

eHEAT Training Material August 2005

## 2. Payment Processing: Scheduling & Certifying PH Payments

The Primary Heat (PH) payments for EAP FFY2006 will be scheduled for some households. The major change is the Primary Heat Distribution will be divided into 4 payments for specified Vendors.

### 1.1. Brief Description

This provides a way to schedule/modify Primary heat benefit payment schedule.

### 1.2. Actors

Service Provider, DOC User

### 1.3. Activity Diagram

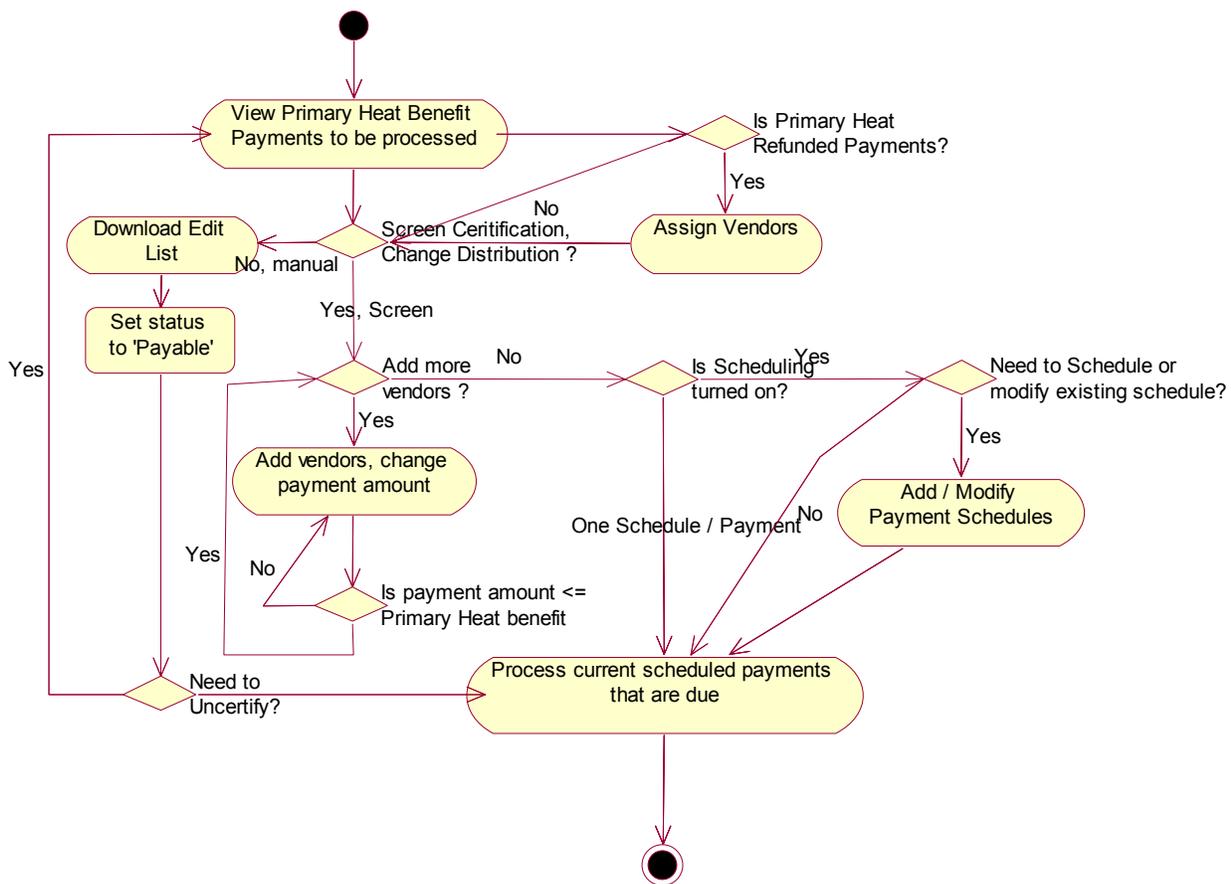


Figure 1: Primary Heat Scheduling and Certification Activity Diagram

## Flow of Events

### 1.4. Basic Process

#### 1.4.1. Start of the Process

This process starts when the user clicks “Primary Heat Payments” tab from the Payment Services menu or when the user completes and calculates Primary Heat benefit for an application by clicking “Distribute Payment”.

