

Guide for EMS equipment assessors

How to submit service requests
for Ministry of Health equipment:

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

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Document history

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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.

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About this guide

This user guide is for EMS Assessors using the ENZ Hearing System to submitting service requests for the following types of Ministry of Health equipment.

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

Tips for using the ENZ Equipment system

Find out what to do **before** you start using the ENZ equipment system. And 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

Take our survey

We invite you to answer 5 quick questions about your experiences using the new system. We're keen to get your feedback.

<https://www.surveymonkey.com/r/R7CTB8L>

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 to reset your temporary password. **Please note:** Your temporary password expires in 12 weeks so be sure to reset it before then.

Step 2 Select employer, if required

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.



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.



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 overwrite 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**.

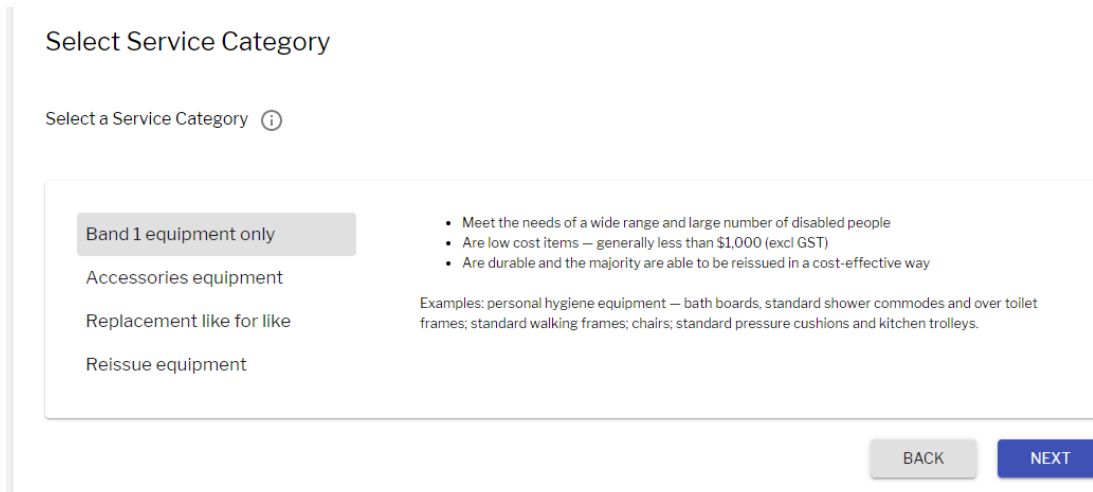
Step 4d Create new customer

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, accessories under 1K.
2. Paste or type product details in **search field**. A list of products display.

- 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 - notes

- 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 - notes

- 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 - notes

- 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.

Completing 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, especially the **Phone** field. **Note:** Please do **not** enter the street address into the unit/building field.
4. Specify any delivery instructions by clicking **+** in **Delivery Details** column and adding a **note**. **Save** any notes.
5. Click **Next** to complete your declaration.

Step 9 Complete declaration

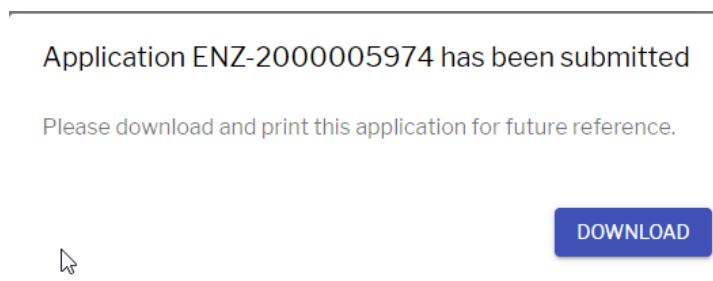
Screen: Terms and Conditions

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

Step 10 Download confirmation PDF

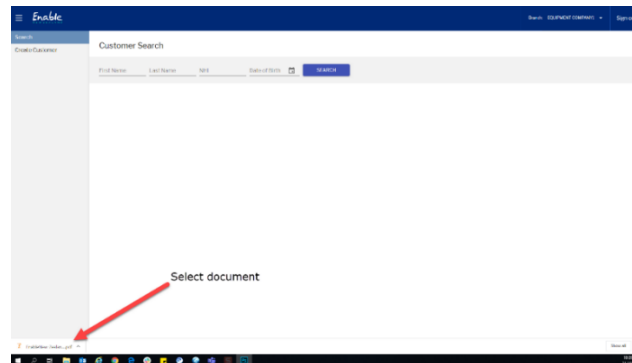
Pop-up box: Confirmation and ENZ reference number

Important! Ensure you download and **save a copy of the PDF** to your computer. This is your Customer record. You won't be able to 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 hand side of the screen.

- You do not need to sign off each time.
- The system retains your sign-in for 30 days then signs you out. You will need to sign in next time you use the equipment system.

Other tasks

Cancelling a service request

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.