



aSAP Status Meaning and Process

aSAP displays Status Messages during drafting, processing, and closure of an Application or Service Request.

The table below summarises the meaning of the **key** aSAP status messages for equipment applications or service request and what action, if any, is needed from an Assessor and/or the ACC Case Owner.

Unless indicated, the status is relevant to both funding Contracts – ACC MRES and MOH EMS.

Status Message	Meaning and Process	Owner/Next Step
<p>Solution Build</p>	<p>The request has been drafted externally by the Assessor or ACC Case Owner in aSAP</p> <p>The request is visible in the Assessor or Case Owner view – it has not been submitted to, or received by, Accessable at this time.</p> <p>Once you have submitted the application or service request through to Accessable an email acknowledging receipt of the application or service request is automatically generated and sent to you.</p> <p>The status will change to Pending Approval.</p>	<p>The Current owner is the Assessor or Case Owner</p>
<p>Pending Approval</p>	<p>The Application or Service Request is being reviewed by Accessable for Approval</p> <p>Triage and assigning of the request to the relevant team is occurring.</p> <p>You can see which team the application or service request is with by checking the Application’s Current Owner status e.g. Accessable CS (Customer Service Team) or Accessable PAT (Professional Advisory Team) or Accessable CS Mgr (Customer Services Manager or ACC Contract Manager).</p>	<p>The Current owner is Accessable</p> <p>If on review Accessable requires further information an email will be sent to the Assessor or Case Owner requesting this information.</p> <p>The application or service request status will then change to Withdraw to Edit or Waiting for Information.</p>
<p>Withdraw to Edit or Waiting for Information</p>	<p>Allows the Assessor or ACC Case Owner to edit and change the Application or Service Request and submit the requested information to Accessable</p> <p>Withdraw to Edit status is used by Accessable on first submission and when the application or service request is in Version One (V1).</p>	<p>The Current owner is the Assessor or Case Owner</p>

Status Message	Meaning and Process	Owner/Next Step
	<p>Waiting for Information status is used by Accessable when the application or service request is being reviewed in subsequent versions (V2 onwards).</p> <p>If Assessor or Case Owner needs to edit the application or service request post submission, they will need to contact CS Team to find out if the status is able to be changed to Withdraw to Edit to allow editing.</p> <p>The request once edited is required to be submitted back to Accessable. The Assessor or Case Owner will receive an acknowledgement email of receipt of the application and the Application or Service Request status will then change to Pending Approval.</p>	
Fulfilled	<p>Pending internal Accessable processing</p> <p>All relevant reviews have been contractually fulfilled by Accessable.</p> <p>The application or service request has been approved by Accessable CS or PAT and Accessable is in the process of picking and despatching equipment and/or emailing suppliers to contact the Assessor.</p>	<p>The Current owner is Accessable</p> <p>Accessable will advise via email the approval and delivery status of the request e.g. Approval and Supplied by Accessable or Supplier.</p> <p>The status will then change to Trial in Progress.</p>
Trial in Progress	<p>Trial Applications remain in Trial in Progress until all trial outcomes are recorded against each individual line item</p> <p>Once the trial outcomes are known, the Assessor needs to update aSAP regarding trial outcomes for each item to allow Accessable to action the processes needed and contractual obligations.</p> <p>Trial in Progress relates to the whole request – inclusive of all versions.</p>	<p>The Current owner is the Assessor or Case Owner</p> <p>Item outcomes are updated – successful, unsuccessful, not trialled or extend trial timeframe via the Update Trial (flow) process.</p>
Pending trial status (line item)	<p>Item outcomes are updated – pending successful, unsuccessful, not trialled or extend trial timeframe via the Update Trial (flow) process</p> <p>or</p>	<p>The Current owner is Accessable</p> <p>Once reviewed and approved as per steps above – the Assessor will be advised via email when they can</p>

Status Message	Meaning and Process	Owner/Next Step
	<p>New items have been added to the application or service request – pending approval</p> <p>This will create a new version e.g. APP000000 (original submission) will then update to APP000000-V 1.0 plus APP000000-V 2.0 (new items).</p> <p>Note: Whilst the application or service request status shows Trial in Progress the Assessor will only be able to select a view option for the application and will not be able to add additional items.</p>	<p>progress with the new trial items either Supplied by Accessable or Supplier.</p> <p>The Assessor will then be able to select View Details, Edit or Update Trial (flow) process.</p>
Completed	<p>The Application or Service Request has been completed and is now closed</p> <p>All trial outcome statuses have been updated - successful, unsuccessful, or not trialled.</p> <p>ACC Hire items have been collected and returned to supplier.</p> <p>All Accessable processes and funding obligations have been completed and the application is closed.</p> <p>No further requests can be done under this application number.</p>	<p>No further action can occur</p>
Pending Verification	<p>Verification check of Information</p> <p>Accessable Customer Services is completing a check of manually entered information e.g. write ins – equipment, supplier details or addresses</p>	<p>The Current owner is Accessable</p>
Fee Review (ACC only)	<p>Fee calculation per MRES Contract</p> <p>Accessable is calculating the fees to apply based on MRES Contract guidelines.</p>	<p>The Current owner is Accessable</p>
Failed Submission	<p>Error has occurred on submission</p> <p>The aSAP validation check has identified missing information (mandatory requirements) or an issue with the submission.</p>	<p>Review the alert message and upload the missing information and/or address the issue noted in the message.</p> <p>Save and re-Submit the Application.</p>

Status Message	Meaning and Process	Owner/Next Step
Cancelled	<p>The Application or Service has been cancelled and closed.</p> <p>The application or service request has been cancelled by the Assessor or Case Owner prior to submitting to Accessable or Accessable has cancelled the application or service request post submission.</p> <p>If an Assessor or Case Owner wishes to cancel the application or service request post submission to Accessable they will need to contact a Customer Services Team Representative to find out if the application is able to be cancelled.</p>	No further action can occur

If you need further information to support your understanding of each status and what it means for your submissions please contact Accessable via email asap@accessable.co.nz

Thank you!