#### 1.4.2. Payment List and Default Payment Schedule

1. During eligibility determination, the system creates up to 4 payments with schedule dates one month apart for vendors receiving the entire or a portion of primary heat benefit amount. The vendor must also be setup to receive scheduled payments. (This is a system designation assigned by the System Administrator)
2. If in the entered application information the answer to the question, “Would you like 30% of your grant sent to your electric company” is “No”, then, by default, 100% of Primary Heat benefit is distributed to the primary heating vendor provided if vendor is determined cooperative in the eHEAT vendor information.
3. If in the entered application information the answer to the question, “Would you like 30% of your grant sent to your electric company” is “Yes”, then, by default, 30% of primary heat benefit is distributed to the electric vendor and the remaining 70% of the primary heat benefit is distributed to the primary heat vendor, provided both the vendors are co-operative.
4. The default sort order of the list is combination of payment status and payment status date in ascending order. The system displays all certifiable and payable primary heat benefits sorted in the order of certifiable and payable.
5. If the user decides to do manual certification, then alternate flow 1.2.1 starts.
6. If the user decides to deny certification, alternate flow 1.2.2 starts.
7. Multiple payments on the Certification List with a ‘Certifiable’ status can be made ‘Payable’ by clicking on “Make Payable” button. The system displays the appropriate success or failure message in the message bar section of the same screen.

The screenshot shows the 'Complete' screen in the eHEAT application. It includes a navigation menu at the top, a search bar, and a main content area. The 'Eligibility Summary' section shows the following details:

- EAP Eligible: Yes
- Income Eligible: Yes
- WAP Priority Candidate: Yes
- Application Status: Complete
- Denial Reason: (None listed)
- Fund Available: Yes
- Primary Heat Benefit Calculated: \$ 1000.00
- Primary Heat Benefit Awarded: \$ 1000.00

A note states: "Eligibility is determined for this application. Using 68.2% of consumption amount to calculate Primary heat benefit".

The 'Distribution Summary' table is as follows:

Vendor Name	Number of Scheduled Payments	Distribution Amount
Farmers Oil Co.	4	\$1080
Xcel Energy	1	\$120

Buttons for 'Distribute Payment' and 'Manage Schedules/Payments' are visible below the table. An arrow from the text on the right points to the 'Number of Scheduled Payments' column in the table.

On the “Complete” screen in the Application entry process, the user sees the distribution and number of scheduled payments. This is the default setting. The user can click

### 1.4.3. Changing Default Distribution

1. The user selects a payment from the Payment Certification List and clicks on the button “Manage Payment Status”. This will take the user to Manage Distribution Screen.
2. User can change the distribution amount and add additional distributions by clicking on “Add”.
3. The user can distribute to any vendors listed in the vendor dropdown.
4. This screen also allows the user to assign vendors for payments generated by refunds.
5. Hitting the ‘Submit’ button will save the distribution.
6. Appropriate success or failure message displayed in the message bar section of the screen.

The screenshot shows the eHeat web application interface. At the top, there is a navigation menu with options like Home, Client Services, Payment Services, Grant Services, Admin Services, Program Manuals, Dashboard, and System Admin Services. Below this, there are tabs for Primary Heat Payments, ERR Payments, Supplemental Payments, Crisis Payments, WAP Payments, Payments, and Refund Process. The main content area is titled "Program Application Information" and contains several sections:

- Household Information:** Household Number: 123456, Phone: (123) 567-890, Emergency Phone: (123) 456-7890 Ext: 234. Name: Last Name, First Name, Own home?: Yes, House Type: Type.
- Eligibility and Application:** Eligibility Date (mm/dd/yyyy): 01/01/1990, Program Application Log Date (mm/dd/yyyy): 01/01/1990, Primary Heat Benefit: \$300.00. Address: St, City, State, Zip Code.
- Primary Heat Distribution/ Vendor Information:** Vendor Name: Farmers Oil, Vendor ID: 1056, Vendor Type: Heat, Distribution Amount: \$1080.00.
- Primary Heat Payments Table:**

	Date Scheduled (mm/dd/yyyy)	Payment Status	Direct Payment	Payment Status Date	Payment Amount(\$)
<input type="radio"/>	11/10/2004	Paid	No	11/10/2004	270.00
<input type="radio"/>	12/10/2004	Payable	No	12/10/2004	270.00
<input type="radio"/>	01/10/2005	Certifiable	No	01/10/2005	270.00
<input type="radio"/>	02/10/2005	Certifiable	No	02/10/2005	270.00

At the bottom of the form, there are buttons for "No Of Payments" (set to 4), "Create Schedules", "Undo Paya", "Make Paya", "Remove Schedule", "Cancel Paym", and "Sav". The footer indicates "©Copyright 2004".

### 1.4.4. Manual Payment Scheduling

1. The user selects a distribution and clicks the “Maintain Schedules” button from the Manage Distribution screen. This takes the user to the Manage Payment Schedule Screen.
2. User clicks the “Schedule” button.
3. This will create a total of up to 4 scheduled payments including the default payment.
4. The user can change the schedule dates if needed
5. Clicking the “Submit” button saves the changes.
6. The system displays the appropriate success or failure message in the message bar section of the same screen.

