkbox"/>	BGTS	30050472	Ahab Merika	22/2/23	135	Accu-Chek Aviva	1	0.00	PACK50	0.00 Resupply Allowed
<input type="checkbox"/>	SHARPS	30050472	Ahab Merika	22/2/23	91	NovoFine Pen Needles 30G Bnm	1	0.00	PACK100	0.00 Resupply Allowed
Order Total:						6			\$15.00	

Showing 1 to 6 of 6 entries

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This action cannot be undone.

Step 3 – If required, return to the home screen, and reprocess a Registrant order for correct product.

Enter a new Registrant order with the correct details.

See - Section 4 - How to Process a Registrant Order.

2.Cancelling or returning an item after SATS have been submitted.

Once an order has been submitted in the SATS, it has been submitted to your chosen supplier to supply the order. As such, it is not possible for the order to be deleted through NDSS Connect. Depending on how quickly you realise the order is incorrect will depend on whether the order will be a cancellation or a return.

In both instances, please call the NDSS Helpline on 1800 637 700, email at info@ndss.com.au or use the helpdesk button in NDSS Connect to advise that you need to cancel/return an item and a member of the team will contact you with regards to the steps below.

Step 1 – Contact NDSS to advise you need to cancel/return an item.

Call the NDSS Helpline on 1800 637 700, email at info@ndss.com.au or use the helpdesk button in NDSS Connect to advise that you need to cancel/return an item.

Provide the following details:

- ✓ Weborder number
- ✓ Registrant details for the order
- ✓ Incorrectly ordered products and quantities
- ✓ Supplier account number

Step 2 – NDSS to contact supplier to cancel/return item.

The NDSS team will contact you if further details are required but if not, an email will be forwarded to your supplier with a cc to your store email requesting a cancellation if the order has not yet been shipped by your supplier or a return if the order has already been shipped. Await a reply from the supplier:

- If the order is cancelled by the supplier, no further action is required. The agent will reverse the item from the registrants NDSS account and advise via email accordingly.
- If the order has been shipped, the supplier will reply with a return authority number and forward a separate email to the access point with return paperwork (if you do not receive the return paperwork, please reach out to the supplier directly OR check your supplier portal). Package up the item/s, attach the return paperwork and send back with the supplier courier.

The NDSS team will keep a record of the return and check with the supplier at a future date if the order has been successfully returned. Once confirmed with the supplier, the agent will reverse the items from the registrants NDSS profile which will correct direct debits for the access point (if required).



Returns will only be accepted by suppliers within 4 weeks of the item having been shipped so please ensure you reach out to NDSS at your earliest convenience.




Returns will not be accepted by supplier, if the item/s have been opened or written on so please ensure the item is in resalable condition before returning.

Section 6 – Submitting ‘SATS’ Orders & Resupply Functionality

1. Background

To request product shipment from your preferred pharmacy wholesaler, it is necessary to first review and then submit your ‘SATS’ order. Once a SATS order is submitted, the order will be automatically routed to your preferred pharmacy wholesaler and Diabetes Australia will debit the Registrant Contributions you have collected from your nominated bank account.

See - Section 11 - NDSS Funds for more detail regarding debits.


 A SATS order can be submitted at any time.

2. Update Resupply Functionality

The Update Resupply function allows the Access Point to select/alter what products they receive back each time they submit a SATS order.

There are two types of update re-supply:

- 1) **Resupply allowed** indicates that an alternative product can be selected to receive back in place of the item that was ordered by the Registrant.
- 2) **Must Resupply** indicates that an alternative product must be selected by the Access Point before the SATS order can be submitted. This is usually due to an item being removed from the NDSS Product Schedule/discontinued. **See – Must update re-supply** section for additional information on this process.

 If the item has nothing listed in the "Re-supply allowed" column, then resupply of the item is not allowed. This will be the case with CGM/Flash GM and IPC items as they are ordered specifically for a registrant rather than an item that is kept in stock.

It is only possible to adjust Blood Glucose Testing Strips (BGTS), Urine Testing Strips and Sharps. The swap is based on a like for like category basis and product volume – that is, BGTS can be altered for another type of BGTS, Sharps can be adjusted to a different type of

Sharp, and Urine Testing Strips may be altered to another type of Urine Testing Strips.
Examples below:

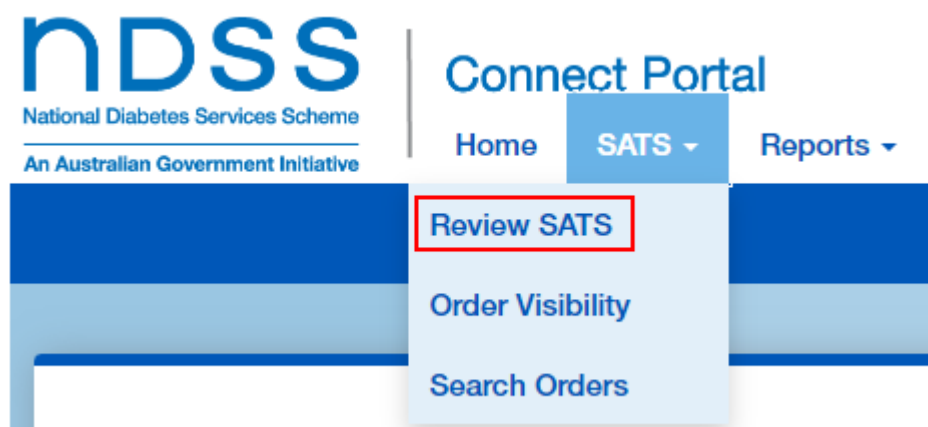
One box of 100 BGTS can be swapped to a different type of 100 BGTS, or 2x 50 of BGTS.

One pack of 100 Sharps can be swapped to a different type of 100 Sharps.

One pack of 50 Urine Testing Strips can be swapped for an alternative type of 50 Urine Testing Strips.

Submitting SATS Orders Using the Resupply Function

Step 1 - Click on SATS > Review SATS.



In NDSS Connect, hover over the SATS menu item and then select 'Review SATS.'

Step 2 – Check the summary of Registrant orders.

The Review SATS page will display a summary of the Registrant orders you have entered since the last batch SATS order was submitted.

Review SATS

Submit All Orders

Current 10

Review 0

Resupply

SATS Number: WEB-0001734

Start Date: 21/2/2023

Total No. Of Order Lines: 10

Total Value: \$24.50

Submit Order for Review

Delete Selected Lines

Print

Search:

