How To: Enter ECIP for Payment and Upload ECIP Documentation

Once ECIP Documentation has been reviewed and reconciled, CAA must upload all documents associated with the Crisis to the System of Record. Documents may include the following depending on the type of emergency and type of remedy used to avert the Crisis:

- Crisis Checklist
- System generated Credit Notification
- Manual Credit Notification
- Manual Credit Notification- Provisional CTE/Repair Service
- Metered Delivery Ticket
- Invoice
- Confirmation of restoration or revocation of scheduled disconnect
- Documentation of CAA payment for ECIP Provisional measures (non-contracted vendor, space heaters, temporary relocation)

ECIP documentation must be uploaded in the Case Notes section of the System of Record. These files will not be visible in the Files Section of the Application.

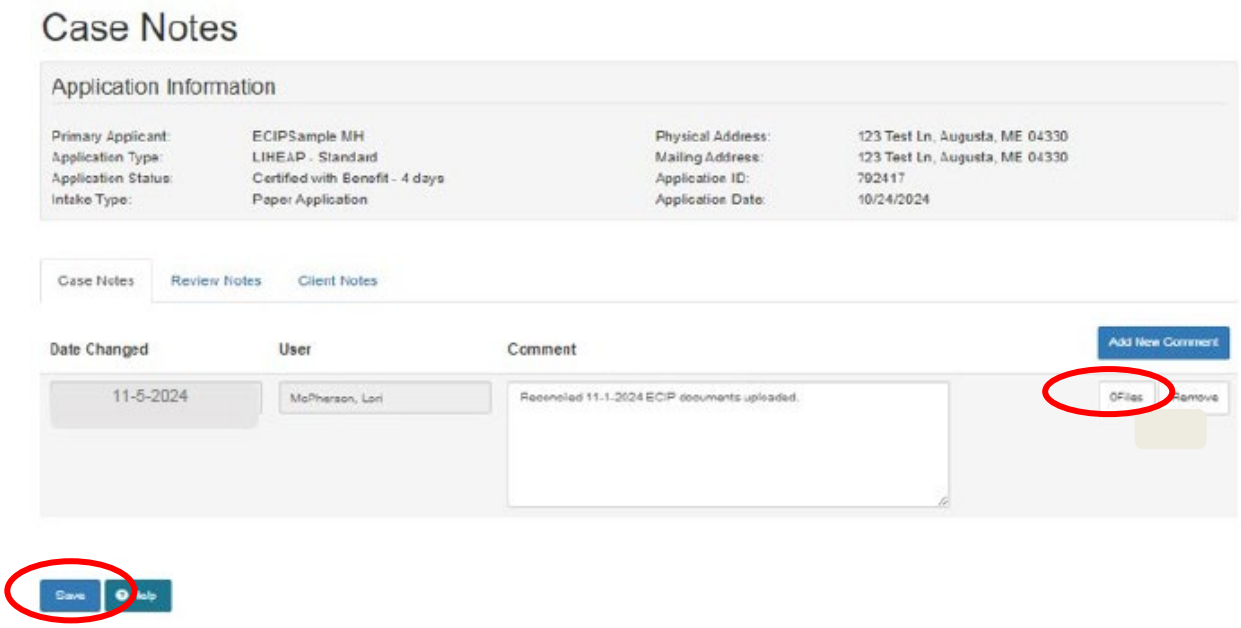
To Upload ECIP Documentation in the Case Notes section:

Enter a Case Note/Comment indicating reconciled ECIP documentation has been uploaded.

Click Save.

Refresh the page. This will make the 'files' button appear.

