



ServTraq(c) 15 Day Written Notification Solution
February 10, 2016

Overview



The goal of this webinar is to review the **Contact Entry** and present new features designed to streamline compliance with the **15Day Written Notification** requirement.

What is the **Contact Entry**?

The **Contact Entry** is a feature in ServTraq that enables agencies to track all incoming and outgoing customer contact. When codes are applied to *contact entries*, subsequent tasks such as document mail-outs can be streamlined, and registered in the system for **electronic proof of compliance**.

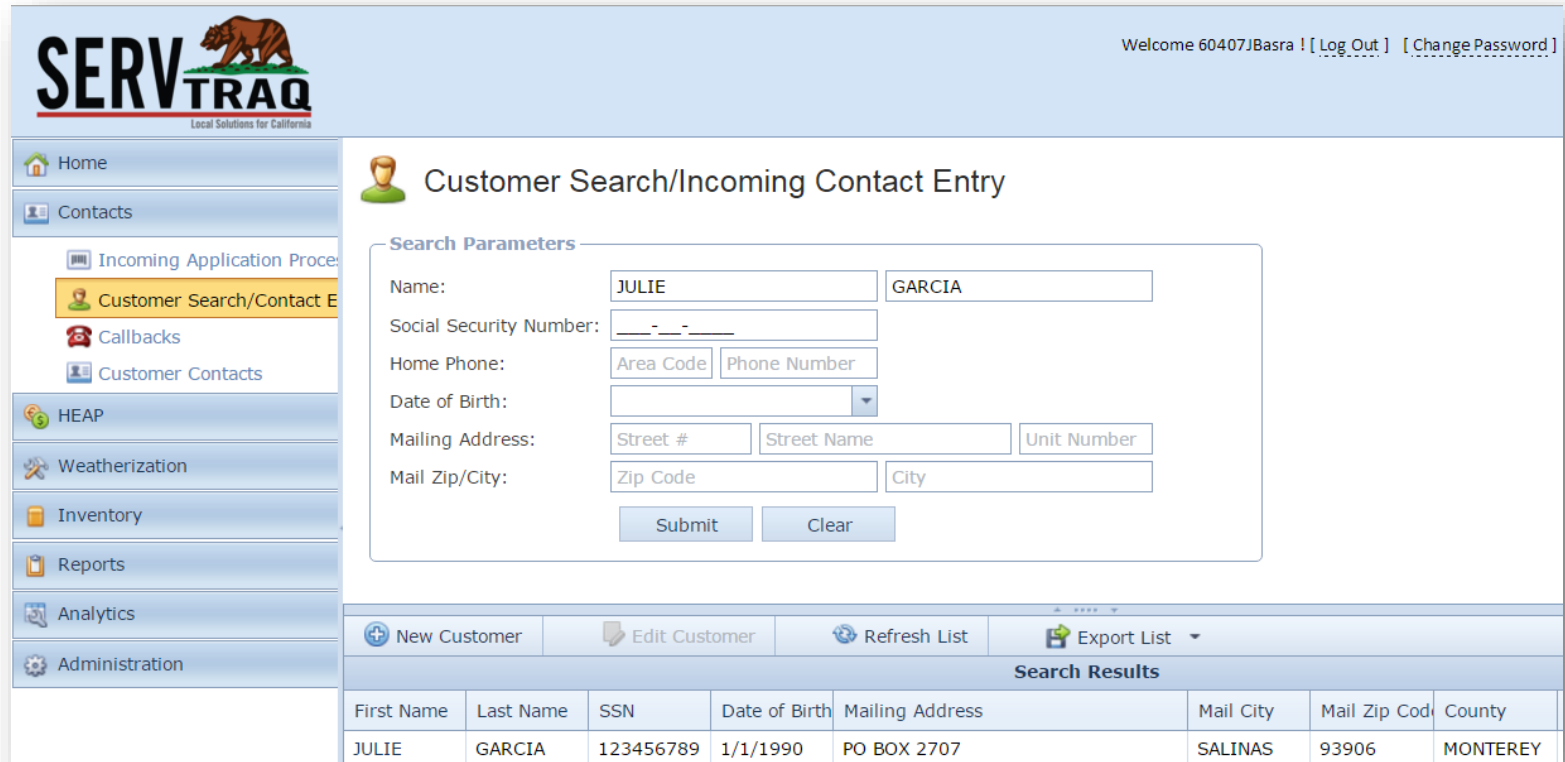
- ✓ Generate Barcoded HEAP Applications
- ✓ Track Receipt of Incoming Applications
- ✓ Streamline Written Notification Letter Compliance

Part 1


Generate a Barcoded HEAP Application

Customer Search

Step 1: Search for the customer. If the customer is not found, add the customer to the database.



Welcome 60407JBasra ! [[Log Out](#)] [[Change Password](#)]

SERV  **TRAQ**
Local Solutions for California

Home
Contacts
Incoming Application Process
Customer Search/Contact Entry
Callbacks
Customer Contacts
HEAP
Weatherization
Inventory
Reports
Analytics
Administration

Customer Search/Incoming Contact Entry

Search Parameters

Name:

Social Security Number:

Home Phone:

Date of Birth:

Mailing Address:

Mail Zip/City:

[New Customer](#) [Edit Customer](#) [Refresh List](#) [Export List](#)

Search Results

First Name	Last Name	SSN	Date of Birth	Mailing Address	Mail City	Mail Zip Code	County
JULIE	GARCIA	123456789	1/1/1990	PO BOX 2707	SALINAS	93906	MONTEREY










Contact Entry for Barcoded Application

Step 2: Add a **Contact Entry Note** to generate a barcoded application using a mailing code.

