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# Guide for EMS assessors

## How to submit service requests for Ministry of Health equipment:

- Band 1 only
- Accessories under \$1000
- Replacement Like for Like
- Reissue equipment

Version 003

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## Document history

**Document owner:** Service Manager, Equipment

Version	Date	Details
001	22 October 2019	Release of ENZ Equipment Service Request System to replace Enable Online RTL
002	15 November 2019	Post go-live changes and clarifications.
003	01 May 2020	COVID-19 Level 3 alert requirement. Step 10 updated after system change. Now mandatory to provide a client contact phone number when setting delivery details.  Feedback survey option removed.

### **Tip: Ensure you are working on the latest version of the system**

Each time system changes are made you will need to **log out** and log back into the system for the changes to come into effect. Or, press **CTRL F5** to refresh the system.

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## About this guide

This guide is for EMS assessors using the ENZ Equipment System to submit service requests for Ministry of Health equipment, specifically:

- Band 1 only
- Accessories under \$1000
- Replacement Like for Like
- Reissue equipment.

## Tips for using the ENZ Equipment system

**Before** you start using the ENZ equipment system, please read our advice to help you avoid possible delays or cancellations to your service requests. Find the guide on our website.

<https://www.disabilityfunding.co.nz/equipment/Equipment-Service-Request-System>

## Support

If you need support using the system, please contact us. We'll be happy to assist.

Phone: 0800 ENABLE (362 253)

Email [enable@enable.co.nz](mailto:enable@enable.co.nz)

# Submitting a service request

## Step 1 Log in

Open this link <http://equip.enable.co.nz/>

If logging in for the first time, follow the prompts. **Please note:** Temporary passwords expire in 12 weeks so be sure to reset it before then.

## Step 2 Select employer

### Screen: Customer Search

If you have more than one employer, you will need to identify which employer your service request relates to.

- Click **Branch** (top right corner) and select the relevant employer.



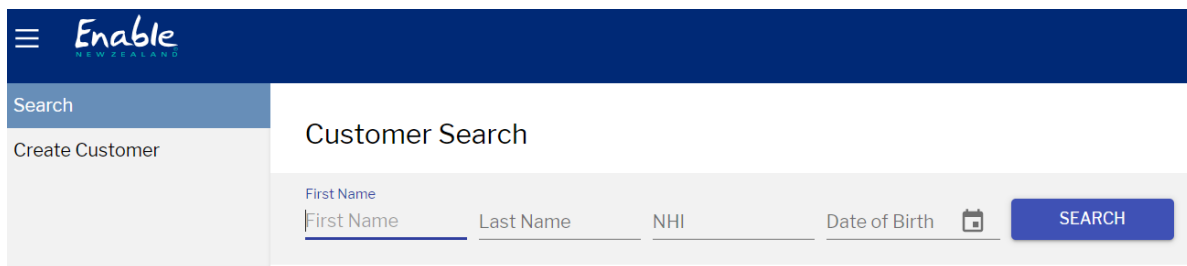
The screenshot shows the 'Customer Search' page in the Enable system. The top navigation bar is dark blue with the 'Enable' logo on the left and a 'Branch' dropdown menu on the right. The dropdown menu is open, showing two options: 'EQUIPMENT COMPANY1' and 'EQUIPMENT COMPANY2'. Below the navigation bar, the page title is 'Customer Search'. On the left side, there are two buttons: 'Search' and 'Create Customer'. The main content area contains a search form with four input fields: 'First Name', 'Last Name', 'NHI', and 'Date of Birth' (with a calendar icon). A blue 'SEARCH' button is positioned to the right of the 'Date of Birth' field.

## Step 3 Search for customer record

### Screen: Customer search

Search for a customer record to view their details and service request history.

**Important:** Please **do not ignore** any message about similar records being identified or you might create a duplicate record. This will delay your service request.



The screenshot shows the 'Customer Search' interface. At the top left is the 'Enable NEW ZEALAND' logo. Below it is a navigation menu with 'Search' and 'Create Customer'. The main area is titled 'Customer Search' and contains a search form with fields for 'First Name', 'Last Name', 'NHI', and 'Date of Birth'. A 'SEARCH' button is located to the right of the 'Date of Birth' field.

