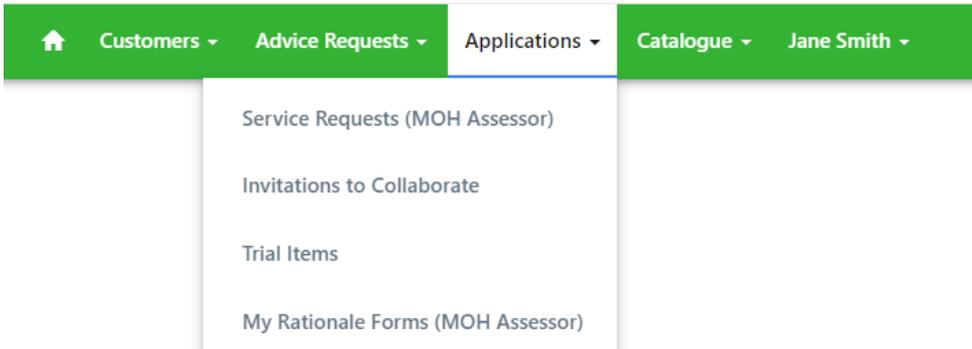


Submitting a Band 1 equipment service request – how to guide

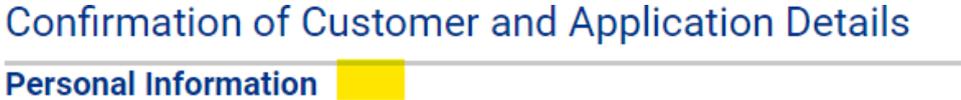
This document provides a guide on submitting a service request for Band 1 equipment.

This information is also available as a [video tutorial](#).

1. Select client

Step	Description
1.1	Go to the home page of the aSAP portal
1.2	Select applications and then service requests from the drop down. 
1.3	Select 'create service request' 
1.4	Find the client by either: <ol style="list-style-type: none"> 1. Entering NHI, or 2. Entering birth date AND last name
1.5	Select 'find customer' 
1.6	If the client is correct, select 'select customer', if not, search again. 
1.7	Select 'create application for this client' 

2. Create Service Request

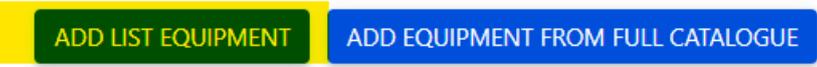
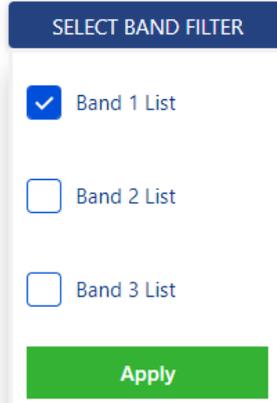
Step	Description
2.1	<p>Select 'create MOH service request for equipment purchase'</p>     
2.2	<p>Make sure personal, contact and address information is complete and accurate. You can make amendments as required.</p>
2.3	<p>Select 'save and next'</p> 
2.4	<p>Check client and details are correct (these will flow through from the previous screen. When this is done, you can close that section by hovering your mouse to the right of the section name (in this case 'general'), and clicking the arrow that appears.</p>  <p>You can do this for each section.</p>
2.5	<p>Enter application sub type by clicking the search icon.</p>

	<p>Application Sub Type *</p> <p>Purchase </p> <p>This will be 'purchase'. (Band 1 items cannot be trialed).</p>
2.6	<p>Select the EMS funding criteria from the drop down for which you are making this application.</p> <p>EMS Funding Criteria *</p> <p>Select </p>
2.7	<p>Select 'save and next'</p> <p></p> <p>If mandatory fields are missing data, a message will display at the top of the page.</p>
2.8	<p>As with other screens, you can close that section by hovering your mouse to the right of the section name (in this case 'application summary')</p> <p>The application number and client name will display.</p> <p>If this is for a like-for-like replacement item, select YES.</p> <p>Like for Like Replacement</p> <p><input checked="" type="radio"/> No <input type="radio"/> Yes</p>
2.9	<p>If this item is for consignment stock to be delivered to the hospital, select 'YES'. Otherwise, leave blank or select 'NO'.</p> <p>If you select 'YES', equipment will be delivered to the hospital, not to the client and will be to replace an item already provided.</p> <p>Direct Issue Stock Replacement</p> <p>Select </p>
2.10	<p>Select address to be deliver to:</p>