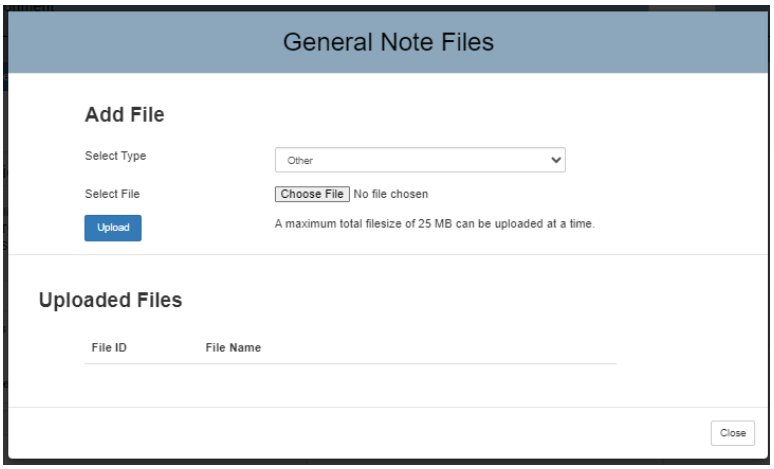
Click 'Files' Button.



The General Note Files screen will appear.

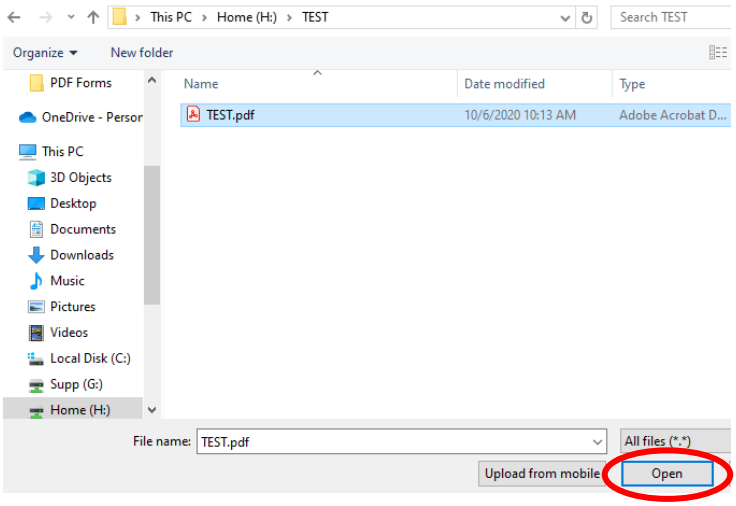
Select ‘Other’ in the ‘Select Type’ drop-down.

Select ‘Choose File’.

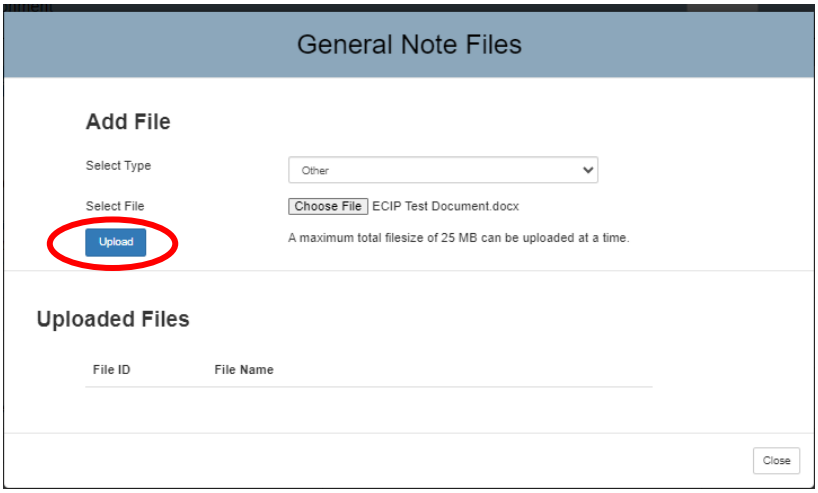


Find and select the ECIP Documentation File to upload.