Posting Group	Registrant No.	Registrant Name	Trans. Date	No.	Description	Quantity	Unit Price (\$)	Pack Size	Line Amount (\$)	Resupply Allowed	
Order No. 3003753						Total:	1		\$15.00		
<input type="checkbox"/>	BGTS	10456629	A Su Bi	22/2/23	200	Accu-Chek Guide Strips	1	15.00	PACK100	15.00	Resupply Allowed
Order No. 3003754						Total:	5		\$0.00		
<input type="checkbox"/>	BGTS	30050472	Ahab Marika	22/2/23	316	True Metrix Test Strips	1	0.00	PACK100	0.00	Resupply Allowed
<input type="checkbox"/>	SHARPS	30050472	Ahab Marika	22/2/23	291	BD Ultrafine II 0.3ml 31G 8mm	1	0.00	PACK100	0.00	Resupply Allowed
<input type="checkbox"/>	BGTS	30050472	Ahab Marika	22/2/23	107.5	Accu-Chek Performa Strips	1	0.00	PACK100	0.00	Resupply Allowed
<input type="checkbox"/>	BGTS	30050472	Ahab Marika	22/2/23	135	Accu-Chek Aviva	1	0.00	PACK50	0.00	Resupply Allowed
<input type="checkbox"/>	SHARPS	30050472	Ahab Marika	22/2/23	91	NovoFine Pen Needles 30G 8mm	1	0.00	PACK100	0.00	Resupply Allowed
Order No. 3003757						Total:	1		\$0.00		
<input type="checkbox"/>	CCM	10456629	A Su Bi	22/2/23	905	Dexcom G5 Mobile Transmitter	1	0.00	EACH	0.00	Resupply Allowed
Order No. 3003758						Total:	4		\$9.50		
<input type="checkbox"/>	URINE	10664532	Alan Schaefer	22/2/23	40.50	Keto-Diastix	1	0.30	PACK50	0.30	Resupply Allowed
<input type="checkbox"/>	SHARPS	10664532	Alan Schaefer	22/2/23	87	BD Micro-Fine+ PN 29G 12.7mm	2	0.00	PACK100	0.00	Resupply Allowed
<input type="checkbox"/>	RESERVOIR	10664532	Alan Schaefer	22/2/23	795	Minimed Reservoir 1.8ml	1	9.20	BOX10	9.20	Resupply Allowed
Order Total:							11		\$24.50		

Showing 1 to 10 of 10 entries

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Errors on your SATS

NDSS Connect allows you to correct errors by deleting Registrant order lines prior to submitting SATS.

For instructions on how to use 'Delete Selected Order Lines,' please refer to **Section 5 – Correcting and Deleting Registrant Orders**

Step 3 (OPTIONAL) - Print a copy of the current or review SATS if desired for your own records. These no longer need to be printed and returned to your NDSS agent.

Step 4 – Want to select some alternative products to receive back in your order using the Resupply function? Go to [Step 5](#).

If you would like to receive back identical products to what was supplied to your Registrants, and there are not any 'MUST RESUPPLY' items listed in the order, skip to Step 6.

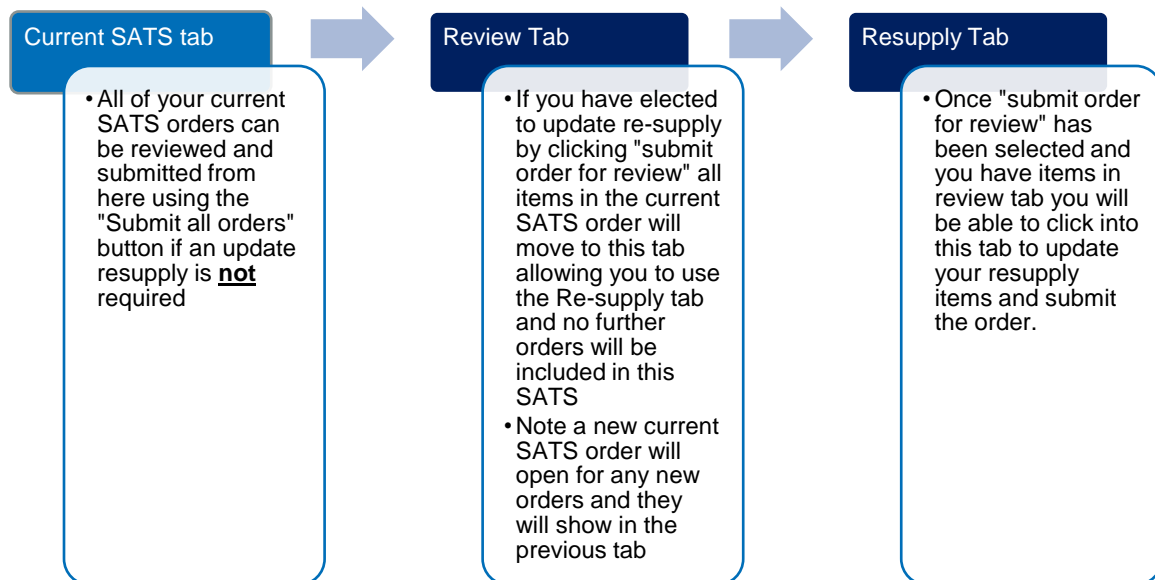
Step 5 – Use the Resupply function to alter the products you receive back in your order before submitting SATS.

There is a two-stage order process available in NDSS Connect, which allows you to create new registrant orders and add them to the **Current SATS Summary** order, without impacting the **SATS Summary Order** that is in review for resupply purposes.

An Access Point can have a SATS Summary Order that has a status of Review and a SATS Summary Order that has a status of Current.

The **Review** SATS Summary Order cannot have new registrant orders added.

The **Current** SATS Summary Order will have new registrant orders added.



To submit the **Current SATS Summary** Order for review so that the resupply can be changed, select the Submit Order for Review button. You will be taken to the Review tab and the SATS Order Summary will be copied across.

Review SATS

Submit All Orders

Current **12** Review 0 Resupply

SATS Number: WEB-0001734 Start Date: 21/2/2023

Total No. Of Order Lines: 10 Total Value: \$24.50

Submit Order for Review Delete Selected Lines Print

Posting Group	Registrant No.	Registrant Name	Trans. Date	No.	Description	Quantity	Unit Price (\$)	Pack Size	Line Amount (\$)	Resupply Allowed	
Order No. 3003753						Total:	1		\$15.00		
<input type="checkbox"/>	BGTS	1045629	A Su B	22/2/23	200	Accu-Check Guide Strips	1	15.00	PACK100	15.00	Resupply Allowed
Order No. 3003754						Total:	5		\$0.00		
<input type="checkbox"/>	BGTS	30050472	Abub Marika	22/2/23	316	True Metric Test Strips	1	0.00	PACK100	0.00	Resupply Allowed
<input type="checkbox"/>	SHARPS	30050472	Abub Marika	22/2/23	201	BD Ultrafine II 0.3rd 21G Bore	1	0.00	PACK100	0.00	Resupply Allowed
<input type="checkbox"/>	BGTS	30050472	Abub Marika	22/2/23	107.5	Accu-Check Perfume Strips	1	0.00	PACK100	0.00	Resupply Allowed
<input type="checkbox"/>	BGTS	30050472	Abub Marika	22/2/23	135	Accu-Check Antise	1	0.00	PACK50	0.00	Resupply Allowed
<input type="checkbox"/>	SHARPS	30050472	Abub Marika	22/2/23	91	NovoFina Plus Needleless 30G Bore	1	0.00	PACK100	0.00	Resupply Allowed
Order No. 3003757						Total:	1		\$0.00		
<input type="checkbox"/>	CGM	1045629	A Su B	22/2/23	905	Onecon GS Mobile Transmitter	1	0.00	EACH	0.00	Resupply Allowed
Order No. 3003758						Total:	4		\$9.50		
<input type="checkbox"/>	URINE	10664532	Alan Schaefer	22/2/23	40.50	Keto-Diastix	1	0.30	PACK50	0.30	Resupply Allowed
<input type="checkbox"/>	SHARPS	10664532	Alan Schaefer	22/2/23	87	BD Micro-Fines PN 29G 12.7mm	2	0.00	PACK100	0.00	Resupply Allowed
<input type="checkbox"/>	RESEINOR	10664532	Alan Schaefer	22/2/23	705	MiniMed Reservoir 1.8ml	1	9.20	BOX10	9.20	Resupply Allowed
Order Total:						11			\$24.50		

Showing 1 to 10 of 10 entries

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Click on the Resupply tab.

The 'Resupply' window will list the total volume of BGTS and Sharps that are able to be adjusted for the order.

