Create an ACC MRES Equipment Application – Case Owner
Tutorial Video Script

This information is to assist ACC Case Owners to create and ACC Equipment Application.

To create an ACC application, go to the menu and click
Applications
then
Applications.

This will take you to a page containing all the applications you have created and from here you can select any of your applications to view or edit.

To create a new application, click the blue **Create** button.

Begin by using the magnifying glass next to the 'Customer' field to select the customer for this application.

If the customer you are looking for is not in your list, you can search for the customer using the **Find Customer** page.

Select **Edit** from the customer menu, navigate to the **Applications** section and click **Create Application**.

Now fill in the summary for the application.

Use the magnifying glass next to 'Contract' to select the contract for this application.

Use the magnifying glass next to 'Claim' to look up a Claim for this application.

Use the drop-down button by 'Application Type' to select **Equipment**.

Then use the magnifying glass next to 'Sub-type' to select **Purchase**.

Now click the blue button – **Create Application**.

This will take you to the **Edit Application** page where you can review the application details.

Move to the **Address Information** section and use the magnifying glass next to the 'Customer Address' field to select the **address** this application applies to, as well as the **Delivery Contact Details. Delivery instructions** required can be filled in under **Special Delivery Instructions**.

 Go to the bottom of the page and click **Save Application**, to save your work up to this point.

Now move to the **Items** section and click **Add Catalogue Item.**

This will take you to the **Product Catalogue** where you can view all available items.

You can use the filters on the left to limit the number of items on the page.

Use the **Catalogue Type** to filter **Simple list equipment**, **Like-for-like replacement Standard list equipment,** and **Like-for-like replacement Non-list equipment under $1,000**.

You will be unable to submit an application for equipment outside of this criterion.

Once you have the item you are looking for, click the **Items** menu and click **Add**.

Fill in the required information, then click **Add**.

Once all your items are added click the blue button **Continue Application**.

If the application is for a Like-for-like replacement Non-list equipment item under $1,000 that is not within the catalogue, you can enter this equipment as a **Write-in** item.

Under the **Items** tab you can click **Add Non-catalogue Item.**

Work your way through the page filling in the required information.

Use the magnifying glass next to the 'Product Classification', select the appropriate category for your item. Then enter a **Price** and a **Rationale** for using a Write-in item.

Then click the blue button **Add Item.**

For all Non-Catalogue items an itemised quotation for the products is required.

You can upload your itemised quotation by selecting **Supporting Documents**, **Attach Documents.**

Now move to the bottom of the page and click **Save Application.**

Once saved you can now click **Submit Application.**

Read the **Privacy Declaration** and click **Confirm.**