

Create a Service Request - MOH

[Search for a Customer](#)

[Create an application for an existing Customer](#)

[Select application type and confirm Customer and Application details](#)

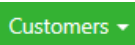

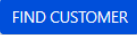

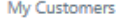


[Complete the Delivery Details for a Purchase or a Trial Service Request](#)


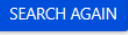
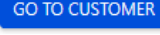
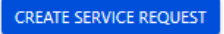
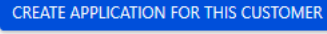
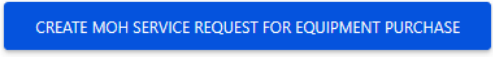
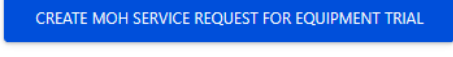
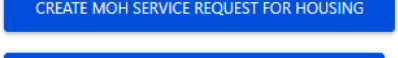
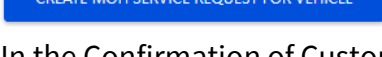
[Complete the Modification Address Details for a Housing Modification Service Request](#)


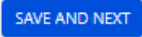


[Complete the Modification Address Details for a Vehicle Service Request](#)


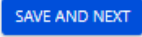
[Create Customer and Application](#)




[Create a Customer Only](#)




Step	Description
1.	<p>Search for a Customer using Option 1 or Option 2</p> <p>Note: Creating a Service Request from the Applications tab will display the 'Find a Customer' page</p> <p>Option 1: Find a Customer</p> <ol style="list-style-type: none"> Click  Click  Enter one of the following: <ul style="list-style-type: none"> Option 1: NHI Option 3: Birth Date (DD/MM/YYYY) and Last Name Click  <p>If the customer is found during the search</p> <ul style="list-style-type: none"> To Create an Application for an existing aSAP customer, go to Step 2 <p>If the customer is not found during the search, a Customer not found message displays</p> <ul style="list-style-type: none"> To Create a Customer and an Application, go to Step 7 To Create a Customer Only, go to Step 8 <p>Option 2: My Customers</p> <ol style="list-style-type: none"> Click  Click  Click  for the customer, and click  Go to Step 3

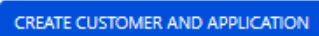
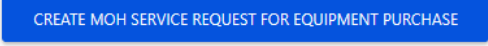
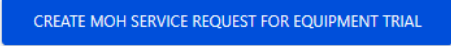
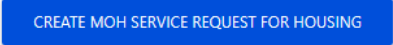