Mailing codes can be customized for your agency.

To set mailing codes that generate barcoded HEAP Applications contact the support desk.

Contacts

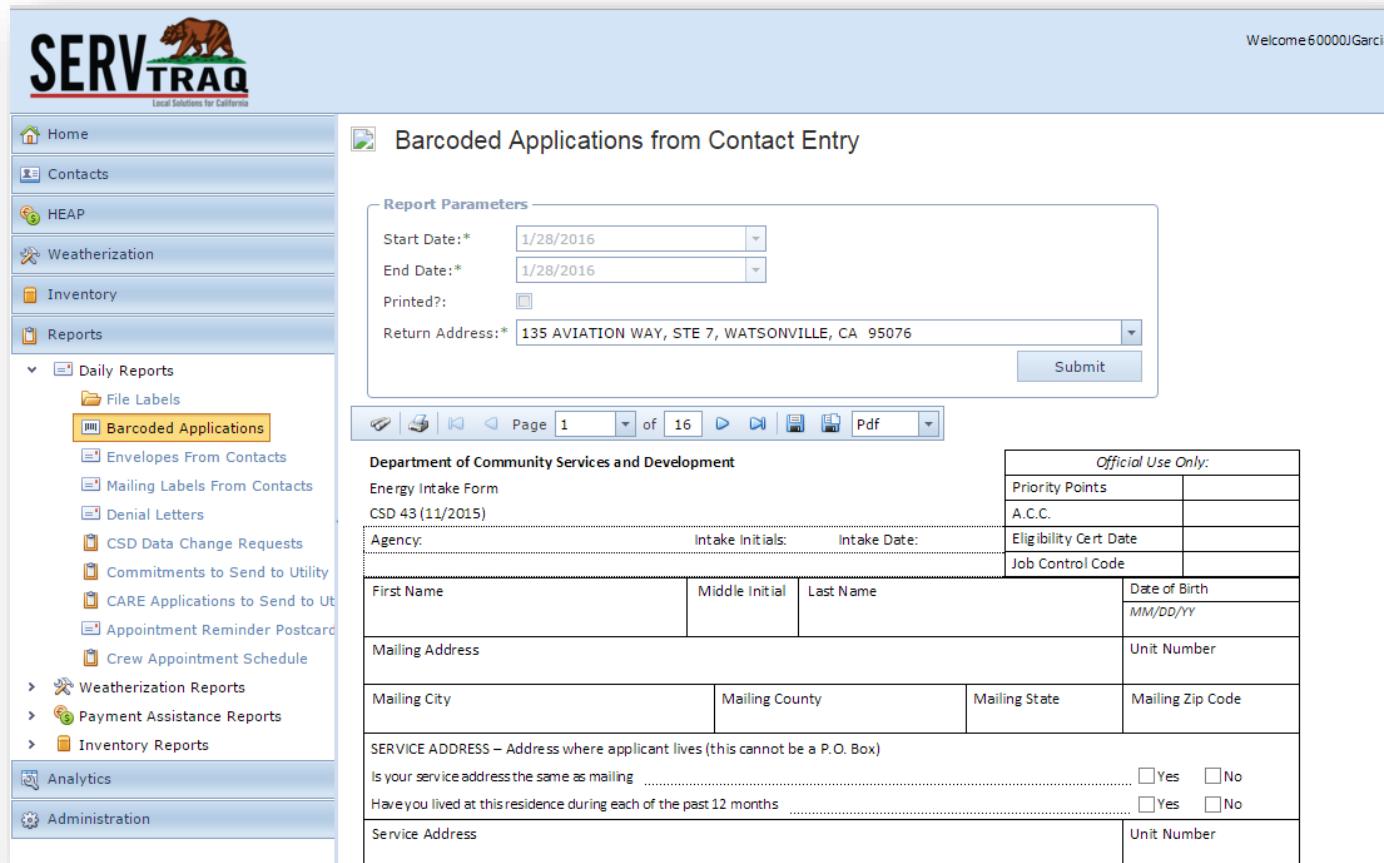
		Contact Date	Contact Type	Contact Action	Call Code	Language	Notes		Mailing Code	Mailing Date
  	1/27/2016	INCOMING	APPLICATION REQUESTED	APPLICATION REQUEST	ENGLISH				AP - FIRST TIME(HEAP APPLICATION) WITH INSTRUCTIONS	
  	1/14/2016	OUTGOING	PROGRAM/APPLICATION INFO GIVEN	NO ACTION REQ - RECORD ONLY	ENGLISH	DENIAL ADDED FROM APPLICATION ENTRY			DX - DENIAL LETTER (OVER INCOME) - (W/O) WSAG-CARE	
  	1/11/2016	INCOMING	APPLICATION REQUESTED	APPLICATION REQUEST	ENGLISH				AP - FIRST TIME(HEAP APPLICATION) WITH INSTRUCTIONS	

Printing Barcoded Applications

Step 3: Under the **Reports** menu select **Daily Report - Barcoded Applications**.

