



# **MERAC Management**

## **Version 3 SR-13**

User Manual

JAI  Software

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## What's New in SR-13

MERAC Management v3 SR-13 offers the following new features:

### **DHHS**

- Export DHHS Income Verification Data
- Import DHHS Income Verification Data
- Manual Income Verification

### **New Report**

- Accounting Audit Report

### **Database Properties**

- DHHS Import/Export Directory Name
- DHHS Eligibility End Date

### **Merge Person Records**

### **New User Role**

- EHS Administrator

## Managing Vendors

This section will examine how to create new- and edit current vendors.

### Create New Vendor

Creating a new vendor can be done according to different scenarios:

- Single company with one location
- Single company with multiple locations

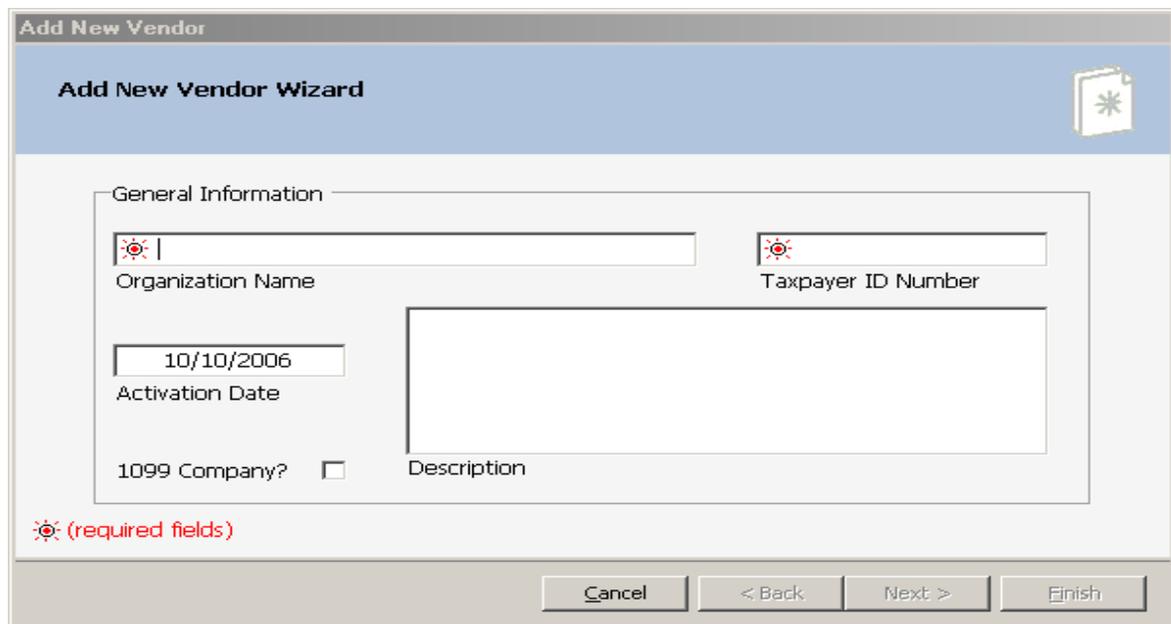
We will start to examine the single company with one location:

### Add New Vendor Wizard

To create a new vendor, the user must first left click on the menu File and then select “New Vendor”.



This will prompt the “Add New Vendor” wizard that the user must complete:

A screenshot of the "Add New Vendor Wizard" dialog box. The title bar reads "Add New Vendor". The main title is "Add New Vendor Wizard". The dialog is divided into sections. The "General Information" section contains several fields: "Organization Name" (with a red sun icon), "Taxpayer ID Number" (with a red sun icon), "Activation Date" (with the value "10/10/2006"), and "Description" (a large empty text area). Below these fields is a checkbox labeled "1099 Company?". At the bottom left, there is a red sun icon followed by the text "(required fields)". At the bottom right, there are four buttons: "Cancel", "< Back", "Next >", and "Finish".

Left click into the appropriate text boxes and input the relevant information for the new vendor.

**NOTE:** Activation Date is automatically set to the current date and needs to be changed to reflect correct Activation Date.

General Information

Testers Fuel  
Organization Name

01-5588990  
Taxpayer ID Number

11/01/2006  
Activation Date

Oil and kerosene vendor  
Description

1099 Company?

(required fields)

Cancel < Back Next > Finish

If the new vendor is a “1099 company”, then left click and check appropriate check box.

**NOTE:** When adding a parent company, the user must include the phrase “PARENT” after the vendor’s name.

General Information

Testers Inc. - PARENT  
Organization Name

06-0123456  
Taxpayer ID Number

01/20/2007  
Activation Date

Oil and kerosene  
Description

1099 Company?

(required fields)

Cancel < Back Next > Finish

To continue, left click on or tab to  button and hit Enter.

Next, input the new vendor's address into the appropriate fields:

**Add New Vendor**

**Enter Address Details**

Address

Address Line 1 

Address Line 2

Address Line 3

City, State, Zip  -Please Select a City/Town-

Activation Date  10/16/2006

 (required fields)

Cancel < Back Next > Finish

**NOTE:** When selecting “City, State, and Zip” the user *only* has to enter the first letter of the city and then select the appropriate city from drop down list box.

**Add New Vendor**

**Enter Address Details**

Address

Address Line 1 123 Testers Lane

Address Line 2

Address Line 3

City, State, Zip Hallowell, ME 04347

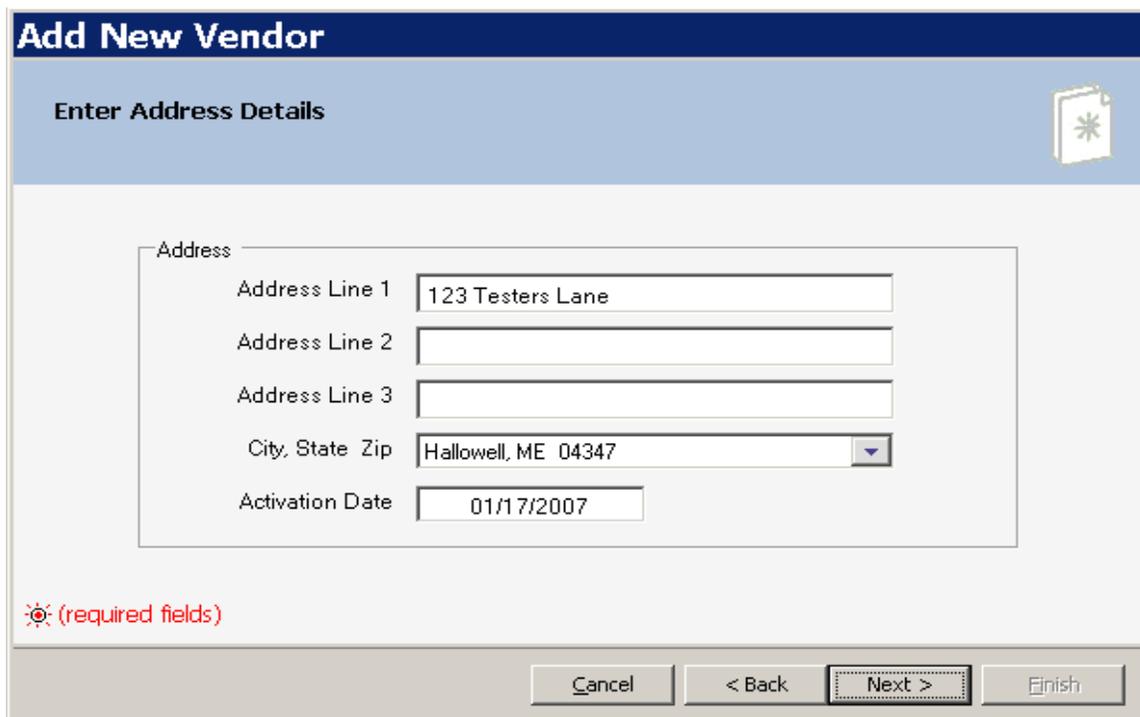
Activation Date

 (required fields)

Guilford, ME 04443  
Guillemette, ME 04073  
Hackett Mills, ME 04258  
Hall Quarry, ME 04660  
Halldale, ME 04941  
Hallowell, ME 04347  
Hamilton Station, ME 04672  
Hamlin, ME 04785

Cancel < Back Next > Finish

Once all the data have been inputted, left click the  button to continue.



**Add New Vendor**

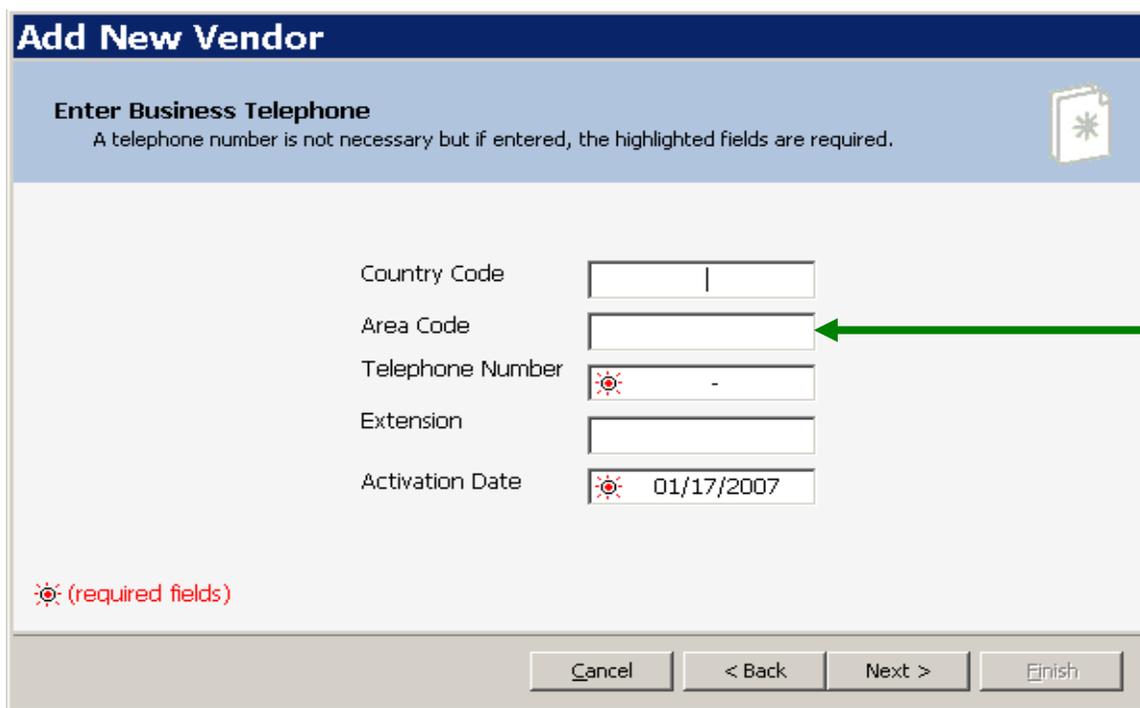
**Enter Address Details**

Address

Address Line 1	<input type="text" value="123 Testers Lane"/>
Address Line 2	<input type="text"/>
Address Line 3	<input type="text"/>
City, State Zip	<input type="text" value="Hallowell, ME 04347"/>
Activation Date	<input type="text" value="01/17/2007"/>

 (required fields)

Next, left click into the appropriate text boxes and input the new vendor's "Business Telephone Info".



**Add New Vendor**

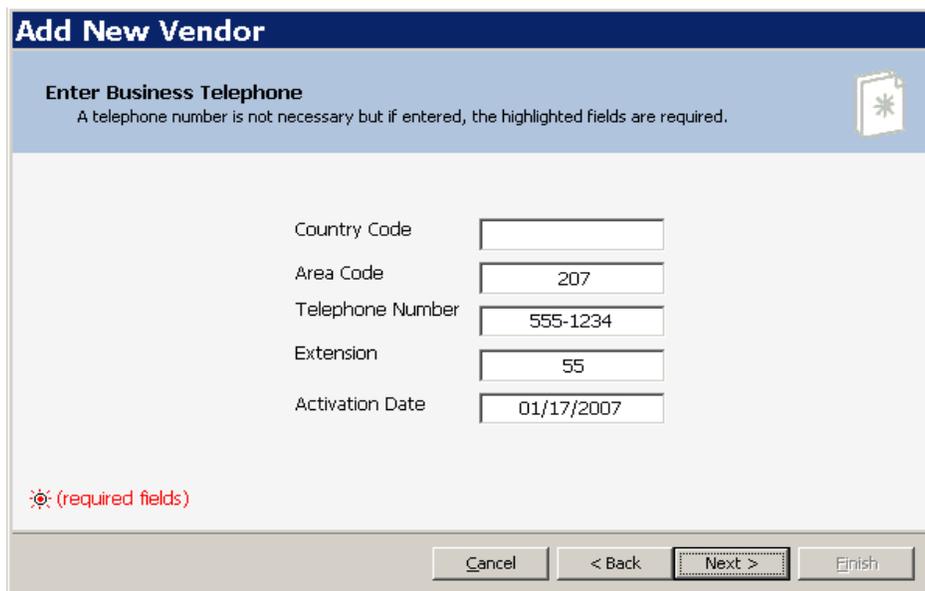
**Enter Business Telephone**

A telephone number is not necessary but if entered, the highlighted fields are required.

Country Code	<input type="text"/>
Area Code	<input type="text"/>
Telephone Number	<input type="text" value="-"/>
Extension	<input type="text"/>
Activation Date	<input type="text" value="01/17/2007"/>

 (required fields)

When done, left click on the  button to continue.



**Add New Vendor**

**Enter Business Telephone**  
A telephone number is not necessary but if entered, the highlighted fields are required.

Country Code

Area Code

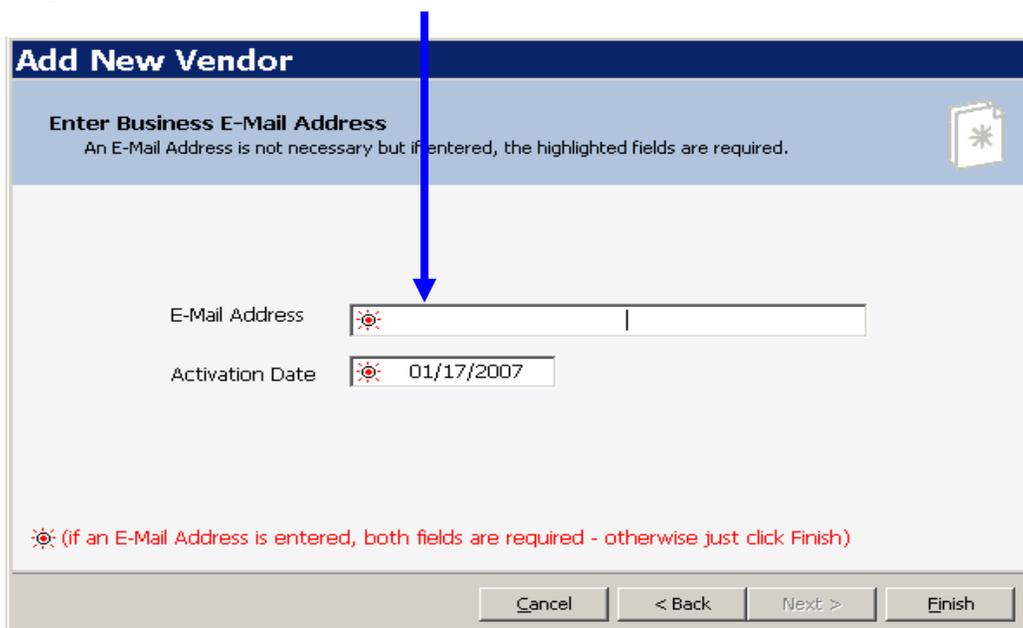
Telephone Number

Extension

Activation Date

 (required fields)

Next, input the new vendor's "email address":



**Add New Vendor**

**Enter Business E-Mail Address**  
An E-Mail Address is not necessary but if entered, the highlighted fields are required.

E-Mail Address

Activation Date

 (if an E-Mail Address is entered, both fields are required - otherwise just click Finish)

When finished, left click on the  button to complete the wizard.

**NOTE:** To take no action, left click on the  button.

**CONGRATULATIONS: A NEW VENDOR HAS BEEN ADDED!!!**

## General Info Tab

The “General Info Tab” provides the user with an overview over the vendor information.



As can be seen from the below example, the “General Info Tab” is divided up into three groups:

The screenshot shows the "MERAC Management" application window. The title bar includes "File Accounting Tools Security Help" and a dropdown menu for "Select Vendor" with "A & T Fuel" selected. The "Testers Fuel" tab is active. The interface is divided into three main sections. The top section contains three dropdown menus: "Contract Type", "Contract Status", and "Last Audit", each with a green arrow pointing to it from the text below. The middle section contains a form with fields for "Vendor Name" (Testers Fuel), "Federal ID#" (01-5588990), "Activation Date" (11/01/2006), "Deactivation Date", "Completed Training", "1099 Vendor?" (checked), and "Wire Vendor?" (unchecked). To the right of these fields are two text boxes for "Description" (Oil and kerosene vendor) and "Deactivation Reason". The bottom section contains several dropdown menus with "View" buttons: "Parent", "Contract", "Benefit Payment", "Audit", "Reporting", and "Electronic Reporting?" (unchecked).

The “Contract Type”, “Contract Status”, and “Last Audit” boxes on this tab are locked to the user and are merely used as references. The content in these boxes will populate based on the information entered on the “**Contract History**” and the “**Audits**” tabs.

The “Deactivation Date” box and “Deactivation Reason” text box are to be filled out when vendor is no longer active.

If the vendor chooses to have LIHEAP funds sent electronically, left click on the “Wire Vendor” check box.

Next, select the vendor's parent company:

**NOTE:** If the vendor doesn't have a parent, then select the current vendor's name.

Parent: [Dropdown menu with options: Suburban Propane-Portland, Sunrise LP Gas, Swans Island Electric Coop, Swans Island Fuel, Testers Fuel, Thibeault Energy, Thibodeau Htg Oil-Friendship, Thibodeau Oil-Winterport]

Contract: [Dropdown menu]

Benefit Payment: [Dropdown menu]

Audit: [Dropdown menu]

Reporting: [Dropdown menu]

Electronic Reporting?

Next, select the vendor who holds the contract with *Maine Housing*. If the vendor doesn't have any subsidiaries, select the current vendor's name.

Parent: Testers Fuel [View]

Contract: [Dropdown menu with options: Sunrise LP Gas, Swans Island Electric Coop, Swans Island Fuel, Testers Fuel, Thibeault Energy, Thibodeau Htg Oil-Friendship, Thibodeau Oil-Winterport, Thomas Winchenbach]

Benefit Payment: [Dropdown menu]

Audit: [Dropdown menu]

Reporting: [Dropdown menu]

Electronic Reporting?

Next, select the vendor who should receive the LIHEAP funds. Again, if the vendor does not have any subsidiaries, select the current vendor's name.

Parent: Testers Fuel [View]

Contract: Testers Fuel [View]

Benefit Payment: [Dropdown menu with options: Sunrise LP Gas, Swans Island Electric Coop, Swans Island Fuel, Testers Fuel, Thibeault Energy, Thibodeau Htg Oil-Friendship, Thibodeau Oil-Winterport, Thomas Winchenbach]

Audit: [Dropdown menu]

Reporting: [Dropdown menu]

Electronic Reporting?

Next, select the vendor who maintains the records where *Maine Housing* would go to conduct an audit. If the vendor does not have any subsidiaries, select the current vendor's name.

Parent: Testers Fuel [View]

Contract: Testers Fuel [View]

Benefit Payment: Testers Fuel [View]

Audit: [Dropdown menu with options: Suburban Propane-PARENT, Suburban Propane-Portland, Sunrise LP Gas, Swans Island Electric Coop, Swans Island Fuel, Testers Fuel, Thibeault Energy, Thibodeau Htg Oil-Friendship]

Reporting: [Dropdown menu]

Next, select the vendor who will be responsible for completing the annual consumption report. Again, if the vendor does not have any subsidiaries, select the current vendor's name.

Parent: Testers Fuel [View]  
Contract: Testers Fuel [View]  
Benefit Payment: Testers Fuel [View]  
Audit: Testers Fuel [View]  
Reporting: [View]  
Reporting dropdown options:  
Swans Island Electric Coop  
Swans Island Fuel  
Testers Fuel  
Thibeault Energy  
Thibodeau Htg Oil-Friendship  
Thibodeau Oil-Winterport  
Thomas Winchenbach  
Thompson Oil & Propane-Belfast

Next, if the vendor chooses to submit their annual consumption report electronically, check the “Electronic Reporting” check box.

Parent: Testers Fuel [View]  
Contract: Testers Fuel [View]  
Benefit Payment: Testers Fuel [View]  
Audit: Testers Fuel [View]  
Reporting: Testers Fuel [View]  
 Electronic Reporting?

The information on the “General Info” tab is now completed. Before moving to the next tab, it is always *recommended* to save the work just completed.

MERAC Management  
File Accounting Tools Security Help Select Vendor: A & T Fuel Go>  
New Vendor  
Open  
Save  
Exit  
Contract Status: [Dropdown] Last Audit: [Dropdown]  
Vendor Name: Testers Fuel Description: Oil and kerosene vendor  
Federal ID#: 01-5588992  
Activation Date: 11/01/2010  
Deactivation Date: [Dropdown]  
Completed Training: [Dropdown]  
1099 Vendor? [Checked]  
W9 Vendor? [Unchecked]  
Parent: Testers Fuel [View] Audit: Testers Fuel [View]  
Contract: Testers Fuel [View] Reporting: Testers Fuel [View]  
Benefit Payment: Testers Fuel [View]  Electronic Reporting?

To save, left click on the menu File and then select the “Save” option

**The General Info tab is now completed!**

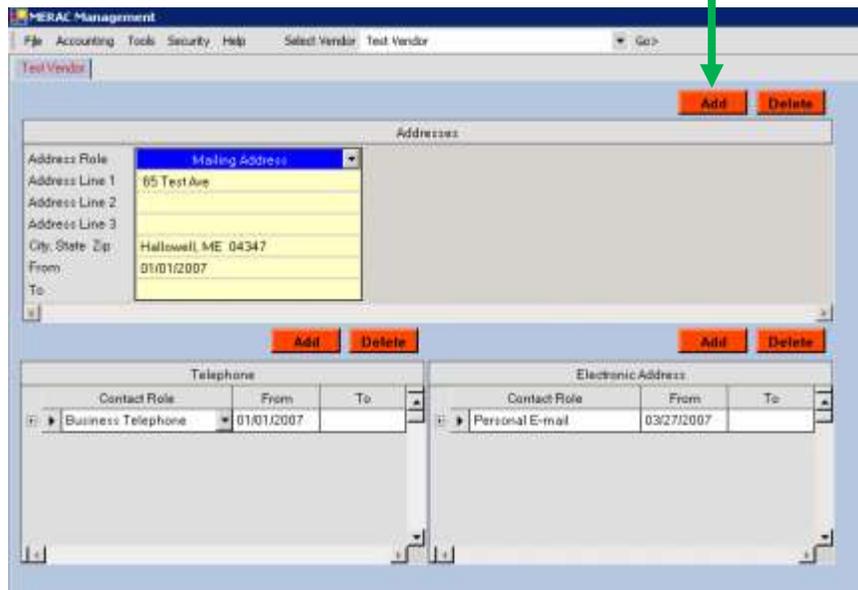
## Contact Info Tab

This section will examine how the user adds, edits, and deletes contact information for a vendor.

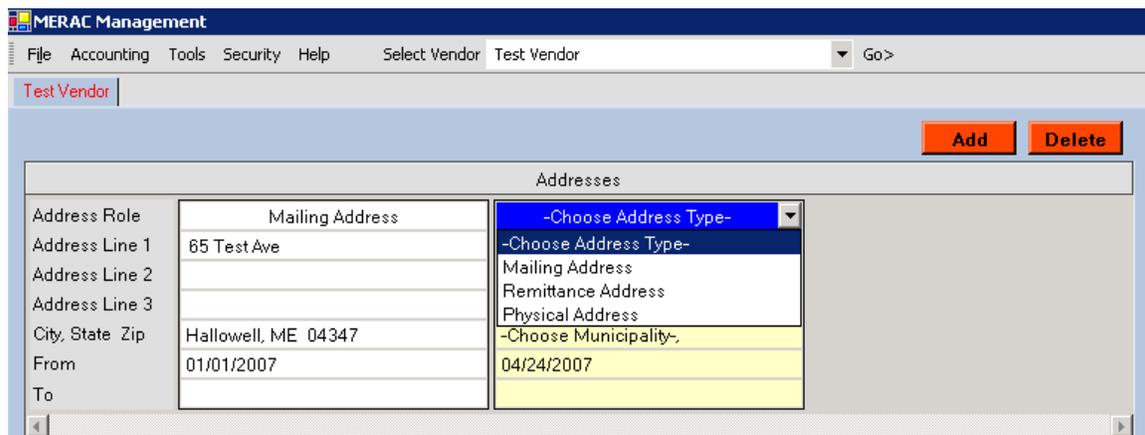


## Add/Edit Address Information

To add a new address role, left click the **Add** button.



Next, left click on the  icon and select the appropriate address role:

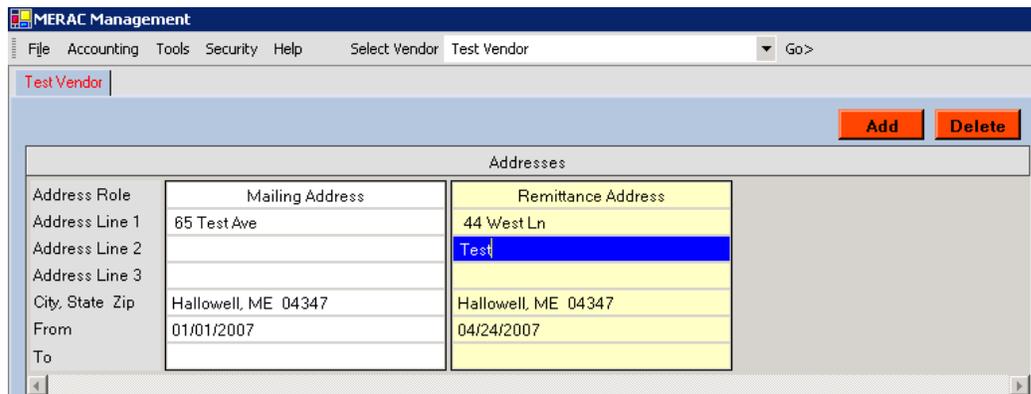


**NOTE:** To edit address role, left click on the  icon and select the appropriate address role.

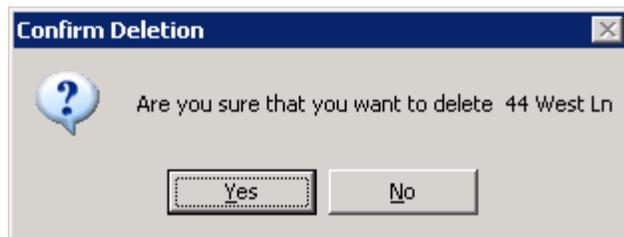
Next, populate remaining address fields as necessary.

## Delete Address Information

To delete an address, first left click anywhere on the address to be deleted, and then left click on the button:

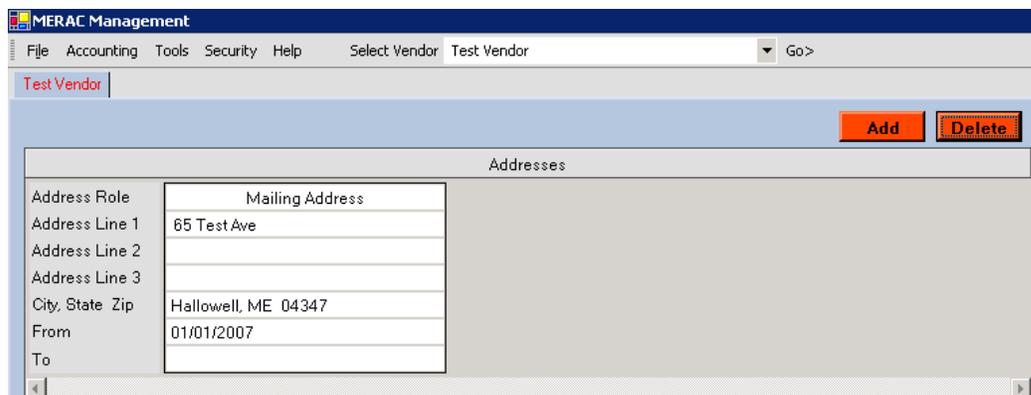


Next, the system will prompt the user to confirm deletion:



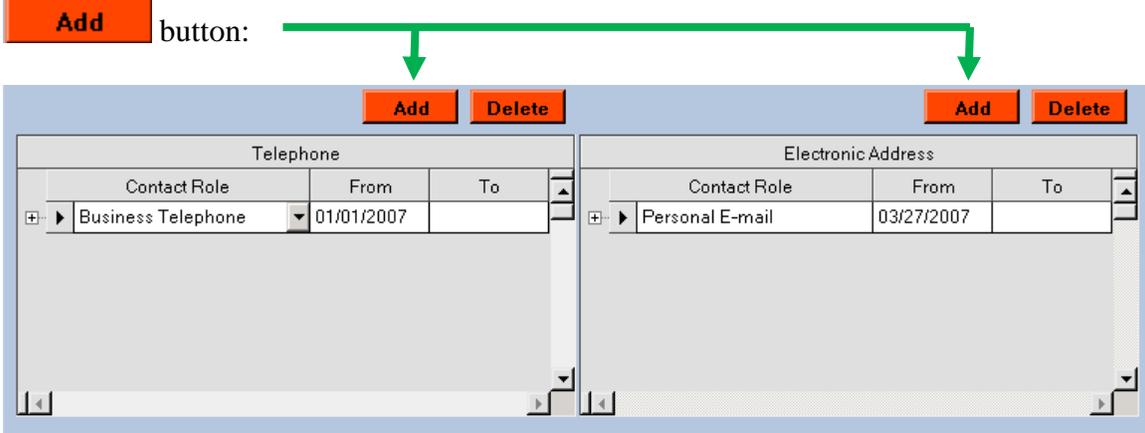
Left click on the  button to confirm deletion.

The address has now been deleted:

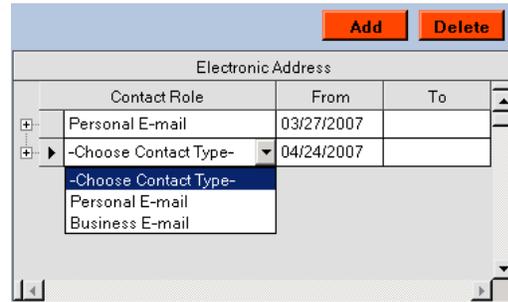
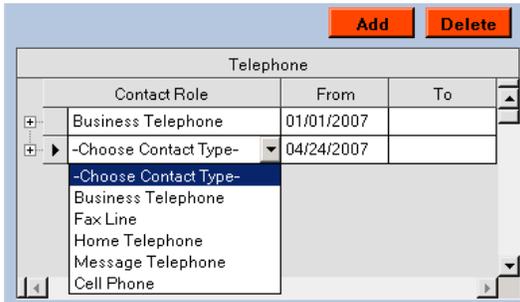


## Add/Edit of Telephone and Email

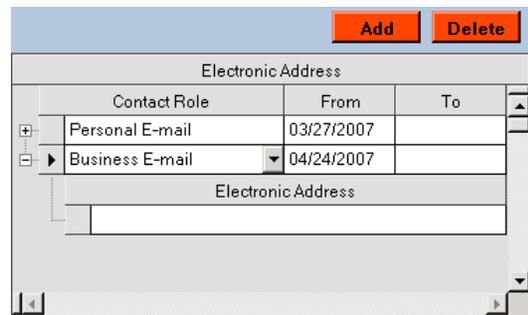
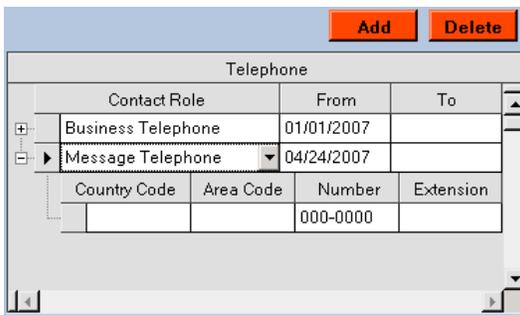
To add a new contact role for either telephone or email, first left click on the appropriate



Next, select the proper contact role by left clicking on the  icon:



Next, left click on the  icon to expand the contact role's information, and populate the fields as necessary:

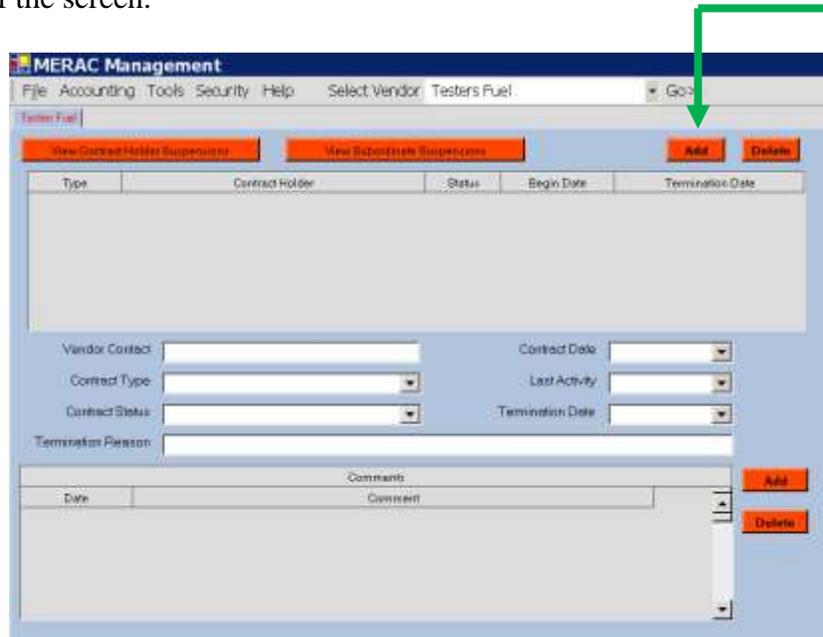


## Contract History Tab

This section will examine how the user can add, edit, delete, and view information on the status of the vendor contract (status, date, termination, etc.)



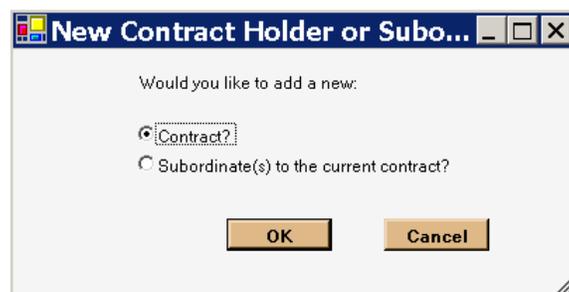
First, a contract has to be added. To add a new contract, left click on the **Add** button on the top of the screen.



Next, an info box will appear asking the user whether to add a new contract or subordinate to the current contract.

## Add New Contract

To add a new contract, first left click on the radio button next to “Contract”.



Next, left click on the **OK** button to continue.

**NOTE:** To exit, left click on the **Cancel** button.

Type	Contract Holder	Status	Begin Date	Termination Date
Oil	Testers Fuel	Active		

Vendor Contact:   
Contract Date:    
Contract Type:    
Contract Status:    
Termination Reason:

Notice that some fields now have information. The MERAC system automatically makes some assumptions: 1) It assumes that the new vendor is an active vendor, and 2) since the majority of the contract holders are fuel vendors, it assumes this contract type is a fuel vendor (oil).

**NOTE:** This information can be changed if necessary by left clicking on the  icon and then selecting the appropriate contract type or status.

Next, input the date of the contract by left clicking on the “Contract Date” box’s  icon.

Contract Date:   

Next, input the name of the “Vendor Contract”:

Vendor Contract:   
Contract Type:    
Contract Status:    
Termination Reason:

Next, (if need to be changed) select the appropriate “Contract Type” by left clicking on the  icon.

Next, (if need to be changed) select the appropriate “Contract Status” by left clicking on the ▾ icon.

Vendor Contact: John Doe  
 Contract Type: Oil  
 Contract Status: Active  
 Termination Reason: [dropdown menu open with options: Active, Inactive today, Terminated, Suspended]  
 Contract Date: 01/01/2007  
 Last Activity: [dropdown menu]  
 Termination Date: [dropdown menu]  
 Add  
 Delete

**NOTE:** MERAC automatically assumes that the newly added contract is active.

When completed, save newly added info by left clicking on the menu File and select “Save”.

Next, left click on the ✕ icon to close the vendor screen.

Next, reopen vendor and return to the Contract History tab.

Notice that an ⊕ icon has appeared next to the Type of the Contract Holder. Left click on this icon to expand section:

View Contract Holder Suspensions | View Subordinate Suspensions | Add | Delete

Type	Contract Holder	Status	Begin Date	Termination Date								
Oil	Testers Fuel	Active	01/01/2007									
<table border="1"> <thead> <tr> <th>Covered Vendor</th> <th>Status</th> <th>Coverage Began</th> <th>Coverage Ended</th> </tr> </thead> <tbody> <tr> <td>Testers Fuel</td> <td>Active</td> <td>01/18/2007</td> <td></td> </tr> </tbody> </table>					Covered Vendor	Status	Coverage Began	Coverage Ended	Testers Fuel	Active	01/18/2007	
Covered Vendor	Status	Coverage Began	Coverage Ended									
Testers Fuel	Active	01/18/2007										

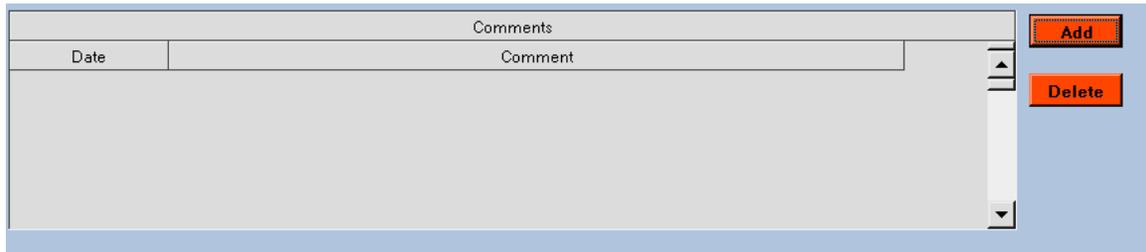
Vendor Contact: John Doe  
 Contract Type: Oil  
 Contract Status: Active  
 Termination Reason: [text field]  
 Contract Date: 01/01/2007  
 Last Activity: [dropdown menu]  
 Termination Date: [dropdown menu]

Notice that the expanded line indicates the “Covered Vendor(s)”. This initially means that the vendor listed on the expanded line is covered by the vendor’s contract located on the 1<sup>st</sup> line.

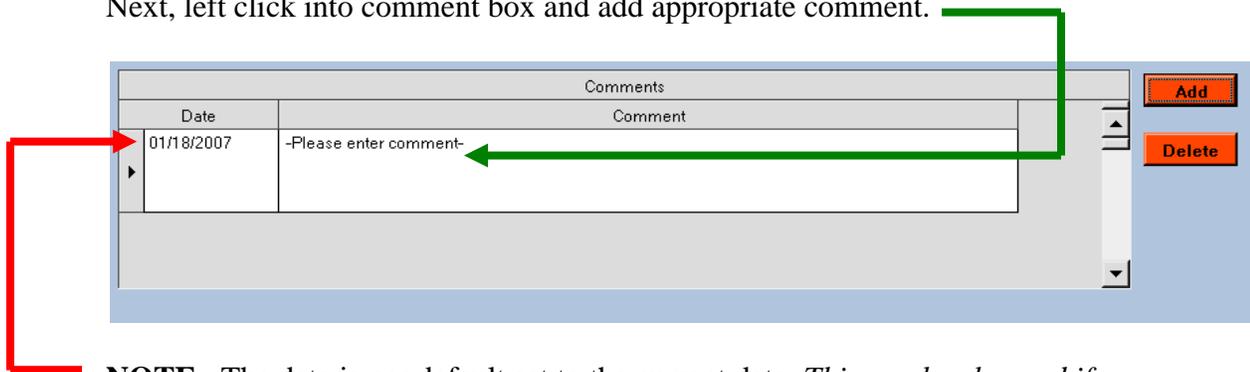
## Add/Edit Comments

The user has the ability to add a comment about vendor under the allocated comment box on the bottom part of the screen.

To add a comment, first left click on the **Add** button:



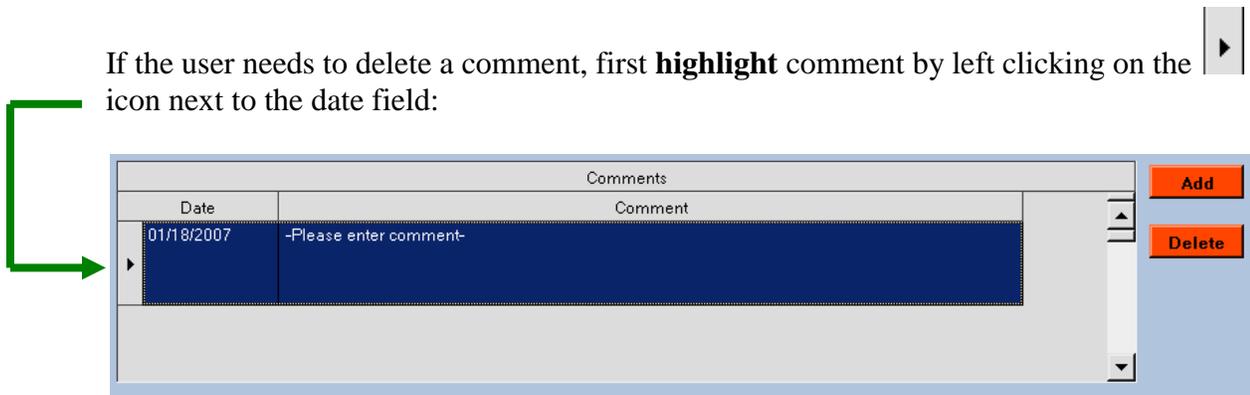
Next, left click into comment box and add appropriate comment.



**NOTE:** The date is per default set to the current date. *This can be changed if necessary.*

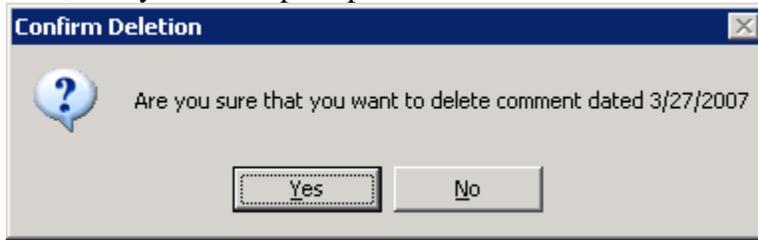
## Delete Comments

If the user needs to delete a comment, first **highlight** comment by left clicking on the icon next to the date field:



Next, left click on the **Delete** button.

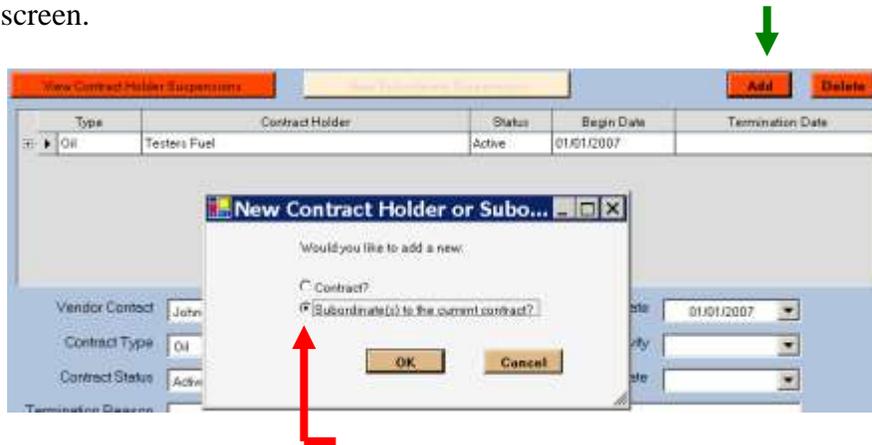
Next, the system will prompt user to confirm the deletion:



Left click on the  button to finalize deletion of comment.

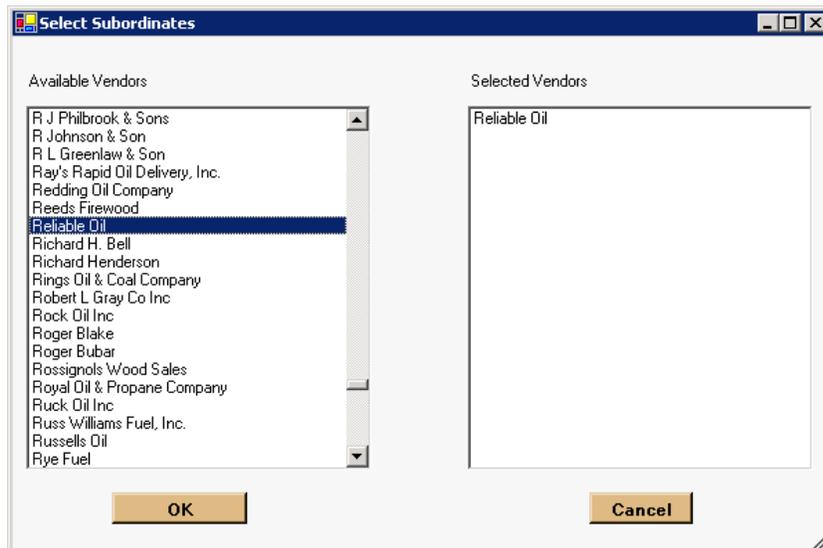
## Add Subordinate to Contract

To add a subordinate to the current contract, first left click on the  button on the top of the screen.



Next, left click on the appropriate **radio button** and then left click on the  button to continue.

The system will next display a list of subordinates from the available vendors list:



Next select the appropriate vendor(s) as subordinate(s) by using the **scroll bar** and left clicking vendor.

**NOTE:** If the user wishes to add more than one vendor as a subordinate, hold down the **Ctrl** key and left click on appropriate vendors.

When appropriate vendor(s) has/have been selected, left click on the  button to complete.

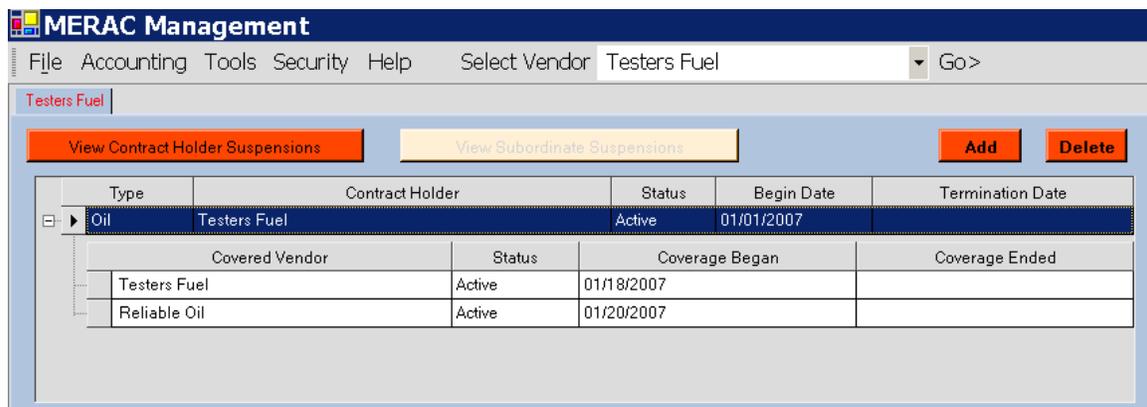
Next, the user will be returned to the Contact tab.

To see that subordinate was added successfully, left click on the  icon.

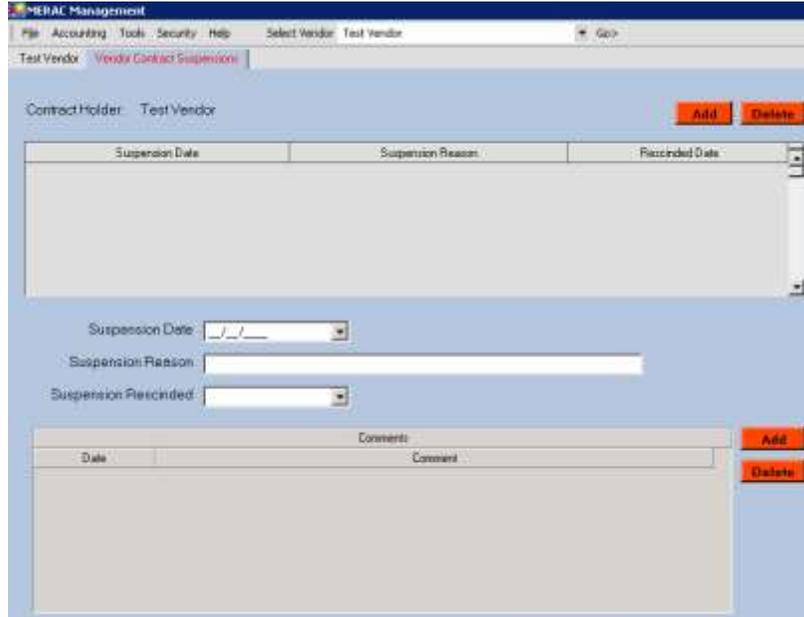


## Contract Holder Suspensions

To view, add, edit, or delete a contract holder's suspension, left click on the  button.