Step	Description						
2.	<p>Create an application for an existing Customer</p> <ul style="list-style-type: none"> The Personal Information screen of the customer record displays Click  Note: Click  to complete another Customer search To edit a Customer's details, click  to open the Edit Customer page Note: To create a Service Request from the Edit Customer page, click , and go to Step 3 To create a Service Request, click , and go to Step 3 						
3.	<p>Select the type of application to create and confirm Customer and Application Details</p> <ul style="list-style-type: none"> Click the relevant button for the type of application to be created <ul style="list-style-type: none">     In the Confirmation of Customer and Application Details page, enter required fields marked with an asterisk which have not auto-populated: <table border="1" data-bbox="264 1193 1369 1944"> <thead> <tr> <th data-bbox="264 1193 663 1249">Section</th> <th data-bbox="663 1193 1369 1249">Enter required fields</th> </tr> </thead> <tbody> <tr> <td data-bbox="264 1249 663 1843">Personal Information</td> <td data-bbox="663 1249 1369 1843"> <ul style="list-style-type: none"> First Name* Last Name* Date of Birth* Gender* NHI Number* Ethnicity* Primary Disability Type* Type of Home* Residency Status* Funding Type*. Select from drop-down list: Disability Support Service or LTSCHC Note: If Funding Type is LTSCHC, enter required fields LTSCHC Start Date* and LTSCHC Reason* </td> </tr> <tr> <td data-bbox="264 1843 663 1944">Customer Contact Information</td> <td data-bbox="663 1843 1369 1944"> <ul style="list-style-type: none"> Phone Number Email </td> </tr> </tbody> </table>	Section	Enter required fields	Personal Information	<ul style="list-style-type: none"> First Name* Last Name* Date of Birth* Gender* NHI Number* Ethnicity* Primary Disability Type* Type of Home* Residency Status* Funding Type*. Select from drop-down list: Disability Support Service or LTSCHC Note: If Funding Type is LTSCHC, enter required fields LTSCHC Start Date* and LTSCHC Reason* 	Customer Contact Information	<ul style="list-style-type: none"> Phone Number Email
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	<table border="1" data-bbox="264 282 1369 1182"> <tr> <td data-bbox="264 282 663 629">Customer Primary Address</td> <td data-bbox="663 282 1369 629"> Housing Service Request, Vehicle Modification Request, Purchase, Trial: <ul style="list-style-type: none"> Primary DHB* Territorial Authority* Note: If an auto-populated Primary DHB or Territorial Authority needs to be changed, click  and select from the lookup list </td> </tr> <tr> <td data-bbox="264 629 663 792">Safety Risks</td> <td data-bbox="663 629 1369 792"> If required, enter Safety Risks details: <ul style="list-style-type: none"> Safety Risk Type. Select from drop-down list Safety Risk Description </td> </tr> <tr> <td data-bbox="264 792 663 1182">Application Information</td> <td data-bbox="663 792 1369 1182"> <ul style="list-style-type: none"> Application Sub Type* Note: Housing Modification and Vehicle Modification Service Requests. Select from lookup list Note: Purchase and Trial Service Requests are populated as 'Purchase' and 'Trial' respectively EMS Funding Criteria*. Select from drop-down list </td> </tr> </table> <ul style="list-style-type: none"> Click  Note: When Processing is complete, the Application number is generated and displays in the Application Summary section Complete the Application Delivery Details or Modification Address Details <ul style="list-style-type: none"> If a Purchase or Trial Service Request, go to Step 4 If a Housing Modification Service Request, go to Step 5 If a Vehicle Modification Service Request, go to Step 6 	Customer Primary Address	Housing Service Request, Vehicle Modification Request, Purchase, Trial: <ul style="list-style-type: none"> Primary DHB* Territorial Authority* Note: If an auto-populated Primary DHB or Territorial Authority needs to be changed, click  and select from the lookup list	Safety Risks	If required, enter Safety Risks details: <ul style="list-style-type: none"> Safety Risk Type. Select from drop-down list Safety Risk Description 	Application Information	<ul style="list-style-type: none"> Application Sub Type* Note: Housing Modification and Vehicle Modification Service Requests. Select from lookup list Note: Purchase and Trial Service Requests are populated as 'Purchase' and 'Trial' respectively EMS Funding Criteria*. Select from drop-down list
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4.	<p>Complete the Application Delivery Details for a Purchase or a Trial Service Request</p> <ul style="list-style-type: none"> In the Application Delivery Details page, complete the relevant check-boxes <table border="1" data-bbox="264 1675 1369 2004"> <thead> <tr> <th data-bbox="264 1675 663 1738">Section</th> <th data-bbox="663 1675 1369 1738">Check-box</th> </tr> </thead> <tbody> <tr> <td data-bbox="264 1738 663 1899">Application Summary</td> <td data-bbox="663 1738 1369 1899"> For Purchase Service Requests Only: <ul style="list-style-type: none"> Like for Like Replacement. No or Yes Note: 'No' selected by default </td> </tr> <tr> <td data-bbox="264 1899 663 2004">Delivery Address</td> <td data-bbox="663 1899 1369 2004"> <ul style="list-style-type: none"> The customer's primary address is selected by default <input checked="" type="checkbox"/> Use Existing Customer Primary Address </td> </tr> </tbody> </table>	Section	Check-box	Application Summary	For Purchase Service Requests Only: <ul style="list-style-type: none"> Like for Like Replacement. No or Yes Note: 'No' selected by default 	Delivery Address	<ul style="list-style-type: none"> The customer's primary address is selected by default <input checked="" type="checkbox"/> Use Existing Customer Primary Address
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Delivery Address	<ul style="list-style-type: none"> The customer's primary address is selected by default <input checked="" type="checkbox"/> Use Existing Customer Primary Address 						

