

# 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 ServTraq, 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.

**Edit Dwelling**  
**New Dwelling/Job**

**Dwelling Details**

WSAG Signed Date\*: 3/11/2016

Job Type\*: INITIAL WEATHERIZATION

MUD Info: [Empty] [Empty]

MUD Complex MUD Building

Tenancy\*: VACANT

Permit Info: [Empty] [Empty]

Issue Date Permit Number

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

**Edit Job**  
**JobID - 36357, 35 XX ST, AROMAS, 95076**

**Link Eligibility**

Customer: VACANT VACANT

Existing Eligibility Records: [Empty]

New	Application ID	POS Address	POS City	POS Zip Code	County Name	Certification Date

No data to display

Assessment Date: [Empty]

Dwelling Year Built: [Empty]

HUD Funded?: [Empty]

Lead-Safe WY Rec'd?: [Empty]

Master Oper. Status: OPERATIONAL

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

The screenshot shows a web application window with a title bar containing 'Save', 'Save and Close' (highlighted in yellow), and 'Exit' buttons. The main content area is titled 'Add Eligibility Record' and 'VACANT VACANT, New Eligibility Record'. Below this is a section titled 'Eligibility Details'. The form contains the following fields:

- Customer: VACANT VACANT
- Intake: 3/11/2016 (dropdown menu)
- Intake Date\* (label)
- Certification Date\*: 3/11/2016 (dropdown menu)
- Language\*: ENGLISH (dropdown menu)
- Energy Cost\*: \$1.00 (dropdown menu)
- Monthly Income\*: \$0.00 (dropdown menu)
- Energy Burden: 0.00 % (dropdown menu)

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

The screenshot shows a web application window with a title bar containing 'Save', 'Save and Close', 'Exit', 'Delete', 'Refresh', 'Link' (highlighted in yellow), 'Unlink', 'Jobsheet Details', and 'Close' buttons. The main content area is titled 'Edit Job' and 'JobID - 36357, 35 XX ST, AROMAS, 95076'. Below this is a section titled 'Link Eligibility'. The form contains the following fields:

- Customer: VACANT VACANT (dropdown menu)
- Existing Eligibility Records: 119039 (dropdown menu)

5. Input a 1 into the occupant field and the bucket report will set income 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@ServTraq.com](mailto:Support@ServTraq.com) so we can make the adjustments necessary.