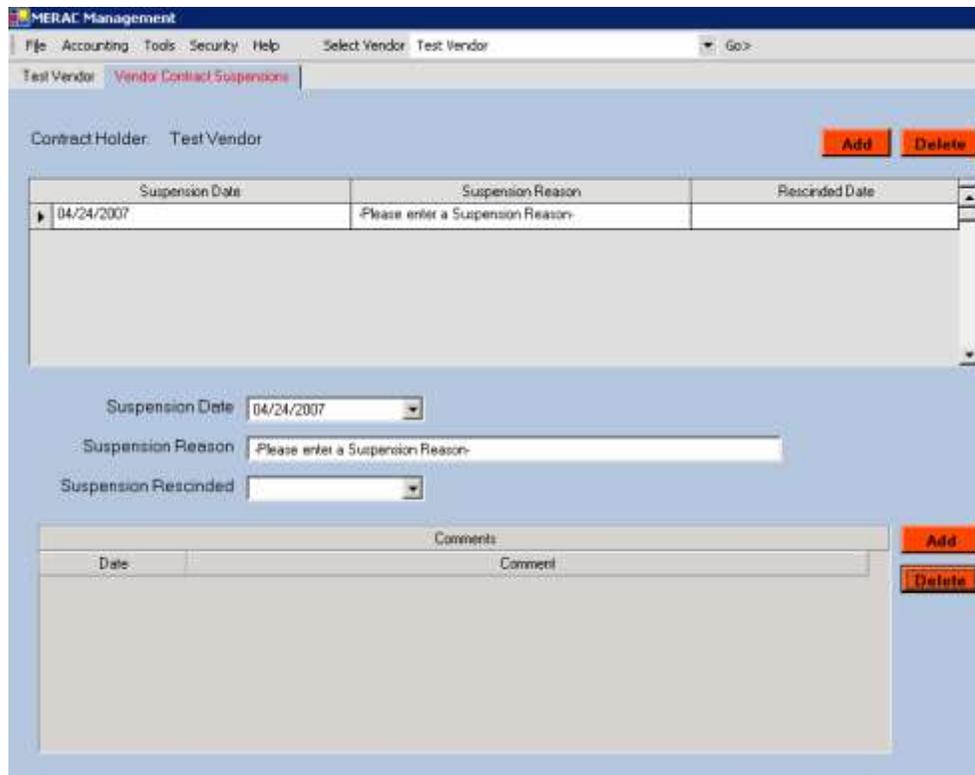


Next, the user has the ability to add, edit, or delete suspension for contract holder.



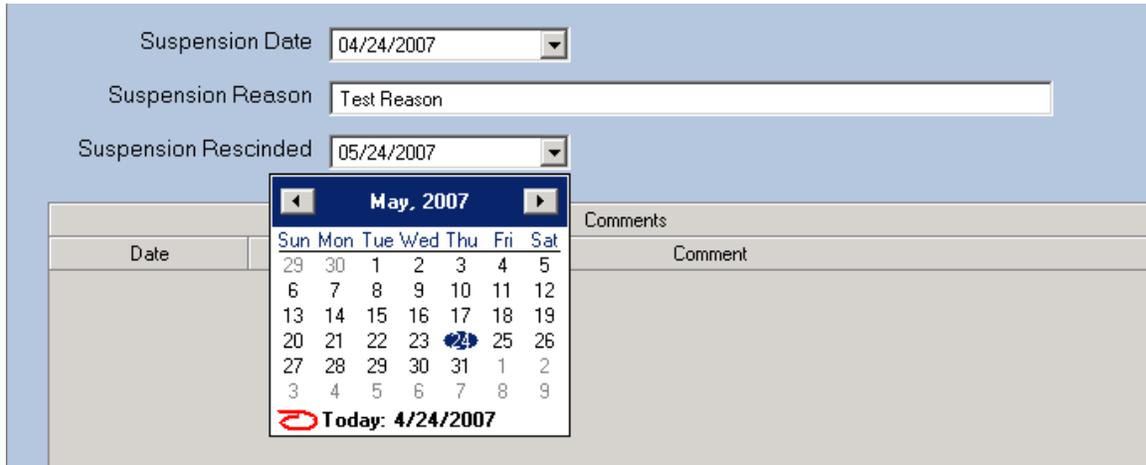
To add a suspension, first left click on the **Add** button.

Next, the following fields will populate:



Next, type in the reason for suspension into the appropriate text box, and then select the date for suspension by left clicking on the  icon.

**NOTE:** To rescind a suspension left click on the  icon for the “Suspension Rescinded” box, and select appropriate date:



The screenshot shows a web form for suspension management. It includes three date pickers: 'Suspension Date' (04/24/2007), 'Suspension Reason' (Test Reason), and 'Suspension Rescinded' (05/24/2007). A calendar pop-up for May 2007 is displayed over the 'Suspension Rescinded' date picker, with the 23rd highlighted. Below the form is a table with columns for 'Date' and 'Comments', and a 'Comment' input field.

To add, edit, and delete a comment for a suspension follow the same procedure as described under the contract history main tab’s [Add/Edit Comments](#)

## Subordinate Suspensions

To view, add, or delete suspensions of a subordinate, first **highlight** appropriate vendor, then left click on the  button.



The screenshot shows the MERAC Management application interface. The 'Testers Fuel' vendor is selected. The 'View Subordinate Suspensions' button is highlighted with a green arrow. Below the button is a table of subordinate suspensions.

Type	Contract Holder	Status	Begin Date	Termination Date
Oil	Testers Fuel	Active	01/01/2007	
	Covered Vendor	Status	Coverage Began	Coverage Ended
	Testers Fuel	Active	01/18/2007	
	Reliable Oil	Active	01/20/2007	

To add or delete suspension for a subordinate vendor, please follow the same procedure described under [Contract Holder Suspensions](#).

## Terminate contract

This section will examine how the user terminates a vendor contract.

First, find and open the vendor's record.

MERAC Management

File Accounting Tools Security Help Select Vendor Test Vendor Go>

Test Vendor Delete

Contract Type  Contract Status **Inactive today** Last Audit **03/27/2007**

Vendor Name  Description

Federal ID#

Activation Date  Deactivation Date

Completed Training  Deactivation Reason

1099 Vendor?  Wire Vendor?

Parent  View Audit  View

Contract  View Reporting  View

Benefit Payment  View  Electronic Reporting?

Next, go to the “Contract History” tab. Then left click on the drop down box under “Contract Status” to select “Terminated”.

Vendor Contact  Contract Date

Contract Type  Last Activity

Contract Status  Termination Date

Termination Reason

Next, left click on the “Termination Date” box and input the date of termination for contract.

The screenshot shows a form with the following fields:

- Vendor Contact: Peter
- Contract Type: Oil
- Contract Status: Terminated
- Termination Reason: (empty)
- Contract Date: 01/02/2007
- Last Activity: 02/14/2007
- Termination Date: 04/24/2007

A calendar pop-up is displayed over the Termination Date field, showing the month of April 2007. The date 04/24/2007 is highlighted with a red circle. Below the calendar is a table with columns for Date and Comment.

Date	Comment
03/27/2007	Testing 1 2 3

Next, once a termination date has been entered, the MERAC system requires a “Termination Reason”. So left click in the “Termination Reason” comment box and type in the appropriate reason.

The screenshot shows the same form as above, but with a green arrow pointing to the Termination Reason field, which is currently empty. A red exclamation mark icon is visible at the end of the field.

**NOTE:** Text box has limited capacity for comments, so make the termination reason brief.

The screenshot shows the same form as above, but with the Termination Reason field now containing the text "Test Reason".

Next, once the vendor contract has been terminated, save the changes made to vendor by left clicking on the menu File and selecting “Save”.

The record will then be updated, as can be seen in the following screen print of the General Info tab:

The screenshot shows the 'MERAC Management' application window. The title bar includes 'File Accounting Tools Security Help Select Vendor Test Vendor Go>'. The main content area is titled 'Test Vendor' and features a 'Delete' button in the top right. Below this, there are several dropdown menus: 'Contract Type' (Oil), 'Contract Status' (Terminated), and 'Last Audit' (03/27/2007). A green arrow points from the text above to the 'Terminated' dropdown. The form is divided into two columns. The left column contains fields for 'Vendor Name' (Test Vendor), 'Federal ID#' (12-9850214), 'Activation Date' (01/01/2007), 'Deactivation Date', 'Completed Training' (01/01/2007), '1099 Vendor?' (checked), and 'Wire Vendor?' (checked). The right column contains 'Description' (Test) and 'Deactivation Reason'. At the bottom, there are several 'View' buttons next to dropdown menus for 'Parent', 'Contract', 'Benefit Payment', 'Audit', 'Reporting', and 'Electronic Reporting?' (checked).

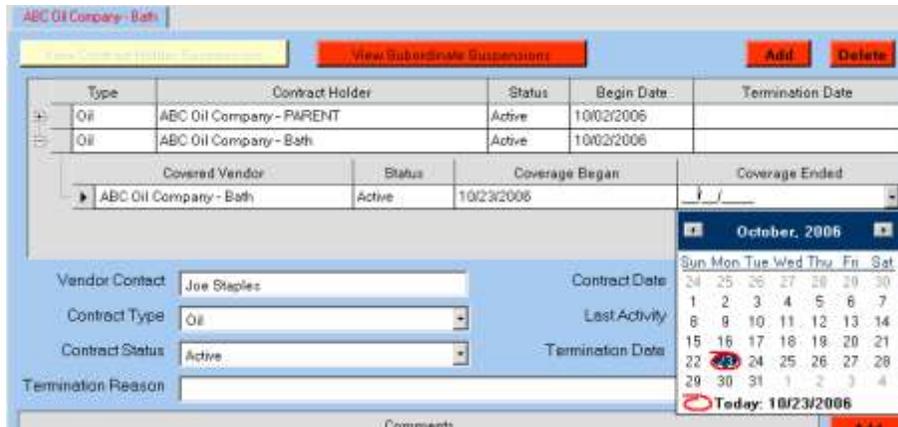
## Terminating a contract's subsidiary

This section will examine how the user terminates a contract's subsidiary.

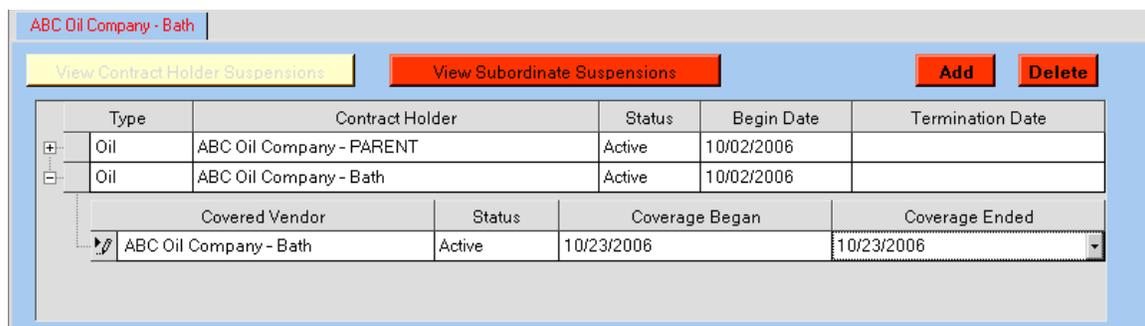
**NOTE:** The process for this is **slightly different** than that of terminating a contract for a single vendor since the contract holder is the PARENT company, the user cannot terminate a subsidiary in the same manner.

If a subsidiary is terminated as with a single company vendor, it will terminate ALL contracts that are attached. Each subsidiary must, therefore, be terminated one by one.

First, find and open the vendor's record and go to the "Contract History" Tab.

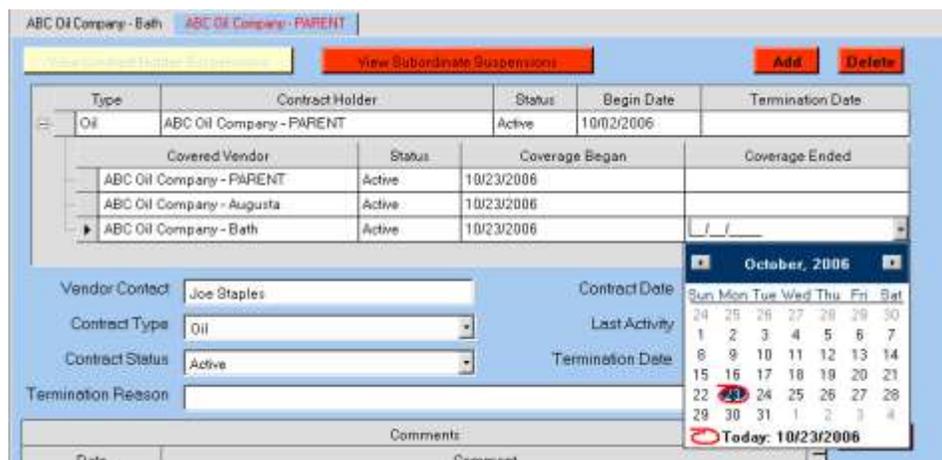


Next, 1) expand the location line by left clicking on the  $\oplus$  icon,  
 2) left click in the “Coverage Ended” date box and input the coverage ended date.



**NOTE:** The date must also be changed in the PARENT line. Follow same procedure as before and when entered save changes by left clicking on menu File and selecting “Save”.

Next, the PARENT company record must also to be changed:



**NOTE:** It doesn't matter which is done first.

If the parent company is done first, then when the subsidiary record is opened, the user will only need to change the 2<sup>nd</sup> line. However, if the subsidiary is done first, then when the PARENT company is opened, the user will only need to change the subsidiary line.

The information entered from one record transfers to the other record.

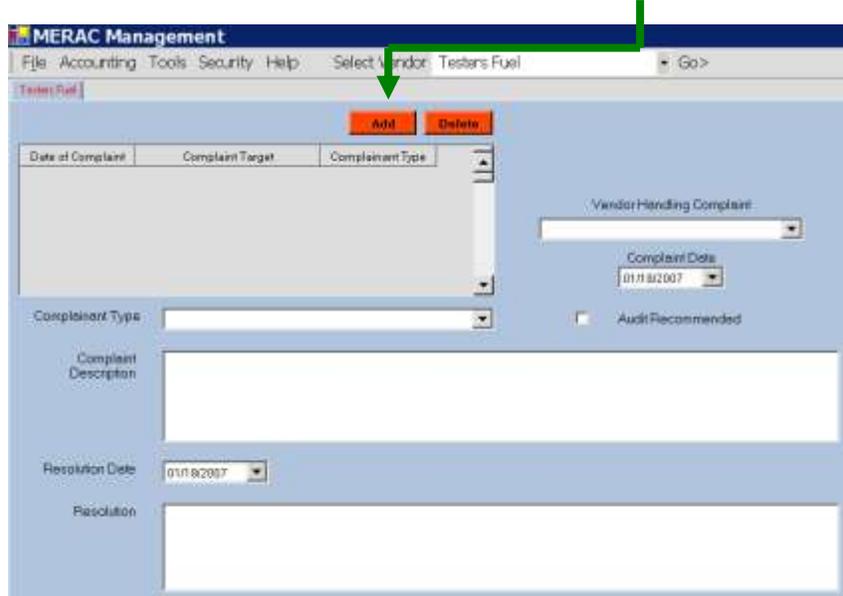
## Vendor Activity

### Complaints Tab

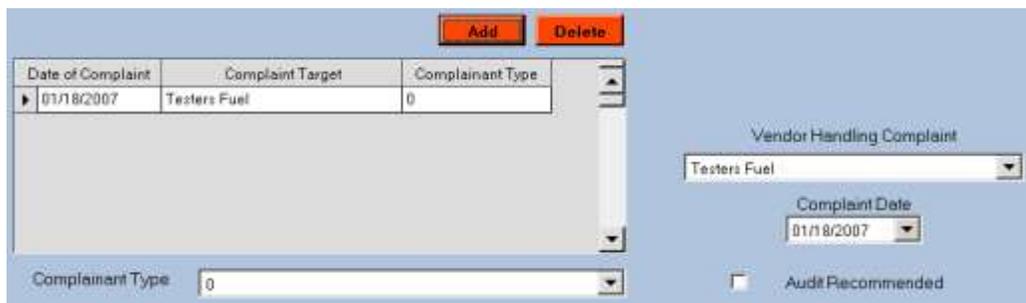
This tab lets the user record information regarding complaints against a vendor.



To add a complaint to vendor's file, first left click on the **Add** button.



**NOTE:** The MERAC System will *per default* automatically set the date of the complaint to the current date and the complaint target to the current vendor.



If the vendor is a subsidiary company and the complaint is handled by the PARENT company, then the user has the ability to change the vendor handling the complaint, by left click and selecting the appropriate company in the “Vendor Handling Complaint” box.

The screenshot shows a web application interface for managing complaints. At the top, there are 'Add' and 'Delete' buttons. Below them is a table with columns: Date of Complaint, Complaint Target, and Complainant Type. The first row contains the values: 01/18/2007, Testers Fuel, and 0. To the right of the table is a 'Vendor Handling Complaint' dropdown menu that is open, showing a list of vendor names: Testers Fuel, Thibeault Energy, Thibodeau Htg Oil-Friendship, Thibodeau Oil-Winterport, Thomas Winchenbach, Thompson Oil & Propane-Belfast, Tibbetts Building & Fuel Center, Inc, and Tibbetts Heating. A green arrow points to the 'Testers Fuel' option in the dropdown. Below the table, there are input fields for 'Complainant Type' (with the value 0) and 'Complaint Description'.

Next, (if applicable) change the date of the complaint.

This screenshot shows the same interface as the previous one, but with a calendar pop-up for January 2007. The 'Vendor Handling Complaint' dropdown is now closed and shows 'Testers Fuel'. The 'Complaint Date' dropdown is open and shows '01/10/2007'. The calendar shows the days of the month, with the 18th circled in red. Below the calendar, it says 'Today: 1/18/2007'. The 'Complainant Type' dropdown is still set to '0' and the 'Complaint Description' field is empty.

Next, select the appropriate “Complainant Type” for the complaint by left clicking on the “Complainant Type” box.

This screenshot shows the interface with the 'Complainant Type' dropdown menu open. The 'Date of Complaint' is now 01/18/2007. The 'Vendor Handling Complaint' dropdown is closed and shows 'Testers Fuel'. The 'Complaint Date' dropdown is closed and shows '01/18/2007'. The 'Complainant Type' dropdown is open, showing a list of options: Vendor, Client, CAP Agency, and test. A green arrow points to the 'Vendor' option. The 'Complaint Description' field is empty.

Next, input a description of the complaint by left clicking into the comment box.

The screenshot shows a form with the following fields: "Complainant Type" (dropdown menu with "Client" selected), "Complaint Description" (text area containing "Client called stating that vendor did not provide discount"), and "Audit Recommended" (checkbox). A green arrow points from the left to the "Complaint Description" text area. A red arrow points from the "Audit Recommended" checkbox to the right.

If the nature of the complaint warrants an audit, then check the “Audit Recommended” check box.

Once the complaint has been resolved, input the date of resolution in appropriate date box:

The screenshot shows the same form as above, but with a date picker calendar open for the "Resolution Date" field. The calendar displays the month of January 2007. The date 1/18/2007 is selected and circled in red. A green arrow points from the "Complaint Description" text area to the "Resolution Date" dropdown menu.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Today: 1/18/2007

Next, input appropriate comment describing the resolution into the “Resolution” text box.

The screenshot shows the form with the "Resolution Date" dropdown menu set to "01/18/2007". The "Resolution" text area contains the comment: "Contacted vendor and discussed complaint. Visit on site will be conducted to view procedures and accounts". A green arrow points from the right to the "Resolution" text area.

Once the resolution date and comment have been entered, save the changes.

## Audits Tab

This tab lets the user record information regarding an audit on a vendor.



To add information regarding a vendor's audit, first left click on the **Add** button:

The screenshot shows the 'MERAC Management' application window. The 'Audits' tab is active. A green arrow points to the 'Add' button in the top right corner of the audit entry area. Below the button is a table with columns: Location of Audit, Audited Vendor, Audit Date, and Audit Type. Below the table are several dropdown menus for Location of Audit, Audited Vendor, MSHA Report Date, Vendor Deadline, Audit Date, Audit Type, Clear Date, and Monitor. At the bottom right of the form are 'Add' and 'Delete' buttons.

**NOTE:** The system will per default populate the vendor's name into the "Location of Audit" and "Audited Vendor" fields, and also list the current date:

This screenshot shows the same interface as above, but with the audit table populated. The table has the following data:

Location of Audit	Audited Vendor	Audit Date	Audit Type
Testers Fuel	Testers Fuel	01/18/2007	

The 'Add' and 'Delete' buttons are visible in the top right corner of the table area.

Next, 1) Input (if applicable) the actual audit date into the “Audit Date” box, and  
2) Select the appropriate audit type under the “Audit Type” drop down list

The screenshot shows a form with the following fields and values:  
Location of Audit: Testers Fuel  
Audited Vendor: Testers Fuel  
MSHA Report Date: (empty)  
Vendor Deadline: (empty)  
Audit Date: 01/23/2007  
Audit Type: (empty)  
Clear Date: On-Site (selected), Desk (available)  
Monitor: (empty)

When the audit has cleared, enter the clear date into the “Clear Date” box.

The screenshot shows the form with the following fields and values:  
Location of Audit: Testers Fuel  
Audited Vendor: Testers Fuel  
MSHA Report Date: (empty)  
Vendor Deadline: (empty)  
Audit Date: 01/23/2007  
Audit Type: On-Site  
Clear Date: 01/26/2007  
Monitor: (empty)  
The Monitor dropdown menu is open, showing a list of names: Admin, Admin; Audesmith, Bob; Baresmith, Aetty; Chiesmith, Dob; Choasmith, Jetzy; Cuneasmith, Wob; Depesmith, Eetty; Dovesmith, Rob. The 'Add' and 'Delete' buttons are visible to the right.

**NOTE:** If the audit has not been cleared at time of data entry, leave the field blank.

Next, select the name of the individual who conducted the audit. This is done by left clicking on the “Monitor” drop down box and then selecting the appropriate name.

Next, input the “MSHA Report Date” and the “Vendor Deadline” into the designated boxes:

The screenshot shows the form with the following fields and values:  
MSHA Report Date: 01/24/2007  
Vendor Deadline: 02/05/2007  
Clear Date: 01/26/2007  
Monitor: Chiesmith, Dob  
The 'Add' and 'Delete' buttons are visible to the right. A green arrow points to the MSHA Report Date field, and a red arrow points to the Vendor Deadline field.

To add or edit a comment regarding an audit, please see the instructions listed under the contract history tab’s [Add/Edit Comments](#)

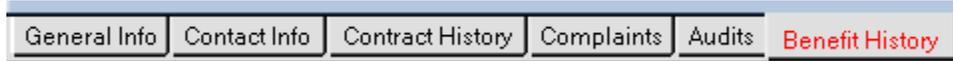
To delete a comment regarding an audit, please see the instructions listed under the contract history tab’s [Delete Comments](#)

When done with data entry, left click on the menu File and select “Save”.

## Benefit History Tab

This tab provides information regarding the benefits that are pending payment and that have been paid.

**NOTE:** This information will be populated from the benefit history tab of the individual household applications.



As can be seen from the below screen print, the user will upon entering the tab see an overall view of all applicants handled by selected vendor.

**MERAC Management**

File Accounting Tools Security Help Select Vendor Clark & Wallace Oil Go>

Testers Fuel Clark & Wallace Oil

Benefit Instance Filter  
 Primary Applicant-Last Name  **Filter** **Clear**

Benefit Instance History						
Benefit ID	Applicant ID	Type	App Date	Amount	Status	
▶ KVC0000538	KVC0028516 (Detsy M CORes	LIHEAP	08/30/2005	\$360.00	Paid	
KVC0000545	KVC0028500 (Vetsy L ELLEsmit	LIHEAP	08/30/2005	\$360.00	Paid	
KVC0000551	KVC0028506 (Metsy E MORes	LIHEAP	08/30/2005	\$360.00	Paid	
KVC0000698	KVC0028775 (Hob SHEesmith)	LIHEAP	09/01/2005	\$360.00	Paid	
KVC0000919	KVC0028125 (Tetsy R DIOesmit	LIHEAP	09/09/2005	\$360.00	Paid	
KVC0001087	KVC0028256 (Eetsy M KNOesm	LIHEAP	09/13/2005	\$640.00	Paid	
KVC0001109	KVC0028252 (Eetsy B GOOesm	LIHEAP	09/13/2005	\$540.00	Paid	
KVC0001154	KVC0028740 (Setsy E GEResmi	LIHEAP	09/23/2005	\$448.00	Paid	
KVC0001259	KVC0029607 (Petsy W BROes	LIHEAP	09/15/2005	\$460.00	Paid	
KVC0001291	KVC0028521 (Rob E BROesmit	LIHEAP	09/16/2005	\$240.00	Paid	
KVC0001411	KVC0028551 (Eetsy D LUCesmi	LIHEAP	09/19/2005	\$560.00	Paid	

Selected Application

Transaction History for Selected Benefit Instance (KVC0000538)				
Benefit Transaction	Date	Amount	Document ID	Comments
▶ Certification	10/05/2005	\$360.00		
Post As Payable	10/05/2005	\$0.00		
Issue Payment	10/07/2005	\$360.00	B0000000001	
Recognize Benefit	10/07/2005	\$360.00		
Approve for Payment	10/07/2005	\$360.00		

All Benefits

Suspend All Unpaid Benefits

Rescind All Suspensions

The user has the ability to search for a specific applicant by entering the last name of applicant into the appropriate text box and then left clicking on the **Filter** button.

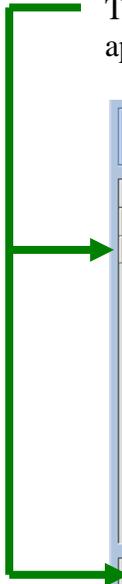
Benefit Instance Filter

Primary Applicant-Last Name  **Filter** **Clear**

Benefit Instance History						
Benefit ID	Applicant ID	Type	App Date	Amount	Status	
KVC0000538	KVC0028516 (Detsy M COResm	LIHEAP	08/30/2005	\$360.00	Paid	
KVC0000545	KVC0028500 (Vetsy L ELLesmit	LIHEAP	08/30/2005	\$360.00	Paid	
KVC0000551	KVC0028506 (Metsy E MOResm	LIHEAP	08/30/2005	\$360.00	Paid	
KVC0000698	KVC0028775 (Hob SHEesmith)	LIHEAP	09/01/2005	\$360.00	Paid	
KVC0000919	KVC0028125 (Tetsy R DIOesmit	LIHEAP	09/09/2005	\$360.00	Paid	

Selected Application

The **benefit instance history** will then display the transaction history for the selected applicant:



Benefit Instance Filter

Primary Applicant-Last Name  **Filter** **Clear**

Benefit Instance History (FILTERED)						
Benefit ID	Applicant ID	Type	App Date	Amount	Status	
▶ KVC0001567	KVC0029636 (Eetsy C MCKesmit	LIHEAP	09/30/2005	\$360.00	Paid	

Selected Application

Transaction History for Selected Benefit Instance (KVC0001567)					
Benefit Transaction	Date	Amount	Document ID	Comments	
▶ Certification	11/09/2005	\$360.00			
Post As Payable	11/09/2005	\$0.00			
Recognize Benefit	11/17/2005	\$360.00			
Issue Payment	11/21/2005	\$360.00	0000001901		
Approve for Payment	11/21/2005	\$360.00			

All Benefits

Suspend All Unpaid Benefits

Rescind All Suspensions

**NOTE:** To return to an overview of all applicants related to selected vendor, left click on the **Clear** button.

Benefit Instance Filter

Primary Applicant-Last Name  **Filter** **Clear**

Benefit Instance History (FILTERED)						
Benefit ID	Applicant ID	Type	App Date	Amount	Status	
▶ KVC0001567	KVC0029636 (Eetsy C MCKesmit	LIHEAP	09/30/2005	\$360.00	Paid	

Selected Application

## Edit Existing Vendor

To edit the data on an existing vendor, the user must first load the appropriate vendor by left clicking on the “Select Vendor” drop down box.



Next, either scroll down the list to find the vendor or enter the 1<sup>st</sup> letter of the vendors name in the box. Then left click on the desired vendor and left click on the **Go>** icon.

The screenshot shows the 'Testers Fuel' vendor details form. The form includes the following fields and controls:

- Contract Type: **OIL** (highlighted in red)
- Contract Status: **Active** (highlighted in red)
- Last Audit: 01/23/2007
- Vendor Name: Testers Fuel
- Federal ID#: 01-5588990
- Activation Date: 11/01/2006
- Deactivation Date: (empty)
- Completed Training: (empty)
- 1099 Vendor?:
- Wire Vendor?:
- Parent: Testers Fuel (View)
- Audit: Testers Fuel (View)
- Contract: Testers Fuel (View)
- Reporting: Testers Fuel (View)
- Benefit Payment: Testers Fuel (View)
- Electronic Reporting?:

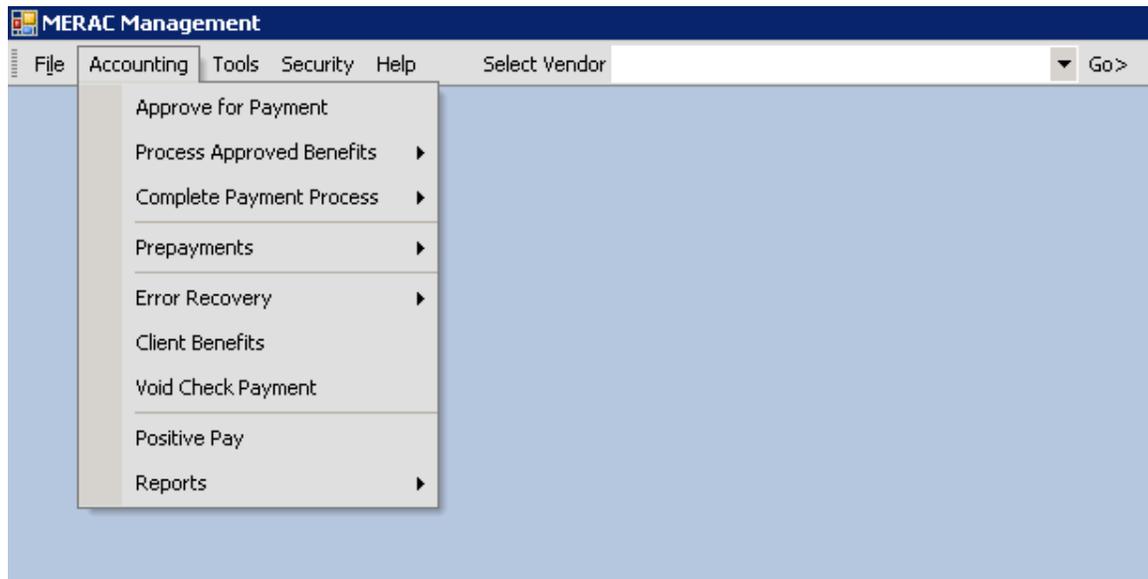
**NOTE:** All information can be changed; however, a field with information in red is not changeable. The “Contract Type” and “Contract Status” fields can be changed under the “Contract History” tab--and the “Last Audit” field under the “Audits” tab.

When all changes have been completed, save changes under menu “File” and select “Save”.

## Accounting

This section will examine:

- 1) [Prepayment Process](#) Prepayment Process,
- 2) [Payment Run](#)
- 3) [Error Recovery](#),
- 4) [Client Benefits](#),
- 5) [Void Check Payment](#), and
- 6) [Positive Pay](#)



## Prepayment Process

The prepayment process involves a series of steps that need to be completed in the following order:

### Mark Vendor as a Prepaid Vendor

First, select and open vendor to be marked as a prepaid vendor.

MERAC Management

File Accounting Tools Security Help Select Vendor Test Vendor Go>

Test Vendor

Add Delete

Contract Type Contract Status Last Audit

Vendor Name Test Vendor Description

Federal ID# 12-1234567

Activation Date 01/01/2000

Deactivation Date

Completed Training 02/09/2000

Deactivation Reason

1099 Vendor?  Prepaid Vendor?

Wire Vendor?

ACH Routing # 123456

ACH Account # 78901112

Parent Test Vendor View Audit Test Vendor View

Contract Test Vendor View Reporting Test Vendor View

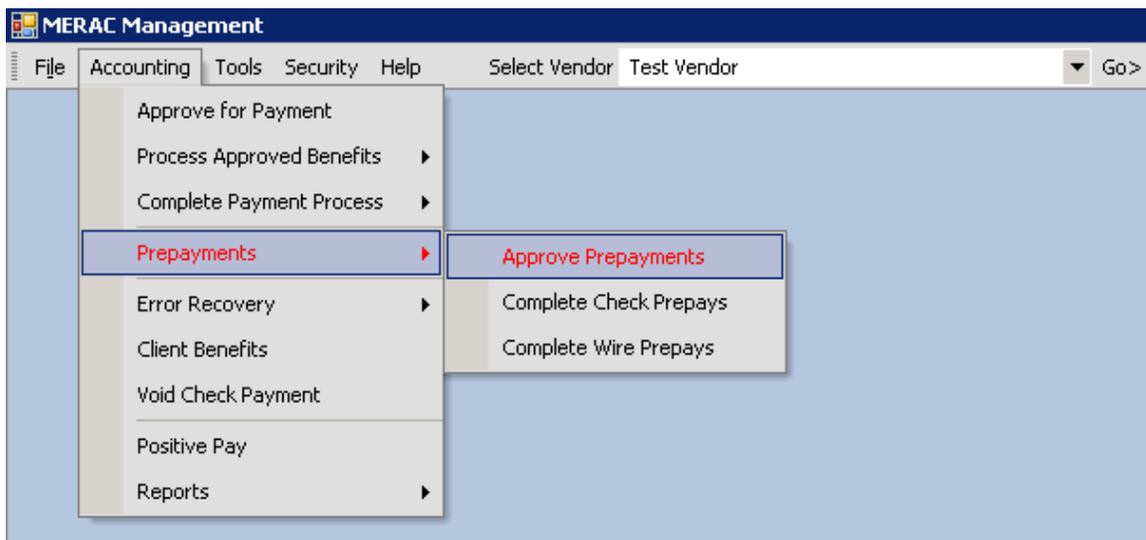
Benefit Payment Test Vendor View  Electronic Reporting?

Next, check the  Prepaid Vendor? checkbox and save & close.

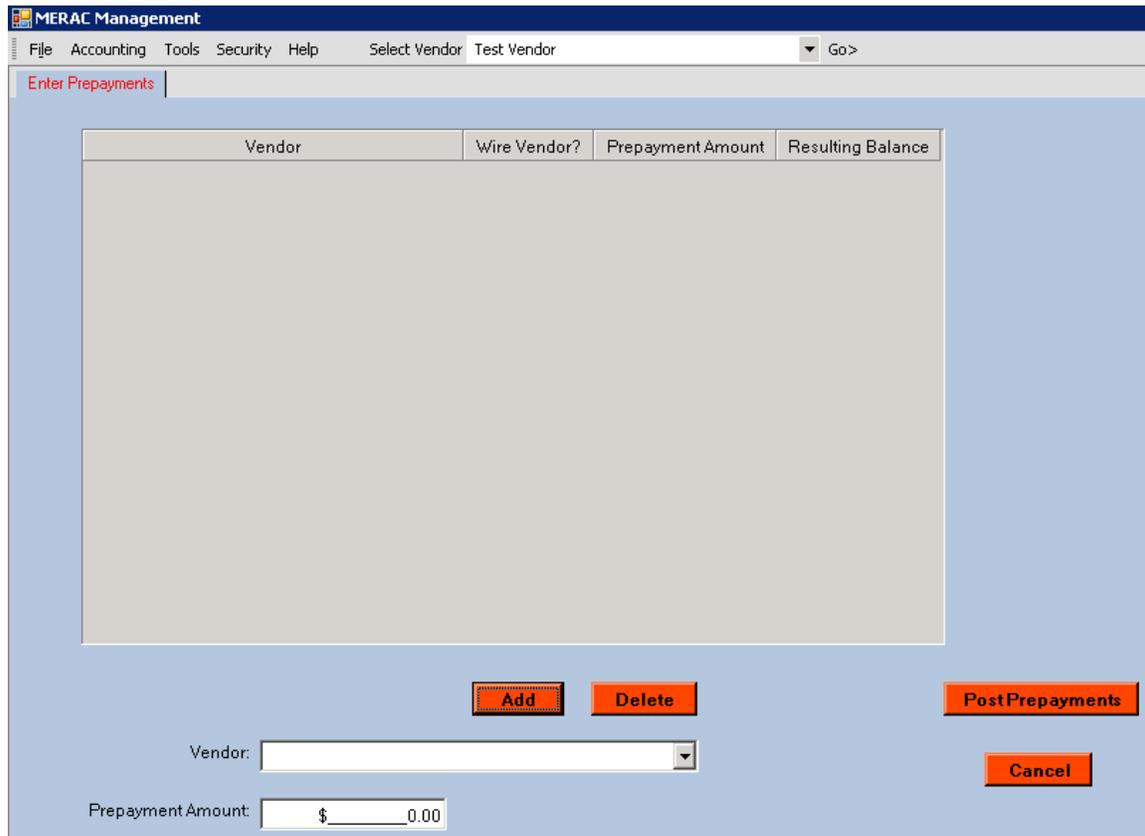
## Setup Credit for Prepaid Vendors

Next, give setup credit for a prepaid vendor, first open QuickBooks.

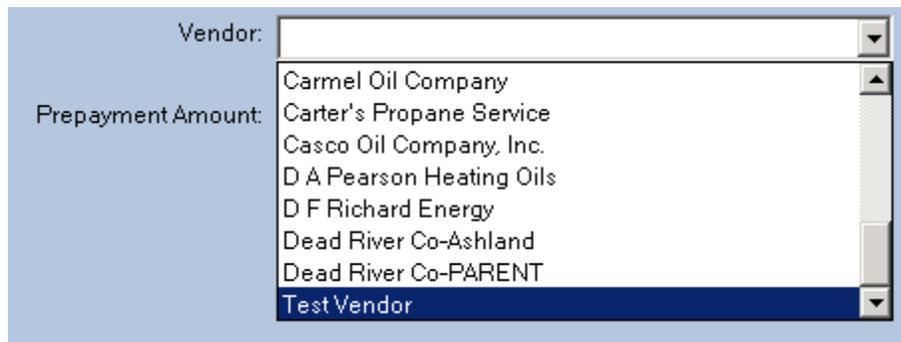
Next, left click on the Accounting menu, select Prepayments and Approve Prepayments:



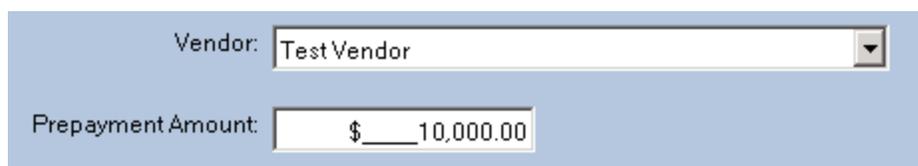
Next, the 'Enter Prepayments' screen will appear:



Next, select a prepaid vendor that is to receive a credit from the 'Vendor' drop down list:



Next, enter in the amount of the credit in the 'Prepayment Amount' box and left click on the  button:



Continue this procedure for all prepaid vendors to receive a credit.

The vendor(s) which is(are) added to receive credit(s) will show up as follows:

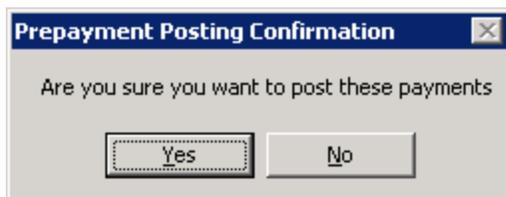
Vendor	Wire Vendor?	Prepayment Amount	Resulting Balance
Test Vendor	<input checked="" type="checkbox"/>	\$10,000.00	\$10,000.00
A & T Fuel	<input checked="" type="checkbox"/>	\$15,000.00	\$15,000.00
▶ A Avery Fuel Oils Inc.	<input type="checkbox"/>	\$17,500.00	\$17,500.00

**NOTE:** The Wire Vendors will have a check mark to right of them.

**NOTE:** If a vendor was added in error (or with the incorrect credit amount), first highlight the vendor and then left click on the **Delete** button to remove the vendor from the list. Then re-add vendor with the correct credit amount.

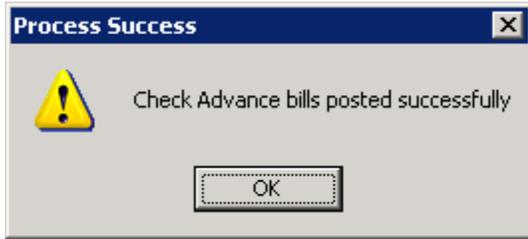
When all prepaid vendors that are to receive a credit are entered, left click on the **PostPrepayments** button to continue.

Next, the following message box will appear:

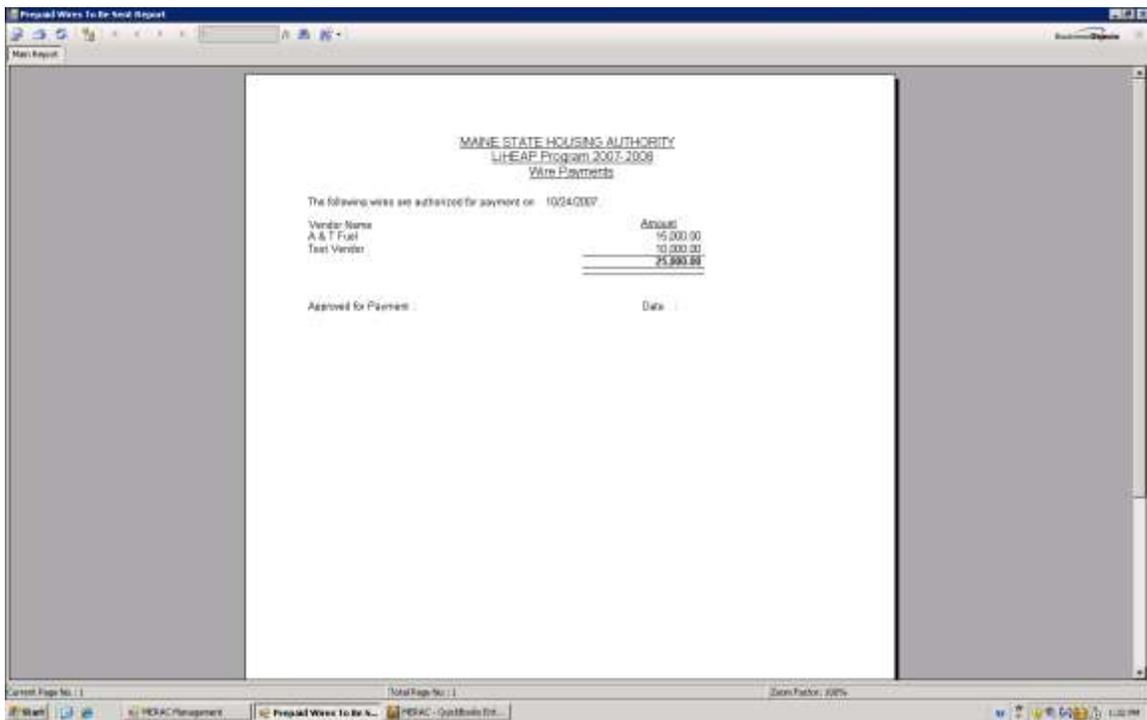


Next, click the **Yes** button to post the credit payments.

Next, the follow message box will appear:



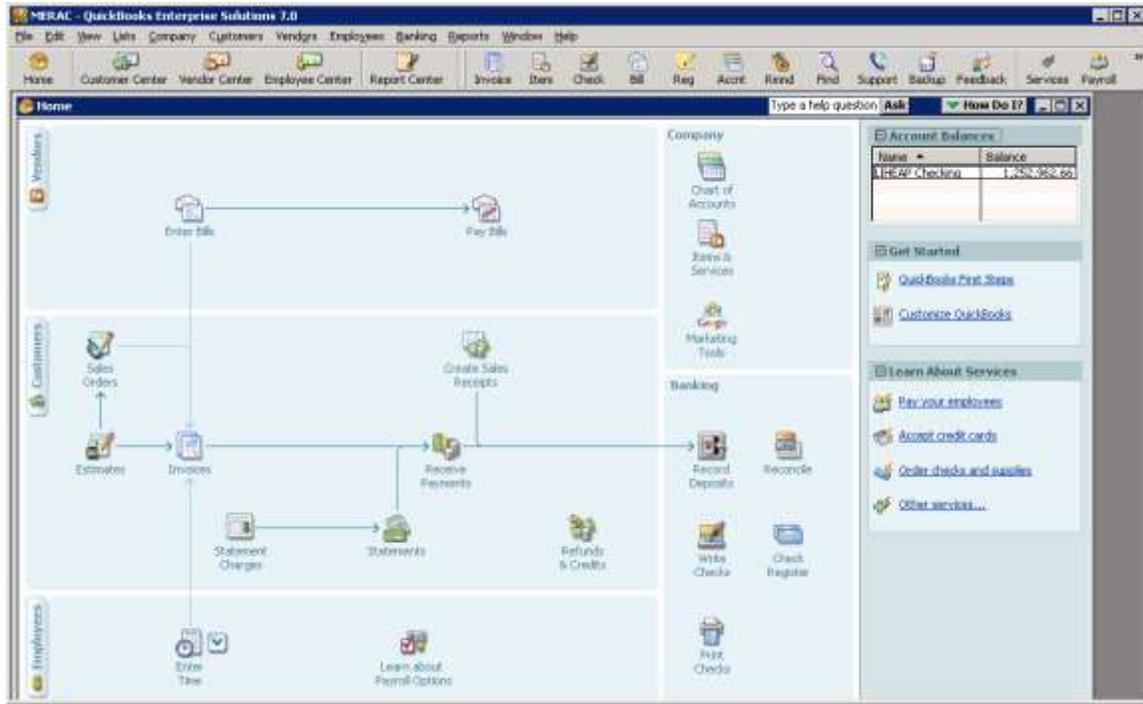
Next, click the  button and the 'Prepaid Wires To Be Sent Report' will appear:



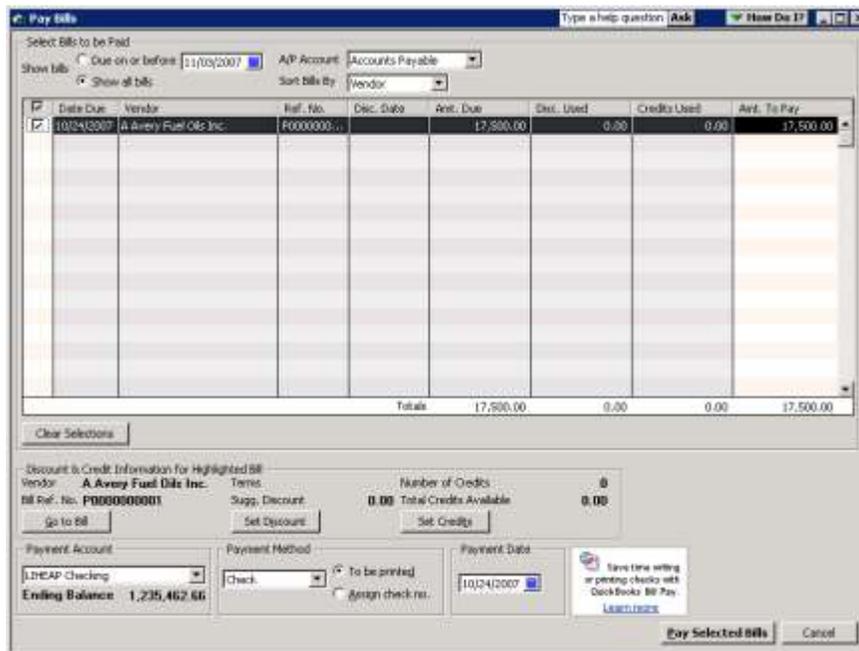
To print report, click the  icon, and then click the  icon to close report.

## Process Approved Prepayments

To process the approved prepayment, go to QuickBooks and left click on the icon.

