PAC+LINK

🔗 paclink.com.au

PAC+LINK is a purchasing portal for the emergency services network made by Pac Fire Australia.

PACFIRE

📞 1300 731 800
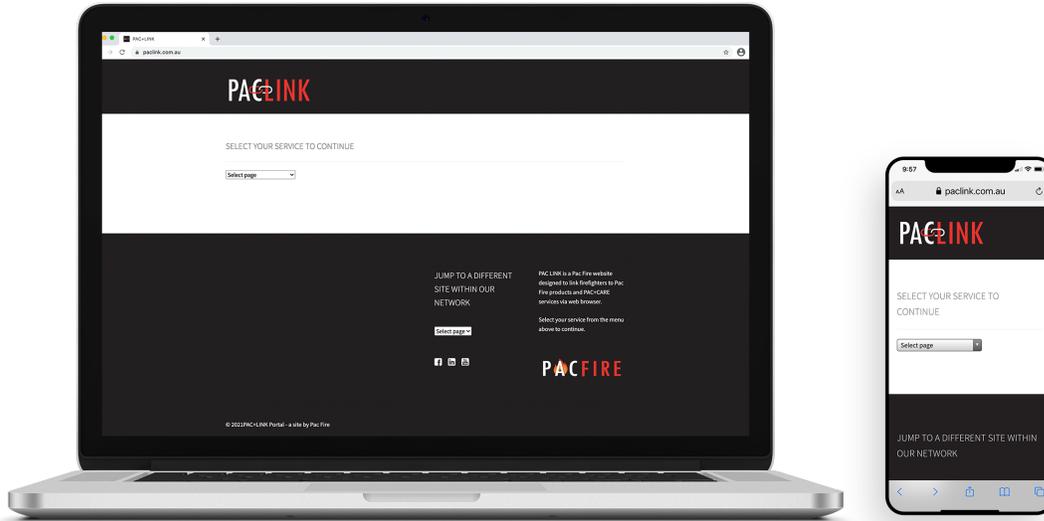✉️ sales@pacfire.com.au

USER MANUAL

TABLE OF CONTENTS

The current version of this manual is available for download from: https://asa.paclink.com.au/faq

WELCOME TO PAC+LINK

PAC+LINK is a custom purchasing portal designed specifically Pac Fire Australia customers. It is accessed via an internet browser on both desktop computers and portable devices like smart phones.

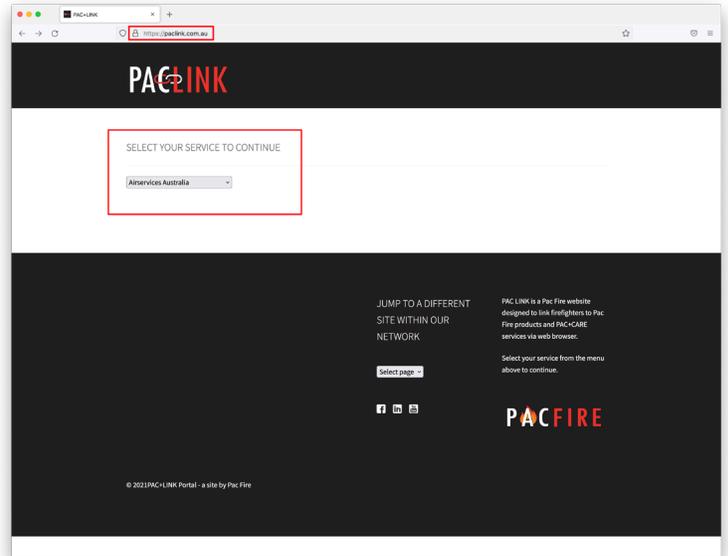Reach PAC+LINK by typing the address directly into your browser.

Alternatively go to the Pac Fire website, scroll to the bottom of the page and look for the PAC+LINK logo.
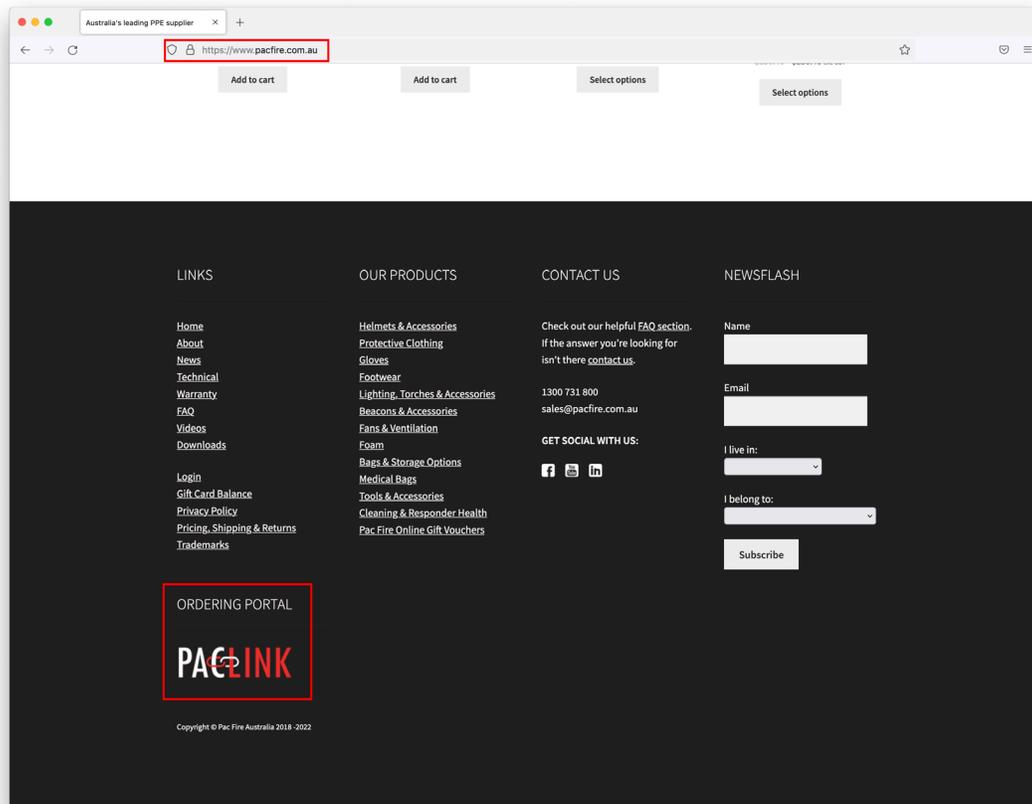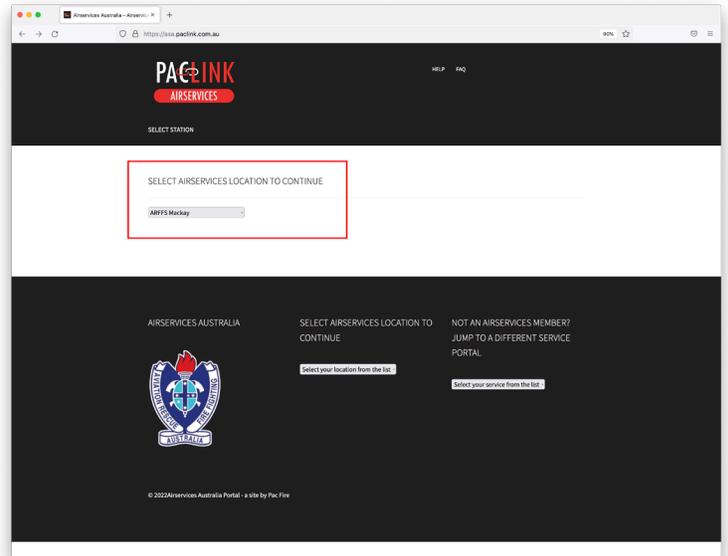
LOGGING INTO PAC+LINK

Select your service from the dropdown on the landing page - in this case Airservices Australia.


