
Systems Highlights and SFS Processing

Introduction

Importance Systems improvements are made on an ongoing basis to increase accuracy and efficiency of information management. These enhancements result in changes to previous procedures and are important to review.

This module highlights key changes that Social Services Districts (districts) should take note of prior to the new HEAP season and instructs staff on updates related to effective use of customer account numbers and vendor ID numbers. Also highlighted in this module is the Office of the State Comptroller (OSC) voucher process for HEAP.

Overview Topics in this module include the following:

- Payments and Budgeting
 - Processing Applications
 - Other Systems Highlights
 - Customer Account Number Inquiry and Vendor ID
 - Working With Vendor Information
 - OSC Voucher Review by the Social Services District
 - Inquiries, Troubleshooting, and Reminders
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Introduction, Continued

Objectives

By the end of this module, you will be able to:

- Outline systems highlights and the Mass Authorization (Autopay) process for the 2023-2024 HEAP year.
 - Resolve administrative issues related to HEAP vendor payments, including missing checks, and properly linking vendors in SFS and BICS.
 - Explain how districts monitor and adjust HEAP payments.
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For Further Information

For further information, please utilize any of the following resources:

- OTDA HEAP Bureau liaison at 518-473-0332 or NYSHEAP@otda.ny.gov
 - OTDA Finance Support: otda.sm.Field_Ops.I-IV@otda.ny.gov and Cc: Justin Gross, Justin.Gross@otda.ny.gov
 - COGNOS questions should be directed to: its.sm.hs.eim.businessintelligence@its.ny.gov
 - ITS Help Desk at 844-891-1786 or 518-408-6487 for HEAP-related WMS/BICS questions
 - Indirect Payment Processing Sub-System (IPPS) Manual, Appendix H - HEAP OSC Payment Process at <http://otda.state.nyenet/bfdm/finance/docs/IPPS-Manual.pdf>
 - Statewide Financial System (SFS) Update Vendor Information and Access at <https://www.osc.state.ny.us/state-vendors>
 - SFS Vendor Portal at <http://www.sfs.ny.gov/>
 - SFS Help Desk 855-233-8363 or helpdesk@sfs.ny.gov
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Payments and Budgeting

Payments for Previous HEAP Season

Districts may continue to authorize payments for the 2022-2023 HEAP year. For these payments, the payment “TO” date must equal 9/30/23.

Note: Claims for payments made for the 2022-2023 HEAP year must be submitted no later than December 31, 2023.

Payments for Current HEAP Year

Systems support for 2023-2024 HEAP payment processing will be available in August for both Automated Budgeting and Eligibility Logic (ABEL) and Welfare Management System (WMS).

The HEAP Case Type 60 authorization period for 2023-2024 HEAP year is as follows:

- “FROM” date must be equal to or greater than 10/1/2023
- “TO” date must equal 9/30/2024

Note: No notices, payments, nor guarantee of payments may be issued until program opening.

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Payments and Budgeting, Continued

Payment Type J2 – Reissuance

Payment Type J2 is used to reissue both Regular and Emergency benefits as described below.

- **HEAP OSC Payments:** HEAP Reissue Payment (J2) must be used to re-issue both full and partial benefits when the original payment was issued through OSC. The payment must be received by the district before reissuing the payment.
 - **Locally-Issued Payments** (*two-party checks and client direct payments*): These payments can be voided in WMS. In these instances, a J2 should only be used to re-issue partial benefits.
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BICS Locks for Locally-Issued Payments

BICS locks will be set to “L” for Locked/On for all categories when the HEAP Autopay is run. The “previous year” BICS locks will remain in use and are used to control all locally-issued previous season payments.

Payments made directly to recipients through Electronic Benefit Transfer (EBT), client direct checks, and two-party checks for option E vendors will be paid locally and are controlled by the BICS locks.

Districts must turn the Temporary Assistance (TA) and Supplemental Nutrition Assistance Program (SNAP) Autopay locks to “U” for unlocked in order to generate these locally-issued payments. Districts may turn locks to “U” at any time once program allocations have been received.

The HEAP locks appear as either L (Locked/On), or U (Unlocked/Off) on the LDINFO Local Data Information Screen

Districts who unlock their BICS locks prior to the receipt of sufficient federal HEAP funds will be initially responsible for the cost of these payments with local funds. For this reason, it is strongly recommended that districts wait until federal funds have been received to unlock their BICS locks.

Districts must release locks for locally-issued payments no later than 30 calendar days after the receipt of the cash advance for these payments.

BICS locks do not impact or control payments made directly to vendors (method of payment 02 and 04) through the OSC central payment process.

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Payments and Budgeting, Continued

**HEAP Heater
Benefit
Balance
Payment
Issuance**

In situations where a HEAP applicant household includes a renter whose heating cost is included in their rent, and who received a heat-included benefit of \$21, \$45, or \$50, these households are to be issued the balance of the Regular benefit based on their household's heat type, income, and presence of a vulnerable individual when they have primary responsibility for the heating bill and are otherwise eligible.

These payments must be made on a Case Type 60 (HEAP Only) and the household must include all household members, including the renter who received a heat-included HEAP benefit. The balance benefit payment must be made using Payment Type Code H1 (HEAP Regular Benefit Heater) with an X, W, or D in the RECD field to back out the renter's benefit already received by the household.

Processing Applications

**myBenefits/
myWork-
Space**

HEAP applicants in all 57 upstate districts will be encouraged to apply for the 2023-2024 HEAP year using myBenefits. This includes the use of myBenefits during the Early Outreach process.

**CNS
Approval
Codes**

Valid Approval Case Reason Codes are as follows:

- A50 HEAP Approval–Benefit Authorized
 - A14 Regular Grant Only–No Funds Available (only used when directed by OTDA)
-

**Special
Claiming
Codes**

A Special Claiming Code must be entered for all HEAP payments on Screen 6 of WMS. In order to distinguish whether a HEAP payment is used to prevent loss of heat to the household, or whether a HEAP payment will restore heat to the household, the designation “H” or “G” must be used in the Special Claiming Code field.

All HEAP payments, including those for Early Outreach, must use the appropriate Special Claiming Code as follows:

- Special Claiming Code H is required for all HEAP prevention payments
 - Special Claiming Code G is required for HEAP restoration payments.
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Processing Applications, Continued

Use of Special Claiming Codes on WMS Screen 6 for HEAP Emergency Pay Type for Prevention & Restoration			
* Special Claiming Code	HEAP Payment Type Code	Restoration (Code G)	Prevention (Code H)
H or G	HX - HEAP Regular Benefit Heat Included	√	√
G	H0 - Heating Equipment Repair/Replacement Estimate	√	
H or G	H1 - HEAP Regular Benefit Heater	√	√
H	H2 - HEAP Cooling		√
G	H5 - Emergency Benefit - Repair Heating Equipment	√	
G	H6 - HEAP Emergency Benefit - Shelter/Relocation	√	
G	H7 - Emergency Benefit - Replace Heating Equipment	√	
G	H8 - Emergency Benefit - Propane Tank Deposit	√	
H or G	H9 - HEAP Supplement	√	√
H or G	J1 - HEAP Emergency Benefit - Additional Benefit	√	√
H or G	J2 - HEAP Reissue	√	√
H	J3 - HEAP Clean & Tune		√
H or G	J9 - HEAP Additional Benefit	√	√
H or G	04 - HEAP Emergency Benefit - Non Utility	√	√
H or G	16 - HEAP Emergency Benefit - Domestic Heat Related Utility	√	√
H or G	17 - HEAP Emergency Benefit - Utility	√	√
H	NX - Nominal Payment		√

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Processing Applications, Continued

Processing HEAP Denials

Denials may be processed through WMS or myWorkspace without closing the case by using transaction type 05 (change) and entering the denial reason code. Notice indicator “A” is used so a denial notice will be issued.

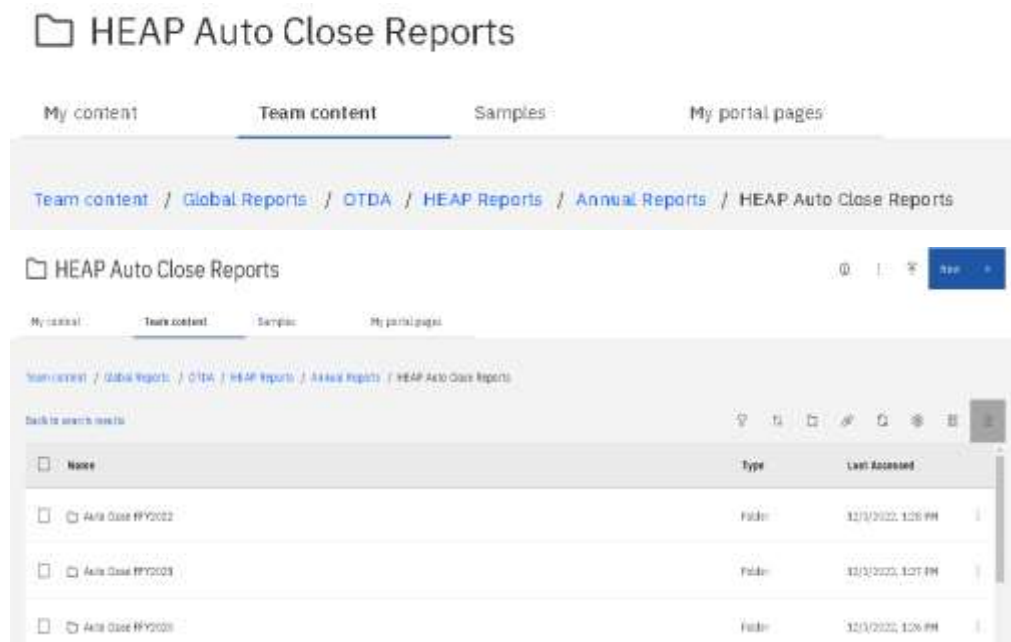
Use of HEAP Denial reason codes is also allowed on TA and SNAP cases (case types 11, 12, 16, 17, and 31) for transaction types 03, 05, 07. This provides districts with the ability to deny a HEAP benefit and generate a CNS notice on a TA or SNAP case. It also eliminates the need for manual notices in these situations.