Review SATS

Current 0

Review 4

Resupply 4

SATS Number: CON00324250

Total Resupply Lines: 4

Save and Submit

Reset

Ordered Products

Show 25 entries

Search:

No.	Description	Pack size	Original Quantity	Resupply Quantity	Original Volume	Resupply Volume
BGTS		Total	Variations: 0		350	350
107.5	Accu-Chek Performa Strips	PACK100	1	<input type="text" value="1"/>	100	<input type="text" value="100"/>
135	Accu-Chek Aviva	PACK50	1	<input type="text" value="1"/>	50	<input type="text" value="50"/>
200	Accu-Chek Guide Strips	PACK100	1	<input type="text" value="1"/>	100	<input type="text" value="100"/>
316	True Metrix Test Strips	PACK100	1	<input type="text" value="1"/>	100	<input type="text" value="100"/>

In the below example, an Access Point team member has assessed the stock they have on their shelf, noted they already have plenty of products 195 and 27 and do not wish to receive any more stock for these products. They alter the resupply quantities for these items to reflect these needs.

An Access Point can now pick some alternative types of strips (to a volume of 200) to receive back in their order. The number within the green circle indicates that 200 BGTS can be selected from the full list of eligible alternative products, which appear in a list to the right of this table.

Ordered Products

Show 25 entries Search:

No.	Description	Pack size	Original Quantity	Resupply Quantity	Original Volume	Resupply Volume
BGTS		Total	Variations: -200		400	200
107.5	Accu-Chek Performa Strips	PACK100	1	<input type="text" value="1"/>	100	<input type="text" value="100"/>
195	Contour NEXT Test Strips	PACK100	1	<input type="text" value="0"/>	100	<input type="text" value="0"/>
27	Freestyle Optium Strips	PACK100	1	<input type="text" value="0"/>	100	<input type="text" value="0"/>
316	True Metrix Test Strips	PACK100	1	<input type="text" value="1"/>	100	<input type="text" value="100"/>

In this case, the Access Point has indicated it would like to have 1x product 330 and 1x product 44 resupplied to them. After the form fields have been filled, and the Add button clicked, the Ordered Products table adjusts to indicate if the volumes entered are correct or incorrect.

330	Glunco Blood Glucose Test Strips	PACK100	<input type="text" value="1"/>	<input type="text" value="100"/>	<input type="button" value="+"/>
332	Rightest GS700	PACK100	<input type="text"/>	<input type="text" value="0"/>	<input type="button" value="+"/>
44	FreeStyle Lite Test Strips	PACK100	<input type="text" value="1"/>	<input type="text" value="100"/>	<input type="button" value="+"/>

If the volumes do not match, e.g., the resupply quantities entered exceed the volume in the order (in this case, 200 BGTS Strips), the table will list a Variation quantity and will not allow the adjustments to be saved and ordered until amended in the table.

Incorrect Example:

Ordered Products

Show entries

Search:

No.	Description	Pack size	Original Quantity	Resupply Quantity	Original Volume	Resupply Volume	
BGTS		Total	Variations: -100		400	300	
107.5	Accu-Chek Performa Strips	PACK100	1	<input type="text" value="1"/>	100	<input type="text" value="100"/>	
195	Contour NEXT Test Strips	PACK100	1	<input type="text" value="0"/>	100	<input type="text" value="0"/>	
27	Freestyle Optium Strips	PACK100	1	<input type="text" value="0"/>	100	<input type="text" value="0"/>	
316	True Metrix Test Strips	PACK100	1	<input type="text" value="0"/>	100	<input type="text" value="0"/>	
330	Glunco Blood Glucose Test Strips	PACK100	0	<input type="text" value="1"/>	0	<input type="text" value="100"/>	-
44	FreeStyle Lite Test Strips	PACK100	0	<input type="text" value="1"/>	0	<input type="text" value="100"/>	-

Showing 1 to 6 of 6 entries

Previous **1** Next

Correct Example:

Ordered Products

Show entries

Search:

No.	Description	Pack size	Original Quantity	Resupply Quantity	Original Volume	Resupply Volume	
BGTS		Total	Variations: 0		400	400	
107.5	Accu-Chek Performa Strips	PACK100	1	<input type="text" value="1"/>	100	<input type="text" value="100"/>	
195	Contour NEXT Test Strips	PACK100	1	<input type="text" value="0"/>	100	<input type="text" value="0"/>	
27	Freestyle Optium Strips	PACK100	1	<input type="text" value="0"/>	100	<input type="text" value="0"/>	
316	True Metrix Test Strips	PACK100	1	<input type="text" value="1"/>	100	<input type="text" value="100"/>	
330	Glunco Blood Glucose Test Strips	PACK100	0	<input type="text" value="1"/>	0	<input type="text" value="100"/>	-
44	FreeStyle Lite Test Strips	PACK100	0	<input type="text" value="1"/>	0	<input type="text" value="100"/>	-

Showing 1 to 6 of 6 entries

Previous **1** Next

When the correct products and volumes have been entered so there is no longer any Oversupply or Undersupply listed, click 'Save and Submit.' The order will now be submitted to your CSOD for supply.

Must Update Resupply

There are times when products are discontinued or removed from the NDSS Product Schedule, but there may be some stock left of these products in Access Points. This stock is still able to be sold to Registrants for a period (usually around 3 months after removal from the schedule), but an alternative product will be required to be selected for resupply, as the discontinued/deleted product cannot be supplied by the wholesaler through the Scheme. These products will appear in the Review SATS page, with '**Must Update Resupply**' listed in the Resupply Allowed column. A message in red text also appears at the top of the page, letting the Access Point know that they need to select an alternative product to be resupplied with before they can submit this order.

SATS will not be able to be submitted until alternative products have been selected by submitting order for review, navigating to the resupply page, and entering the correct quantities for alternative products, so there is no oversupply or undersupply indicated.

The screenshot shows the 'Review SATS' page. At the top, a red-bordered message states: "You cannot Submit All Orders because a product on the Current SATS Order won't be resupplied. Please select Submit Order for Review before proceeding and review the Resupply lines." Below this, the 'Current' tab is active, showing order details: SATS Number: WEB-0001737, Start Date: 22/2/2023, Total No. Of Order Lines: 6, and Total Value: \$24.20. There are buttons for 'Submit Order for Review' and 'Delete Selected Lines'. A table lists two items: 'Accu-Chek Performa Strips' (No. 107.5) and 'Freestyle Optium Strips' (No. 27). The 'Freestyle Optium Strips' row is highlighted with a red box around the 'Must Update Resupply' text in the 'Resupply Allowed' column.

Posting Group	Registrant No.	Registrant Name	Trans. Date	No.	Description	Quantity	Unit Price (\$)	Pack Size	Line Amount (\$)	Resupply Allowed	
Order No. 3003789						Total:	6		\$24.20		
<input type="checkbox"/>	BGTS	10664532	Alan Schaefer	22/2/23	107.5	Accu-Chek Performa Strips	1	1.20	PACK100	1.20	Resupply Allowed
<input type="checkbox"/>	BGTS	10664532	Alan Schaefer	22/2/23	27	Freestyle Optium Strips	1	1.20	PACK100	1.20	Must Update Resupply

In this example, a volume of 100 x Strips has been listed as 'Must Update Resupply', as product 27 has been removed from the NDSS Schedule. The Access Point must select alternative products to receive back in place of this item, as it is no longer available from their wholesaler.

