

# Repair Subcontractor Asset Database

## October 2016

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### Overview:

The purpose of this database (spreadsheet) is to provide Equipment Subcontractors with access to basic equipment information assigned to Ministry of Health EMS clients 'on-demand'.

The aim is to

- Reduce the need to contact Enable New Zealand to confirm if equipment is an MoH asset, provide better information, in a faster manner.
- Display age and approximate cost of equipment (so informed decisions can be made regarding repairs).
- Display supplier – so correct parts can be taken on initial visit.
- Display purchase date of item – to manage warranty claims instead of repair.
- Display all assets recorded with a client in case other items need servicing (note: budget constraints must be considered).

The information on this spreadsheet is to be kept confidential to your organisation and only used for the purposes of supporting EMS clients with repair and servicing needs. Any copies of the spreadsheet must be deleted from your system each month, or upon Enable New Zealand's request.

### **Instructions:**

Go to the [DisabilityFunding.co.nz](https://www.disabilityfunding.co.nz) website, Equipment menu, Equipment Subcontractors menu and follow link to either the North Island asset list or the South Island asset list.

Direct link is <https://www.disabilityfunding.co.nz/equipment/equipment-subcontractors>

Enter user name: Either "North" or "South", and the password. *Note: The passwords will be provided to you separately.*

The spreadsheet will open in a MS Windows version of Excel.

To look up an asset, the valid asset number must be entered into cell "A1" – marked Yellow. **No other cells can have information added.**

If the asset number is valid, the asset details will show. All other assets for that client will also show.

The results from the asset search will show the following information:

COLUMN	DESCRIPTION
<b>Asset Number</b>	Asset Number
<b>Client Number</b>	Enable New Zealand Client Reference Number
<b>Desc 1</b>	Main Description of Equipment
<b>Desc 2</b>	Secondary Description of Equipment
<b>Name</b>	First 3 letters of Client Surname
<b>Date Install</b>	Date item installed with this client
<b>Purchase Date</b>	Date item was purchased
<b>Item Number</b>	Enable New Zealand reference
<b>Price Group</b>	Indicative price band of equipment
<b>Supplier</b>	Supplier of equipment

## **FAQ's:**

### **What if the client cannot tell me an asset number?**

Ask if they have other equipment that does have an asset number – the search results find all equipment assigned to that client. If not possible, contact Enable New Zealand as per normal.

If Enable New Zealand can locate an asset number, an asset label will be reprinted and sent to you to put on the equipment.

Alternatively, ask whether the client has moved from the accessible area. If they have, forward their name and NHI number to Palmerston North's Warehousing and Distribution Team to advise of the client's move. The information on the equipment issued by accessible will be obtained, assigned asset numbers in our system, and the labels will be sent to you to place on the equipment.

### **Why does it show only 3 letters of the client name?**

This is to manage client privacy. 3 letters will be sufficient to confirm it is the same client in most cases.

**What if the cost of the repair is greater than the item?**

A replacement may be the best option and can be organised by completing the 'Uneconomic to Repair' form. If you are still unsure, contact Palmerston North's Warehousing & Distribution team.

**What if the item is new and covered by warranty?**

Then the normal process should be followed and the supplier contacted to manage any warranty issues.

**Why are the install and purchase dates different?**

The install date may be after the purchase date. This indicates the item has likely been 'reissued'.

**Why is an install date or purchase date missing?**

At times, especially with very old equipment, this data is not held within the system.

**What if the asset shows that it is assigned to another client?**

Contact Enable New Zealand to investigate and get the asset reassigned if necessary.

**What if I get contacted to repair item "A" and see there may be other items that need servicing?**

With the function to see all equipment items assigned to a client, there is an opportunity to undertake a review on several items at the same time (only if needed). This should reduce the cost of 'going back' to the client to undertake a service at a later date. i.e. reduced cost of travel. Any servicing should be managed with safety and cost effectiveness in mind.

**How often is the data uploaded in the spreadsheet?**

The spreadsheet holds a lot of information and will be updated once per month, around the 15<sup>th</sup>.

**What if there is more than one piece of the same equipment and they have different asset numbers?**

If in doubt, contact Enable New Zealand. Otherwise work should be carried out only on the most recent asset number. If the equipment has an earlier asset number, that asset number should not be used and consultation with Enable New Zealand should be undertaken prior to any work being carried out.

**What if the asset number on the equipment is different from that in the client list but the equipment description matches?**

Contact Enable New Zealand. This can happen if the equipment has been sent to the client directly from the supplier and they have asset labelled it but not noted this on their invoice to us. When this is verified, a copy of the asset label in Enable New Zealand's system will be printed and sent to you to replace that on the equipment.

**Why is the asset number so important? A repair is a repair.**

With MoH reporting requirements becoming more specific, the need to be able to provide an accurate picture of the cost and type of repairs, refurbishments, modifications and on what type of equipment is important to validate our spend in the "service" area. Tracking and reporting is performed against asset numbers.