Step	Description
	<p>Note: Address Line 1* and Suburb* are required fields</p> <ul style="list-style-type: none"> To change the address from the Customer Primary Address, tick one of the other options: <ul style="list-style-type: none"> <input type="checkbox"/> Use Assessor's Address <input type="checkbox"/> Use Alternate Customer Address <input type="checkbox"/> Search Address Finder for Delivery <p>Note: To Use Alternate Customer Address, click  and select address from lookup list</p> <p>Note: To Search Address Finder for Delivery, enter address in Address Finder - start typing address here field. To save the address as the customer's primary address, tick <input type="checkbox"/> Save searched address as customer primary</p> <p>Note: If an address cannot be found or needs to be modified, click <input type="checkbox"/> Edit Address and populate the required fields Address Line 1* and Suburb*</p>
	<p>Delivery Contact</p> <ul style="list-style-type: none"> Tick one of the options: <ul style="list-style-type: none"> <input type="checkbox"/> Use Customer Details <input type="checkbox"/> Use Assessor Details <input type="checkbox"/> Use Alternative Contact Details <input type="checkbox"/> Add Other Details Enter optional fields and required delivery fields if not auto-populated <ul style="list-style-type: none"> ○ Delivery Contact Name ○ Delivery Contact Telephone* ○ Special Delivery Instructions ○ Special notes for equipment delivery <p>• Click  . When the system completes Processing, the Edit Service Request page displays with the Items section expanded</p>

Step	Description				
	<p>Note: Some sections of the Service Request are collapsed. To expand a collapsed section, click the name of the section title</p> <ul style="list-style-type: none"> • Complete and submit the Service Request as usual 				
5.	<p>Complete the Modification Address Details for a Housing Modification Service Request</p> <ul style="list-style-type: none"> • In the Modification Address Details page, complete the relevant check-box <table border="1" data-bbox="264 656 1367 1778"> <thead> <tr> <th data-bbox="264 656 663 712">Section</th> <th data-bbox="663 656 1367 712">Check-box</th> </tr> </thead> <tbody> <tr> <td data-bbox="264 712 663 1778">Modification Address</td> <td data-bbox="663 712 1367 1778"> <ul style="list-style-type: none"> • The customer's primary address is selected by default <input checked="" type="checkbox"/> Use Existing Customer Primary Address • Note: Address Line 1* and Suburb* are required fields • To change the address from the Customer Primary Address, tick one of the other options: <ul style="list-style-type: none"> <input type="checkbox"/> Use Alternate Customer Address <input type="checkbox"/> Search Address Finder for Modification <p>Note: To Use Alternate Customer Address, click  and select address from lookup list</p> <p>Note: To Search Address Finder for Modification, enter address in Address Finder - start typing address here field. To save the address as the customer's primary address, tick <input type="checkbox"/> Save searched address as customer primary</p> <p>Note: If an address cannot be found or needs to be modified, click <input type="checkbox"/> Edit Address and populate the required fields Address Line 1* and Suburb*</p> </td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Click <input type="button" value="SAVE AND NEXT"/> . When the system completes Processing, the Edit Service Request page displays • Complete and submit the Service Request as usual 	Section	Check-box	Modification Address	<ul style="list-style-type: none"> • The customer's primary address is selected by default <input checked="" type="checkbox"/> Use Existing Customer Primary Address • Note: Address Line 1* and Suburb* are required fields • To change the address from the Customer Primary Address, tick one of the other options: <ul style="list-style-type: none"> <input type="checkbox"/> Use Alternate Customer Address <input type="checkbox"/> Search Address Finder for Modification <p>Note: To Use Alternate Customer Address, click  and select address from lookup list</p> <p>Note: To Search Address Finder for Modification, enter address in Address Finder - start typing address here field. To save the address as the customer's primary address, tick <input type="checkbox"/> Save searched address as customer primary</p> <p>Note: If an address cannot be found or needs to be modified, click <input type="checkbox"/> Edit Address and populate the required fields Address Line 1* and Suburb*</p>
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6.	Complete the Modification Address Details for a Vehicle Service Request				

