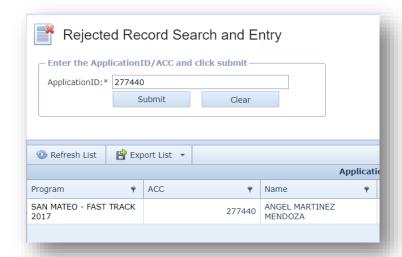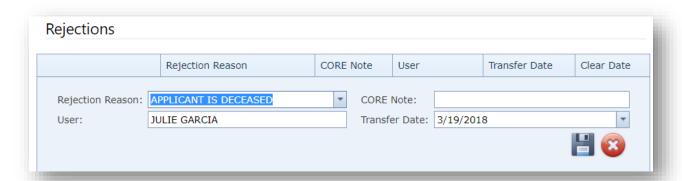# 9. Rejected Records in ServTraq©

Background

CORE Rejected Utility Assistance records require entry in ServTraq to "open" the file for corrections or ultimately deny the applicant if the rejection reason cannot be fixed.

Enter Rejected Records in ServTraq

1. From the HEAP menu, click on **Rejected Record Search and Entry**. Enter the *Application ID* and click **Submit**. Click on the **ACC number** to open the application and log the rejection reason stated in the CORE Deficiency/Rejections report.

2. From the left menu, click **Rejections**. Click the **addition** icon to add the rejection reason(s). Select the rejection reason from the drop down table and click the **floppy disk** icon to save. If the record was rejected for more than one reason, repeat the process to add an additional reason. Click **Save and Close** to continue entering rejected records. Repeat this process until all rejected records in the *CORE Deficiency Rejections report* are re-entered in ServTraq.
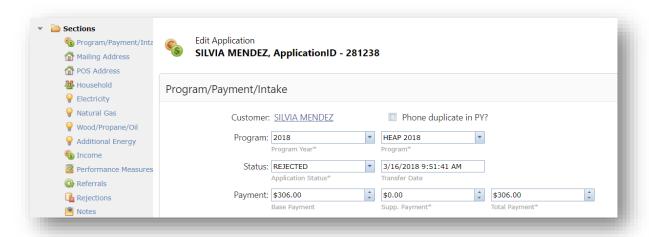
Clear a Rejected Records in ServTraq

1. From the HEAP menu, click **Rejected Record Clearance**.

2. Click on the **ACC number** to open the application. Scroll down to the field causing the rejection. Correct the field if possible and click **Save**.

3. From the left menu, click **Rejections**. Click the **eraser** icon to clear the rejection.

4. If the rejection cannot be corrected (such as Agency out of Funds), change the application status to **Denied, select the denial reason, and click Save and Close.** ServTraq will automatically remove the rejected record from your clearance list.