

Energy Vendor Refunds in eHEAT

Directions for assisting vendors with refunds

Refunds should only be entered in eHEAT when requested by the EAP Service Provider

Energy Vendor Refunds in eHEAT

1. Go to 'Payment Services' menu > 'Vendor Payments' tab.
2. Enter the household number for the customer receiving the refund, the program year, and the 'Payment Status' 'Paid' and click 'Go'.
3. Click the radio button next to the household number for any payments for that household.
4. Click the 'Add Refund' button. The 'Payment Refund' screen will appear.
5. Enter refund amount in 'Refund Amt' field and select the reason from 'Refund Reason' list.
6. Add any notes for the Service Provider in the 'Notes' field.
7. After entering all refund information, select the 'Submit' button.
8. A message asks to confirm the refund, click 'Yes' to confirm.
9. A status message will show in the upper right corner 'Refunded Successfully'.

Note: A single refund can be used to refund up to the total amount of payments to the vendor.

Finding a payment to refund

Entering and submitting a refund