

Credit Payment Return

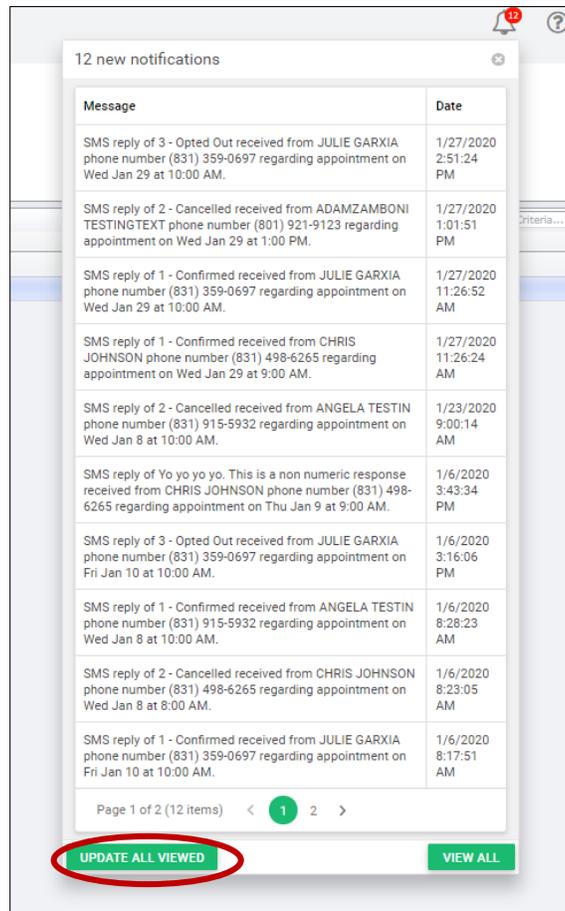
Credit Return Notification

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

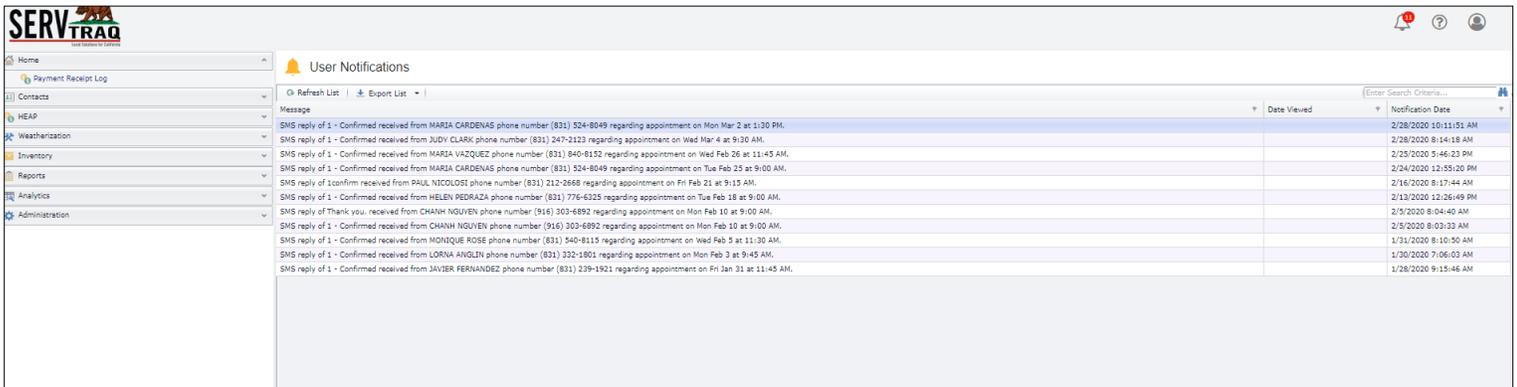
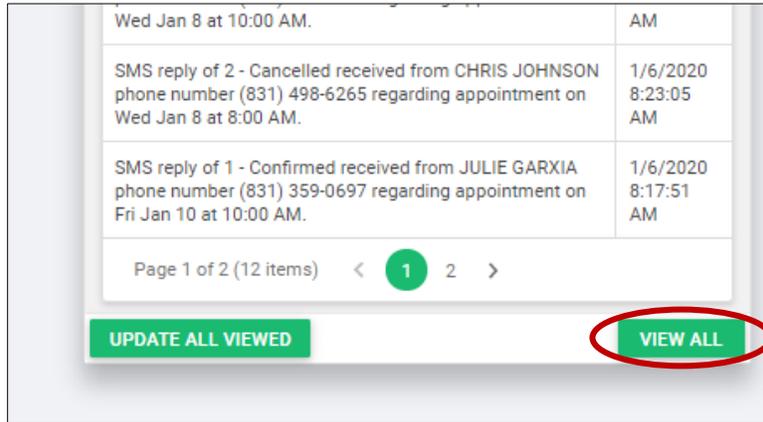
How to Clear the Notification

