

Credit Payment Return

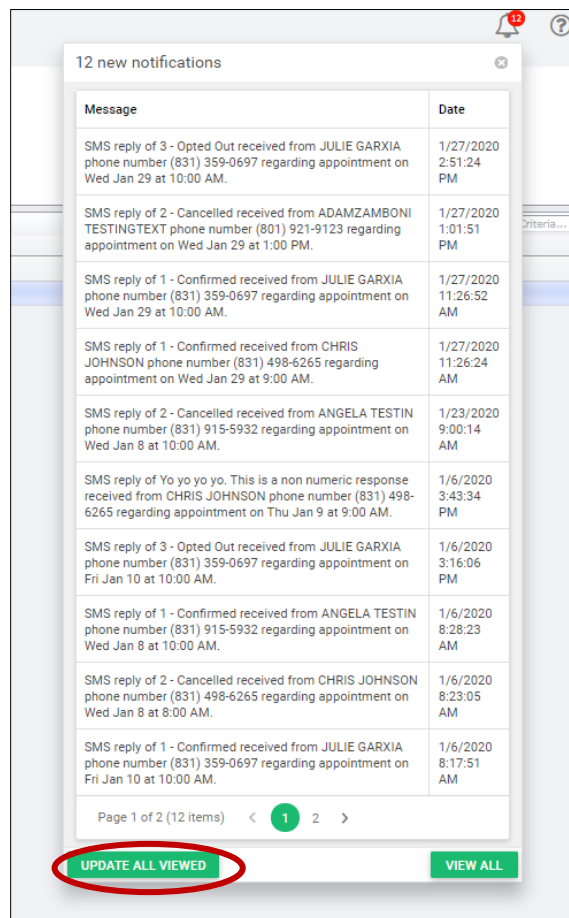
Credit Return Notification

A ServTraq user account that is associated with a “HEAP” user role will receive Credit Return notification. The notification will also include one of the following updated payment status on the Utility Assistance Application imported to CORE:

- Warrant Redeposit
- Full Credit Return
- Partial Credit Return

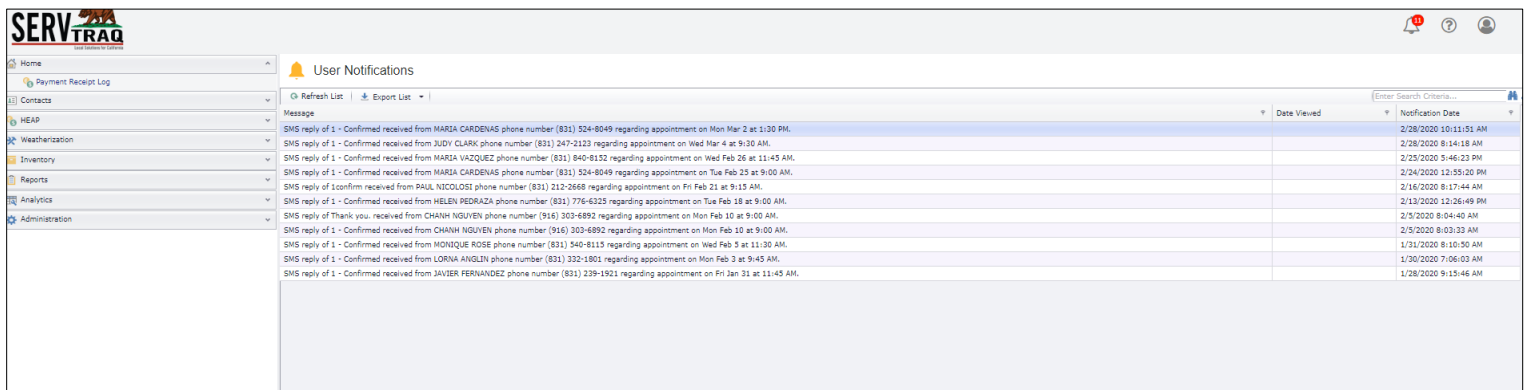
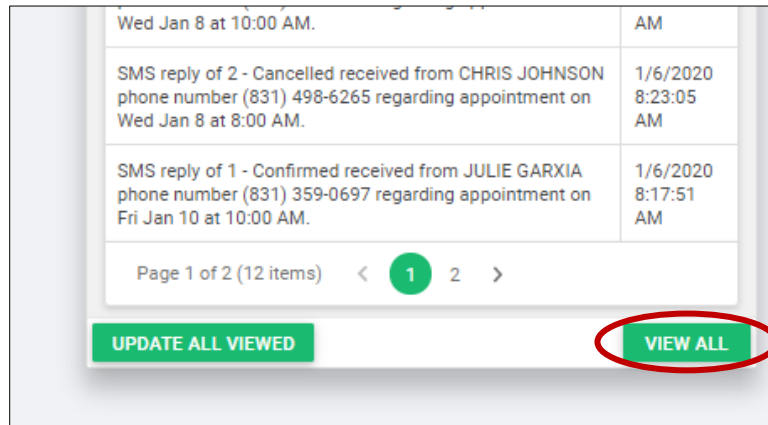
How to Clear the Notification