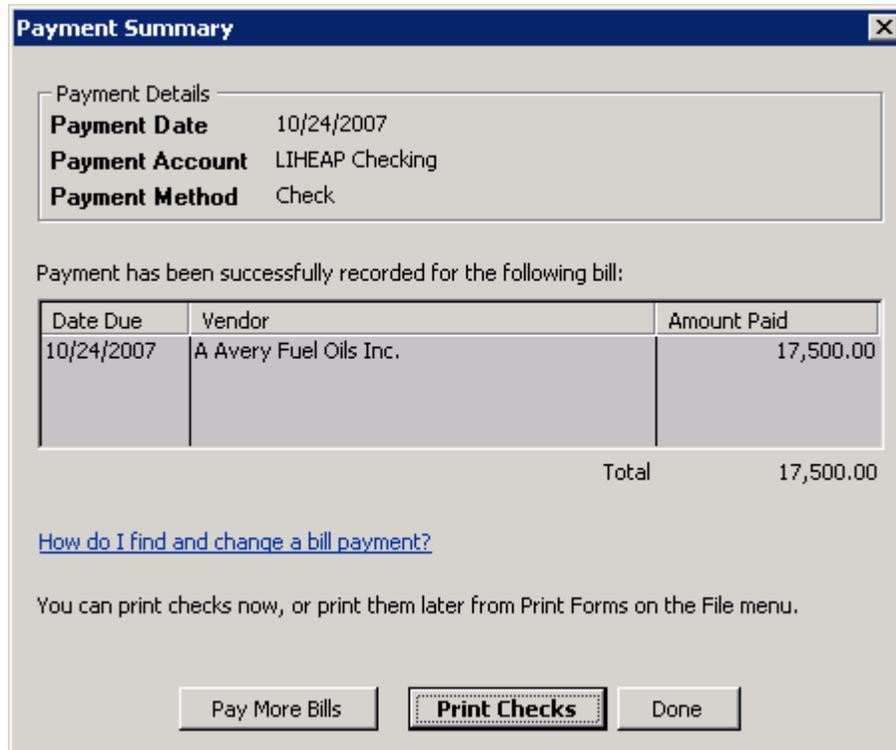


Next, the prepayment credits entered for the check vendors will appear. Now, assure that all vendors on the list are selected.



Next, click the **Pay Selected Bills** button.

The payment summary window will then appear:



The Payment Summary dialog box displays the following information:

**Payment Details**

- Payment Date:** 10/24/2007
- Payment Account:** LIHEAP Checking
- Payment Method:** Check

Payment has been successfully recorded for the following bill:

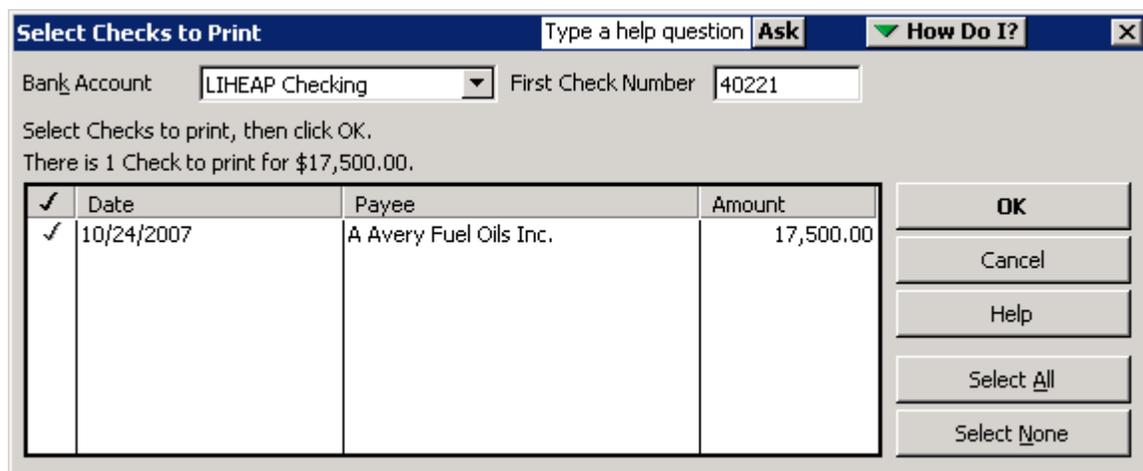
Date Due	Vendor	Amount Paid
10/24/2007	A Avery Fuel Oils Inc.	17,500.00
Total		17,500.00

[How do I find and change a bill payment?](#)

You can print checks now, or print them later from Print Forms on the File menu.

Buttons: **Pay More Bills**, **Print Checks**, **Done**

Next, click the **Print Checks** button.



The Select Checks to Print dialog box displays the following information:

Bank Account: **LIHEAP Checking** First Check Number: **40221**

Select Checks to print, then click OK.  
There is 1 Check to print for \$17,500.00.

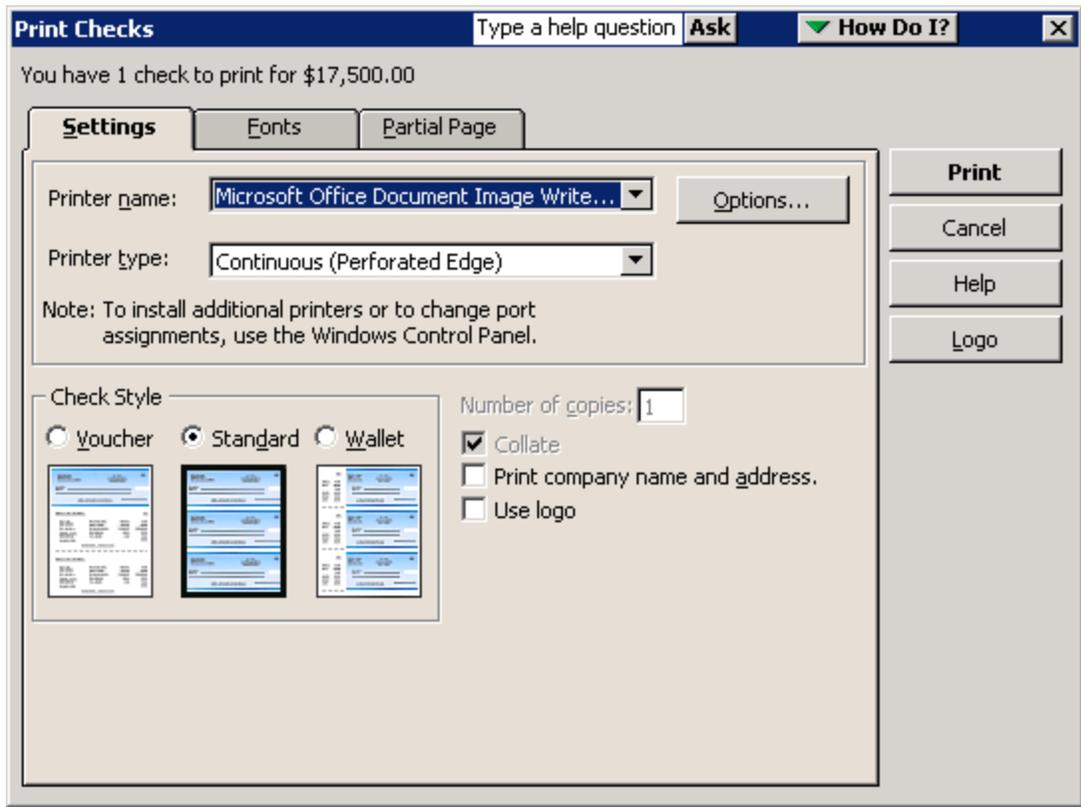
<input checked="" type="checkbox"/>	Date	Payee	Amount
<input checked="" type="checkbox"/>	10/24/2007	A Avery Fuel Oils Inc.	17,500.00

Buttons: **OK**, **Cancel**, **Help**, **Select All**, **Select None**

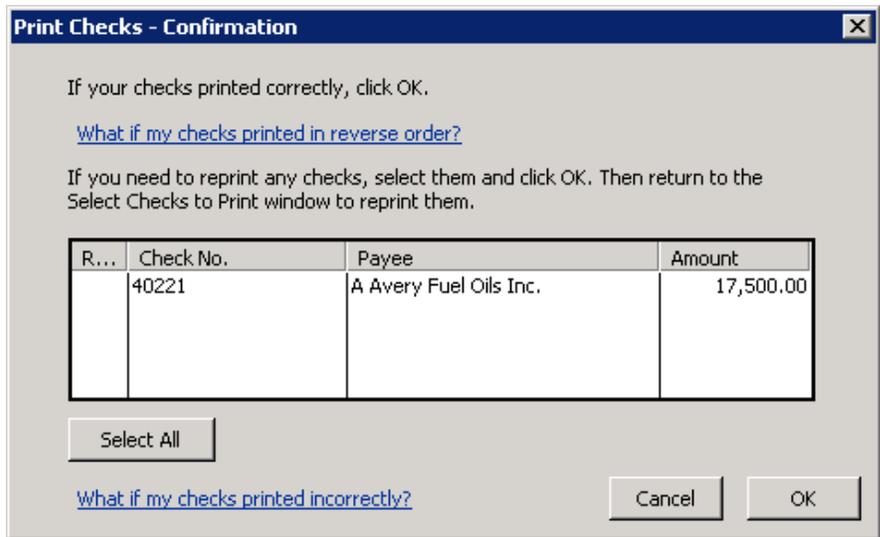
Make sure all the checks to be printed are selected and click the **OK** button.

**NOTE:** If all the checks to be printed aren't selected, click the

Select All button.



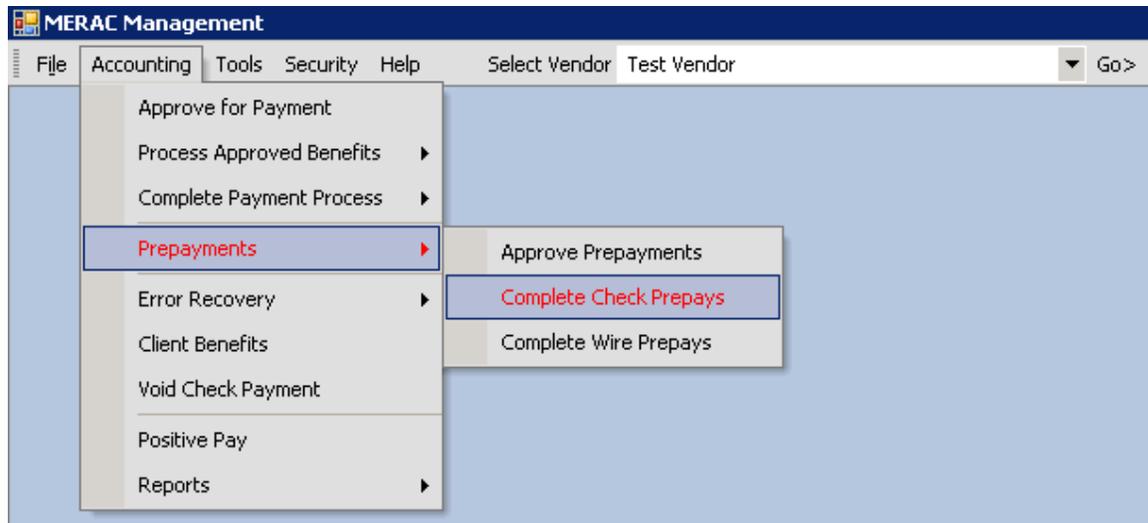
Next, click the **Print** button.



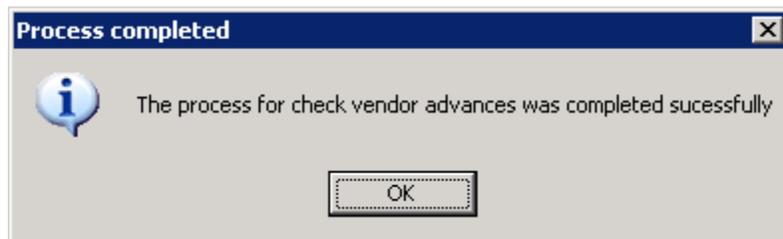
Click the **OK** button to confirm that checks printed correctly.

## Complete Check Prepays

To complete the check prepays, click on the Accounting menu, select Prepayments, and Complete Check Prepays:



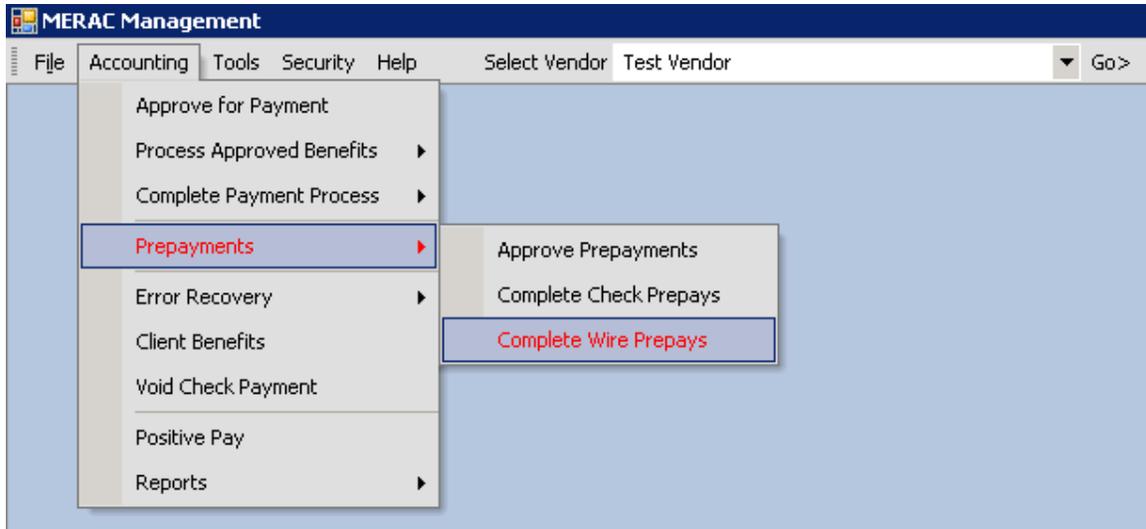
Next, the following message box will appear:



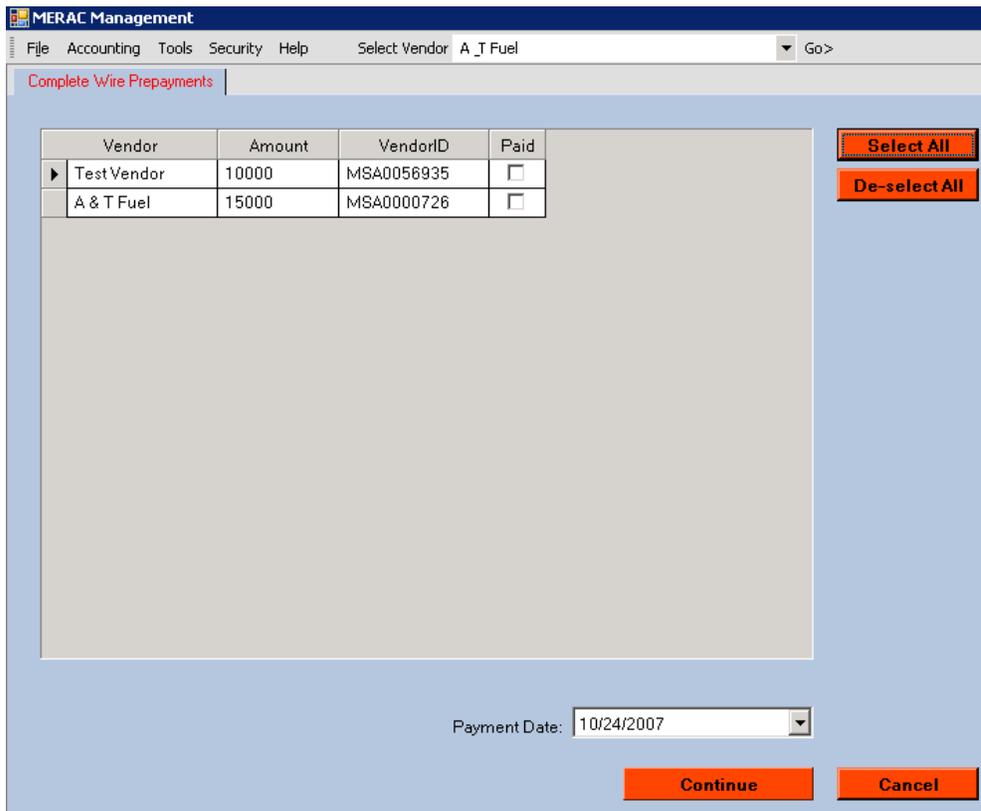
Next, click the  button to finish completing the check prepays.

## Complete Wire Prepays

To complete the wire prepays, click on the Accounting menu, select Prepayments, and Complete Wire Prepays:



Next, the 'Complete Wire Prepayments' screen will appear.



Next, click the **Select All** button to select all wire prepays to be completed.

Next, click the **Continue** button.

Next, the following message box will appear:

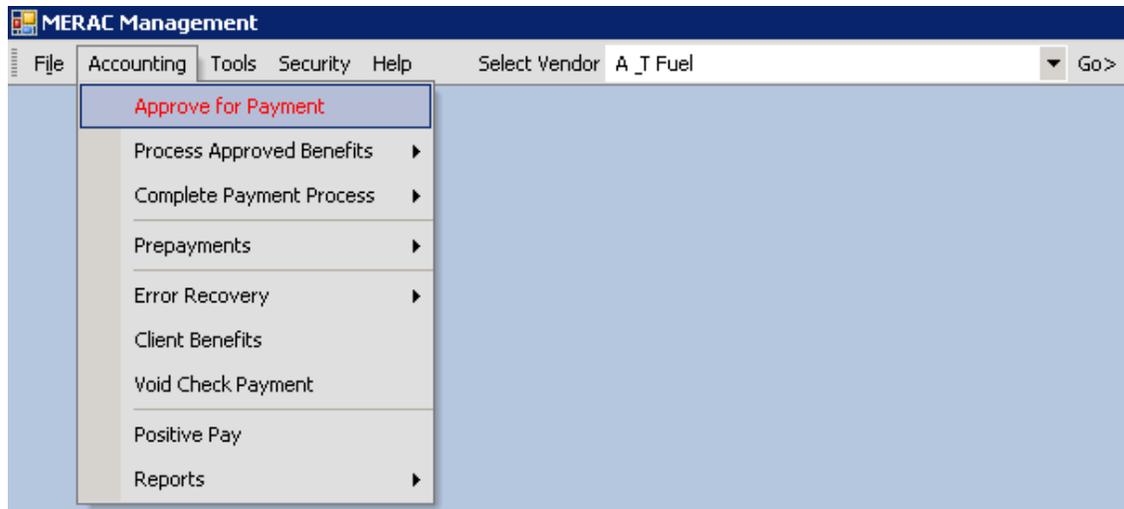


Next, click the **OK** button to finish the complete wire prepayment process.

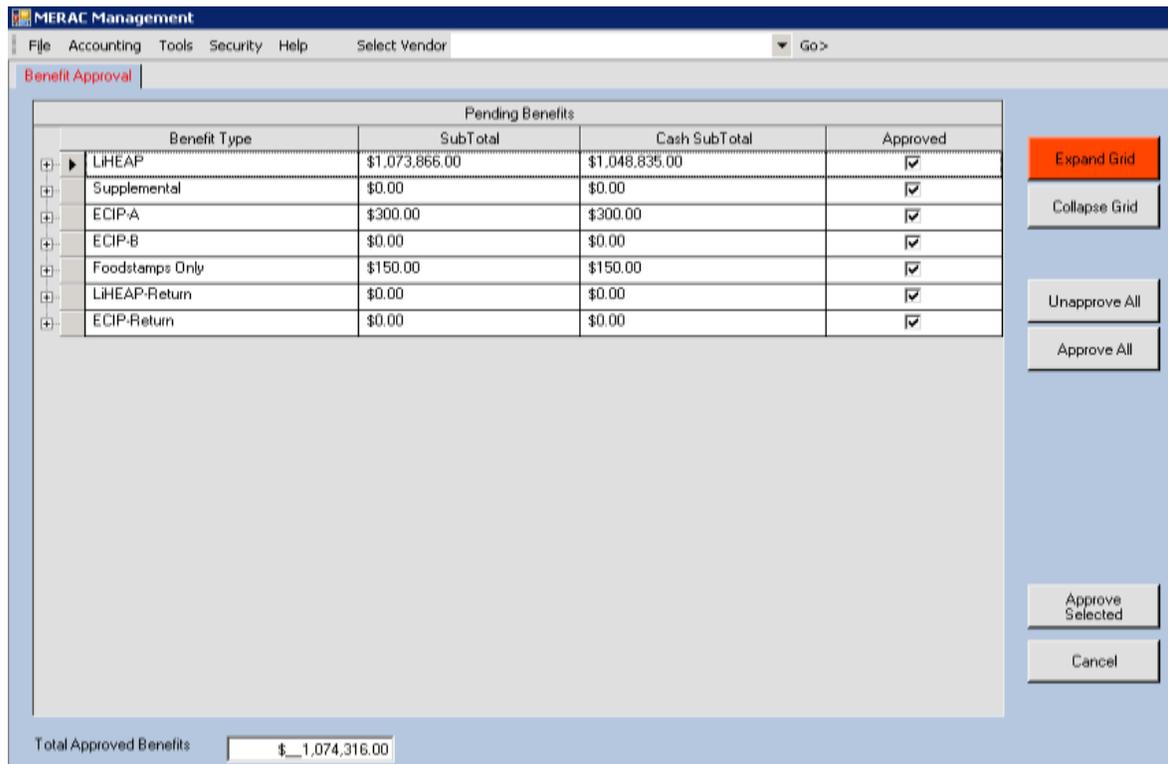
**The prepayment process is now completed.**

## Payment Run

To complete a full payment run, first left click on the “Accounting” menu and select “Approve for Payment”.



Next, the “Benefit Approval” screen will appear:

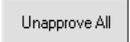


As can be seen on the above shown screen print, the user has the ability to expand the different benefit types by 1) expand benefit type one-by-one by left clicking on the

icon, or 2) expand all benefit types at-the-same-time by left clicking on the



**NOTE:** To collapse all benefit types, left click on the  button.

**NOTE:** To deselect all benefit types which are  as approved, left click on the  button.

**NOTE:** To select all benefit types to be  as approved, left click on the

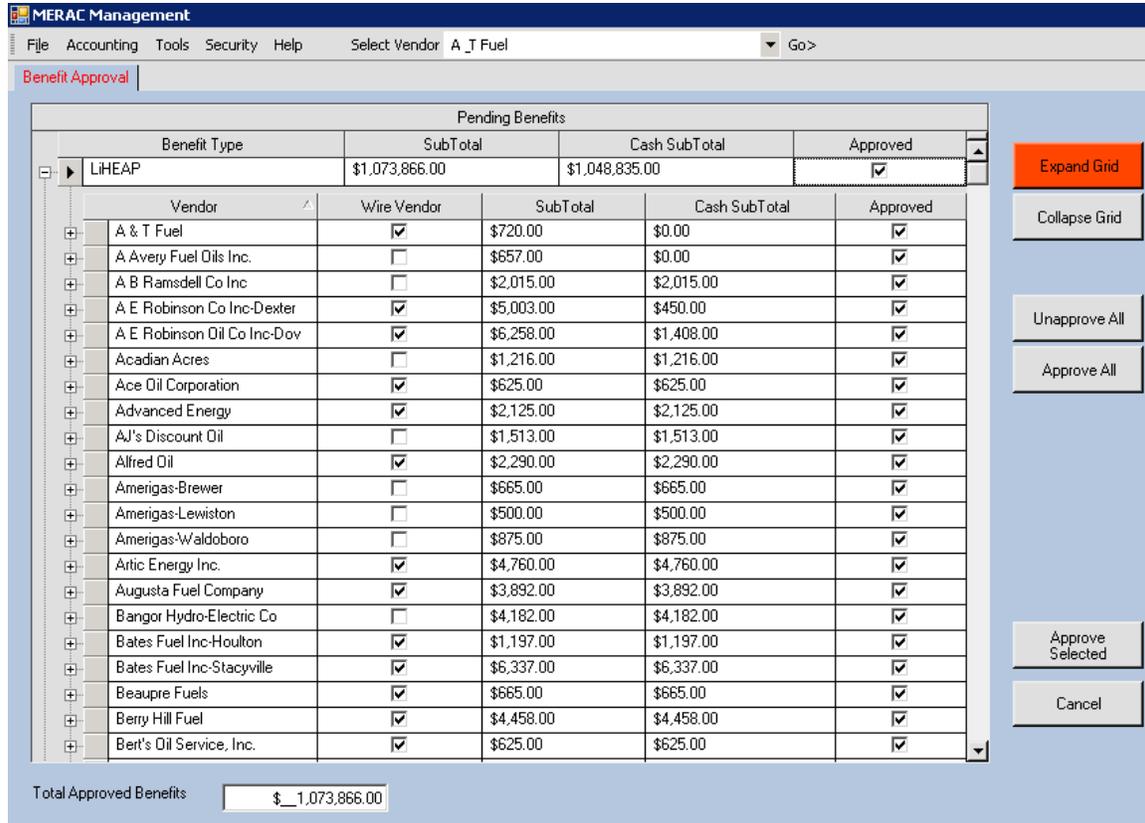


button.

**NOTE:** To exit out of the benefit approval screen without approving any benefits, left click on the  button.

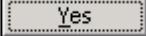
## Approval of Payments

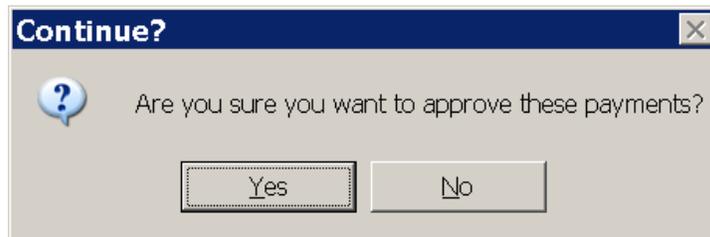
First, open up the QuickBooks program, and then return to MERAC Management to select the appropriate payments to be approved, and then left click the  button.



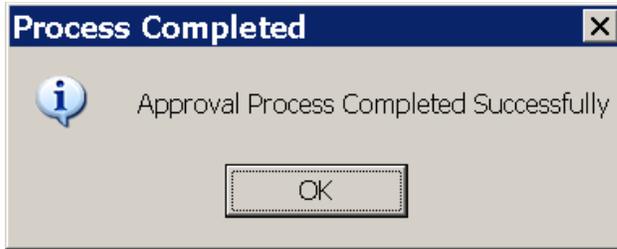
Pending Benefits					
Benefit Type	SubTotal	Cash SubTotal	Approved		
LIHEAP	\$1,073,866.00	\$1,048,835.00	<input checked="" type="checkbox"/>		
Vendor	Wire Vendor	SubTotal	Cash SubTotal	Approved	
A & T Fuel	<input checked="" type="checkbox"/>	\$720.00	\$0.00	<input checked="" type="checkbox"/>	
A Avery Fuel Oils Inc.	<input type="checkbox"/>	\$657.00	\$0.00	<input checked="" type="checkbox"/>	
A B Ramsdell Co Inc	<input type="checkbox"/>	\$2,015.00	\$2,015.00	<input checked="" type="checkbox"/>	
A E Robinson Co Inc-Dexter	<input checked="" type="checkbox"/>	\$5,003.00	\$450.00	<input checked="" type="checkbox"/>	
A E Robinson Oil Co Inc-Dov	<input checked="" type="checkbox"/>	\$6,258.00	\$1,408.00	<input checked="" type="checkbox"/>	
Acadian Acres	<input type="checkbox"/>	\$1,216.00	\$1,216.00	<input checked="" type="checkbox"/>	
Ace Oil Corporation	<input checked="" type="checkbox"/>	\$625.00	\$625.00	<input checked="" type="checkbox"/>	
Advanced Energy	<input checked="" type="checkbox"/>	\$2,125.00	\$2,125.00	<input checked="" type="checkbox"/>	
AJ's Discount Oil	<input type="checkbox"/>	\$1,513.00	\$1,513.00	<input checked="" type="checkbox"/>	
Alfred Oil	<input checked="" type="checkbox"/>	\$2,290.00	\$2,290.00	<input checked="" type="checkbox"/>	
Amerigas-Brewer	<input type="checkbox"/>	\$665.00	\$665.00	<input checked="" type="checkbox"/>	
Amerigas-Lewiston	<input type="checkbox"/>	\$500.00	\$500.00	<input checked="" type="checkbox"/>	
Amerigas-Waldoboro	<input type="checkbox"/>	\$875.00	\$875.00	<input checked="" type="checkbox"/>	
Artic Energy Inc.	<input checked="" type="checkbox"/>	\$4,760.00	\$4,760.00	<input checked="" type="checkbox"/>	
Augusta Fuel Company	<input checked="" type="checkbox"/>	\$3,892.00	\$3,892.00	<input checked="" type="checkbox"/>	
Bangor Hydro-Electric Co	<input type="checkbox"/>	\$4,182.00	\$4,182.00	<input checked="" type="checkbox"/>	
Bates Fuel Inc-Houlton	<input checked="" type="checkbox"/>	\$1,197.00	\$1,197.00	<input checked="" type="checkbox"/>	
Bates Fuel Inc-Stacyville	<input checked="" type="checkbox"/>	\$6,337.00	\$6,337.00	<input checked="" type="checkbox"/>	
Beaupre Fuels	<input checked="" type="checkbox"/>	\$665.00	\$665.00	<input checked="" type="checkbox"/>	
Berry Hill Fuel	<input checked="" type="checkbox"/>	\$4,458.00	\$4,458.00	<input checked="" type="checkbox"/>	
Bert's Oil Service, Inc.	<input checked="" type="checkbox"/>	\$625.00	\$625.00	<input checked="" type="checkbox"/>	

Total Approved Benefits: \$1,073,866.00

Next, left click on the  button to confirm the previous selected to be approved:



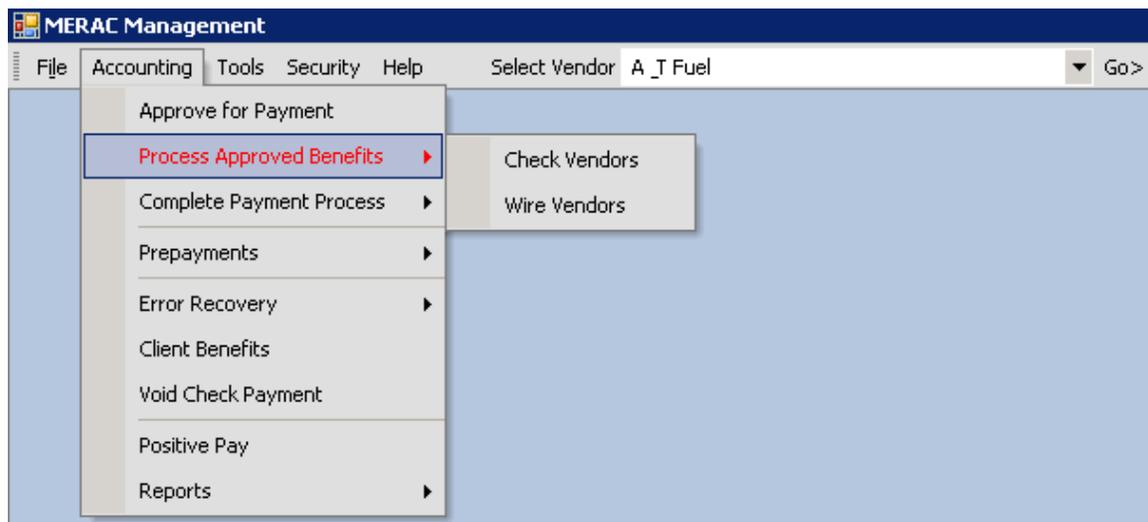
Next, the user will get the following message:



Next, left click on the  button to continue back to the MERAC Management screen.

## Process Approved Benefits

The next step in the payment process is to process the approved benefits.

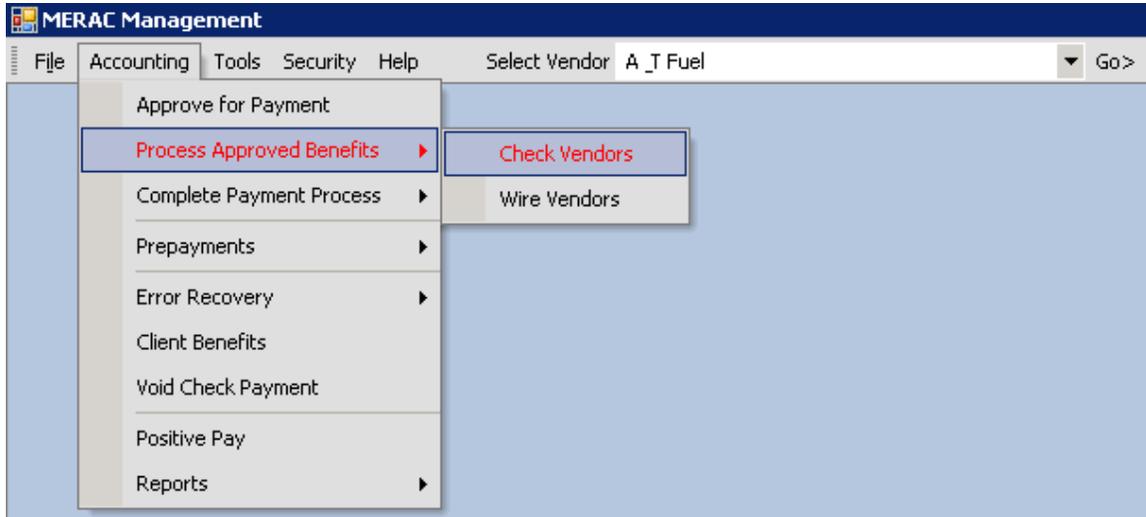


The processing of the approved benefits has two steps:

- 1) Processing Approved Benefits of Check Vendors
- 2) Processing Approved Benefits of Wire Vendors

## Check Vendors

To begin processing the approved benefits of the check vendors, left click on the “Accounting” menu, select “Process Approved Benefits”, and “Check Vendors”:



Next, the user will arrive at the “Approved Benefit Processing Summary” screen:



**NOTE:** If any benefits weren't processed, these will be listed here. To view list of unprocessed benefits, left click on the **View** button.

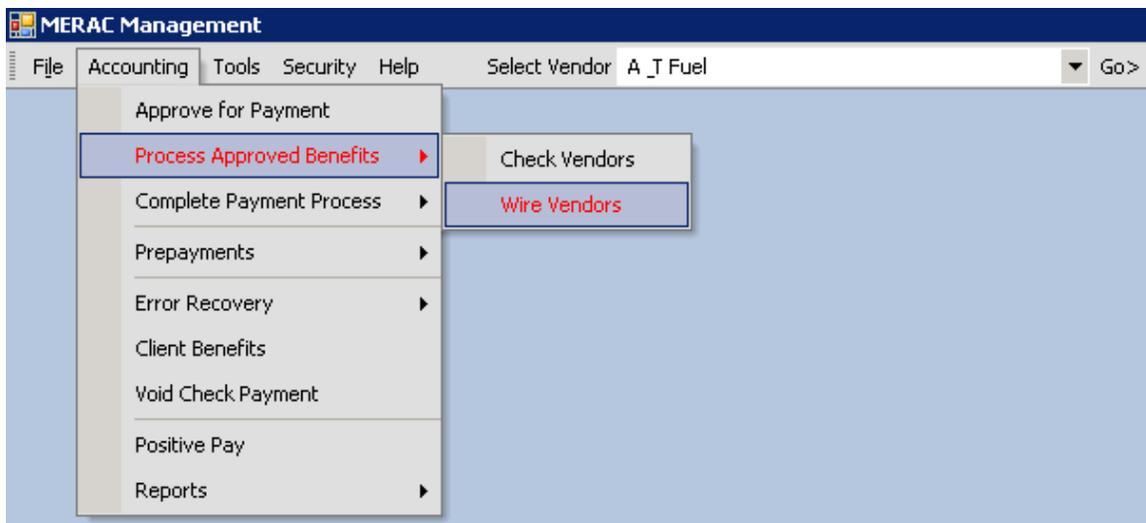


See [Approved Processing Errors](#) under Error Recovery for further instruction of how to process bypassed benefits.

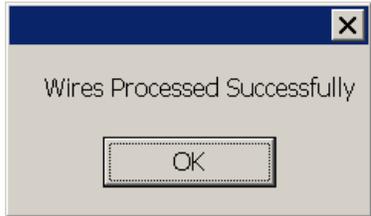
Next, to continue, left click on the  icon in the upper left corner of the screen to return to the MERAC Management Screen.

## Wire Vendors

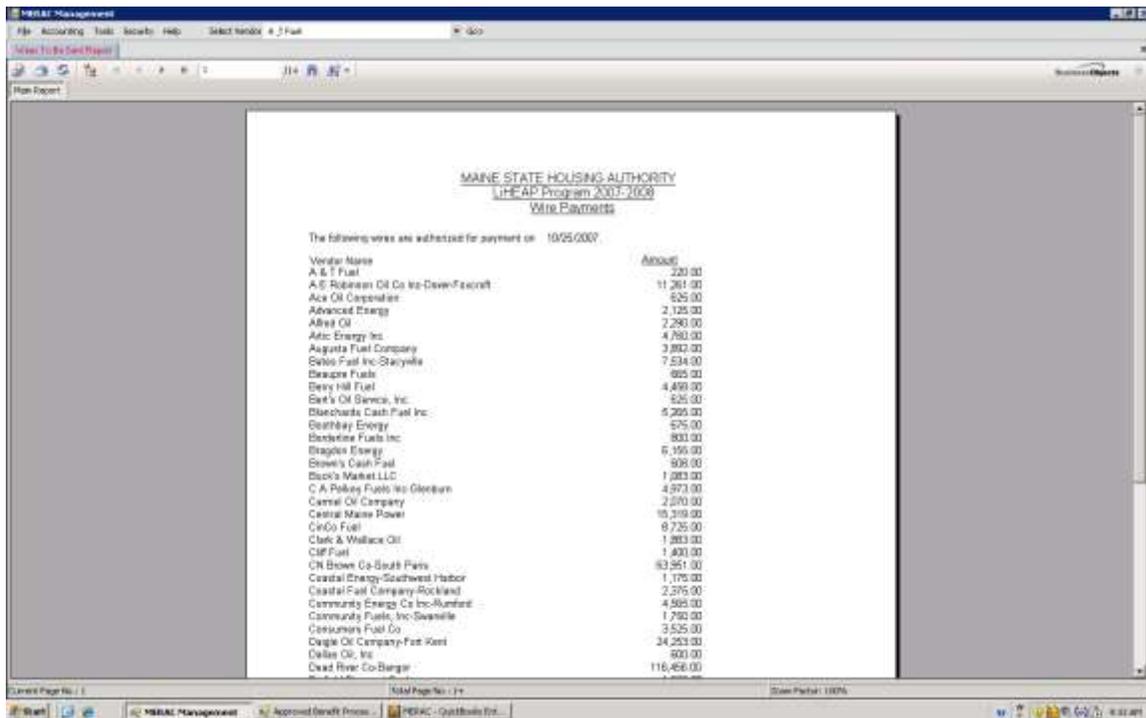
Next, to begin processing the approved benefits of the wire vendors, left click on the “Accounting” menu, select “Process Approved Benefits”, and “Wire Vendors”:



Next, the user will be notified that the “Wires Processed Successfully”:



Next, left click on the  button and arrive at the “Wires To Be Send Report”:

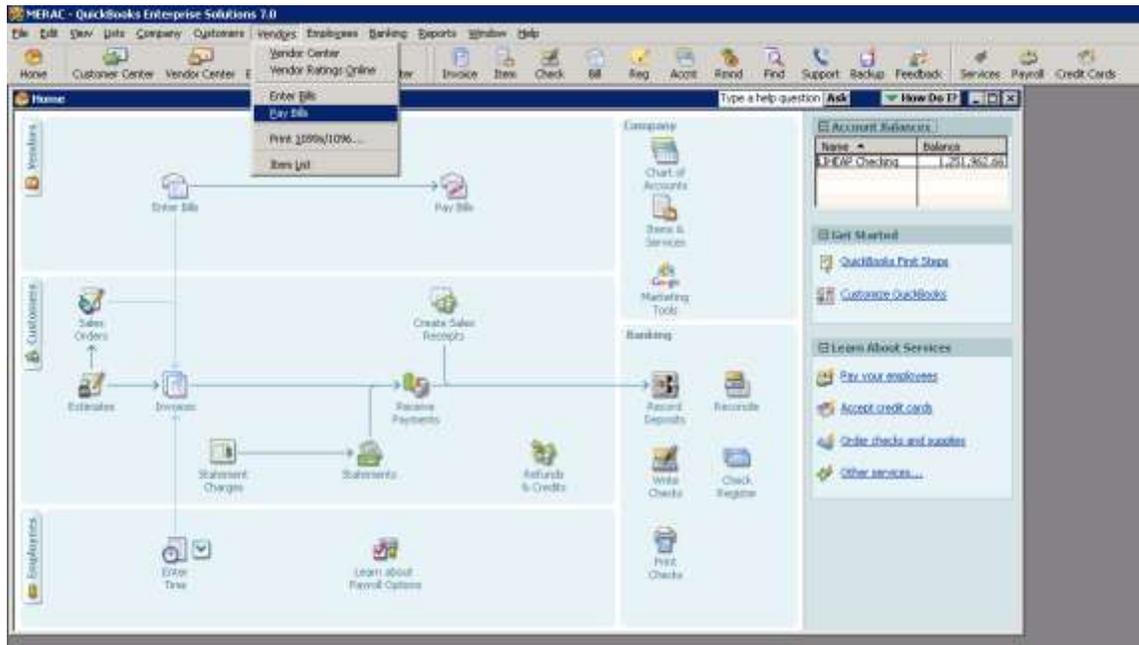


**NOTE:** MERAC will automatically deduct the credits available for prepaid vendors and display the actual amount to be wired in this report.

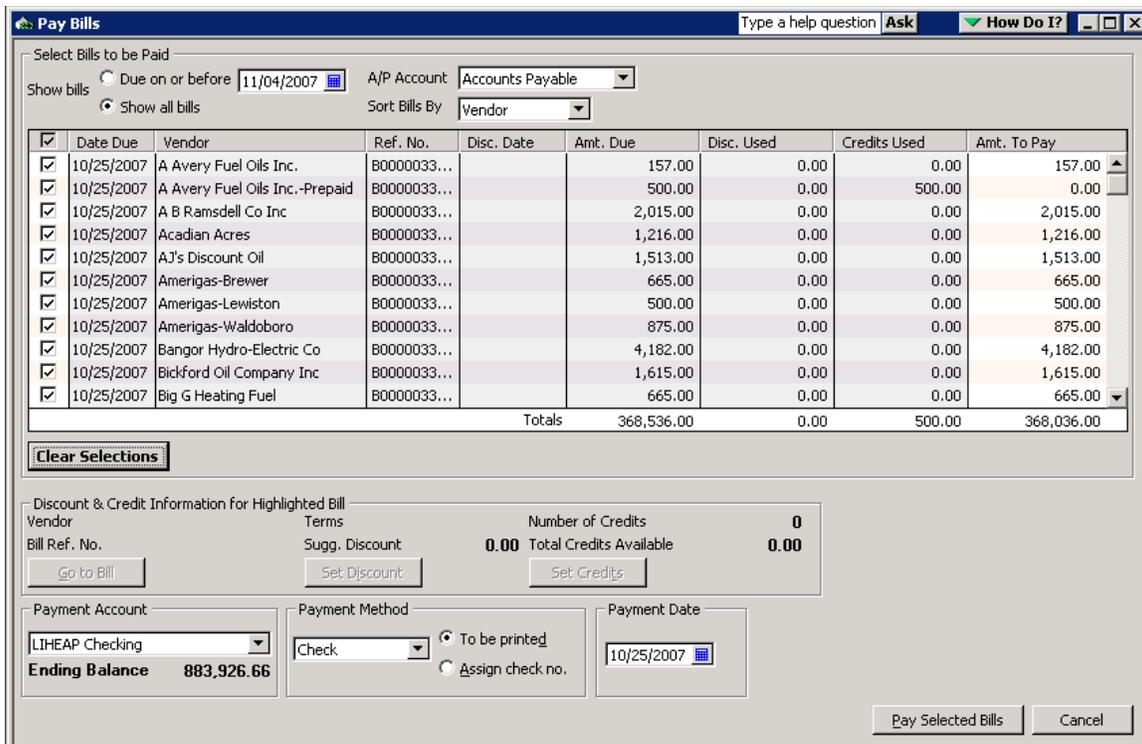
Next, to continue, left click on the  icon in the upper left corner of the report to return to the MERAC Management Screen.

## Process Bills in QuickBooks

Next, go to QuickBooks and select “Pay Bills” under the “Vendors” menu:



Next, left click on the **Select All Bills** button and left click on the **Pay Selected Bills** button:



Next, the “Payment Summary” screen will appear.

**NOTE:** The prepayment vendors that have credit available will automatically have their credit deducted during this process.

**Payment Summary**

Payment Details  
**Payment Date** 10/25/2007  
**Payment Account** LIHEAP Checking  
**Payment Method** Check

Payments have been successfully recorded for the following 129 of 129 bills:

Date Due	Vendor	Amount Paid
10/25/2007	A Avery Fuel Oils Inc.	157.00
<b>10/25/2007</b>	<b>A Avery Fuel Oils Inc.-Prepaid</b>	<b>0.00</b>
10/25/2007	A B Ramsdell Co Inc	2,015.00
10/25/2007	Acadian Acres	1,216.00
Total		368,036.00

Bills highlighted in **bold** were paid by credits or discounts only, and were not associated with a bill payment check.

You may want to inform your vendors that you paid by credit or discount to avoid possible late payment charges. You can create a Transaction History report to view the credits and discounts for a bill.

[How do I find and change a bill payment?](#)

You can print checks now, or print them later from Print Forms on the File menu.

Pay More Bills   **Print Checks**   Done

Next, left click on the **Print Checks** button to continue.

Next, left click on the **Select All** button and then left click on the **OK** button.

**Select Checks to Print**   Type a help question **Ask**   **How Do I?**

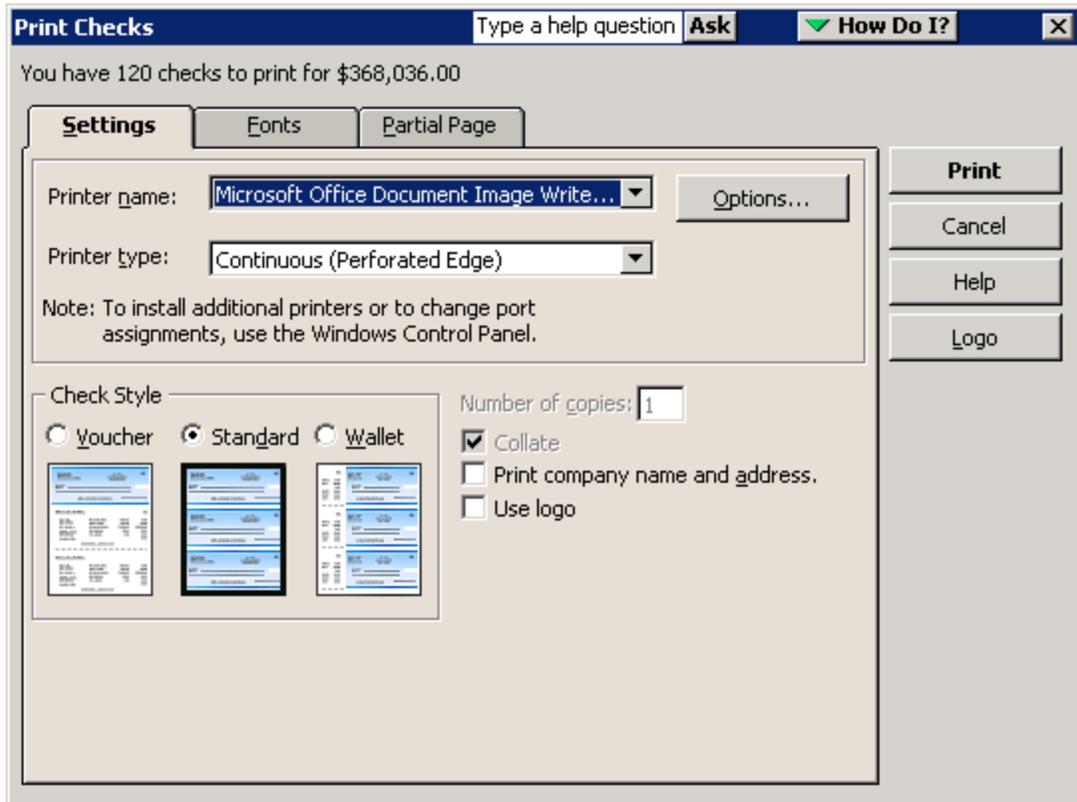
Bank Account: **LIHEAP Checking**   First Check Number: 40222

Select Checks to print, then click OK.  
 There are 120 Checks to print for \$368,036.00.