HEAP Auto Close Process

The HEAP Auto Close process will begin October 8, 2023. HEAP cases that are automatically closed through this process will have the unique systems-generated authorization number assigned, 23HEAPCL.

A report of the closed cases will be generated and can be accessed through Cognos.

*The screen below is the State view – district staff will only be able to view their own district report.



Other Systems Highlights

Pre Mass Authorized Reports

In order to assist districts with identifying, obtaining, and correcting Vendor IDs and Customer Account Numbers, pre-Mass Authorization reports identify TA and SNAP recipient households that meet the criteria to be included in the Autopay at the time of file creation. They also provide current vendor information as entered on WMS and identify cases missing vendor ID/account numbers at the time that the file is created.

The first set of reports was available the week of June 12, 2023. The second set will be/was available no later than the week of August 14, 2023.

These reports will be sent to districts through Production Hosting Reports & Enterprise Documents (PHRED).

The file names are:

- **WRTS UPS-HEAP-BY- DISTRICT/UPS** (HEAP Cases by District)
- **WRTS UPS-HEAP-BY-VENDOR/UPS** (HEAP Cases by Vendor)
- **WRTS UPS-HEAP-NO-VENDOR/UPS** (HEAP No Vendor)

The three reports provide the following information:

- District
- Office/unit/worker
- Case name
- Case number
- Fuel type
- Vendor ID (if entered in WMS)
- Customer account number (if entered in WMS)
- TA and/or SNAP Auth to Date
- Identification of CO-OP cases

Districts are strongly encouraged to use these reports to obtain missing vendor information and to check Vendor IDs, Customer Account Numbers, and ABEL budgets for correct shelter and fuel types.

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Other Systems Highlights, Continued

Pre Mass Authorized Reports, continued

Renters benefits which were previously directed to an applicant's EBT card must be redirected to the applicant's utility account, if they pay a vendor directly for domestic electricity. Districts should use the pre-mass authorization reports to collect domestic electric account information.

Please refer to [GIS 23 DC044 2023-2024 Home Energy Assistance Program \(HEAP\) Pre-Autopay Vendor Information Reports](#); dated 6/8/2023 for a full description of the three reports, as well as additional information regarding data entry of returned information.

Autopay Schedule

The 2023-2024 Autopay schedule is as follows:

- TA: September 16, 2023
- SNAP: September 23, 2023
- Districts will receive the TA and SNAP lists in Production Hosting Reports & Enterprise Document (PHRED).
- Payments for eligible cases on the mass authorization exception lists must be issued no later than December 31, 2023

Exception and Authorized lists will be generated in PHRED.

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Other Systems Highlights, Continued

HEAP Autopay – CNS Support (Re-opened Cases)

In situations where TA or SNAP cases were included in the HEAP Autopay and are closed at some point between the HEAP payment authorization and the HEAP payment issuance, the ABEL budget related to the HEAP Autopay and all budgets that were previously associated with the case are deleted.

- If these cases are re-opened (Transaction Type 10), they will not have a CNS notice produced at the time of benefit issuance since the budget stored via the HEAP Autopay will no longer exist.
- When a case is reopened, the worker will either need to recreate the last authorized HEAP Autopay budget to ensure a CNS notice will be generated when the benefit is issued or monitor the CNS error report CNS000020* and provide a manual written notice to the household notifying them of the HEAP benefit that has been issued to their household.

*The CNS00020 – HEAP Benefit Type Incorrect for Payline - This report lists those TA and SNAP cases (included in the HEAP Autopay mass authorization) that did not have a notice produced because the stored or previous HEAP budget was NOT a Regular Benefit “R” budget. Manual notices are required for these types of cases. This report as with all other CNS error reports are produced on a nightly basis and provided through the BICS queue.

Please refer to GIS 17 TA/WMS006 HEAP Auto Pay – CNS Notice Support (Re-opened Cases); dated April 5, 2017 for detailed information on HEAP Autopay CNS support.

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Other Systems Highlights, Continued

SNAP Expedited Benefits Cases

A SNAP case must include a valid '96-FS Ongoing Benefits' payment line at the time that the Autopay report is run in order to be considered by the Autopay for a possible HEAP authorization.

SNAP cases with only "expedited SNAP benefits" at the time the auto pay report is run; will not receive a HEAP payment through the HEAP Autopay process.

The expedited SNAP Case would have a "91" payment on Screen 6.

FOOD STAMPS

91	Expedited ATP
92	Food Stamp Replacement
93	Single Issuance ATP (Not Expedited)
94	FS Retroactive Benefits
95	FS Restored Benefits
96	FS Ongoing Benefits
97	Food Stamps Supplemental
F2	Food Stamp Employment/Training Related Expenses
F3	FSE & T Dependent Care Payment

Benefit Calculation and ABEL Requirements

The benefit calculation for Autopay cases will be conducted through ABEL. A new ABEL budget must be completed and stored whenever a systems authorized payment is changed. An ABEL budget will also need to be stored when making payments for Autopay cases on the exception lists.

Notices for Autopay Cases

Notices for payments included in the OSC process will be generated through CNS when the voucher file is passed to OSC. The first file passed will result in a large number of notices and, may take several days to produce all notices due to CNS printing capability.

Notices for locally-issued two-party checks, EBT payments, and direct checks to applicants continue to be controlled by the BICS locks and will be produced once locks are set to "U" and unlocked by the district, after direction by OTDA HEAP Bureau to unlock the locks.

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Other Systems Highlights, Continued

Heat- Included Payments Issued Directly to a Vendor

The Autopay process may issue \$21, \$45, and \$50 heat-included benefits directly to vendors as long as the applicant's Vendor ID and Customer Account Number (CAN) are entered on Screen 6 of WMS. This information must be entered in the HVnd/ACCT (Occurrence 1) fields prior to the Mass Authorization run date to be included in the Autopay.

Entry of a Vendor ID in the HVnd/Acct field is required on Screen 6 in WMS/MyWorkspace (also known as Occurrence 1) and must match the payment line Vendor ID for Payment Types H1, H9, HX, J1 or J9 when the Method of Payment (MOP) is 02, 04, 09 or 11.

In instances where the Vendor ID and customer account information are missing, or unknown districts may utilize the TA/SNAP Pre-Autopay Request for Vendor Information outreach tool to contact households in order to obtain this information. The outreach tool is available for reference in the appendix of this module.

Note: In order to issue a heat-included payment directly to a vendor, all required data must be present in Screen 6 of WMS, and the payment line must have a method of payment equal to '02'.

In order to prevent a large Autopay exception list, these steps must be complete.

Please refer to GIS 19 TA/DC033 Necessary Action by HEAP, TA, and SNAP Workers to Directly Issue HEAP Heat-Included Payments to Utility Vendors, dated June 17, 2019 for information on direct issuance of HEAP heat included payments to utility vendors.

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Other Systems Highlights, Continued

ABEL Budgets – Domestic Electric Accounts

To capture households with a domestic electric account for the performance measures data requirement, districts must place the domestic electric vendor and customer information in the second occurrence of the VEN ID and ACCT fields in the Emergency Benefit section on the ABEL budget for households that pay separately for electricity.

```

WBHPWB      ** HEAP INPUT **      VERSION
CASE NAME    CASE NUMBER  OFC    UNIT    WRKR    APP DATE
SCRATCHPAD
-----
CASE TYPE    _    HH SIZE    _    FUEL TYPE    _    BENEFIT TYPE    _    RECD
VULN IND    _    CE IND    _    SHELTYPE    _
-----
** INCOME **
LN  FRQ  AMOUNT          LN  FRQ  AMOUNT          PA AMOUNT
_  _  _                _  _  _                _
_  _  _                _  _  _                _
_  _  _                _  _  _                _
REG BENEFIT:  VEN ID    _                ACCT    _
-----
** EMERGENCY BENEFIT **
EMERGENCY TYPE    AMOUNT
1    _                _
2    _                _
1 VEN ID    _    ACCT    _    2 VEN ID    _    ACCT    _
XMT
    
```

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Other Systems Highlights, Continued

myWork-space Vendor ID and Account Number Fields

In myWorkspace this field to enter the information for the domestic electric account is “Vendor ID 2 and Acct”:

This field is always used for non-heating account vendor ID and account number.

HEAP Budget Input Screen CHEAP Budget Scratchpad Budget

Case Information Get Budget Incomes

Case Name	Case Number	Office	Unit	Worker	Case Type	App Date
	SCRATCHPAD					

Number in Household	Fuel Type	Benefit Type	Roof

Multi Ind	CE Ind	Shelter Type

Earned Income Information

Individual	Frequency of Pay	Gross Amount
		\$
		\$
		\$

Unearned Income Information

Individual	Frequency	Amount
		\$
		\$
		\$

TA Income Amount:

Regular Benefits: Vendor ID: Account Number:

Vendor ID 1 Account Number 1:

Vendor ID 2 Account Number 2:

Additional References

Please refer to the Welfare Management System (WMS) Implications for the 2023 – 2024 Home Energy Assistance Program (HEAP) Program Year for detailed information on the Autopay and specific systems information.

Customer Account Number Inquiry and Vendor ID

Customer Account Numbers

A Customer Account Number (CAN) must be present in screen 6 for any HEAP payment line containing a Vendor ID. This field cannot be blank or inactive.

If a HEAP vendor does not use customer account numbers, please encourage them to do so. If no customer account number is available, please enter the case number. Use of a client's phone number as the customer account number is permissible, if provided by the vendor.

Note: Use of a client name or address as the account number is prohibited.

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Customer Account Number Inquiry and Vendor ID, Continued

Entering Vendor ID and Customer Account Numbers

Below are procedures for entering Vendor IDs and CANs into payment lines in myWorkspace or WMS.