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



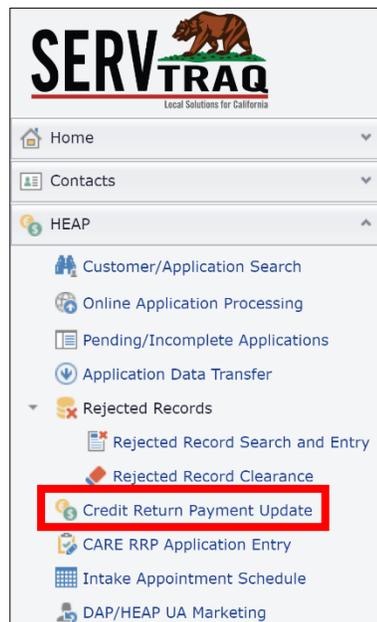
View All Notifications

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

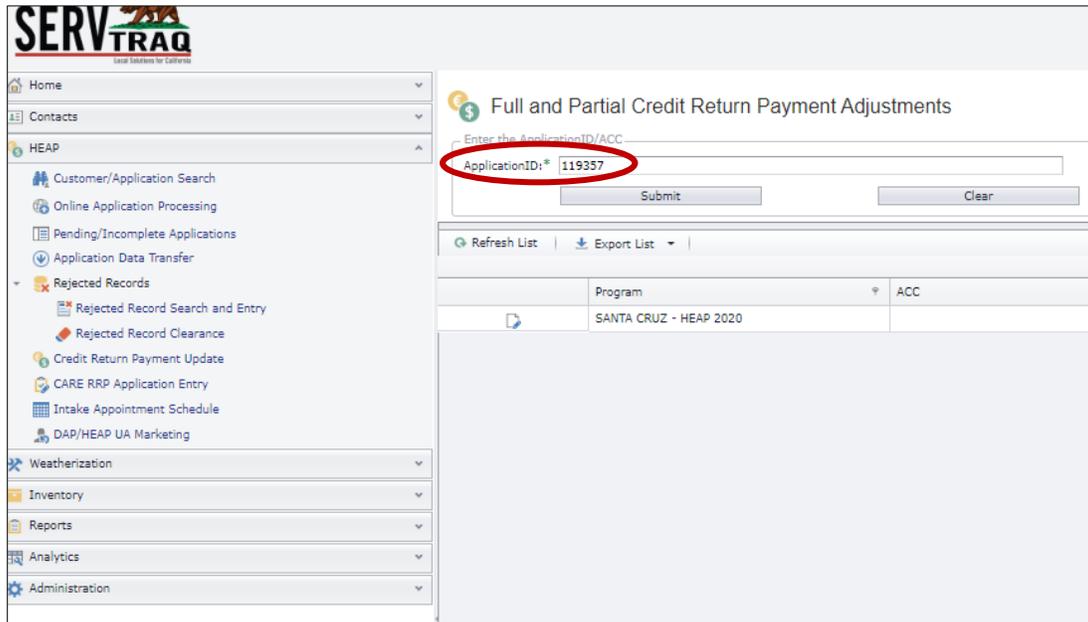


Reconcile Credit Returns in ST

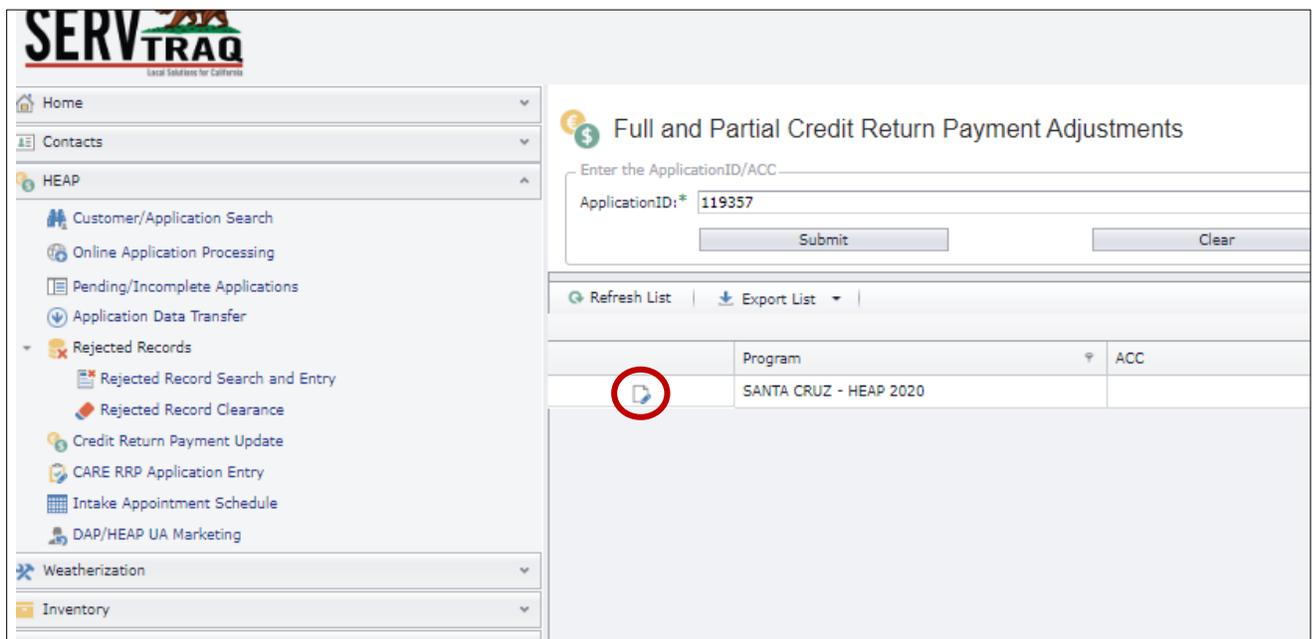
1. Under the **HEAP** tab, go to **Credit Return Payment Update**.



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



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



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

Full and Partial Credit Return Payment Adjustments

Enter the ApplicationID/ACC

ApplicationID: * 119357

Submit Clear

Refresh List Export List

Matching Application Records

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

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

Full and Partial Credit Return Payment Adjustments

Enter the ApplicationID/ACC

ApplicationID: * 119357

Submit Clear

Refresh List Export List

Matching Application Records

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

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).