From the referring page - select your station name from the dropdown list. We're going to be using the Mackay station for the purposes of this manual.

Your login page will be personalised with your station name in the header. If you have selected the wrong station name from the dropdown head to the 'STATION SELECTOR' in the footer start over by typing paclink.com.au.

Having difficulty logging in? Trouble shooting relating to logging in will appear under the login dialogue.
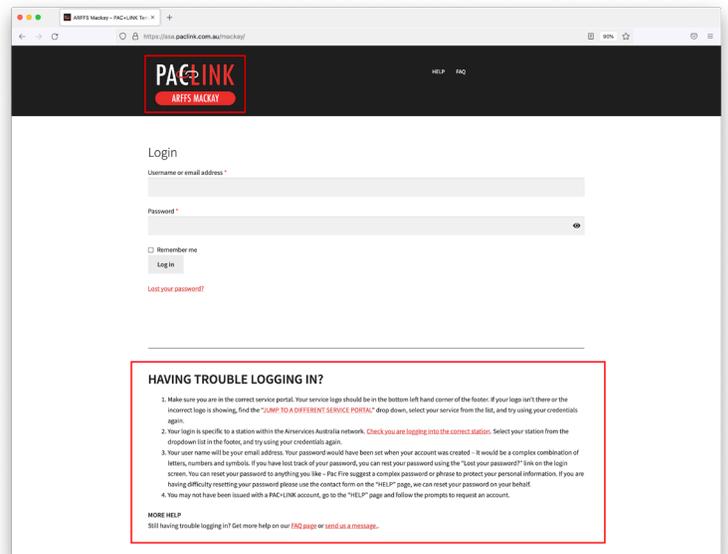
PAC+LINK TIP

Save your stations direct PAC+LINK address for faster access.

In this example, the direct address is:
https://asa.paclink.com.au/mackay

RESETTING OR CHANGING YOUR PASSWORD

A Pac Fire team member will issue you with a password when your PAC+LINK login is created. This will be a complex password to help keep your data secure. You can change this password in two ways.

a. GENERATE LOST PASSWORD LINK
Navigate to your location by using the dropdown on the main part of the page, or the dropdown in the footer.

From there you will reach a 'LOGIN' page. If you can't remember your password, or you would like to change your password, click the 'LOST YOUR PASSWORD' (1) link. Enter your email address on the referring page (2). This will generate a password reset link to your email address. Please be aware that this may go into your spam or junk folder - please check this area of your email before you contact Pac Fire for a password reset.

Follow the prompts from the email to reset your password.

b. UPDATE YOUR PASSWORD IN THE 'MY ACCOUNT' SECTION.
If you know your password but want to change it so something you will remember, you can change it in your Account Overview.

Login to your station as normal, then select the 'ACCOUNT DETAILS' (3) link from the side menu. Here you can update your personal details and password. You need to know your current password to be able to change it in this section (4). Finish by saving changes.
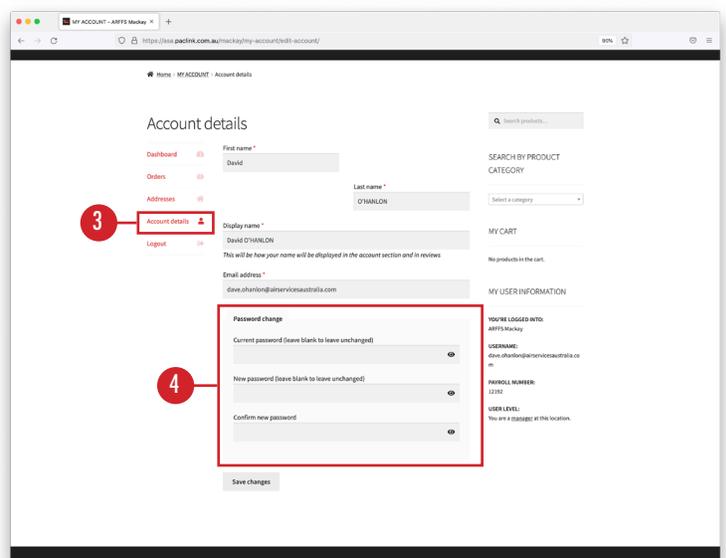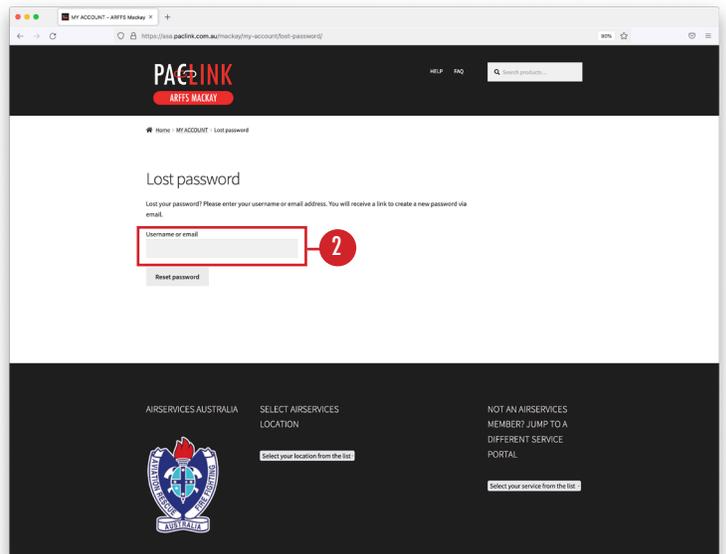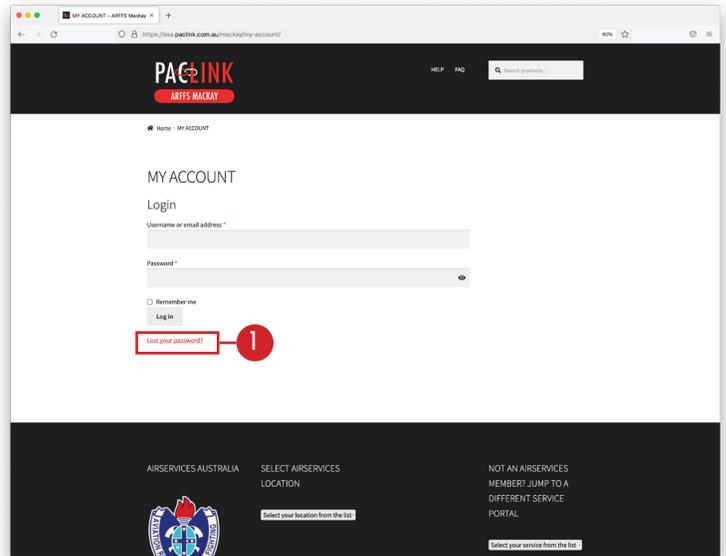
PAC+LINK TIP

Your password can be anything you like, however we suggest a complex combination of letters, numbers and symbols or a phrase to give your personal data the highest protection and the lowest chance of hacking or phishing.