Print Settings Information can be found at:

<https://servtraq.freshdesk.com/solution/articles/4000070203-print-settings-for-barcoded-applications>



The screenshot displays the SERV TRAQ web application interface. The top header includes the SERV TRAQ logo and the text 'Local Solutions for California' on the left, and 'Welcome 60000JGarcia' on the right. A left sidebar contains a navigation menu with options: Home, Contacts, HEAP, Weatherization, Inventory, Reports, Daily Reports (expanded), File Labels, Barcoded Applications (highlighted), Envelopes From Contacts, Mailing Labels From Contacts, Denial Letters, CSD Data Change Requests, Commitments to Send to Utility, CARE Applications to Send to Utility, Appointment Reminder Postcard, Crew Appointment Schedule, Weatherization Reports, Payment Assistance Reports, Inventory Reports, Analytics, and Administration. The main content area is titled 'Barcoded Applications from Contact Entry'. It features a 'Report Parameters' section with fields for 'Start Date:' (1/28/2016), 'End Date:' (1/28/2016), 'Printed?:' (checkbox), and 'Return Address: 135 AVIATION WAY, STE 7, WATSONVILLE, CA 95076'. A 'Submit' button is located below these fields. Below the report parameters is a pagination bar showing 'Page 1 of 16' and a 'Pdf' button. The main form is titled 'Department of Community Services and Development' and 'Energy Intake Form CSD 43 (11/2015)'. It includes fields for 'Agency:', 'Intake Initials:', and 'Intake Date:'. Below these are fields for 'First Name', 'Middle Initial', 'Last Name', 'Date of Birth' (MM/DD/YY), 'Mailing Address', 'Unit Number', 'Mailing City', 'Mailing County', 'Mailing State', and 'Mailing Zip Code'. A section titled 'SERVICE ADDRESS - Address where applicant lives (this cannot be a P.O. Box)' contains two questions: 'Is your service address the same as mailing' (Yes/No) and 'Have you lived at this residence during each of the past 12 months' (Yes/No). The form also includes a 'Service Address' field and a 'Unit Number' field.

Home

Contacts

HEAP

Weatherization

Inventory

Reports

▼ Daily Reports

File Labels

Barcoded Applications

Envelopes From Contacts

Mailing Labels From Contacts

Denial Letters

CSD Data Change Requests

Commitments to Send to Utility

CARE Applications to Send to Utility

Appointment Reminder Postcard

Crew Appointment Schedule

> Weatherization Reports

> Payment Assistance Reports

> Inventory Reports

Analytics

Administration

Welcome 60000JGarcia

Barcoded Applications from Contact Entry

Report Parameters

Start Date:* 1/28/2016

End Date:* 1/28/2016

Printed?: ☐

Return Address:* 135 AVIATION WAY, STE 7, WATSONVILLE, CA 95076

Submit

Page 1 of 16 Pdf

Department of Community Services and Development

Energy Intake Form

CSD 43 (11/2015)

Agency: Intake Initials: Intake Date:

First Name Middle Initial Last Name Date of Birth MM/DD/YY

Mailing Address Unit Number

Mailing City Mailing County Mailing State Mailing Zip Code

SERVICE ADDRESS - Address where applicant lives (this cannot be a P.O. Box)

Is your service address the same as mailing ☐ Yes ☐ No

Have you lived at this residence during each of the past 12 months ☐ Yes ☐ No

Service Address Unit Number


ServTraq Barcoded Applications



Front











Department of Community Services and Development Energy Intake Form CSD 43 (11/2015)				Official Use Only:	
Agency: _____ Intake Initials: _____ Intake Date: _____				Priority Points	
				A.C.C.	
				Eligibility Cert Date	
				Job Control Code	
First Name	Middle Initial	Last Name	Date of Birth MM/DD/YY		
Mailing Address			Unit Number		
Mailing City	Mailing County	Mailing State	Mailing Zip Code		
SERVICE ADDRESS – Address where applicant lives (this cannot be a P.O. Box)					
Is your service address the same as mailing _____ <input type="checkbox"/> Yes <input type="checkbox"/> No					
Have you lived at this residence during each of the past 12 months _____ <input type="checkbox"/> Yes <input type="checkbox"/> No					
Service Address			Unit Number		
Service City	Service County	Service State	Service Zip Code		
Social Security Number (SSN):			Telephone Number: () _____ Message Only?		
E-mail Address (Optional):					
PEOPLE LIVING IN HOUSEHOLD Enter the total number of people in the household, including the applicant		INCOME Enter the number of household members who receive income			
Demographics - Enter the number of people who are:		Enter total gross monthly income for all people living in the household:			
Ages 0 to 2 Years		TANF / CalWorks	\$		
Ages 3 to 5 Years		SSI / SSP	\$		
Ages 6 to 18 Years		SSA / SSDI	\$		
Ages 19 to 59		Paycheck(s)	\$		
Ages 60 and Older		Interest	\$		
Disabled		Pension	\$		
Native American		Other	\$		
Seasonal or Migrant Farmworker		Total Income	\$		
HOUSEHOLD MEMBERS (Optional)					
FULL NAME: Full name is First Name, Last Name.					
RELATIONSHIP TO THE APPLICANT: For example: husband, daughter, friend, aunt, grandfather, etc.					
DATE OF BIRTH: List the date of birth of each household member.					
AMOUNT OF MONTHLY GROSS INCOME: "gross" income means the amount of money received before taxes or anything else is taken out.					
If you have more than 8 people in your household, you can write the information on a separate piece of paper.					
First Name	Last Name	Relation to Applicant	Date of Birth MM/DD/YY	Amount of Monthly Income	Source of Income
Household Total Monthly Gross Income				\$	
Are you or someone in your household CURRENTLY receiving CalFresh (Food Stamps)? <input type="checkbox"/> Yes <input type="checkbox"/> No					

Back

TEST AGENCY 135 AVIATION WAY, STE 7 WATSONVILLE CA 95076	 407195
E AP JULIE GARCIA 555 MAIN ST APT 1 WATSONVILLE CA 95076	