Current 0
Review 6
Resupply 6

SATS Number: WEB-0001737

Total Resupply Lines: 6

Update Resupply Lines

Reset Resupply Lines

Ordered Products

Show 25 entries

Search:

No.	Description	Pack size	Original Quantity	Resupply Quantity	Original Volume	Resupply Volume
BGTS			Total	Variations: -100	200	100
107.5	Accu-Chek Performa Strips	PACK100	1	1	100	100
27	Freestyle Optium Strips	PACK100	1	0	100	0

The Access Point team member elects to receive 100 x Contour Next Strips as the alternative product by adding a quantity against the item and clicking the Add to order button moving the item to the right of the screen.

Review SATS

Current 0
Review 2
Resupply 2

SATS Number: CON00009238

Total Resupply Lines: 2

Save and Submit

Reset

Ordered Products

Show 25 entries

Search:

No.	Description	Pack size	Original Quantity	Resupply Quantity	Original Volume	Resupply Volume
BGTS			Total	Variations: 0	200	200
107.5	Accu-Chek Performa Strips	PACK100	1	1	100	100
27	Freestyle Optium Strips	PACK100	1	0	100	0
195	Contour NEXT Test Strips	PACK100	0	1	0	100

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The Access Point team member then saves the request by clicking the **'Save and Submit'** button. NDSS Connect will submit the order for supply

Please note that it is also possible to select a mix of products within the category if the Access Point wishes.

Step 6 – Order is sent to pharmacy wholesaler.

The SATS order will be sent to your preferred pharmacy wholesaler for shipment.



When you receive the ordered stock back from your wholesaler, mark off the stock received against the quantities listed for the order (viewable through 'Order Visibility') to ensure you have received all the items you have ordered and received the correct quantities.

Step 7 – Diabetes Australia will direct debit the payment.

Diabetes Australia will direct debit the payment for products supplied from your nominated account on a weekly basis.

Please refer to **Section 12 - NDSS Funds** for more information.

If you require any assistance with an order after you have submitted a SATS, please refer to **See Section 10 – Resolving Issues with NDSS** product orders and/or call the NDSS Helpline on 1800 637 700.



To generate a PDF of the SATS order that will provide a list of products including any alternative products selected for Resupply, please refer to: **Section 10 – Order Visibility & Self Reporting.**

Sales Summary Report

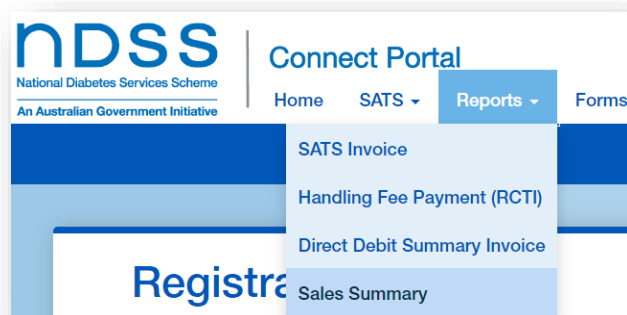
Access Points can generate their own Sales Summary Reports in NDSS Connect. This feature enables Access Points to obtain sales data to assist them with tracking sales volumes for individual products and provide guidance when they choose to alter the mix of stock they keep in store with the Resupply function.

A date range can be selected to obtain sales data for and/or specify which product groups they would like to include, such as Strips (includes both BGTS and Urine Testing Strips), Sharps, IPCs, Reservoirs and CGM.

i It is also possible to report on both 'Sold Quantity', as well as 'Resupply Quantity'.

Running a Sales Summary report

Step 1 - To generate a report, click on the Sales Summary report option under the reports menu in NDSS Connect.



Step 2 - Enter the date range you would like to report on. All the product groups are ticked to be included in the results by default, so if there are product groups you would not like included in your results, untick the corresponding boxes.

Sales Summary Report

From Date: 01/01/2023

To Date: 01/04/2023

Product No:

Description:

Product Group:

☒ STRIPS ☒ CGM ☒ FLASH GM ☒ IPC
☒ RES ☒ SHARPS ☒ URINE

Report On:

☒ Sold Quantity ☐ Resupply Quantity

Pack Size:

Search Reset

Step 3 - It is possible to report on both 'Sold Quantity', as well as 'Resupply Quantity', select which Quantity you would like to report on.

Step 4 - Click on the 'Search' button to generate and display the report's results.

This is an example of what a Sales Summary Report (Sold Quantity) may look like with **all product groups** included in the report. The report will also indicate if a product has been discontinued and no longer available to order.

Product No.	Description	Product Group	Pack Size	Discontinued	Sold Quantity
CGM					14
905	Dexcom G5 Mobile Transmitter	CGM	EACH		4
910	Dexcom G4 / G5 PLATINUM Sensors	CGM	BOX4		10
IPC					1
118	Soft Release	IPC	BOX10SETS		1
RES					2
705	MiniMed Reservoir 1.8ml	RES	BOX10		2
SHARPS					13
87	BD Micro-Fine+ PN 29G 12.7mm	SHARPS	PACK100		2
91	NovoFine Pen Needles 30G 8mm	SHARPS	PACK100		3
92	BD Micro-Fine+ PN 31G 8mm	SHARPS	PACK100		5
97	BD Ultra-Fine 31G 5mm Extra Thin Wall	SHARPS	PACK100		3
STRIPS					9
27	Freestyle Optium Strips	STRIPS	PACK100	Yes	2
107.5	Accu-Chek Performa Strips	STRIPS	PACK100		2

It is also possible to specify one product number to obtain sales or resupply data for:

Sales Summary Report

From Date:

To Date:

Product No:

Description:

Product Group:
☒ STRIPS ☒ CGM ☒ FLASH GM ☒ IPC
☒ RES ☒ SHARPS ☒ URINE

Report On:
☒ Sold Quantity
☐ Resupply Quantity

Pack Size:

Show entries

Product No.

Description

Product Group

Pack Size

Discontinued

Sold Quantity

STRIPS

2

107.5

Accu-Chek Performa Strips

STRIPS

PACK100

2

Grand Total: 2

Showing 1 to 1 of 1 entries

As well as reporting via product description:

Sales Summary Report

From Date:*
01/01/2023

To Date:
01/04/2023

Product No:

Description:

Product Group:
☒ STRIPS ☒ CGM ☒ FLASH GM ☒ IPC
☒ RES ☒ SHARPS ☒ URINE

Report On:
☒ Sold Quantity
☐ Resupply Quantity

Pack Size:

Show 25 entries

Search:

Product No.	Description	Product Group	Pack Size	Discontinued	Sold Quantity
STRIPS					4
107.5	Accu-Chek Performa Strips	STRIPS	PACK100		2
135	Accu-Chek Aviva	STRIPS	PACK50		1
200	Accu-Chek Guide Strips	STRIPS	PACK100		1
Grand Total:					4

Please ensure that the relevant Product Group boxes are ticked, or no report results will be returned

Section 7 – Continuous Glucose Monitoring (CGM) and Flash Glucose Monitoring (Flash GM)

Background

From 1 July 2022, the Government has provided subsidised Continuous Glucose Monitoring (CGM) and Flash Glucose Monitoring to the following groups of people:

- children and young people with conditions very similar to type 1 diabetes who require insulin under the age of 21.
- women with type 1 diabetes who are actively planning pregnancy, pregnant or immediately post-pregnancy; and
- all people with type 1 diabetes

Once approved, eligible registrants can access subsidised CGM and Flash GM products through NDSS Access Points (usually a community pharmacy) for a co-payment equivalent to \$32.50 per one month's supply. There is no co-payment for concession card holders or for those accessing via the Pregnancy categories.

To gain access to subsidised CGM or Flash GM products, the individual will need to be assessed by an authorised health professional to determine if they meet specific eligibility criteria.

