

## Receiving Applications in ServTraq

### Background

The 2016 LIHEAP contract requires agencies to provide written notification to customers within 15 days of receipt of their application. Agencies have notifications of incomplete documentation, denials and benefits in place. These will suffice if completed within 15 days, otherwise a notice of receipt must be sent. This means a significant increase in expenses for notification mail out.

The *Incoming Application Processing* feature allows users to mark an application as “received” in ServTraq as a Contact Entry note for the purpose of tracking the receipt of an application in the form of a contact entry. It is important to note that the barcode number is just a contact number and not an application identification number.

The process outlined here can be modified to work for your agency and adjusted for smaller agencies who do not need the full automated functionality.

### Getting Started

The full automated use of this feature is contingent on a barcode scanner and a label machine. Here are our recommendations:

- Barcode Scanner
  - Recommended: Honeywell MS7120 Orbit Barcode Scanner (MK7120-31A62)
- Label Machine
  - Recommended: Dymo Label Writer 400
  - White Dymo address Labels—Size 3 ½ X 1 1/8
  - Tips:
    - Make sure the printer selected is **DYMO labelwriter 400** and the orientation is set to **Landscape**.
    - Make sure pop-ups are enabled.

### How it Works

#### 1. Sort Application and Attached Documents

Sort each application and the attached documents according to the agency template. Doing so creates uniformity and facilitates the eligibility determination process.

Example Template:

- Intake Form/HEAP Application

- Shut-Off Notice
- Proof of Energy Cost
- Income Verification documents
- Other Program Applications

## 2. Check for a Barcode

Check the front and back of the HEAP application for a barcode. If there is a barcode, staple the application and documents together with the barcode facing up. If there is no barcode, a barcode label will need be generated.

## 3. Categorize Applications

Separate the applications into the following categories to establish barcode-scanning priority.

- HEAP Emergency Applications
- HEAP Non-Emergency Applications
- HEAP Returned Deficient Applications

## 4. Scan an Application

### Barcoded Applications

If the application has a barcode, and the name on the barcode matches the name of the person submitting the application, scan the barcode.




**A. Open the Contacts: Incoming Application Processing screen** (*Note: The curser must be placed on the barcode entry box*)

**B. If a match exists highlight the customer record and click **Receive Application**.**

- **Returned Message: Application Received, Record Added Successfully**
  - No further action necessary. Received applications in ServTraq are ready to be moved to the next stage: Processing.

The screenshot displays the 'Incoming Application Processing' interface. On the left, a navigation menu lists various options, with 'Incoming Application Processing' selected and highlighted by a red rectangle. The main content area features a form for entering application details. The 'Barcode' field is populated with '452941' and is also highlighted by a red rectangle. Below the form, there are buttons for 'Submit' and 'Clear'. At the bottom of the screen, a table is visible with columns for 'First Name', 'Last Name', 'SSN', 'Date of Birth', and 'Mailing Address'. The 'Receive Application' button, located between the form and the table, is highlighted with a red rectangle.

#### 4.1. Other Possible Messages and Actions to Take:

<p><b>Message:</b></p>  <p>Application received record added; however this applicant already has an application for this program year.</p>	<p><b>Recommended Action:</b> Update the customer information and enter the application as a denial in ServTraq; unless the agency has concurrent utility assistance programs (see section <i>Warnings &amp; Attention</i>)</p>
<p><b>Message:</b></p>  <p>An application received record could not be added as one has already been added in the past 24hrs. Additionally, this applicant already has an application for this program year.</p>	<p><b>Recommended Action:</b> Update any customer information and enter the application as a denial in ServTraq; unless the agency has concurrent utility assistance programs (see section <i>Warnings &amp; Attention</i>)</p>
<p><b>Message:</b></p>  <p>Error adding application received record. An application received contact action has already been added within the previous day. Duplicates are not allowed.</p>	<p><b>Recommended Action:</b> Attach the application to the previously submitted application.</p>
<p>A barcode can still be generated (manually) if necessary. See Step 6.</p>	

#### 5. Generate a Barcode

If there is no barcode on the HEAP application, or if the name on the barcode label does not match the name of the person submitting the application, generate a new barcode label.