### 1.4.5. Removing Payment Schedule

1. From the payment scheduling screen, user clicks on “Remove Schedule” button.
2. The system removes remaining unpaid scheduled payments and combines them into one payment.
3. The system displays the appropriate success or failure message in the message bar section of the same screen.

### 1.4.6. Canceling Payment Schedules

1. From the payment scheduling screen, user clicks on the button “Cancel Payments”.

2. The system deletes all unpaid payments and de-obligates the money. The service provider can use the money to provide benefit for another household. The “Canceling” option can be used when the household moves out of the state or is deceased and the remaining benefit is not to be paid.
3. The system displays the appropriate success or failure message in the message bar section of the same screen.

#### 1.4.7. Use Case Ends

The use case ends on display of the message.

### 1.5. Alternate Flow

#### 1.5.1. Manual Certification

1. This alternate flow starts when user decides to do manual certification.
2. The system allows certified payments (Payments in ‘Certified’ status) to be approved (Payments with status ‘Payable’).
3. The user selects the payment to be approved from the payment certification list and clicks on “Manage Payment Status” button. This takes the user to “Manage Distribution Screen”
4. The User selects the distribution that has the payment which needs to be approved and clicks “Maintain Schedules” button.
5. The user clicks on the “Make Payable” button to approve payment.
6. Approved payments will again appear on the payment certification list. Approved payments will be processed by Centralized payment process batch job
7. Alternate flow ends here.

#### 1.5.2. Denying Certification

1. This alternate flow starts when user decides to deny certification.
2. The system allows previously certified payments (Payments in ‘Payable’ status) to be denied (Payment status changed to ‘Certifiable’).
3. The user selects the payment to be denied from the payment certification list and clicks on “Manage Payment Status” button. This takes the user to “Manage Distribution Screen”
4. The User selects the distribution that has the payment which needs to be denied and clicks “Maintain Schedules” button.
5. The user clicks on the “Undo Payable” button to deny certification.
6. Denied payments will appear on the payment certification list.
7. To cancel a distribution permanently, the user changes the payment amount to 0 and, once saved, the 0 payments do not appear on the payment list.
8. Alternate flow ends here.

### 1.6. Special Requirements

- System Parameter “Schedule Primary Heat Payments” will indicate whether or not scheduling features will be available. ‘Yes’ enables establishing multiple payment schedules for Primary Heat Benefit.
- Vendor profile will have an indicator to indicate whether or not that vendor can accept scheduled payments.
- System Parameter **MAX\_PAYMENT\_SCHEDULES** stores the maximum number of payments that can be created. Currently this value is set to 4. The eHEAT administrator can change this value at any time.
- System Parameter **SCHEDULE\_END\_DATE** stores the date beyond which a payment cannot occur. The business requires the all payments activity end at a designated point in the year. This parameter contains day and month. Its current value is ‘07/30’. The current EAP program year will be used for Year.

### 1.7. Preconditions

- Application eligibility must be determined.

## 1.8. Post conditions

Distributions between vendors may have occurred and more than one schedule may have been established. Payments may have been approved (made Payable).

## 1.9. Business Rules

### 1.9.1. Security:

- State has read only access to Payment certification, distribution and scheduling screens.
- Authorized Fiscal Service providers have read/write access to Primary heat payment certification, distribution and scheduling screens and are able to manage payment status and download edit list.
- Authorized Service providers who enter applications have read only access to primary heat payment certification, distribution and scheduling screens.
- For a DOC user, system displays all the service providers in the dropdown box on payment certification screen. For a service provider user, system will display only their service provider name in the drop down.

### **Vendor Distribution:**

- Rule for default distribution of primary heat is described in the document UC01 - Handle Energy Assistance Request UC Specification
- The “Distribute Payment” button in application screen option is available only if the application was completed by a WAP service provider and was transferred to an EAP service provider to provide EAP benefit.
- Only Primary Heat vendors and electric vendors listed in a household’s application and associated with the service provider are available for selection in vendor drop down.
- When non-cooperative vendor is selected, ‘Direct’ payment indicator is set so those payments are sent directly to the household. This changes the distributions that were created during eligibility determination. ‘Direct’ payment option is not available for pre-buy vendors as pre-buy vendors are considered cooperative.
- Net distributed amount between vendors must be equal to awarded Primary Heat benefit amount.
- The ‘Direct Payment’ to household column is set to ‘Yes’ if payments are going to household directly, otherwise it is set to ‘No’.
- If one or more payments of payment schedule have been paid, then only unpaid primary heat benefit amount can be redistributed and/or modified.

### **Manage Payment Status:**

- The user can edit the distribution amount and change/add vendors. Certifiable payments can not be made payable until vendor ID has been assigned.
- If pre-buy fund category is used, entire payment record can not be edited whether or not it was paid.