	<p>If you select 'use Assessor's address', the item will be delivered to the address we have on file for you.</p> <p>If you want to deliver to an address that is not an address we have on file, search address finder:</p> <p>Delivery Address</p> <p> <input type="checkbox"/> Use Existing Customer Primary Address Property Ownership <input type="checkbox"/> Use Assessor's Address <input type="text" value="Select"/> <input type="checkbox"/> Use Alternate Customer Address <input checked="" type="checkbox"/> Search Address Finder for Delivery </p> <p>Address Finder - start typing address here</p> <p><input type="text"/> <input type="checkbox"/> Edit Address</p> <p><input type="checkbox"/> Save searched address as customer primary</p> <p>Check the address shown is correct.</p> <p>You can save this new address as the customer's primary address.</p>
2.11	<p>Select who the contact (for this delivery) is.</p> <p>Select predefined delivery instructions by clicking the drop down on 'special delivery instructions'.</p> <p>To add free form delivery notes enter these in the 'special notes for equipment delivery:</p> <p>Special Delivery Instructions</p> <p><input type="text" value="Select"/></p> <p>Special notes for equipment delivery</p> <p><input type="text"/></p>
2.1	<p>Select 'save and next'</p> <p><input type="button" value="SAVE AND NEXT"/></p>

3. Enter service request details

Step	Description
3.1	Data from the previous screen will show in the general and details sections.

	<p>Select equipment in the catalogue items section</p> <p>Catalogue Items</p> 
<p>3.2</p>	<p>There are two ways to select equipment – select from list or select from catalogue.</p> <p>For Band 1 equipment, it is quickest to use ‘add list equipment’</p> 
<p>3.4</p>	<p>Select Band 1 by clicking on ‘select band filter’ and then checking ‘Band 1 list’, and apply.</p>  <p>You will then only be presented with equipment items on the Band 1 list.</p> <p>See how to use the catalogue for using the catalogue.</p>
<p>3.6</p>	<p>When you have selected all the required items, click ‘continue application’</p>  <p>You will be returned to the previous screen.</p>
<p>3.7</p>	<p>The items you have selected will be shown at the bottom of this screen</p>

Catalogue Items

Catalogue Product ↑	Supplier	Supplier Product Code	Price Payable After Discount
Absolute 16inx16in Foam Cushion	Invacare New Zealand	EC66	\$196.65
Action 1R Transit 16x17.5 Wheelchair	Invacare New Zealand	DK1640990	\$299.00

You can add additional items if required.

3.8 Check that the delivery address and instructions are correct.

3.9 You can save the service request by clicking 'save service request' and the bottom of the page.

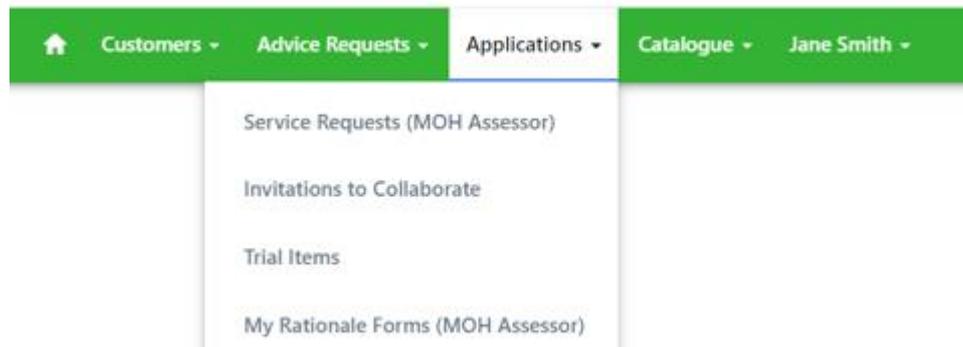
If you are ready to submit the service request, go to the top of the page and select 'submit service request'.

Once you do this, the service request cannot be amended.

[SUBMIT SERVICE REQUEST](#)

You will be asked to declare the information is correct.

3.10 To view your applications, select service requests from the applications drop down at the top of the screen:



3.11 The service request you have just created will be at the top. Check it says 'pending approval'. If it doesn't, you have not submitted the request, and it will not be processed.

Application Number	Application Type	Application Sub Type	Customer	Assessor	Status	Current Owner	Date Submitted
APP088052	Equipment	Purchase	John Doe	Jane Smith	Pending Approval	Accessible CS	07/10/2024 1:05 PM

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