



## IMPORTANT INFORMATION FROM ACCESSABLE

MOH and ACC Assessor Service Organisations

Re-design of aSAP Purchase and Trial Process

Monday 31<sup>st</sup> August 2020

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Accessible wishes to thank you for your patience and support over the past year with the submission process we put in place to manage complex purchase and trial requests.

We have listened to your concerns about your user experience and the impact this change has had for you managing your client workloads.

Some of the key concerns you raised were:

- inability to submit a purchase and trial of equipment together on one request
- having multiple trial outcome versions to respond to
- the lengthy process required to search, find, and enter information for a request

Recognising the impact this was having on you, we made the decision to re-design the complex purchase and trial workflow process within aSAP.

So, over the past 12 months we have sought your feedback and looked at alternative ways of working more efficiently to address your concerns.

This review has been an important focus for us and with your supportive input through the re-design and testing process, we are pleased to offer the following improvements:

- ability to submit a purchase and trial request together on one request or separately
- ability to refer to one master record to provide your trial outcomes and manage all ongoing trial updates
- provide you with a more guided user experience through the submission process
- one view of all actions linked to your purchase and trial transactions on your request

### **So, when will this change within aSAP occur?**

We are pleased to advise that the complex purchase and trial workflow improvement will be deployed on **Monday 21st September 2020**.



## **aSAP access suspended for a short time to prepare for go-live on the 21<sup>st</sup> September**

To ensure your current trials are migrated ready for go-live, we will be suspending access to aSAP from 3pm on Friday 18<sup>th</sup> September until 8am Monday 21<sup>st</sup> September.

You will not be able to access, search or submit requests within aSAP during this time.

## **Training Webinars**

We are offering the following webinar training sessions the week of the **15<sup>th</sup> September 2020**.

We urge you to attend a session to view the coming changes that will be hosted by members of our Professional Advisory Team, Customer Service Team and IT Team on the following dates and times:

- Wednesday 16<sup>th</sup> September 8am, 11.30am, 3.30pm
- Thursday 17<sup>th</sup> September 8am, 11.30am, 3.30pm
- Friday 18<sup>th</sup> September 8am, 11.30am, 3.30pm

## **Other Support**

We are strongly committed to ensuring that you are supported through this change process.

In addition to the webinars, we are offering the following supports and actions through this transition:

- we have identified Assessors who have high submission rates for complex purchase or trial requests. We will be actively contacting you if you are a high user to work with you to provide support specific to you and your client groups
- we will be providing a suite of training material options to guide you with learning
- we will have a dedicated help desk team who will take your calls and queries

We will send you an update next Monday 14<sup>th</sup> September and other updates and reminders as we work towards 21<sup>st</sup> September.

For any questions you may have please contact our team by emailing [asap@accessable.co.nz](mailto:asap@accessable.co.nz) and we will be in touch.

Thank you  
Team Accessable