NAVIGATING YOUR PAC+LINK ACCOUNT
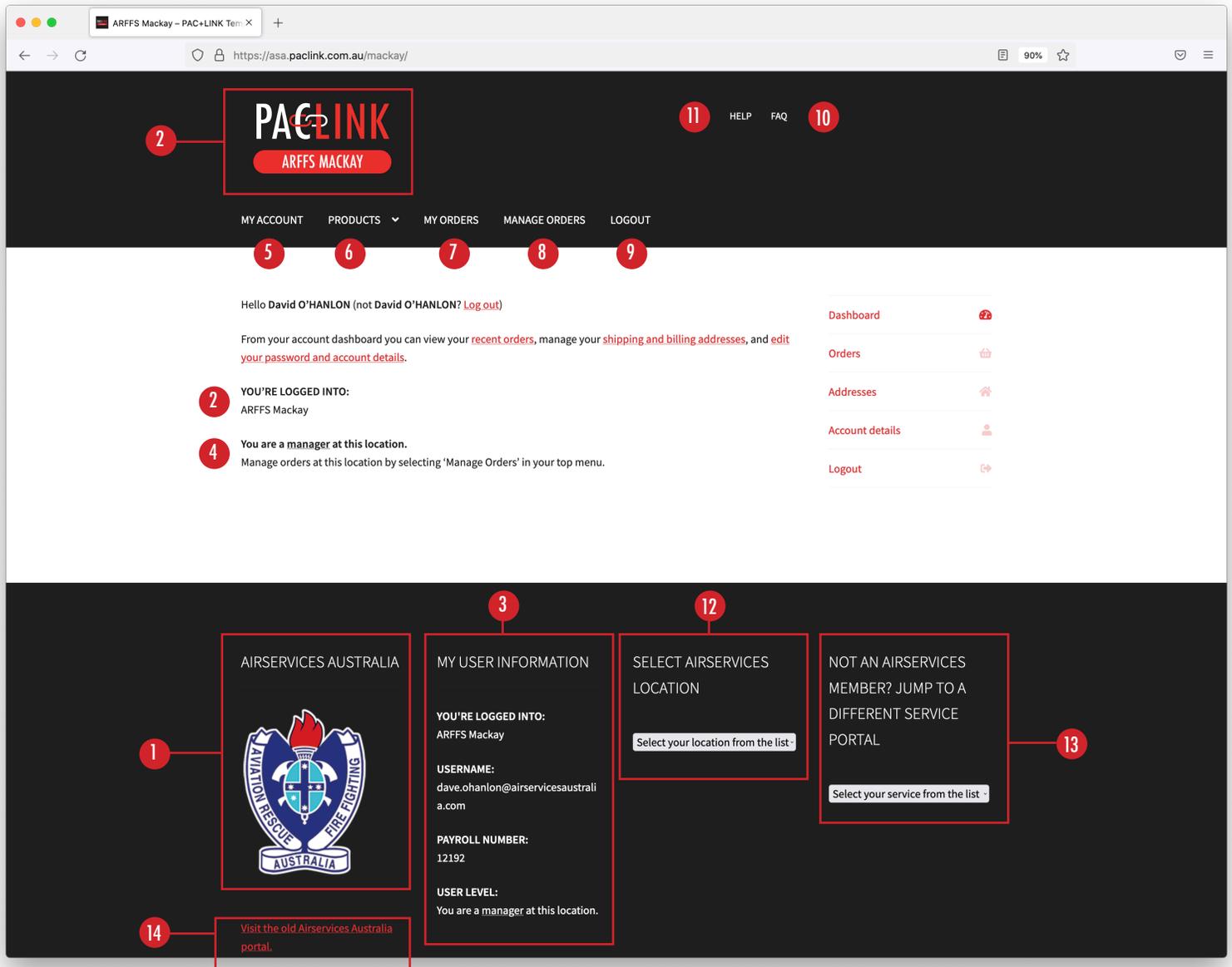
a. INFORMATION ABOUT YOUR LOGIN
1. Service you are currently logged into.
2. Station you are currently logged into.
3. Your User Information - including your user level.
4. Basic information about your user level.

b. LOGIN ACTIONS
5. Your Account Overview (pictured).
6. Airservices Australia product range.
7. Orders placed under your user login.
8. All PAC+LINK orders for this station. **STATION MANAGERS ONLY**
9. Logout of your account.
10. Frequently Asked Questions and service downloads (including this manual).
11. Get help with your PAC+LINK account.

c. OTHER LINKS
12. Select a different Airservices Australia location from the 'STATION SELECTOR'.
13. Select a different service portal from the dropdown list.
14. Access the old Airservices Australia portal.
AVAILABLE TILL JUN 30, 2022 You will require your old credentials to access the old portal.

PLACING AN ORDER WITH PAC+LINK
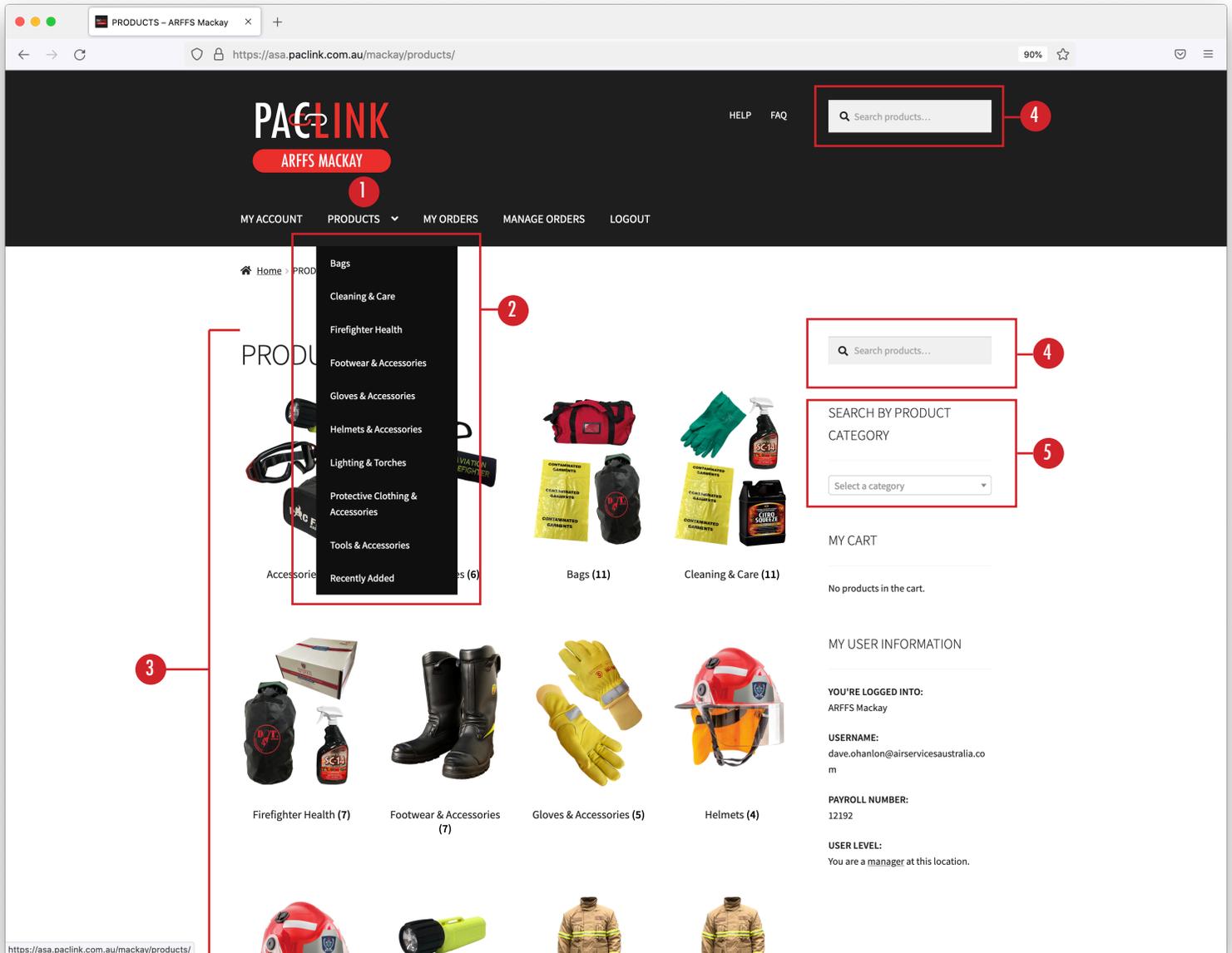
To place an order using PAC+LINK, select 'PRODUCTS' from your top menu (1) a list of product categories will drop down from the 'PRODUCTS' option (2). Click directly on 'PRODUCTS' for the full collection of Airservices Australia products to be displayed sorted by product category (3).

