MERAC Management

Version 3 SR-13

User Manual

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What's New?

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

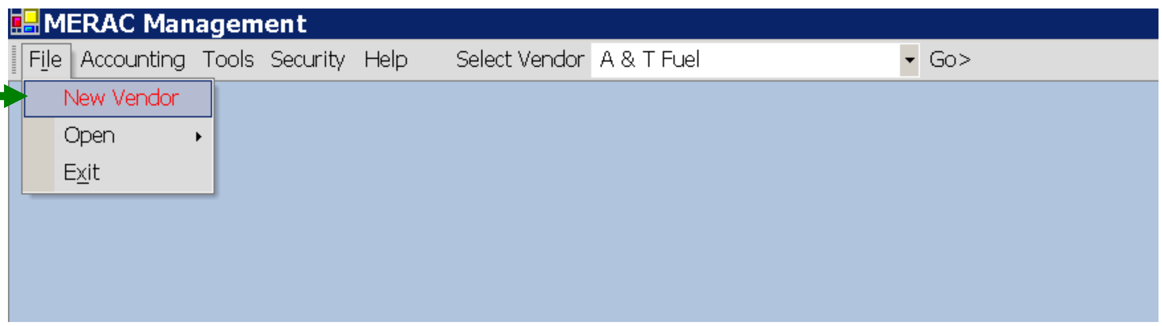
Creating a new vendor can be done according to different scenarios:

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

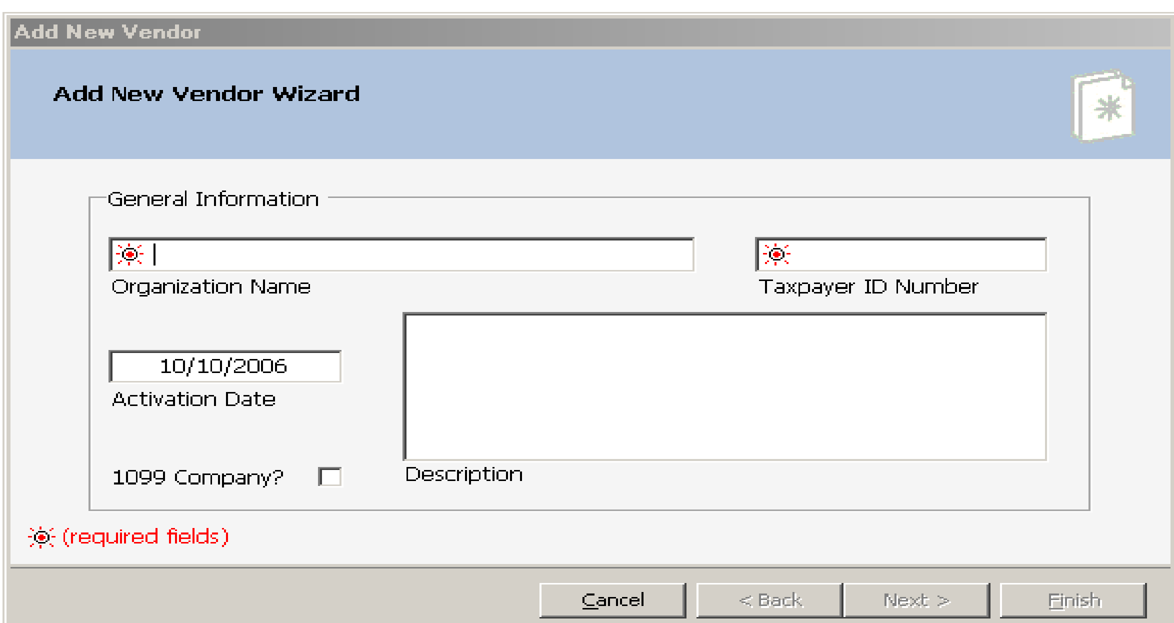
We will start to examine the single company with one location:

