HOME ENERGY ASSISTANCE PROGRAM (HEAP/Fuel Assistance)

Manual Transaction Report Record Instructions

If Vendor maintains HEAP account records manually, and does not meet requirements listed in Section 13.B. 3. (Recordkeeping), of the Vendor Handbook, Vendors may be required to provide additional documentation or may be required to use MaineHousing's Manual Transaction Report.

If Vendors have an electronic system, but cannot provide transaction histories that meet the requirements listed in Section 13.B.3.(Recordkeeping), Vendors may be required to provide additional documentation or may be required to use the MaineHousing Manual Transaction Report form.

Manual Transaction Report Records are intended to be used as an ongoing account record. It is not intended to be created as needed. A new Manual Transaction Report Record should be created for each HEAP customer on May 1st each year. This will follow reporting requirements for the Annual Consumption Report.

All customer transactions (deliveries **and** payments) should be reported on the Manual Transaction Report Record. It **should not include only HEAP** transactions.

Completing the Manual Transaction Report Record

Customer Information:

- Vendor Name: Enter name of Vendor receiving HEAP benefit.
- Vendor Phone Number: Enter contact phone number for Vendor.
- Customer Name: Enter customer's full name.
- Account Number: Enter customer's fuel account number.
- Delivery Address: Enter physical delivery address for customer.
- Fuel Type Approved: Enter the product type HEAP funds are approved for.
- Prior Year Benefit Remaining: Enter the amount of HEAP remaining as of May 1st preceding the Program Year for which HEAP funds are issued.
- Prior Year TANF SUPP Credit Rem: Enter the amount of TANF Credit remaining as of May 1st preceding the Program Year for which HEAP funds are issued.
- PY: Enter the Program Year for which HEAP funds are issued and the Manual Transaction Report Record is for.
- HEAP Benefit: Enter the amount of HEAP funds received for the customer.
- TANF SUPP Credit: Enter the amount TANF SUPP credit received for the customer.

Delivery/Payment Transaction Information:

- Event Date: Enter date of transaction (delivery or payment)
- Description: Enter the type of transaction (Ex: Oil delivery, k-1 delivery, cash payment, HEAP payment, Off Route delivery fee, etc.).
- Vendor Reference #: Enter Vendor's reference number for transaction.

- Number of units: Enter total number of units delivered.
- Price per unit: Enter the daily cash price charged for delivery.
- Total Transaction Amount: Enter the total amount charged for delivery (fuel only), fee or payment.
- Running Account Balance: Enter the running account balance. This should not be only HEAP. This should be the actual account balance including all delivery and payment types.
- Delivery Paid By: Enter code representing who delivery was paid by (C=Customer, H=HEAP, S=SUPP, E=ECIP, T=TANF, if other please specify).
- Notes: This field can be any notes needed to clarify account/transaction information.

Annual Consumption Report Calculations:

- Total Household Units: Enter total number of units delivered in reporting period.
- Total Household Cost: Enter total household cost for units delivered in reporting period. This should not include fees or service; fuel only.
- Delivery Fees: Enter the total amount of delivery fees covered by HEAP Funds.
- Benefit Remaining: Enter the amount of HEAP funds remaining at the end of the reporting period. (This amount will be entered as the Prior Year Benefit remaining on the Manual Transaction Report Record started for the next program year.)

The Annual Consumption Reporting period is from the May 1st preceding the Program Year of Funds to April 30th during that Program Year (one full year). A new Manual Transaction Report Record should be started as of May 1st each year.