

# Entering Delivery Information in eHEAT

## Screen Description

This screen is to confirm post-delivery information for Crisis events. Users most commonly would search for 'Requested' status in the 'Delivery Info Status' pulldown field. But you can search by other criteria as well.

The screenshot shows the eHEAT application interface. At the top is the logo "eHEAT Electronic Household Energy Automated Technology" and a navigation menu with items like Home, Client Services, Payment Services, Help / Manuals, System Admin Services, Reports, and Logout. Below the menu is the "Application" section with various links. The main area is titled "Crisis Search Criteria" and contains several search fields: Service Provider (Anoka County Community Action Programs (15)), Vendor Name (Xcel Energy (2217)), Program Year (2016), Crisis Event Id, Household Number, Delivery Info Status (-Select-), and Event Status (-Select-). There is an "Action" dropdown set to "Search/View" and a "Go" button. Below the search criteria is a "Vendor Crisis Search Result" table with columns for Event Id, Name, Acct Number, Event Status, Household Number, and Delivery Confirmation Status. The table contains two rows of data.

Event Id	Name	Acct Number	Event Status	Household Number	Delivery Confirmation Status
128298	GOLD, SOLID	123	In Progress	483098	Accepted
128299	MADOFF, BERNIE K	3216598988	In Progress	483095	Requested

## Crisis Search Criteria Fields

Service Provider	The EAP Service Provider associated with the household
Crisis Event Id	This is the eHEAT-generated Crisis event number
Household Number	This is the household number associated with this Crisis event
Vendor Name	This is the name of the energy vendor for this Crisis event
Delivery Info Status	Shows status of 'Requested', 'Submitted' or 'Accepted' <ul style="list-style-type: none"> <li>'Requested': means the delivery information is needed</li> <li>'Submitted': means the vendor has completed the information for the Service Provider but the information has not yet been verified or accepted</li> <li>'Accepted': means the Service Provider has reviewed submitted delivery information and accepted it</li> </ul> <p>NOTE: Service Provider may need to have the energy vendor modify the data before they can accept it. When this occurs, records will be in the 'Requested' Status again but will have previously entered info for the energy vendor to update.</p>
Event Status	Status of Crisis event can be 'In Progress' or 'Complete'
Program Year	Drop-down to search for current or prior year events

## Actions

Go	Drop-down offers 'Search/View' or 'Export as CSV' options
----	---

## Vendor Crisis Search Result Fields

Service Provider	The EAP Service Provider associated with the household
Event Id	This is the eHEAT-generated event number
Name	Primary applicant name
Acct Number	Number on energy account with Crisis fuel delivery
Event Status	Status of Crisis event can be 'In Progress' or 'Complete'

Household Number	This is the household number associated with this Crisis event
Delivery Confirmation Status	Shows 'Requested', 'Submitted' or 'Accepted' status. See description above for 'Delivery Info Status' for an explanation of each status.  NOTE: Service Provider may need to have the energy vendor modify the data before the can accept it. When this occurs, records will be in the 'Requested' status again but will have previously entered info for the energy vendor to update.
<b>Actions</b>	
Enter Delivery Info	If Delivery Confirmation Status is 'Requested' the vendor clicks 'Enter Delivery Info' button to enter delivery information. This brings the user to the 'Crisis Delivery Information' Screen.

## Crisis Delivery Information

### Screen Description

This screen is for the fuel vendor to enter post-delivery fuel information for a Crisis event.

### Field Notes

Crisis Event Id	This is the eHEAT-generated event number
% of fuel in tank prior to delivery	Required field – Entered by delivered fuel vendor unless the 'Gauge Not Accessible' box is checked
Gauge Not Accessible	Box checked by fuel vendor when applicable. If the vendor is unable to read the gauge for any reason, this box is checked. Vendor should make a note in the 'Notes' field to describe the situation.
Gallons Delivered	Required field – Fuel vendor enters the number of gallons delivered at the time of service
Price Per Gallon	Price per gallon charged for this delivery
Fees and Other Charges	Fees and charges related to this delivery. Entered by fuel vendor when applicable.
Total	eHEAT calculated by multiplying the 'Gallons Delivered' by the 'Price Per Gallon' and adding the 'Fees and Other Charges'. This is to help the fuel vendor and Service Provider check if info is correct.
Delivery Date	Required field – The date the delivery was made. Entered by fuel vendor.

Notes	Fuel vendor and Service Provider input notes to exchange any additional details or information not captured in the other fields
Delivery Info Status	<p>Shows status of 'Requested', 'Submitted' or 'Accepted'</p> <ul style="list-style-type: none"> <li>▪ 'Requested': means the delivery information is needed</li> <li>▪ 'Submitted': means the vendor has completed the information for the Service Provider but the information has not yet been verified or accepted</li> <li>▪ 'Accepted': means the Service Provider has reviewed submitted delivery information and accepted it</li> </ul> <p>NOTE: Service Provider may need to have the energy vendor modify the data before they can accept it. When this occurs, records will be in the 'Requested' Status again but will have previously entered info for the energy vendor to update.</p>
<b>Actions</b>	
Submit	Click this button submit the entered data. The status of the record becomes 'Submitted.'