✓	Date	Payee	Amount
✓	10/25/2007	A Avery Fuel Oils Inc.	157.00
✓	10/25/2007	A B Ramsdell Co Inc	2,015.00
✓	10/25/2007	Acadian Acres	1,216.00
✓	10/25/2007	AJ's Discount Oil	1,513.00
✓	10/25/2007	Amerigas-Brewer	665.00
✓	10/25/2007	Amerigas-Lewiston	500.00
✓	10/25/2007	Amerigas-Waldoboro	875.00
✓	10/25/2007	Bangor Hydro-Electric Co	4,182.00
✓	10/25/2007	Bickford Oil Company Inc	1,615.00

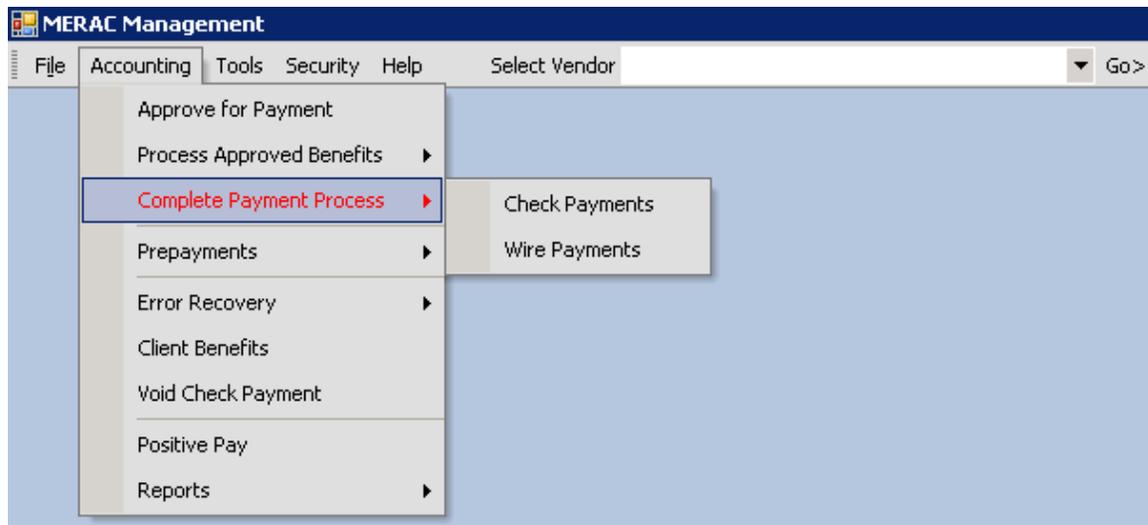
OK   Cancel   Help   **Select All**   Select None

Next, left click on the **Print** button to complete the writing of the checks:



## Complete Payment Process

The last step is to complete the payment process.

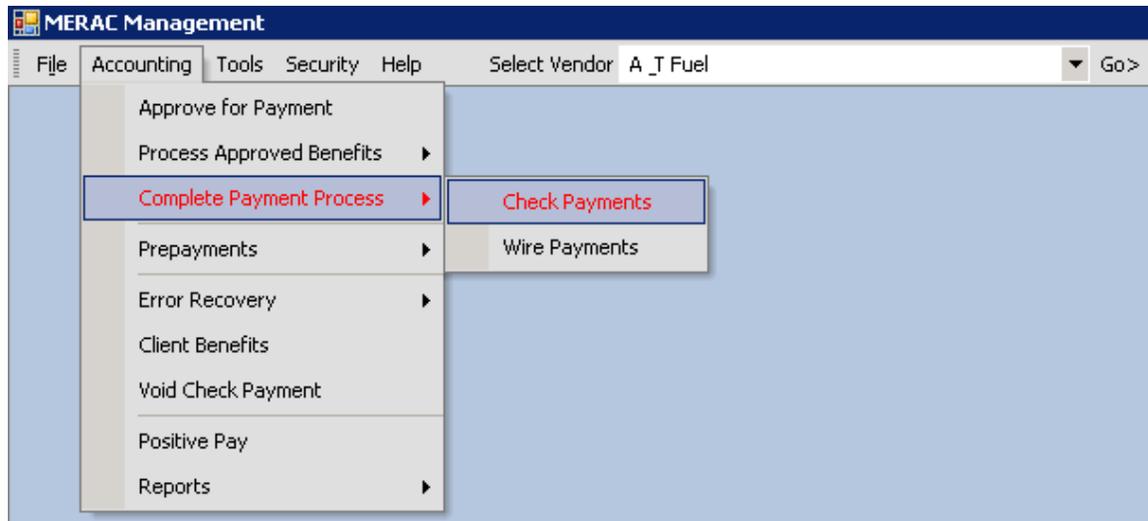


This process has two steps:

- 1) Complete Payment Process for Check Payments
- 2) Complete Payment Process for Wire Payments

## Check Payments

Next, go to MERAC the “Accounting” menu, “Complete Payment Process” submenu, and select “Check Payments”:

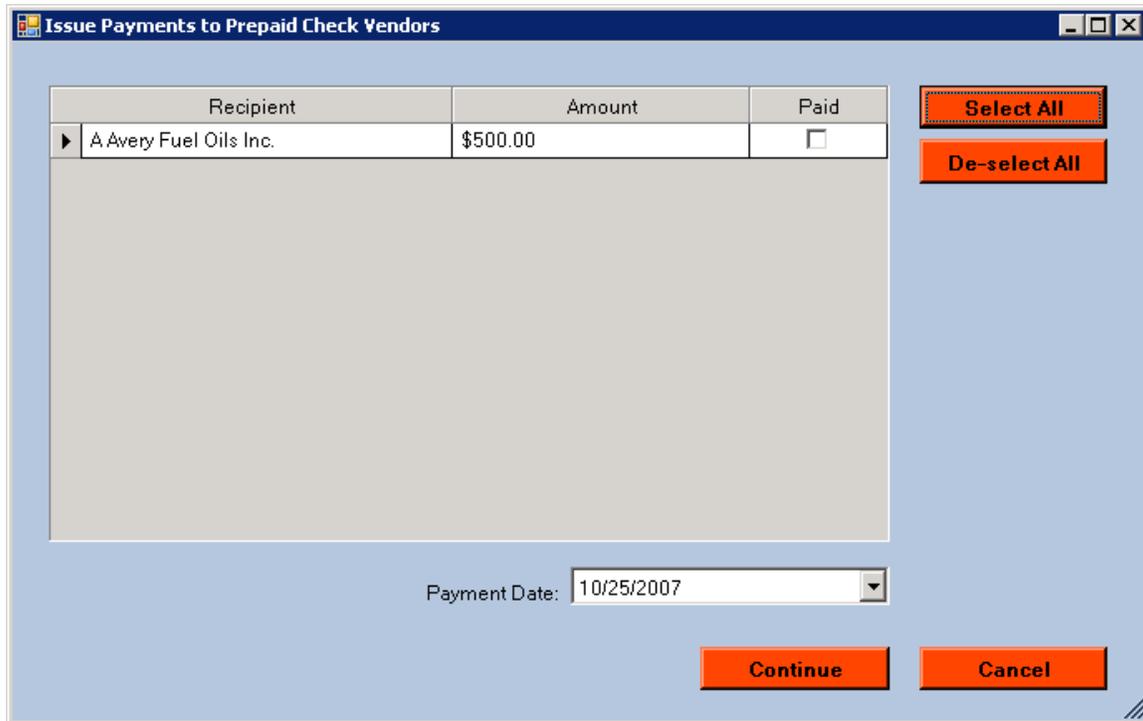


**NOTE:** This process may take awhile depending on the amount of benefits to be processed.

Next, issue the payments to the prepaid check vendors by left clicking the

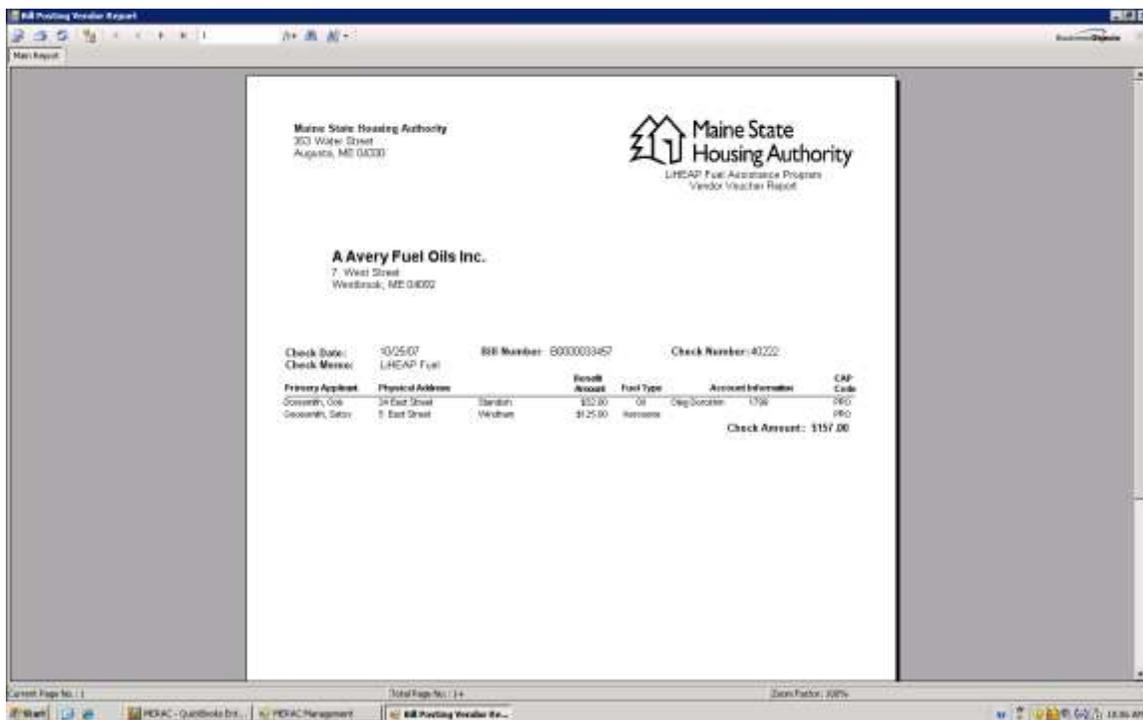
**Select All**

button--if appropriate.



Next, left click on the **Continue** button.

Next, the “Bill Posting Vendor Report” will appear:



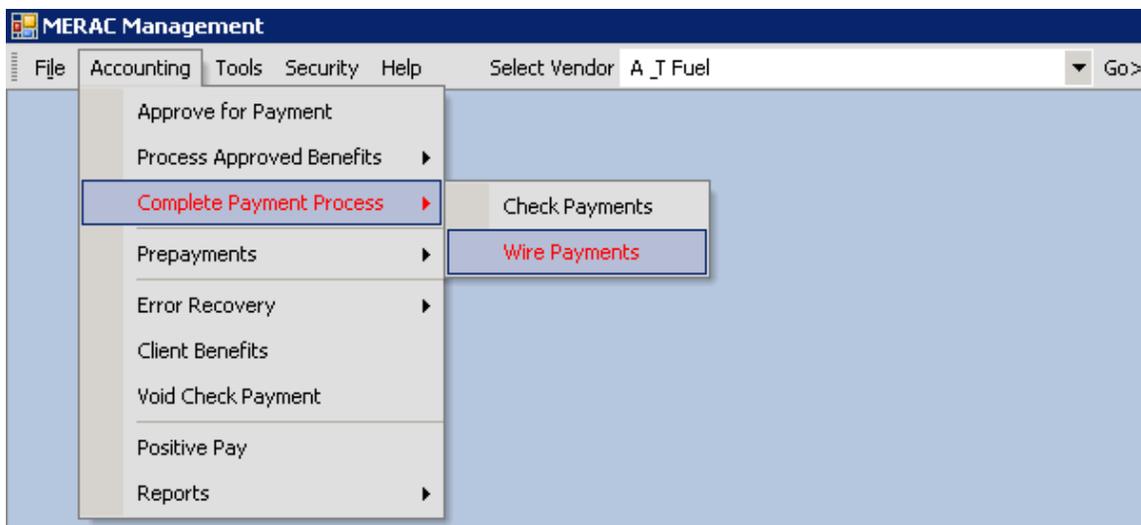
**NOTE:** This report contains info on prepaid vendor activity.

**NOTE:** To print, left click on the  icon.

Next, left click on the  icon to return to the MERAC Management screen.

## Wire Payments (Step 1)

Now, go to MERAC the “Accounting” menu, “Complete Payment Process” submenu, and select “Wire Payments”:



This will open the “Wire Posting Reconciliation” screen:



Next, complete the ACH Export process if applicable—if not: continue to [Wire Payments \(Step 2\)](#).

## ACH Export

To export the ACH information for vendors, left click on the **ACH Export** button on the “Wire Posting Reconciliation” screen.



This will export the ACH info to a .csv file to the directory specified in the “Import/Export Directory” under [Database Properties](#).

## Wire Payments (Step 2)

Next, to finish the wire payment process, left click on the **Select All** button and then left click the **Post** button on the “Wire Posting Reconciliation” screen.

Wire Recipient	Payment Date	Wire Amount	Prepaid?	Post
Webber Energy-Auburn		\$7,772.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Griffin Oil Inc.		\$2,033.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Augusta Fuel Company		\$3,892.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Western Maine Propane		\$975.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
R H Foster-Greenville		\$1,675.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dead River Co-Bangor		\$3,830.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marquis Heating Inc.		\$3,023.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wilcox Energies		\$625.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Berry Hill Fuel		\$4,458.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bert's Oil Service, Inc.		\$625.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cliff Fuel		\$1,400.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
L A Pearson Heating Oil Inc.		\$2,150.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CinCo Fuel		\$8,725.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Paul's Oil Service		\$225.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Val-U-Energy		\$875.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Maine Public Service Company		\$4,271.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Downeast Energy-Brunswick		\$2,771.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Downeast Energy-Brunswick		\$5,783.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Downeast Energy-Brunswick		\$3,684.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Downeast Energy-Brunswick		\$399.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Downeast Energy-Brunswick		\$3,900.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Downeast Energy-Brunswick		\$9,604.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Downeast Energy-Brunswick		\$800.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>

The system will now process the wire payments and push them to QuickBooks.

Once completed, the following info window will be displayed:



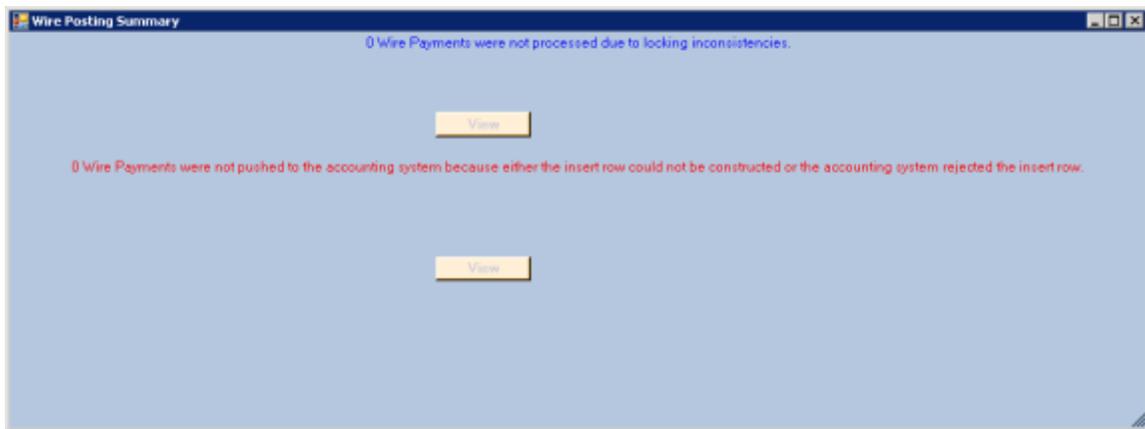
Left click the **OK** button to continue.

Next, the following info window will appear:



Left click the  button to continue.

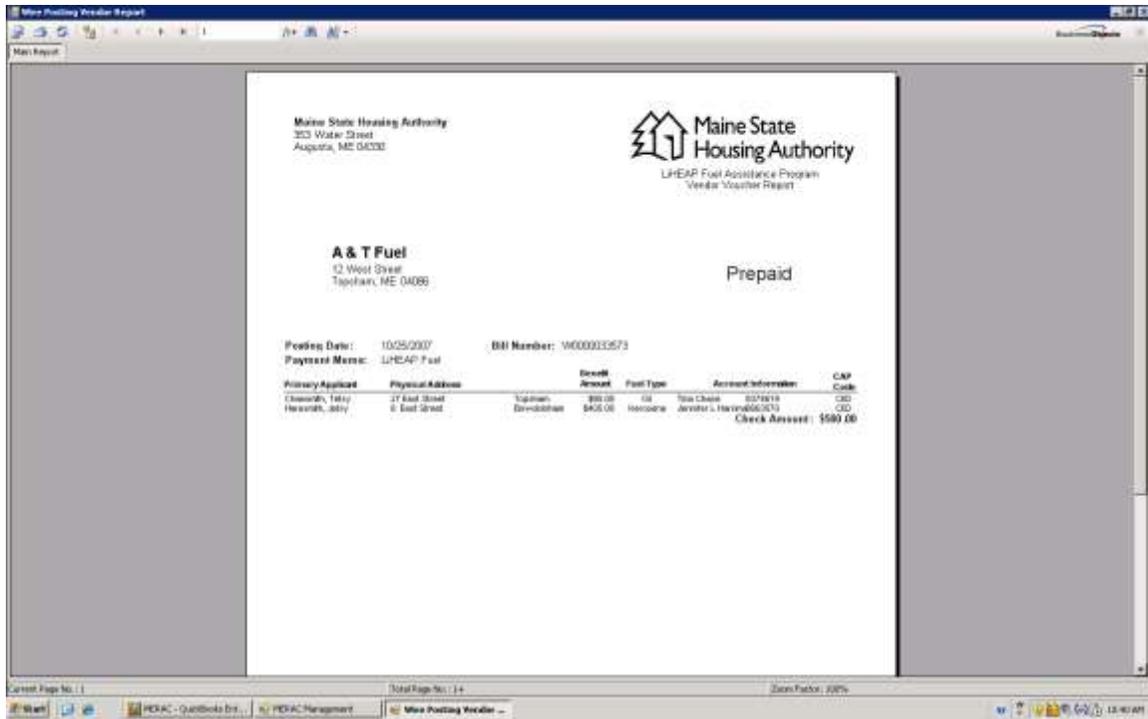
Next, the “Wire Posting Summary” screen will appear:



**NOTE:** If any wire payments were not processed due to locking inconsistencies these will be displayed on this screen. Left click on the  button to see list.

Next, left click on the  icon in the upper right corner of the screen continue.

Lastly, the “Wire Posting Vendor Report” will appear:



**NOTE:** This report contains info on prepaid vendor activity.

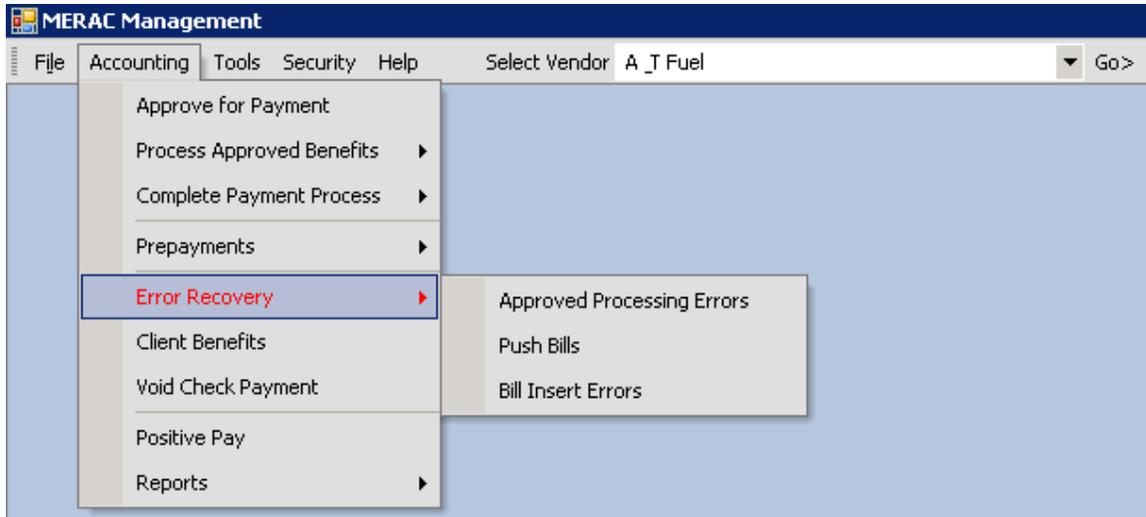
**NOTE:** To print, left click on the  icon.

To finish, left click on the  icon to return to the MERAC Management screen.

**The payment process is now completed.**

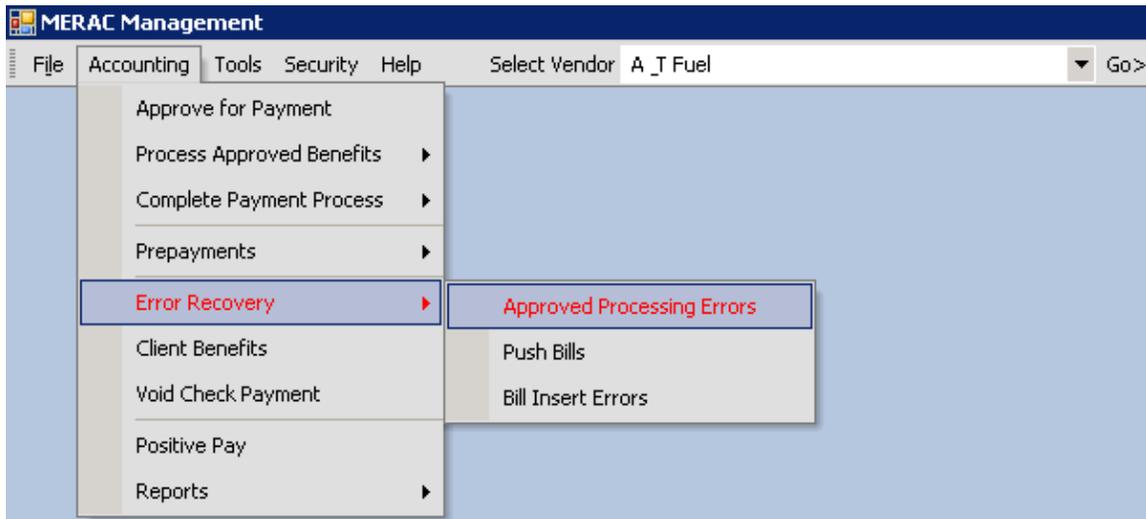
## Error Recovery

The user has the ability to display the benefits bypassed, benefits not inserted, and to push bills via the Accounting menu and selecting the Error Recovery submenu:

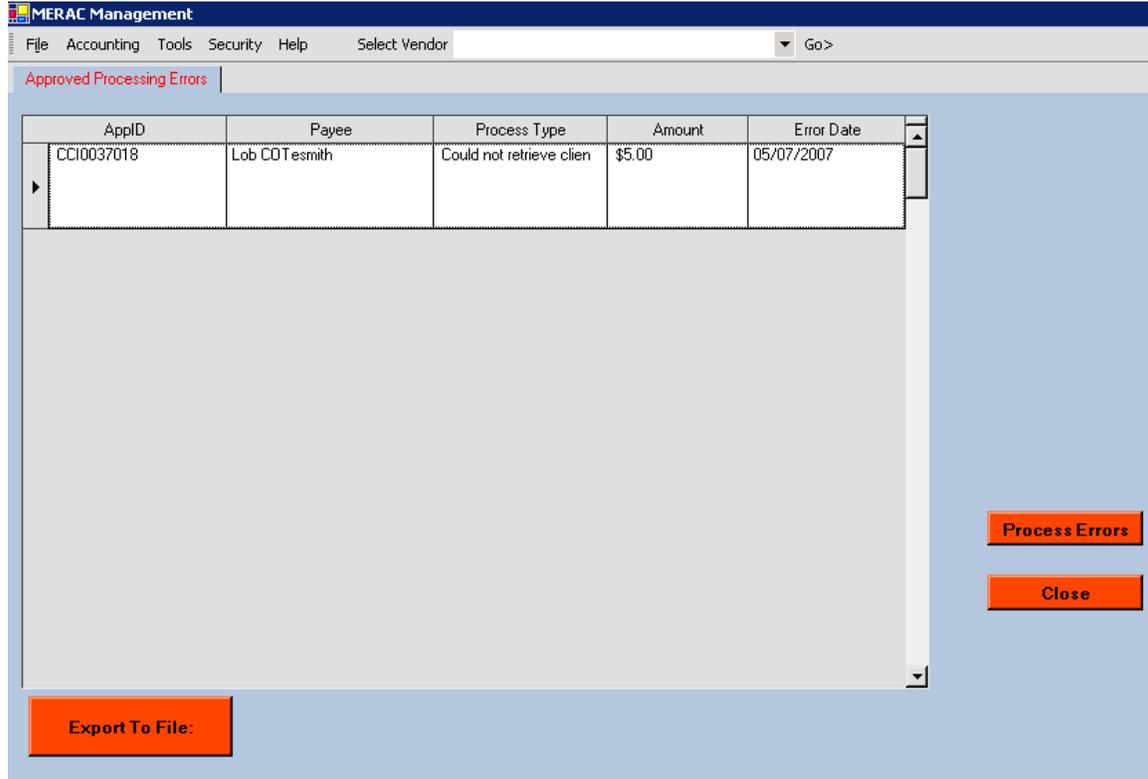


## Approved Processing Errors

If any benefits were bypassed during the “Process Approved Benefits” transaction, then the user has the ability to show these benefits by left clicking on the Accounting menu, Error Recovery submenu, and selecting “Approved Processing Errors”.



Next, the following screen is displayed:



**NOTE:** This screen is identical to the one displayed during the “Process Approved Benefits” transaction after clicking the **View** button:



Next, export the bypassed benefits' list to an excel spreadsheet, left click on the **Export To File:** button.

Next, to process the bypassed benefits, left click on the **Process Errors** button.

Next, the grid containing the bypassed benefits will disappear and the user must left click on the **Close** button to finish.

## **Push Bills**

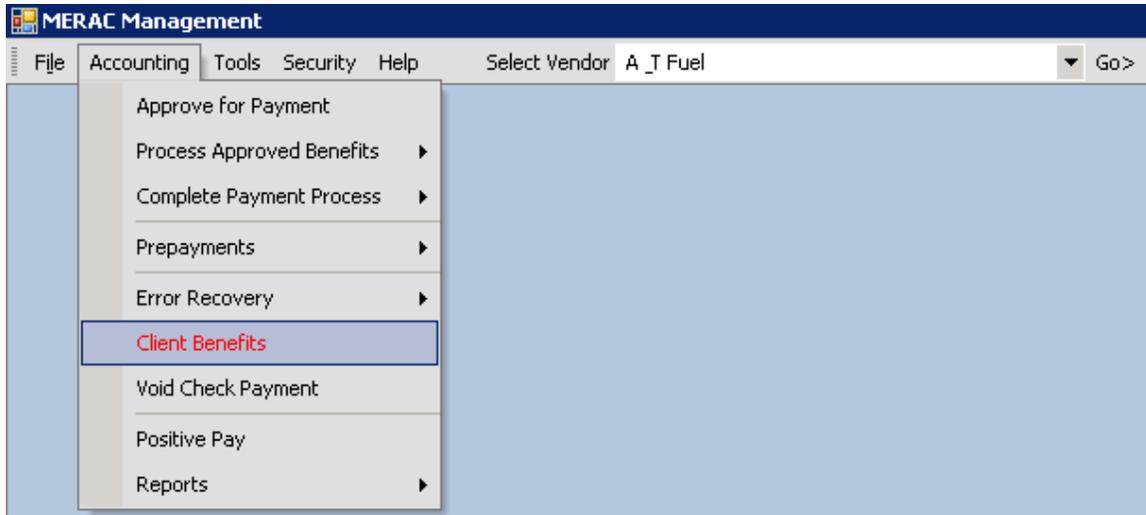
The procedure for handling the push bills is the same as the procedure for handling the approved process errors; please see [Approved Processing Errors](#) for further instructions.

## **Bill Insert Errors**

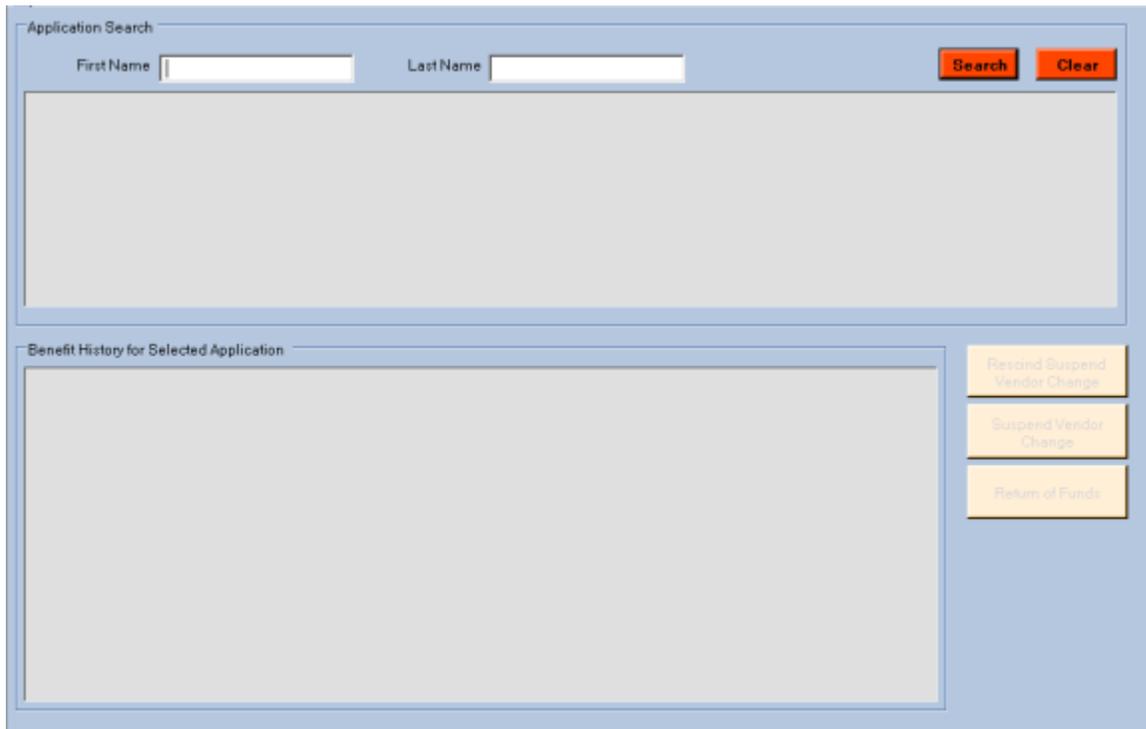
The procedure for handling the bill insert errors is the same as the procedure for handling the approved process errors; please see [Approved Processing Errors](#) for further instructions.

## Client Benefits

To view a client's benefits, first left click on the Accounting menu and select "Client Benefits":



Next, the must enter either the First- or the Last name of the applicant:



Next, left click on the **Search** button to search for applicant.

Next, highlight the appropriate applicant to view benefit history for:

Application Search

First Name  Last Name  Search Clear

First Name	Last Name	Date of Birth	ID Number	Prg. Year	Status	Physical Address	City, State, Zip
Aetty	GAResmith	01/13/1997	548-03-7302	2007	Denied	14 East Street	Houlton, ME 04730
Aetty	GAResmith	07/04/1933	522-78-0810	2007	Pending	19 East Street	Stockholm, ME 04783
Aetty	Garesmith	07/24/1925	521-67-3526	2007	Eligible	51 East Street	Freeport, ME 04032
Aetty	GAResmith	12/06/2005	524-53-3840	2007	Denied	8 East Street	Stowhegan, ME 04976
Aetty	Garesmith	07/16/2005	523-53-5786	2007	Denied	18 East Street	Gray, ME 04039
Aetty	Garesmith	04/08/1928	521-81-4127	2007	Eligible	16 East Street	Ellsworth, ME 04605
Aetty	GAResmith	07/04/1933	522-78-0810	2006	Eligible	19 East Street	Stockholm, ME 04783

Benefit History for Selected Application

Return to Search  
Return to Home  
Return to Funds

Next, the “Benefit History for Selected Application” box will populate with selected applicant’s benefit history:

Application Search

First Name  Last Name  Search Clear

First Name	Last Name	Date of Birth	ID Number	Prg. Year	Status	Physical Address	City, State, Zip
Aetty	GAResmith	01/13/1997	548-03-7302	2007	Denied	14 East Street	Houlton, ME 04730
Aetty	GAResmith	07/04/1933	522-78-0810	2007	Pending	19 East Street	Stockholm, ME 04783
Aetty	Garesmith	07/24/1925	521-67-3526	2007	Eligible	51 East Street	Freeport, ME 04032
Aetty	GAResmith	12/06/2005	524-53-3840	2007	Denied	8 East Street	Stowhegan, ME 04976
Aetty	Garesmith	07/16/2005	523-53-5786	2007	Denied	18 East Street	Gray, ME 04039
Aetty	Garesmith	04/08/1928	521-81-4127	2007	Eligible	16 East Street	Ellsworth, ME 04605
Aetty	GAResmith	07/04/1933	522-78-0810	2006	Eligible	19 East Street	Stockholm, ME 04783

Benefit History for Selected Application

Type	App Date	Benefit Payee	Amount	Status	Posting ID
LHEAP	07/18/2006	Dallas Oil, Inc	\$608.00	Paid	W0000031082

Transaction	Date	Amount	Recipient	Document ID
Certification	09/13/2006	\$608.00		
Post As Payable	09/13/2006	\$ .00	Dallas Oil, Inc	
Issue Payment	09/20/2006	\$608.00	Dallas Oil, Inc	0000031082
Approve for Paym	09/20/2006	\$608.00	Dallas Oil, Inc	

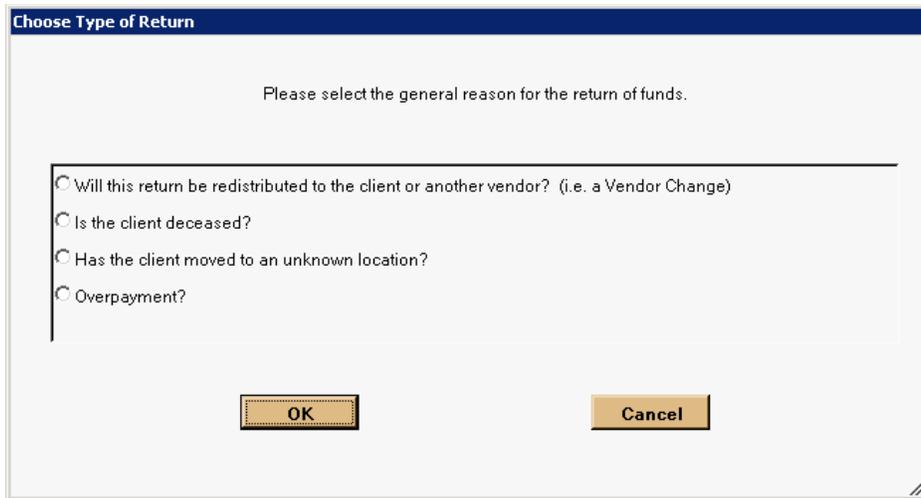
Return to Search  
Return to Home  
Return to Funds

## Return of Funds

To perform a return of fund, first select the applicant to perform the return of funds for.

Next, left click on the  button.

Next, choose the general reason for the return of funds:



**Choose Type of Return**

Please select the general reason for the return of funds.

Will this return be redistributed to the client or another vendor? (i.e. a Vendor Change)

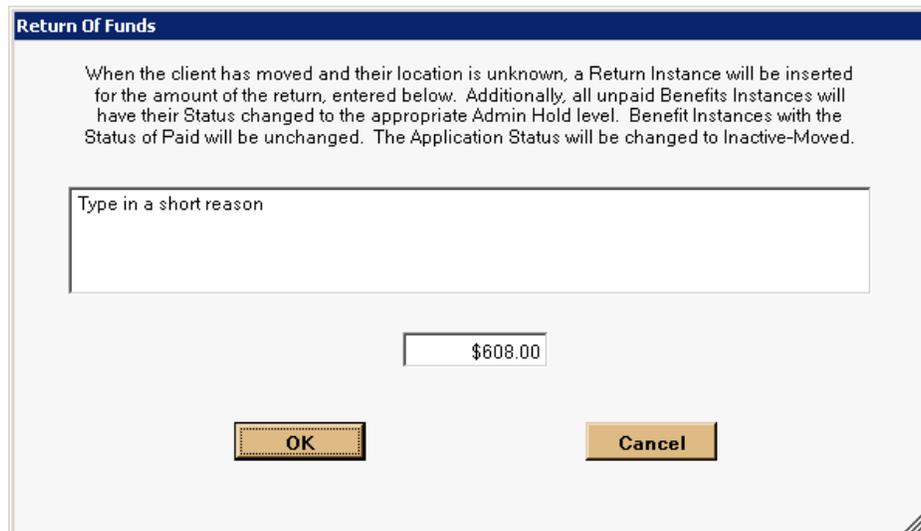
Is the client deceased?

Has the client moved to an unknown location?

Overpayment?

**OK** **Cancel**

Next, left click on the  button.



**Return Of Funds**

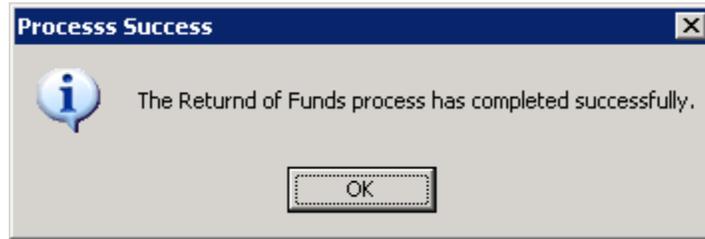
When the client has moved and their location is unknown, a Return Instance will be inserted for the amount of the return, entered below. Additionally, all unpaid Benefits Instances will have their Status changed to the appropriate Admin Hold level. Benefit Instances with the Status of Paid will be unchanged. The Application Status will be changed to Inactive-Moved.

Type in a short reason

**OK** **Cancel**

Next, left click on the  button.

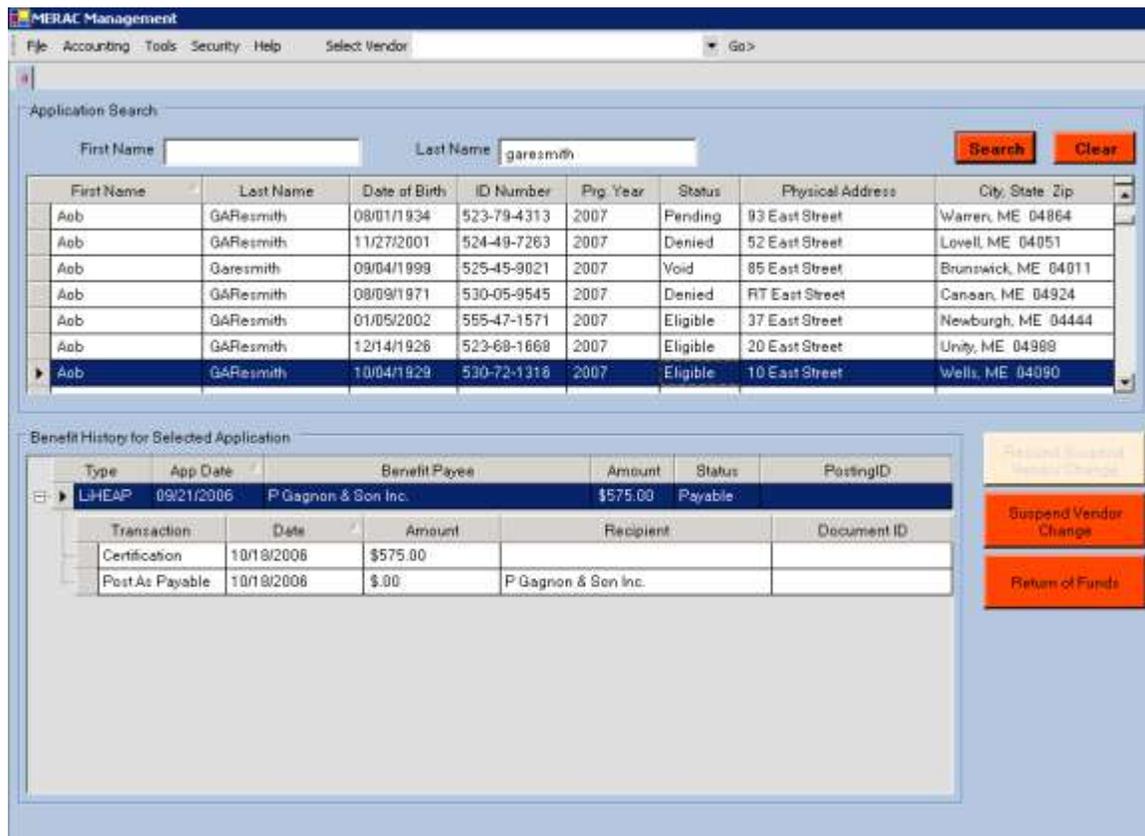
Next, the system will display a message stating that the return of funds process has completed successfully:



To finish the return of funds process, left click on the  button.

## Suspend Vendor Change

To suspend a vendor change, first select appropriate applicant:



The screenshot shows the "MERAC Management" application interface. At the top, there is a menu bar with "File", "Accounting", "Tools", "Security", and "Help", and a "Select Vendor" dropdown. Below the menu is an "Application Search" section with input fields for "First Name" and "Last Name" (containing "garesmith"), and "Search" and "Clear" buttons. A table lists application records with columns: First Name, Last Name, Date of Birth, ID Number, Prg. Year, Status, Physical Address, and City, State, Zip. The last row is selected. Below the table is a "Benefit History for Selected Application" section with a table showing transaction details. On the right side, there are three buttons: "Return of Funds" (highlighted), "Suspend Vendor Change", and "Return of Funds".

First Name	Last Name	Date of Birth	ID Number	Prg. Year	Status	Physical Address	City, State, Zip
Aob	GAResmith	08/01/1934	523-79-4313	2007	Pending	93 East Street	Warren, ME 04864
Aob	GAResmith	11/27/2001	524-49-7263	2007	Denied	52 East Street	Lowell, ME 04051
Aob	Garesmith	09/04/1999	525-45-8021	2007	Void	85 East Street	Brunswick, ME 04011
Aob	GAResmith	08/09/1971	530-05-9545	2007	Denied	RT East Street	Canaan, ME 04924
Aob	GAResmith	01/05/2002	555-47-1571	2007	Eligible	37 East Street	Newburgh, ME 04444
Aob	GAResmith	12/14/1926	523-68-1668	2007	Eligible	20 East Street	Unity, ME 04988
Aob	GAResmith	10/04/1929	530-72-1318	2007	Eligible	10 East Street	Wells, ME 04090

Type	App Date	Benefit Payee	Amount	Status	PostingID
LHEAP	09/21/2006	P Gagnon & Son Inc.	\$575.00	Payable	

Transaction	Date	Amount	Recipient	Document ID
Certification	10/18/2006	\$575.00		
Post As Payable	10/19/2008	\$0.00	P Gagnon & Son Inc.	

Next, left click on the  button.

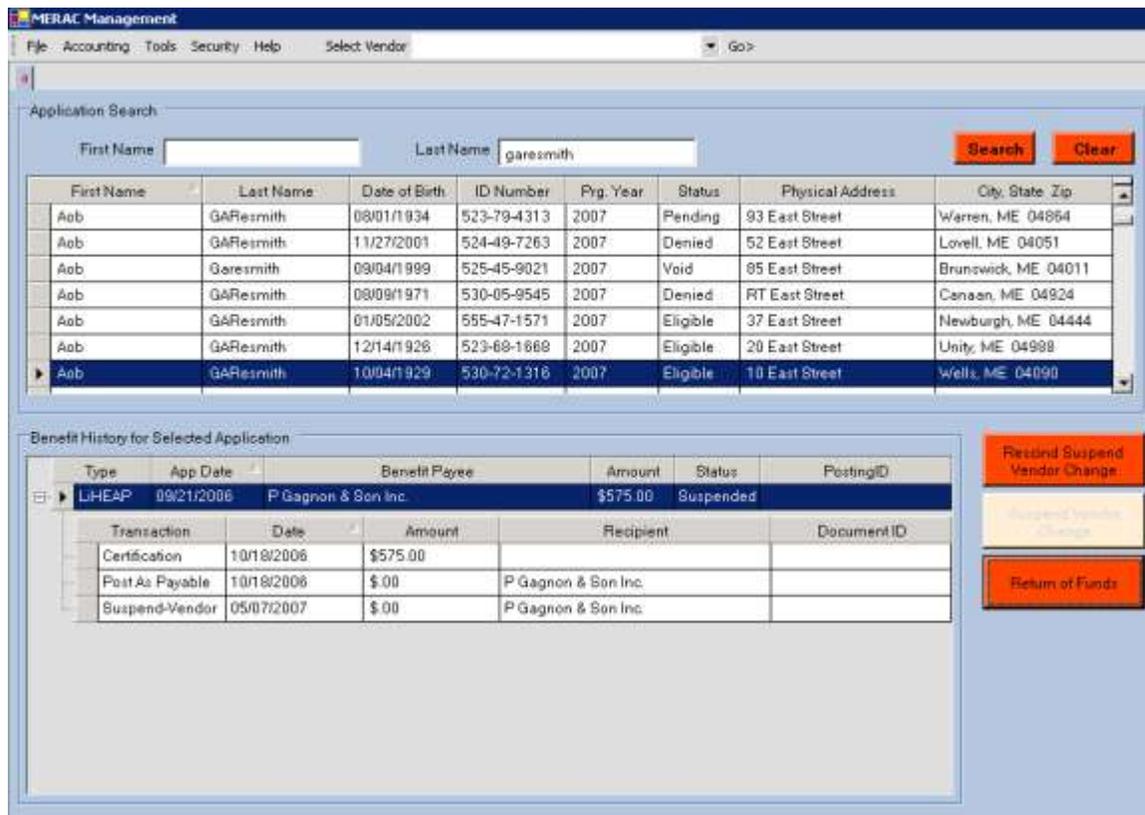
Next, the system will display that the suspend-vendor change occurred successfully:



To finish, left click on the  button.

## Rescind Suspend Vendor Change

To rescind suspend of a vendor change, first select appropriate applicant:

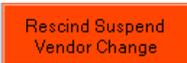


The screenshot shows the MERAC Management application interface. At the top, there is a menu bar with "File", "Accounting", "Tools", "Security", and "Help". Below the menu bar is a search area with "First Name" and "Last Name" fields, where "garesmith" is entered in the "Last Name" field. There are "Search" and "Clear" buttons. Below the search area is a table of applicants with columns: First Name, Last Name, Date of Birth, ID Number, Prg. Year, Status, Physical Address, and City, State, Zip. The last row is selected, showing "Aob", "GAREsmith", "10/04/1929", "530-72-1316", "2007", "Eligible", "10 East Street", and "Wells, ME 04090". Below the applicant table is a "Benefit History for Selected Application" section with a table showing transactions: Certification, Post As Payable, and Suspend-Vendor. To the right of the benefit history table are three buttons: "Rescind Suspend Vendor Change", "Suspend Vendor Change", and "Return of Funds".

First Name	Last Name	Date of Birth	ID Number	Prg. Year	Status	Physical Address	City, State, Zip
Aob	GAREsmith	08/01/1834	523-79-4313	2007	Pending	93 East Street	Warren, ME 04864
Aob	GAREsmith	11/27/2001	524-49-7263	2007	Denied	52 East Street	Lovell, ME 04051
Aob	Garesmith	09/04/1999	525-45-9021	2007	Void	85 East Street	Brunswick, ME 04011
Aob	GAREsmith	08/09/1971	530-05-9545	2007	Denied	RT East Street	Canaan, ME 04924
Aob	GAREsmith	01/05/2002	555-47-1571	2007	Eligible	37 East Street	Newburgh, ME 04444
Aob	GAREsmith	12/14/1926	523-68-1668	2007	Eligible	20 East Street	Unity, ME 04988
Aob	GAREsmith	10/04/1929	530-72-1316	2007	Eligible	10 East Street	Wells, ME 04090

Type	App Date	Benefit Payee	Amount	Status	PostingID
LIHEAP	09/21/2006	P Gagnon & Son Inc.	\$575.00	Suspended	

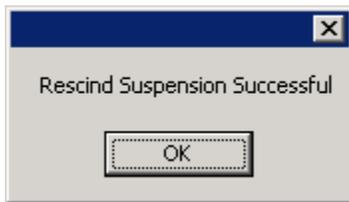
Transaction	Date	Amount	Recipient	Document ID
Certification	10/18/2006	\$575.00		
Post As Payable	10/18/2006	\$ .00	P Gagnon & Son Inc.	
Suspend-Vendor	05/07/2007	\$ .00	P Gagnon & Son Inc.	

Next, left click on the  button.

Next, input a reason for this transaction:



Next, left click on the  button.