You can also use the search bars to search via product code (4) if you know it, or the right sidebar to search through categories (5).

Select products you wish to add to your cart, you may need to give us more details about the product on the product options page, like size, colour or custom text (6). After selecting options, enter a quantity (7) and hit 'ADD TO CART' (8).
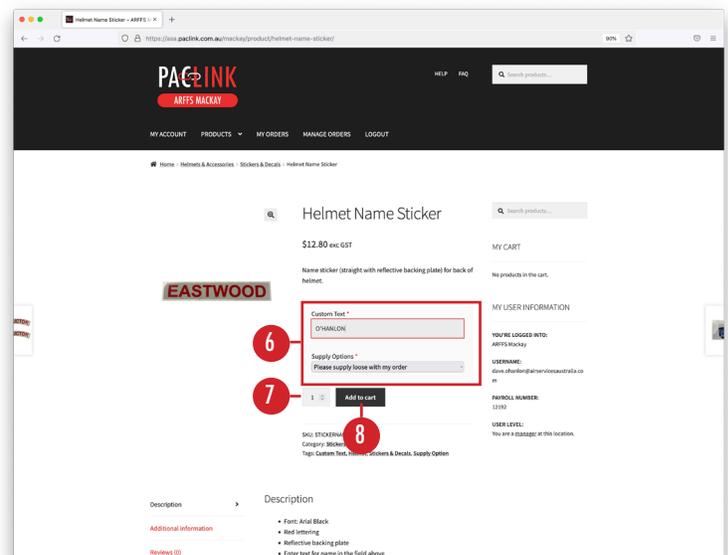
Your 'CART' follows you as you add products to your order (9). Find it in the right column with a detailed list of products you've already added.

After filling your cart, you can 'VIEW CART' or proceed straight to 'CHECKOUT' (10).
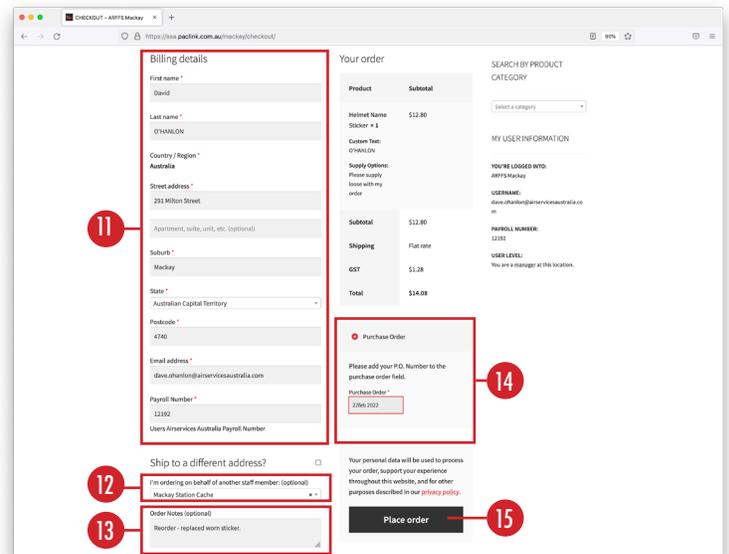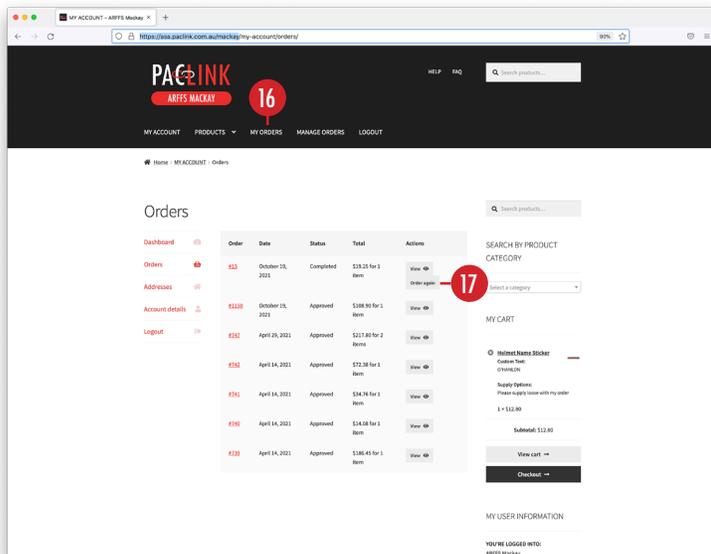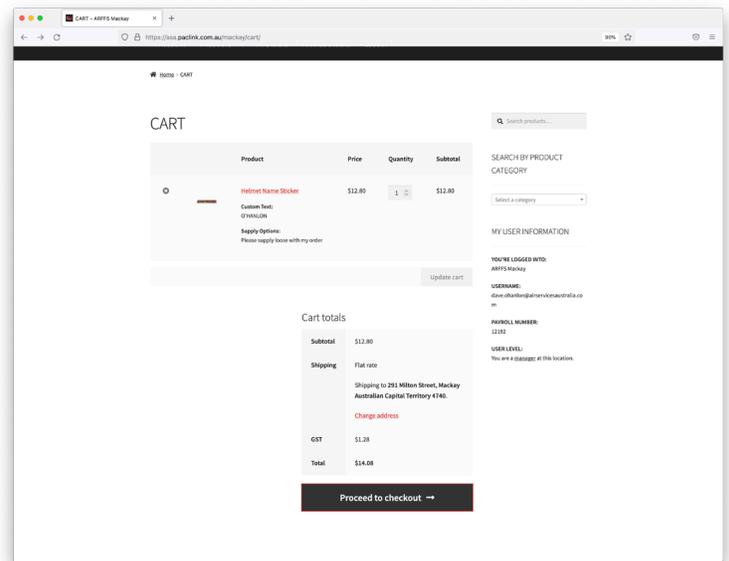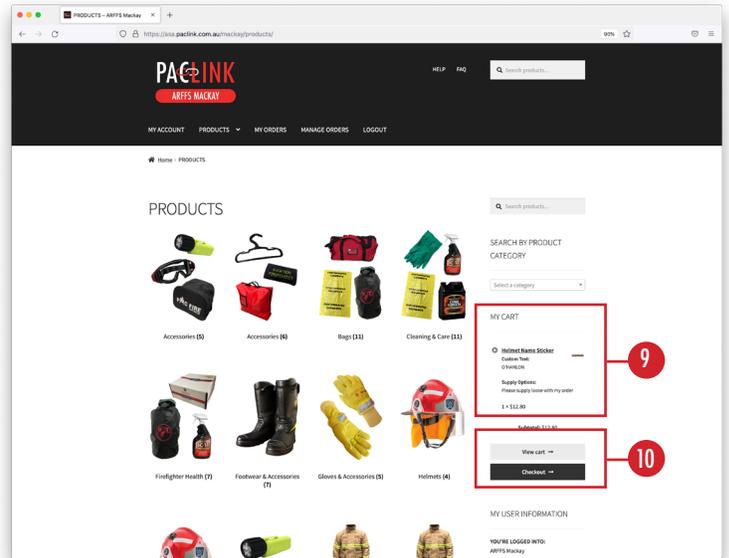
At the 'CHECKOUT' stage, all of your billing and shipping details will be pre-loaded, review to ensure these details do not need to be updated (11).