Regular Payments – H1, HX, and H9

Enter the Vendor ID and CAN in the Hvnd/Acct field.

Clean and Tune Payments – J3

Enter the Vendor ID and CAN in the Vnd/Acct field.

Cooling Payments – H2

Enter the Vendor ID and CAN in the Vnd/Acct field.

Emergency Payments – 04 and 17, J1

- If the vendor is the same as it was for the Regular payment, enter the Vendor ID and CAN in the Hvnd/Acct field.
- If the vendor is different for the Regular and Emergency payment, enter the Vendor ID and CAN in the Vnd/Acct field.

LN	Act	Typ	Pay Meth	Pay	Amount	Iss	Sch	P-U	CD	--Effective--	From	To	Ind	Ln	Clm	Vnd	Id	Manual Issue	
01	2	H1	02	090000	02	2	-	1			100122	093023			H	HEAT			
02	2	04	02	090000	02	2	-	1			100122	093023			H	HEAT			
03	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
04	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
05	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
06	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
07	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
08	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
09	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
12	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
				LN	Amount	LN	Amount	LN	Amount	LN	Amount	LN	Amount	LN	Amount	LN	Amount		
Recoupment																			
Energy Rst																			
HVnd/Acct				HEAT		1234					Vnd/Acct	HEAT		1234					
Replace LN				CHK/FSB				LN			CHK/FSB								
ACCEPT BLINKING FIELDS										NEXT SCREEN 99					XMT				

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Customer Account Number Inquiry and Vendor ID, Continued

Entering Vendor ID and Customer Account Numbers, continued

Clean and Tune Payments – J3

Enter the Vendor ID and CAN in the Vnd/Acct field.

Cooling Payments – H2

Enter the Vendor ID and CAN in the Vnd/Acct field.

Emergency Payments – Payment Types – H0, H5, H6, H7, H8, J2, or 16

Requires entry of a Vendor ID in the Vnd/Acct (also known as Occurrence 2) which matches the payment line Vendor ID.

LN	Act	Typ	Pay Meth	Pay Amount	Iss	Sch	P-U	Effective From	Effective To	Ind Ln	Clm Cd	Vnd Id	Manual Issue
01	2	H0	02	027500	2	-	1	100122	093023		H	SERVICE	
02													
03													
04													
05													
06													
07													
08													
09													
10													
11													
12													
				LN Amount	LN Amount	LN	Amount	LN	Amount	LN	Amount	LN	Amount
Recoupment													
Energy Rst													
HVnd/Acct											SERVICE	1234	
Replace LN				CHK/FSB		LN	CHK/FSB						

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Customer Account Number Inquiry and Vendor ID, Continued

Customer Account Number Inquiry Screen

A Customer Account Number Inquiry screen (LVO330) is available on BICS. This screen provides districts with the capability to search for cases using the CAN and Vendor ID.

When a vendor supplies the CAN, districts may search for the case number using the Customer Account Number Inquiry (LVO330) screen. LVO330 is accessed through Selection 15 – BICS Menu, Selection 09 – Vendor and Miscellaneous Inquiry Menu (LVMMNU) from the main LDMIP Menu.

- At the bottom of LVMMNU under Customer Account Number (CAN) Inquiry (LVO330), enter the CAN, Vendor ID, and transmit.
- Both the CAN, and Vendor ID are required fields.

The system returns a screen that displays the following:

- Customer Account Number (CAN)
- Vendor ID
- Vendor Name
- Case Number
- Case Name
- Case Address
- Telephone Number for each case

A full description of this process is available in the Indirect Payment Processing Sub-System (IPPS) Manual, Appendix H – HEAP OSC Payment Process. The manual can be accessed at the following link: http://otda.state.nyenet/bfdm/finance/docs/IPPS_Manual.pdf .

LVO330		CUSTOMER ACCOUNT NUMBER INQUIRY			PAGE 01 OF 01
DATE 11/04/11	ACCOUNT NUMBER DATA				
ACCOUNT NO:	[REDACTED]				
VENDOR-ID:	[REDACTED]	VENDOR NAME:	[REDACTED]		
CASE NO	CASE NAME	ADDRESS	CITY	ST ZIP	PHONE
[REDACTED]	[REDACTED]	[REDACTED]	ALBANY	NY 12304	[REDACTED]

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Customer Account Number Inquiry and Vendor ID, Continued

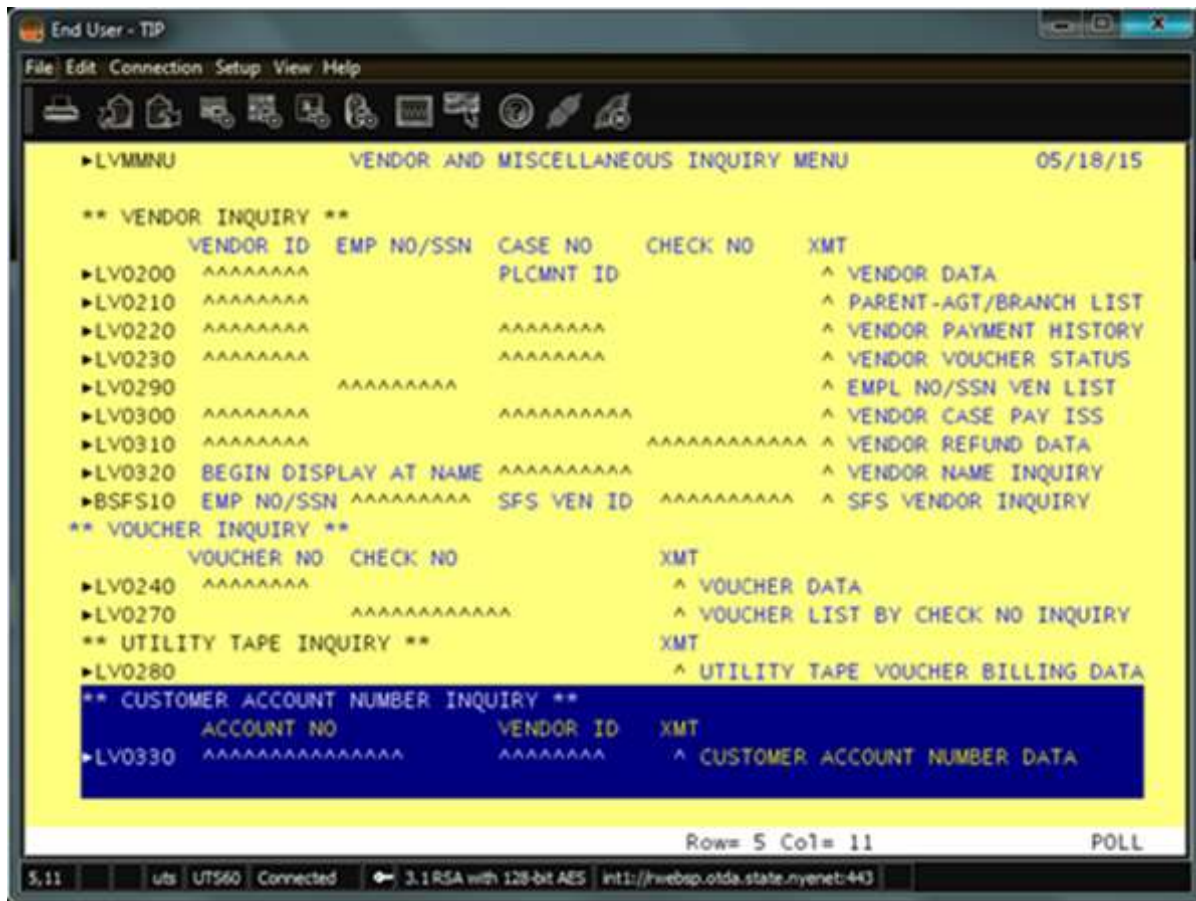
More Than One Case for the Same Vendor

If a CAN has more than one case for the same vendor, then the information for all the cases (up to 5 cases per screen) will be displayed.

Case Data Migration

If the case data has been migrated, then only the Case Number will be displayed with the message CASE DATA MIGRATED.

The CTRL + F5 (or the SF15 key) can be used to return to the LVMMNU screen with the Vendor ID pre-filled to aid in searching for multiple Customer Account Numbers associated with one vendor. Please see the Customer Account Number Inquiry (LVMMNU) sample screen below.



Working With Vendor Information

Participating Vendor List

Vendors participating in HEAP must have a signed Vendor Agreement on file with New York State HEAP in order to be paid. Districts must check the Participating Vendor List when processing applications to ensure that only participating vendors are issued benefits.

The HEAP Participating Vendor List is located in Centraport and is updated daily and available to districts for application processing.

Vendors who are not on the Participating Vendor List and who want to be a HEAP vendor must be instructed to contact the OTDA HEAP Bureau at 1-866-270-4327 to submit a completed Vendor Agreement. Once the agreement is approved by OTDA, the vendor will be added to the Participating Vendor List.

District passwords for the Participating Vendor List will remain the same, unless the district requires a new one. Contact your OTDA HEAP Bureau liaison at 518-473-0332 if you need a new password.

Heater Payment Based on Vendor ID

Heater benefits will be issued to the vendor based on the information entered in the Hvnd field in WMS screen 6 - Non-Services Authorization (LDSS-3209). Information entered in the Vnd field will not impact the Autopay. In order to prevent a large exception list, districts should use the pre-Mass Authorization report to identify and obtain this missing information.

The Vendor ID and CAN on screen 6 are bypassed for TA cases with restricted heat. In these cases, the Vendor ID and account number associated with the most recent pay line using pay type 11, 58, 59, or E7 will be used.

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Working With Vendor Information, Continued

BICS SFS Vendor Inquiry

The district must confirm that their vendors have SFS data in the BICS system. All HEAP vendors currently receiving HEAP OSC payments should already be linked to an appropriate SFS Vendor ID.