Mailing Date

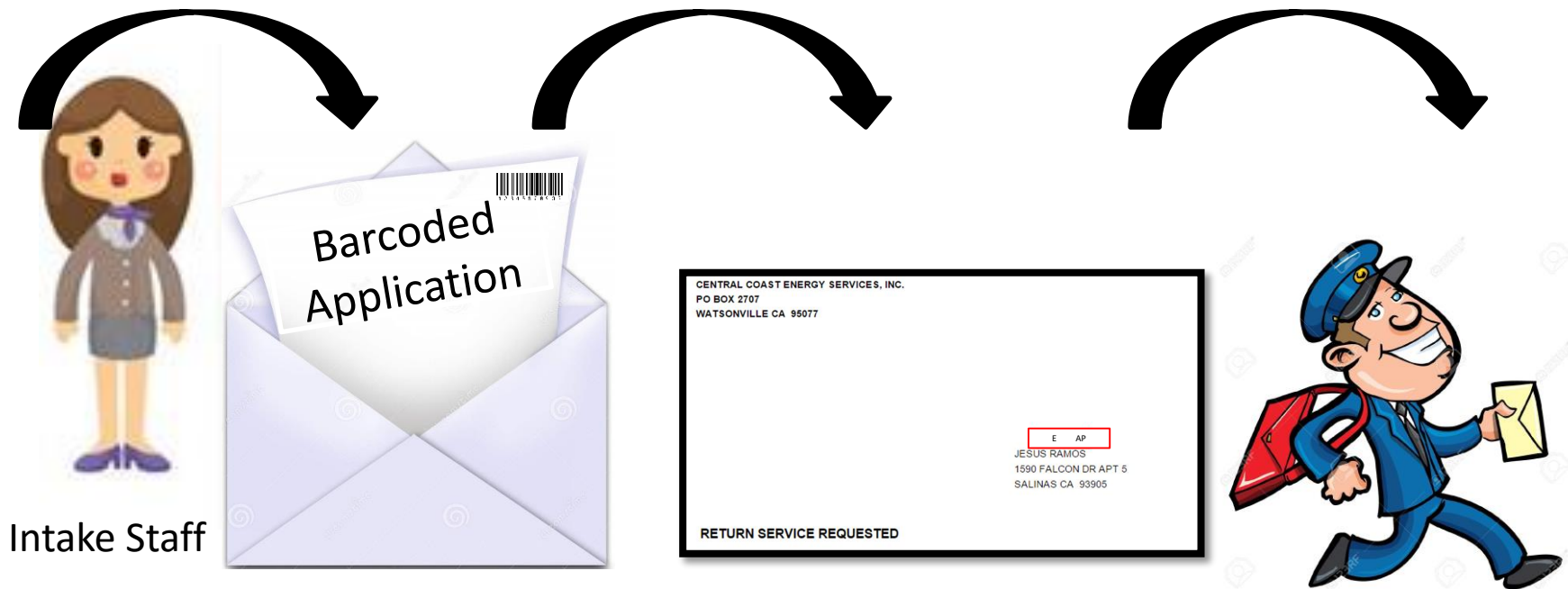
Once the Barcoded Application has been printed, this will automatically post a Mailing Date to the contact action added.

Contacts									
		Contact Date	Contact Type	Contact Action	Call Code	Language	Notes	Mailing Code	Mailing Date
  	1/26/2016	INCOMING	APPLICATION REQUESTED	APPLICATION REQUEST	ENGLISH			AP - FIRST TIME(HEAP APPLICATION) WITH INSTRUCTIONS	1/27/2016
  	4/3/2015	OUTGOING	PROGRAM/APPLICATION INFO GIVEN	NO ACTION REQ - RECORD ONLY	ENGLISH	ADDED FROM APPLICATION ENTRY		AX - ASSURANCE 16 ONLY - (W/O) WSAG - (W/O)CARE	4/3/2015
   	3/27/2015	INCOMING	HEAP APPLICATION RECEIVED	NO ACTION REQ - RECORD ONLY	ENGLISH	CONTACT ACTION ADDED FROM APPLICATION RECEIVING SCREEN			

Send Application

Step 4: Make the application available to the customer.

If application is mailed, use Double Window Envelopes size 10.

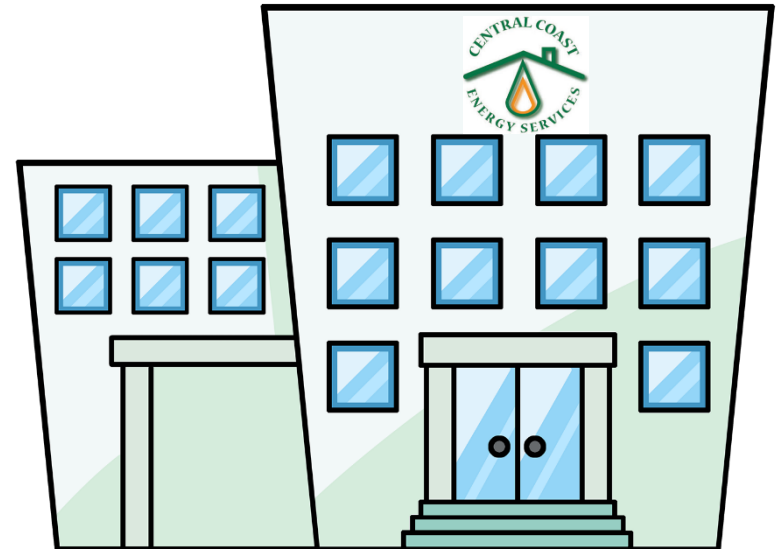
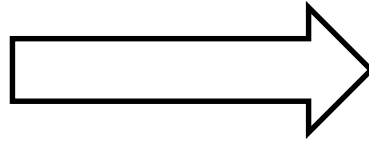


