





Summary

Objective

The purpose of this process is to ensure we've issued the correct number of digital certificates. We do this by reconciling our records with the spreadsheet sent by HealthLink

Owner Name Withheld

Expert Name Withheld

Procedure

1.0 Create report

Provider Vendor Registration Administrator

a Open the DC issued spreadsheet.

NOTE **Where is this spreadsheet located?**

W:\PSD\01 Team\08 Provider Servicing\03 Performance\03 Reports\02 PVR\Registration Authority Folder\NZHSRA - Production\8. Data-bases

b Create the Salesforce Report for the month.

 Reconciliations of DC Issues.docx

c Copy and paste the data from the report onto the SF report tab.

d Copy and paste the data received from health link onto the HL report tab.

e Delete last months data on the SF & HL tabs, if required.

f Run the RECON Macro in Excel.

2.0 Reconcile report

Provider Vendor Registration Administrator

a Review all error messages in columns 'Processor Action', 'Duplicate?', 'Correct COST' and 'Correct FUNDER'.

b Review all duplicate issues and amend status, funder and cost for each DC which has been issued more than once.

c Update the pivot table.

d Complete the reconciliation table.

e Check the totals in the DC summary values spreadsheet are correct against the pivot table.

f Pass the spreadsheet to your manager for a quality check.

3.0 Quality check report

Provider Vendor Registration Team Manager

a Check that all the figures are correct.

NOTE **What if the figures are not correct?**

The report should have been balanced before being submitted for a quality check. If the figures are incorrect, return to relevant staff member to correct as required.

4.0 Send report

Provider Vendor Registration Administrator

a Set Outlook to stop automatically sending emails.

b Open end of month ACC email templates (ACC, ACC AE, HealthLink, MOH).

NOTE **Where are end of month ACC emails located?**

W:\PSD\01 Team\08 Provider Servicing\03 Performance\03 Reports\02 PVR\Registration Authority Folder\NZHSRA - Production\8. Data-bases

c Send the email via Mailings: Finish & Merge: Send Email messages.

d Go to the [Outbox] and open an email to check they have figures and that the figures are correct (compare with the 'DC Summary Values.xlsx' spreadsheet).

NOTE **What if the merge did not work correctly?**

Retry and if the issue persists, contact Carolyn Workman for assistance.

e Set Outlook to automatically send emails.