At the bottom of the checkout page, on the left hand side, you can choose to allocate the order to a staff member (which goes on the official paperwork), or to station cache (12). If your staff list isn't up to date, contact us by using the form in the 'HELP' section. There is also a section for optional notes which will travel will this order (13) - for example you can use this area as a reason for order / reorder.

You will need to enter a purchase order number to progress through the payment gateway (14). If you do not have an official purchase order number - that's fine, please enter something that will help you (and us) track the order later if you need to lodge an enquiry.

Hit the 'PLACE ORDER' button (15). This will take you to a summary of the order you have just placed.

If you would like to reorder a past order, you can do that in just three clicks using the order summary page (16). Any orders with a status of 'COMPLETE' can be reordered in full by using the 'ORDER AGAIN' option (17). A note will be added to the order to detailing which order it originated from. After selecting 'ORDER AGAIN' follow the checkout process as normal.

CHECKING ON THE PROGRESS OF AN ORDER WITH PAC+LINK

You can get an update from the order status attributed to each order under the 'MY ORDERS' **(7)**, or if you have access, the 'MANAGE ORDERS' **(8)** menu option.

Here's an basic overview of what the different PAC+LINK statuses mean:
1. WAITING FOR APPROVAL: A Supervisor user type has placed an order which is currently waiting for location manager approval.
2. APPROVED: Your order has been approved by your location manager and sent to a Pac Fire team member for processing.
3. REJECTED: Your order has been rejected by your location manager - you may need to contact them to find out why and determine the next steps.
4. PROCESSING: Your order has been successfully received by a Pac Fire team member and is being processed for fulfillment.
5. COMPLETED: Your order has been shipped – find the shipping remarks in the notes of your order.
6. UNDER INVESTIGATION: An issue has been raised about this order and it's currently under investigation. Find more details in the notes of the order.

Not enough detail? Click on 'VIEW' **(9)** to bring up more notes about it - including the carrier and tracking number if the order status reads 'COMPLETED'.

MANAGING YOUR STATIONS ORDERS WITH PAC+LINK

The Manager user type has access to all orders placed under a particular location. The Manager can review, then accept or reject a Supervisors order.

a. APPROVE OR REJECT BY CLICKING THE EMAIL LINK

Manager user types will receive an email notification of a new order placed by a Supervisor user type. The order can be approved from this screen by hitting the 'APPROVE ORDER' link (1), then entering your credentials on the referring screen.

b. APPROVE OR REJECT VIA 'MANAGE ORDERS'

Reach 'MANAGE ORDERS' via the link in the main menu (2) - this is only visible to manager users types. If you can't see 'MANAGE ORDERS' but think you should be able to - contact us via one of the methods outlined on the help page.

New mangers will inherit the stations total order history on this page.

From here you can:

3. Search station orders by user name or email address.
4. Filter orders by their current status.
5. Approve, or reject an order.
6. Get an quick update on the order via the order status.
7. View the order details by clicking on the highlighted user name.

Supervisors /order owners will receive email updates from PAC+LINK when the order ships or if there is an issue with the order.

Your orders can be filtered by clicking on the "MY ORDERS" link in the top menu (8).
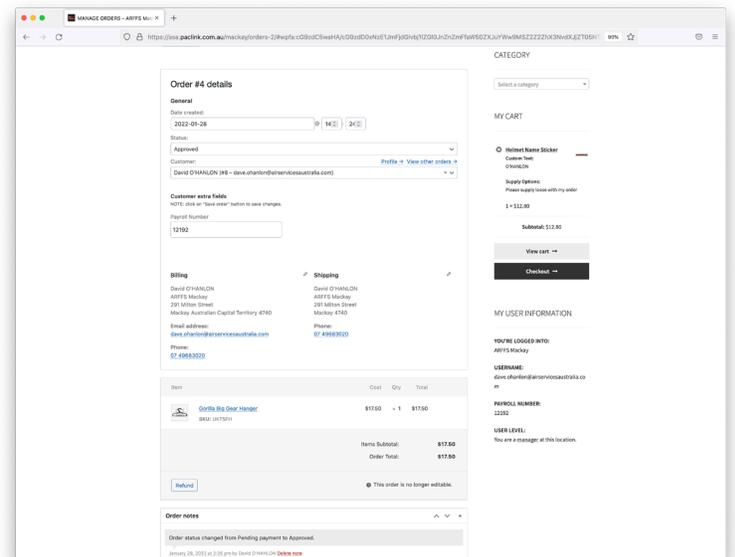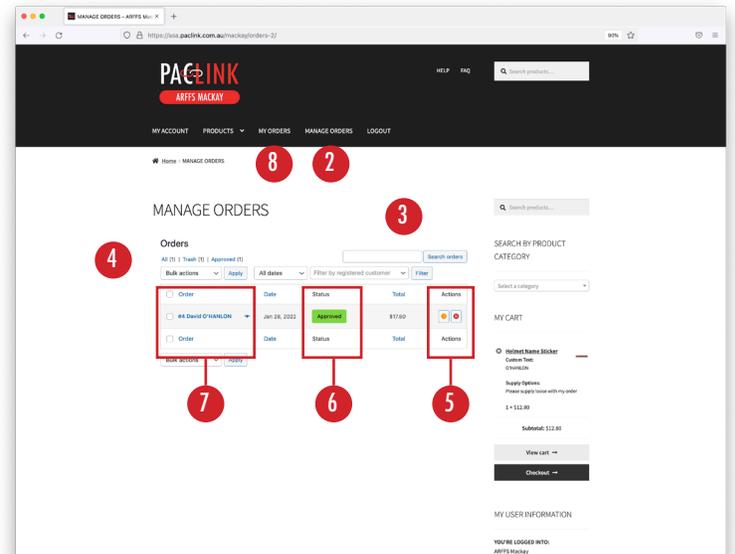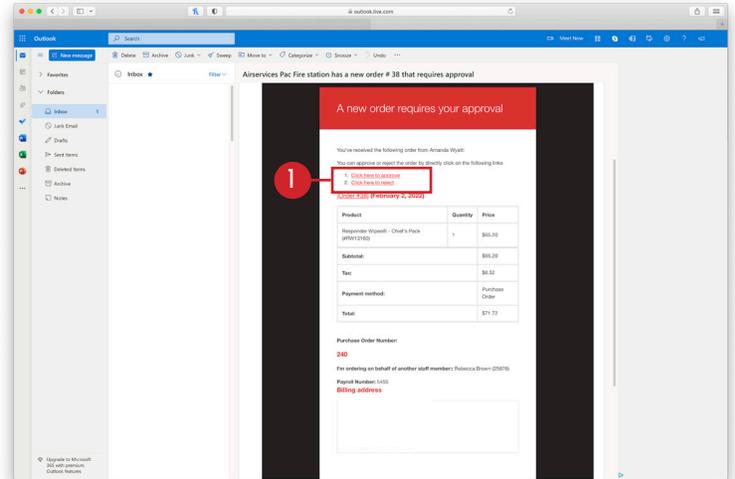
PAC+LINK NOTE