Add New Vendor Wizard

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

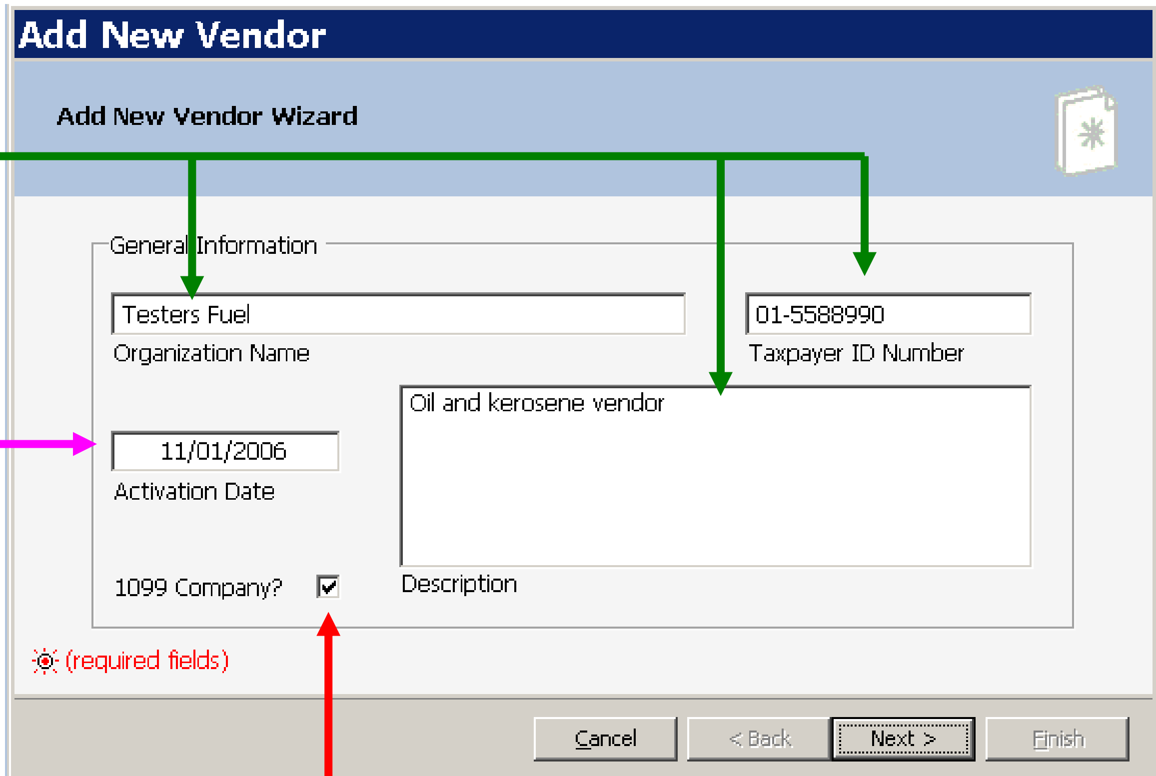


This will prompt the "Add New Vendor" wizard that the user must complete:



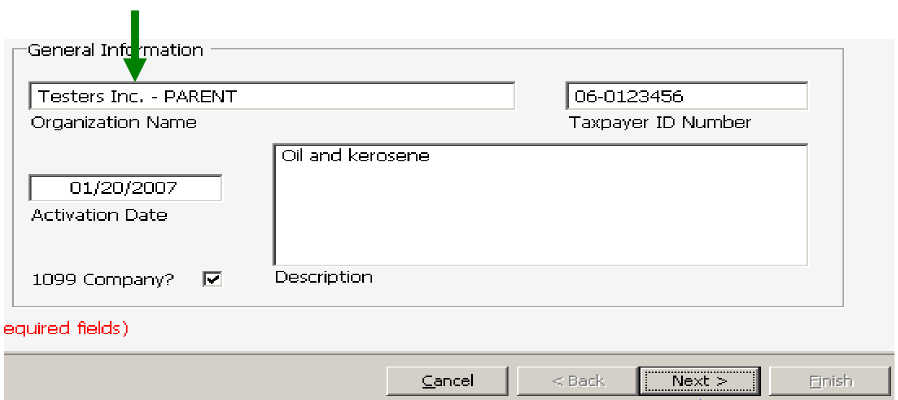
Left click into the appropriate text boxes and input the relevant information for the new vendor.