Part 2

Received HEAP Applications

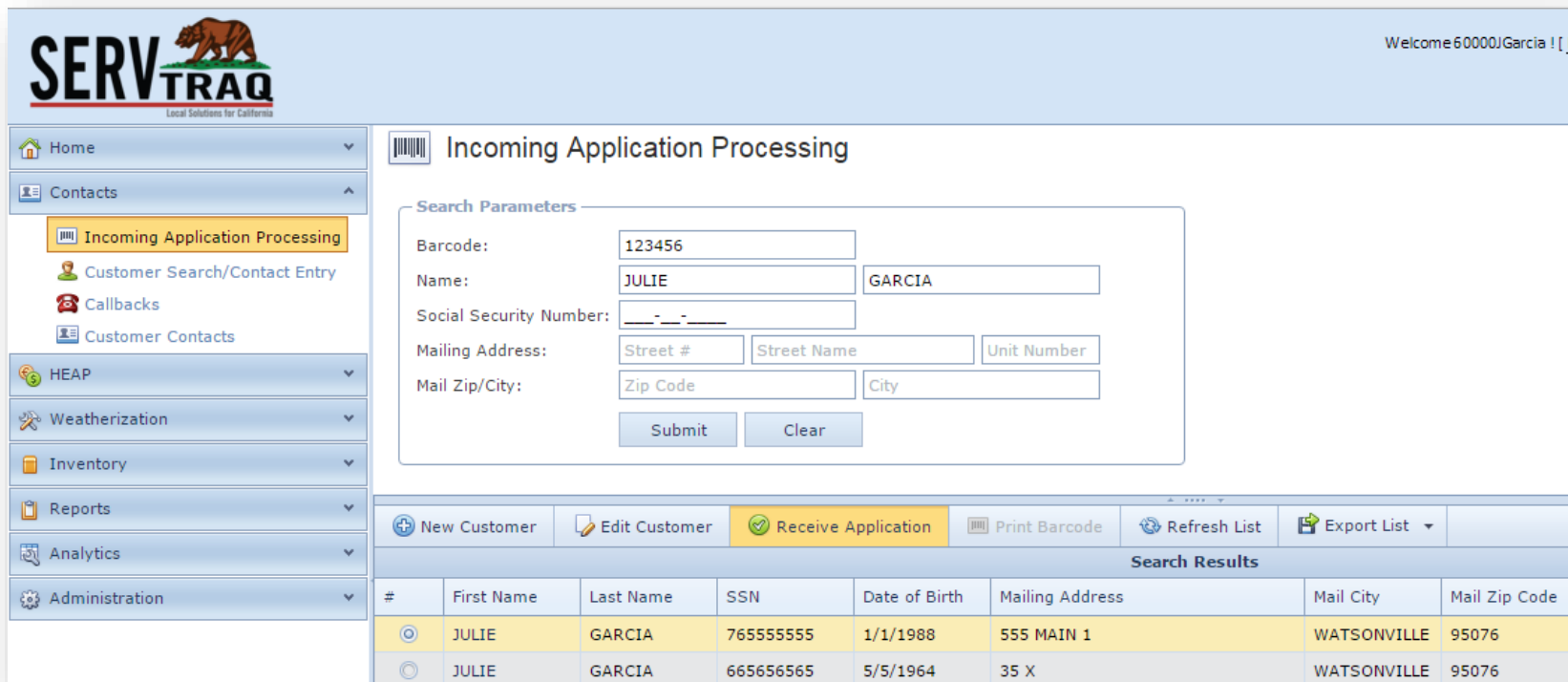
Incoming Applications

- Mail
- Fax
- Email
- Walk-In
- Online
 - Caliheapapply.com
- Appointment/Workshop



Receiving Barcoded Applications

Step 1: Under the **Incoming Application Processing Screen**, place the cursor under the Barcode field, and scan the barcode. The customer record linked to that barcode number will populate. Verify the customer record in ServTraq and the applicant are the same person. If so highlight the customer and click **Receive Application**



Welcome 60000JGarcia !

SERV Traq
Local Solutions for California

Home
Contacts
Incoming Application Processing
Customer Search/Contact Entry
Callbacks
Customer Contacts
HEAP
Weatherization
Inventory
Reports
Analytics
Administration

Incoming Application Processing

Search Parameters

Barcode: 123456
Name: JULIE GARCIA
Social Security Number: - - -
Mailing Address: Street # Street Name Unit Number
Mail Zip/City: Zip Code City
Submit Clear

