



Energy & Housing Services Department Memorandum

To: CAA Certifiers and Manager's
From: Lori McPherson and Laura James
Date: 12-20-2021
Subject: PY2022 Wood Purchase Order Process

MaineHousing has completed the issuance of PY2022 HEAP Wood Purchase Orders. As of today, Community Action Agencies can now generate any PY2022 Wood Purchase Orders for wood applications that were certified as of Sunday, December 19, 2021.

CAA staff are to complete the following process once the Application has been certified and the Wood Purchase Order has been generated in HEAP Cloud:

- If Wood PO's are to be mailed to the Wood Vendor, CAA is to print five (5) copies.
 - Three (3) Wood Purchase Orders are mailed to the Wood Vendor.
 - One (1) Wood Purchase Order is put in the HEAP File.
 - One (1) Wood Purchase Order and Wood Benefit Notification. (See attached document) is sent to the applicant.
- If Wood PO's are to be faxed or e-mailed to the Wood Vendor, CAA is to print two (2) copies.
 - One (1) Wood Purchase Order is put in the HEAP File.
 - One (1) Wood Purchase Order and Wood Benefit Notification (See Attached.) is sent to the applicant.

Note: For convenience in mailing out the Wood PO and Wood Benefit Notification, we had Hancock Develop a mailing letter that will print the client's mailing address to be inserted in the window envelope rather than having to type a label or handwrite the address. However, this can also be used for other mailings to client.

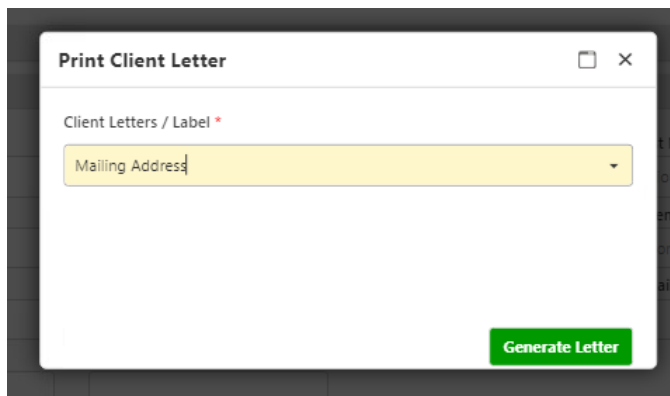
Certifiers and HEAP Manager's should have access to the "Print Client Letter" button. Click on the button



Click on the drop down and click on Mailing Address Label.



Click Generate Letter Button



The applicant's mailing address will appear.



Print the letter and enclose it in the envelope window with the Wood PO and Benefit notification.

CAA's can approve Wood PO extensions, however, it is imperative that we follow the same process.

Below are the steps to approve an extension:

- CAA or Wood Vendor must confirm with the client when they are able to receive the wood delivery.
- Contact the client informing of how long the extension is, unless they have initiated the extension.
- Contact the Wood Vendor if client has requested the extension.
- Send extension communication to the Vendor via Email, Fax, or regular mail.
- Enter Comment in HEAP Cloud.
- Email liheap@mainehousing.org and provide us the client id#, reason for extension and what the original deadline date was and what the new deadline is.