If an order is rejected by station manager after initially being approved - it may have been processed and shipped by Pac Fire. If this is the case, return can be arranged at the expense of the purchaser if the goods are in new condition. A credit for the value of the goods will be applied to the purchases account when the goods are checked back into stock.

LOGGING OUT OF PAC+LINK

We always recommend logging out of your PAC+LINK account when you are finished using the system - particularly if you are using a public computer.

A 'LOGOUT' link follows you the entire time you are logged in, in the main menu (1).

There is another 'LOGOUT' link available on the 'MY ACCOUNT' dashboard (2).

Click on either link to logout, this will bring up a dialogue box confirming logout (3).

Upon successful logout, you will be redirected back to the login screen you landed on (4).
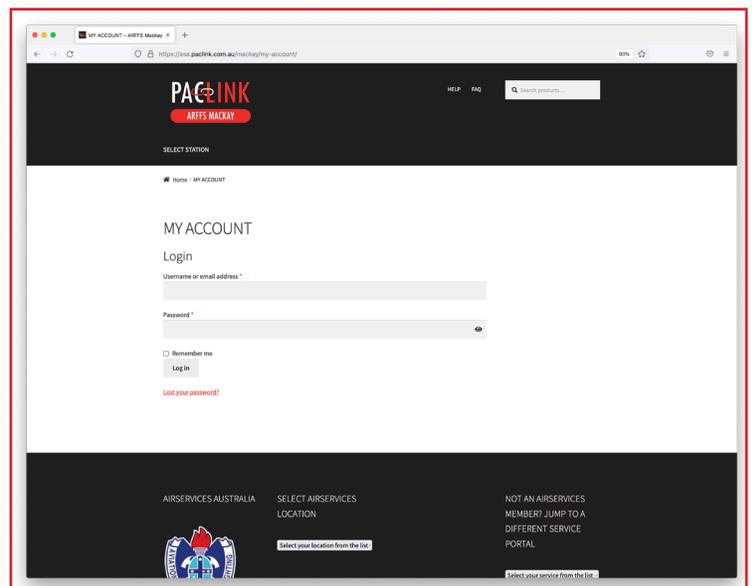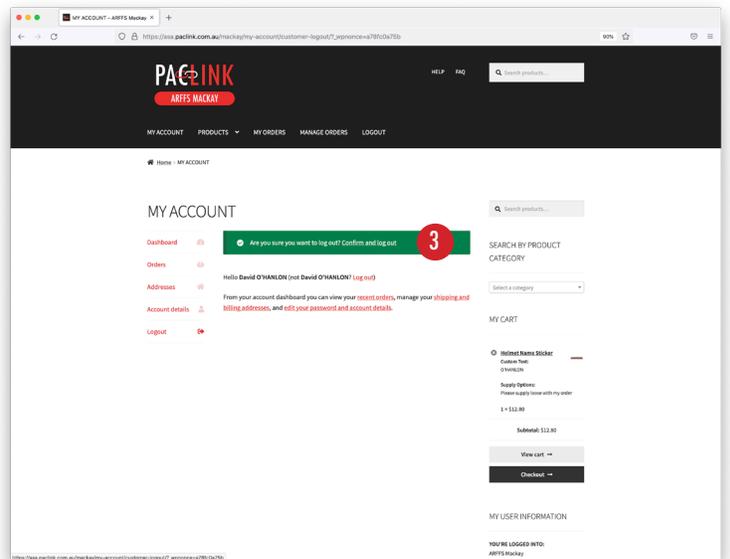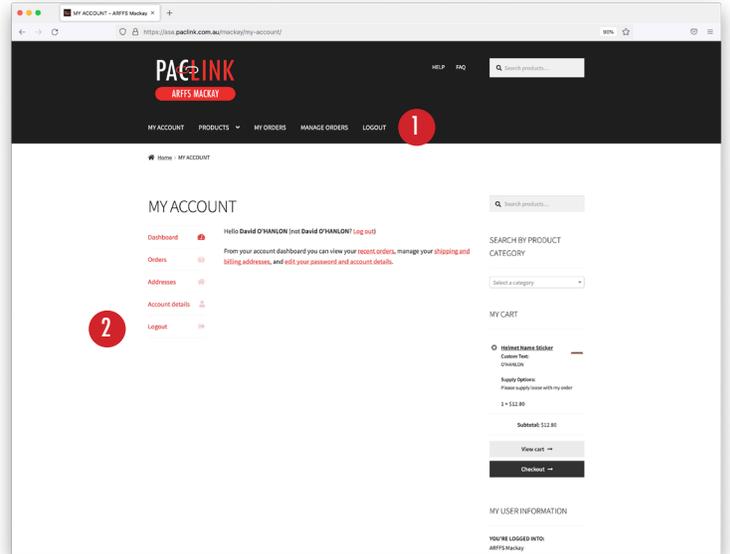
TROUBLE SHOOTING

Below we've listed some common problems as well as some troubleshooting solutions that you can try before you contact us. If problems persist please take a screenshot if the issue you are experiencing then follow the prompts in the 'HELP' section to contact us for assistance.

I CAN'T LOGIN, WHAT DO I DO?