Districts can determine if their vendors already have SFS data in the BICS system by following these steps:

1. Go to BICS menu 15
2. Choose selection number 9: VENDOR AND MISC INQUIRY
3. Select BSFS10 EMP NO/SSN and enter the vendor EIN number, as shown in the screen below

Please see the sample Vendor and Miscellaneous Inquiry Menu below.

```

▶LVMNHU          VENDOR AND MISCELLANEOUS INQUIRY MENU          06/29/20

** VENDOR INQUIRY **
  VENDOR ID  EMP NO/SSN  CASE NO  CHECK NO  XMT
▶LVO200  ^^^^^^^^^  ^^^^^^^^^  ^^^^^^^^^  ^^^^^^^^^  ^ VENDOR DATA
▶LVO210  ^^^^^^^^^  ^^^^^^^^^  ^^^^^^^^^  ^^^^^^^^^  ^ PARENT-AGT/BRANCH LIST
▶LVO220  ^^^^^^^^^  ^^^^^^^^^  ^^^^^^^^^  ^^^^^^^^^  ^ VENDOR PAYMENT HISTORY
▶LVO230  ^^^^^^^^^  ^^^^^^^^^  ^^^^^^^^^  ^^^^^^^^^  ^ VENDOR VOUCHER STATUS
▶LVO290  ^^^^^^^^^  ^^^^^^^^^  ^^^^^^^^^  ^^^^^^^^^  ^ EMPL NO/SSN VEN LIST
▶LVO300  ^^^^^^^^^  ^^^^^^^^^  ^^^^^^^^^  ^^^^^^^^^  ^ VENDOR CASE PAY ISS
▶LVO310  ^^^^^^^^^  ^^^^^^^^^  ^^^^^^^^^  ^^^^^^^^^  ^ VENDOR REFUND DATA
▶LVO320  BEGIN DISPLAY AT NAME  ^^^^^^^^^  ^^^^^^^^^  ^ VENDOR NAME INQUIRY
▶BSFS10  EMP NO/SSN  474747477  SFS VEN ID  ^^^^^^^^^  ^ SFS VENDOR INQUIRY
** VOUCHER INQUIRY **
  VOUCHER NO  CHECK NO  XMT
▶LVO240  ^^^^^^^^^  ^^^^^^^^^  ^ VOUCHER DATA
▶LVO270  ^^^^^^^^^  ^^^^^^^^^  ^ VOUCHER LIST BY CHECK NO INQUIRY
** UTILITY TAPE INQUIRY **
▶LVO280  ^^^^^^^^^  ^^^^^^^^^  ^ UTILITY TAPE VOUCHER BILLING DATA
** CUSTOMER ACCOUNT NUMBER INQUIRY **
  ACCOUNT NO  VENDOR ID  XMT
▶LVO330  ^^^^^^^^^  ^^^^^^^^^  ^ CUSTOMER ACCOUNT NUMBER DATA
    
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Working With Vendor Information, Continued

SFS Vendor Data

The resulting screen will show the SFS data for the Vendor. SFS vendor data includes three items:

- SFS Vendor ID (A statewide vendor ID is assigned by the OSC. There should be only one SFS Vendor ID for a given Taxpayer Identification Number (TIN). The TIN can be either a social security number, if the vendor is an individual sole proprietor, or an Employer ID No, as assigned by the IRS.
- Location Code (The SFS vendor locations may be LOC01, LOC02, etc., in addition to the MAINCHECK and MAINEPAY; see H-7 to H-8 of the IPPS Manual for details <https://intranet.otda.ny.gov/bfdm/finance/docs/IPPS-Manual.pdf>).
- Address Sequence (Vendors with multiple locations will have more than one address sequence. Districts should choose the address sequence for the physical address of the location with which they do business).

If the district does not use the correct payment method, OSC will delete the payment. The Voucher Inquiry status will show OSC SENT but the vendor will not receive the payment.

Please see the sample SFS Vendor Inquiry Screen below.

```

BSFS10                SFS VENDOR INQUIRY                DATE 03/05/19
                                PAGE 1 OF 1
SFS VENDOR-ID 1000000000 EMPLOYER-NO/SSN 55555555

NAME: MAP PETROLEUM CORP      LOCATION: LOC02      ADDRESS-SEQ: 001
STREET1: 29 PETROLEUM CT      MAINTAINED: 00000000 STATUS: A
STREET2:                      CITY: PORT CRANE    ST: NY ZIP: 13833

NAME: MAP PETROLEUM CORP      LOCATION: LOC01      ADDRESS-SEQ: 002
STREET1: PO BOX 98           MAINTAINED: 00000000 STATUS: A
STREET2:                      CITY: PORT CRANE    ST: NY ZIP: 13833

NAME: MAP PETROLEUM CORP      LOCATION: MAINEPAY   ADDRESS-SEQ: 002
STREET1: PO BOX 98           MAINTAINED: 00000000 STATUS: A
STREET2:                      CITY: PORT CRANE    ST: NY ZIP: 13833

