aSAP Status Meanings

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

The Table One below summarises for suppliers 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 Table

Status Message	Meaning and Process	Owner/Next Step
Solution Build	**The request has been drafted externally by the Assessor or ACC Case Owner in aSAP** The request has not been submitted to, or received by, Accessable at this time. Once submitted the status will change to **Pending Approval**.	**The Current owner is the Assessor or Case Owner**
Pending Approval	**The Application or Service Request is being reviewed by Accessable for Approval** Triage and assigning of the request to the relevant team is occurring. 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).	**The Current owner is Accessable** If on review Accessable requires further information an email will be sent to the Assessor or Case Owner requesting this information. The application or service request status will then change to **Withdraw to Edit** or **Waiting for Information**.
Withdrawn to Edit	**Allows the Assessor or ACC Case Owner to edit and change the Application or Service Request and submit the requested information to Accessable** **Withdraw to Edit** status is used by Accessable on first submission and when the application or service request is in Version One (V1).	**The Current owner is the Assessor or Case Owner**

Status Message	Meaning and Process	Owner/Next Step
Fulfilled	**Pending internal Accessable processing** All relevant reviews have been contractually fulfilled by Accessable. 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.	**The Current owner is Accessable** The status will then change to **Trial in Progress**.
Failed Submission	**Error has occurred on submission** The aSAP validation check has identified missing information (mandatory requirements) or an issue with the submission.	**The Current owner is the Assessor** Review the alert message and upload the missing information and/or address the issue noted in the message. Save and re-Submit the Application.
Fee Review (ACC only)	**Fee calculation per MRES Contract** Accessable is calculating the fees to apply based on MRES Contract guidelines.	The Current owner is Accessable
In Progress	**Trial Applications remain in progress until all trial outcomes are recorded against each individual line item** 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. Trial in Progress relates to the whole request – inclusive of all versions.	**The Current owner is the Assessor or Case Owner** Item outcomes are updated – successful, unsuccessful, not trialled or extend trial timeframe via the Update Trial (flow) process.
Completed	**The Application or Service Request has been completed and is now closed** All trial outcome statuses have been updated - successful, unsuccessful, or not trialled. ACC Hire items have been collected and returned to supplier.	No further action can occur

Status Message	Meaning and Process	Owner/Next Step
	All Accessable processes and funding obligations have been completed and the application is closed. No further requests can be done under this application number.	

If you need further information to support your understanding of each status and what it means for your submissions, please contact Accessable

Thank you!