

# Submitting an EMS Vehicle Assessment Request with ProWorkflow (PWF)

**From 10th August 2020**, PWF will replace the current EMS Vehicle Assessment Request submitting service (currently by email). This improvement is part of Enable New Zealand's continued development of services, based on EMS Assessor feedback.

If you do not currently have access to PWF, we will be providing you with logins closer to the time. There will also be detailed instructions provided with screenshots for how to use PWF.

**Tip: Use Chrome for best results.** We recommend you use Chrome browser for best results. To ensure you're working on the latest version of the application, refresh your browser by pressing either:

- CTRL + SHIFT + R (Chrome), or
- CTRL + SHIFT + F5 (other browsers).

## Overview of New Process

### Stage one

- Complete your Referral for Driver/passenger Assessment ENAV501 and quote for assessment costs using PWF as detailed below. You can view a video of the process via the link below, or you can find it under Tools for EMS Assessors, Vehicle Requests on the Enable New Zealand website.

[View a video of the process.](#)

## Stage two

- Submit your Request for EMS Advice and Outcome Summary for Vehicle Purchase/Modifications using PWF (as you currently do).
- When you receive the Outcome Summary, your EMS Advice Project will be changed to a Vehicle Purchase/Modifications Project. You will receive an email with instructions for additional documents required for the Project.
- The Vehicle Purchase/Modification Project will continue to be managed using PWF.

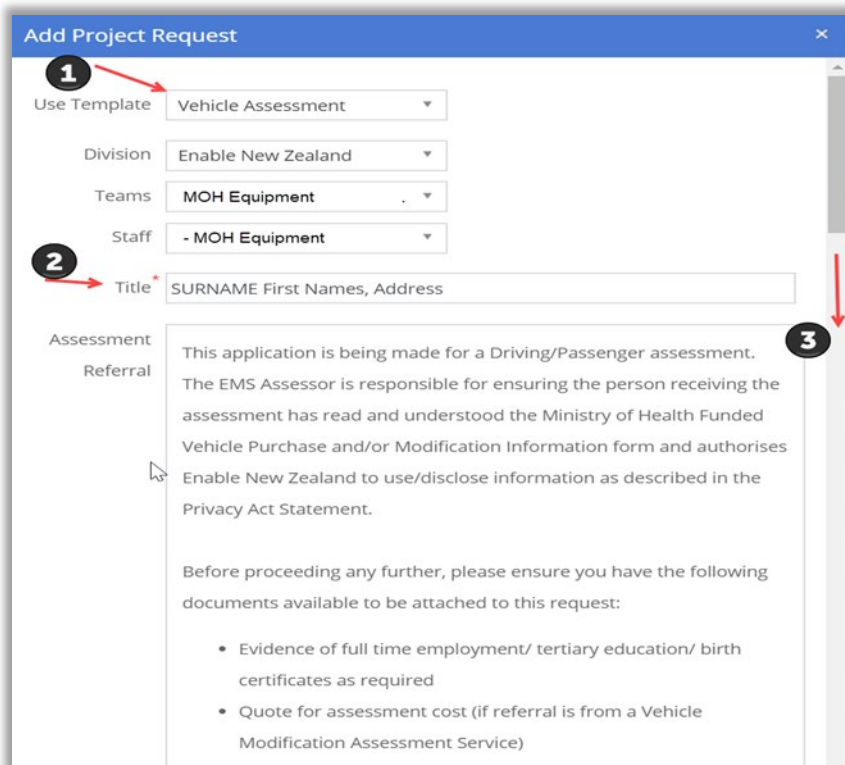
## Stage one: Vehicle Assessments

Once you have completed all your documents required to submit for Driver/passenger Assessment, you may then log into PWF, attach these documents and submit to Enable New Zealand.

**Please note:** The ENAV501 - Referral for Driver/Passenger Assessment for Vehicle Modifications form is part of the PWF project request; you do not have to complete a separate form.

When you choose the project request "Vehicle Assessment" the ENVA501 form will display to be completed as part of submitting the request. Before saving, please:

1. Choose "Vehicle Assessment" from Use Template
2. Complete the Title information
3. Scroll down the screen and complete the Assessment application information
4. Attach any additional documents; e.g. Evidence and Quote



**When submitted in PWF you will:**

- be able to see where your request is at
- be able to attach any other documents required
- send and receive email messages that will be captured within the request
- see who is actioning your request

**Stage two: Vehicle Purchase/Modifications (EMS Advice and Vehicle Service Request)**

We have combined EMS Advice with a MOH Vehicle Purchase/Modifications Service Request.

**As you currently do:**

- Complete and save a Request for EMS Advice form and any supporting documents.
- Log into ProWorkflow
- Create a New Project Request, **EMS Advice**, attaching all the supporting documents.

**On receipt of the EMS Advice Outcome Summary:**

- Complete the MOH EMS Portal document– **PDF and save the EMS Assessor Section Summary to the project**
- You will receive an email from our Customer Service Facilitator, introducing themselves and advising you of the next steps to progress this project

This project will now remain open as a Vehicle Purchase/Modifications Project for you to view the status of the project and communicate with us.

**Why are we implementing this change?**

- To reduce duplication of client and assessor information and re-uploading documents across multiple systems
- To retain visibility of your request from submitting the Request for EMS Advice to the completion of the Vehicle Purchase/Modification Service Request.

**Need more information?**

We are committed to continue improving your experience and we thank you for your feedback. Please contact Liz Webster ([liz.webster@enable.co.nz](mailto:liz.webster@enable.co.nz)) or our Contact Centre if you have any questions about this notice.

**Enable New Zealand Contact Centre****Phone 0800 362 253****Email [enable@enable.co.nz](mailto:enable@enable.co.nz)**