NAME: MAP PETROLEUM CORP      LOCATION: MAINCHECK  ADDRESS-SEQ: 002
STREET1: PO BOX 98           MAINTAINED: 00000000 STATUS: A
STREET2:                      CITY: PORT CRANE    ST: NY ZIP: 13833

```

Note: If a vendor has a Doing Business As (DBA) recorded with SFS, the DBA name will be populated in the Street1 field. The physical address for the DBA would then be displayed in the Street2 field. For vendors with no DBA, the street address will be populated in the Street1 field.

Continued on next page

Working With Vendor Information, Continued

No SFS Vendor Data

If a vendor appears on the HEAP Participating Vendor List and the BICS Vendor Inquiry shows no SFS data (the field will be blank) for a given BICS Vendor ID, the district should contact the OTDA HEAP Bureau to receive SFS data.

Please see the sample SFS Vendor Inquiry screen below which shows a vendor that is not linked.



Note: Prior to contacting the vendor or the OTDA HEAP Bureau, districts should follow the process described on pages 22-23 to verify that the vendor does not already have an SFS Vendor ID.

Linking BICS and SFS Vendor Information

There may be multiple BICS Vendor IDs associated with one EMPLOYER NO/SSN in a district. If the district is using all of the BICS Vendor IDs associated with that one EMPLOYER NO/SSN, each BICS Vendor ID must be linked with the SFS data.

Districts must link SFS data to the BICS Vendor ID through Vendor Operations in order for the vendor to receive HEAP OSC payments.

These are the steps to link the BICS Vendor ID with SFS data:

1. Go to BICS menu (Selection 15)
2. Use Vendor Operations (LDMIP Menu Selection 05)
3. Enter BICS Vendor ID
4. Enter Selection 02 (Change Vendor Data) and XMT
5. Input all three fields: the SFS Vendor ID, Location Code, and Address Seq, then XMT

For a successful transaction, you should receive the message "Vendor Data Updated."

Note: If there is no link between the BICS Vendor ID and the SFS data in the BICS Vendor Record, the vendor will not receive HEAP OSC/SFS payments. The Voucher Generation Control Report includes a section for BICS HEAP Vendors with "No SFS DATA"

Continued on next page

Working With Vendor Information, Continued

SFS Vendor Processing Report

The SFS Vendor Processing Report (SVSVENREPORT) lists new or changed SFS vendor data for current HEAP vendors in BICS (sorted by EMPLOYER NO/SSN) and the SFS data assigned to the EMPLOYER NO/SSN. districts will receive the SFS Vendor Processing Report in PHRED daily.

The Vendor Processing Report lists the following information specific to the district:

- Current HEAP vendors in BICS, sorted by TAX ID# (EMPLOYER NO/SSN)
- The BICS Vendor IDs and BICS demographics associated with that TAX ID (EMPLOYER NO/SSN)
- The SFS data assigned to that TAX ID (EMPLOYER NO/SSN)
- The Vendor Status – Active (A) or Inactive (I) (appears to the right of the new/change code)

Districts must review the report daily and update the SFS data in BICS in order to aid in linking BICS Vendor IDs with SFS data. In some instances, the data reported does not require an update to BICS.

There may be multiple BICS Vendor IDs associated with one EMPLOYER NO/SSN in a district. If the district is using all of the BICS Vendor IDs associated with that one EMPLOYER NO/SSN, each BICS Vendor ID must be linked with the SFS data.

Continued on next page

Working With Vendor Information, Continued

New Vendors and Changes to SFS Vendor Data

Vendor data, including new vendors added to SFS and changes to SFS vendor data, will be coded on the left side of the report under the SFS Vendor ID with one of the following two codes:

- N = New Vendor added to SFS
- C = Change to SFS Vendor Data

The report will be blank when there have not been any changes to SFS vendor data or SFS has not added any new vendors. Please see the sample SFS Vendor Processing Reports below.

IDEN	VENDOR ID	VENDOR NAME	VENDOR STREET	VENDOR CITY	ST	ZIP	LOCATION	SEQ
***** NO DETAIL CONTENT *****								

IDEN	VENDOR ID	VENDOR NAME	VENDOR STREET	VENDOR CITY	ST	ZIP	LOCATION	SEQ
Review NEW (N) or Changed (C) SFS vendor data and update BICS vendor record, if necessary.								
TAX ID #	190190190							
BICS	OPPORTUN	OPPORTUNITIES FOR GO	1 WEST MAIN ST	NORWICH	NY	13815	MAINEPAY	001
SFS VENDOR # 1381513815								
C A SFS		OPPORTUNITIES FOR GO	I PO BOX 4 1 WEST MAIN ST	NORWICH	NY	13815	MAINEPAY	001
C A SFS		OPPORTUNITIES FOR GO	I PO BOX 4 1 WEST MAIN ST	NORWICH	NY	13815	MAINCHECK	001
C A SFS		OPPORTUNITIES FOR GO	I PO BOX 4 1 WEST MAIN ST	NORWICH	NY	13815	MAINEPAY	002
N A SFS		OPPORTUNITIES FOR GO	I PO BOX 4 1 WEST MAIN ST	NORWICH	NY	13815	MAINEPAY	003
C A SFS		OPPORTUNITIES FOR GO	I PO BOX 4 1 WEST MAIN ST	NORWICH	NY	13815	MAINCHECK	002
N A SFS		OPPORTUNITIES FOR GO	I PO BOX 4 1 WEST MAIN ST	NORWICH	NY	13815	MAINCHECK	003

IDEN	VENDOR ID	VENDOR NAME	VENDOR STREET	VENDOR CITY	ST	ZIP	LOCATION	SEQ
Review NEW (N) or Changed (C) SFS vendor data and update BICS vendor record, if necessary.								
TAX ID #	99944455							
BICS	NEWCODBA	DEA NEWCOMB'S FUEL OIL SERV	123 FIRST STREET	ALBANY	NY	12206	LOC01	001
SFS VENDOR # 1100230404								
N A SFS		P & D MAINTENANCE INC	NEWCOMB'S FUEL SERVICE	ALBANY	NY	12206	LOC02	001
C A SFS		P & D MAINTENANCE INC	NEWCOMB'S FUEL SERVICE	ALBANY	NY	12206	LOC01	001
N A SFS		P & D MAINTENANCE INC	NEWCOMB'S FUEL SERVICE	ALBANY	NY	12206	LOC02	002
C A SFS		P & D MAINTENANCE INC	NEWCOMB'S FUEL SERVICE	ALBANY	NY	12206	LOC01	002

OSC Voucher Review by the Social Services District

OSC Payments Through SFS

HEAP payments, with the exception of two-party checks, EBT benefits, and direct checks to recipients, are issued directly from the OSC. These payments are processed through the SFS.

Once the OSC payment process has begun for the 2023-2024 HEAP season, payments to vendors will be made by OSC on a weekly basis. This includes HEAP payment types: H0, H1, H2, H5, H6, H7, H8, H9, HX, J1, J2, J3, J9, 04, 16, and 17.

This process does not include NYC.

HEAP OSC Voucher Payment Lines

When a worker enters a payment line in myWorkspace or WMS, and that payment meets the criteria for the OSC Payment Process, it will appear on an OSC Voucher Report the following Monday.

A HEAP OSC voucher will be created for each payment line where all of the following information is present:

- Special claiming code H or G
- Method of Payment (MOP) 02 (Vendor as Authorized) or 04 (Vendor as Billed Subject to Limit)
- Pay line service period covers an active HEAP year (may include past and current HEAP year)
- The vendor field in screen 6 must contain a valid Vendor ID; the vendor's EMPLOYER NO/SSN must appear in the BICS vendor record and must consist of nine non-equal numeric digits (for example, digits cannot be all zeroes or all nines)
- The Customer Account Number (CAN) field in screen 6 cannot be blank or inactive; it must contain the applicant's CAN, HEAP Case Number, or Telephone Number
- If the vendor did not supply the CAN and the district has been using demographic information (such as the case name and/or address) the CAN must be replaced with the applicant's case number.

Payments meeting these criteria will appear on OSC vouchers on the following Monday. The voucher is then available for district review.

Note: HEAP OSC Voucher generation is not controlled by the district HEAP locks.

Continued on next page

OSC Voucher Review by the Social Services District, Continued

HEAP OSC Voucher Review Periods

Payment vouchers need to be reviewed by the district regularly during the established review period. Districts must make any changes **prior to initiation of payments.**

Districts will have an annual option prior to the beginning of each HEAP season to choose either a 6 calendar day (one-week) or a 13 calendar day (two-week) HEAP OSC voucher review period.

- The 6-day voucher review period includes Monday through close of business Saturday.
- The 13-day voucher review period includes Monday through Sunday and the following Monday through close of business Saturday.

Holidays are included in the days for review in both options.

HEAP OSC/SFS generated vouchers may be reviewed from the Voucher Payment Review screen (LVP005), which can be accessed by selection 5 of the Voucher Processing Menu, or from the HEAP OSC/SFS Voucher Generation Reports.

All HEAP OSC/ SFS voucher numbers start with the letter “O” and not the number “0”.

District Actions During HEAP OSC Voucher Review Period

During the review period there are only three actions that districts may perform on HEAP OSC voucher pay lines that are in OSC-Issued status.

These three actions are as follows:

- Correct the customer account number
 - Void the voucher
 - Select the voucher for early processing (Early Selection)
-

Continued on next page

OSC Voucher Review by the Social Services District, Continued

Missing or Invalid CANs

If a CAN is missing or invalid, the HEAP pay line will be skipped and not included in the HEAP OSC/SFS process; therefore, no voucher will be produced and a payment to the vendor will not be generated.

To allow the HEAP pay line to be included on a subsequent HEAP OSC/SFS generated voucher, the district must enter the valid/correct CAN in BICS CAN to match the WMS Screen 6 –Pay line.

WMS Screen 6 – Pay line

To access WMS Screen 6 – Pay line, take the following steps:

1. Choose selection 12 from WMSMNU- WMS case Individual Inquiry
2. Choose selection D- Case Comprehensive and Enter Reg/Case # FS573

The below image shows the location of the CAN on WMS Screen 6 (outlined in red).

LN	Act	Typ	Pay	Amount	Iss	Sch	Cd	From	To	Ln	Cd	Id	Manual Issue
01	9	H2	02	575.15	2			072518	093018		H	HARP	
02	2	96	01	56.00	1	M		010119	022920				
03	2	H2	02	595.15	2			072518	093018		H	HARP	
04													
05													
06													
07													
08													
09													
10													
11													
12													

LN	Amount	LN	Amount	LN	Amount	LN	Amount	LN	Amount	LN	Amount
Recoupment											
Energy Rst											
HVnd/Acct	iE		357717			Vnd/Acct	HARP				28340
Replace LN	Chk/FSB			LN		Chk/FSB					

Continued on next page

OSC Voucher Review by the Social Services District, Continued

Correcting Discrepant CANs

In order for the pay line to be picked up on the voucher production, the BICS CAN must match the CAN on Screen 6 of WMS.

If it is discovered that the CAN on BICS does not match the CAN on Screen 6 of WMS, the district should determine the correct CAN and then update the appropriate system. This will allow a voucher to be produced and the vendor to receive a payment.

HEAP Clean and Tune (J3) Payments and CANs

For HEAP Clean and Tune (J3) payments, the account type associated with the customer account number should be 04 (Non-Utility). With the use of account type 04, you must **NOT** have a commodity code of 05 (Utility) on the vendor record.

Most of the vendors associated with the clean and tune payments have both 04 and 05 commodity codes on the vendor record. To allow for J3 payments to voucher, the district should do the following:

- Remove commodity code 05 from the vendor record
- Update the CAN with account type 04

After the J3 payment appears on a voucher, the commodity code 05 can be added back to the vendor record.

Continued on next page

OSC Voucher Review by the Social Services District, Continued

Voiding Vouchers

Districts may **void** vouchers during the voucher processing review period. Vouchers must not be adjusted to “0.”

Since there is only one payment line per voucher, districts will be able to use the Voucher Void (LAC004) screen (Selection 4 from the Accounts Menu (LACMNU)).

Districts will no longer have to adjust the payment line to \$0 and enter an adjustment code on the voucher. Refer to Chapter 5, Accounts, Voucher Void, 5-17 in the IPPS Manual for more information on the voucher voiding process. The manual can be accessed at the following address:

<https://intranet.otda.ny.gov/bfdm/finance/docs/IPPS-Manual.pdf>

LAC004		VOUCHER VOID			12/10/11
VOUCHER NO	VENDOR ID	HEAP	CASE NO		
00000061					
VENDOR NAME	ISSUE DATE	VOUCHER STATUS	VOID		
MISTER HEAP VENDOR	03/18/09	OSC-ISS	^		XMIT ^

Once the voucher is voided, the district must also void the corresponding pay line in myWorkspace or WMS prior to the close of business on Friday.

If the payment line is not voided, a new voucher will appear on the OSC Voucher Report the following Monday morning.

After the initiation of payments, the only action that could prevent the payment from going out is to call accounting to void the voucher. Payment lines cannot be voided once the voucher processing review period has ended.

Note: Once the voucher status is “OSC SENT”, the payment can no longer be stopped.

Continued on next page

OSC Voucher Review by the Social Services District, Continued

Early Selection of Vouchers

Districts have the option of selecting individual vouchers for processing during the first week of a two-week review period. For those districts opting for a two-week voucher review period, it is **recommended** that the early selection process be used for the following types of payment:

- Heating Equipment Repair and Replacement
- Clean and Tune
- Cooling Assistance Component

A full description of the Early Selection process is available in the IPPS Manual, Appendix H – Voucher Processing, H-13. The manual can be accessed at the following address:

http://otda.state.nyenet/bfdm/finance/docs/IPPS_Manual.pdf

Continued on next page

OSC Voucher Review by the Social Services District, Continued

Check and ACH Payment Schedule

At the close of business on the Saturday of the (one- or two-week) review period, the voucher file will be pulled into a statewide payment file and submitted to OSC for payment. The file is certified by OTDA and sent to OSC.

On the Monday after the statewide payment file is submitted to OSC, client notices will be created and will start going out.

OSC will then process the file, mail paper checks on Wednesday, and electronically issue ACH payments on Thursday to the enrolled vendors.

The following is an overview of the minimum amount of time a HEAP OSC/SFS pay line will take to make its way through the process.

Monday	Voucher generation
6 or 13 calendar day	Voucher review / processing
Monday	OTDA certifies and sends the payment file to SFS
Tuesday	OSC audits and releases file OTDA verifies return file
Wednesday	Checks mailed to vendors
Thursday	EFT in vendor's account BICS is updated with payment information
Friday	BICS Vendor Remittance Statement available in NAS and PHRED
Next Wednesday	UTX Vendor Remittance Statement available

Continued on next page

OSC Voucher Review by the Social Services District, Continued

BICS Remittance Notifications

Not all vendors have internet access. For this reason, districts should continue to send BICS remittances on an ongoing basis upon request.

Vendors receiving fewer than 25 payments in a single check will still receive a paper remittance from OSC in the previous format. No paper remittance will be sent for payments of 25 or more.

For payments of 25 or more or direct deposit payments; no paper remittance will be sent. Vendors will need to check the Vendor Portal for this information. Vendors should be directed to www.sfs.ny.gov and log in using their SFS assigned user name and password.

Note: BICS is district specific; therefore, only the HEAP portion authorized by your district will be visible on your reports and in BICS.

For example, David Smith's payment listed below only looks like a single issuance check, but it is actually part of the larger check shown in the Remittance Details report available through the SFS Vendor Portal.

WASHINGTON COUNTY DEPARTMENT OF SOCIAL SERVICES					PAGE 1
CHECK NO: 050123456586		VENDOR REMITTANCE STATEMENT		BICS RPT LIVC1010	
CHECK DATE: 12/05/17					
CHECK AMOUNT: \$375.00					
PART I # VCHS PAID: 1		PAYEE: HEAP VENDOR INC.		AUTH VEND: HEAP11	
ADDRESS: 99 MAIN ST		ALBANY		NY 12201	
				PRT FILE IPRESTM	
LN#	CASE NAME CASE NO	CUST ACCT NO	PAY TYPE	SVC/BILL PERIOD	REMIT AMT
VOUCHER NUMBER: 0000F86C		VOUCHER AMT: \$375.00		PLACEMENT VID:	
1	SMITH, DAVID H52007012		UTILITY	10/02/15-09/30/16	\$375.00
END OF REMITTANCE STATEMENT FOR CHECK NUMBER 050103549525					

Inquiries and Troubleshooting

Standing Paylines: Backdating the Effective Date for Invalid Account Numbers

If you have an invalid customer account number (CAN) it probably just needs to be back dated to correct the error. If the pay-line starts with 09/30/21 and BICS has the account number effective date is 10/01/21 the pay line will not go to voucher until the account number is back dated to 09/30/21 or earlier.

From the screen below we can see the Effective Date needs to be back dated to 09/30/21 or earlier.