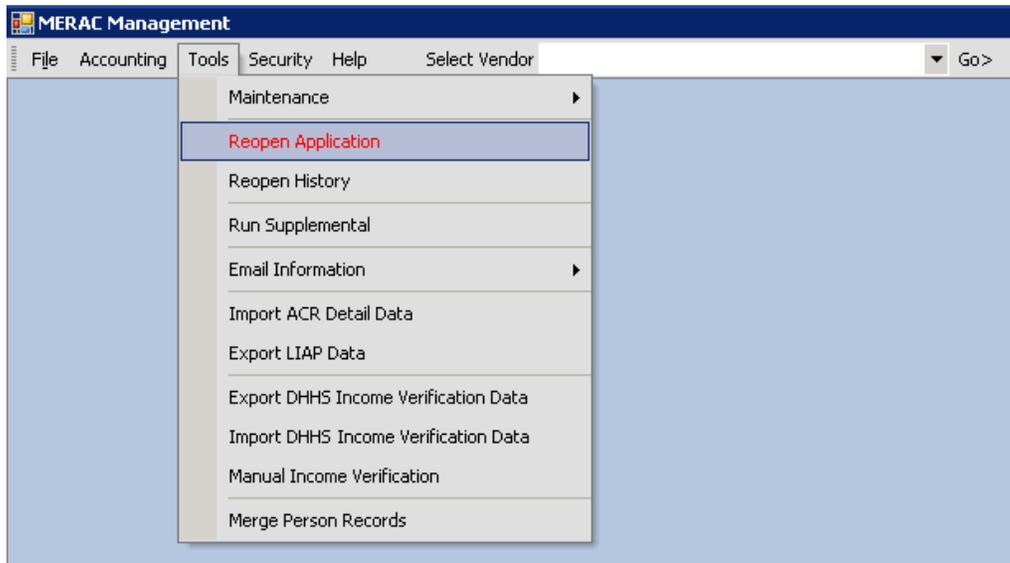


To finish, left click on the  button.

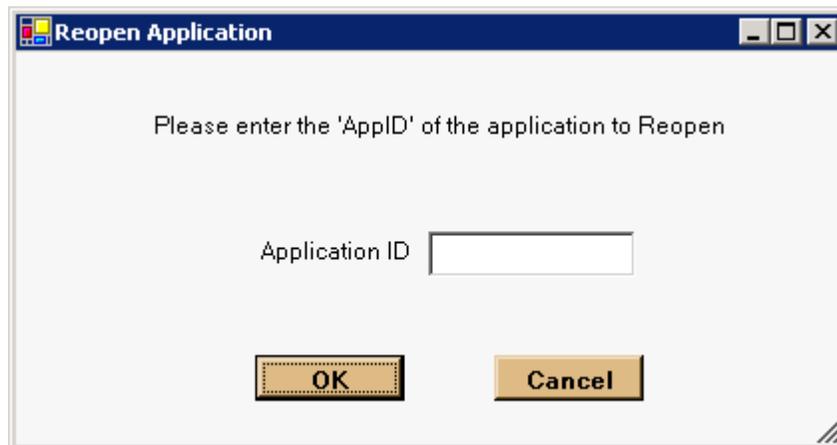
## Reopen Application

To reopen an application, first left click on the Tools menu and select “Reopen Application”.

**NOTE:** In order to reopen an application, a CAP agency must have requested to reopen an application from the MERAC Client application. For further instruction on how to request a reopen, please see the MERAC Client User Manual.

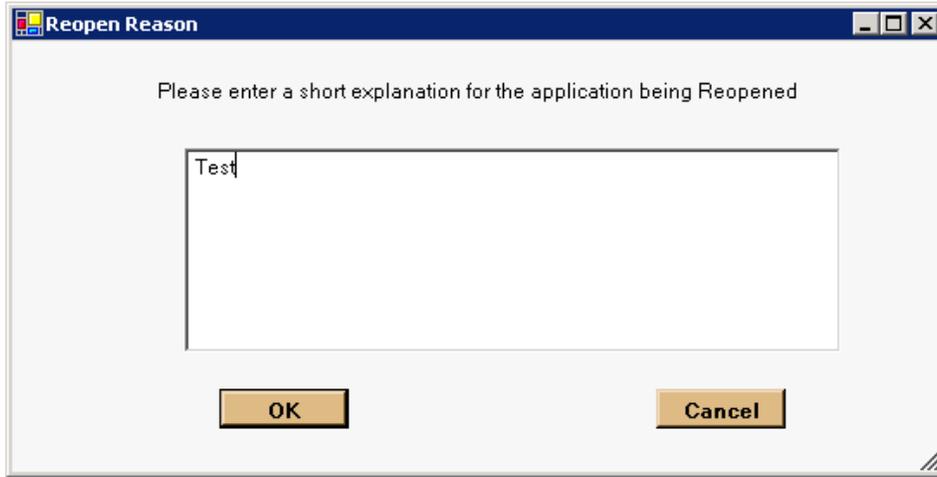


Next, enter in the “Application ID” which was received from the CAP agency:



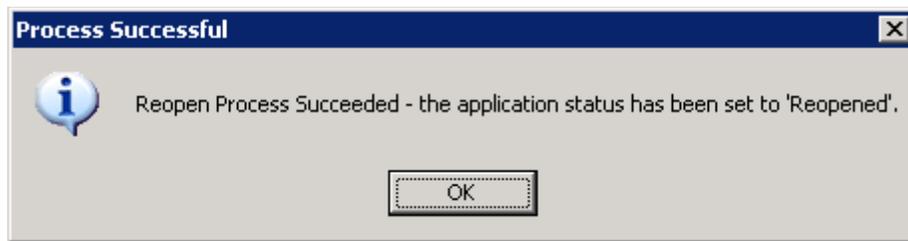
Next, left click on the  button to continue.

Next, input a short explanation for why the application is to be reopened:



Next, left click on the  button to continue.

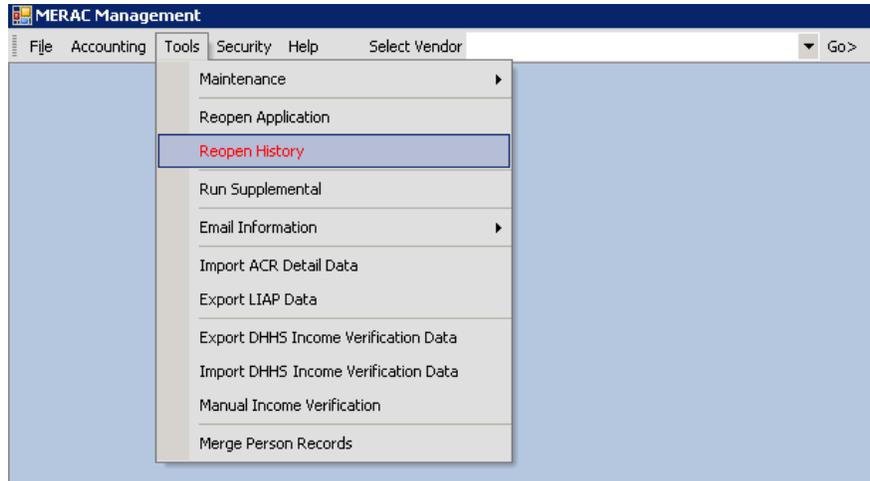
Next, the system will display a message stating that the reopen process succeeded:



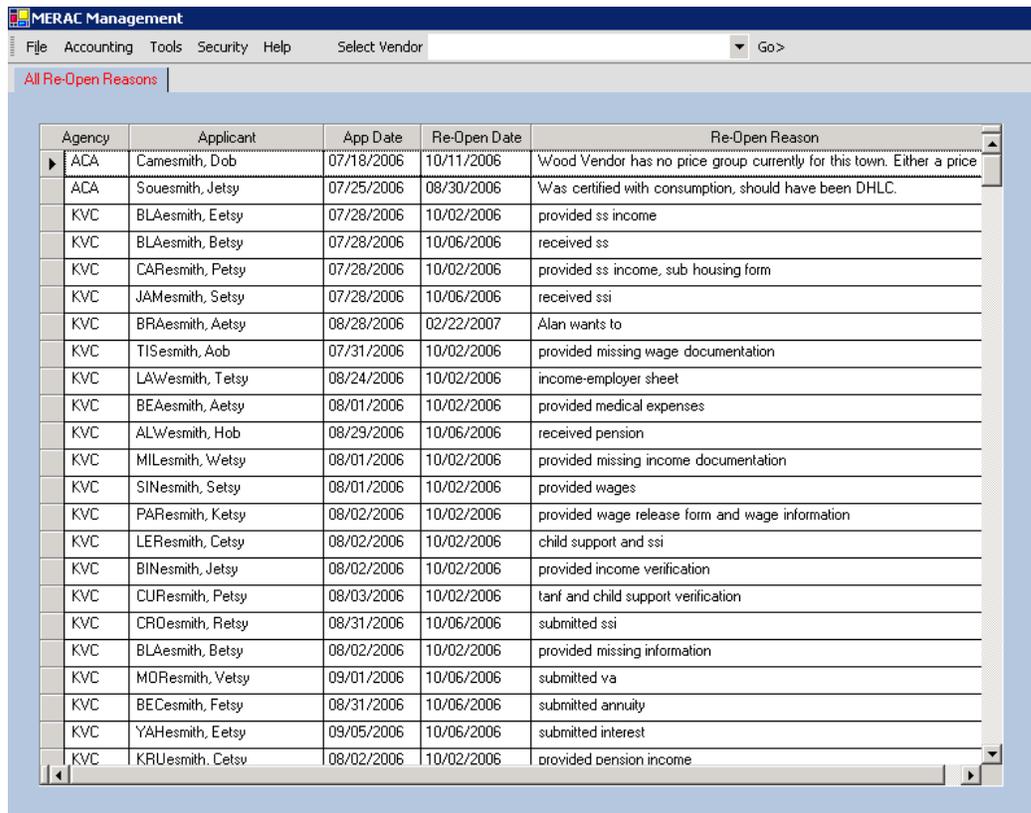
To finish, left click on the  button to return to the MERAC Management screen.

## Reopen History

To list the history of reopened application, first left click on the Tools menu and select “Reopen History”.



Next, the “All Re-Open Reasons” screen will appear.



The screenshot shows the 'All Re-Open Reasons' screen in the MERAC Management application. It features a table with the following columns: Agency, Applicant, App Date, Re-Open Date, and Re-Open Reason. The table contains 20 rows of data, each representing a specific application and its reason for being reopened.

Agency	Applicant	App Date	Re-Open Date	Re-Open Reason
ACA	Camesmith, Dob	07/18/2006	10/11/2006	Wood Vendor has no price group currently for this town. Either a price
ACA	Souesmith, Jetsy	07/25/2006	08/30/2006	Was certified with consumption, should have been DHLC.
KVC	BLAesmith, Eetsy	07/28/2006	10/02/2006	provided ss income
KVC	BLAesmith, Betsy	07/28/2006	10/06/2006	received ss
KVC	CAResmith, Petsy	07/28/2006	10/02/2006	provided ss income, sub housing form
KVC	JAMESmith, Setsy	07/28/2006	10/06/2006	received ssi
KVC	BRAsmith, Aetsy	08/28/2006	02/22/2007	Alan wants to
KVC	TISesmith, Aob	07/31/2006	10/02/2006	provided missing wage documentation
KVC	LAWesmith, Tetsy	08/24/2006	10/02/2006	income-employer sheet
KVC	BEAesmith, Aetsy	08/01/2006	10/02/2006	provided medical expenses
KVC	ALWesmith, Hob	08/29/2006	10/06/2006	received pension
KVC	MILesmith, Wetsy	08/01/2006	10/02/2006	provided missing income documentation
KVC	SINesmith, Setsy	08/01/2006	10/02/2006	provided wages
KVC	PAResmith, Ketsy	08/02/2006	10/02/2006	provided wage release form and wage information
KVC	LEResmith, Cetsy	08/02/2006	10/02/2006	child support and ssi
KVC	BINesmith, Jetsy	08/02/2006	10/02/2006	provided income verification
KVC	CUResmith, Petsy	08/03/2006	10/02/2006	tanf and child support verification
KVC	CRDesmith, Retsy	08/31/2006	10/06/2006	submitted ssi
KVC	BLAesmith, Betsy	08/02/2006	10/02/2006	provided missing information
KVC	MOResmith, Vetsy	09/01/2006	10/06/2006	submitted va
KVC	BECesmith, Fetsy	08/31/2006	10/06/2006	submitted annuity
KVC	YAHesmith, Eetsy	09/05/2006	10/06/2006	submitted interest
KVC	KRUesmith, Cetsy	08/02/2006	10/02/2006	provided pension income

**NOTE:** Use the vertical scroll bar to navigate through list.

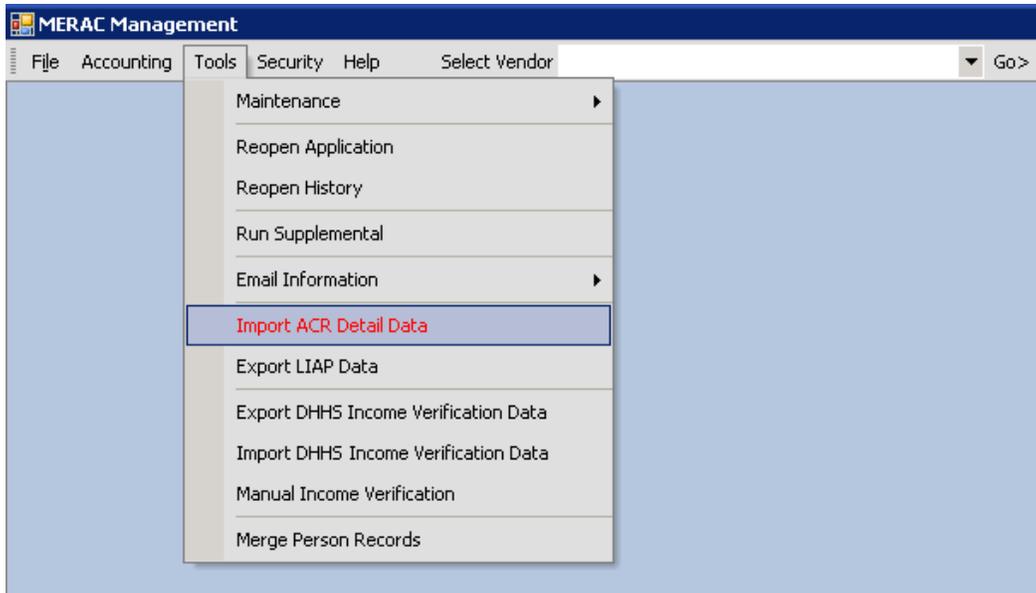
To return to the MERAC Management screen, left click on the  icon.

## Import/Export Functions

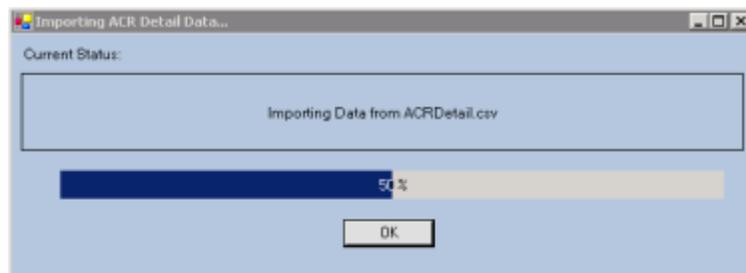
The user has the ability to perform imports Annual Consumption Report (ACR) detail data and export of LIAP data to electrical vendors.

### Import ACR Detail Data

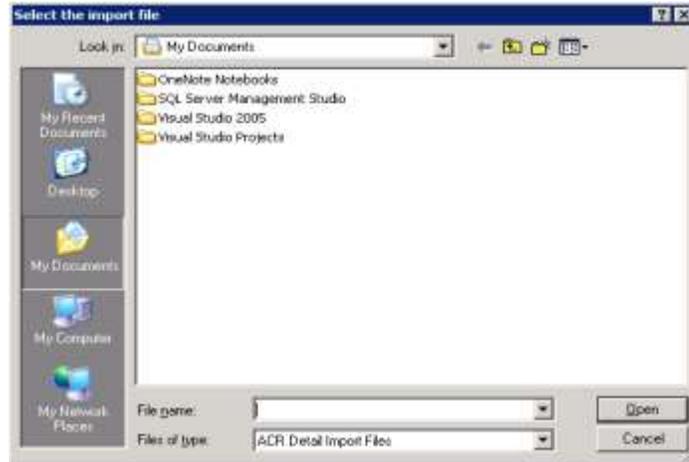
To import Annual Consumption Report (ACR) detail data, first left click on the Tools menu and then select “Import ACR Detail Data”.



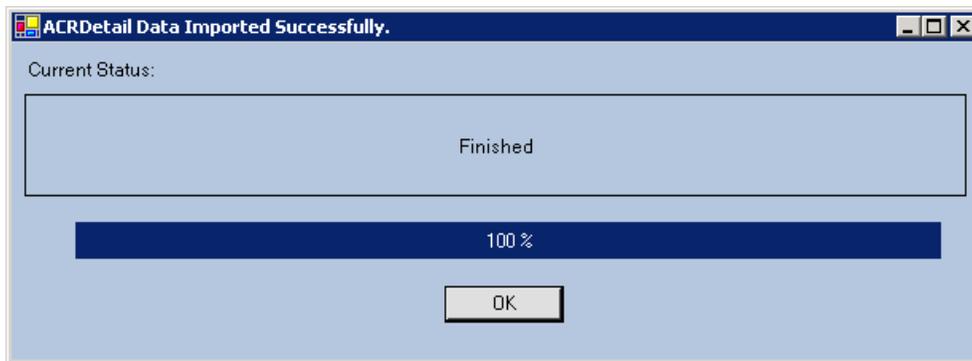
Next, the system will import data from its internal ACR Detail file:



Next, select the “ACR Detail Import File” to be imported:



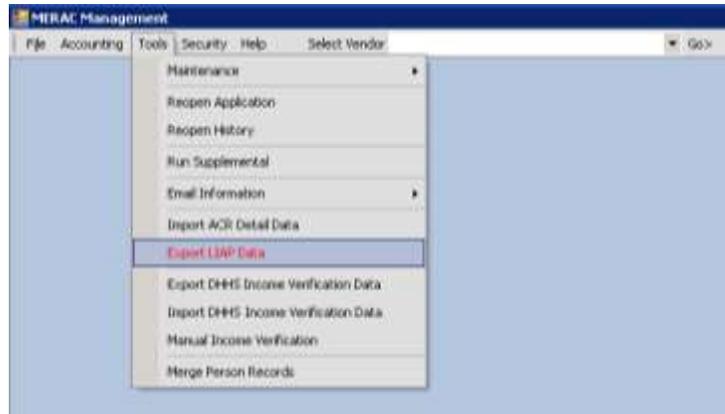
Next, the system will import the selected file and display the following message when complete:



To finish, left click on the  button to return to the MERAC Management screen.

## Export LIAP Data

To export LIAP data to a file, first left click on the Tools menu and then select “Export LIAP Data”.



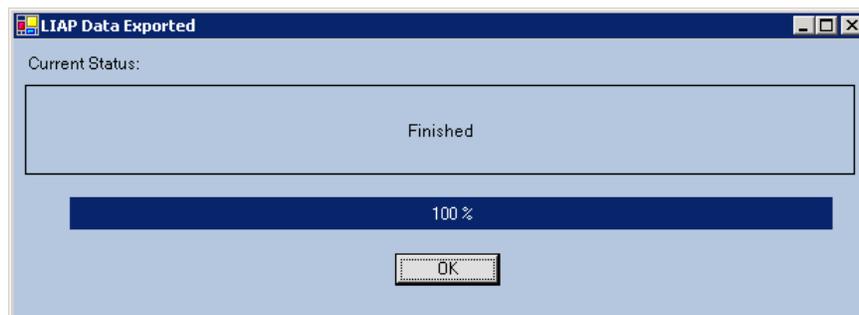
Next, the user must select the vendor for which it LIAP data is to be exported to a file:



**NOTE:** Left click on the  icon to access drop down list.

Next, left click on the **Continue** button to continue.

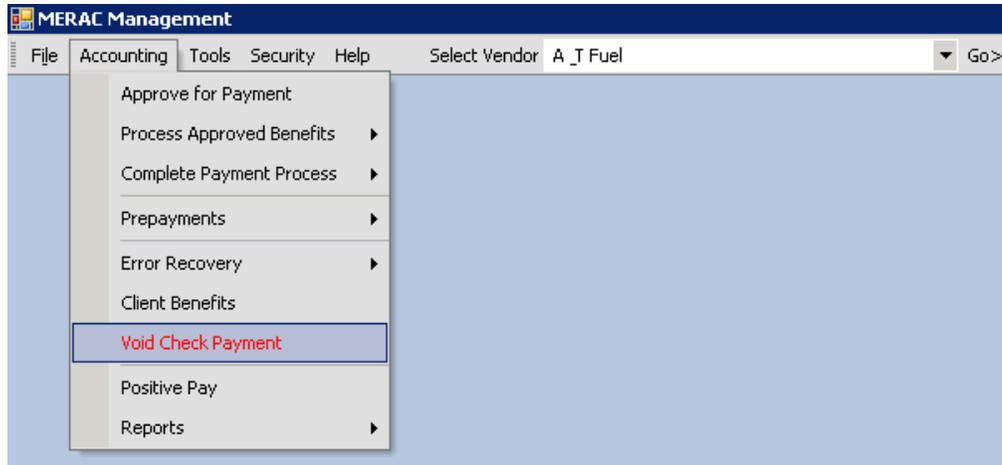
Next, the system will export the selected vendor’s LIAP data and display the following message when complete:



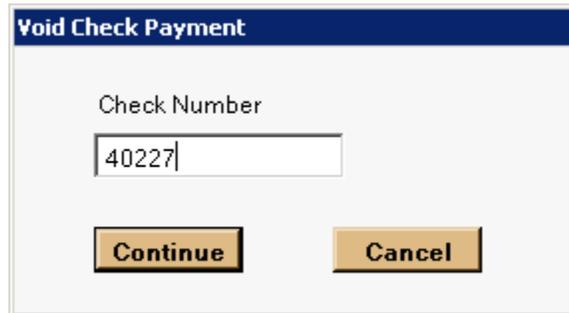
To finish, left click on the **OK** button to return to the MERAC Management screen.

# Void Check Payment

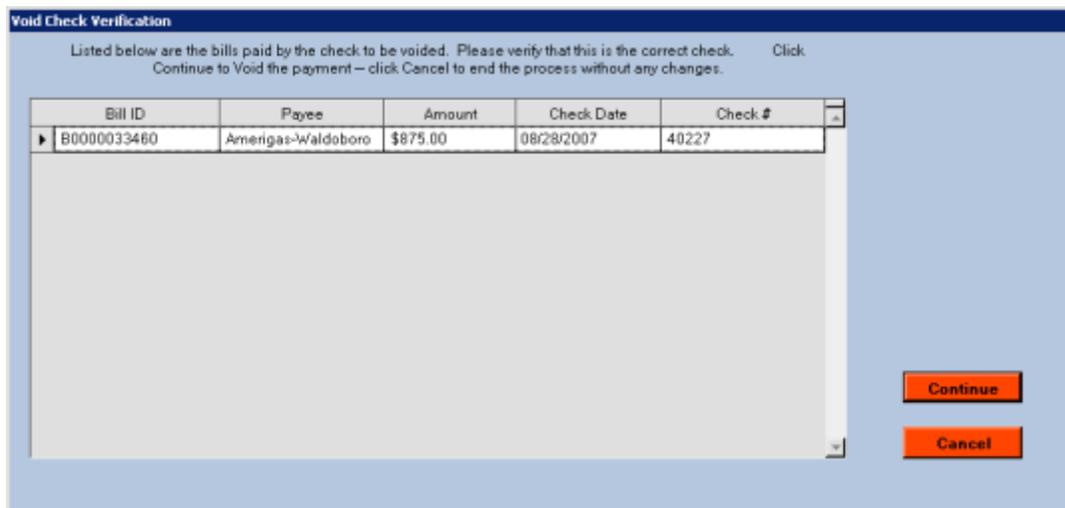
To void a check payment, first left click on the Accounting menu and then select “Void Check Payment”.



Next, input the check number of the check to be voided and click on the **Continue** button:



Next, the following screen will appear:



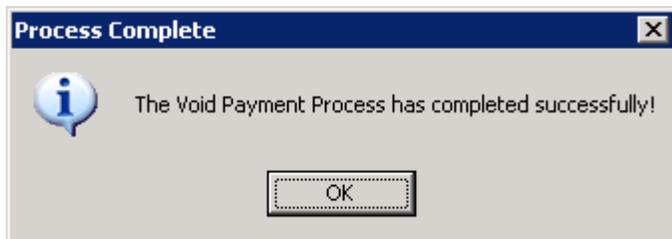
Next, open up QuickBooks to verify that the entered check number is correct and corresponds to check's (above listed) Payee, Amount, and Date.

Date	Number	Payee	Payment	✓	Deposit	Balance
	Type	Account	Memo			
08/28/2007	40222	A B Ramsdell Co Inc	2,015.00			1,211,335.66
	BILLPMT	Accounts Payable				
08/28/2007	40223	Acadian Acres	1,216.00			1,210,119.66
	BILLPMT	Accounts Payable				
08/28/2007	40224	AJ's Discount Oil	1,513.00			1,208,606.66
	BILLPMT	Accounts Payable				
08/28/2007	40225	Amerigas-Brewer	665.00			1,207,941.66
	BILLPMT	Accounts Payable				
08/28/2007	40226	Amerigas-Lewiston	500.00			1,207,441.66
	BILLPMT	Accounts Payable				
08/28/2007	40227	Amerigas-Waldoboro	875.00			1,206,566.66
	BILLPMT	Accounts Payable				
08/28/2007	40228	Bangor Hydro-Electric Co	4,182.00			1,202,384.66
	BILLPMT	Accounts Payable				
08/28/2007						

Ending balance 1,202,384.66

Next, if verification is successful, then left click on the **Continue** button.

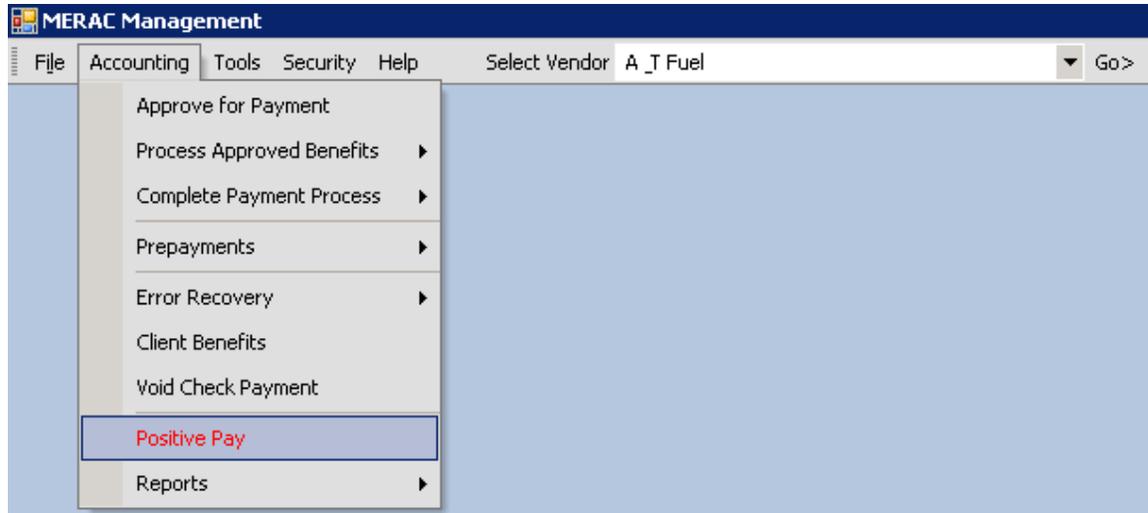
If the user wishes to cancel voiding the entered check number left click on the **Cancel** button.



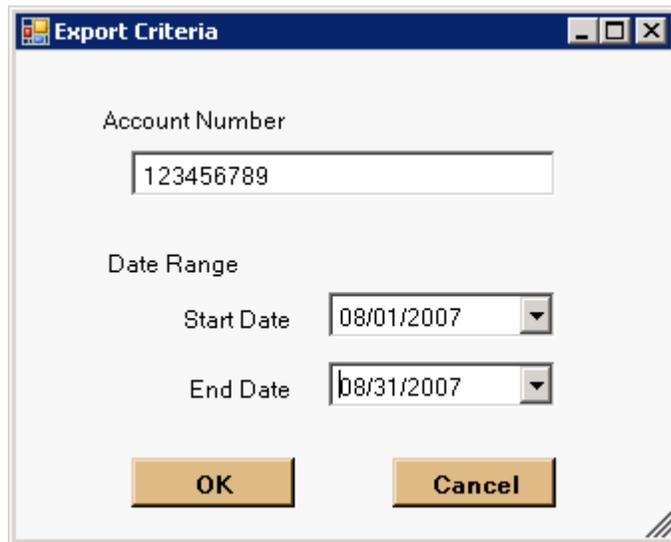
Next, left click the **OK** button to finish.

## Positive Pay

To perform a Positive Pay run, first left click on the Accounting menu, then select Positive Pay.



Next, input 'Account Number' and 'Date Range' for Positive Pay Run:



Next, left click on the  button to continue.

To end process, left click on  button.

Next, the following window will appear:

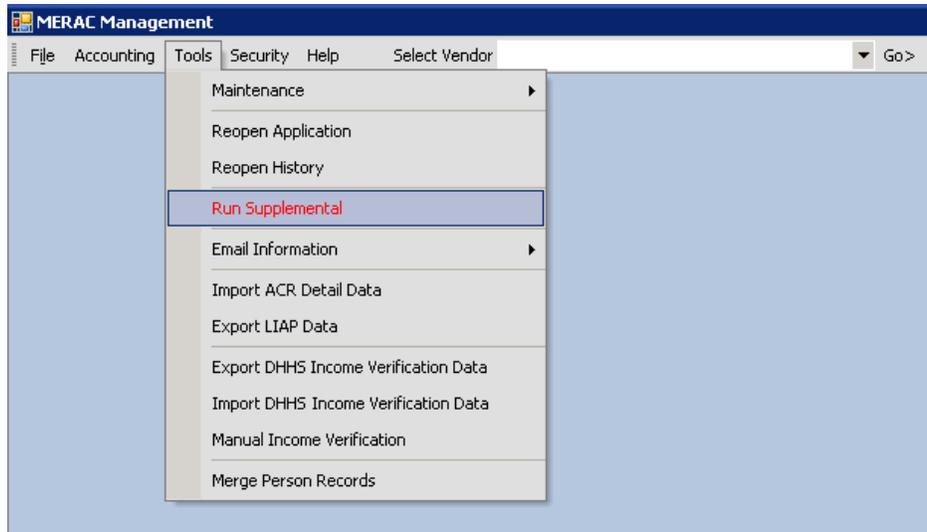


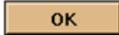
Next, left click on the  button to finish.

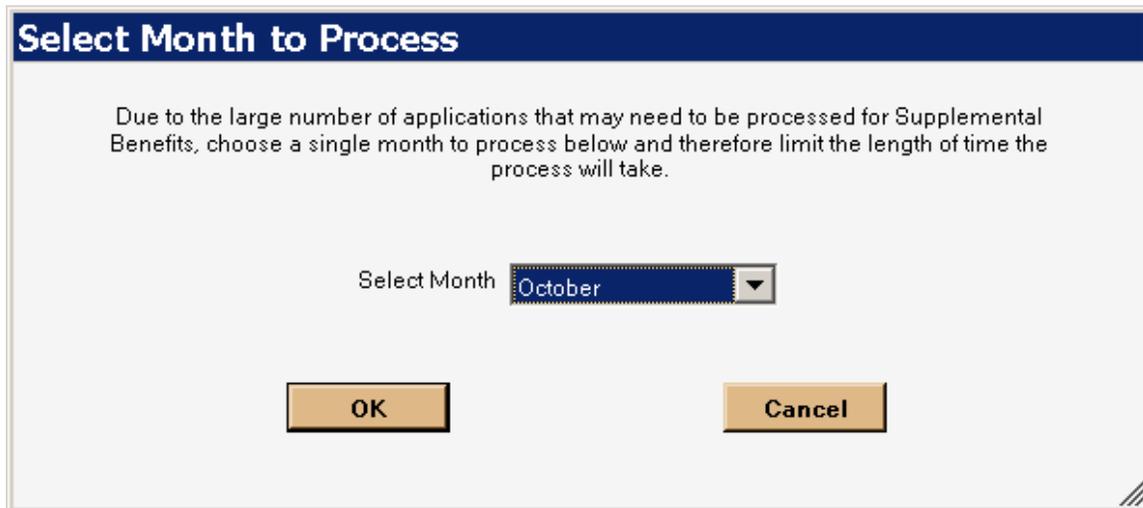
**NOTE:** The file is exported into the Import/Export directory set under the [Database Properties](#).

## Supplemental

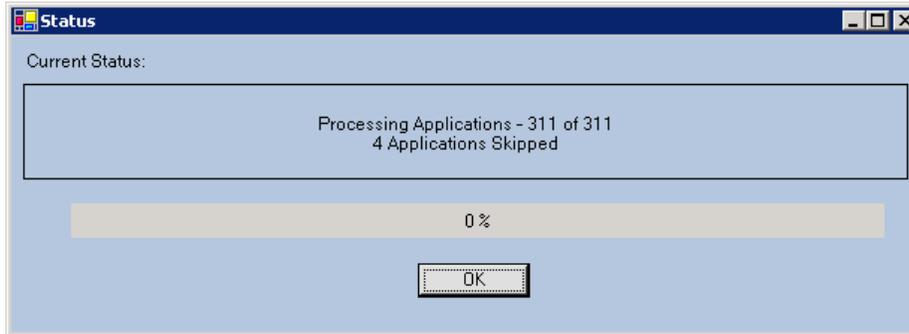
To initiate a supplemental run, first left click on the Tools menu and then select “Run Supplemental”:



Next, select the appropriate month to process and left click on the  button:



Next, the system will process the applications:



When the process is done, the system will return the user to the MERAC Management screen.

**The Supplemental Run is now done.**

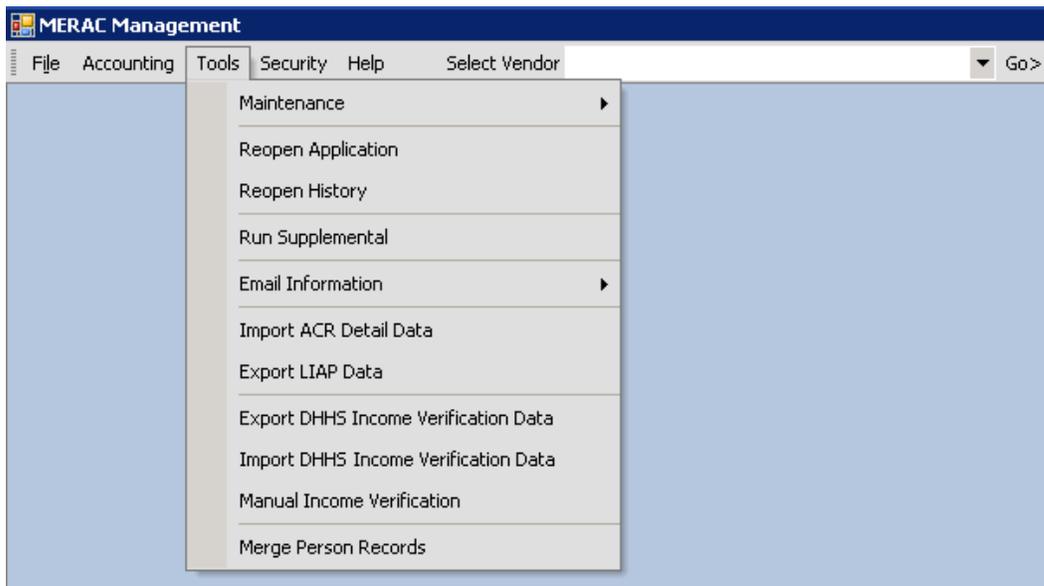
To perform the final “Supplemental Follow-Up”, open the MERAC Client application and see the MERAC Client manual for further instructions.



## DHHS

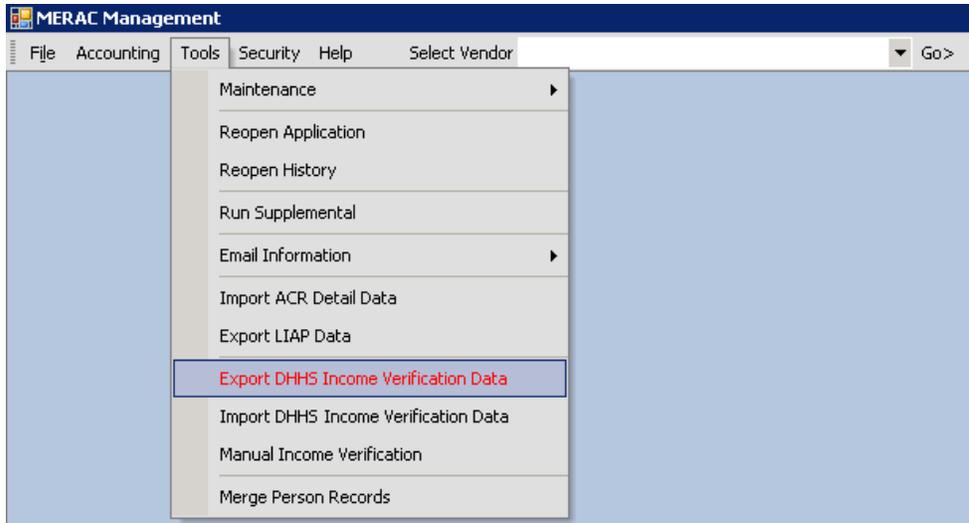
The DHHS functionality in MERAC Management allows for the user to:

- 1) Export DHHS Income Verification Data based on:
  - a. SSI and Social Security/SSD
  - b. TANF – In State
  - c. Data Request
- 2) Import DHHS Income Verification Data
- 3) Manual Income Verification



## Export DHHS Income Verification Data

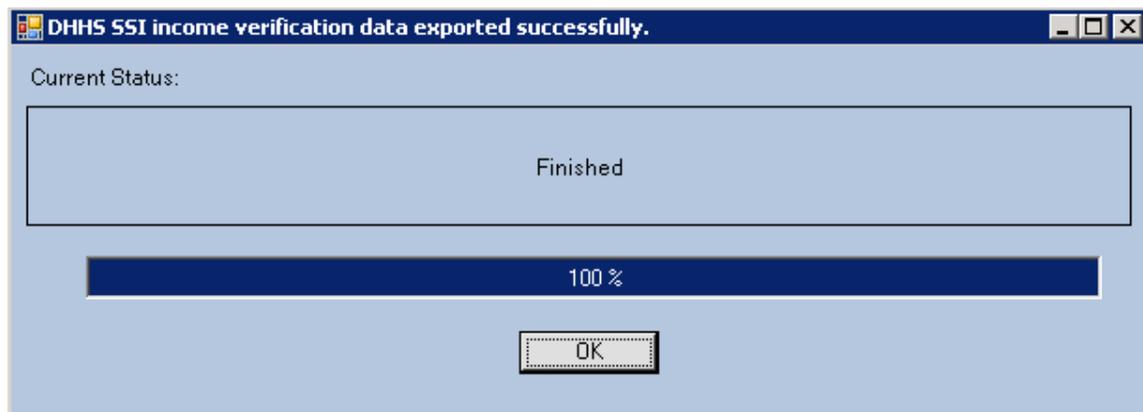
To export DHHS income verification data, first left click on the Tools menu and then select “Export DHHS Income Verification Data”:



Next, select the appropriate export type and click on the **OK** button.



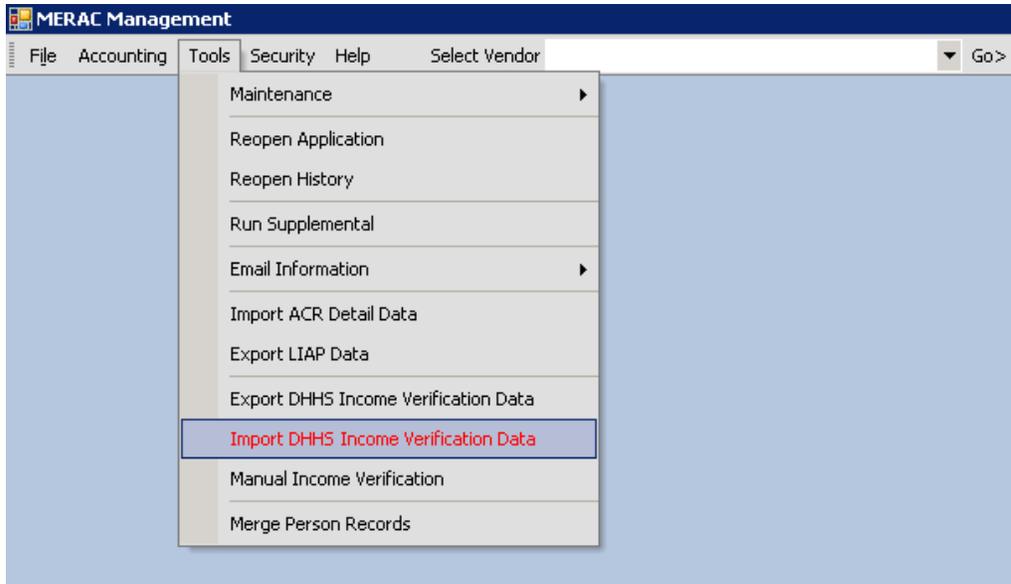
Next, the export process will begin. Once the process is done, click the **OK** button to finish.

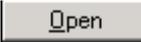


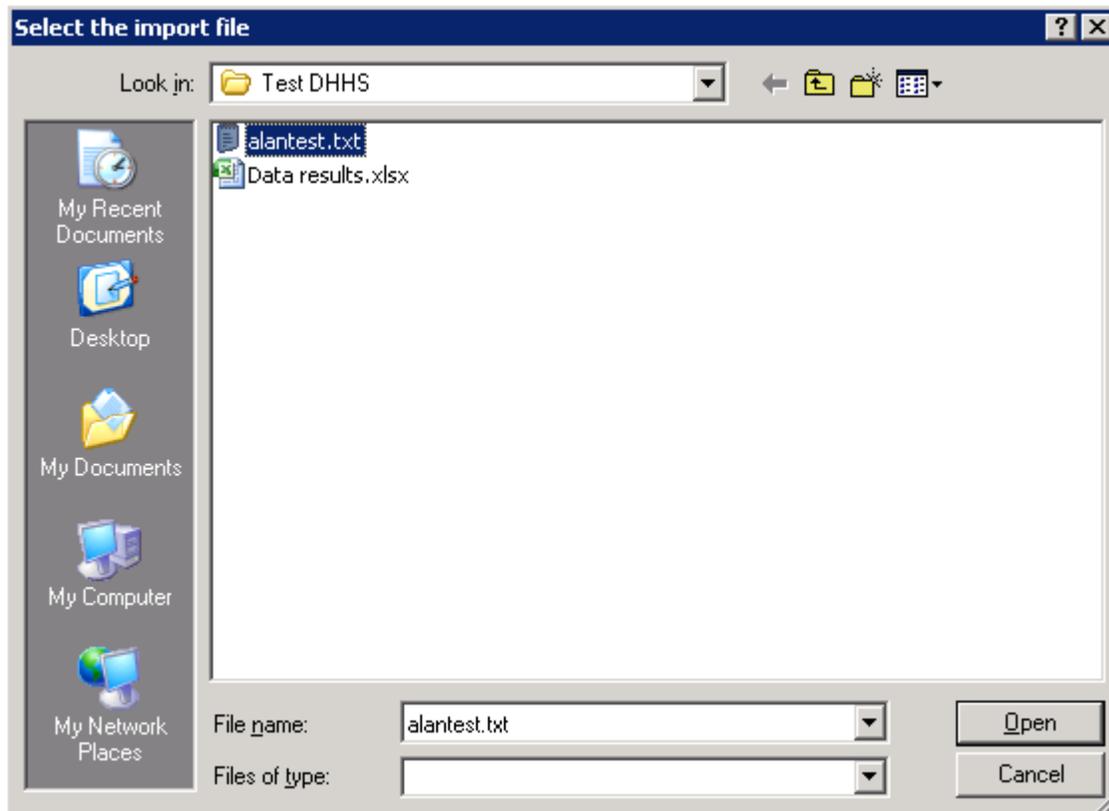


## Import DHHS Income Verification Data

To import DHHS income verification data, first left click on the Tools menu and then select “Import DHHS Income Verification Data”:



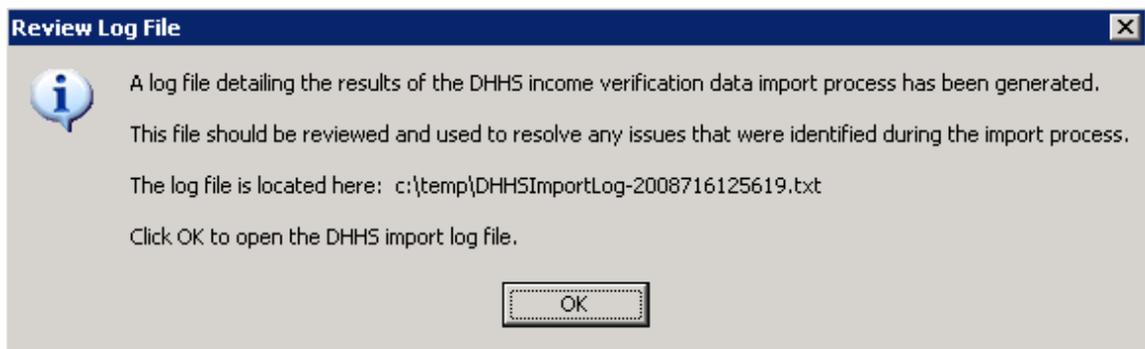
Next, select the .txt file to be imported and click the  button to begin the import process.



Next, MERAC will begin to import the DHHS income verification records. Once the process has finished, click on the  button to continue.



Next, MERAC will display the following message:



**NOTE:** That the above shown message will indicate where the log file is located. To change this location, see the [Database Properties](#) section.

Next, click the  button to open the DHHS import log file.

A sample of the import log can be seen in the below example:

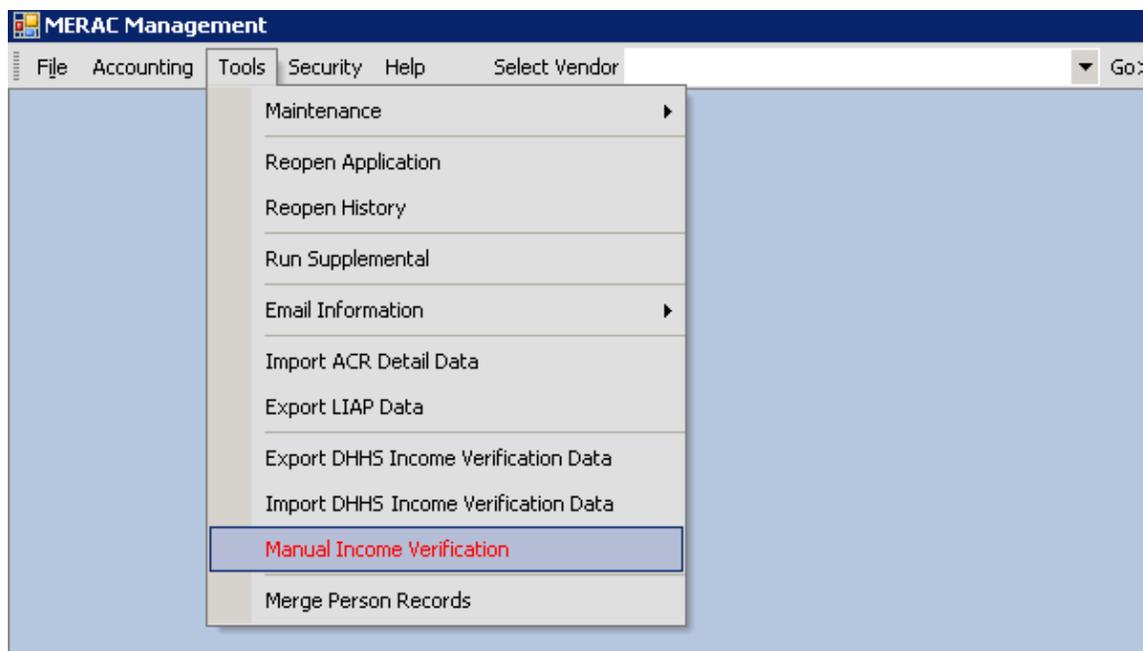
```
DHHSImportLog-200871785813.txt - Notepad
File Edit Format View Help
Import Process Started. 7/17/2008 8:58:15 AM
Reading records from file... C:\Documents and Settings\testers\Desktop\Test_DHHS\Test DHHS\alantest.txt

Record: 1 Person: MICKEY D. MOUSE (005670099)
  SSD Determined:
    1st Previous Month Amt: 0
    2nd Previous Month Amt: 0
    3rd Previous Month Amt: 0
  SSI Determined:
    1st Previous Month Amt: 500
    2nd Previous Month Amt: 500
    3rd Previous Month Amt: 500
Record: 2 Person: MINNEY P. MOUSE (004670088)
  SSD Determined:
    1st Previous Month Amt: 0
    2nd Previous Month Amt: 0
    3rd Previous Month Amt: 0
  SSI Determined:
    1st Previous Month Amt: 600
    2nd Previous Month Amt: 600
    3rd Previous Month Amt: 600
Record: 3 Person: PLUTO D. DOG (003670077)
  SSD Determined:
    1st Previous Month Amt: 500
    2nd Previous Month Amt: 500
    3rd Previous Month Amt: 500
  SSI Determined:
    1st Previous Month Amt: 0
    2nd Previous Month Amt: 0
    3rd Previous Month Amt: 0
Record: 4 Person: GOOFY D. DOG (002670066)
  SSD Determined:
    1st Previous Month Amt: 600
    2nd Previous Month Amt: 600
    3rd Previous Month Amt: 600
  SSI Determined:
    1st Previous Month Amt: 0
    2nd Previous Month Amt: 0
    3rd Previous Month Amt: 0
Record: 5 Person: DONALD D. DUCK (009670055)
  SSD Determined:
    1st Previous Month Amt: 500
    2nd Previous Month Amt: 500
    3rd Previous Month Amt: 500
  SSI Determined:
    1st Previous Month Amt: 500
    2nd Previous Month Amt: 500
    3rd Previous Month Amt: 500
Record: 6 Person: DAISY P. DUCK (008670044)
  SSD Determined:
    1st Previous Month Amt: 600
    2nd Previous Month Amt: 600
    3rd Previous Month Amt: 600
  SSI Determined:
    1st Previous Month Amt: 600
    2nd Previous Month Amt: 600
    3rd Previous Month Amt: 600
Record: 7 Person: ELMER D. FUDD (007670033)
  SSD Determined:
    1st Previous Month Amt: 600
    2nd Previous Month Amt: 600
```



## Manual Income Verification

To manually verify a SSI and/or Social Security/SSD, first left click on the Tools menu and then select “Manual Income Verification”:



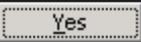
Next, the income verification screen will appear:

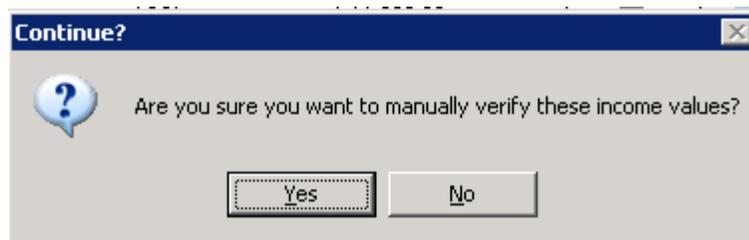


Next, select the appropriate applicants to be manually verified and then click the  button.

