

28 January 2015

Online Spectacle Subsidy Update 4

This is our first update one week since we have been live with online Children's Spectacle Subsidy applications. It has been a successful go-live with a great uptake from Optometrists using the new system, thank you very much to those of you who have been forthcoming with the compliments about the improvements in our process, we appreciate all feedback and the support that has been received.

We have had some challenges with the accuracy of information held in our Assessor database and changes have had to be made since going live. Many email addresses were incorrect which prevented receipt of access details (log in and password). Please accept this reminder to ensure your details are correct in the assessor database to facilitate ease of contact and accuracy with the process. If you have an association with more than one organisation or facility within an organisation, we will need to know this to ensure you transact against the correct entity. These details are critical to ensure that invoice payment is to the correct entity.

The main points to note for week one are:

- Enable New Zealand are no longer accepting paper applications so those applications received in our office since 21st January are being returned via email if they arrived via email or post if they were posted or faxed with a cover letter requesting that they be entered onto the system from within your office.
- There has been some delay with the creation of new clients; this was caused by a backlog held whilst transitioning between systems. We expect that this backlog will be resolved within the next two weeks.
- We have received some queries with respect to the invoicing process. On successful completion of the Spec Subsidy application, the system will automatically return a purchase order number to the email address we hold on file for the Assessor who has completed the transaction. This purchase order number needs to be quoted on the invoice that can then be submitted to Enable New Zealand. We cannot accept or process invoices without a valid purchase order number.

All invoices need to be emailed to: finance@enable.co.nz with 'Spec Subsidy' in the subject line. An acknowledgement of invoice receipt will automatically be returned to the sending email address.