```

LCRCAT                CASE RECORD OF ASSISTANCE                PAGE 1 OF 01
DATE 06/08/22        CUSTOMER ACCOUNT NUMBER DATA

CASE NUMBER: ████████    VENDOR ID: 57399    NATIONAL GRID

ACCOUNT NUMBER    ACCOUNT TYPE    STATUS    EFF DATE    END DATE    MULT
9961203162        0 UTIL-UKN     1 ACTIVE    10/01/21    08/26/21
0847481234        0 UTIL-UKN     2 INACTIVE    10/01/18
    
```

```

▶LCRIPH                CASE RECORD OF ASSISTANCE                PAGE 1 OF 1
DATE 060822 N-SVCS INDIRECT PAYMENTS AUTH, ISSUANCE, ADJMT AND REFUND HISTORY

CASE-NO ████████    CASE-NAME ████████████████████    DIST ████████

AUTH-NO  ACT PT MOP  AMOUNT ISSU  SCH  SERVICE-PERIOD SC  VENDOR-ID  RECIP-ID DM
ISS-DT  CHECK-NUMBER PT  AMOUNT  CS  AUTH PERIOD-COVERD SC  PS CT CA SF  VOUCH NO
08412958  2  H1 02  381.00  2    082721-093021  H 57399
08412958  2  17 02  490.00  2    082721-093021  H 57399
21HEAP22  2  H1 02  391.00  2    100121-093022  H 57399
102821  01R06712670  391.00  I 02  100121-093022  1 31 60 N 00027531
    
```

Continued on next page

Inquiries and Troubleshooting, Continued

HEAP SFS Payment Prefix

After SFS/OSC provides HEAP payments to the vendors, SFS transmits payment information to OTDA. BICS updates the case record of assistance and vendor files. OSC assigns a random 4-character prefix to the SFS Check/Trace #. It is four characters as follows:

- The letter "O"
- The last number of the current year
- A random letter from A to Z
- A number from zero to nine

There is an inquiry option on the FSB, PAB/CHK, VCH, SFS CHECK/TRACE # ENTRY FOR CASE RECORD OF ASSISTANCE INQUIRY screen (LCACVM) to look up vendor HEAP SFS payment information.

Continued on next page

Inquiries and Troubleshooting, Continued

HEAP SFS Payment Inquiry

The HEAP SFS Payment Inquiry screen can be accessed in WMS from the BICS Selection 15 (BICS Menu) SNAP, PAB/Chk, VCH # Inquiry, Selection 12.

The Vendor Listing by Check Number can be accessed by entering the Check Number from the Vendor and Miscellaneous Inquiry Menu (LVMMNU).

There is an entry line for the SFS Check/Trace# and the Year-YY (OPTIONAL). The detailed information to be entered is as follows:

- SFS Check/Trace # – The first four characters on the check number will be dropped, and the remaining numbers will be entered in this field. The check number can be found on the check or the SFS remittance statement. The entry must be numeric and may be up to 8 digits.
- Year-YY (OPTIONAL) – Enter the desired year of the check (Last 2 digits). If left blank, it will default to the current year. The year entered must be equal to or greater than 2007.

Please see the following HEAP SFS Payment Inquiry Screen.

The check number used in the example is a Westchester County Check No O0G0**07766220**.

The first four characters (O0G0) were dropped and the numerical value was entered under SFS Check/Trace #: **07766220**

If more than one case had services provided through this voucher then the following message will be displayed: “voucher covers multiple cases.”

HEAP SFS Payment Inquiry Screen

```

▶LCACVM          SNAP, PAB/CHK, VCH, SFS CHECK/TRACE# ENTRY          06/29/20
                  FOR CASE RECORD OF ASSISTANCE INQUIRY

ENTER ONE NUMBER:

SNAP# :          AAAAAAAAAA * SNAP DETAIL
CHECK/PAB# :     AAAAAAAAAA * CHECK/PAB DETAIL
VOUCHER# :       AAAAAAAA * VOUCHER DETAIL
SFS CHECK/TRACE# : 07766220 * SFS CHK DETAIL YR-YY (OPTIONAL): 20 XMT
    
```

Continued on next page

Inquiries and Troubleshooting, Continued

HEAP SFS Payment Inquiry, continued

HEAP SFS Payment Output Screen

```

▶LVO270          VOUCHER LISTING BY CHECK NUMBER          PAGE 1 OF 1
                06/29/20
VENDOR-ID 115820  VENDOR      ROBIN OIL CORP
                500 EXITBLVD
                FORD          NY  10523

UNION DUES AMOUNT 0.00          INTERCEPT TAKEN          0.00

CHECK NO. 00G00776620  STATUS ISSUED      DATE 02/11/20  AMOUNT      675.00
                * * * * *
VOUCH NO.  VOUCH ST  AMOUNT   CASE NO.  MESSAGE
0000C41B  PAID      675.00  N2424243