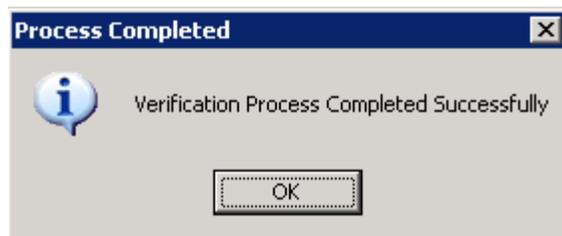


Person Name (SSN)	SSN	DOB	Income Period	Income Type	Income Amount	Verified
Angesmith, Setsy M	322219161	11/02/1975	3 Months	TANF-In State	\$276.00	<input type="checkbox"/>
Angesmith, Setsy M	322219161	11/02/1975	3 Months	SSI	\$1,869.00	<input type="checkbox"/>
Amesmith, Aetsy D	328545821	06/16/1982	3 Months	TANF-In State	\$1,065.00	<input checked="" type="checkbox"/>
AUSesmith, Betsy J.	326344767	02/07/1970	3 Months	TANF-In State	\$0.00	<input checked="" type="checkbox"/>
AYDesmith, Rob	329124936	03/23/1941	3 Months	Social Security/SS	\$0.00	<input type="checkbox"/>
BAlesmith, Setsy A	323545224	12/31/1989	3 Months	Social Security/SS	\$0.00	<input type="checkbox"/>
BAlesmith, Setsy M	339301791	10/07/1963	3 Months	Social Security/SS	\$0.00	<input type="checkbox"/>
BAlesmith, Setsy M	339301791	10/07/1963	3 Months	SSI	\$0.00	<input type="checkbox"/>
Banner, Bruce	008700044	01/16/1942	3 Months	Social Security/SS	\$1,000.00	<input type="checkbox"/>
Banner, Bruce	008700044	01/16/1942	3 Months	Social Security/SS	\$500.00	<input type="checkbox"/>
Banner, Bruce	008700044	01/16/1942	3 Months	SSI	\$800.00	<input type="checkbox"/>
Banner, Bruce	008700044	01/16/1942	3 Months	SSI	\$700.00	<input type="checkbox"/>
Beaesmith, Jetsy M	326221202	08/11/1947	3 Months	Social Security/SS	\$2,085.00	<input checked="" type="checkbox"/>
Beaesmith, Sob N	326164928	04/02/1945	3 Months	Social Security/SS	\$4,095.00	<input checked="" type="checkbox"/>
BElesmith, Dob R	368200492	06/05/1951	3 Months	SSI	\$0.00	<input type="checkbox"/>
Bixbie, Bill	007680033	01/15/1978	3 Months	Social Security/SS	\$1,000.00	<input type="checkbox"/>
Bixbie, Bill	007680033	01/15/1978	3 Months	SSI	\$1,000.00	<input type="checkbox"/>
BLAesmith, Dob J	327125850	03/04/1941	3 Months	Social Security/SS	\$0.00	<input type="checkbox"/>
BLAesmith, Metsy C	365101143	02/13/1944	3 Months	Social Security/SS	\$0.00	<input type="checkbox"/>
Bousmith, Betsy M	329477458	11/26/1968	3 Months	Social Security/SS	\$0.00	<input type="checkbox"/>

Next, click the  button to verify.

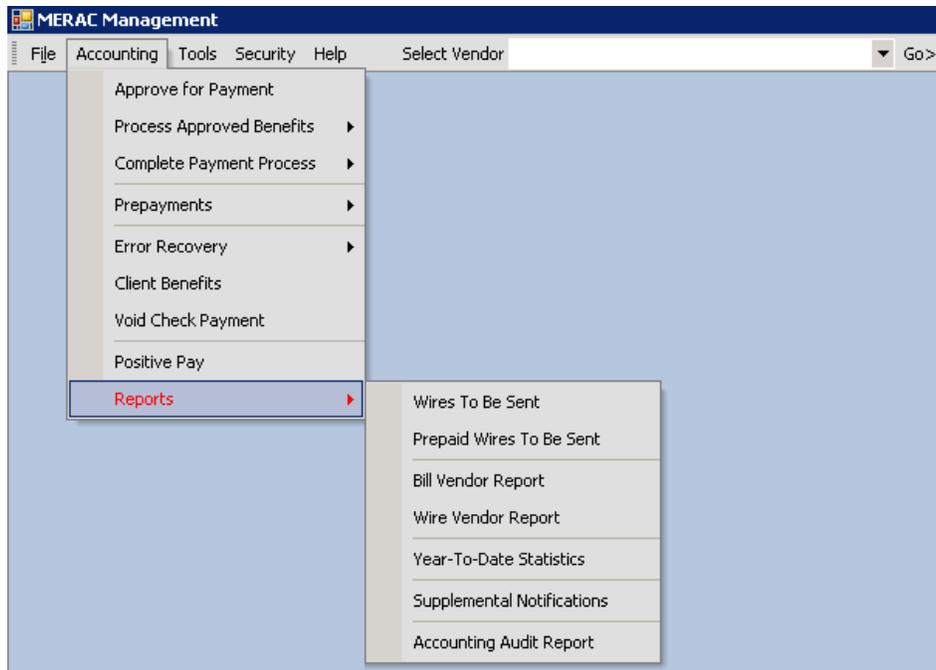


Next, click the  button to finish the manual income verification process.



## Reports

To open a report, first left click on the Accounting menu, Reports submenu, and then select appropriate Report:



### Payment Process Reports

The user has the ability to view and print the following reports which are related to the payment process:

1. Wires To Be Sent Report

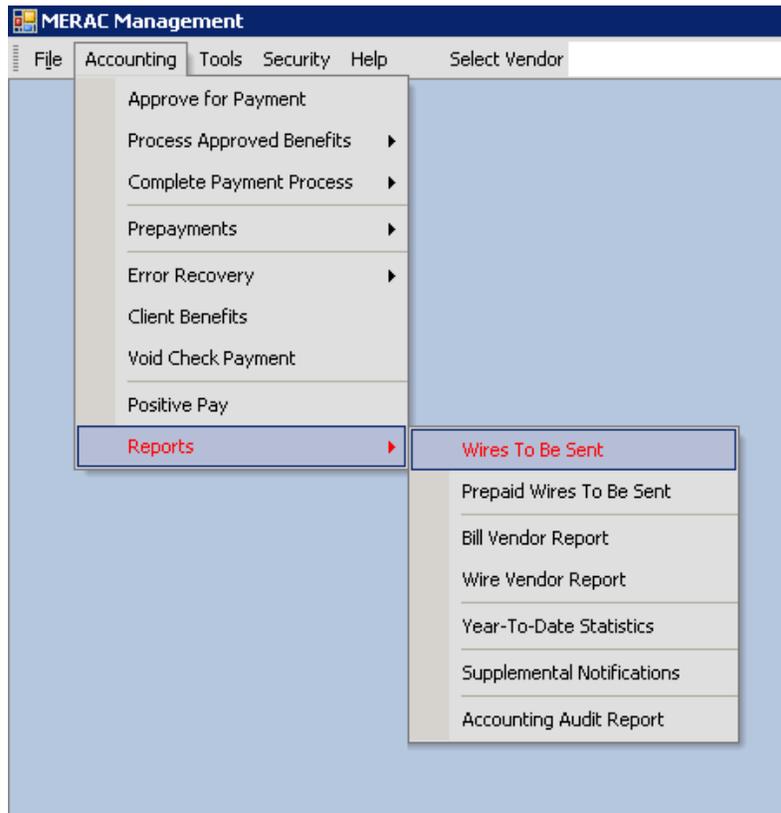
*This report is only available before the Payment Process has been completed*

2. Bill Vendor Report

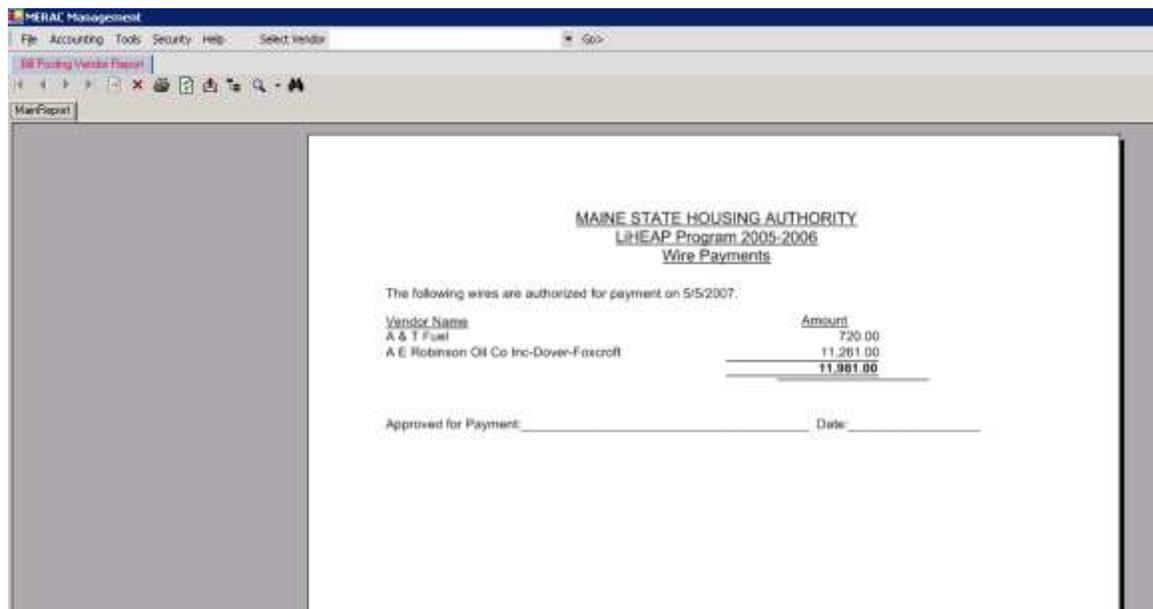
3. Wire Vendor Report

*These reports are only available after the Payment Process has been completed*

To print a report, first select appropriate report to be printed:



Next, the report will show:



To print, left click on the  icon.

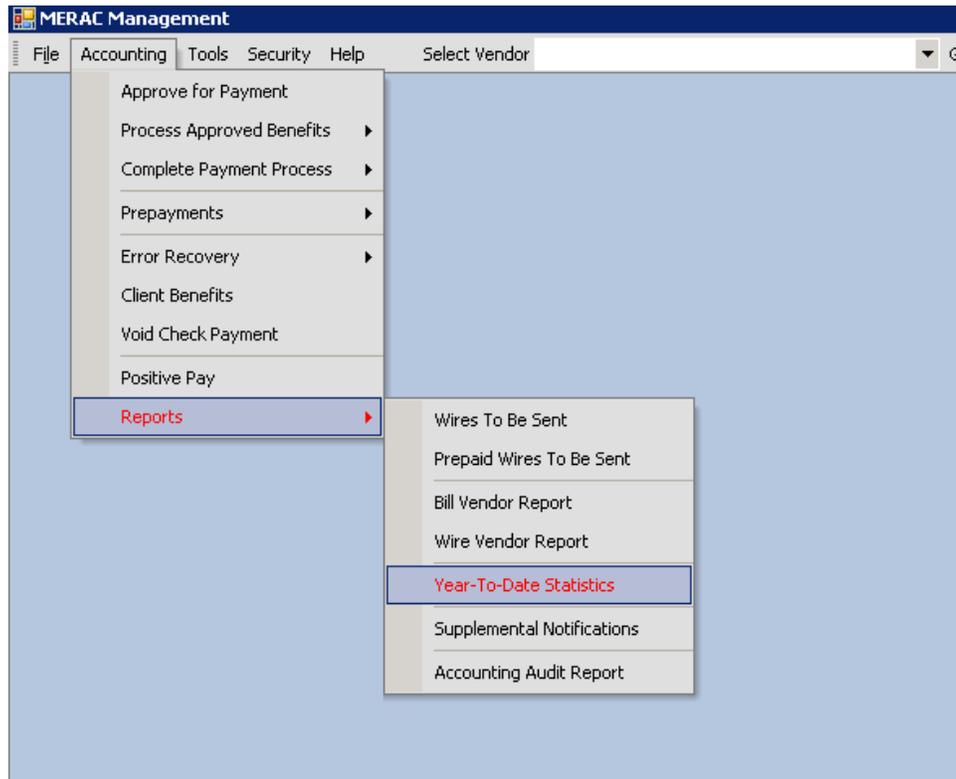
To return to the MERAC Management screen, left click on the  icon.

**NOTE:** To print the “Prepaid Wires To Be Sent”-, “Bill Vendor”-, and “Wire Vendor” Reports, follow the same procedure as described under the “Wires To Be Sent” example shown above.

## Year-To-Date Statistics

The Year-To-Date Statistics report is used to view Year-To-Date Statistics of all CAP agencies.

To open the Year-To-Date Statistics report, first left click on the Accounting menu, Reports submenu, and then select the “Year-To-Date Statistics”:



Next, to print the “Year-To-Date Statistics” report, follow the same procedure as described under the [Payment Process Reports](#).

## Supplemental Notification Reports

The “State Supplemental-” and “Venezuela Supplemental Notifications” reports are used to view a list of all eligible applicants who qualify for such a supplement.

To open any of the two “Supplemental Notification” reports, first left click on the Accounting menu, Reports submenu, and then select the appropriate notifications report.

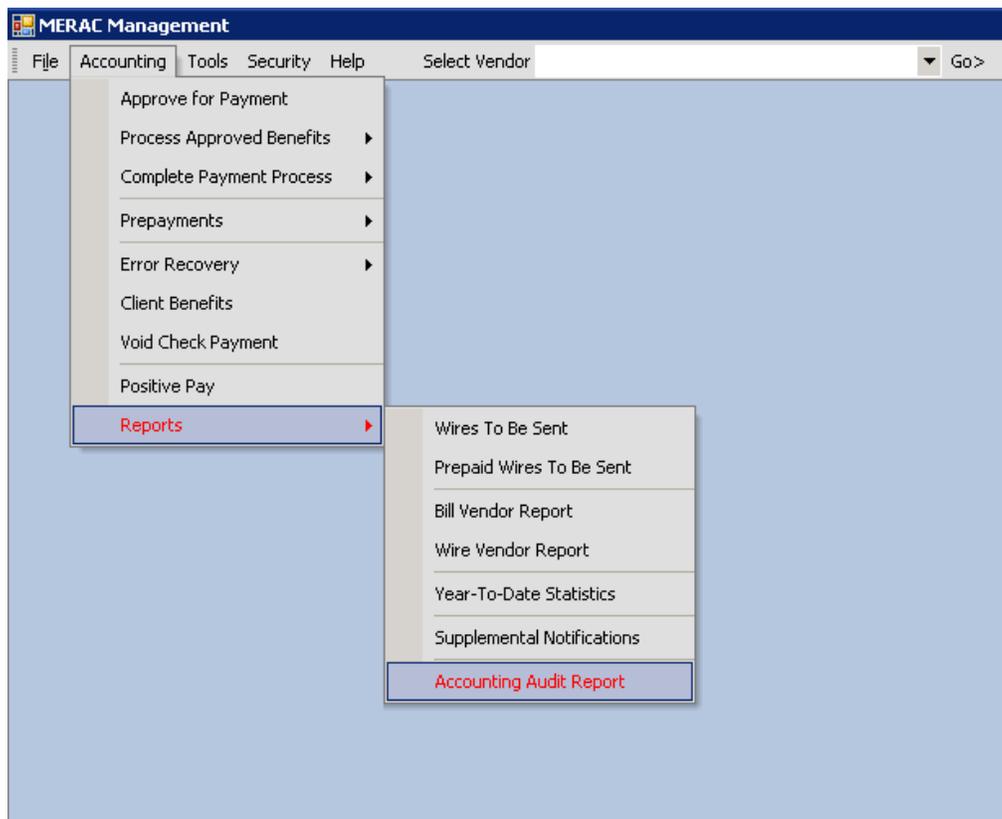
Next, to print any of the two “Supplemental Notification” reports, follow the same procedure as described under the [Payment Process Reports](#).



## Accounting Audit Report

The Accounting Audit Report is used to view the changes made to all wire vendors’ ABA- and/or account numbers within a user specified time period.

To open the Accounting Audit Report, first left click on the Accounting menu, Reports submenu, and then select the “Accounting Audit Report”:



Next, input the date range sought for the report, and then click the **OK** button to continue.



Next, MERAC will display the report.

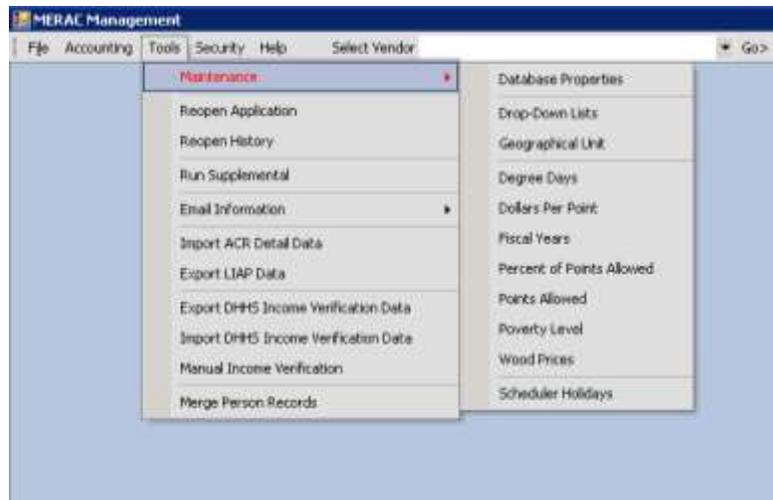


Next, to print the “Accounting Audit” report, follow the same procedure as described under the [Payment Process Reports](#).

## Maintenance

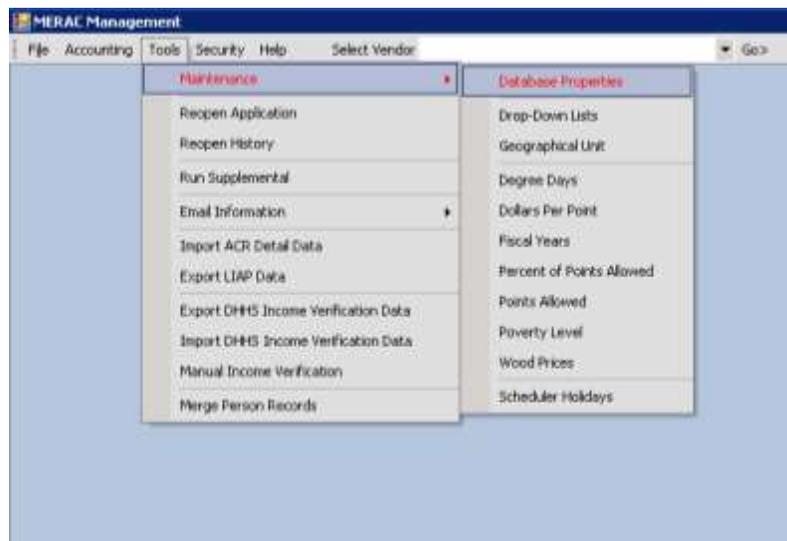
The maintenance submenu offers the user the ability to change, add, or remove

1. Database Properties
2. Drop-Down lists content
3. Geographical Unit
4. Settings related to the calculation of the benefit in MERAC Client
5. Scheduler Holidays



## Database Properties

To view/change the database properties for MERAC Management, first left click on the “Tools” menu, “Maintenance” submenu, and then select “Database Properties”:



Next, (if applicable) change the following fields:

The screenshot shows the 'Application Properties' dialog box in the MERAC Management software. The fields and their values are as follows:

Field Name	Value
Organization Name	Maine State Housing Authority
Sub Organization Name	
Organization Address Line 1	353 Water Street
Organization Address Line 2	
Municipality	ACA0002065
Telephone Number	(207)626-4800
Current Program Year	2008
Consumption Values Available	10/12/2007
Dollars Per Point Available	10/12/2007
Import/Export Directory Name	C:\test
SMTP Server	AUG-EXCHANGE
DHHS Import/Export Directory Name	c:\temp
DHHS Eligibility End Date	09/30/2011
Application Name	MERAC
Version Number	BETA 1.0

Colored arrows point from the list below to the following fields: Red to Current Program Year, Green to Consumption Values Available, Blue to Dollars Per Point Available, Orange to Import/Export Directory Name, Black to SMTP Server, Purple to DHHS Import/Export Directory Name, and Light Blue to DHHS Eligibility End Date. A yellow 'Next' button is also visible on the left side of the dialog box.

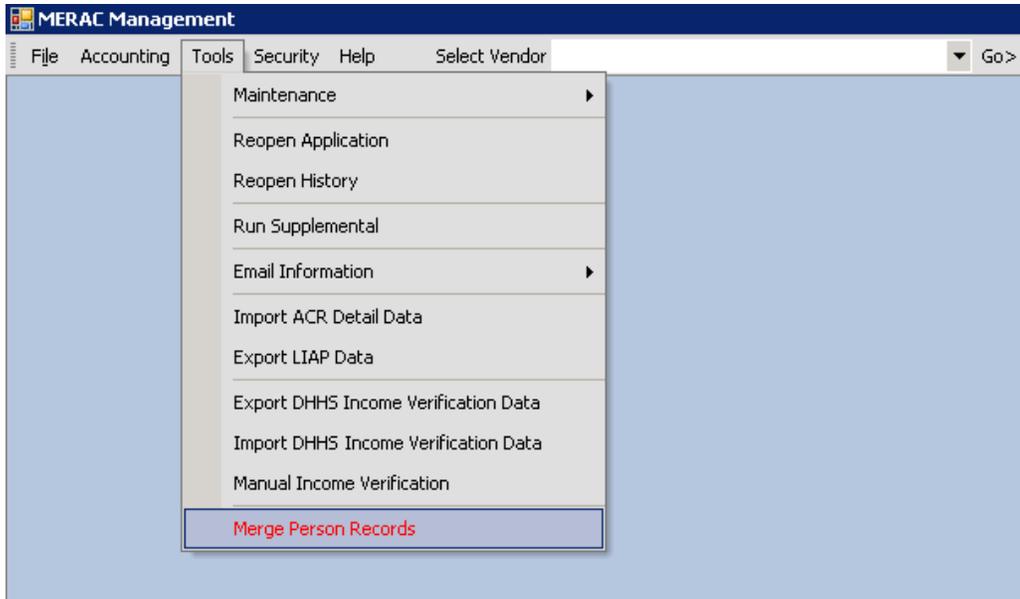
**Important Controlling Fields to Note:**

- 1) Change this field to reflect **Current Program Year**
- 2) Change this field to reflect the date that **Consumption Values** are **Available**
- 3) Change this field to reflect the date that **Dollars Per Point** are **Available**
- 4) Change this field to set **Import/Export Directory** for all imported and exported files
- 5) Change this field to set **SMTP Server** name for the E-Mail functionality
- 6) Change this field to set the DHHS Import/Export directory
- 7) Change this field to set DHHS Eligibility End Date



## Merge Person Records

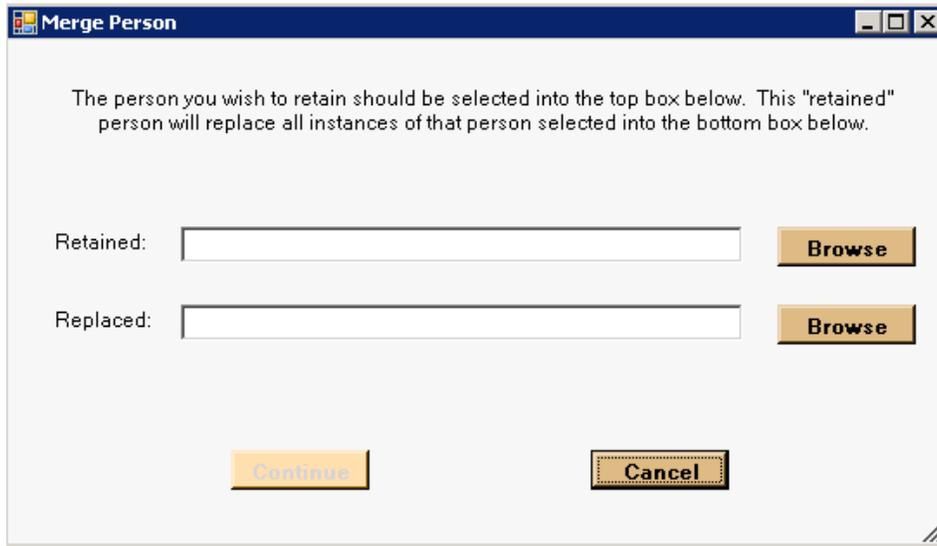
To merge two person records, first left click on the “Tools” menu and then select “Merge Person Records”:



Next, select which person record that needs to be retained by clicking the



button next to the retained text field.



Next, use the 'Big Search' to locate person record to be retained:

**Search For Client**

Please Enter Search Criteria  
The greater number of criteria entered - the more specific the result set

First Name:  Last Name:  Date of Birth:

Identification Type:  Identification Number (SS#, etc.):

Address Line 1:

City, State Zip:

Telephone (7 digits):

**Clear Criteria** **Search** **Cancel**

Next, when the person record has been located, click the **SelectAs Retained** button to mark the record as retained.

**Search Results**

Program Year	Name	Date of Birth	ID Number	Status	Application Type	Physical Address	City, <input type="text"/>
2008	D' esmith, Retsy	07/28/1944	328-16-0452	Denied	Standard LiHEA	17 East Street	Greene, M
2008	Dabesmith, Jetsy	09/08/1991	351-47-8660	Eligible	Standard LiHEA	55 East Street	South Port
2008	Dacesmith, Gob	01/12/1941	323-04-5412	Eligible	Standard LiHEA	36 East Street	Gorham, M
2008	Dadesmith, Detsy	05/23/1985	327-56-4629	Eligible	Standard LiHEA	36 East Street	Windham,
2008	Dadesmith, Dob	03/27/1974	326-58-0901	Denied	Standard LiHEA	11 East Street	Scarborou
2008	Dadesmith, Dob	03/27/1974	326-58-0901	Denied	Standard LiHEA	11 East Street	Scarborou
2008	Dadesmith, Dob	03/27/1974	326-58-0901	Eligible	Standard LiHEA	11 East Street	Scarborou
2008	D'Adesmith, Tetsy	09/01/1929	329-00-6054	Eligible	Standard LiHEA	bu East Street	Stoneham
2008	Daesmith, Jetsy	06/24/1986	364-62-4744	Eligible	Standard LiHEA	58 East Street	Monticello,
2008	D'Aesmith, Aetsy	10/05/1960	341-28-3891	Denied	Standard LiHEA	39 East Street	Eddington,
2008	D'Aesmith, Eetsy	11/20/2003	328-77-9321	Eligible	Standard LiHEA	38 East Street	Caribou, M
2008	D'Aesmith, Eetsy	08/21/1958	326-20-3082	Eligible	Standard LiHEA	8 East Street	Biddeford,
2008	D'Aesmith, Fob	11/12/1955	327-30-2909	Eligible	Standard LiHEA	79 East Street	Auburn, M

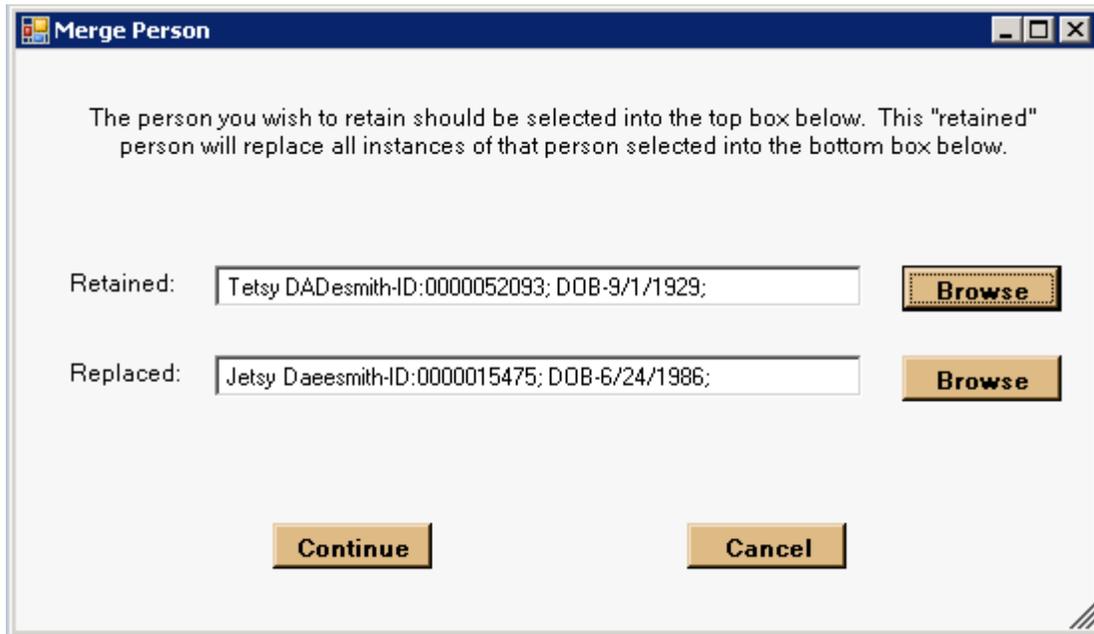
**SelectAs Retained** **Back To Search Criteria** **Cancel**

**SelectAs Replaced** **Continue**

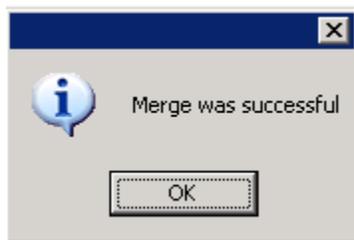
Next, to select the person record to be replaced click on the **Back To Search Criteria** button and use the big search to locate record to be replaced.

Once the record has been located, click on the **SelectAs Replaced** button and then click on the **Continue** button to continue.

Next, verify that the records selected are correct and then click the **Continue** button to continue.



Next, the merge person's record will be completed.

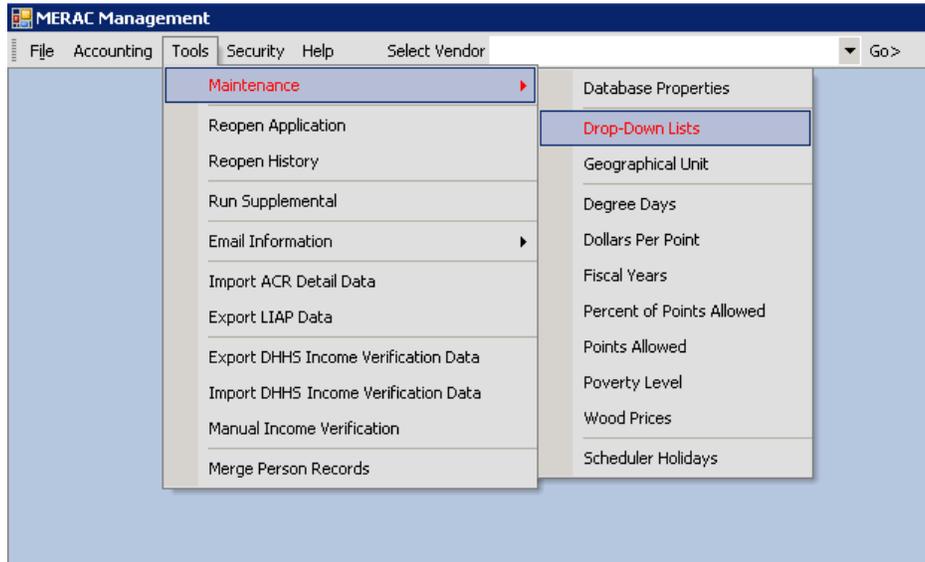


Next, click the **OK** button to finish.

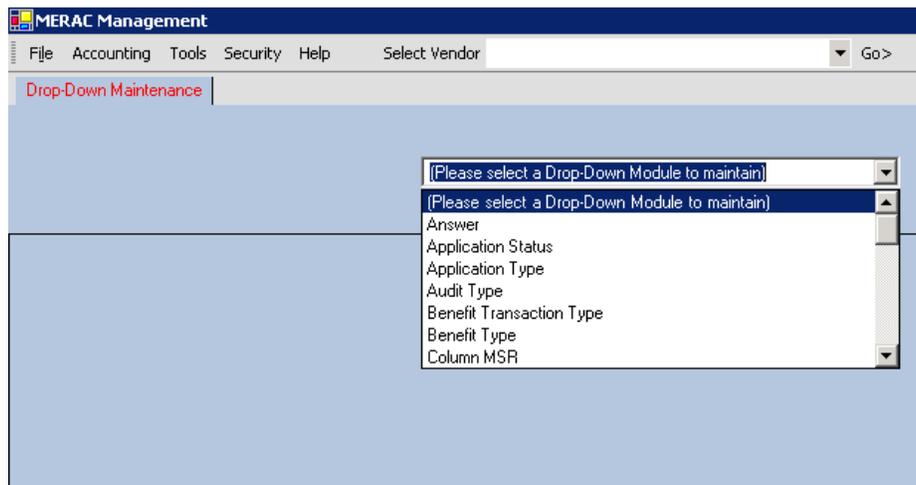
## Drop-Down Lists

The user has the ability to change, add, or remove content to miscellaneous drop-down lists in the MERAC Management's maintenance of vendors.

First, left click on the "Tools" menu, "Maintenance" submenu, and then select "Drop-Down Lists":



Next, left click on the  icon to select a drop-down module to maintain:

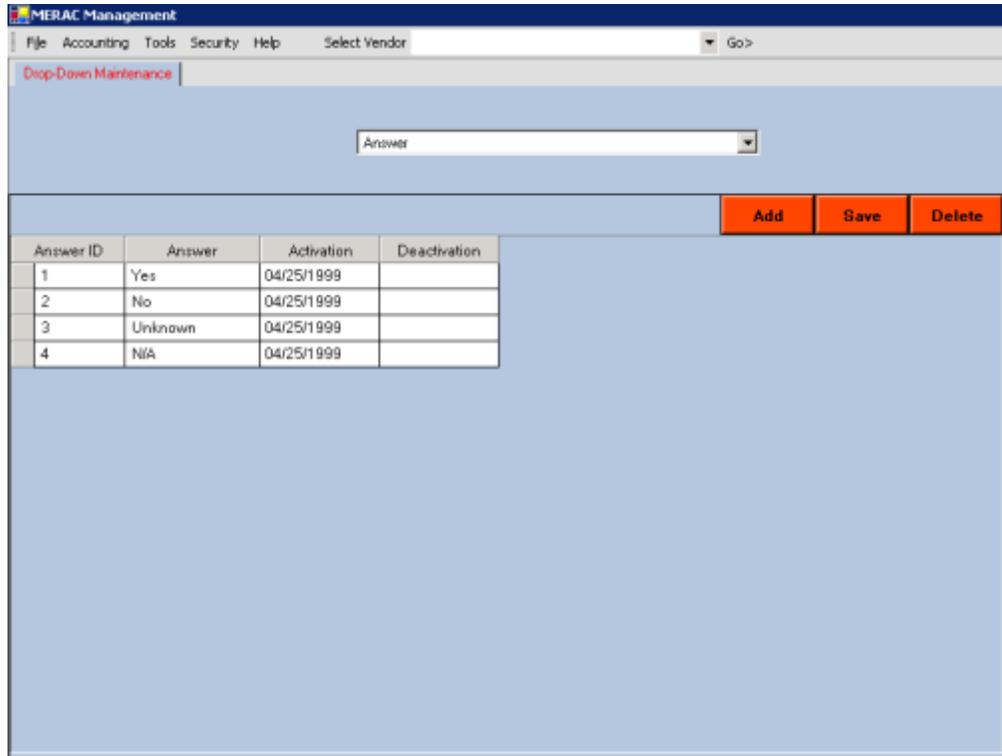


## Answer Module

**NOTE:** The following example serves as guide to add, edit, and delete of all drop-down module instances.

First, select the “Answer” module from the drop-down list.

Next, the following table will appear:

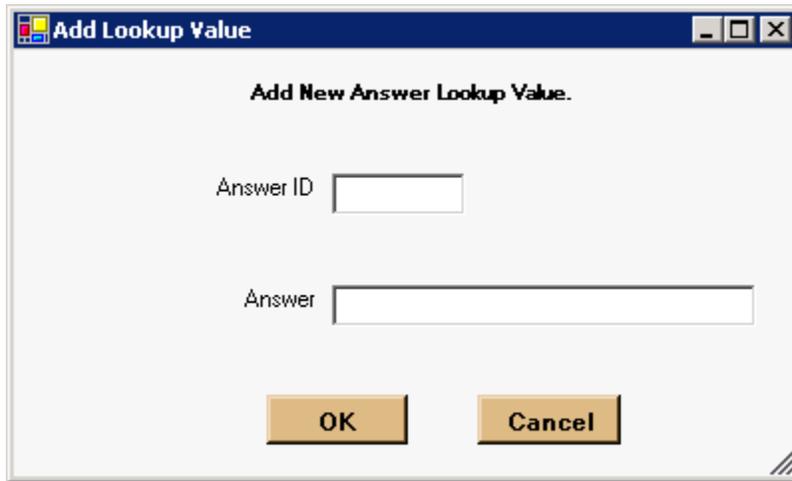


The screenshot shows a window titled "MERAC Management" with a menu bar containing "File", "Accounting", "Tools", "Security", "Help", and "Select Vendor". Below the menu bar is a "Drop-Down Maintenance" section with a search box containing "Answer". To the right of the search box are three buttons: "Add", "Save", and "Delete". Below these buttons is a table with the following data:

Answer ID	Answer	Activation	Deactivation
1	Yes	04/25/1999	
2	No	04/25/1999	
3	Unknown	04/25/1999	
4	N/A	04/25/1999	

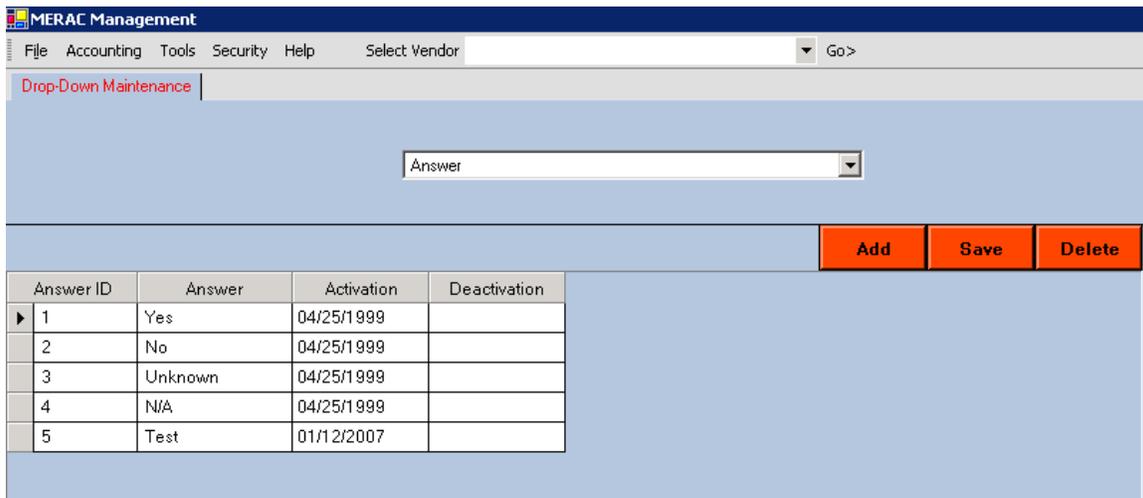
## Add

To add a new ID, first left click on the  button.



The dialog box titled "Add Lookup Value" contains the text "Add New Answer Lookup Value." It features two input fields: "Answer ID" and "Answer". At the bottom, there are two buttons: "OK" and "Cancel".

Next, input the appropriate ID number and instance text, and then left click on the  button:



The screenshot shows the "MERAC Management" application window. The menu bar includes "File", "Accounting", "Tools", "Security", and "Help". A "Select Vendor" dropdown menu is visible. The main area shows a "Drop-Down Maintenance" section with an "Answer" dropdown menu. Below this, there are three buttons: "Add", "Save", and "Delete". A table displays the current data:

Answer ID	Answer	Activation	Deactivation
1	Yes	04/25/1999	
2	No	04/25/1999	
3	Unknown	04/25/1999	
4	N/A	04/25/1999	
5	Test	01/12/2007	

**NOTE:** Remember to save changes by left clicking on the  button.

## Edit

All content are editable except the ID field. To edit an “Answer” left click into the field and change.

To change the “Activation”- or “Deactivation” dates, first hover mouse over appropriate field, this will make the  icon appear:

Answer ID	Answer	Activation	Deactivation
1	Yes	04/25/1999	
2	No	04/25/1999	
3	Unknown	04/25/1999	
4	N/A	04/25/1999	
▶ 5	Test	01/12/2007 	

Next, left click on the  icon and select appropriate date:

Answer ID	Answer	Activation	Deactivation
1	Yes	04/25/1999	
2	No	04/25/1999	
3	Unknown	04/25/1999	
4	N/A	04/25/1999	
▶ 5	Test	01/12/2007 	

◀ January, 2007 ▶

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

 Today: 4/25/2007

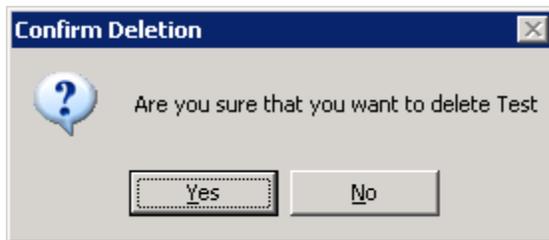
**NOTE:** Remember to save changes by left clicking on the  button.

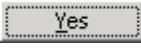
## Delete

To delete an ID, first left click on the  icon to highlight the ID instance to delete:

Answer ID	Answer	Activation	Deactivation
1	Yes	04/25/1999	
2	No	04/25/1999	
3	Unknown	04/25/1999	
4	N/A	04/25/1999	
 5	Test	01/12/2007	

Next, left click on the  button.

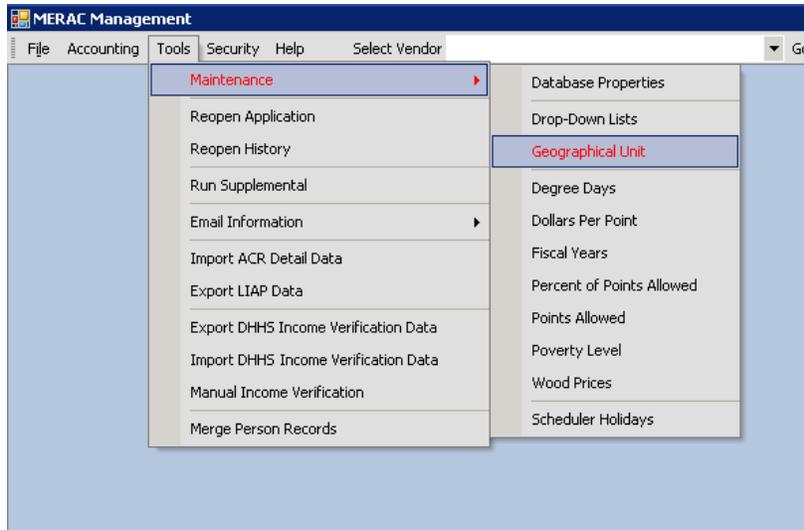


To complete deletion, confirm deletion by left clicking on the  button.

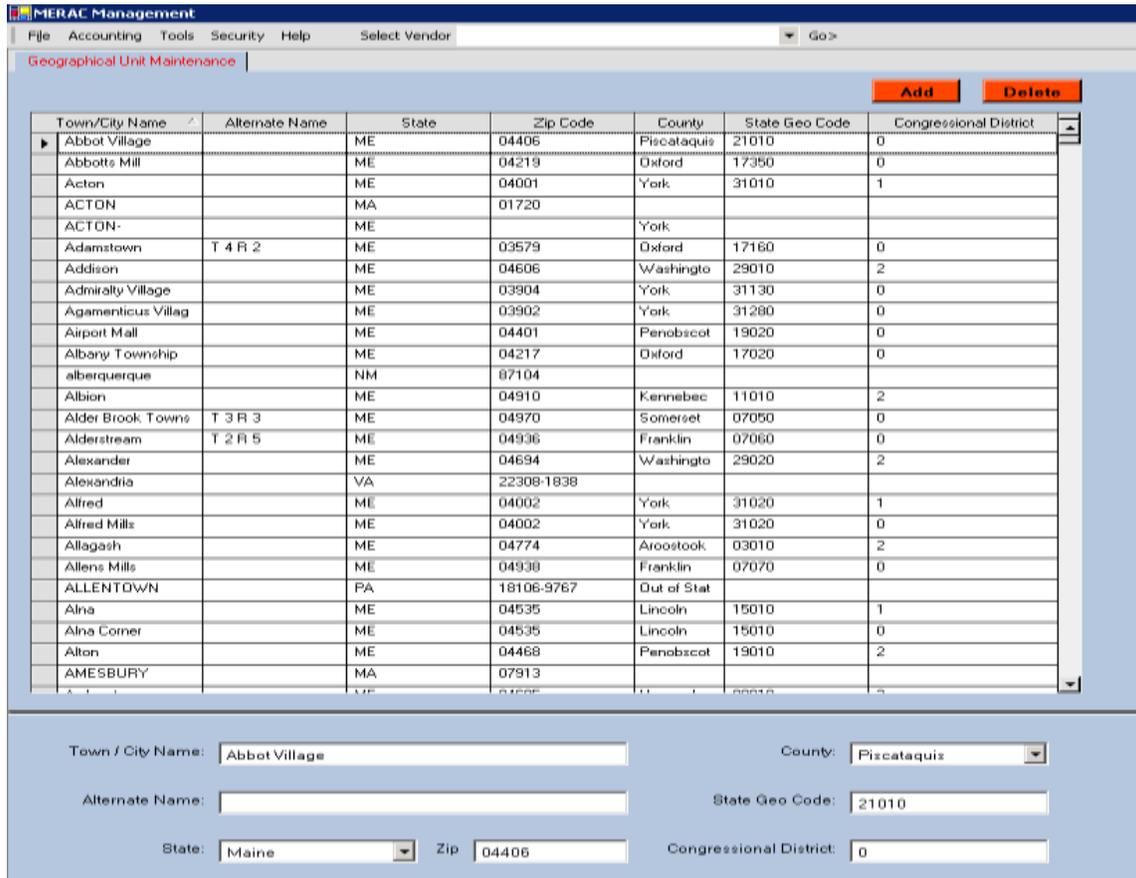
**NOTE:** Remember to save changes by left clicking on the  button.