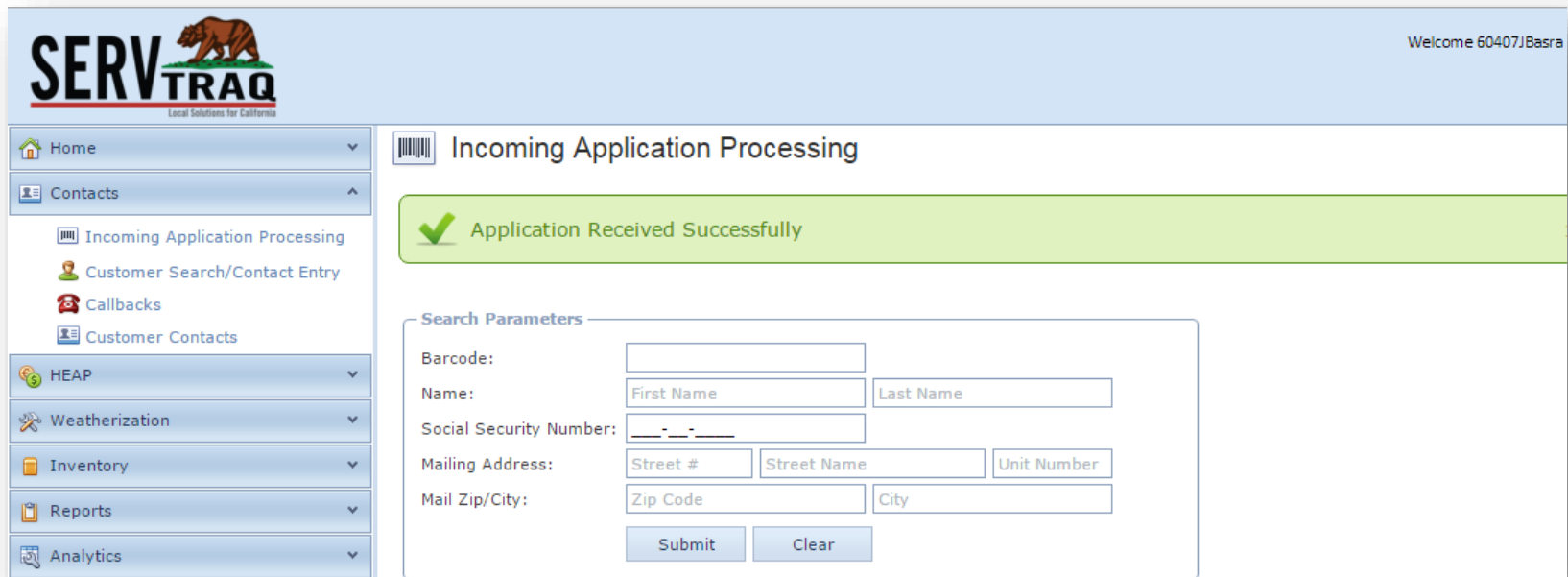
New Customer Edit Customer **Receive Application** Print Barcode Refresh List Export List

Search Results

#	First Name	Last Name	SSN	Date of Birth	Mailing Address	Mail City	Mail Zip Code
<input checked="" type="radio"/>	JULIE	GARCIA	765555555	1/1/1988	555 MAIN 1	WATSONVILLE	95076
<input type="radio"/>	JULIE	GARCIA	665656565	5/5/1964	35 X	WATSONVILLE	95076

Receiving Barcoded Applications














Once the application has been received a green check will appear



The screenshot displays the SERV-TRAQ web application interface. The top header features the SERV-TRAQ logo on the left and the user greeting "Welcome 60407JBasra" on the right. A left-hand navigation menu includes links for Home, Contacts, Incoming Application Processing, Customer Search/Contact Entry, Callbacks, Customer Contacts, HEAP, Weatherization, Inventory, Reports, and Analytics. The main content area is titled "Incoming Application Processing" and features a prominent green banner with a checkmark icon and the text "Application Received Successfully". Below this banner, a "Search Parameters" section contains input fields for Barcode, Name (First Name and Last Name), Social Security Number, Mailing Address (Street #, Street Name, and Unit Number), and Mail Zip/City (Zip Code and City). At the bottom of the search parameters are "Submit" and "Clear" buttons.

Receipt of HEAP Application

This will automatically create a Contact Entry Note in ServTraq tracking the receipt of the application. This would meet the electronic version of CSD proof of notification check. *Written approval has been posted to the ServTraq Support Portal.*

Contacts									
		Contact Date	Contact Type	Contact Action	Call Code	Language	Notes	Mailing Code	Mailing Date
   		12/5/2015	INCOMING	HEAP APPLICATION RECEIVED	NO ACTION REQ - RECORD ONLY	ENGLISH		NL - WRITTEN NOTIFICATION LETTER	12/10/15
  		2/7/2014	OUTGOING	PROGRAM/APPLICATION INFO GIVEN	NO ACTION REQ - RECORD ONLY	ENGLISH	ADDED FROM APPLICATION ENTRY	AS - ASSURANCE 16 + (WITH) WSAG - (W/O)CARE	2/7/2014
  		1/23/2014	OUTGOING	DEFICIENT APPLICATION PROCESS	NO ACTION REQ - RECORD ONLY	ENGLISH		IM - DEFICIENT (INCOMPLETE)	1/23/2014
  		1/13/2014	INCOMING	APPLICATION REQUESTED	NO ACTION REQ - RECORD ONLY	ENGLISH		CP - HEAP/CARE/WX/WDR APPLICATION PACKAGE	1/13/2014

A mailing date is posted to the receipt contact entry when the user processes mailings and marks records as being sent. ServTraq mailing envelopes, labels, or e-mails can be generated from the system.

Notification Mail-Outs

Mailing Envelopes or **Labels** with the NL (Notification Letter) mailing code.