- A. **Open the Contacts: Incoming Application Processing screen**
  - o Enter the customer's information in the search parameters and click **Submit**.

The screenshot shows a web application interface. On the left is a sidebar with a menu: Home, Contacts, Incoming Application Processing (selected), Customer Search/Contact Entry, Callbacks, Customer Contacts, HEAP, Weatherization, and Inventory. The main area is titled 'Incoming Application Processing' and contains a 'Search Parameters' section with the following fields:

- Barcode: (empty)
- Name: JULIE (first name) and GARCIA (last name)
- Social Security Number: 123-45-6789
- Mailing Address: Street #, Street Name, and Unit Number (all empty)
- Mail Zip/City: Zip Code and City (both empty)

At the bottom of the search parameters are 'Submit' and 'Clear' buttons.

- B. If the customer is found, click on the customer record and click **Receive Application**. If the customer is not found, add the customer to the database and then receive the application.

A notice will pop up stating that the application was received successfully, click **Print Barcode** to print a new barcode. *Note: The **Print Barcode** button is activated only after an application has been marked as received.*

The screenshot shows a toolbar with the following buttons: '+ New Customer', 'Edit Customer', 'Receive Application', 'Print Barcode' (highlighted with a red box), and 'Refresh List'. Below the toolbar is a table titled 'Search Results' with the following columns: First Name, Last Name, SSN, Date of Birth, Mailing Address, Mail City, and Mail.

Click on the print icon; to print the label. If the application has an existing label, place it over the previous label.

The screenshot shows a printed label with a barcode. Below the barcode is the number '437661' and the name 'Julie Garcia'.



## 6. Manual Process

Applications can also be marked as “received” in ServTraq manually.

- Open the Customer’s Record and scroll to the Contacts section
- Click the addition icon and create a contact entry note with the following entries:





**Contacts**

Contact Date	Contact Type	Contact Action	Call Code	Language	Notes	Mailing Code	Mailing Date
Contact Date: 10/19/2015 4:27:03 PM	Contact Type: INCOMING	Contact Action: HEAP APPLICATION RECEIVED	Call Code: NO ACTION REQ - RECORD ONLY	Language: ENGLISH	Notes:		
Mailing Code:							

- C. Once the contact entry is saved, a barcode number can be viewed or printed by clicking the barcode icon.

**Contacts**

	Contact Date	Contact Type	Contact Action	Call Code	Language	Notes	Mailing Code	Mailing Date
   	10/19/2015	INCOMING	HEAP APPLICATION RECEIVED	NO ACTION REQ - RECORD ONLY	ENGLISH			

## Warnings & Attention

### Concurrent UA Programs

If the agency has concurrent utility assistance programs such as LIHEAP and DWAP, review the UA Application History (found in the Customer Record) to determine the program/year application attached. If the application is a program-year duplicate, a warning message will prompt that the customer has already been benefited.

### Mismatched Information

If the customer you are searching for did not provide a Social Security Number on the application, it is not necessary at this point. As long as there is a second data point match. Missing information such as *Social Security Number* or *Date of Birth* can be collected during application processing.

### Mismatched Name

If the customer's name is not a complete match, use a second data point to make the match determination.

Note: If the name on the barcode does not match the name on the application **do not** receive the application under the name listed on the barcode. Instead, generate a new label (manually) for the customer noted on the application and place it over the existing one.

## Tips and Tricks

### Establish Document Locations

For agencies with a high volume of incoming UA applications, it is recommend to set-up labeled bin “locations” to maintain everything in its place, avoid losing documents, and track the application through the progress cycle.

Example:



### Additional Resources

#### Related Videos

Receiving Applications for Written Notification Compliance

<https://vimeo.com/album/3690252/video/150196570>

#### Related Features

Contact Entry Feature

Daily Reports: Barcoded Applications Report

Daily Reports: Envelopes/Mailing Labels from Contacts Report

**ServTraq Support:** [Support@ServTraq.com](mailto:Support@ServTraq.com)

**ServTraq Manual:** <http://ServTraq.com/Nimbus1.html>