1. Click **Search**. The **Customer Search screen** displays.
2. Enter customer's NHI number. Click **Search**.
3. If the correct record displays, click anywhere on it to select it.

From here you can:

- view the customer's details
- edit the customer details
- start a new service request.

## Step 4a View customer details and service request history

### Screen: Customer Details

On this screen you can edit the customer's details, start a request, and view the customer's equipment service request history.

Customer: Enable New-Zealand  
Customer NHI: ZZZ9999

#### Customer Details (EQUIPMENT)

[Back to Customer Search](#)

##### Customer Summary

First Name	Surname	Preferred Name	Date of Birth	NHI
Enable	New-Zealand	Edna	25/09/2012	ZZZ9999

Address	Phone
585 Main Street Palmerston North 4410 New Zealand	0800362253

[EDIT DETAILS](#)

[START REQUEST](#)

##### Service History

Model No.	Equipment	Application date	Dispatch date	Return date	Reference No.	Supplier	Assessor
888644	Artificial Larynge TruTone EMOTE	21/10/2019			ENZ-2000006173	Atos Medical Limited	EQUIPMENT TEST ACCOUNT1

## Step 4b Edit customer details

### Screen: Customer Details

You can edit all details **except** NHI number and date of birth. If the NHI number or DOB need to be amended, please contact us.

1. Click **Edit Details**. The **Edit Details screen** displays.

2. To edit the **address**, click . The **Address screen** displays.

3. Highlight and overtype details that need to be amended.

4. Click **Submit** to save changes and return to the **Customer Search screen**.

5. Search for your customer to continue the request.

## Step 4c Start request

### Screen: Customer Details

When customer details are complete and correct, click **Start Request**.

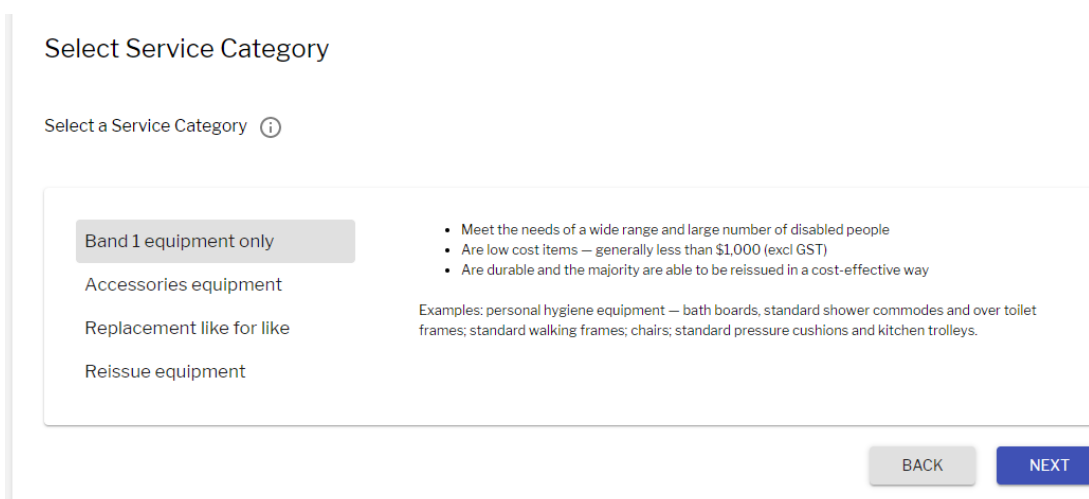
## Step 4d Create new customer

### Screen: Home page

1. Click **Create Customer** tab. The **Create Customer screen** displays.
2. Complete all mandatory fields (\*) and **save**.
3. Click **Next** to go to **Select service category screen**.

## Step 5 Select service category

### Screen: Select Service Category



Select Service Category

Select a Service Category ⓘ

- Band 1 equipment only
- Accessories equipment
- Replacement like for like
- Reissue equipment

- Meet the needs of a wide range and large number of disabled people
- Are low cost items – generally less than \$1,000 (excl GST)
- Are durable and the majority are able to be reissued in a cost-effective way

Examples: personal hygiene equipment – bath boards, standard shower commodes and over toilet frames; standard walking frames; chairs; standard pressure cushions and kitchen trolleys.