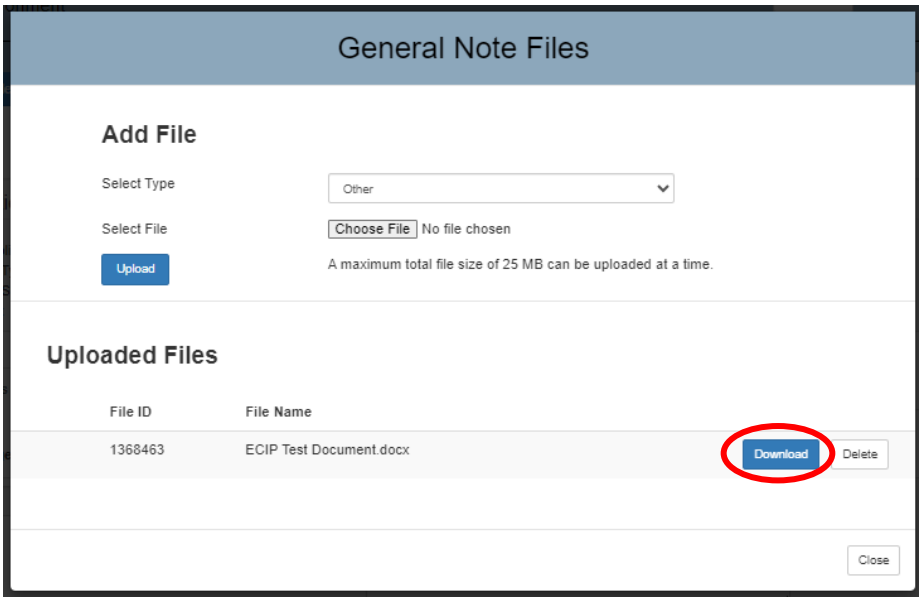
Select ‘Open’.



Select ‘Upload’.



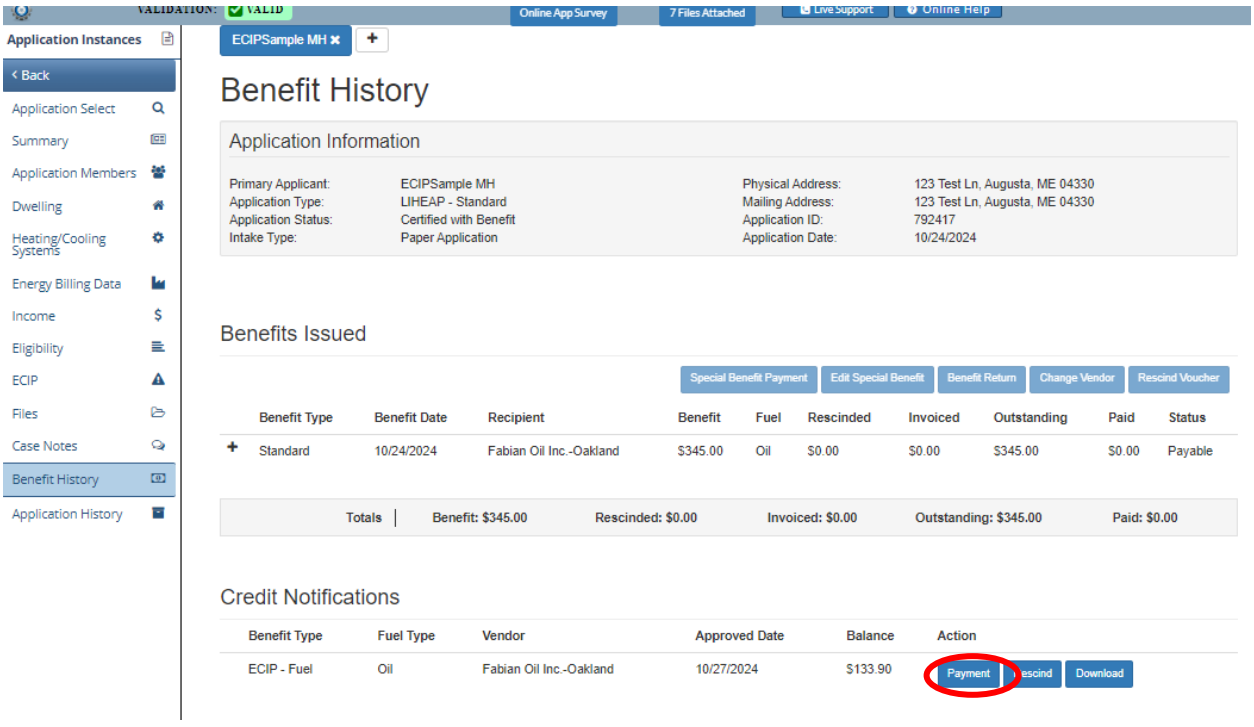
The selected file will be uploaded to the Application and can be viewed by selecting ‘Download’.



