

Manual Transaction Report Record Instructions

Vendors are required to maintain Manual Transaction Report Records for each HEAP customer account if:

- They do not have the ability to maintain HEAP Account records (transaction histories) electronically; or
- Their electronic record keeping system does not provide all of the record data needed for MaineHousing to reconcile a HEAP Account (fuel type, price per gallon, etc.) as listed in the HEAP Vendor Handbook.

Manual Transaction Report Records must be maintained as transactions occur not only when MaineHousing requests a record.

A new Manual Transaction Report Record should be used each year following the Annual Consumption Report dates/schedule. Vendors should start a new record on May 1 of each year and end the record on April 30 of the following year.

NOTE: Vendors are required to keep copies of their HEAP customer records when submitting them to MaineHousing.

| Field Name | Instructions |
|------------------------------|--|
| Vendor Name | Enter name of Vendor |
| Vendor Phone Number | Enter phone number of Vendor |
| Customer Name | Enter customer Name |
| Account Number | Enter account number of customer |
| Prior Year Benefit Remaining | Enter the Benefit Remaining amount listed on Vendor's Annual Consumption Report (ACR) from the prior year |
| Delivery Address | Enter the delivery address of the customer |
| Fuel Type Approved | Enter the approved fuel type listed on the Vendor Voucher Report (VVR) |
| PY__HEAP Benefit | Enter the program year and the amount of the customer's HEAP Benefit |
| Event Date | Enter the date of event (posting) |
| Description | Enter the type of event (posting) that is being added Examples: oil delivery, wood pellet delivery, PY23 HEAP payment, PY23 TANF Payment, cash payment, credit card payment |
| Reference# | Enter Vendor's reference number Example: delivery ticket number or invoice number |
| Number of Units | Enter the amount of units delivered |
| Price per Unit | Enter the price per unit |
| Total Transaction Amount | Enter the total amount of delivery/payment |
| Running Account Balance | Enter the calculation of what the account balance is from adding and/or subtracting payments, credits or deliveries |
| Delivery Paid By | Enter who delivery is paid by. C= Customer, H=HEAP, T=TANF Supplemental. If other, please specify |
| Notes | Enter any additional notes to explain the event that is being posted |

The following fields should be completed after April 30 and upon calculating the corresponding year's Annual Consumption Report data.

| | |
|---------------------------------|--|
| Total Units Paid by HEAP | Enter total units paid by HEAP |
| Total Units Paid by ECIP | Enter total units paid by ECIP |
| Total Household Units | Enter total number of units delivered during the ACR reporting period, May 1, 2022 - April 30, 2023 |
| Total Household Cost | Enter the total cost for all units delivered to the household during the ACR reporting period May 1, 2022 –April 30, 2023 |
| Benefit Remaining | Enter the amount of HEAP Benefits remaining on account as of May 1 |