The eligibility categories and criteria are listed on the Continuous Glucose and Flash Glucose Monitoring Access forms, available at www.ndss.com.au/cgm



A Continuous Glucose or Flash Glucose Monitoring Access form should not be accepted by an Access Point, as it should be submitted by the individual or their Health Professional as per the directions on the form. However, if your Access Point receives a completed CGM Access form, please promptly scan and email the form to info@ndss.com.au or fax to **1300 536 953**.

What is CGM?

The CGM systems are small wearable devices that can warn users if blood glucose levels are too low (hypoglycaemia) or too high (hyperglycaemia). These devices reduce the number of finger prick checks required. Some models can work in conjunction with a compatible insulin pump and other models send information to a receiver and/or a smart mobile phone.

All CGM systems subsidised under the NDSS have two components: sensors and transmitters. Both the sensors and transmitters are subsidised and supplied through the NDSS.

The CGM sensors are available in boxes of three or five, and each sensor operates for seven or ten days, depending on the model. Transmitters are supplied individually, and will operate for three months or twelve months, depending on the model.

What is Flash GM?

A flash glucose monitoring (Flash GM) device is like a CGM device, except that you will scan the sensor with a reader, smartphone or smart device to get your reading. A Flash GM device may not alert you if your glucose levels are low or high, depending on settings, and does not connect to an insulin pump. In Australia, this technology is currently only available in the FreeStyle Libre 2. FreeStyle Libre 2 sensors are sold individually, and last for 14 days once applied to the skin.

Providing CGM and Flash GM Ordering Advice

When an eligible Registrant requests to order CGM or Flash GM products, it is a great opportunity to engage with them and potentially improve the way they order their CGM or Flash GM items to reduce their risk of interruption to access if items are temporarily unavailable from suppliers. If they are on their last sensor, place an order for a new box, and the item is out of stock from your preferred pharmacy wholesaler, they will not be able to use their CGM device until the sensors are back in stock and arrive at your Access Point, which can be frustrating and stressful – particularly for the carers of children with type 1 diabetes who rely on CGM devices to provide remote alerts if the child's glucose levels are too high or too low.

For CGM products, suggest ordering a new transmitter when there is still a month's worth of life on the current one in use (giving a buffer), or ordering a new box of sensors when they

open the second to last sensor in the box (giving a 2-week buffer) or even when opening the last box of sensors they have (providing a 4-week buffer). This will usually provide enough time for out-of-stock items to be back in stock and helps to ensure the Registrant can continue to use their CGM device without interruption.

For Flash GM products, suggest the registrant always has a spare 1-2 sensors at home should the one they are using currently become faulty. This will provide them a 2 to 4-week buffer. They can order a maximum of six sensors at a time (3 months' supply).

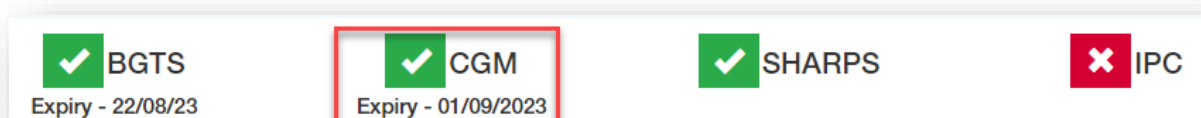
1. CGM and Flash GM Ordering Limits

There are one year rolling limits for access to CGM products. This means that if a Registrant has reached the limit for one of their CGM products, they will be unable to access additional products until one-year lapses from the date of their first CGM order through an NDSS Access Point or supply of their CGM starter kit.

Access Points are **not** to order CGM Products without a Registrant request, as any order placed will draw down from annual limits that apply to for **that Registrant**.

2. Other CGM and Flash GM Information

- The below 'CGM' icon will be marked as a green tick or a yellow warning if the Registrant can access CGM products and only if this is shown will these products be visible in the product list.



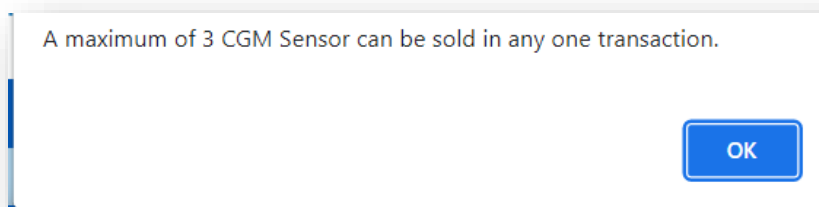
- It is important to note that a Registrant can only access one transmitter and a maximum of 3 boxes of sensors per order.
- It is best practice to submit any SATS containing CGM or Flash GM products immediately, as it will be provided as soon as possible by your pharmacy wholesaler.

See – Section 6 – Submitting SATS orders for more information on the order submitting process.

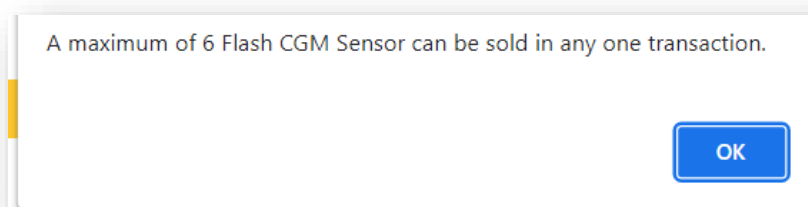
- The order will be supplied from your preferred pharmacy wholesaler. It should arrive within 48 - 72 hours.
- If there are any issues with product supply or the initiative more broadly, please contact the NDSS Helpline on 1800 637 700.

CGM and Flash GM pop up messages

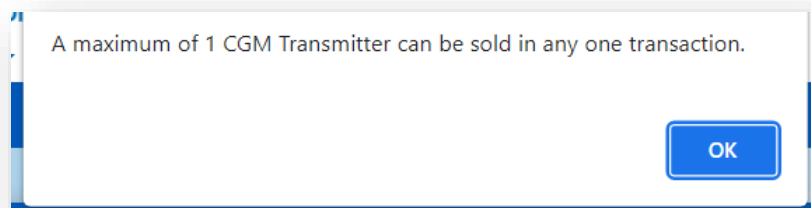
The registrant cannot order more than three boxes of CGM sensors per order. If they do, the following message will display:



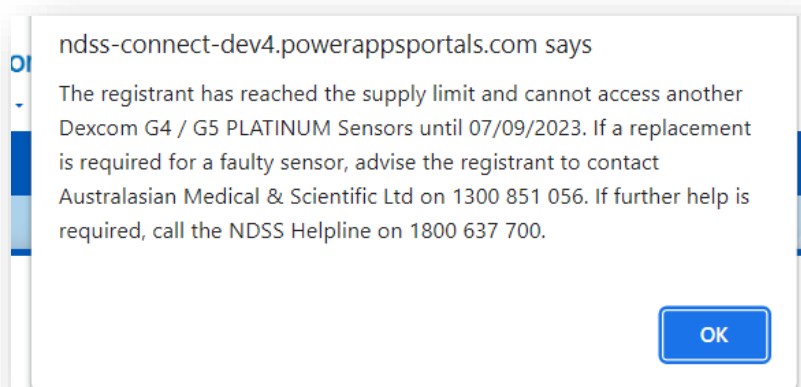
The registrant cannot order more than six boxes of Flash GM sensors per order. If they do, the following message will display:



They cannot order more than one CGM transmitter. If they order more than one transmitter, the following message will appear:



If a Registrant has reached their limit on the purchase of transmitters or sensors the following message will appear indicating the next available purchase date.



Please contact the NDSS Helpline on 1800 637 700 if you have any questions regarding access to CGM products.