BACK NEXT

1. Select a category.
2. Read any requirements.
3. Click **Next** to go to **Eligibility details screen**.



## Step 6 Complete eligibility details, add attachments

### Screen: Eligibility Details

1. Complete all mandatory fields (\*).
2. Add attachments, if required. Select **Add Attachment**, browse the files on your computer and click **Insert**.
  - If *Replacement Like for Like*: Attach Form ENAE208 Replacement Equipment
  - If *Accessories under \$1K*: Attach the quote/s.
  - **Please note:** Do not click the **X** where the attachments are located. This will **remove** that attachment and you will have to reload it.
3. Enter any **notes** and click **Save**.
4. Click **Next** to go to the **product selection screen**.


## Step 7 Select products and accessories


### Screen: Product Selection

**Tip:** For best results, enter product details exactly as written in our MOH product list. You might wish to have the list open so you can copy and paste product details into the search field.

Product Selection

Search type Product name  
Product Name Laryn x

<input type="checkbox"/>	Action	Model Number	Name	Asset Number	Req. Qty	Auth. Qty	Accreditation Status	Or similar	Trial	Note
<input type="checkbox"/>		888644	Artificial Larynge TruTone EMOTE	—	0	—	—	<input type="checkbox"/>	—	+

1. Select **search type** from dropdown list. Categories include product category, product name, like for like, and accessories under 1K.
2. Paste or type product details in **search field**. A list of products displays.
  - You cannot search by JDE number.
  - If you're having trouble finding a product you're accredited to request, try searching by product name.
  - If searching for **like for like**, type the word '**like**' (not a product) into the search field.
  - If searching for an **accessory**, select **product name** search category and type the word "accessory" into the **search field**. Or you can search by model number.
3. Click  to select product/s.
4. Confirm the **Required Quantity** for each product.
  - Required quantity is set at 1 item.
  - Click the **Copy button**  to select another of the same item.
5. Tick **Or similar** if appropriate (where the option is available).
6. Add any notes by clicking **+** in the **Notes** column. **Save** the note when completed.
7. Click **Next** to set the delivery address.

## Step 8 Set delivery address

### Screen: Items to Deliver

Before setting a delivery address please read these notes:

#### Assessor address

- Your address details populate automatically.
- Only complete the **C/O fields** if naming a contact person at your address **other than yourself**.
- Do not add yourself as the contact person or this will invalidate the address and dispatch will be delayed.

#### Example of completed assessor address

C/O	Address	Phone
Hannah Spannah	Palmerston North Hospital, OT Dept 50 Ruahine Street Roslyn Palmerston North 4414 New Zealand	06 3535800

#### Customer address

- Customer address details populate automatically.
- Only complete the **C/O** fields if naming a contact person at the customer's address other than the Customer.

#### Other address

- Use Other Address if the item/s needs to be delivered to somewhere **other than your address or the customer's address**. For example, a caregiver, neighbour, subcontractor.
- **You must provide** 1) the **Care Of (C/O)** 2) the contact person's name, contact number, and unit / building details.

## Complete the Items to Deliver screen

1. Select the items for delivery. The **Set Delivery button** displays (bottom right screen).
2. Click **Set Delivery address** and select a delivery option (assessor, customer, other).
3. Complete all relevant fields. Note: Please do **not** enter a street address into the unit/building field.
4. **New from 29/04/2020:** Click into the **phone field** (not the C/O field) to enter a contact number for the client. Please ensure the phone number is current and correct to avoid delays in delivering the equipment if our courier cannot contact the person. Read our DFI notice about why a client phone number is required.  
  
<https://www.disabilityfunding.co.nz/all/active-notices2/ems-assessors/phone-number-is-now-required>
5. Specify any delivery instructions by clicking **+** in **Delivery Details** column and adding a **note**. **Save** any notes.
6. Click **Next** to continue.

