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.

Message	Date
SMS reply of 3 - Opted Out received from JULIE GARXIA	1/27/2020
phone number (831) 359-0697 regarding appointment on	2:51:24
Wed Jan 29 at 10:00 AM.	PM
SMS reply of 2 - Cancelled received from ADAMZAMBONI	1/27/2020
TESTINGTEXT phone number (801) 921-9123 regarding	1:01:51
appointment on Wed Jan 29 at 1:00 PM.	PM
SMS reply of 1 - Confirmed received from JULIE GARXIA	1/27/2020
phone number (831) 359-0697 regarding appointment on	11:26:52
Wed Jan 29 at 10:00 AM.	AM
SMS reply of 1 - Confirmed received from CHRIS	1/27/2020
JOHNSON phone number (831) 498-6265 regarding	11:26:24
appointment on Wed Jan 29 at 9:00 AM.	AM
SMS reply of 2 - Cancelled received from ANGELA TESTIN	1/23/2020
phone number (831) 915-5932 regarding appointment on	9:00:14
Wed Jan 8 at 10:00 AM.	AM
SMS reply of Yo yo yo yo. This is a non numeric response	1/6/2020
received from CHRIS JOHNSON phone number (831) 498-	3:43:34
6265 regarding appointment on Thu Jan 9 at 9:00 AM.	PM
SMS reply of 3 - Opted Out received from JULIE GARXIA	1/6/2020
phone number (831) 359-0697 regarding appointment on	3:16:06
Fri Jan 10 at 10:00 AM.	PM
SMS reply of 1 - Confirmed received from ANGELA TESTIN	I 1/6/2020
phone number (831) 915-5932 regarding appointment on	8:28:23
Wed Jan 8 at 10:00 AM.	AM
SMS reply of 2 - Cancelled received from CHRIS JOHNSO	1/6/2020
phone number (831) 498-6265 regarding appointment on	8:23:05
Wed Jan 8 at 8:00 AM.	AM
SMS reply of 1 - Confirmed received from JULIE GARXIA	1/6/2020
phone number (831) 359-0697 regarding appointment on	8:17:51
Fri Jan 10 at 10:00 AM.	AM
Page 1 of 2 (12 items) < 1 2 >	

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.

Wed Jan 8 at 8:00 AM. AM SMS reply of 1 - Confirmed received from JULIE GARXIA phone number (831) 359-0697 regarding appointment on Fri Jan 10 at 10:00 AM. 1/6/2020 8:17:51 AM Page 1 of 2 (12 items) 1	SMS reply of 2 - Cancelled received from CHRIS JOHNSON	1/6/2020
SMS reply of 1 - Confirmed received from JULIE GARXIA 1/6/2024 phone number (831) 359-0697 regarding appointment on 8:17:51 Fri Jan 10 at 10:00 AM. AM Page 1 of 2 (12 items) 1 2 >	Wed Jan 8 at 8:00 AM.	AM
Page 1 of 2 (12 items) < 1 2 >	SMS reply of 1 - Confirmed received from JULIE GARXIA phone number (831) 359-0697 regarding appointment on Fri Jan 10 at 10:00 AM.	1/6/2020 8:17:51 AM
	Page 1 of 2 (12 items) < 1 2 >	

