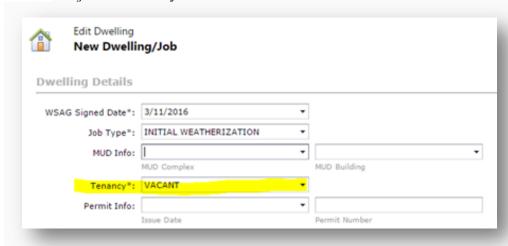
ServTraq Vacant Multi-Unit Entry Guide

Background:

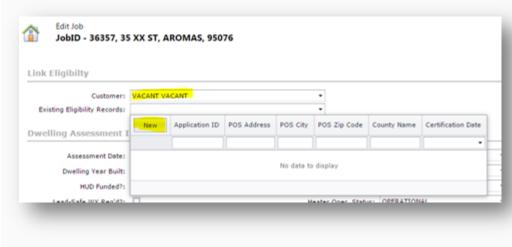
Multi-Unit Vacant dwellings require a special set of field entries to be accepted in the CSD Bucket (Wx Database). Follow the steps outlined below to create a Weatherization Job for a vacant multi-unit dwelling.

Note: LIWP Multi-Units are defined as 5 or more units.

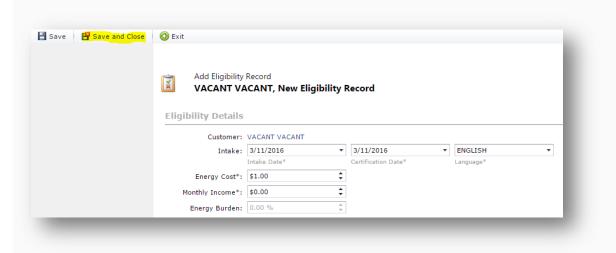
- 1. If the Dwelling Address does not exist in Serv Traq, create a Dwelling ID first. Enter the required fields and set the Tenancy to **Vacant**.
 - a. If a Dwelling ID already exists for the Dwelling Address, open the Dwelling ID page, update the information necessary, change the tenancy type to **Vacant**, and add a new job if necessary.



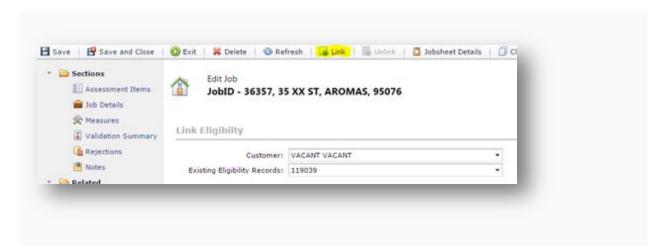
2. Link the Job to a customer and eligibility record. Since it is a vacant unit, create a "Vacant Vacant" customer record.



3. Create a new Eligibility Record and click Save and Close.



4. Click the Link button to link the job to the Existing Eligibility Record.



- **5**. Input a 1 into the occupant field and the bucket report will set in come to 0 and household size to 0 because of the vacant status.
- **6.** If you receive a "SSN must be set to 9's" validation message, e-mail us to the support desk at Support@ServTrag.com so we can make the adjustments necessary.