Local Solutions for California

Home
Contacts
HEAP
Weatherization
Inventory
Reports

▼ Daily Reports
File Labels
Barcoded Applications
Envelopes From Contacts
Mailing Labels From Contacts
Denial Letters
CSD Data Change Requests
Commitments to Send to Utility
CARE Applications to Send to Ut
Appointment Reminder Postcard
Crew Appointment Schedule
Weatherization Reports
Payment Assistance Reports
CCES Reports
Analytics
Administration

Envelopes from Customer Contacts

Report Parameters

Start Date:* 1/27/2016
End Date:* 1/27/2016
Printed?: ☐
Return Address:* PO BOX 2707, WATSONVILLE, CA 95077

Submit

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CENTRAL COAST ENERGY SERVICES, INC.
PO BOX 2707
WATSONVILLE CA 95077

E NL
JULIE GARCIA
PO BOX 2707
SALINAS CA 93906

RETURN SERVICE REQUESTED

Welcome 60407/Basra

Mailing Labels from Customer Contacts

Report Parameters

Start Date:* 1/27/2016
End Date:* 1/27/2016
Printed?: ☐
Return Address:* PO BOX 2707, WATSONVILLE, CA 95077

Submit

Page 3 of 3 Pdf

NL E	NL E	NL E
STEPHANIE MAGRUDER 885 SCHWERIN ST DALY CITY CA 94014	ANGELA WATSON 93 MAR VISTA DR DALY CITY CA 94014	GUADALUPE VIRGEN 701 ARNOLD WAY UNIT C4 HALF MOON BAY CA 94019
NL E	NL E	NL E
RAISA BELOUSSKAYA 830 MAIN ST APT 205 REDWOOD CITY CA 94063	GUADALUPE ZALDIVAR 734 PEPPER DR SAN BRUNO CA 94066	EDUARDO COUOH 2373 PALO VERDE AVE EAST PALO ALTO CA 94303
NL E	NL E	NL E
AURESSIA BLACK 1024 BRANDY WAY PALO ALTO CA 94303	JUAN ANTONIO NUNEZ ESTRADA 103 STAGE LN UNIT B APTOS CA 95003	STEPHEN THOMPSON 1555 JACKSON AVE BEN LOMOND CA 95005

Mail-Out

Step 7: The mail code noted on the envelope identifies the type of document to mail out.

Pre-Assembled Notification Letters



Notification Letter



Central Coast Energy Services
P.O. Box 2707
Watsonville, CA 95077-2707
1-888-728-3637

Dear Customer,

We have received your application for the Home Energy Assistance Program (HEAP). You will receive another notification by mail or e-mail to notify you of your program eligibility outcome. It can take as long as 6-8 weeks before your application is processed. In the meantime, please continue to make payments or contact your utility provider to make a payment arrangement.

Thank you,

Central Coast Energy Services

Part 3

Other Information

Miss-Matched Information

If the barcode brings up a different customer record than the person listed on the application, **search for applicant** to receive the application under the person who applied.

If the customer is not found, add the customer to the database first.

A new barcode linked to the correct customer can be printed and placed over the existing one.

2015

CENTRAL COAST ENERGY SERVICES
PO BOX 2707 - Watsonville, CA 95077
1-888-728-3637
Serving Monterey and Santa Cruz Counties

134860

HEAD/LESS LINEAP/DOE INTAKE FORM (Rev. 1/2015)

First Name: Antonio J. Ortiz Middle Initial: F Last Name: ORTIZ

Mailing Address: 3700 Aptos Ranch Road Unit Number: 473

Mailing City: Aptos Mailing County: SAN JUAN Mailing State: CA Mailing Zip Code: 95003

Service Address (if different from above):
Same as above (Do not use P.O. Box)

Service City: Service County: Service State: CA Service Zip Code:

Phone Numbers:
Work/Daytime #: (831) 700-9040 Applicant's Date of Birth: 04/11/1952 What is the best time to reach you?
Home #: () Morning ☒ Afternoon ☐ Evening ☐

Social Security Number:

Household Information

Total number of persons living in the household including applicant: 3

How many people in your household are:
60 years or older 0
Disabled 0
2 years old or younger 1
3 years old to 5 years old 0
6 years old to 18 years old 0
19 years old to 59 years old 2
Native American 0
Limited English Speaking 0
Seasonal/Migrant Farm Worker 0
Veterans 0
Have a Serious Illness 0

Income

Enter total GROSS monthly income for all persons living in the household. You must send copies of all income records for all adult household members.

How many adults in the household receive income:
No 0
Yes 3

Does anyone in your household currently receive CalFresh? Yes

Wages \$ 1,649.99
Pensions \$ 0
Cal Works \$ 0
SSI/SSP \$ 0
SSA \$ 0
GA/GI \$ 0
Child Support \$ 0
Other \$ 0
TOTAL \$ 1,649.99

Energy Bill Information

Please check all applicable information and see application instructions for the appropriate documentation you are required to send.

What is the main fuel you use to HEAT your home? (Select Only One)
☒ Electricity ☐ Natural Gas ☐ Propane
☐ Fuel Oil ☐ Wood ☐ Other:

Secondary fuel source (if any) used to HEAT your home:
☐ Electricity (Such as space heaters) ☐ Wood (Fireplace/Stove)

Check here if you're requesting assistance with your PG&E bill
Account Number: 144232618910

Name on Bill: Antonio J. Ortiz

Check here if utilities are sub-metered
Check here if utilities are included in the Rent
Do you have a credit balance on your account? Amount: \$ 0
Is your gas or electricity currently shut off? No Yes No

Check here if you're requesting assistance with propane costs
A delivery of propane tanks approximately _____ months.
Account Number: _____
Name of Propane Company: _____
Name on Bill: _____

Check here if you're requesting assistance with wood costs
A delivery of wood loads approximately _____ months.
Approximately how many days until you run out of fuel? No Yes No