### Screenshot showing mandatory phone field as from 29/04/2020

#### Items To Deliver

##### Selected Products

<input type="checkbox"/>	Model Number	Quantity	Product Description	C/O	Phone	Delivery #	Delivery	Options	Not
<input type="checkbox"/>	B289	1	Bed Lever Flat Bottom w Centre Bar Cord and Cleat 600mm			-	Not set		+

## Step 9 Complete declaration

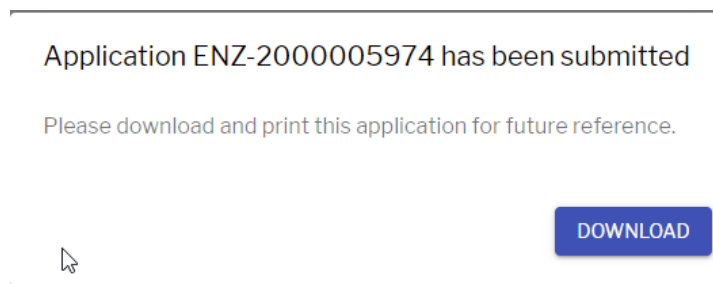
### Screen: Terms and Conditions

Tick the box and submit your **EMS Assessor Confirmation**.

## Step 10 Download confirmation PDF

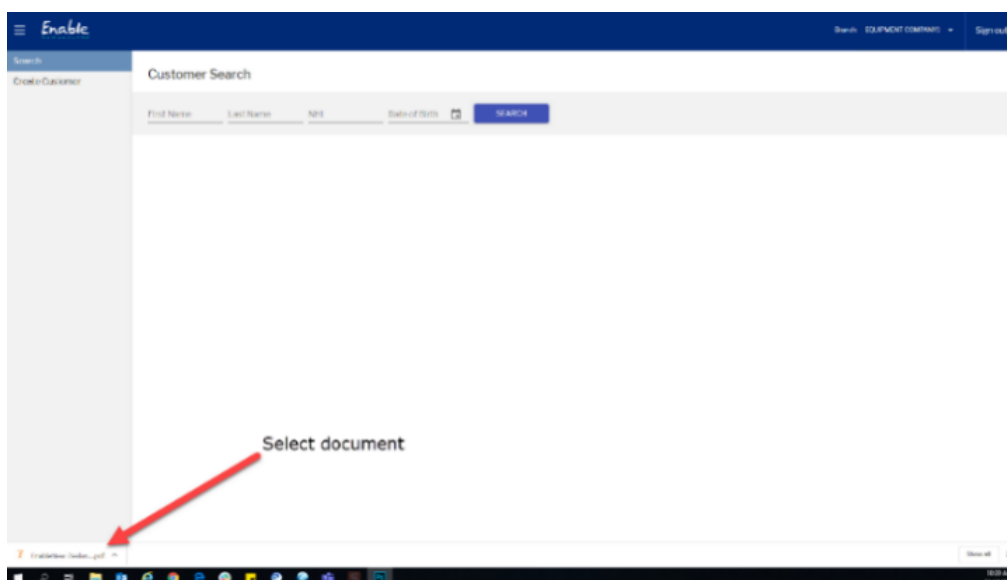
### Pop-up box: Confirmation and ENZ reference number

**Important!** Ensure you download and **save a copy of the PDF** to your computer. This is your customer record. You cannot go back into the equipment system to retrieve it.



An example of how to download the PDF follows. The steps may differ depending on your computer settings.

- Click **Download**. The **Download Document** tab displays on the bottom of the **Customer Search** screen.



- Click on the **tab** to open the document.
- **Save** the document to your computer.

## Signing off

Sign off using the **sign off button** at the top right of the screen.

- You do not need to sign off each time. However, if you share a computer and don't sign off, then another person may accidentally use your account.
- The system retains your sign-on for 30 days then signs you off. You will need to sign on next time you use the equipment system.

## Other tasks

### Cancelling a service request

To cancel a request after you've submitted it, please email us the following details:

**Email subject line:** Cancel equipment service request

- Customer name
- Customer NHI number
- Application confirmation PDF (attached) or ENZ reference number
- Reason for cancellation.