




Automatic Rejection Records Added to Utility Assistance Applications


Utility Assistance Rejected/Working-Deficient Records can now be automatically retrieved from CORE. Once you upload a UA transfer file to CORE, any transfer file Rejected/Working-Deficient records will be automatically added to ServTraq® the next day. This feature eliminates the need to search and enter Rejected Records in ServTraq; just check the *Rejected Record Clearance* screen next day!




Rejected Record Clearance

 Clear Rejection

 Delete Rejection

 Refresh List

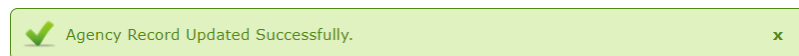
 Export List

Enter Search Criteria

Program	ACC	Reject Reason	CORE Reject Note
MONTEREY - HEAP 2016	156706	CORE WEB SERVICE TRANSFER REJECTION - SEE MEMO FOR DETAILS	WR - Payment Returned -- Call CSD to reissue.
SAN FRANCISCO - FAST TRACK 2017	287084	CORE WEB SERVICE TRANSFER REJECTION - SEE MEMO FOR DETAILS	SSN matches another applicant with a different name. Please contact CSD.
SAN FRANCISCO - FAST TRACK 2017	289325	CORE WEB SERVICE TRANSFER REJECTION - SEE MEMO FOR DETAILS	A prior application exists for this Customer and Program Year.
SAN FRANCISCO - HEAP 2017	289461	CORE WEB SERVICE TRANSFER REJECTION - SEE MEMO FOR DETAILS	SSN matches another applicant with a different name. Please contact CSD.

This feature can be activated by going to:

ServTraq>Administration>Agency Details> checkmark “Retrieve CORE Status Updates”



Edit Agency Details

CENTRAL COAST ENERGY SERVICES, INC. - 60407

Agency Details

Name:	CENTRAL COAST ENERGY SERVICES, INC.	60407
	Agency Name	Agency ID Code
Agency Phone #:	(831) 761-7080	
	Number	
Agency Alt. Phone #:	(831) 761-7081	
	Number	
Agency Fax #:	(831) 728-0535	
	Number	
Use Benefit Calculations?:	<input checked="" type="checkbox"/>	
Use Benefit/Denial Letters?:	<input type="checkbox"/>	
Retrieve CORE Status Updates?:	<input checked="" type="checkbox"/>	

Please be advised that **Partial/Full Credit Returns** and **Warrant Redeposit** will also appear in the *ServTraq Rejected Record Clearance* Screen due to a “Working-Deficient” status assigned by CORE.

If you have any questions, you can contact us at: Support@ServTraq.com.