ENTER ▶CASE NO. [F]AAAAAAAAA OR VOUCH NO. AAAAAAAAAA XMIT ^
    
```

Continued on next page

Inquiries and Troubleshooting, Continued

Missing Vendor Check Inquiries

When the district is advised by a vendor that they have not received a HEAP OSC issued payment (paper check or ACH), then the district should make every effort to verify that the payment is truly missing prior to taking any further action. If the payment cannot be located, the district must submit a “HEAP OSC Check Inquiry Form” to the OTDA HEAP Bureau for further investigation into the payment.

- Completed “HEAP OSC Check Inquiry Forms” should be sent to the following email inbox or fax number:

Attention: HEAP OSC Check Inquiry Processing

E-mail: HEAP.Checkinquiry@otda.ny.gov

Fax: 518-474-9347

The district will be notified of results of the inquiry within two to three weeks of submission.

An electronic fillable version of the “HEAP OSC Check Inquiry Form” is available upon request by contacting your HEAP Bureau Liaison or emailing the heap.checkinquiry@otda.ny.gov mailbox and requesting a form.

A copy of the form is included in the Appendix of this section for reference.

Note: Inquiries for the lost check process will only be accepted from district staff. Vendors are unable to request that a payment be reissued or voided. Vendors must check the vendor portal for check information prior to the district contacting OTDA. Often a check is cashed as part of a larger payment, but the district can only see their portion of the payment. In the vendor portal, the vendor can see the entire payment.

Continued on next page

Inquiries and Troubleshooting, Continued

Trouble- shooting Vendor Payment Vouchers

If the appropriate SFS data is linked to the local Vendor ID, all new HEAP vendor direct payments should go to voucher on Monday morning.

OSC will then process the file and mail paper checks on Wednesday, and electronically issue ACH payments on Thursday to the enrolled vendors.

If a vendor's payments are not going to voucher, check the BICS vendor record to confirm the SFS data is linked to your BICS Vendor ID.

If these are not linked, check BICS SFS Vendor Inquiry to see if SFS data is available following the process outline on page 22 of this document. Then, follow the procedure provided on page 25 of this manual for linking the information.

If the vendor's BICS information and SFS data are already linked, and payments are still not going to voucher, contact the OTDA BFS field staff mailbox: otda.sm.field_ops.i-iv@otda.ny.gov for assistance with the payments, and CC Justin Gross, justin.gross@otda.ny.gov

Continued on next page

Inquiries and Troubleshooting, Continued

The OSC HEAP Voucher Generation Control Report

The HEAP pay lines that are bypassed will appear in the HEAP Voucher Generation Control Report. The report gets generated each Sunday morning. The report can be found in PHRED and BICS. The LOVG3010-VOUCHGENOSCH (OSC HEAP Voucher Generation Control Report) pictured below provides the following information:

- Part 3 lists all cases with indirect payment lines that were bypassed due to missing or invalid vendor data
- Parts 4 and 5 list payments bypassed for invalid customer account number (cases with no customer account # or inactive customer account #) and missing or invalid Employer No/SSN.
- Part 6 lists payments bypassed for “NO SFS DATA” (BICS Vendor IDs that have not been linked to the SFS data -SFS Vendor ID, Location, and Address-Seq)

Examples of Voucher Generation Control Report messages, interpretations, and corrective actions can be found in Chapter 2 of the IPPS Manual. Vouchers that are rejected must be corrected before the pay line will produce a voucher.

http://otda.state.nyenet/bfdm/finance/docs/IPPS_Manual.pdf

Part 3

REPORT DATE 04/29/18		COUNTY DEPARTMENT OF SOCIAL SERVICES				PAGE 1	
OSC-HEAP VOUCHER GENERATION CONTROL REPORT							
BICS REPORT LOVG3010							
PART 3 - PAYMENTS BYPASSED FOR INVALID VENDOR DATA							
CASE NUMBER	AUTHORIZATION	PAY TYPE	AMOUNT	PAYMENT PERIOD	ISSUE CD	VENDOR ID	
52	17HEAP18	HP-I	401.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
67	17HEAP18	RSENHTIN	31.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
09	17HEAP18	RSENHTIN	31.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
161	17HEAP18	RSENHTIN	21.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
47	17HEAP18	HP-I	376.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
146	17HEAP18	HP-I	401.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
26	17HEAP18	RSENHTIN	21.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
12	17HEAP18	HP-I	401.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
109	17HEAP18	RSENHTIN	31.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
69	17HEAP18	RSENHTIN	31.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
17	17HEAP18	RSENHTIN	21.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
26	17HEAP18	RSENHTIN	21.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
60	17HEAP18	HP-I	401.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
40	17HEAP18	HP-I	401.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
37	17HEAP18	RSENHTIN	31.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
49	17HEAP18	RSENHTIN	31.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
162	17HEAP18	HP-I	401.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	

Continued on next page

Inquiries and Troubleshooting, Continued

The OSC
HEAP
Voucher
Generation
Control
Report,
continued

Part 4

REPORT DATE 12/30/18		COUNTY DEPARTMENT OF SOCIAL SERVICES					PAGE 11	
OSC-HEAP VOUCHER GENERATION CONTROL REPORT								
BICS REPORT LOVG3010								
PART 4 - PAYMENTS BYPASSED FOR INVALID CUSTOMER ACCOUNT DATA (CASES WITH NO CUSTOMER ACCOUNT # OR INACTIVE CUSTOMER ACCOUNT #)								
CASE NUMBER	AUTHORIZATION	PAY TYPE	AMOUNT	PAYMENT PERIOD	ISSUE CD	VENDOR ID		
FOO	22988	DOMEMER	140.00	02/09/18-09/30/18	ONCE	4784	INVALID CUSTOMER ACCOUNT	
FOO	80373	CLEANTUN	319.50	07/06/18-09/30/18	ONCE	4921	INVALID CUSTOMER ACCOUNT	
FOO	74071	HP-SP	484.01	01/25/18-09/30/18	ONCE	7212	INVALID CUSTOMER ACCOUNT	
HOO	00687	HP-RE	69.25	10/01/17-09/30/18	ONCE	7481	INVALID CUSTOMER ACCOUNT	
FOO	34683	CLEANTUN	319.54	09/30/18-09/30/18	ONCE	9767	INVALID CUSTOMER ACCOUNT	
HOO	00218	CLEANTUN	295.00	04/02/18-09/30/18	ONCE	1364	INVALID CUSTOMER ACCOUNT	
FOO	41838	CLEANTUN	394.30	07/24/18-09/30/18	ONCE	4478	INVALID CUSTOMER ACCOUNT	
FOO	43513	CLEANTUN	342.00	08/16/18-09/30/18	ONCE	4478	INVALID CUSTOMER ACCOUNT	
FOO	19154	CLEANTUN	398.85	07/13/18-09/30/18	ONCE	4478	INVALID CUSTOMER ACCOUNT	
FOO	50256	CLEANTUN	329.85	04/02/18-09/30/18	ONCE	4478	INVALID CUSTOMER ACCOUNT	
FOO	50546	CLEANTUN	398.85	09/12/18-09/30/18	ONCE	4478	INVALID CUSTOMER ACCOUNT	
FOO	84233	CLEANTUN	267.85	04/02/18-09/30/18	ONCE	4478	INVALID CUSTOMER ACCOUNT	
FOO	43570	CLEANTUN	279.85	07/23/18-09/30/18	ONCE	4478	INVALID CUSTOMER ACCOUNT	
---	-----	-----	-----	-----	-----	-----	-----	

Part 6

REPORT DATE 04/29/18		COUNTY DEPARTMENT OF SOCIAL SERVICES					PAGE 6	
HEAP VOUCHER GENERATION CONTROL REPORT								
BICS REPORT LOVG3010								
PART 6 - PAYMENTS BYPASSED FOR NO SFS DATA (VENDORS WITH NO SFS VENDOR ID OR NO SFS LOCATION OR NO SFS ADDRESS SEQUENCE NUMBER)								
CASE NUMBER	AUTHORIZATION	PAY TYPE	AMOUNT	PAYMENT PERIOD	ISSUE CD	VENDOR ID		
						:69	VENDOR HAS NO SFS DATA	
						:79	VENDOR HAS NO SFS DATA	

Continued on next page

Inquiries and Troubleshooting, Continued

**HEAP
Indirect
Authori-
zation
Verification
Report For
Payment
Period**

To aid in the HEAP OSC payment process, district staff are encouraged to review parts 2 and 3 of the HEAP INDIRECT AUTHORIZATION VERIFICATION REPORT FOR PAYMENT PERIOD; BICS Report LMICS0002; Print File HEAP-IND report.

Continued on next page

Inquiries and Troubleshooting, Continued

Part 2: HEAP Payments With Vendor ID Missing **PART 2: HEAP PAYMENTS WITH VENDOR ID MISSING**, can be used to identify and correct missing vendor ID's and customer account numbers that would otherwise be bypassed for payment.

HEAP Indirect Authorization Verification Report – Part # 2

REPORT DATE	BLOOM COUNTY DEPARTMENT OF SOCIAL SERVICES		PRINT FILE ID: HEAP-IND		PAGE 7	
12/02/06	HEAP INDIRECT AUTHORIZATION VERIFICATION REPORT FOR PAYMENT PERIOD OF 7/06 - 11/06					
PA HEAP FUNDS UNLOCKED	BICS REPORT (LMICSD002)					
NFA HEAP FUNDS UNLOCKED	RUN OPTION: NPA					
	SORT OPTION: CASE NAME					
PART 2: HEAP PAYMENTS WITH VENDOR ID MISSING						
OFFICE	UNIT	WORKER				
CASE NO	PAY TYPE	HEAP CLS	PAYMENT PERIOD	AMOUNT	MCP	VENDOR ID ACCOUNT NUMBER
CASE NAME & ADDRESS						VENDOR NAME
ADCMRA2	H1 HP-1	NTA-HEAP	07/15/06-09/30/06	345.00	02	
VILLA VILLA AVENUE ALBANY, NY 12245						
ATPE	H1 HP-1	NTA-HEAP	07/15/06-09/30/06	345.00	02	
WALTERS WALTERS WAY ALBANY, NY 22150,						
TOTAL AUTHORIZATION COUNT:						
TA 0						
NTA 51						
EMERGENCY TA 0						
EMERGENCY NTA 3						
TOTAL ALL 54						
TOTAL AUTHORIZATION DOLLARS:						
TA 0.00						
NTA 14,777.94						
EMERGENCY TA 0.00						
EMERGENCY NTA 428.99						
TOTAL ALL 15,206.93						

Continued on next page

Inquiries and Troubleshooting, Continued

Part 3: HEAP Payments With Cust Acct No Missing Will only appear if there are HEAP cases with outstanding pay lines that are missing customer account numbers and this report can be used to rectify such situations.

HEAP Indirect Authorization Verification Report – Part # 3

REPORT DATE: 12/02/06		BLOOM COUNTY DEPARTMENT OF SOCIAL SERVICES				PRINT FILE ID: HEAP-IND PAGE 1			
PA HEAP FUNDS UNLOCKED		HEAP INDIRECT AUTHORIZATION VERIFICATION REPORT FOR PAYMENT PERIOD OF 7/05 - 11/06				BICS REPORT (LMIC80002			
NPA HEAP FUNDS UNLOCKED						RUN OPTION: NPA			
						SORT OPTION: CASE NAME			
PART 3: HEAP PAYMENTS WITH ACCOUNT NUMBER MISSING									
OFFICE	UNIT	WORKER	PAY TYPE	HEAP CLS	PAYMENT PERIOD	AMOUNT	MOP	VENDOR ID	ACCOUNT NUMBER
CASE NO									VENDOR NAME
CASE NAME & ADDRESS									
NO1			H1 HP-1	NTA-HEAP	07/01/05-10/15/06	100.00	02	02112	HEAPO CARE SERVICES
ALPS, BETTY									