1. Make sure you are in the correct service portal. Your service logo should be in the bottom left hand corner of the footer. If your logo isn't there or the incorrect logo is showing, find the 'JUMP TO A DIFFERENT SERVICE PORTAL' dropdown, select your service from the list, and try using your credentials again.
2. Your login is specific to a location within the Airservices Australia network. Check you are logging into the correct location. Select your location from the dropdown list in the footer, and try using your credentials again.
3. Your user name will be your email address. Your password would have been set when your account was created – it would be a complex combination of letters, numbers and symbols. If you have lost track of your password, you can rest your password using the 'LOST YOUR PASSWORD?' link on the login screen. You can reset your password to anything you like – Pac Fire suggests a complex password or phrase to protect your personal information.
If you are having difficulty resetting your password please use the contact form on the 'HELP' page, we can reset your password on your behalf.
4. You may not have been issued with a PAC+LINK account, go to the 'HELP' page and follow the prompts to request an account.
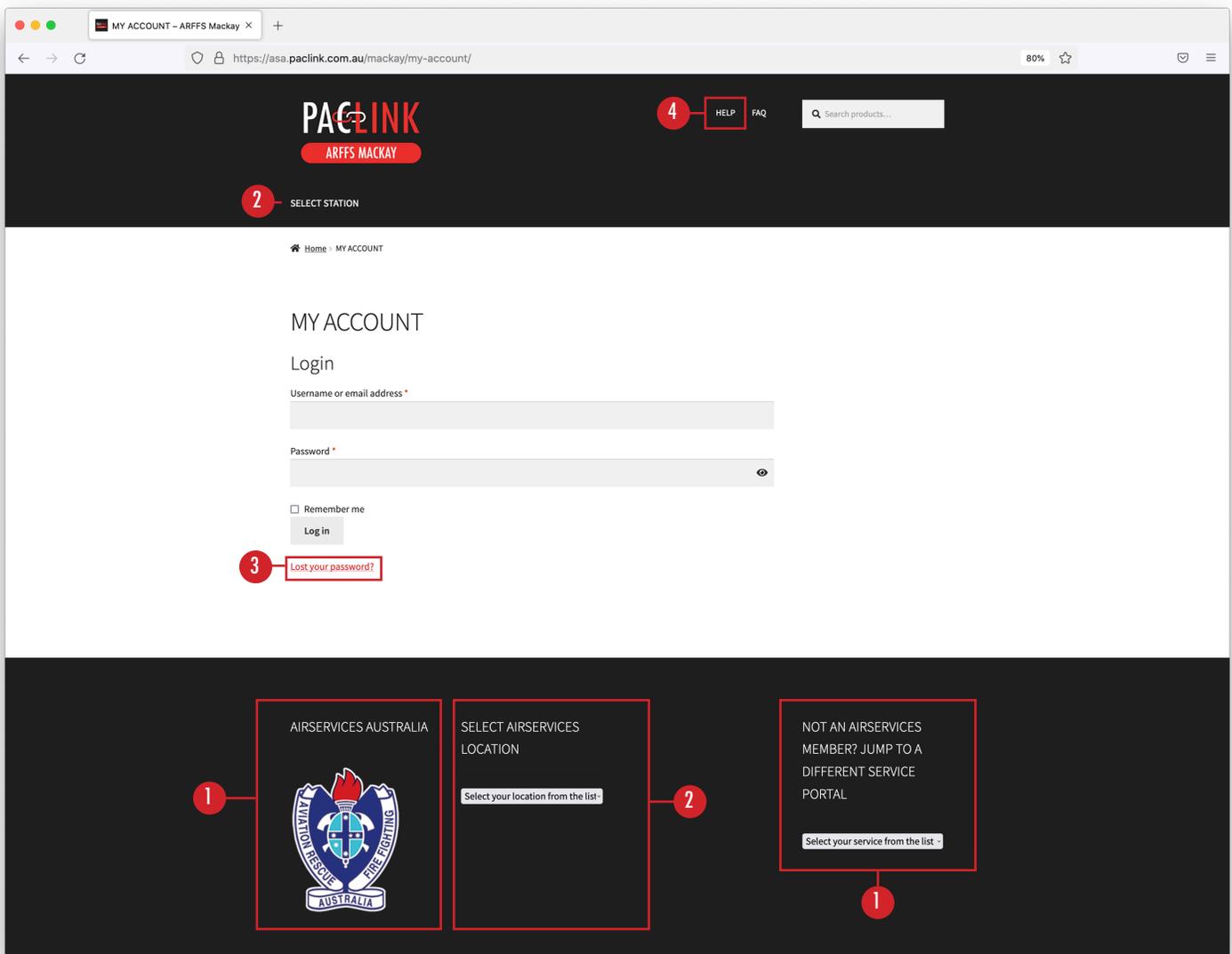
I'VE SUCCESSFULLY LOGGED IN, BUT I CAN'T SEE WHAT I SHOULD BE ABLE TO SEE. WHAT'S WRONG?

Your login is specific to a location within the Airservices Australia network however occasionally you will be able to login to another station where you do not have privileges. If this happens, you will not be able to see any menu options with the exception of a 'LOGOUT' option (1), and your user information will indicate that you do not the privileges to edit this location (2).

If you have successfully logged in and can see the menu, but cannot see the 'MANAGE ORDERS' menu options (3), that means you are currently a Supervisor user type at this location (4) which means you can place orders but they need to be approved by the stations current manager.

If you require a permissions promotion or need your user account extended to a new location please contact us by using the 'HELP' section in PAC+LINK (5).
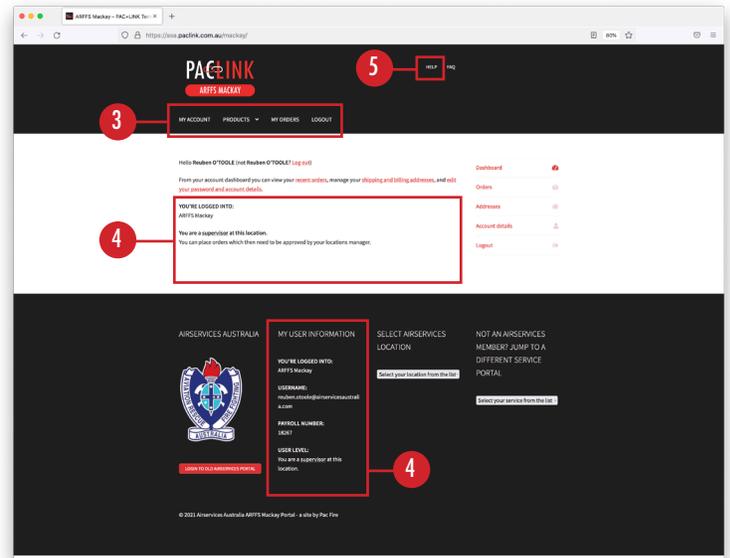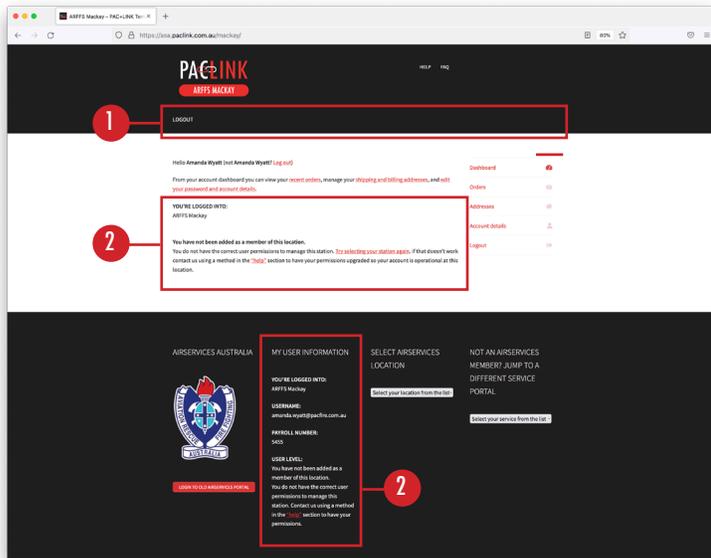
SOMETHING WENT WRONG WHEN PLACING MY ORDER, WHAT DO I DO?