Faulty CGM/Flash GM and manufacturer details

If a Registrant experiences issues with their CGM device and believes the item may be faulty, please ensure that the Registrant contacts the manufacturer in the first instance for assistance and possible replacement of device. Please advise them to **not** dispose of the possibly faulty device, until they have contacted the manufacturer and received additional advice.

For further information on CGM products or if a Registrant believes the device is faulty, please advise them to contact:

AMSL (Australasian Medical & Scientific Ltd)

Dexcom Products

P: 1300 851 056

E: diabetes@amsl.com.au

Medtronic:MiniMed and Guardian Products

P: 1800 777 808

E: australia.diabetes@medtronic.com

Abbott:

FreeStyle Libre Products

P: 1800 801 478

Section 8 – Order Visibility and Search Orders

Order Visibility Background

NDSS Connect may be used to assist Access Points in monitoring the progress of submitted NDSS orders or to review the Access Point order history.

Order Visibility may be used to search a specific transaction, product, SATS number or period.

The search will provide information on each transaction, the current status of each item within the transaction and will include any alternative products selected if the resupply function was used in that SATS order.

If an Access Point is wanting to generate and/or print a list to mark off stock against when they receive an order from their wholesaler, using the Order Visibility feature is the best method to achieve this.

Procedure Detail – Order Visibility

Step 1 - Click on SATS > Order Visibility.

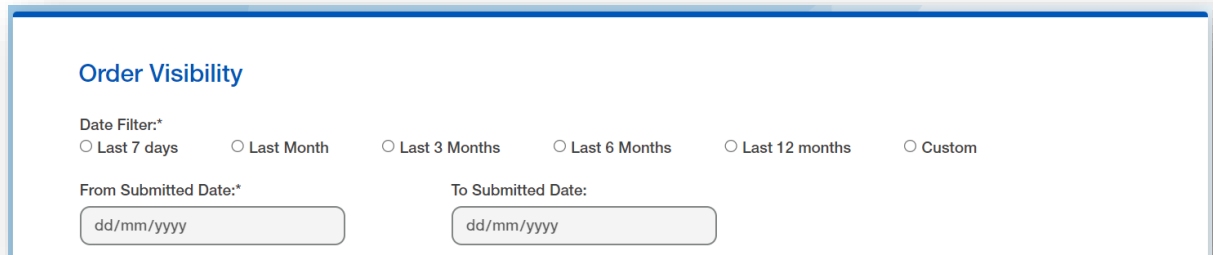
In NDSS Connect, navigate to the 'Order Visibility' screen to search SATS.

The screenshot shows the 'Order Visibility' search interface. It includes a 'Date Filter' section with radio buttons for 'Last 7 days', 'Last Month', 'Last 3 Months', 'Last 6 Months', 'Last 12 months', and 'Custom'. Below this are two date input fields labeled 'From Submitted Date:' and 'To Submitted Date:', both with a 'dd/mm/yyyy' placeholder. There are also input fields for 'Product Number:' and 'SATS Number:'. A 'Status Filters' section contains three dropdown menus: 'Completed' (set to 'All'), 'Shipping Status' (set to 'All'), and 'Cancelled Status' (set to 'All'). At the bottom are 'Search' and 'Reset' buttons, along with a help icon (question mark).

Step 2 - Select what time period of information you would like to search for.

This may be for;

- pre-defined periods selected via the radio buttons for last 7 days, last month, last 3 months, last 6 months or last 12 months; or
- a custom time period, if selecting a custom period, you will need to enter a “From Submitted date” and “To Submitted Date”.



The screenshot shows a form titled "Order Visibility". Under the heading "Date Filter:*", there are six radio button options: "Last 7 days", "Last Month", "Last 3 Months", "Last 6 Months", "Last 12 months", and "Custom". Below these options, there are two input fields. The first is labeled "From Submitted Date:*" and contains the placeholder text "dd/mm/yyyy". The second is labeled "To Submitted Date:" and also contains the placeholder text "dd/mm/yyyy".

Step 3 (Optional):

You can enter a particular product number or SATS number (Weborder number) you would like to search to further filter the list if required.

Product Number:

SATS Number:

If you do not want to search a particular product or weborder then leave blank.

Step 4 (Optional):

If you would like to see orders with a particular order status, choose one of the below options from the drop downs:

- Completed –show the status of all completed SATS orders that have been fully supplied by your preferred wholesaler or fully cancelled.
- Not completed - which will show all SATS orders that have not yet been supplied by your preferred wholesaler.
- Shipped – What items have been shipped by your wholesaler to you, whether Partially Shipped or Fully Shipped.
- Cancelled – Transactions that an Access Point has requested the wholesaler to cancel, whether Partially Cancelled or Fully Cancelled.

If you do not require additional filtering on the above status, leave as “all”.

Step 5 - Click 'Search'

The results of your search criteria will be shown. This includes wholesaler information, date, and time of submission in NDSS Connect, SATS processing, PharmX acknowledgment and shipment by your wholesaler.

Show entries Search:

	SATS/Summary Order No.	Wholesaler	Submitted NDSS Connect	Completed	Shipped	Cancelled
	WEB-0009296	Symbion	21/02/2023 18:59	●	●	
	WEB-0009295	Symbion	21/02/2023 18:38	●	●	
	WEB-0009293	Symbion	21/02/2023 18:28	●	●	
	WEB-0009292	Symbion	21/02/2023 09:38	●	●	
	WEB-0009286	Symbion	17/02/2023 14:35	●	●	
	WEB-0009285	Symbion	17/02/2023 14:41	●	●	
	WEB-0009281	Symbion	16/02/2023 11:14			
	WEB-0009280	Symbion	17/02/2023 10:11	●	●	
	WEB-0009278	Symbion	15/02/2023 19:08	●	●	
	WEB-0009277	Symbion	16/02/2023 10:04	●	●	
	WEB-0009275		15/02/2023 16:02			
	WEB-0009265		14/02/2023 12:48			
	WEB-0009264	Symbion	15/02/2023 14:24	●	●	
	WEB-0009263		10/02/2023 11:18			

Step 6: If you would like further detail on a transaction, click on the green circle to expand the lines connected with the Web order number.

Show entries Search:

	SATS/Summary Order No.	Wholesaler	Submitted NDSS Connect	Completed	Shipped	Cancelled
	WEB-0009296	Symbion	21/02/2023 18:59	●	●	
	WEB-0009295	Symbion	21/02/2023 18:38	●	●	
	WEB-0009293	Symbion	21/02/2023 18:28	●	●	
	WEB-0009292	Symbion	21/02/2023 09:38	●	●	
	WEB-0009286	Symbion	17/02/2023 14:35	●	●	
	WEB-0009285	Symbion	17/02/2023 14:41	●	●	

This will then show you the detail of selected SATS, including supplier invoice number of items shipped.

SATS/Summary Order No.		Wholesaler	Submitted NDSS Connect		Completed	Shipped	Cancelled	
<div><div></div></div>	WEB-0009296	Symbion	21/02/2023 18:59		<div><div></div></div>	<div><div></div></div>		
<div><div></div></div>	WEB-0009295	Symbion	21/02/2023 18:38		<div><div></div></div>	<div><div></div></div>		
<div><div></div></div>	WEB-0009293	Symbion	21/02/2023 18:28		<div><div></div></div>	<div><div></div></div>		
<div><div></div></div>	WEB-0009292	Symbion	21/02/2023 09:38		<div><div></div></div>	<div><div></div></div>		
<div><div></div></div>	WEB-0009286	Symbion	17/02/2023 14:35		<div><div></div></div>	<div><div></div></div>		
Date/Time:	Document No:	Item No:	Description:	Quantity:	Type Short Description:	PharmX Order ID:	Supplier Name:	Supplier Reference:
17/02/2023 14:41	SINV100000009	27	Freestyle Optium Strips	1	ORDERED	150094066	Symbion	
17/02/2023 14:41	SINV100000009	31.50	Diastix Urine Test Strips	1	ORDERED	150094066	Symbion	
17/02/2023 14:50	SINV100000009	27	Freestyle Optium Strips	1	SHIPPED	150094066	Symbion	INV 150094066
17/02/2023 14:50	SINV100000009	31.50	Diastix Urine Test Strips	1	SHIPPED	150094066	Symbion	INV 150094066
<div><div></div></div>	WEB-0009285	Symbion	17/02/2023 14:41		<div><div></div></div>	<div><div></div></div>		

Search Orders Background

NDSS Connect may be used to assist Access Points in matching registrant details to orders received and to review the Access Point order history at a registrant level.