# Geographical Unit

To add, edit, or delete “Geographical Units”, left click on the “Tools” menu, “Maintenance” submenu, and select “Geographical Unit”:



Next, the “Geographical Unit Maintenance” screen will appear:



## Add

To add a geographical unit, first left click on the **Add** button.

York Heights		ME	03909	York	31280	0
York Village		ME	03909	York	31280	0
Youngs Corner		ME	04210	Androscog	01010	0
Youngtown		TX	76161	Out of Stat		
Youngtown		ME	04850	Waldo	27110	0
▶ -Please enter town		ME				

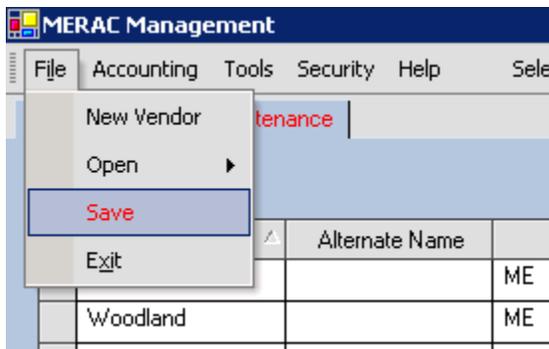
  

Town / City Name:	<input type="text" value="-Please enter town name-"/>	County:	<input type="text" value=""/>
Alternate Name:	<input type="text" value=""/>	State Geo Code:	<input type="text" value=""/>
State:	<input type="text" value="Maine"/>	Zip	<input type="text" value=""/>
		Congressional District:	<input type="text" value=""/>

Next, populate the following fields:

Town / City Name:	<input type="text" value="ZZZ Test"/>	County:	<input type="text" value="Somerset"/>
Alternate Name:	<input type="text" value="Test"/>	State Geo Code:	<input type="text" value="12345"/>
State:	<input type="text" value="Maine"/>	Zip	<input type="text" value="04976"/>
		Congressional District:	<input type="text" value="99"/>

Next, left click on the “File” menu, and select “Save” to complete add:



## Edit

To edit an instance, first highlight the instance by left clicking on the  icon:

	York		ME	03909	York	31280	1
	York Beach		ME	03910	York	31280	0
	York Cliffs		ME	03902	York	31280	0
	York Corner		ME	03911	York	31280	0
	York Harbor		ME	03911	York	31280	0
	York Heights		ME	03909	York	31280	0
	York Village		ME	03909	York	31280	0
▶	Youngs Corner		ME	04210	Androscog	01010	0
	Youngtown		TX	76161	Out of Stat		
	Youngtown		ME	04850	Waldo	27110	0
	ZZZ Test	Test	ME	04976	Somerset	12345	99

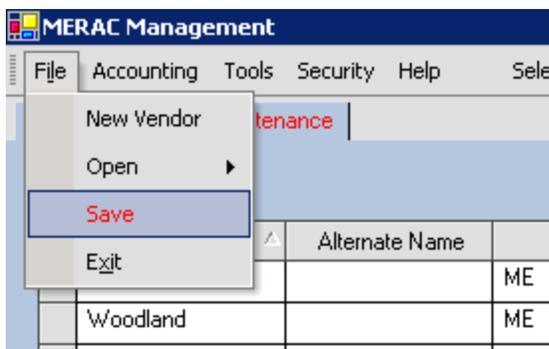
Next, left click into the appropriate fields to edit instance:

▶	Youngs Corner		ME	04210	Androscog	01010	0
	Youngtown		TX	76161	Out of Stat		
	Youngtown		ME	04850	Waldo	27110	0
	ZZZ Test	Test	ME	04976	Somerset	12345	99

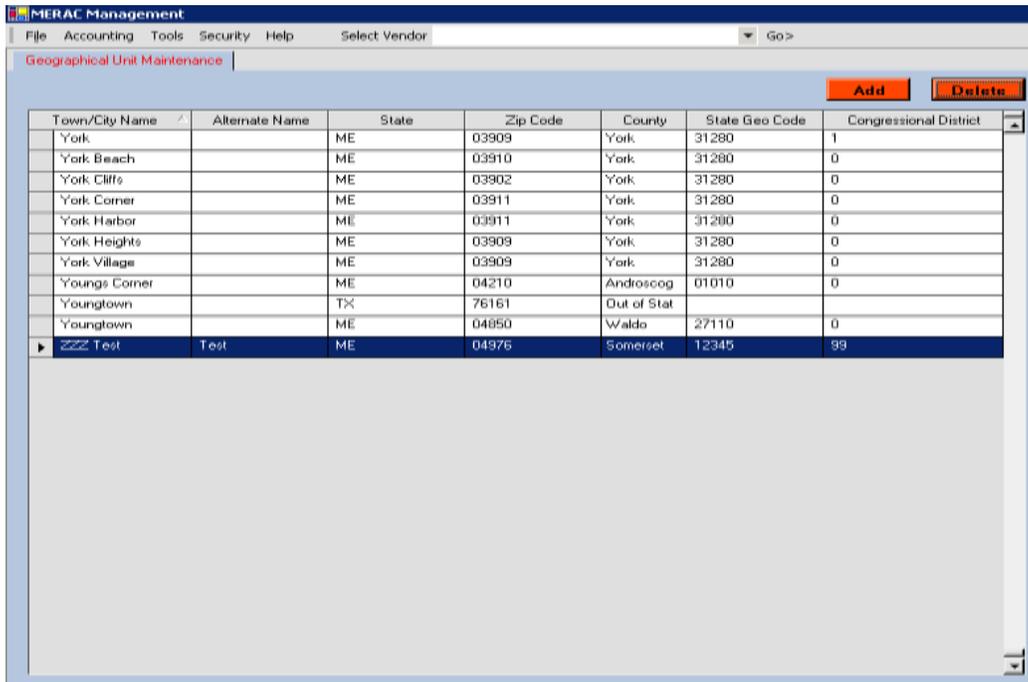
Town / City Name:	<input type="text" value="Youngs Corner"/>	County:	<input type="text" value="Androscoggin"/>
Alternate Name:	<input type="text"/>	State Geo Code:	<input type="text" value="01010"/>
State:	<input type="text" value="Maine"/>	Zip:	<input type="text" value="04210"/>
		Congressional District:	<input type="text" value="0"/>

Next, left click on the “File” menu, and select “Save” to complete edit:

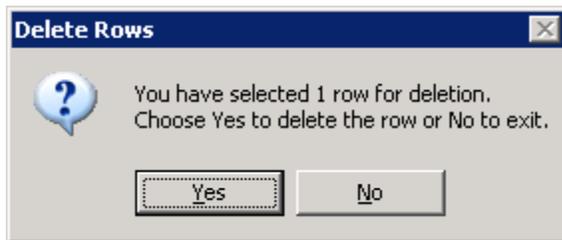


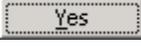
## Delete

To delete an instance, first highlight the instance by left clicking on the  icon:

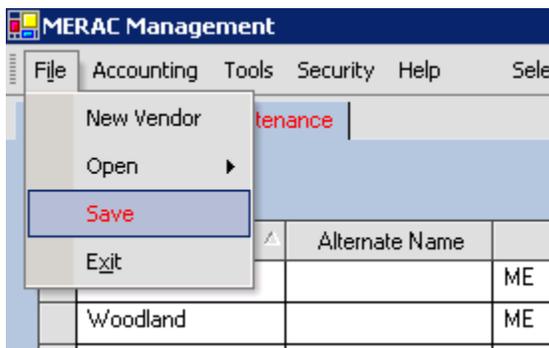


Next, left click on the  button.



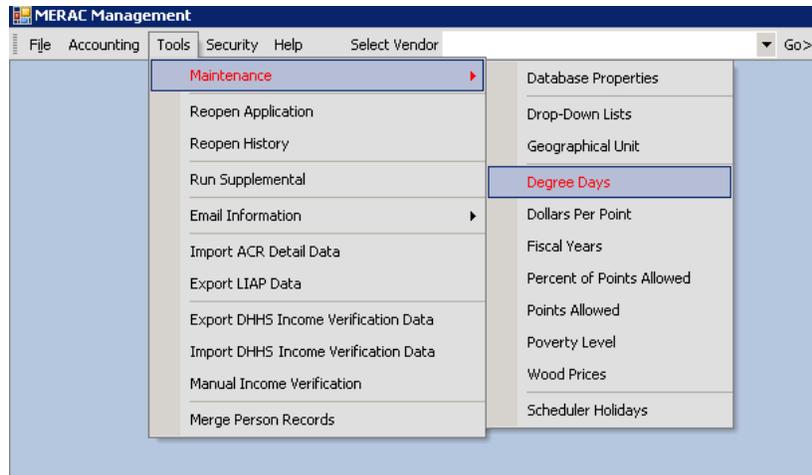
To complete deletion, confirm deletion by left clicking on the  button.

Next, left click on the "File" menu, and select "Save" to complete delete:

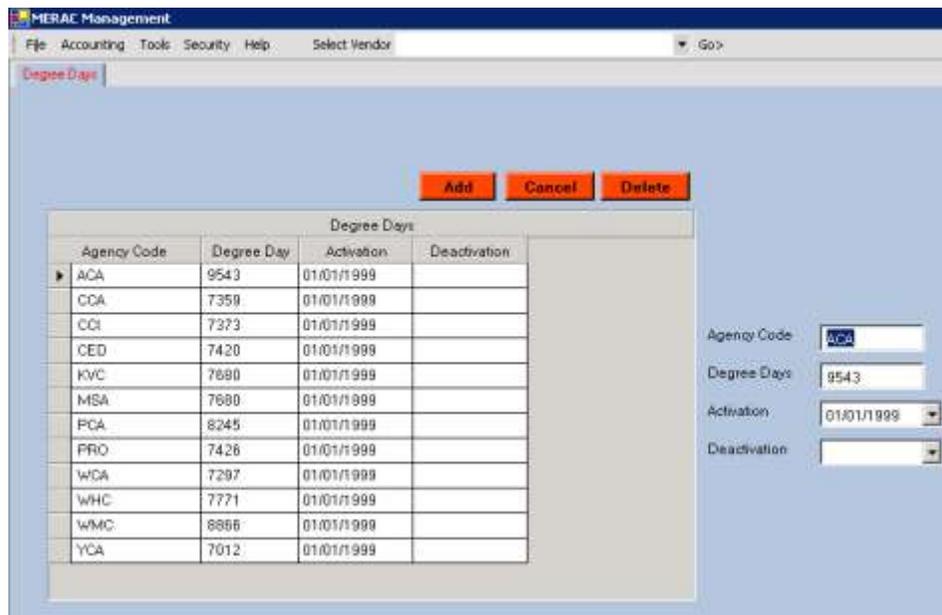


## Degree Days

To add, edit, or delete “Degree Days”, left click on the “Tools” menu, “Maintenance” submenu, and select “Degree Days”:



Next, the “Degree Days” screen will appear:



### Add

To add an instance to the degree days' table, see the instructions under Drop-Down List's [Add](#).

## Edit

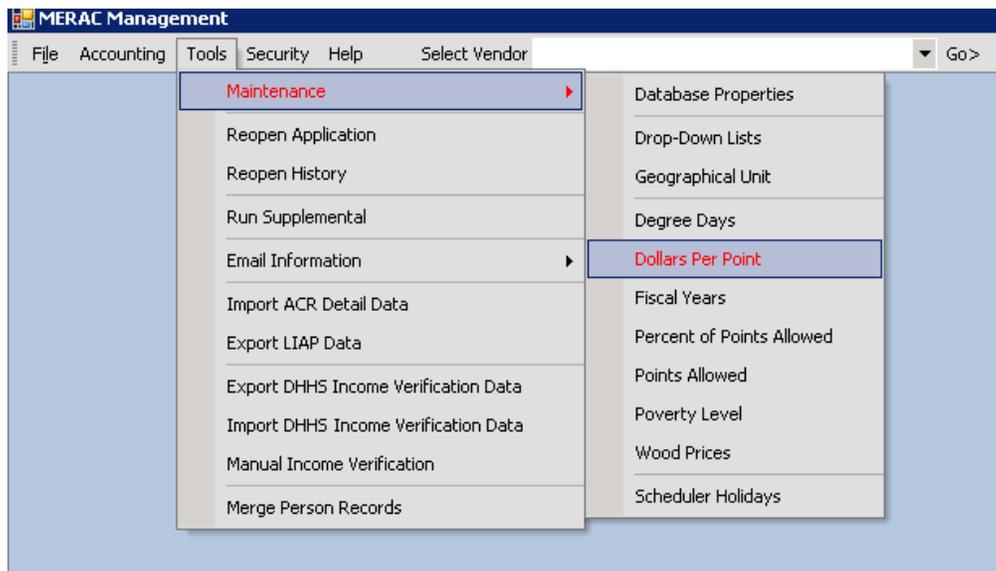
To add an instance in the degree days' table, see the instructions under Geographical Unit's [Edit](#)

## Delete

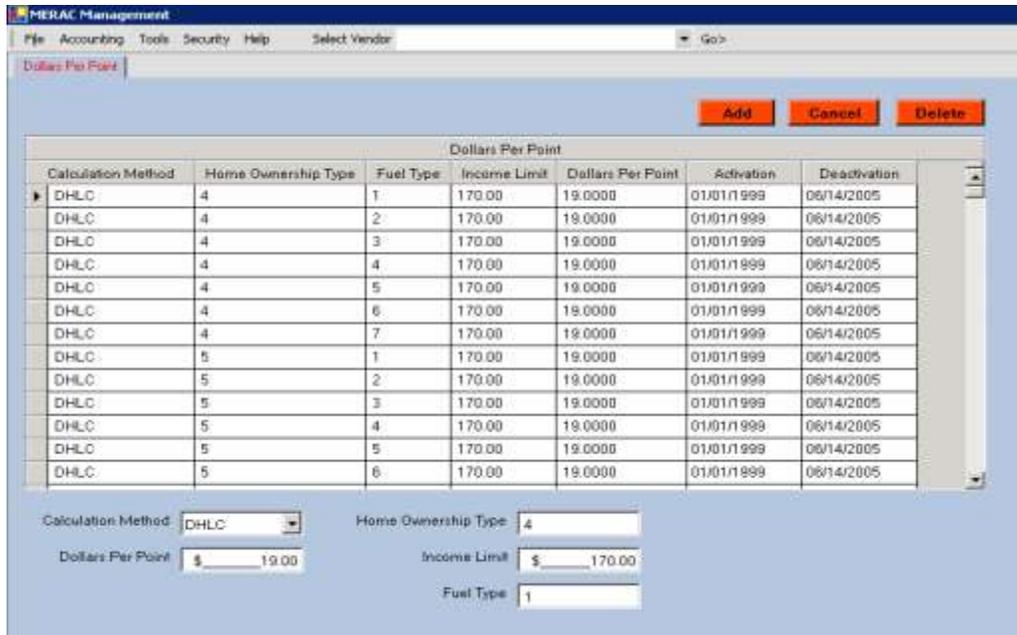
To add an instance in the degree days' table, see the instructions under Geographical Unit's [Delete](#)

## Dollars Per Point

To add, edit, or delete “Dollars Per Point”, left click on the “Tools” menu, “Maintenance” submenu, and select “Dollars Per Point”:



Next, the “Dollars Per Point” screen will appear:



### Add

To add an instance to the degree days' table, see the instructions under Drop-Down List's [Add](#).

### Edit

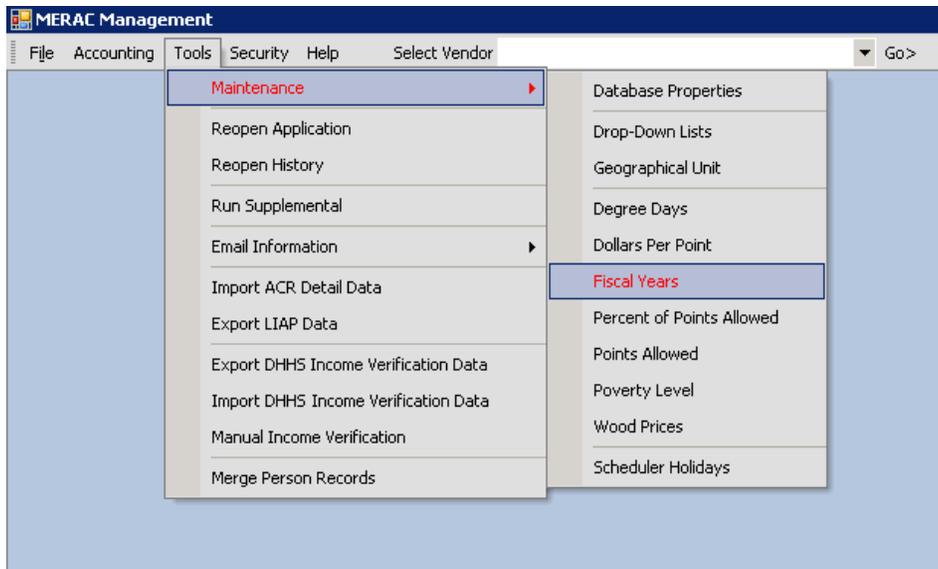
To add an instance in the degree days' table, see the instructions under Geographical Unit's [Edit](#)

### Delete

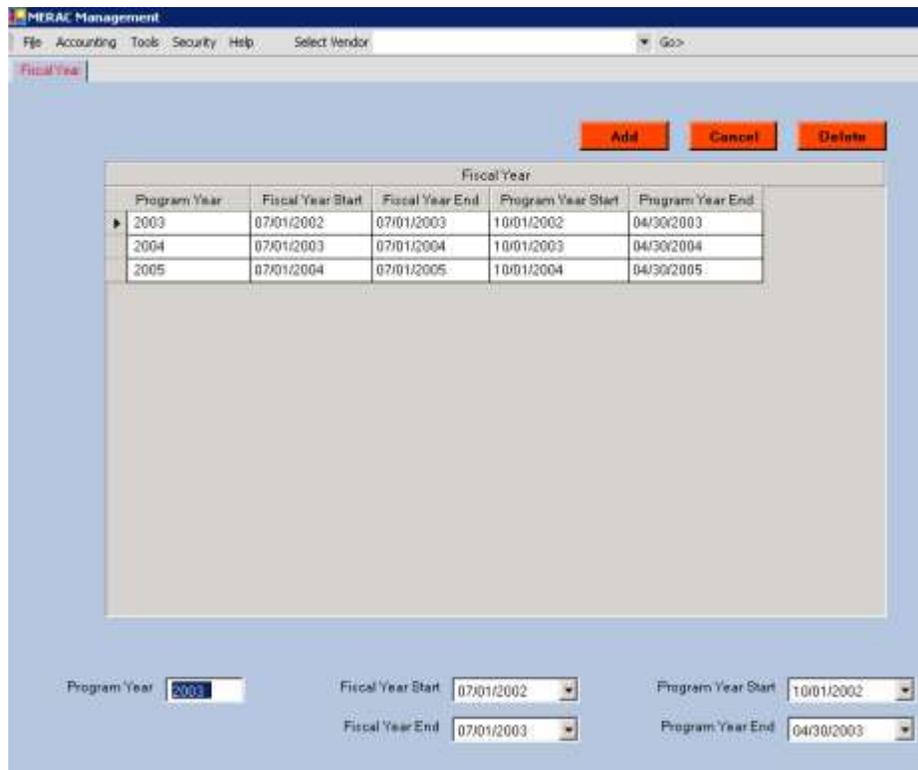
To add an instance in the degree days' table, see the instructions under Geographical Unit's [Delete](#)

## Fiscal Year

To add, edit, or delete “Fiscal Year”, left click on the “Tools” menu, “Maintenance” submenu, and select “Fiscal Year”:



Next, the “Fiscal Year” screen will appear:



**Add**

To add an instance to the degree days' table, see the instructions under Drop-Down List's [Add](#).

**Edit**

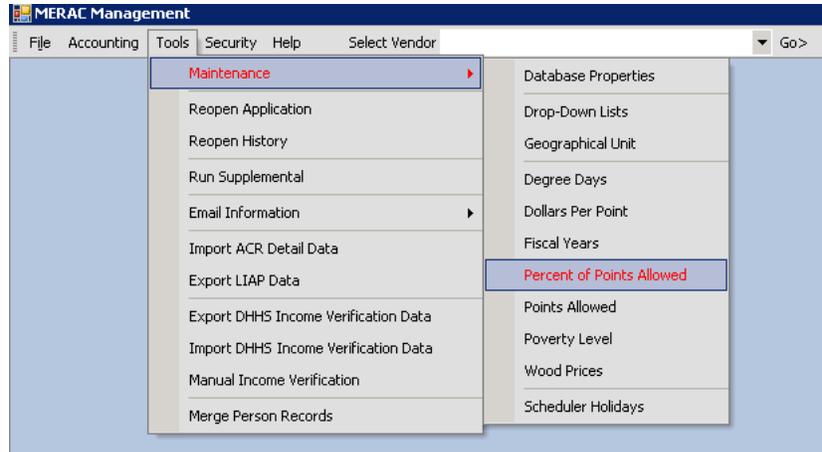
To add an instance in the degree days' table, see the instructions under Geographical Unit's [Edit](#)

**Delete**

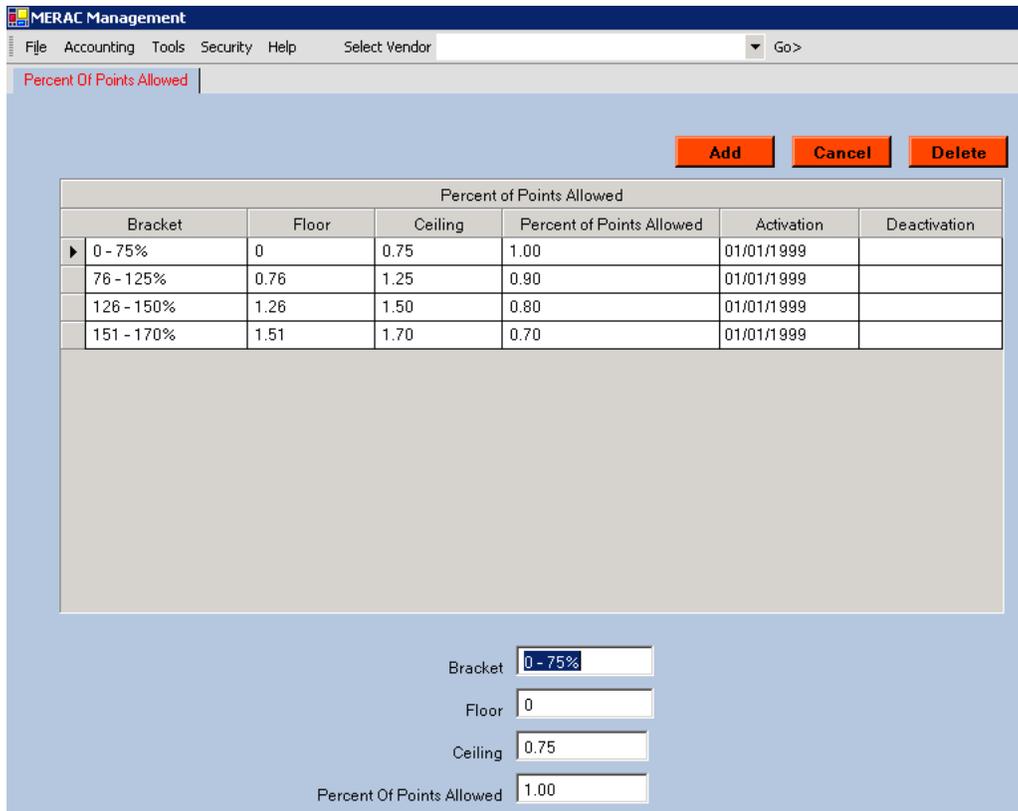
To add an instance in the degree days' table, see the instructions under Geographical Unit's [Delete](#)

## Percent of Points Allowed

To add, edit, or delete “Percent of Points Allowed”, left click on the “Tools” menu, “Maintenance” submenu, and select “Percent of Points Allowed”:



Next, the “Percent of Points Allowed” screen will appear:



## Add

To add an instance to the degree days' table, see the instructions under Drop-Down List's [Add](#).

## Edit

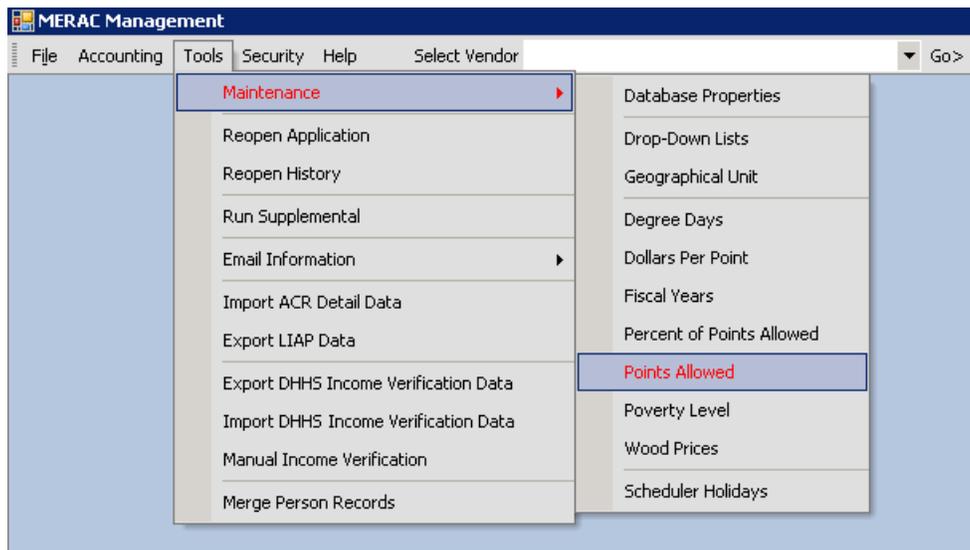
To add an instance in the degree days' table, see the instructions under Geographical Unit's [Edit](#)

## Delete

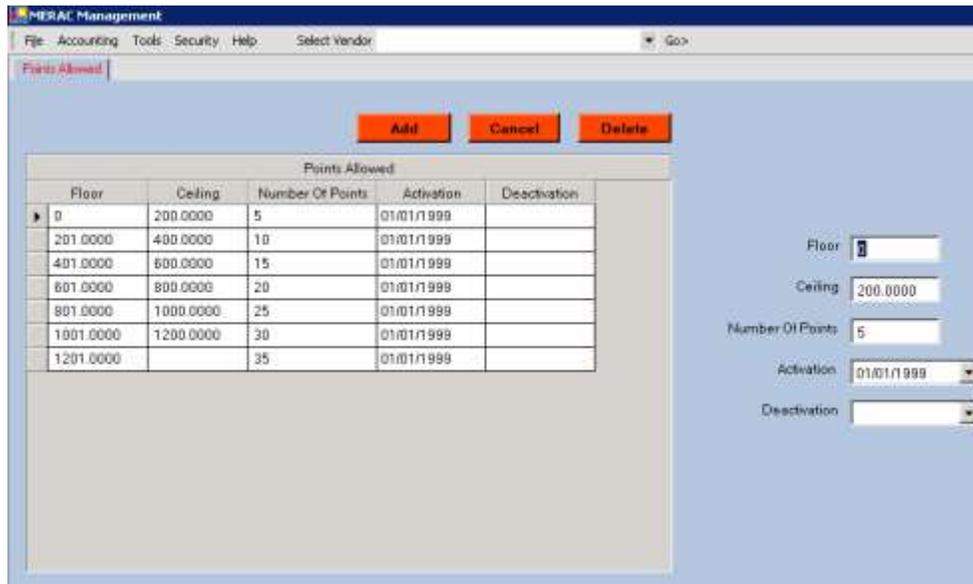
To add an instance in the degree days' table, see the instructions under Geographical Unit's [Delete](#)

## Points Allowed

To add, edit, or delete “Points Allowed”, left click on the “Tools” menu, “Maintenance” submenu, and select “Points Allowed”:



Next, the “Points Allowed” screen will appear:



### **Add**

To add an instance to the degree days' table, see the instructions under Drop-Down List's [Add](#).

### **Edit**

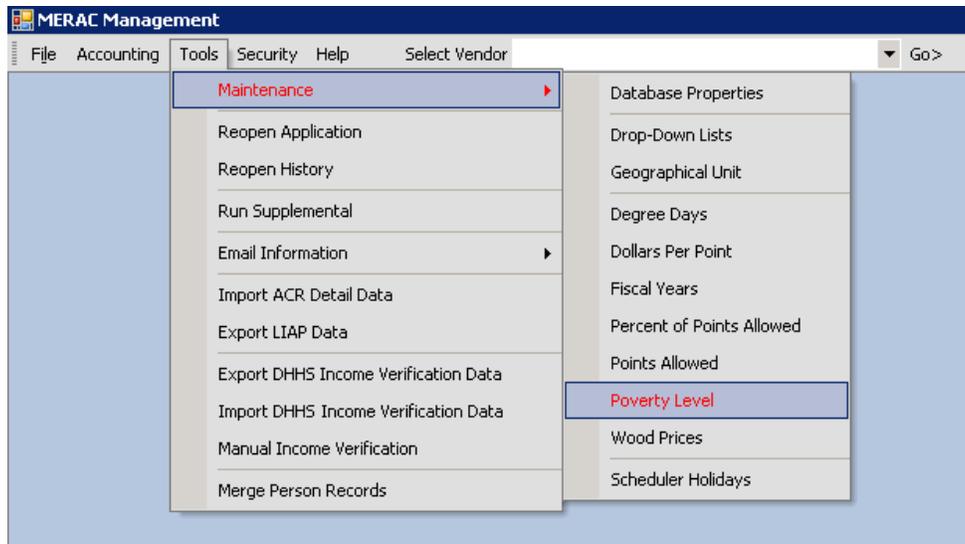
To add an instance in the degree days' table, see the instructions under Geographical Unit's [Edit](#)

### **Delete**

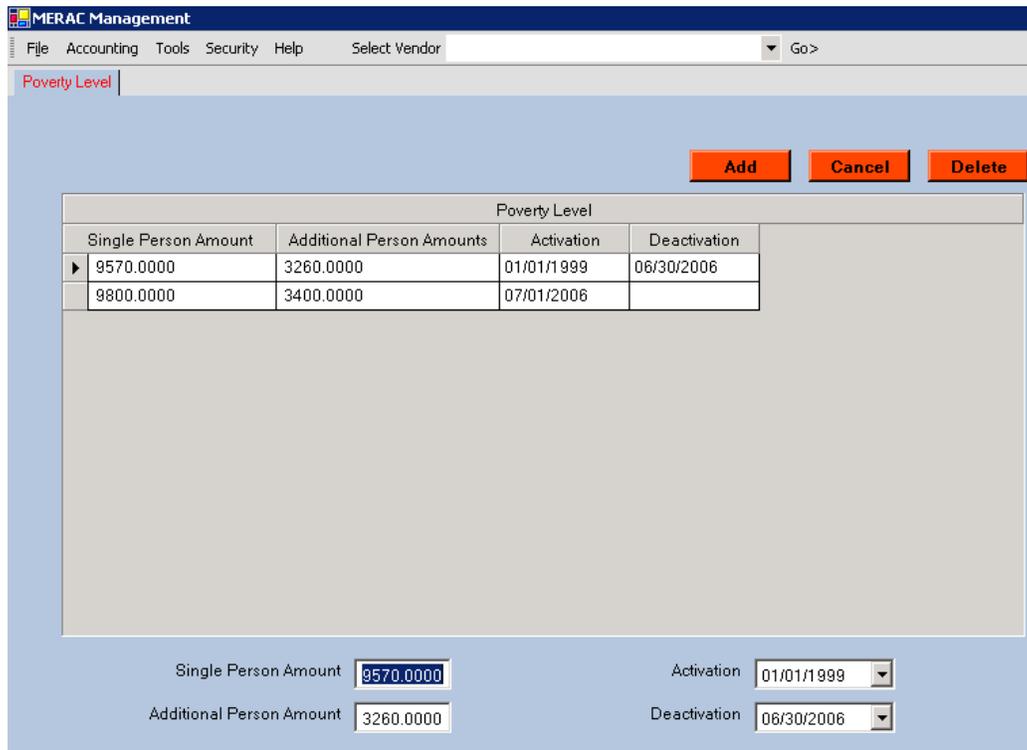
To add an instance in the degree days' table, see the instructions under Geographical Unit's [Delete](#)

## Poverty Level

To add, edit, or delete “Poverty Level”, left click on the “Tools” menu, “Maintenance” submenu, and select “Poverty Level”:



Next, the “Poverty Level” screen will appear:



## Add

To add an instance to the degree days' table, see the instructions under Drop-Down List's [Add](#).

## Edit

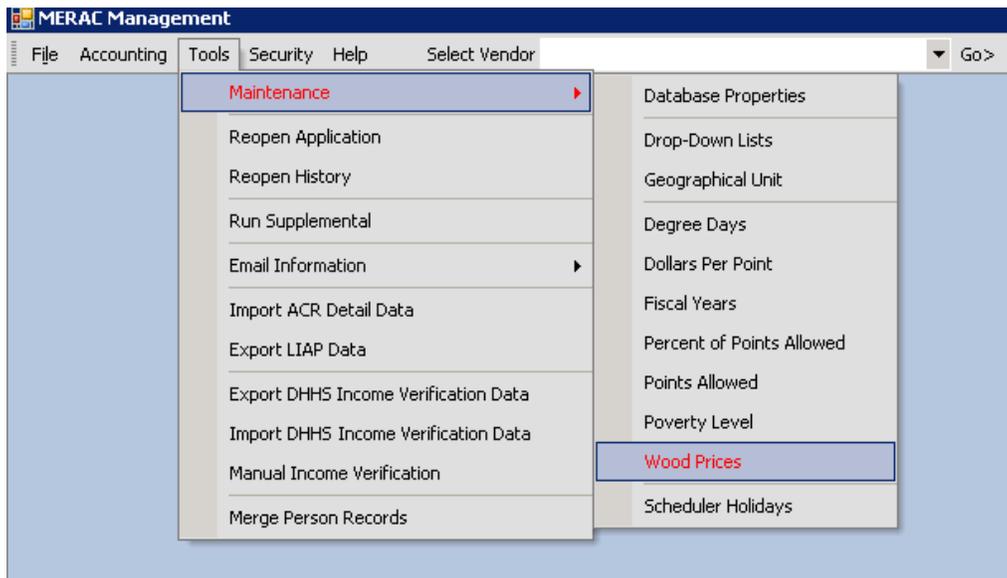
To add an instance in the degree days' table, see the instructions under Geographical Unit's [Edit](#)

## Delete

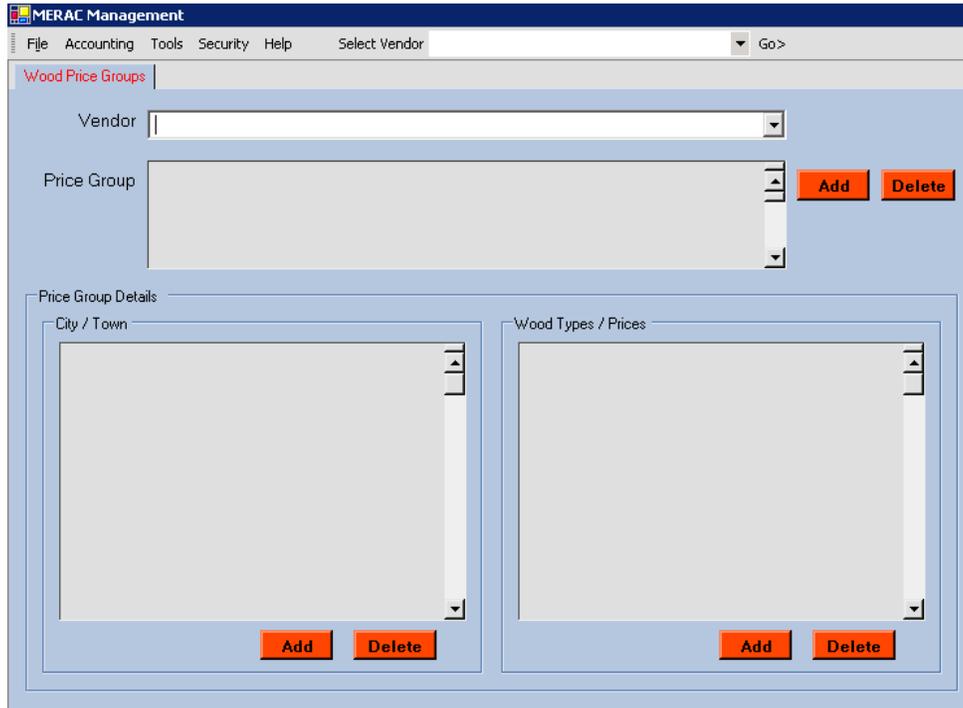
To add an instance in the degree days' table, see the instructions under Geographical Unit's [Delete](#)

## Wood Prices

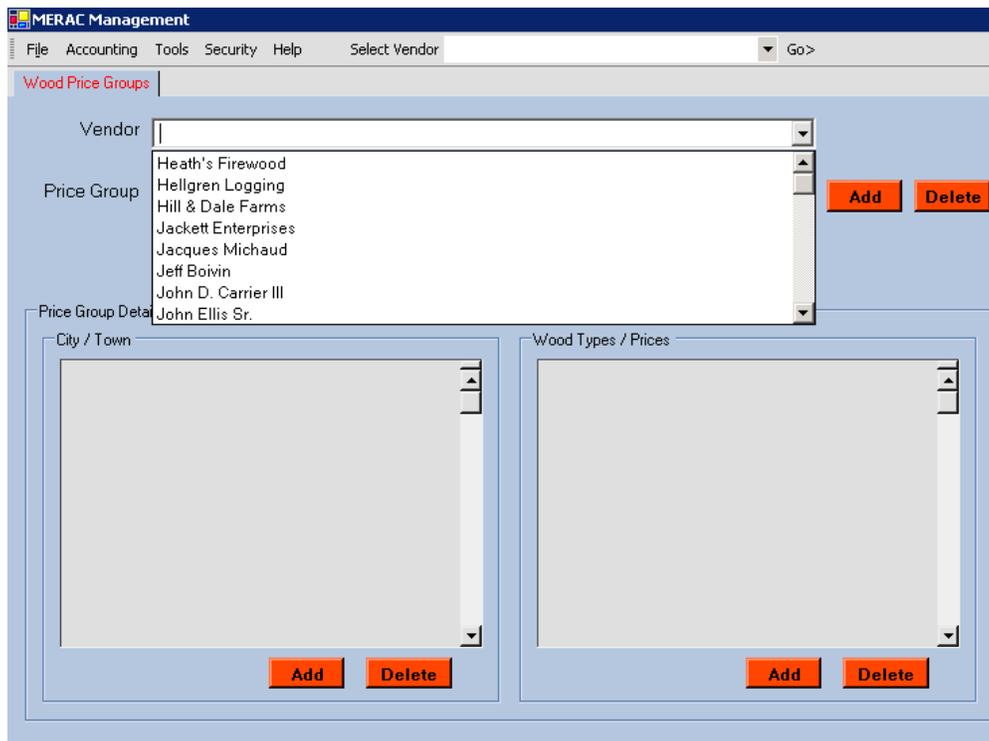
To add, edit, or delete “Wood Prices”, left click on the “Tools” menu, “Maintenance” submenu, and select “Wood Prices”:



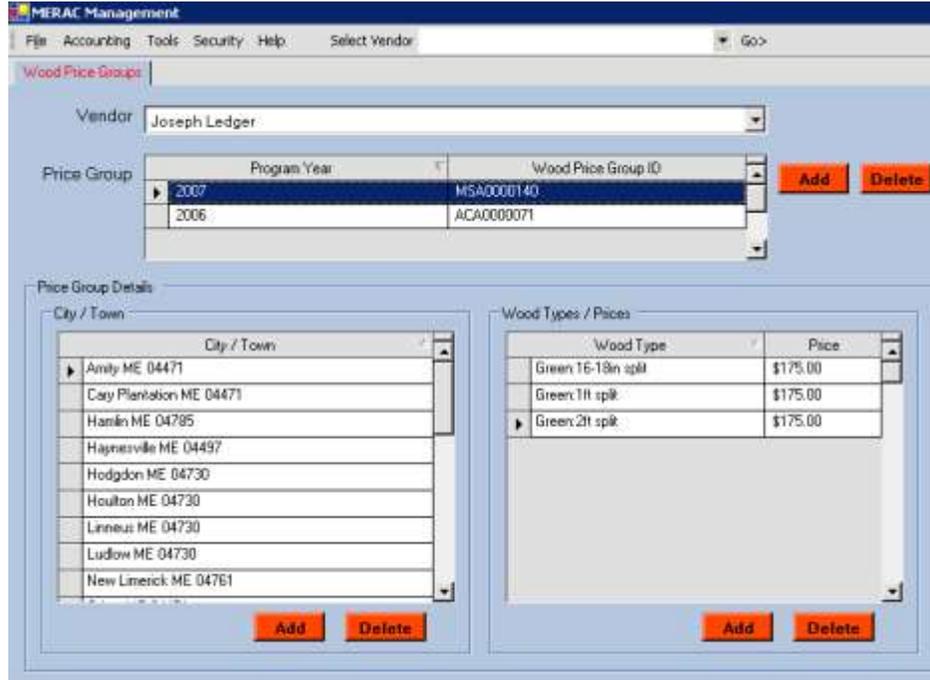
Next, the “Wood Price Groups” screen will appear:



To view a price group and its details, first left click on the “Vendor” drop down list by clicking the  icon, and then selecting vendor.

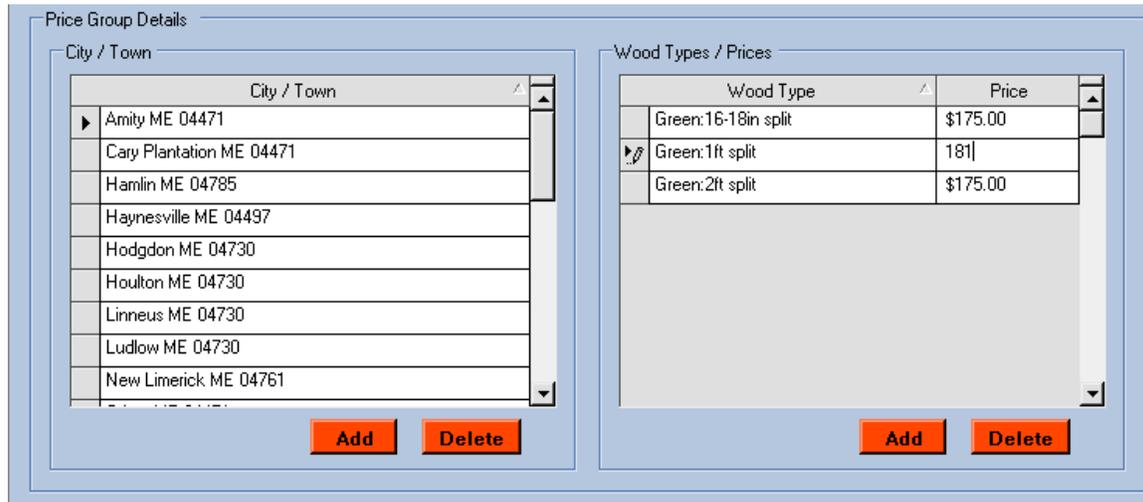


Next, highlight appropriate price group to be viewed:



## Edit

To edit the details for a price group, left click into the “Price” column and input appropriate price.



**NOTE:** The user can only edit the details for a price group for the current year.

## Add Price Group

To add a new price group to a vendor, left click on the **Add** button.

The screenshot shows the 'Wood Price Groups' window in the MERAC Management application. The 'Vendor' is set to 'Joseph Ledger'. The 'Price Group' table contains the following data:

Program Year	Wood Price Group ID
2007	MSA0000131
2007	MSA0000140
2006	ACA0000071

Below the table, there are two sections for adding details:

- Price Group Details:** Includes a 'City / Town' field and 'Add' and 'Delete' buttons.
- Wood Types / Prices:** Includes a table with 'Wood Type' and 'Price' columns and 'Add' and 'Delete' buttons.

**NOTE:** When adding a new price group the system will per default set the program year to that of the current year and automatically create a new wood price group ID.

Next, to add details to the added price group, please see [Add Price Group Details](#)

## Delete Price Group

To delete a price group, first highlight the price group to be deleted:

The screenshot shows the 'Wood Price Groups' window with the first row highlighted. The 'Price Group' table contains the following data:

Program Year	Wood Price Group ID
2007	MSA0000131
2007	MSA0000140
2006	ACA0000071

To the right of the table are 'Add' and 'Delete' buttons.

Next, left click on the **Delete** button.

The 'Confirm Deletion' dialog box contains the following text:

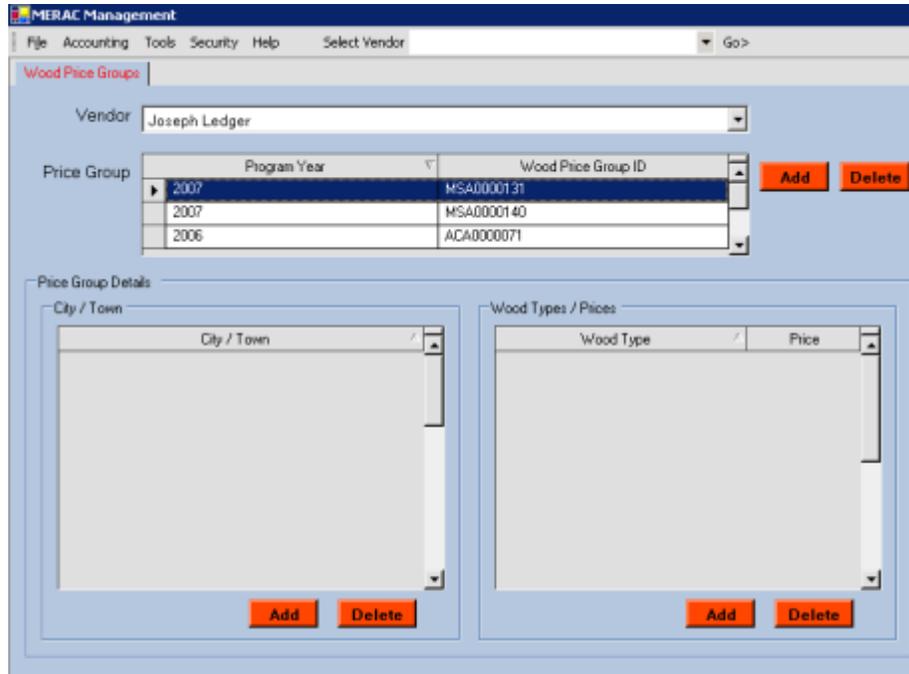
Are you sure that you want to delete group MSA0000131 for program year 2007

Buttons: Yes, No

Next, left click on the **Yes** button to confirm and complete deletion.