If you are a Supervisor user type and your order has gone to your location manger for approval you can simply get the manager to reject the order and place it again.

If your order has already gone through to the 'APPROVED' stage (which will show in the order status column), you will need to contact the team at Pac Fire using one of the methods outlined on the 'HELP' page.

We can (a) edit your order on your behalf or (b) reject your order and you can place a fresh order.

I'M NOT RECEIVING ANY EMAILS FROM YOU OR FROM PAC+LINK, IS THERE SOMETHING WRONG?

If you're not receiving email notifications from our website (including: order updates, password reset notifications), they might be going into your mail clients spam/junk folder.

Emails not in your spam / junk folder? Please use one of the contact methods outlined on the 'HELP' page.

CAN I GET AN UPDATE ON MY ORDER?

You can get an update via the order status under the 'MY ORDERS' (1) menu option, or if you have access, each order in the the 'MANAGE ORDERS' (2) tab will also show order status.

Here's an basic overview of what the different PAC+LINK statuses mean:
1. AWAITING APPROVAL: A Supervisor user type has placed an order which is currently waiting for location manager approval.
2. APPROVED: Your order has been approved by your location manager and sent to a Pac Fire team member for processing.
3. REJECTED: Your order has been rejected by your location manager - you may need to contact them to find out why and determine the next steps.
4. PROCESSING: Your order has been successfully received by a Pac Fire team member and is being processed for fulfillment.
5. COMPLETED: Your order has been shipped – find the shipping remarks in the notes of your order.
6. UNDER INVESTIGATION: An issue has been raised about this order and it's currently under investigation. Find more details in the notes of the order.

Not enough details? Try clicking on the order to bring up more notes about it - including the carrier and tracking number if the order status reads 'COMPLETED'.

If you need more details that what is available via PAC+LINK you can use one of the contact methods outlined on the 'HELP' page - including the contact form which has a specific section for lodging an order enquiry.

PAC+LINK IS ASKING FOR A PURCHASE ORDER NUMBER ON THE CHECKOUT PAGE, BUT I DON'T HAVE AN OFFICIAL ONE - CAN I STILL PLACE AN ORDER?

Yes!

PAC+LINK is asking for a purchase order number to go through the orders payment gateway.

If you have a purchase order number generated by your system, absolutely put it. It will make tracking the order on your end, and on ours that little bit easier.

If you don't have an official purchase order number - that's ok too. Create a reference for your order that will help identify it (1) if we need to look it up in our system (in the absence of any other details).
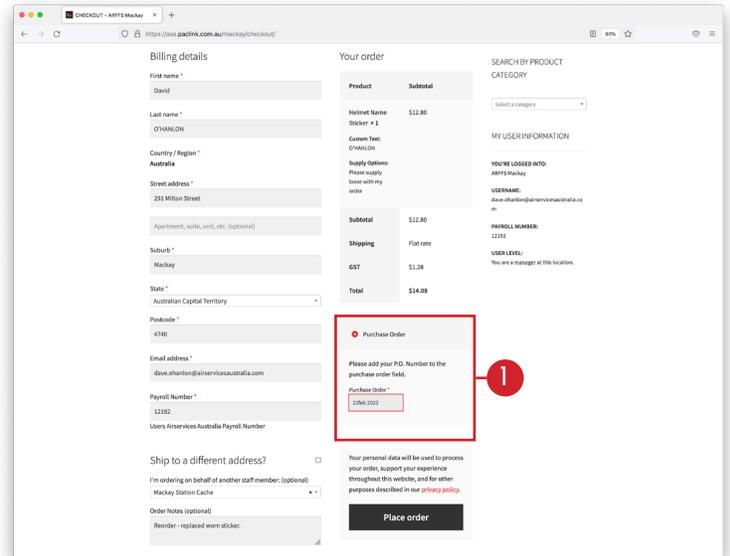
I WAS IN MANAGE ORDERS, I'VE CLICKED ON SOMETHING AND NOW I HAVE A STRANGE SPINNING ICON. WHAT'S GOING ON?

This simply means you've clicked on a link that leads to an administrative part of PAC+LINK. It's no big deal, simply click on 'MANAGE ORDERS' or another menu link to restart the process.

While you can view other users orders on PAC+LINK you can't edit stock or any other part of the site. If you try, the system will freeze while it tries to process the request.
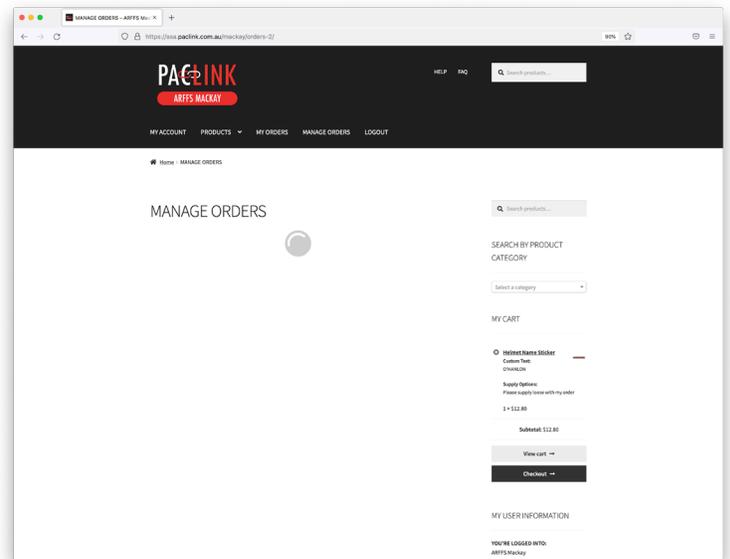
PAC+LINK ISN'T OPERATING AS EXPECTED, WHAT DO I DO?

1. Try a different browser (ie if your using Internet Explorer or Microsoft Edge try Google Chrome or Mozilla Firefox instead).
2. Clear you browsers cache. Not sure how do do that? Follow this link for directions:

https://clear-my-cache.com/en/windows.html

3. Restart your computer.
4. Report a bug by navigating to the 'HELP' page and following the prompts.

I NEED TO ACCESS THE OLD PURCHASING PORTAL - CAN I DO THAT?

The old purchasing portal will be available until 30 June 2022, you can access it using the link below:

You will also be able to find a link to the old portal under the Airservices logo in the footer (1).

Your credentials have changed! Please use your old credentials to login to the old Airservices portal.

After that time the old system will be closed off. If you need information from a past order please contact us using one of the methods outlined on our 'HELP' page.

IS MY DATA SAFE ON PAC+LINK?

PAC+LINK is protected by a COMODO SSL certificate and additional security features which include a login attempt limiter.

PAC+LINK has been purpose built as a customer portal, general commerce is not conducted on the site, meaning information such as credit card or payment gateway details are not stored. Personal details such as name, email and delivery address will be stored as part of PAC+LINK's database.

Pac Fire Australia uses every reasonable measure to protect personal data and recommends users implement a strong password which is not shared. All data collected within PAC+LINK will be treated in the strictest of confidence, will not be shared by Pac Fire Australia and will remain the property of the service or business.