

WMS and myWorkspace HEAP Frequently Asked Questions

- Q. Receiving WMS Error 1440 - *SPECIAL POPULATION FIELD INVALID DOB > 18* on a HEAP case.
- A. The Special Population field is not present on HEAP cases in myWorkspace (it is only on TA cases). Workers getting WMS Error 1440 on a HEAP case must make the correction in WMS.
- Q. *Create New HEAP Budget* button is not displayed on a SNAP case.
- A. This can happen for several reasons:
- a) Last SNAP stored budget was excess income/no benefit amount
 - b) A SNAP budget has to be run first
 - c) Household was coded Z - HEAP Ineligible on the SNAP budget
- Q. Receiving *8-digit Error ID Number* on a HEAP case.
- A. System errors that return an Error ID Number happen for several reasons, but on a HEAP case check for outdated years on the last stored budget first. Budgets that have been stored with mistyped years (e.g. 2002 instead of 2020) that pre-date the introduction of the HEAP Income Level Code field will return an Error ID Number when a worker tries to access it. To resolve, store a budget with the correct years in ABEL.
- Q. Data updated in myWorkspace and WMS by county staff is not updated on HEAP cases assigned to Alternate Certifiers.
- A. When a HEAP case is assigned to an Alternate Certifier it is effectively 'out of communication' with myWorkspace/WMS. Changes made to the case by the district, such as changing case numbers or the O/U/W fields, for example, will not be updated until the case is assigned back to the district.
- Q. Not able to transfer a HEAP application to the correct county.
- A. Applications cannot be transferred once the Eligibility Determination screens have been accessed. If the screens have been accessed the district will need to print out the PDF and transfer it following their normal procedure for transferring paper application. (Also, only myBenefits applications can be transferred).

- Q. *Submit Verification Documents* button is disabled for applicant.
- A. Approving an application submitted through myBenefits disables the *Submit Verification Documents* button. Be sure the applicant has submitted all necessary documentation prior to approval. If additional documentation is required post-verification, another submission method will need to be used.
- Q. MyBenefits user trying to reapply for HEAP after being denied earlier in the HEAP season is getting error “*We are unable to proceed with your online HEAP application at this time because you have already filed a HEAP application*” when they try to submit their application.
- A. These users submitted a returning HEAP application that was Denied in WMS and the district never moved the returning HEAP app from the Pending to Completed folders. Districts should be moving Pending returning HEAP applications to the Completed folder regardless of what system they processed the transaction in. Once the denied HEAP app has been moved to Completed the user can reapply.
- Q. Amounts (income, shelter, expenses, etc.) are not updating in budget.
- A. Be sure to always click the *Get Budget Incomes* button on the HEAP Budget Input screen.
- Q. Receiving WMS System Error 0183.
Message: Eligibility Web Service Error-411803:TRANSACTION REJECTED
FATAL ERROR DETECTED SYSTEM ERROR DETECTED - 0183
TRANSACTION REJECTED FATAL ERROR DETECTED
SYSTEM ERROR DETECTED – 0183
- A. HEAP closing must include an Auth To Date on the Summary tab.