To enter ECIP for Payment:

Once Crisis has been remedied, go to the corresponding Credit Notification in the Benefit History:

Select ‘Payment’.



The Credit Notification Payment screen will populate.

Enter the following:

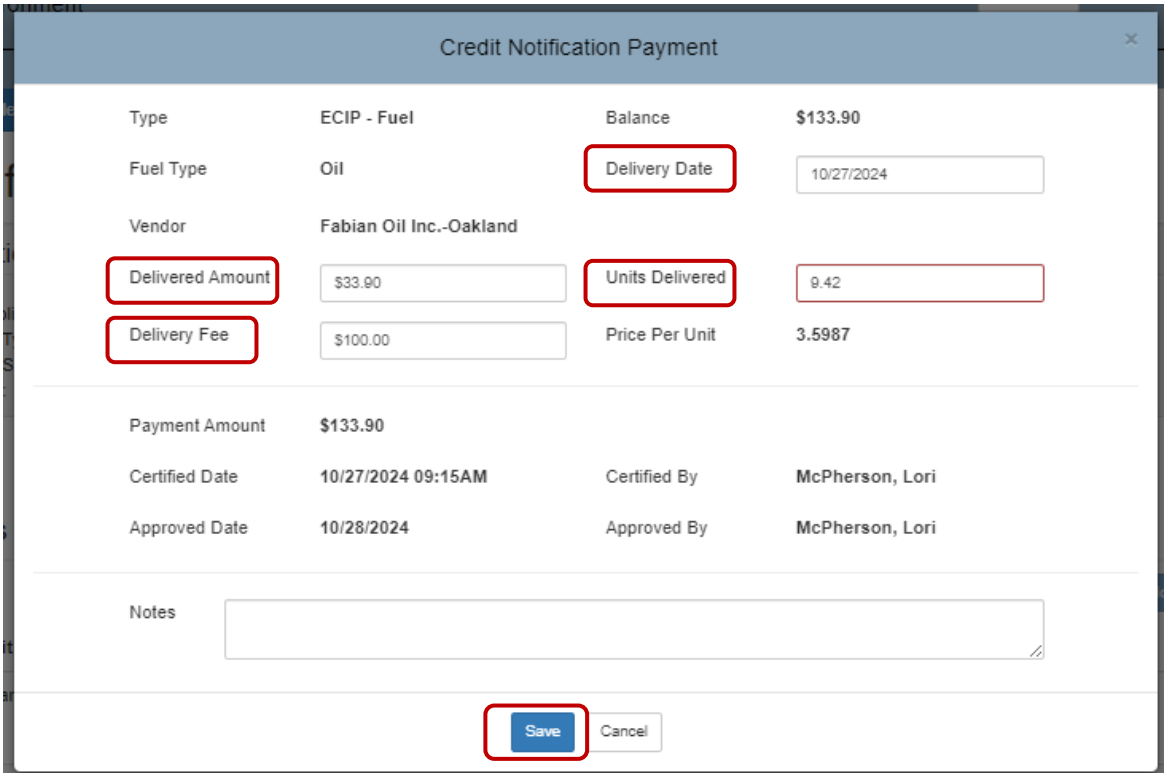
- **'Delivery Date'**
  - Fuel Emergency: date of delivery
  - Utility Disconnect: date service was restored or disconnect was lifted
  - System Repair: date of service
  - Space Heater: date space heater was provided to Household
  - Temporary Relocation: date of check-in

- **'Delivered Amount'**
  - Fuel Emergency: enter the cost of fuel delivered to be paid by the ECIP benefit
  - All other types: enter the total amount of the ECIP

- **'Units Delivered'**
  - Fuel Emergency: enter the number of units delivered to be paid by the ECIP benefit
  - All other types: enter 1

- **'Delivery Fee'**
  - Fuel Emergency: enter the cost of the delivery/service fee

The 'Price Per Unit' will automatically calculate.

- Notes can be entered to document situations, such as why delivery did not meet the timeframe or why the total amount is less than what was approved.
- Approved Date and Approve By fields will auto populate.

'Save'.