SERV			(<mark>9</mark>	?	٩
Home A	Liser Notifications				
No Payment Receipt Log					
1E Contacts v	@ Refresh List 🛬 Diport List 👻		Enter Search Cr	iteria	A .
3. UC10	Message *	Date Viewed	P Notificati	ion Date	Ŷ
0 HEAP	SMS reply of 1 - Confirmed received from MARIA CARDENAS phone number (831) 524-8049 regarding appointment on Mon Mar 2 at 1:30 PM.		2/28/203	20 10:11:51 /	AM
Weatherization v	SMS reply of 1 - Confirmed received from JUDY CLARK phone number (831) 247-2123 regarding appointment on Wed Mar 4 at 9:30 AM.		2/28/203	20 8:14:18 A/	м
Inventory v	SMS reply of 1 - Confirmed received from MARIA VAZQUEZ phone number (831) 840-8152 regarding appointment on Wed Feb 26 at 11:45 AM.		2/25/203	20 5:46:23 P	м
	SMS reply of 1 - Confirmed received from MARIA CARDENAS phone number (831) 524-8049 regarding appointment on Tue Feb 25 at 9:00 AM.		2/24/20	20 12:55:20 \$	PM
E Reports v	SMS reply of 1confirm received from PAUL NICOLOSI phone number (831) 212-2668 regarding appointment on Fri Feb 21 at 9:15 AM.		2/16/203	20 8:17:44 A/	м
瑕 Analytics v	SMS reply of 1 - Confirmed received from HELEN PEDRAZA phone number (#31) 776-6325 regarding appointment on Tue Feb 18 at 9:00 AM.		2/13/203	20 12:26:49 5	PM
Administration	SMS reply of Thank you. received from CHANH NGUYEN phone number (916) 303-6892 regarding appointment on Mon Feb 10 at 9:00 AM.		2/5/2020	0 8:04:40 AM	1
* 	SMS reply of 1 - Confirmed received from CHANH NGUYEN phone number (916) 303-6892 regarding appointment on Mon Feb 10 at 9:00 AM.		2/5/2020	0 8:03:33 AM	£
	SMS reply of 1 - Confirmed received from MONIQUE ROSE phone number (831) 540-8115 regarding appointment on Wed Feb 5 at 11:30 AM.		1/31/20	20 8:10:50 AF	м
	SMS reply of 1 - Confirmed received from LORNA ANGLIN phone number (831) 332-1801 regarding appointment on Mon Feb 3 at 9:45 AM.		1/30/203	20 7:06:03 A/	м
	SMS reply of 1 - Confirmed received from JAVIER FERNANDEZ phone number (831) 239-1921 regarding appointment on Fri Jan 31 at 11:45 AM.		1/28/203	20 9:15:46 A/	м

Reconcile Credit Returns in ST

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

SERVERAQ Lecal Solidons for California	
삼 Home	~
III Contacts	~
Neap Heap	^
👫 Customer/Application Search	
🔞 Online Application Processing	
Pending/Incomplete Applications	
🕐 Application Data Transfer	
🔻 😪 Rejected Records	
Rejected Record Search and Er	ntry
📌 Rejected Record Clearance	
🌀 Credit Return Payment Update	
🚱 CARE RRP Application Entry	
Intake Appointment Schedule	
島 DAP/HEAP UA Marketing	

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

Home Contacts HEAP Application Search Online Application Processing Pending/Incomplete Applications Application Data Transfer	Full and P Fiter the Application ApplicationID:* 115 ApplicationID:* 115 ApplicationID:* 115	artial Credit Return Payment Adju ID/ACC Submit Export List -	Istments Clear
 Rejected Records Rejected Record Search and Entry Rejected Record Clearance Credit Return Payment Update CARE RRP Application Entry Intake Appointment Schedule DAP/HEAP UA Marketing 	D	Program SANTA CRUZ - HEAP 2020	ACC
Weatherization ✓ Inventory ✓ Reports ✓ য় Analytics ✓ X Administration ✓			

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

SERV TRAQ				
Home Contacts HEAP Customer/Application Search Customer/Application Processing Pending/Incomplete Applications	Full and Partial Credit Return Paymen Enter the ApplicationID/ACC ApplicationID:* 119357 Submit © Refresh List ± Export List •	t Adjus	ustments Clear	
 Rejected Records Rejected Record Search and Entry 	Program SANTA CRUZ - HEAP 2020	Ŷ	ACC	
Rejected Record Clearance Credit Return Payment Update CARE RRP Application Entry Intake Appointment Schedule DAP/HEAP UA Marketing				
Weatherization Veatherization Veatherization Veatherization				

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

S Fi	II and Pa ApplicationI onID:* 1192	artial Credit Return Payment Adjus D/ACC 557 Submit	stments Clear						
O Refres	List 🕴 🛓	: Export List 🔻						Enter Search Criteria	H 🧶
				Matching Applicat	tion Rec	cords			
		Program Y	ACC Y	Name	Ŷ	Payment Amount 9	Supplemental Payment Amount 9	P Total Payment Amount	▲ Υ
8	×	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 an	d Partial Credit Return Payment Adju ationID/ACC 119357 Submit	stments					
O Refresh List	生 Export List 👻					Enter Search Criteria	- A 🧶
			Matching Application Re	acords			
\frown	Program 9	ACC 9	Name 9	Payment Amount 1	P Supplemental Payment Amount P	Total Payment Amount	Α Υ
	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).