Step	Description				
	<ul style="list-style-type: none"> In the Modification Address Details page, complete the relevant check-box <table border="1" data-bbox="264 383 1366 1525"> <thead> <tr> <th data-bbox="264 383 663 439">Section</th> <th data-bbox="663 383 1366 439">Check-box</th> </tr> </thead> <tbody> <tr> <td data-bbox="264 439 663 1525">Modification Address</td> <td data-bbox="663 439 1366 1525"> <ul style="list-style-type: none"> The customer's primary address is selected by default <input checked="" type="checkbox"/> Use Existing Customer Primary Address Note: Address Line 1* and Suburb* are required fields To change the address from the Customer Primary Address, tick one of the other options: <ul style="list-style-type: none"> <input type="checkbox"/> Use Assessor's Address <input type="checkbox"/> Use Alternate Customer Address <input type="checkbox"/> Search Address Finder for Modification Note: To Use Alternate Customer Address, click  and select address from lookup list Note: To Search Address Finder for Modification, enter address in Address Finder - start typing address here field. To save the address as the customer's primary address, tick <input type="checkbox"/> Save searched address as customer primary Note: If an address cannot be found, click <input type="checkbox"/> Edit Address and populate the required fields Address Line 1* and Suburb* </td> </tr> </tbody> </table> <ul style="list-style-type: none"> Click <input type="button" value="SAVE AND NEXT"/> . When the system completes Processing, the Edit Service Request page displays Complete and submit the Service Request as usual 	Section	Check-box	Modification Address	<ul style="list-style-type: none"> The customer's primary address is selected by default <input checked="" type="checkbox"/> Use Existing Customer Primary Address Note: Address Line 1* and Suburb* are required fields To change the address from the Customer Primary Address, tick one of the other options: <ul style="list-style-type: none"> <input type="checkbox"/> Use Assessor's Address <input type="checkbox"/> Use Alternate Customer Address <input type="checkbox"/> Search Address Finder for Modification Note: To Use Alternate Customer Address, click  and select address from lookup list Note: To Search Address Finder for Modification, enter address in Address Finder - start typing address here field. To save the address as the customer's primary address, tick <input type="checkbox"/> Save searched address as customer primary Note: If an address cannot be found, click <input type="checkbox"/> Edit Address and populate the required fields Address Line 1* and Suburb*
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Step	Description												
7.	<p data-bbox="240 297 687 331">Create Customer and Application</p> <ul data-bbox="288 365 1209 824" style="list-style-type: none"> <li data-bbox="288 365 730 398">• Click  <li data-bbox="288 409 1209 443">• Click the relevant button for the type of application to be created <ul data-bbox="341 454 831 701" style="list-style-type: none"> <li data-bbox="341 454 831 499"> <li data-bbox="341 521 794 566"> <li data-bbox="341 589 735 633"> <li data-bbox="341 656 724 701"> <li data-bbox="288 757 1369 824">• In the Confirmation of Customer and Application Details page, enter required fields marked with an asterisk: <table border="1" data-bbox="264 902 1369 1933"> <thead> <tr> <th data-bbox="264 902 663 958">Section</th> <th data-bbox="663 902 1369 958">Enter required fields</th> </tr> </thead> <tbody> <tr> <td data-bbox="264 958 663 1395">Personal Information</td> <td data-bbox="663 958 1369 1395"> <ul data-bbox="679 981 1066 1373" style="list-style-type: none"> <li data-bbox="679 981 898 1014">• First Name* <li data-bbox="679 1014 898 1048">• Last Name* <li data-bbox="679 1048 922 1081">• Date of Birth* <li data-bbox="679 1081 850 1115">• Gender* <li data-bbox="679 1115 922 1149">• NHI Number* <li data-bbox="679 1149 874 1182">• Ethnicity* <li data-bbox="679 1182 1066 