Click on **Update All Viewed** in the bottom left corner of the Notification window.



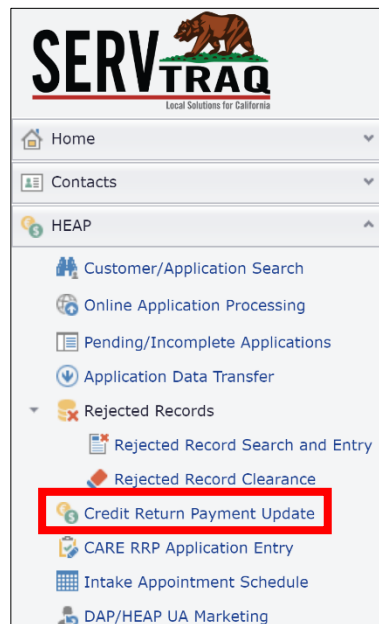
View All Notifications

Click on **View All** in the bottom right corner of the Notification Window to see a full list of every notification sorted by date.



Reconcile Credit Returns in ST

1. Under the **HEAP** tab, go to **Credit Return Payment Update**.



2. Enter the **Application ID** of the customer whose utility assistance benefit was returned, and then click **Submit**.

The screenshot shows the SERVTRAQ application interface. On the left is a navigation menu with categories like Home, Contacts, HEAP, Weatherization, Inventory, Reports, Analytics, and Administration. The main content area is titled 'Full and Partial Credit Return Payment Adjustments'. It features a search bar labeled 'Enter the ApplicationID/ACC' with the text 'ApplicationID: * 119357' entered. Below the search bar are 'Submit' and 'Clear' buttons. A table below the search bar has columns 'Program' and 'ACC', with one row showing 'SANTA CRUZ - HEAP 2020'. There are also 'Refresh List' and 'Export List' buttons.

3. Click the **Edit** (paper and pen) icon for the Application.

This screenshot is similar to the previous one, but the 'Edit' icon (a paper and pen) in the table row for 'SANTA CRUZ - HEAP 2020' is highlighted with a red circle. The search bar still contains 'ApplicationID: * 119357'.

4. Enter the paid amount. If it's a Full Credit Return, enter \$0.

The screenshot shows a web application titled "Full and Partial Credit Return Payment Adjustments". At the top, there is a search bar labeled "Enter the ApplicationID/ACC:" with the value "119357" entered. Below the search bar are "Submit" and "Clear" buttons. The main section is titled "Matching Application Records" and contains a table with the following data:

Program	ACC	Name	Payment Amount	Supplemental Payment Amount	Total Payment Amount
SANTA CRUZ - HEAP 2020	119357	CHRIS JOHNSON	384.0000	0.0000	384.0000

The "Payment Amount" field in the first row is circled in red.

5. Click the **Save** icon to save the credit return payment update.

The screenshot shows the same web application as before. The "Payment Amount" field in the table is now "384.0000". The "Save" icon, which is a floppy disk, is circled in red.

Variance Report in CORE

The Variance Report in CORE displays the actual paid amount when the benefit amount differs from the paid benefit amount.

All credit returns are listed in the Variance Report available in CORE. Sometimes the credit return is a Full return (meaning the account was awarded \$0) or it can be a partial return (which means only a portion of the total award was posted to the account).