



# Energy Vendor Refunds in eHEAT

## Directions for assisting vendors with refunds

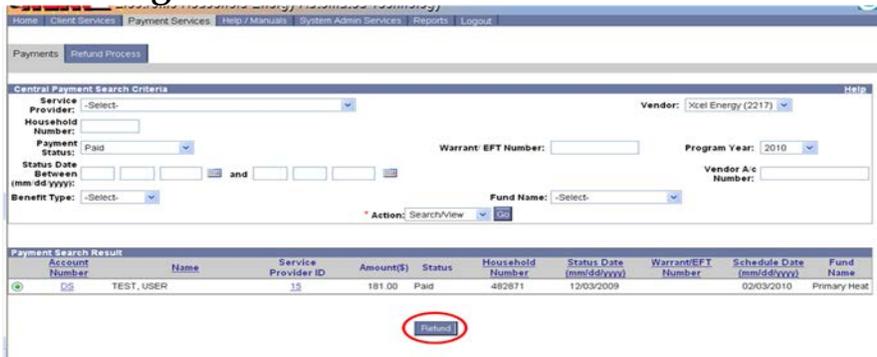
### Vendor Refunds in eHEAT

1. Vendor should search for application in “Payment Services” menu, “Payments” tab. Enter the household number for the customer receiving the refund. Then click the “Go” button at the bottom of the screen.
2. Click the radio dot next to the name of the household receiving the refund.
3. Now click the “Refund” button. The ‘Refund Information’ screen will appear.
4. Click the “Add” button.
5. Enter refund amount under “Refund Amount” and enter the refund reason under “Reason.”
6. Click the radio dot, and then click the “Submit” button.
7. You will get a message asking to confirm the refund, click ok to confirm, cancel to go back.
8. A green status message should show ‘Refund record saved successfully’.
9. Click the “Quit” button. This ends the vendor refund process.

### Related information:

- A single refund can be used to refund up to the total amount of payments to the vendor.
- After a refund is created it can be seen in the Refund Process screen.
- Only one refund is allowed per household until the Service Provider processes the previous refund.

### Accessing Vendor Refund Screen



Payments: Refund Process

Central Payment Search Criteria

Service Provider: -Select- Vendor: Xcel Energy (2217)

Household Number: [ ]

Payment Status: Paid Warrant/EFT Number: [ ] Program Year: 2010

Status Date Between (mm/dd/yyyy): [ ] and [ ] Vendor A/c Number: [ ]

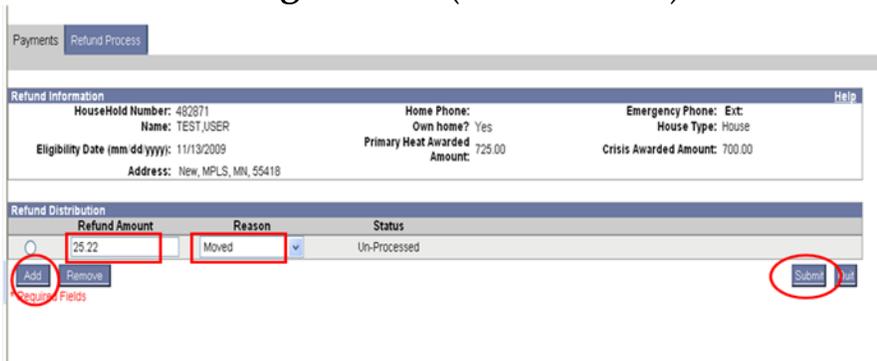
Benefit Type: -Select- Fund Name: -Select-

\* Action: SearchView [ ] [ ]

Account Number	Name	Service Provider ID	Amount(\$)	Status	Household Number	Status Date (mm/dd/yyyy)	Warrant/EFT Number	Schedule Date (mm/dd/yyyy)	Fund Name
DS	TEST_USER	15	181.00	Paid	482871	12/03/2009		02/03/2010	Primary Heat

[ Refund ]

### Vendor Initiating Refund (Add & Enter)



Payments: Refund Process

Refund Information

Household Number: 482871 Home Phone: [ ] Emergency Phone: Ext: [ ]

Name: TEST\_USER Own home? Yes House Type: House

Eligibility Date (mm/dd/yyyy): 11/13/2009 Primary Heat Awarded Amount: 725.00 Crisis Awarded Amount: 700.00

Address: New, MPLS, MN, 55418

Refund Distribution

Refund Amount	Reason	Status
25.22	Moved	Un-Processed

[ Add ] [ Remove ] [ Submit ] [ Quit ]

Require Fields