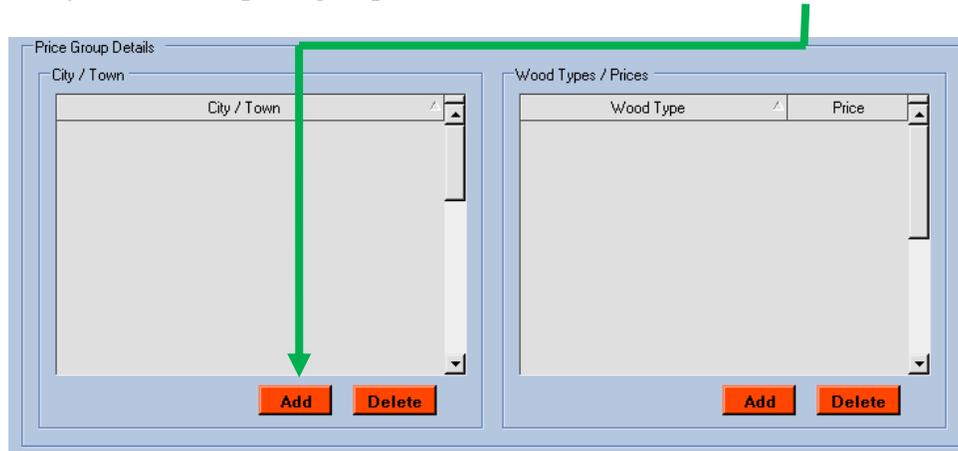
## Add Price Group Details

To add details to a price group, first highlight the appropriate price group/program year to add details to:

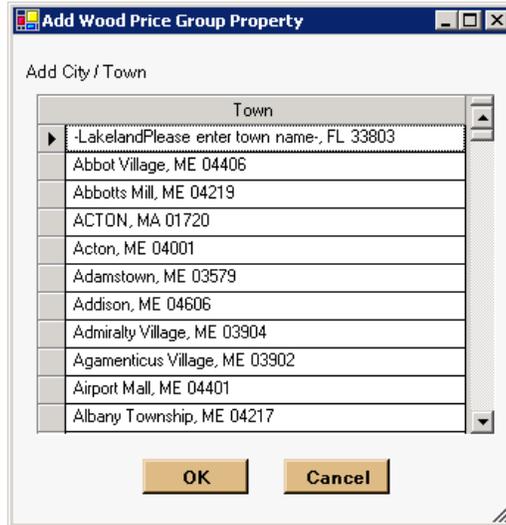


## City / Town

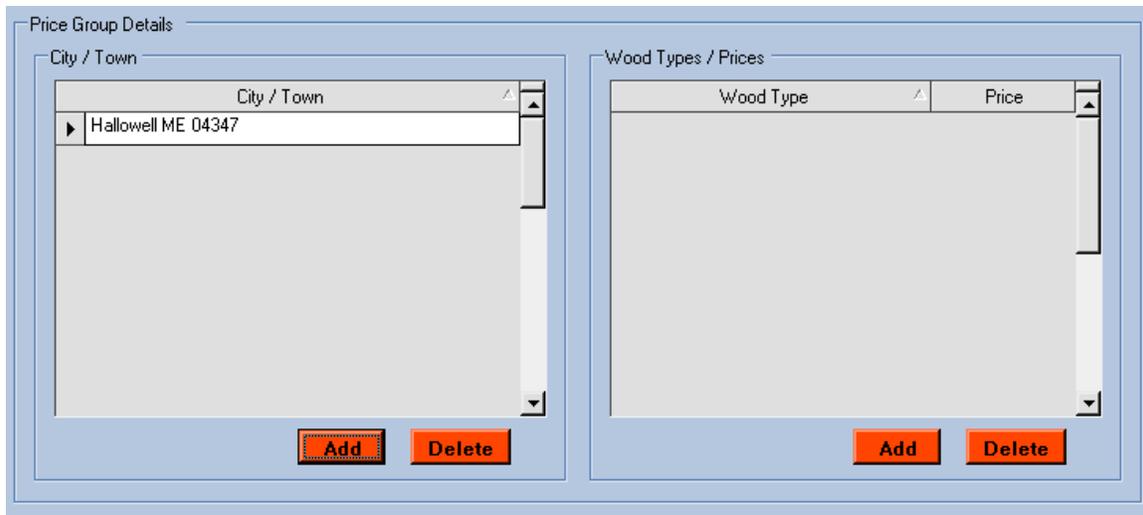
To add a city/town to the price group details, first left click on the **Add** button.



Next, the “Add Wood Price Group Property” info window will appear:



Next, select the appropriate city/town to add and left click on the **OK** button.



## Wood Types / Prices

To add a wood type/price to the price group details, see [City / Town](#) for further instruction.

## Delete Price Group Details

To delete details to a price group, first highlight the appropriate price group/program year to add details to:

MERAC Management

File Accounting Tools Security Help Select Vendor Go>

Wood Price Groups

Vendor: Joseph Ledger

Price Group	Program Year	Wood Price Group ID	Add	Delete
▶ 2007		MSA0000140		
2006		ACA0000071		

Price Group Details

City / Town

City / Town
▶ Amity ME 04471
Cary Plantation ME 04471
Hamlin ME 04785
Haynesville ME 04497
Hodgdon ME 04730
Houlton ME 04730
Linneus ME 04730
Ludlow ME 04730
New Limerick ME 04761

Wood Types / Prices

Wood Type	Price
Green:16-18in split	\$175.00
Green:1ft split	\$175.00
▶ Green:2ft split	\$175.00

Add Delete

Add Delete

## City / Town

To delete a city/town from the price group details, first highlight city/town to delete:

Price Group Details

City / Town

City / Town
Amity ME 04471
Cary Plantation ME 04471
Hamlin ME 04785
Haynesville ME 04497
Hodgdon ME 04730
▶ Houlton ME 04730
Linneus ME 04730
Ludlow ME 04730
New Limerick ME 04761

Wood Types / Prices

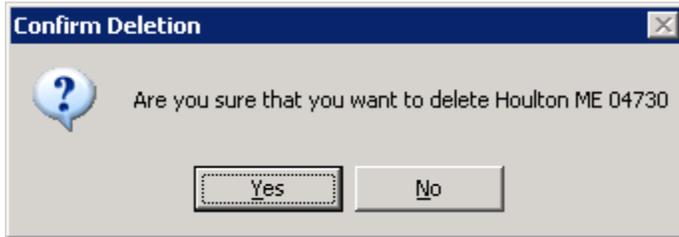
Wood Type	Price
Green:16-18in split	\$175.00
Green:1ft split	\$175.00
▶ Green:2ft split	\$175.00

Add Delete

Add Delete

Next, left click on the **Delete** button.

Next, the system will prompt the use to confirm the deletion:



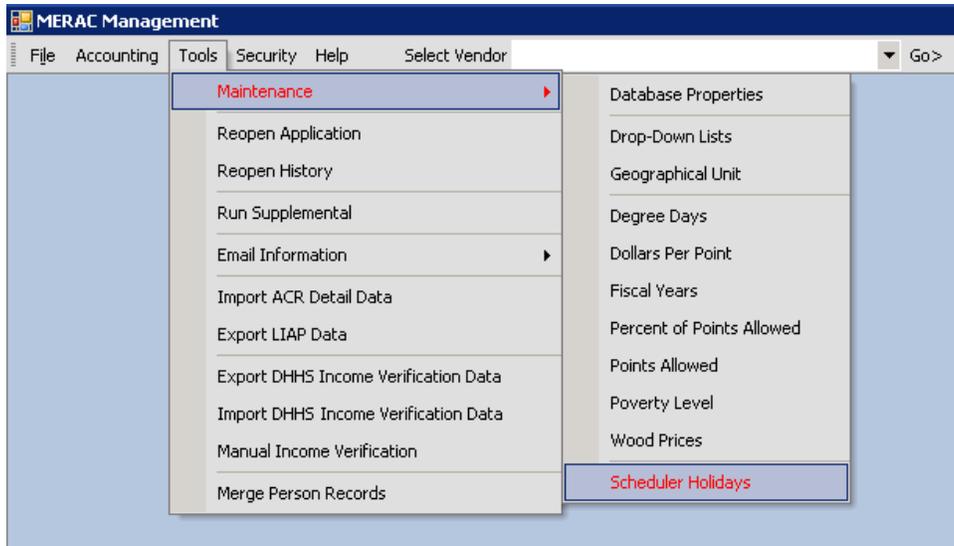
Next, click  button to complete deletion.

### **Wood Types / Prices**

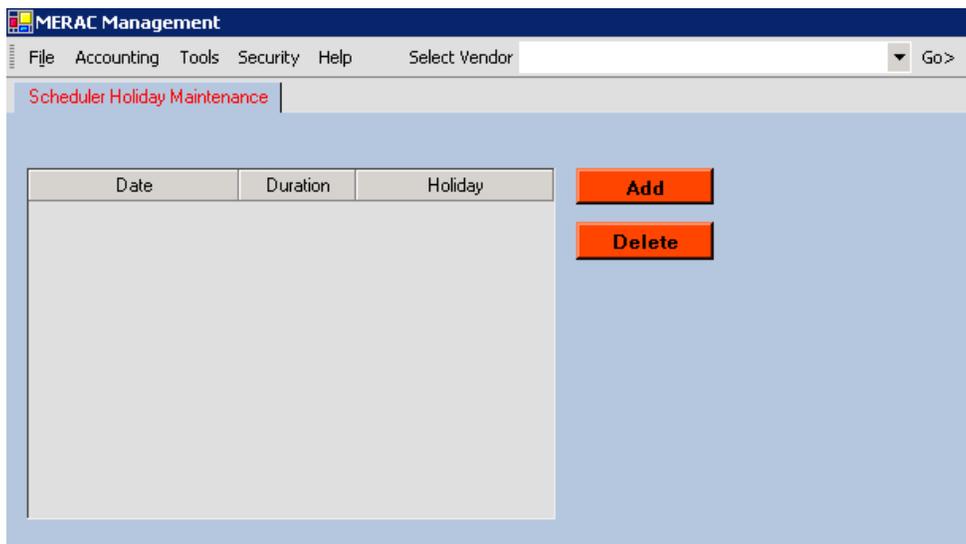
To delete a wood type/price from the price group details, see [City / Town](#) for further instruction.

## Scheduler Holidays

To add, edit, or delete “Scheduler Holidays”, left click on the “Tools” menu, “Maintenance” submenu, and select “Scheduler Holidays”:

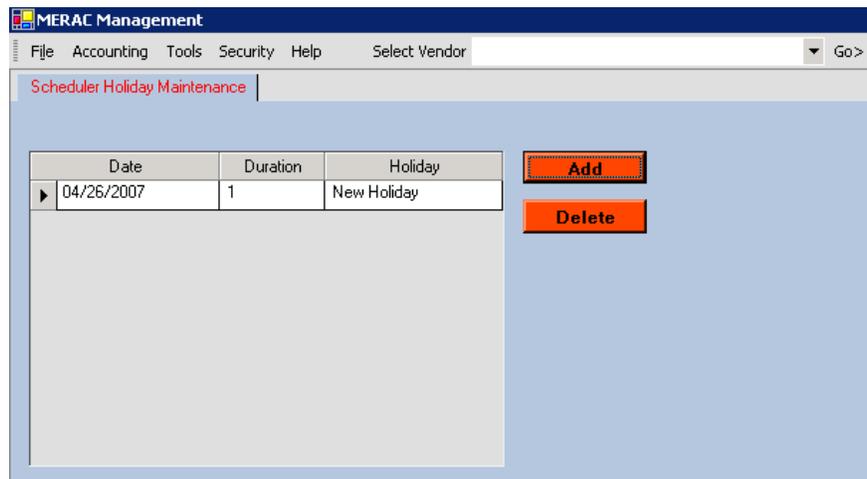


Next, the “Scheduler Holiday Maintenance” screen will appear:



## Add

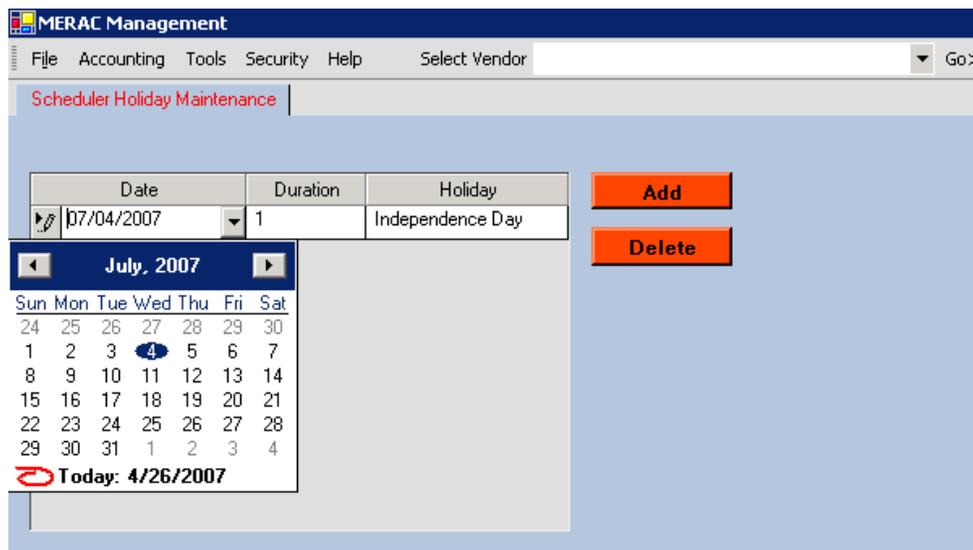
To add a holiday, first left click on the **Add** button.



Next, to change the “Date”, “Duration”, and “Holiday” fields, see [Edit](#) for further instruction.

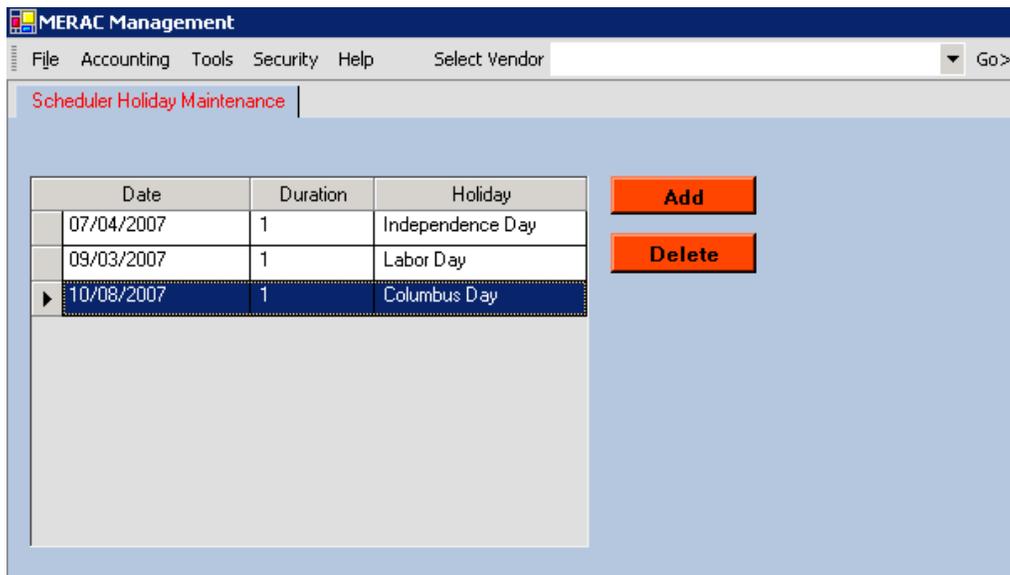
## Edit

To edit holiday, left click into the appropriate fields and change the “Date”, “Duration”, and name of “Holiday” as necessary:

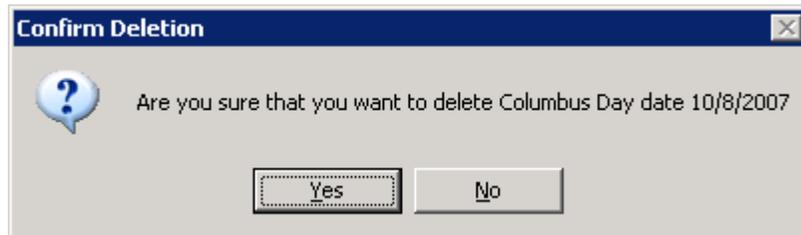


## Delete

To delete a holiday, first highlight holiday to delete:



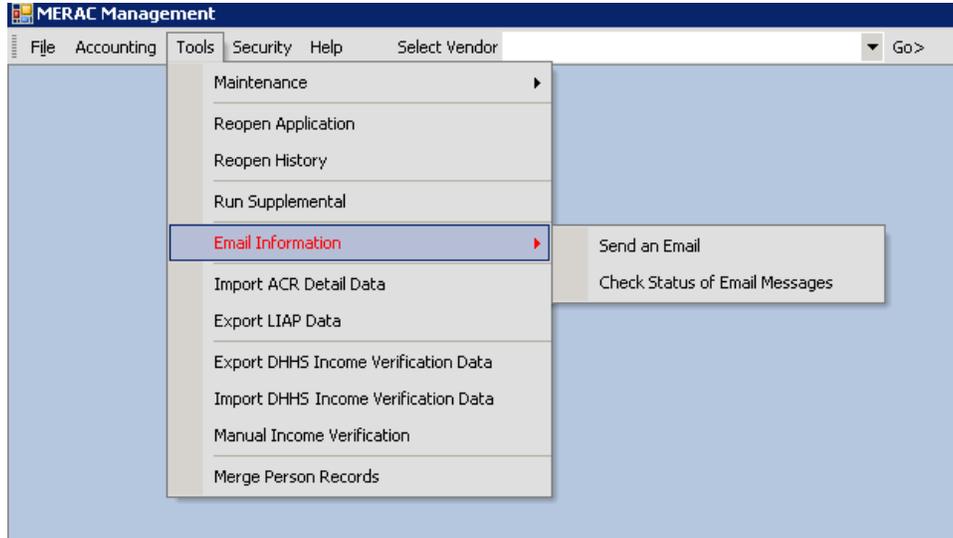
Next, left click on the  button.



Next, click  button to complete deletion.

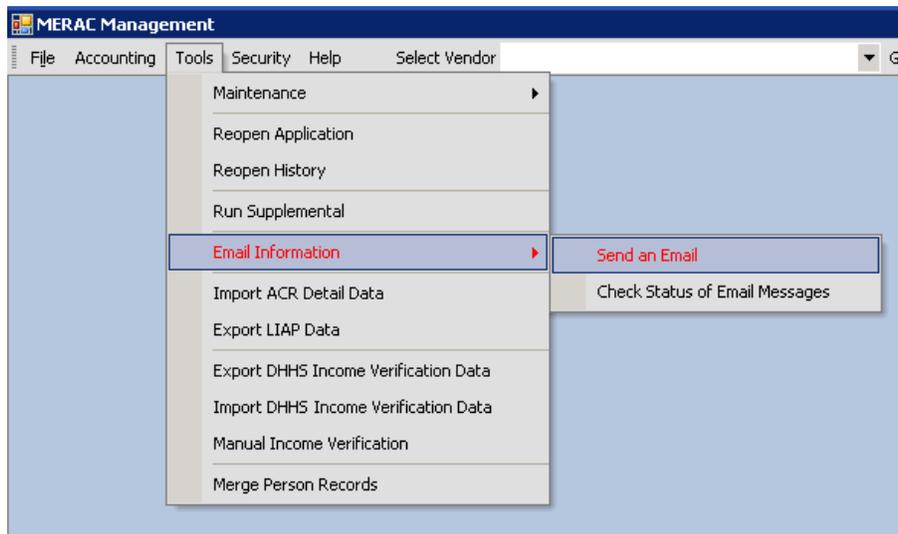
## E-Mail

The E-Mail Information functional allows the user to either send- or check the status of an email message.

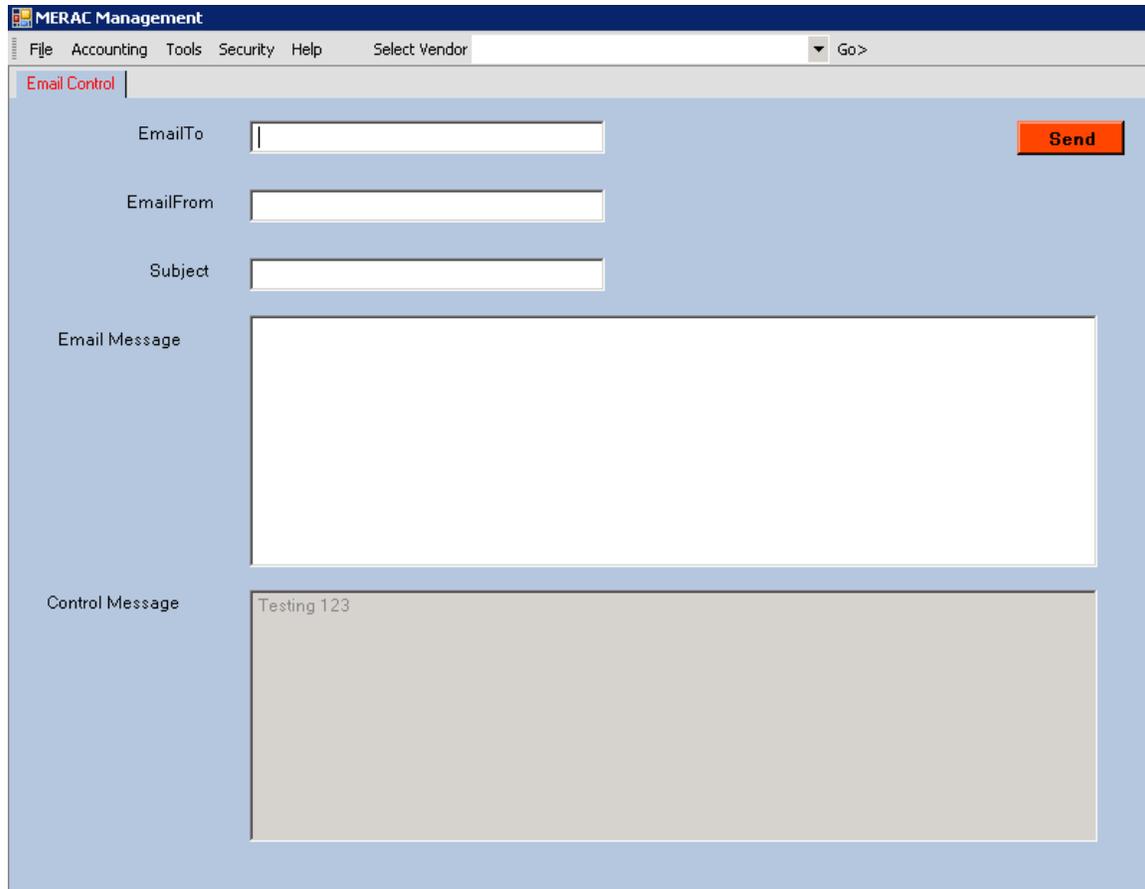


## Send an E-mail

To send an E-Mail, first click on the Tools menu and select Email Information and Send an Email:



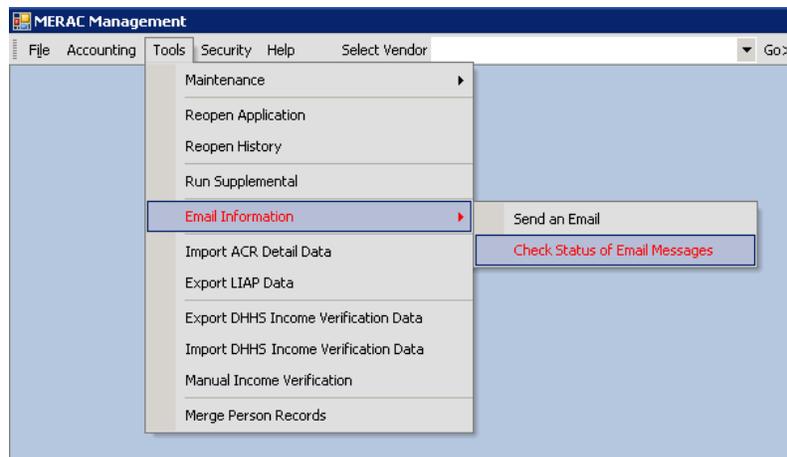
Next, enter in the appropriate fields: EmailTo, EmailFrom, Subject, and Content:



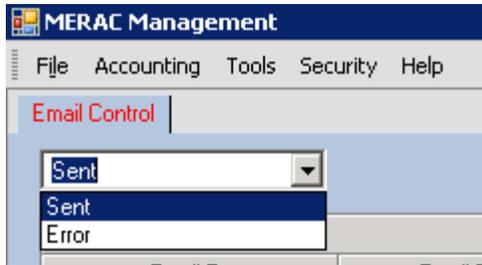
To send the email, click on the  button.

## Check Status of E-Mail

To check the status of an E-Mail message, first click on the Tools menu and select Email Information and Check Status of Email Messages:



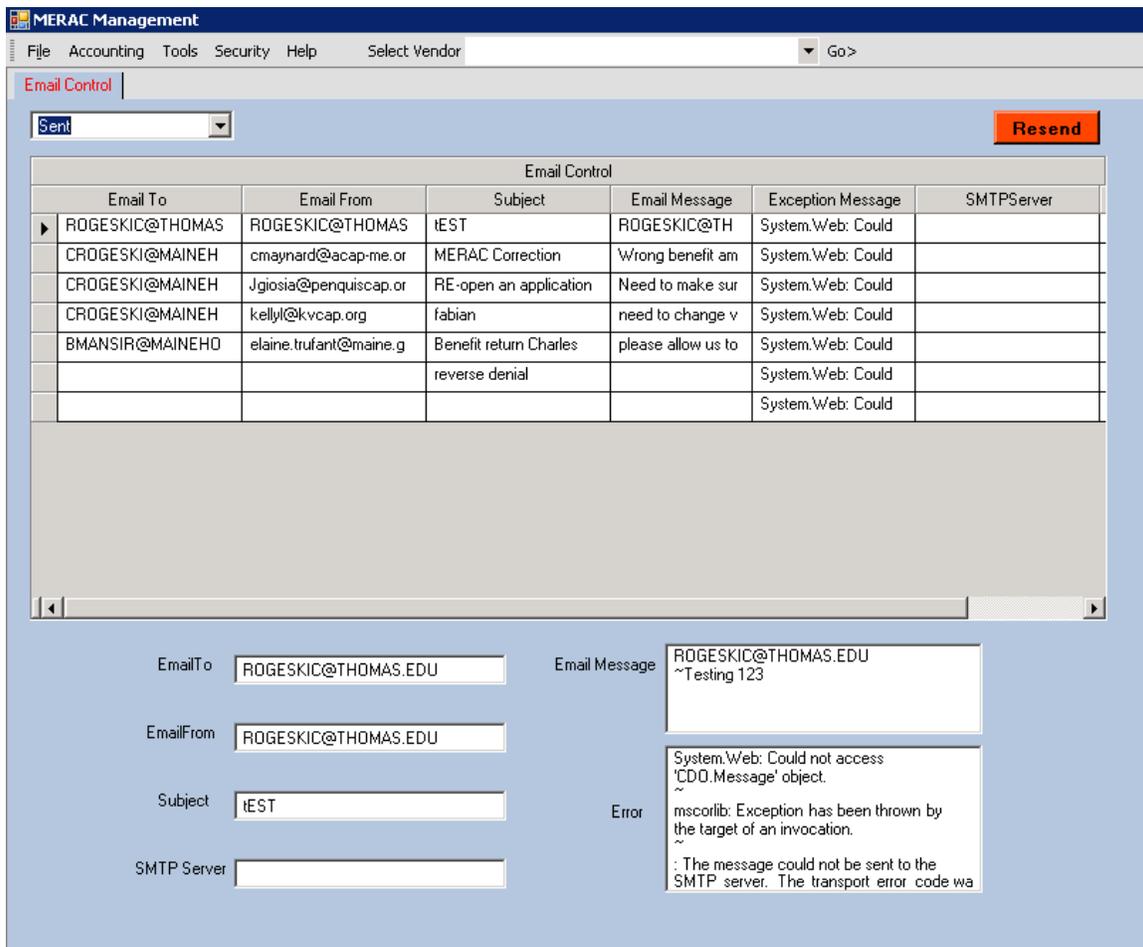
Next, the user has the option of checking the status of 1) Sent Email Messages or 2) Email messages which caused an Error.



### 1) E-Mails Sent

To check the status of emails sent, click the drop down list and select Sent.

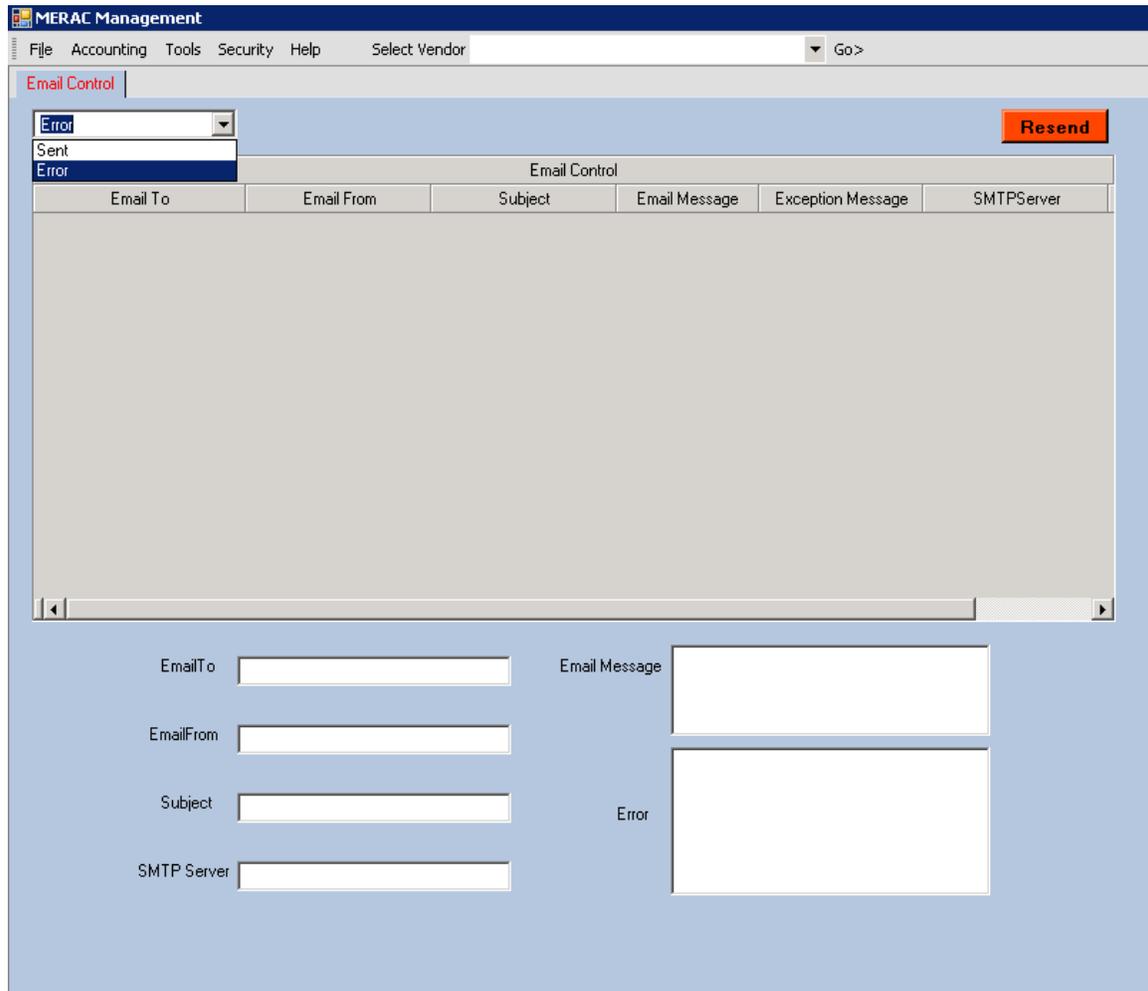
**NOTE:** By default, the Emails Sent selection will automatically load when first entering the Email Control screen.



Next, to resend an email that has already been sent, highlight the email to be resend and click on the **Resend** button.

## 2) E-Mail Errors

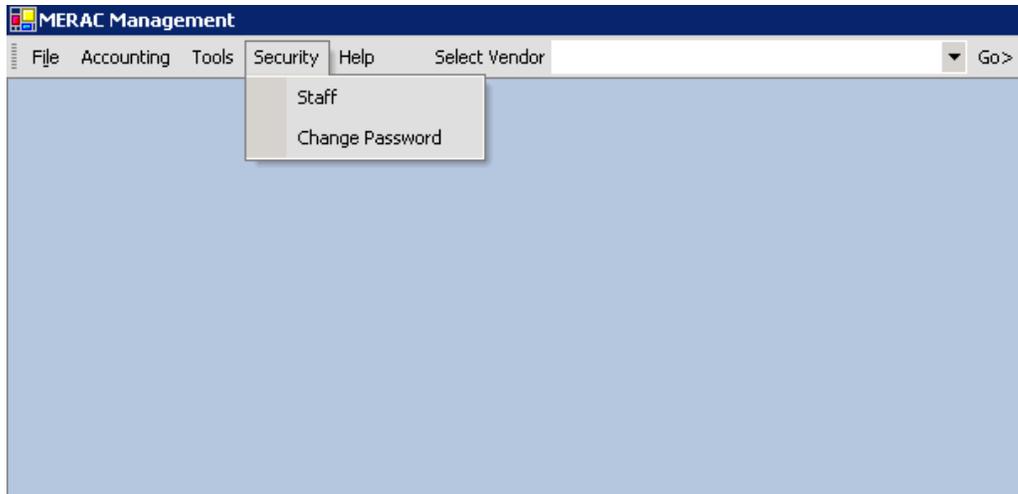
To check the status of emails that occurred an error, click the drop down list and select Error.



Next, to resend an email that resulted in an error, highlight the email to be resend and click on the **Resend** button.

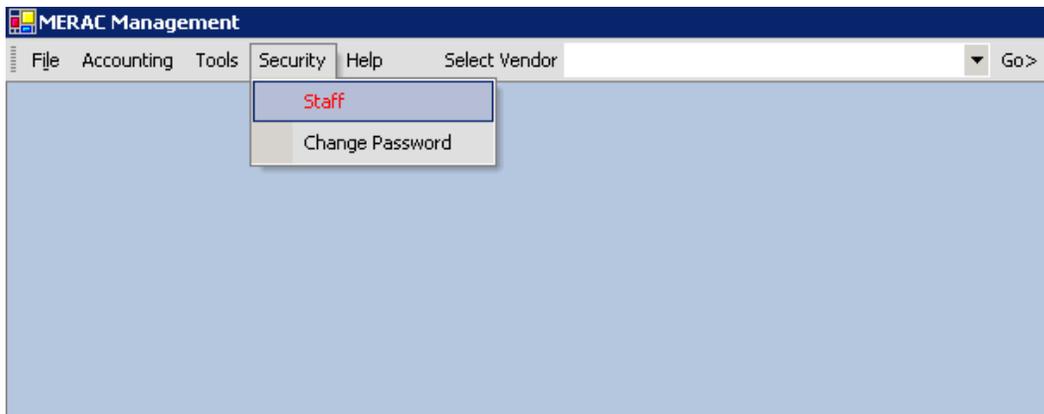
## Security

The security menu allows the user to change, add, or remove users' roles and rights. The security menu also allows the user to change its password.

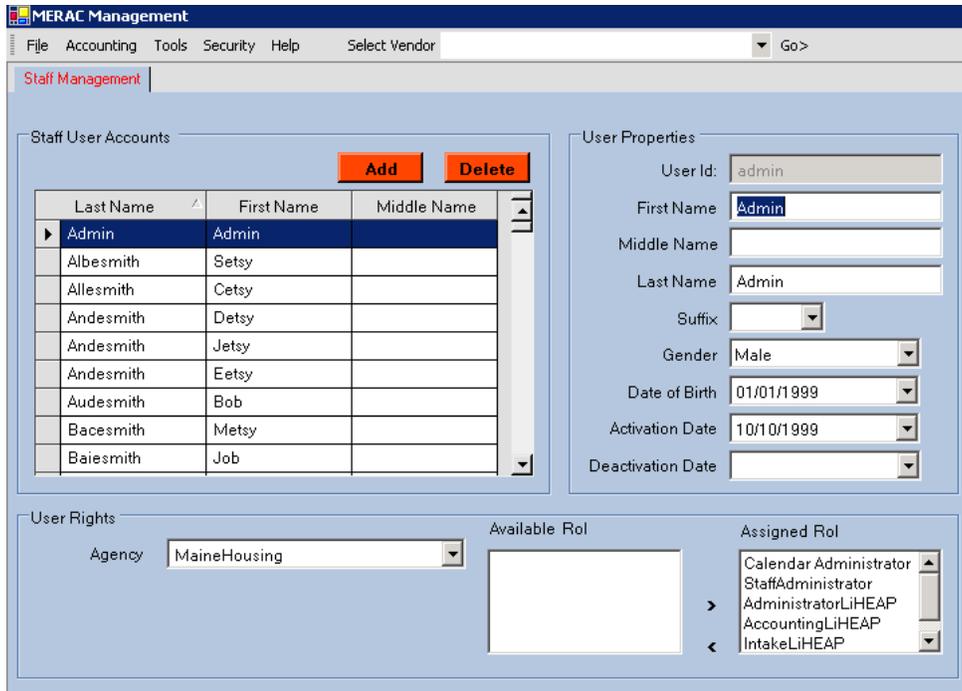


## Staff

To add, edit, or delete "Staff" members access roles and rights, left click on the "Security" menu and select "Staff":



Next, the "Staff Management" screen will appear:



## Add

To add a new staff member, first left click on the **Add** button.

Next, the “New Staff Member” wizard will appear:

Next, input the appropriate information into the designated fields.

Then, left click on the **Next >** button to continue:

**New Staff Member**

**LiHEAP Application User Setup**  
All fields are Required

User ID  -- Fifteen characters or less

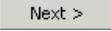
Password  -- Six characters or more

Confirm Password

Cancel < Back Next > Finish

Next, input the user ID [logon username] and desired password into the designated fields.

**NOTE:** Make sure to select a strong password consisting of both lower and uppercase letters as well as numbers.

Then, left click on the  button to continue:

**New Staff Member**

**User Agency**  
Please indicate the agency where the user works.

Agency

- Aroostook County Action Program
- CED Bath
- Community Concepts Inc.
- Kennebec Valley Community Action Program
- MaineHousing
- Penquis Community Action Program
- Penquis Community Action Program - Knox County
- Peoples Regional Opportunity Program

Cancel < Back Next > Finish

Next, left click on the  icon to expand the drop down list and then select staff member's agency.

**New Staff Member**

**User Agency**  
Please indicate the agency where the user works.

Agency:

When the agency has been selected, left click on the  button to complete add.

To select staff member's roles, please see [Edit](#) for further instruction.

### Edit

To edit the information of a staff member, first highlight the staff member to edit:

**MERAC Management**

File Accounting Tools Security Help Select Vendor Go >

**Staff Management**

Staff User Accounts:

Last Name	First Name	Middle Name
Teesmith	Retsy	
Teesmith	Cob	
Teesmith	Cob	
Tester	Paul	
Thiesmith	Retsy	
Thiesmith	Ketsy	
Thoesmith	Cetsy	
Tibesmith	Betsy	
Truesmith	Eetsy	

User Properties:

User Id:

First Name:

Middle Name:

Last Name:

Suffix:

Gender:

Date of Birth:

Activation Date:

Deactivation Date:

User Rights: Agency:

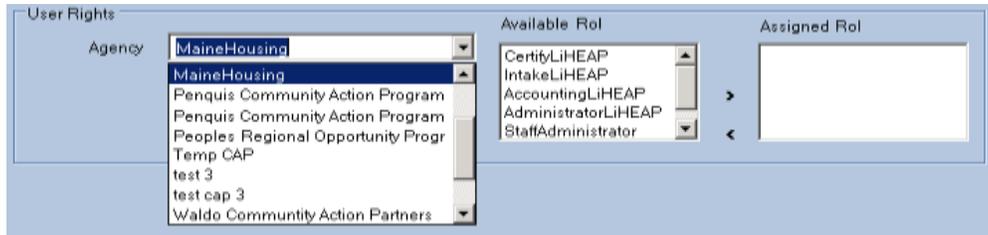
Available Rol:

- CertyLIHEAP
- IntakeLIHEAP
- AccountingLIHEAP
- AdministratorLIHEAP
- StaffAdministrator

Assigned Rol:

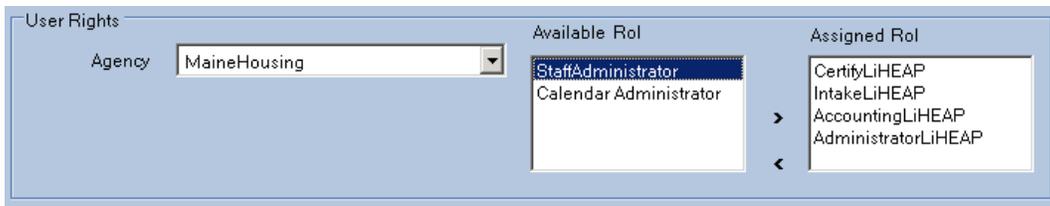
## User Rights

To change the “Agency”, left click on the ▼ icon of the drop down list, and select the proper agency from the list:



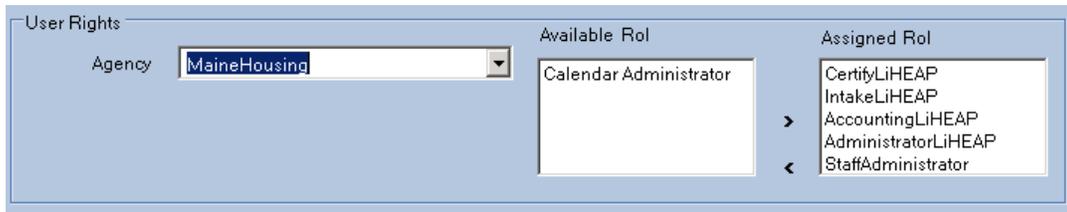
The screenshot shows the 'User Rights' window. The 'Agency' dropdown menu is open, displaying a list of agencies including 'MaineHousing', 'Penquis Community Action Program', 'Peoples Regional Opportunity Progr', 'Temp CAP', 'test 3', 'test cap 3', and 'Waldo Community Action Partners'. The 'Available Rol' list contains 'CertifyLiHEAP', 'IntakeLiHEAP', 'AccountingLiHEAP', 'AdministratorLiHEAP', and 'StaffAdministrator'. The 'Assigned Rol' list is currently empty.

To assign the user’s role(s), first highlight role to be assigned:



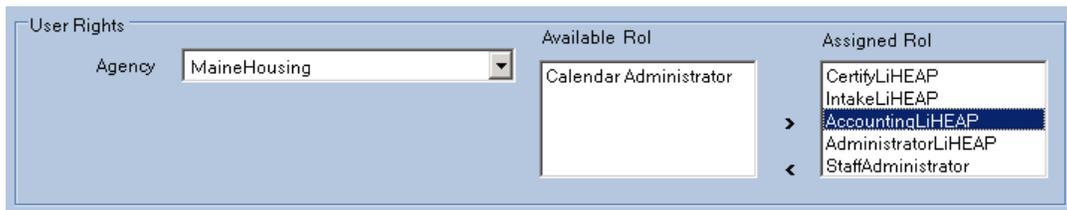
The screenshot shows the 'User Rights' window. The 'Agency' dropdown is set to 'MaineHousing'. In the 'Available Rol' list, 'StaffAdministrator' is highlighted. The 'Assigned Rol' list now contains 'CertifyLiHEAP', 'IntakeLiHEAP', 'AccountingLiHEAP', and 'AdministratorLiHEAP'.

Next, left click on the > icon to move the role from “Available” to “Assigned”:



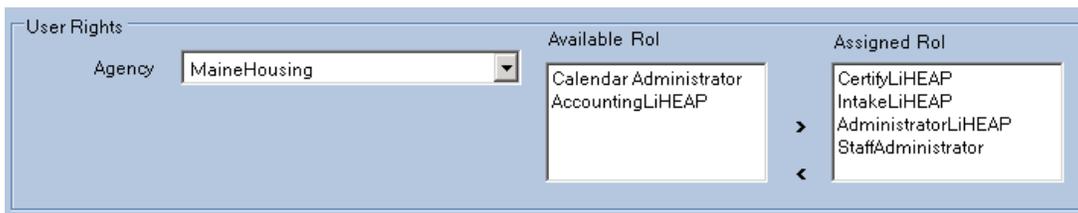
The screenshot shows the 'User Rights' window. The 'Available Rol' list now only contains 'Calendar Administrator'. The 'Assigned Rol' list has been updated to include 'CertifyLiHEAP', 'IntakeLiHEAP', 'AccountingLiHEAP', 'AdministratorLiHEAP', and 'StaffAdministrator'.

To remove the user’s role(s), first highlight role to be removed:



The screenshot shows the 'User Rights' window. In the 'Assigned Rol' list, 'AccountingLiHEAP' is highlighted. The 'Available Rol' list still contains 'Calendar Administrator'.

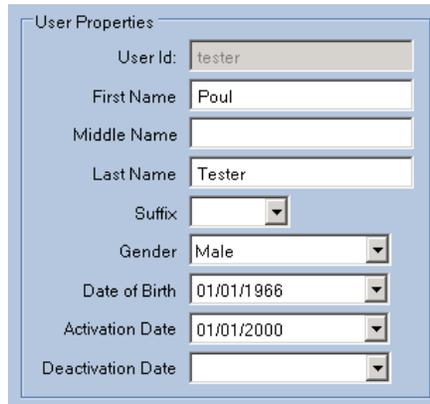
Next, left click on the < icon to move the role from “Assigned” to “Available”:



The screenshot shows the 'User Rights' window. The 'Assigned Rol' list now contains 'CertifyLiHEAP', 'IntakeLiHEAP', 'AdministratorLiHEAP', and 'StaffAdministrator'. The 'Available Rol' list has been updated to include 'Calendar Administrator' and 'AccountingLiHEAP'.

## User Properties

To change the “User Properties”, left click into the desired fields and change at will:



User Id:	tester
First Name	Poul
Middle Name	
Last Name	Tester
Suffix	
Gender	Male
Date of Birth	01/01/1966
Activation Date	01/01/2000
Deactivation Date	

**NOTE:** When retiring a staff member, select proper deactivation date.

## User Roles

MERAC Management has the ability to setup and control access rights for the users by the selection of roles.



Available Roles		Assigned Roles
AccountingLiHEAP		IntakeLiHEAP
StaffAdministrator		CertifyLiHEAP
ReadOnly	>	AdministratorLiHEAP
Calendar Administrator		
EHS Administrator	<	

To add a role, first highlight the role from the ‘Available Roles’ box and then left click on the **>** button. After having clicked the **>** button the highlighted role will appear in the ‘Assigned Roles’ box.

To remove a role, first highlight the role from the ‘Assigned Roles’ box and then left click on the **<** button. After having clicked the **<** button the highlighted role will then be removed from the ‘Assigned Roles’ box and appear in the ‘Available Roles’ box.

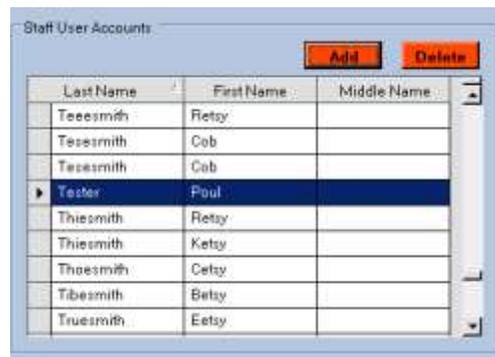
### **Property of Roles:**

**Certify LiHEAP:** Allows the user in MERAC Client to certify applications, without this role being assigned, the ‘Full Certification’ button will be inactive.

IntakeLiHEAP:	Provides the user in MERAC Client with the ability to create and maintain basic application maintenance functions.
Administrator LiHEAP:	Provides the user in MERAC Client with the ability to access the Tool menu and to, thereby, control the maintenance of local landlords, employers, and vendors.
Staff Administrator:	Allows the user to access the staff administration menu option in MERAC Management.
Calendar Administrator:	Allows the user to access the Scheduler site's setup area in MERAC Client.
Read Only:	Restricts the user from making any changes in both systems.
 <b>EHS Administrator:</b>	Allows the user to change the physical address on an application.

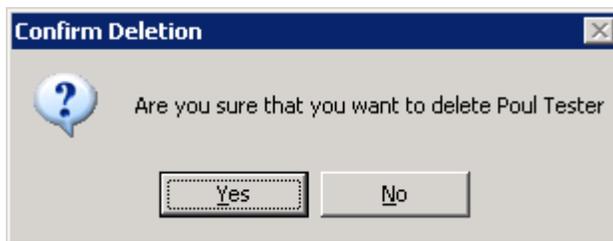
## Delete

To delete a staff member, first highlight appropriate staff to be deleted:



Next, left click on the **Delete** button.

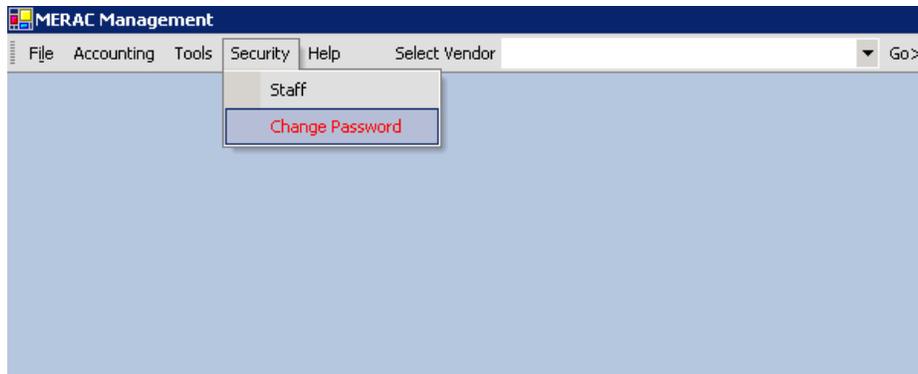
Next, the system will prompt the user to confirm deletion:



Next, click **Yes** button to complete deletion.

## Change Password

To change the user's password, left click on the "Security" menu and then select "Change Password".



Once the user has selected this option, a "Reset Password" info window will appear.

The user now needs to type in the old password first into the designated "Old Password" box.

A screenshot of a "User Reset Password" dialog box. The title bar reads "User Reset Password". The text inside says "Please enter the following password information:". There are three input fields: "Old Password:", "New Password:", and "Confirm New Password:". At the bottom, there are "OK" and "Cancel" buttons.

Next, enter the new password into the designated "New Password" box.

Lastly, confirm the new password by entering it into the "Confirm New Password" box. The reason for this confirmation is to make sure that the user didn't mistype any part of the new password.

**NOTE:** Make sure to select a strong password consisting of both lower and uppercase letters as well as numbers.