Search Orders may be used to search a specific registrant transaction, product, SATS number or period. The function will provide information on each transaction processed.

If an Access Point is wanting to find out which registrant details apply to an order or stock received from their wholesaler, Search Orders is the best function to achieve this.

Procedure Detail – Search Orders

Step 1 – Click on SATS > Search Orders.

In NDSS Connect, navigate to the ‘Search Orders’ screen via SATS to search registrant orders.

Search Orders

Report Filter Options:

☐ Last 7 days

☐ Last Month

☐ Last 3 Months

☐ Last 6 Months

☐ Last 12 months

☐ Custom

From Document Date:

dd/mm/yyyy

To Document Date:

dd/mm/yyyy

Product Number:

Registrant Number:

SATS Number:

Reset

Search

Step 2 - Select what time period of information you would like to search for.

This may be for;

- pre-defined periods selected via the radio buttons for last 7 days, last month, last 3 months, last 6 months or last 12 months; or
- a custom time period, if selecting a custom period, you will need to enter a “From Submitted date” and “To Submitted Date.”

Report Filter Options:

☐ Last 7 days

☐ Last Month

☐ Last 3 Months

☐ Last 6 Months

☐ Last 12 months

☐ Custom

From Document Date:

dd/mm/yyyy

To Document Date:

dd/mm/yyyy

Step 3 (Optional):

You can enter a particular product number, registrant number or SATS number (WebOrder number) you would like to search to further filter the list if required.

Product Number:

Registrant Number:

SATS Number:

If you do not want to search a particular product, registrant or weborder then leave blank.

Step 4 - Click 'Search'

The results of your search criteria will be shown. This includes registrant number, registrant name, product, description, quantity, unit price, date, SATS number and access point number.

Show entries

Search:

Registrant No	Registrant Name	Product	Description	Quantity	Unit Price	Date	SATS No	Access Point No
------------------	--------------------	---------	-------------	----------	---------------	------	---------	--------------------

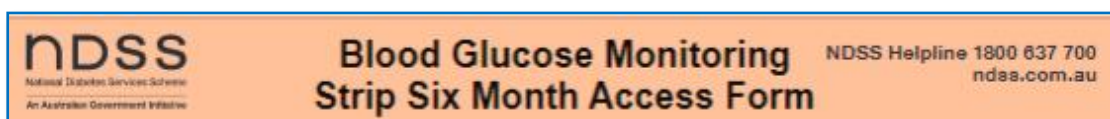
Section 9 – Blood Glucose Monitoring – Six Month Access Form (Currently not required due to COVID-19 Pandemic)

Background

From 1 July 2016, type 2 registrants who are not using insulin are unable to access subsidised blood glucose monitoring strips (BGTS) under the NDSS without providing a completed Blood Glucose Monitoring Strip Six Month Access Form signed by their authorised health professional every 6 months.

How are BGTS extensions obtained?

- Registrants may seek a 6-month extension to BGTS access from their authorised health professional while there is a continuing clinical need.
- The Blood Glucose Monitoring Strip Six Month Access Form* allows an additional six (6) months' access to BGTS for NDSS Registrants with type 2 diabetes who are not using insulin.



This form will need to be completed by an authorised health professional and submitted by the Registrant to an Access Point every six months for continued access.

* Forms available from NDSS Connect under 'Forms' or www.ndss.com.au/forms

Entering details from a 'Blood Glucose Monitoring Strip Six Month Access Form when provided by the Registrant.

When reviewing the Registrant Details or processing an order, NDSS Connect will display the BGTS product access icon with a yellow warning when a Registrant's BGTS six (6) months access period is nearing expiry as follows:

ALAN SCHAEFER

Registrant Alerts

Current Concession applied is DVAPEN expiry on/as Not Applicable.

Please advise the Registrant that their access to NDSS-subsidised BGTS will expire in less than 2 months time without a signed extension from an authorised Health Professional.

BGTS 24/02/2023	CGM 23/05/2023	SHARPS	IPC
--------------------	-------------------	--------	-----

If the Registrant does not provide a Blood Glucose Monitoring Strip Six Month Access Form that has been signed by an authorised health professional before the six-month period expires, this message will appear.

A SU BI

Registrant Alerts

The registrant cannot be supplied additional NDSS-subsidised BGTS without a signed extension from an authorised Health Professional. If the registrant has an Authorisation, please create a new Extension on the Registrant Details before continuing.

There is no valid Concession on file for the Registrant, however no co-payment is required for CGM products. Please update concession details, or an increase to non-CGM product pricing will occur.

BGTS 18/02/2023	CGM 01/09/2023	SHARPS	IPC
--------------------	-------------------	--------	-----

If a Registrant has a new BGTS Extension, you will need to navigate to the Registrant Details page by clicking on the Edit registrant details button.

1. Scroll down to the bottom of the page.
If a new BGTS Extension is required, the **Create BGTS** button displays next to the **Save and Next** button.

Declaration

☒ Details are correct

Details Last Verified
21/02/23

Back **Save and Next** **Create BGTS**

- Click the **Create BGTS** button.
The Create BGTS page displays.

Create BGTS

Certifier Type *

Medicare provider, CDE or AHPRA No. *

Reason for Extension *

Certified Date
22/02/23

Save

Certifier
This section can only be completed by an authorised health professional with a current Medicare provider number or a credentialed diabetes educator (CDE) with a current Australian Diabetes Educators Association (ADEA) CDE number or a practice nurse with a current Australian Health Practitioner Regulation Agency (AHPRA) registration number.

20 Which of these are you?

☐ CDE ☐ GP
☐ Diabetologist ☐ Nurse practitioner
☐ Endocrinologist ☐ Practice nurse
☐ Other registered medical practitioner who specialises in diabetes (please specify below)

21 Main reason for extension (Choose one only):

☐ Inter-current illness (INT)
☐ Clinical need for self-monitoring (CON)
☐ Diabetes management not stable (MAN)
☐ Medication affecting blood glucose (MED)
☐ Diabetes management change (MON)

22 Certifier details

Your full name

Medicare provider, CDE or AHPRA number

Email

Clinic/Hospital

Address line 1

Address line 2

Suburb State Postcode

Phone number

23 By signing here, you are certifying that:

- you have assessed the person named in Q1 and Q2; and
- they have a clinical need to additional access to blood glucose test strips for the reason given in Q21.

Signature Day / Month / Year

- Click the **Certifier Type** field and select the relevant option.
- Enter the Certifier number in the **Medicare provider, CDE or AHPRA No.** field.
- Click the **Reason for Extension** field and select the relevant option.
- Click the **Submit** button.

If there are any errors, these will display at the top of the Create BGTS page.

If there are no errors, the new BGTS Extension details will be saved and the Create page will close, returning you to the Registrant Details page.

Click save and next to return to the registrant ordering page.