Energy Cost: 62.57 Energy Burden: 100 %

The information on this application will be used to determine and verify my eligibility for assistance. My signature gives consent for this information to be shared with other offices of the state and federal governments, their designated subcontractors, my utility company(ies), and for my utility company(ies) to share my account information with the Department of Community Services and Development (CSD), its designated subcontractors, and other offices of the state and federal governments for the purposes of providing and administering assistance and reduce the costs of services under these programs. I further authorize my utility company(ies) to provide my energy consumption data to CSD (a "third-party") reviewed by CSD to comply with the program reporting requirements of the federal government. I understand that this consent shall remain in effect for three years unless I have signed a written statement to the contrary. I understand that if my application for LINEAP/DOE benefits or services is denied, or if I receive utility responses or assistance from performance, I may request a final appeal with the local service provider and my appeal shall be reviewed no later than 15 days after the appeal is received. If I am not satisfied with the local service provider's decision, I may then appeal to the Department of Community Services and Development pursuant to Title 22, California Code of Regulations section 100000. If applicable, I warrant with the Department of Community Services and Development that the information on this application is true, correct and that the funds received will be used solely for the purpose of paying my energy costs.

Applicant's Signature: Antonio J. Ortiz Date: 7/6/15


Witness' Signature (if signed with X): _____

AGENCY NAME: Community Services and Development (CSD) UNIT RESPONSIBLE FOR MAINTENANCE: Home Energy Assistance Program. AUTHORITY: Government Code Section 10217.5 (a). Agency CSD is the agency responsible for managing LINEAP. PURPOSE: The information you provide will be used to decide if you are eligible for a LINEAP payment and weatherization services. GIVING INFORMATION: This program is voluntary. If you choose to apply for assistance, you must give all required information. OTHER INFORMATION: CSD uses statistical definitions from the annual update of the Department of Health and Human Services' State Median Income, Federal Income Poverty Guidelines, to determine program eligibility. During application processing, CSD's designated subcontractor may need to ask you for more information to decide your eligibility for either or both programs. ACCESS: CSD's designated subcontractor will keep your completed application and other information. If used, to determine your eligibility. You have the right to access all records holding information about you. CSD does not discriminate in the provision of services on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, or sexual orientation.

Applications without a Barcode

For applications without a barcode, a manual search will be necessary before they can be marked as received.

- Under the **Incoming Application Processing** screen enter the available customer information to run a search.
- If the customer is found click **Receive Application**
 - click **Print Barcode** to generate a barcode label (optional).



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Incoming Application Processing
Customer Search/Contact Entry
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Weatherization
Inventory
Reports
Analytics
Administration

Incoming Application Processing

Search Parameters

Barcode:


Name:

Social Security Number:

Mailing Address:

Mail Zip/City:

#	First Name	Last Name	SSN	Date of Birth	Mailing Address
1	JULIE	GARCIA	765555555	1/1/1988	555 MAIN 1
2	JULIE	GARCIA	665656565	5/5/1964	35 X



Home
Contacts
Incoming Application Processing
Customer Search/Contact Entry
Callbacks
Customer Contacts
HEAP
Weatherization
Inventory
Reports
Analytics
Administration

Incoming Application Processing

☒ Application Received Successfully

Search Parameters

Barcode:

Name:

Social Security Number:

Mailing Address:

Mail Zip/City:

#	First Name	Last Name	SSN	Date of Birth	Mailing Address
---	------------	-----------	-----	---------------	-----------------

Barcode Purpose





Facilitates customer record look-up in ServTraq by quickly displaying the customer linked to the barcode number.

NOTE: THE BARCODE NUMBER IS AN APPLICATION CONTACT RECEIPT. IT IS NOT A CUSTOMER OR APPLICATION ID.


Other Possible Messages


Red: A red message means that a previous application was received within the last 24 hours.

 Incoming Application Processing

 Error adding application received record. A application received contact action has already been added within the previous day. Duplicates are not allowed.


Yellow: A yellow message means that the customer has a benefited UA application for the current program year.


 Incoming Application Processing

 Application received record added; however, this applicant already has an application for this program year. You can enter a denial for this customer by clicking [here](#).

Coming Soon

E-Mail Notifications

 Send	To...	Jasdip J. Basra;
	Cc...	
	Subject	Application Received



Central Coast Energy Services
P.O. Box 2707
Watsonville, CA 95077-2707
1-888-728-3637

Dear Customer,

We have received your application for the Home Energy Assistance Program (HEAP). You will receive another notification by mail or e-mail to notify you of your program eligibility outcome. It can take as long as 6-8 weeks before your application is processed. In the meantime, please continue to make payments or contact your utility provider to make a payment arrangement.

Thank you,

Central Coast Energy Services

Scanner

Barcode Scanner

Recommended:

Honeywell MS7120

Orbit Barcode Scanner
(MK7120-31A62)



Label Machine

Label Machine

- Recommended: Dymo Label Writer 400



Label Size

- Dymo 30572 (3 ½" X 1 1/8")



ServTraq Support



Welcome 60407Jgarcia ! [[Log Out](#)] [[Change Password](#)] [[Contact ServTraq Support](#)]

? ServTraq Support

Enter a brief description of your question below and click Submit. A ticket will be created in the ServTraq helpdesk system. ServTraq help desk staff will get back to you as soon as possible

Description:*

Email: Support@ServTraq.com
Phone: (831) 761-1747

Submit

Solutions

Find the help you need at any hour of the day. Our solutions page contains training videos, answers to frequently asked questions, and information on upcoming training events!

Forums

Stay informed and up to date with Special Focus Topics that may impact your operations. You can also find previous ServTraq e-mail communications released and material on ServTraq Webinars held.



Click the **Solutions** or **Forums** link
to visit our ServTraq Support Portal