1216">• Primary Disability Type* <li data-bbox="679 1216 938 1249">• Type of Home* <li data-bbox="679 1249 986 1283">• Residency Status* <li data-bbox="679 1283 938 1317">• Funding Type* </td> </tr> <tr> <td data-bbox="264 1395 663 1664">Customer Primary Address</td> <td data-bbox="663 1395 1369 1664"> <ul data-bbox="679 1417 1217 1641" style="list-style-type: none"> <li data-bbox="679 1417 1217 1451">• Enter the address in Address Finder <li data-bbox="679 1451 986 1485">• Select the address <p data-bbox="679 1485 1345 1563">Note: This populates the fields: Street 1, Suburb, City and Postal Code</p> <ul data-bbox="679 1574 1026 1641" style="list-style-type: none"> <li data-bbox="679 1574 930 1608">• Primary DHB* <li data-bbox="679 1608 1026 1641">• Territorial Authority* </td> </tr> <tr> <td data-bbox="264 1664 663 1765">Customer Contact Information</td> <td data-bbox="663 1664 1369 1765"> <ul data-bbox="679 1686 946 1753" style="list-style-type: none"> <li data-bbox="679 1686 946 1720">• Phone Number <li data-bbox="679 1720 818 1753">• Email </td> </tr> <tr> <td data-bbox="264 1765 663 1865">Alternative Contact Information</td> <td data-bbox="663 1765 1369 1865">If required, enter Alternative Contact Information</td> </tr> <tr> <td data-bbox="264 1865 663 1933">Safety Risks</td> <td data-bbox="663 1865 1369 1933">If required, enter Safety Risks details</td> </tr> </tbody> </table>	Section	Enter required fields	Personal Information	<ul data-bbox="679 981 1066 1373" style="list-style-type: none"> <li data-bbox="679 981 898 1014">• First Name* <li data-bbox="679 1014 898 1048">• Last Name* <li data-bbox="679 1048 922 1081">• Date of Birth* <li data-bbox="679 1081 850 1115">• Gender* <li data-bbox="679 1115 922 1149">• NHI Number* <li data-bbox="679 1149 874 1182">• Ethnicity* <li data-bbox="679 1182 1066 1216">• Primary Disability Type* <li data-bbox="679 1216 938 1249">• Type of Home* <li data-bbox="679 1249 986 1283">• Residency Status* <li data-bbox="679 1283 938 1317">• Funding Type* 	Customer Primary Address	<ul data-bbox="679 1417 1217 1641" style="list-style-type: none"> <li data-bbox="679 1417 1217 1451">• Enter the address in Address Finder <li data-bbox="679 1451 986 1485">• Select the address <p data-bbox="679 1485 1345 1563">Note: This populates the fields: Street 1, Suburb, City and Postal Code</p> <ul data-bbox="679 1574 1026 1641" style="list-style-type: none"> <li data-bbox="679 1574 930 1608">• Primary DHB* <li data-bbox="679 1608 1026 1641">• Territorial Authority* 	Customer Contact Information	<ul data-bbox="679 1686 946 1753" style="list-style-type: none"> <li data-bbox="679 1686 946 1720">• Phone Number <li data-bbox="679 1720 818 1753">• Email 	Alternative Contact Information	If required, enter Alternative Contact Information	Safety Risks	If required, enter Safety Risks details
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Step	Description
	<ul style="list-style-type: none"> • Click SAVE AND NEXT Note: The Application number is generated and displays in the Application Summary section Note: The Customer is created and can be viewed under Customers > My Customers • Complete the Application Delivery Details or Modification Address Details <ul style="list-style-type: none"> ○ If a Purchase or Trial Service Request, go to Step 4 ○ If a Housing Modification Service Request, go to Step 5 ○ If a Vehicle Modification Service Request, go to Step 6
8.	<p>Create a Customer Only</p> <ul style="list-style-type: none"> • Click CREATE CUSTOMER ONLY • Enter all required fields marked with an asterisk and required MOH information <ul style="list-style-type: none"> ○ Title ○ Preferred Name ○ First Name* ○ Middle Name ○ Last Name* ○ Date of Birth* ○ Gender* ○ NHI Number (MOH required) ○ Type of Home (MOH required) ○ Ethnicity* ○ Residency Status (MOH required) ○ Residency (Other) ○ Funding Type (MOH required) ○ Primary Disability Type* ○ Cultural Needs ○ Language • Click CREATE CUSTOMER and complete the customer information as usual