### **Primary Heat Payment Scheduling:**

- Scheduling Payments functionality is controlled by a system parameter. If turned on, the scheduling features will be available. Otherwise, payments will be sent as one payment. The following functionalities 1) Default auto scheduling 2) Manual Schedule, 3) Remove Schedule 4) Cancel Payments will be available only if scheduling is turned on.
- Payment scheduling is only for Primary Heat.
- Vendor profile stores the “Receive Scheduled Payments” indicator. When this is set the system automatically creates scheduled payments during eligibility determination if the vendor is able to receive payment. DOC or eHEAT administrator will be responsible for maintaining this indicator for all vendors in the system.
- The user can also manually create payment schedules using “Create Schedule” feature in Primary heat payment scheduling screen. If payments are already scheduled, no additional schedules will be created.
- When creating multiple payments schedule, the amount will be divided equally among scheduled payments more or less. The system will eliminate cents so payments will not be equal and might differ by a less than a dollar.
- The first payment schedule date defaults to the date the benefit is distributed based on the current system date. Each subsequent payment date will be a month from the previous payment.
- Payment schedule date should be between current system date and SCHEDULE\_END\_DATE. It should also be no more than one month apart from this previous payment schedule date.

- When application eligibility is determined and primary heat is distributed to a vendor who accepts scheduled payments, system will create 1 payment schedule up to maximum of 4 payments. This determination is done by the system based on the date eligibility is determined. For instance if SCHEDULE\_END\_DATE is set to '31-May-2005' with maximum of 4 payment schedules, then:
  - If application eligibility is determined on Nov 10<sup>th</sup> 2004, the system creates four payments with schedule date of 11/10/2004, 12/10/2004, 1/10/2005, and 2/10/2005.
  - If application eligibility is determined on Apr 15<sup>th</sup> 2005, the system creates 2 payments with schedule date of 4/15/2005 and 5/15/2005.
  - 2005 EAP program year Application eligibility determination beyond May 1<sup>st</sup> 2005 will always have one payment with current system date as the scheduled date.
- All the payment scheduled dates can be edited as long as the first payment is not In-Progress or Paid. After the first payment is made, all the payment schedule dates will be frozen.
- The distribution amount can be edited only if the payments are in 'Certifiable' or 'Payable' status and if there is only one payment scheduled.
- Payments schedules can be created only for distribution amounts without cents.
- The dollar amount in payment schedule is read-only and cannot be edited.
- When payments are manually scheduled, the system will take the first payment schedule date and create 3 additional payments with schedule date, which are one month apart from each other starting from the first date.
- The user can remove all the unpaid scheduled payments. A single unpaid scheduled payment cannot be removed. When the payment schedules are removed, the first unpaid schedule amount is updated with the total remaining unpaid amount. The payment status of first unpaid schedule is retained.
- The user can cancel unpaid scheduled payments. This cancels all the unpaid payments and de-obligates the money. If needed, the household's benefit can be paid through the EAP Benefit status screen.
- The payment process in eHEAT processes payments with schedule dates that are either due or overdue on the day when payments are processed.
- There will be only one letter for Homeowner's Primary Heat / Crisis letter. This letter includes Primary heat scheduling information if available.

**Payment List:**

- The system displays only Primary Heat payments that are either certifiable or payable with a non-zero amount.
- If needed, the user can filter payments by two status 'Certifiable' and 'Payable'. All un-certified and certified scheduled payments are listed on the screen until they are processed.
- Refunded Payment column is set to 'Yes' if the payment was re-generated from a refund. Refunded payments do not have a vendor assigned. Refunded payments with unassigned vendor will not be downloaded to the edit list.
- Direct Payment to Household column is set to 'Yes' if the payment is going to the household directly, otherwise it will be set to 'No'
- The edit list contains only certifiable payments. It excludes certifiable payments not assigned to any vendor.
- Previously downloaded certifiable payments are again included in Edit list if the current status of that payment was certifiable.
- If edit list is downloaded, the system updates the download flag. This is done so that the user can verify the payments off line and then makes them certifiable by clicking the Make Payable button. The System makes previously downloaded payments as Payables.

**Others:**

- System maintains date created and date modified for all transactions.
- When the user clicks "Quit" button, the system will take the user to previous screen or search screen (if any in that section) or home page of that tab which ever is appropriate. Clicking the "Quit" button will not save any changes made (provided they haven't been saved before) and will ask for confirmation before proceeding further.

**Cross Reference**

- TD04 eHEAT – External Interface Specification Technical Document.

- UC01 - Handle Energy Assistance Request UC Specification
- UC20 - Payment Processing - Payment Certification UC Specification.
- UC21 - Payment Processing - Payment Process UC Specification.