Retain the Blood Glucose Monitoring Six Month Access form.

Once the Blood Glucose Monitoring Strip Six Month Access Form details have been entered into NDSS Connect, place a tick mark anywhere on the form to indicate that the details have been entered.

Completed BGTS forms should be stored by the Access Point in a similar manner to which prescription paperwork is archived and securely stored.

What do I do if the internet connection is down, and I cannot access NDSS Connect?

Keep the Blood Glucose Monitoring Strip Six Month Access Form, process the order using a manual form and then enter the BGTS and order form details when NDSS Connect is available again. See Section 10 – Resolving Issues with NDSS product orders.

Section 10 – Resolving issues with NDSS product orders.

1.I have not received my product order.

First, check the order visibility screen to see if the item is on backorder **See section 8 – Order Visibility** for additional details on how to review this screen.

Secondly, for questions regarding shipment of your order, please contact your preferred pharmacy wholesaler in the first instance.

- **API** – Including;
My API, Soul Pattinson Chemist and Pharmacist Advice: 1300 363 303.
Priceline and Priceline Pharmacy: 1300 88 44 11.
- **Sigma** - csadmin@signet.com.au 03 9215 9215
- **Symbion** -1300 772 000
- **NPD** - npd@npdistribution.com.au, 1300 659 998
- **CH2** – 1300 720 274

If your preferred pharmacy wholesaler advises that it has not received your NDSS order after successfully submitting a SATS order, it may have been delayed for some reason in the NDSS system. If this occurs, please call the NDSS Helpline on 1300 136 588 or send a helpdesk query via NDSS connect>Helpdesk.

2. What if an NDSS Product is not available?

If you receive advice from your preferred pharmacy wholesaler that an NDSS product ordered is not available, please take the following steps to support the Registrant:

1. Contact the wholesaler or check your supplier portal to find out when the product will be available.

2. Advise the Registrant that the product they ordered is not currently available and when you expect to receive the product.
3. Ask the customer if they have enough product remaining to last until the order is expected to be received.
4. If the Registrant does not have enough product to last until their order arrives:
 - Refer them to their diabetes care team for advice on how to manage their diabetes until the product arrives.
 - Encourage them to order their products at regular intervals to ensure they always have a safe buffer in their supply.

3. I want to change my preferred pharmacy wholesaler.

Follow these steps to change your Access Point's preferred NDSS pharmacy wholesaler:

1. Contact your pharmacy wholesaler or pharmacy point of sale provider and notify them that you wish to change your preferred wholesaler for the NDSS.
2. Your new preferred wholesaler will advise PharmX of the change, who will then update the system that links the NDSS to your wholesaler account.
3. Contact your NDSS Agent and advise them that you have changed your wholesaler.

4. I have ordered the wrong product.

If you have ordered the wrong product, please **See section 5.3 Cancelling or Returning an item after SATS have been submitted** for details on how to cancel or return the incorrect item to your wholesaler.

5. I have shipped the wrong product.

If the order you submitted was correct, but you have been shipped the wrong product, contact your preferred pharmacy wholesaler to arrange for the correct product to be supplied and return of the incorrect shipment. If the supplier provides a return authority and advises to order

the correct item again, please ensure the credit adjustment note is forwarded to info@ndss.com.au so we can correct the registrant records and direct debits from the access point.

6.Credits (Return of product to wholesaler)

See section 5.3 Cancelling or Returning an item after SATS have been submitted for details on how to cancel or return an item to your wholesaler.

Section 11 – NDSS Funds & Invoices

1. Why do I have to provide my bank account details?

All Access Points are required to provide Diabetes Australia a nominated bank account for the collection of Registrant Contributions. All NDSS transactions need to occur through EFT.

2. What do I need to provide?

Access Points are requested to provide a completed “Direct Debit Request” form to Diabetes Australia. The form is to be completed by the nominated account holder. These details may be updated at any time.

The form may be downloaded from NDSS Connect under the ‘**Forms**’ menu, or the NDSS website: www.ndss.com.au

Completed forms may be submitted by:

- Email: apndss@diabetesaustralia.com.au or
- Fax: 1300 536 953

3. When do debits from my account occur?

Diabetes Australia will deduct collected Registrant Contributions from your nominated account at the close of business each Wednesday for all completed SATS submitted in the week prior. It is your responsibility to ensure there are enough funds available in the nominated account to process payment.

4. Do I receive payment from the NDSS?

All community pharmacy Access Points are provided a handling fee of \$1.10 (including GST) for each NDSS Product sold. This payment is made by Diabetes Australia, 1 month in arrears, on behalf of the Australian Government.

Diabetes Australia will provide Access Points an invoice detailing the funds provided by email each month or the invoices can be downloaded through NDSS connect Reports>RCTI &Credit screen.

5. How do I reconcile these transactions?

On completion of the Direct Debit, Diabetes Australia will provide Access Points a statement on Wednesday evening by email detailing the funds collected. Access Point handling fee payment recipient created tax invoices are issued by email monthly.

Additionally, all NDSS related invoices can be accessed from the 'Reports' tab in NDSS Connect, using the steps below:

Accessing NDSS Invoices on NDSS Connect

In addition to receiving NDSS invoices to your nominated email address, Access Points are now able to access copies of NDSS invoices relating to weekly registrant contribution direct debits, and monthly Access Point handling fee payments (RCTI).

Viewing NDSS Invoices

Step 1 - Click on the 'Reports' tab in NDSS Connect

NDSS National Diabetes Services Scheme An Australian Government Initiative

Connect Portal Home SATS - Reports - Forms Helpdesk Caroline_Test -

NDSS Helpline 1800 637 700

The NDSS is administered by Diabetes Australia diabetes australia

SATS Invoice
Handling Fee Payment (RCTI)
Direct Debit Summary Invoice
Sales Summary

Report Filter Options:

☐ Last 7 days ☐ Last Month ☐ Last 3 Months ☐ Last 6 Months ☐ Last 12 months ☐ Custom

From Document Date: dd/mm/yyyy To Document Date: dd/mm/yyyy

Reset Search

Step 2 - Select which type of report (SATS, RCTI & Credits or Weekly Direct Debit Summary) from the menu you wish to view.

Step 3 - Select 'Custom' and enter the date range you wish to see, or alternatively, click on a pre-set date range (Last 7 Days, Last Month, Last 3 Months, Last 6 Months, Last 12 Months)

SATS Invoices

Report Filter Options:

☐ Last 7 days ☒ Last Month ☐ Last 3 Months ☐ Last 6 Months ☐ Last 12 months ☐ Custom

From Document Date: dd/mm/yyyy To Document Date: dd/mm/yyyy

Reset Search

Document Type	Document No.	Document Date	Amount	
Invoice	SINV100000015	21/02/2023	\$0.00	Get Document
Invoice	SINV100000010	21/02/2023	\$15.00	Get Document
Invoice	SINV100000013	21/02/2023	\$15.00	Get Document

NDSS Connect will generate a list of relevant documents for your entered search parameters. **Step 4 - Click on Download/Open to view the selected invoice in PDF format.**

Appendices

Appendix A - Countries with Reciprocal Health Care Agreements (RHCA) with Australia

Australia currently has RHCA's with Belgium, Finland, Italy, Malta, Netherlands, New Zealand, Norway, Ireland, Slovenia, Sweden, and the United Kingdom.

These agreements cover medically necessary care for illnesses or injuries that cannot wait until you return to your home country that Medicare would cover for Australian citizens.

There are agreement conditions that must be met in order to be covered by a RHCA. For any queries or assistance in determining eligibility, please contact the NDSS Helpdesk on 1800 637 700.