QUAIL STREET									
ALBANY	NY	12605							
TC05			H1 HP-1	NTA-HEAP	10/15/05-09/30/06	73.35	02	041233	MAJESTIC FUEL CO.
ATER, MARK									
BOX COURT									
ALBANY,	NY	12202							
PA227			H1 HP-1	NTA-HEAP	08/01/05-09/30/06	22.00	02	SPEND	HEAPSPENDDOWN BUS.
BICS, WILLIE									
PEARL STREET									
ALBANY	NY	12205	H1 HP-1	NTA-HEAP	10/01/05-09/30/06	221.56	02	599990	MASTER FUEL CO.

HEAP Payment Reminders

Introduction The key element to the smooth flow of HEAP payments is making sure that the correct Vendor ID and updated CAN are entered on the WMS Authorization Screen 6.

WMS edits are in place to prevent workers from authorizing a HEAP payment to a vendor without a stored ABEL budget, HEAP Vendor ID, and CAN present for pay type codes: H1,HX,04, 16, 17, H5, and H7.

An H2 pay type or a J3 pay type does not have an edit in place that requires a stored budget, even though a stored budget is required per policy and for the CNS notice to be produced.

The following procedures should be used to enter a valid CAN on the WMS pay line:

1. Enter the Vendor ID and CAN on LDSS-3209 WMS authorization, Screen 6.
2. If a Regular (H1 - Regular Benefit, H9 - Supplemental Benefit, J9 - Additional Regular Benefit) or Emergency (J1 - Emergency Benefit - Additional Benefit) HEAP benefit is to be issued, workers must enter the appropriate Vendor ID and CAN in the "**HVnd/Acct**" fields at the bottom of LDSS-3209, screen 6.
3. For any other HEAP Pay Type that is being issued, workers must enter the Vendor ID and CAN in the "**Vnd/Acct**" fields.

Continued on next page

HEAP Payment Reminders, Continued

Screen 6- Pay Line LDSS-3209 WMS Non-Services Authorization – Screen 6 is pictured below.

LDSS-3209 WMS Non-Services Authorization - Screen 6

WKUM06		Case #		GE123		Type		FA		Trans Type		CHNG		12/10/2011	
LN	Act	Pay Typ	Meth Pay	Amount	Iss	Pay Sch	P-U Cd	-- Effective -- From	To	Ind Ln	Clim Cd	Vend Id	Manual Issue Check No		
01	---	---	---	---	---	---	---	---	---	---	---	---	---		
02	---	---	---	---	---	---	---	---	---	---	---	---	---		
03	---	---	---	---	---	---	---	---	---	---	---	---	---		
04	---	---	---	---	---	---	---	---	---	---	---	---	---		
05	---	---	---	---	---	---	---	---	---	---	---	---	---		
06	---	---	---	---	---	---	---	---	---	---	---	---	---		
07	---	---	---	---	---	---	---	---	---	---	---	---	---		
08	---	---	---	---	---	---	---	---	---	---	---	---	---		
09	---	---	---	---	---	---	---	---	---	---	---	---	---		
10	---	---	---	---	---	---	---	---	---	---	---	---	---		
11	---	---	---	---	---	---	---	---	---	---	---	---	---		
12	---	---	---	---	---	---	---	---	---	---	---	---	---		
			LN	Amount	LN	Amount	LN	Amount	LN	Amount	LN	Amount	LN	Amount	
Recoupment		---	---	---	---	---	---	---	---	---	---	---	---		
Energy Rst		---	---	---	---	---	---	---	---	---	---	---	---		
HVnd / Acct										Vnd / Acct					
Replace	LN	---	CHK/FSB	---	LN	---	CHK/FSB	---	LN	---	CHK/FSB	---			
ACCEPT BLINKING FIELDS				NEXT SCREEN 99				XMT ^							

Continued on next page

HEAP Payment Reminders, Continued

Verifying Information Provided By Vendors

To identify the case data of a HEAP OSC/SFS payment, the worker should first review the following information provided by the vendor:

- Ref/Invoice No. (Example: 1442689003 R-28O00052B2*)
- CAN; R or E (Regular & Emergency); dash; Fiscal District Code; dash; SSD district voucher number
- Check/Trace No. (Example: 03290702)
- Check amount and check date (Example: \$160 check date 11/30/15)

District staff should do the following with the provided information:

1. Verify that the county code of the payment (2 digits after the dash in the Ref/Invoice No.) is for your district.

(Ex: R-**28**O00052B2)

If ...	Then ...
It is not your Fiscal District Code	Inform the vendor of the district for which the payment originated from and forward them on to that district.
It is your Fiscal District Code	Proceed to the next step.

2. In BICS, Screen 15, inquire on the voucher number in General Voucher Inquiry (LVO240) within the Vendor and Miscellaneous Inquiry Menu (Selection 9). This case and demographic information pertains to the payment in question.

A full description of this process is available in the IPPS Manual, Appendix H, Customer Account Number, H-34. The manual can be accessed at:

http://otda.state.nyenet/bfdm/finance/docs/IPPS_Manual.pdf

Continued on next page

HEAP Payment Reminders, Continued

**Verifying
Information
Provided By
Vendors,**
continued

BICS locks do not affect payments issued through the HEAP OSC payment process. Payments to vendors are made when OTDA passes the payment file to OSC and cannot be held by BICS locks.

Note: You can also update customer account numbers in BICS (Selection 5 - Customer Account Number Maintenance from the Accounts Menu) and you can update Vendor Information in BICS (Selection 5 – Vendor Operations from the LDMIP). Please remember, however, that changes made through BICS do not result in the same changes made in screen 6 of WMS.

Continued on next page

HEAP Payment Reminders, Continued

Fiscal District Codes

The below chart contains all New York State Fiscal District Codes.

Fiscal District Codes

01	Albany	30	Oneida
02	Allegany	31	Onondaga
03	Broome	32	Ontario
04	Cattaraugus	33	Orange
05	Cayuga	34	Orleans
06	Chautauqua	35	Oswego
07	Chemung	36	Otsego
08	Chenango	37	Putnam
09	Clinton	38	Rensselaer
10	Columbia	39	Rockland
11	Cortland	40	St. Lawrence
12	Delaware	41	Saratoga
13	Dutchess	42	Schenectady
14	Erie	43	Schoharie
15	Essex	44	Schuyler
16	Franklin	45	Seneca
17	Fulton	46	Steuben
18	Genesee	47	Suffolk
19	Greene	48	Sullivan
20	Hamilton	49	Tioga
21	Herkimer	50	Tompkins
22	Jefferson	51	Ulster
23	Lewis	52	Warren
24	Livingston	53	Washington
25	Madison	54	Wayne
26	Monroe	55	Westchester
27	Montgomery	56	Wyoming
28	Nassau	57	Yates
29	Niagara	66	New York City

Continued on next page

HEAP Payment Reminders, Continued

Vendor Refunds

All refunds will continue to be handled through the district. Vendors are mandated to use the OTDA approved HEAP Vendor Refund Form (LDSS-5043) to help make the refund process more uniform.

A copy of the Vendor Refund form can be found in the Appendix of the Working With HEAP Vendors and Utilities section and online at www.otda.ny.gov/programs/HEAP under Vendor Information.

If a vendor returns an entire or partial HEAP OSC/SFS payment to a district, the HEAP OSC/SFS payment cannot be voided.

The district should enter the refund in CAMS cash receipts and leave the original payment line alone.

For a HEAP OSC/SFS benefit that needs to be reissued, the district should write a separate pay line for a pay type “J2 – HEAP Reissue Benefit” payment line for the whole or partial payment to another vendor.

These types of refunds will be included on the IRS-1099s produced from BPR 28 (IRS 1099 Forms).

Checks Returned by Vendors

In the instance that an entire OSC uncashed check is returned to the district, the district should contact the vendor to determine the reason for the returned check. If the payment should not have been issued to that vendor and the check needs to be voided, the entire uncashed check should be returned to NYS Tax and Finance the following:

New York State Department of Taxation and Finance
Division of the Treasury
110 State Street, 2nd Floor
Albany NY 12207

Continued on next page

HEAP Payment Reminders , Continued

IRS Form 1099-MISC

When the vendor data is loaded or modified, accounting identifies if the vendor should receive a 1099 for the calendar year.

Initial Selection 01 from the Vendor Operations menu is used to enter the vendor ID number. (Please note that foster care and adoption vendors are entered through Connections.)

After transmitting from LVOMNU, the **Vendor File Maintenance Initial Vendor Entry/Add** screen pictured below is displayed.

LVO100	VENDOR FILE MAINTENANCE	11/10/08
	INITIAL VENDOR ENTRY/ADD	11:33:37
VENDOR ID 1654	UTIL TAPE ^	
EMPLOYER NO / SSN *****	VENDOR TYPE AA AA AA AA AA AA	
NAME 1 *****	ADOPT. SUB. RATE DISTRICT **	
NAME 2 *****		
STREET *****		
CITY *****	STATE/PROVINCE **	ZIP *****
PHONE AA - *****	CONTACT *****	
1099 NAME *****		
LOCAL X-REF ID *****	REPORT INCOME ON IRS-1099 ^	LIEN EXISTS ^
PARENT ID *****	VOUCHERS TO PARENT ^	CHECKS TO PARENT ^
CONTRACT NUMBER *****	\$ CEILING *****	CERTIFICATION PERIOD ***** - *****
		SUSPENSION PERIOD ***** - *****

Continued on next page

HEAP Payment Reminders, Continued

**Vendor File
Maintenance
Initial
Vendor
Entry/Add
Screen**

The **Vendor File Maintenance Initial Vendor Entry/Add** contains fields that should be completed as follows:

- Employer No./SSN: This number should be supplied by the vendor and is used by federal and State taxation authorities for identification and matching purposes. The number must be nine (9) numeric characters. Social Services District (district) should enter the proper identification number to issue a correct IRS-1099MISC. The number must be either the Employer's Social Security Number (SSN), or the Employer's Tax Identification Number (TIN).
 - Vendor Type: The Vendor Type field provides entry from the Vendor
 - Report Income on IRS-1099: The indicator in this field has a direct relationship with the previously described "Employer No./SSN" field. Any entry in this field will result in the IRS-1099 MISC being mailed to IRS and a copy to the vendor. It is important that one of the following indicators be placed in this field as related to the "Employer No./SSN" field:
 - X - IRS-1099 MISC form used and the vendor Social Security Number is in the Employer No./SSN field.
 - Y - IRS-1099 MISC form used and the vendor Tax Identification Number is in the Employer No./SSN field.
 - Z - IRS-1099 MISC form used and the vendor has not supplied either the SSN or federal ID Number.
-

Appendix

HEAP OSC Check Inquiry Form

2023-2024 HEAP Pre-Autopay Request for Vendor Information Outreach Too

HEAP Autopay Authorized Report Sample

HEAP Autopay Exception Report Sample

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