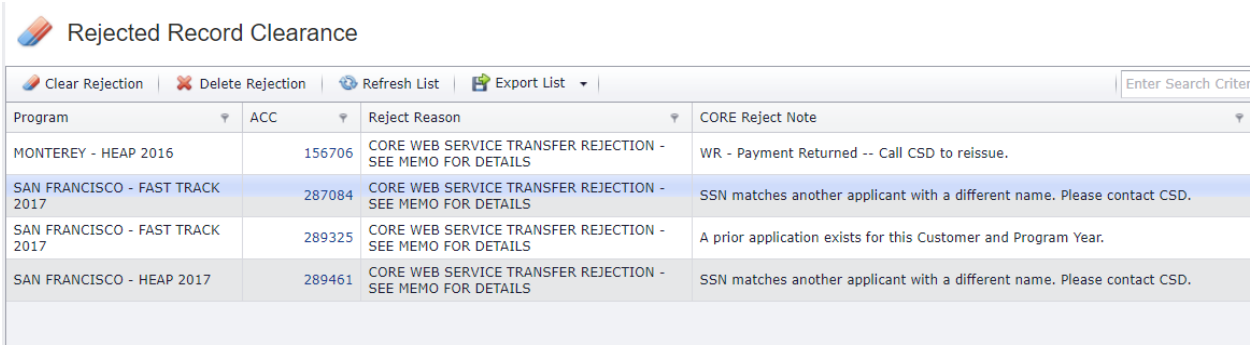
Automatic Rejection Records Added to Utility Assistance Applications

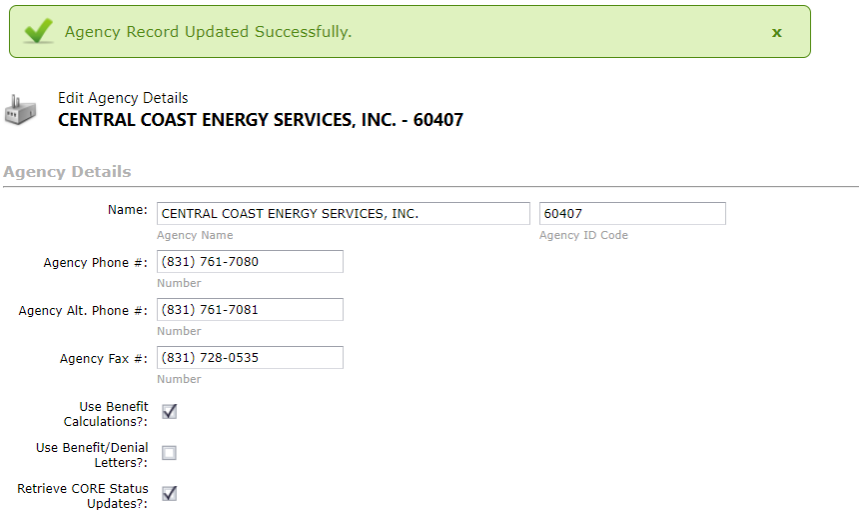
Utility Assistance Rejected/Working-Deficient Records can now be automatically retrieved from CORE. Once you upload a UA transfer file to CORE, any transfer file Rejected/Working-Deficient records will be automatically added to ServTraq© the next day. This feature eliminates the need to search and enter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



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"



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.