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



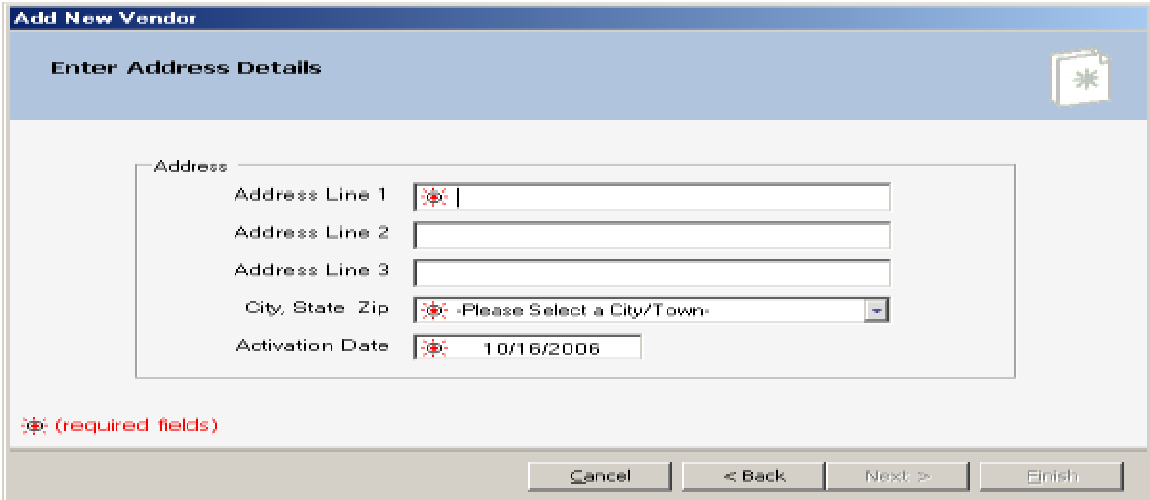
If the new vendor is a "1099 company", then left click and check appropriate check box.

NOTE: When adding a parent company, the user must include the phrase "PARENT" after the vendor's name.

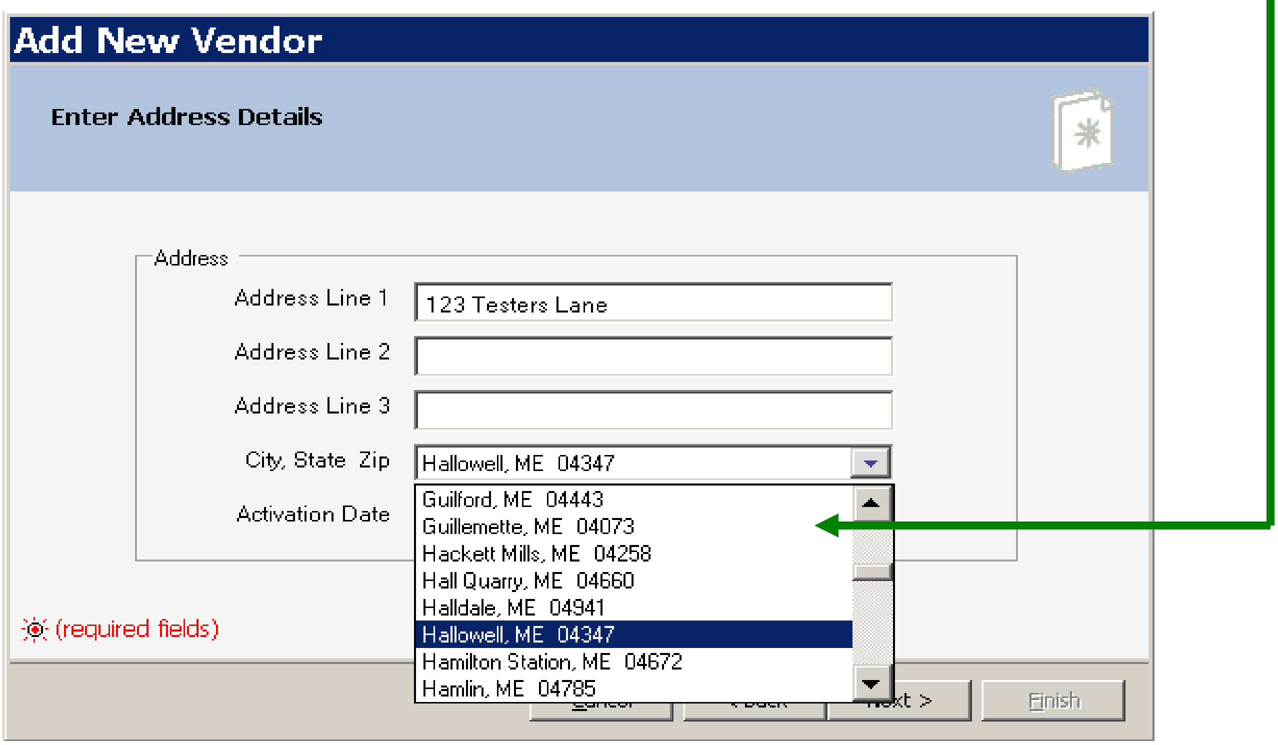


To continue, left click on or tab to Next > button and hit Enter.

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

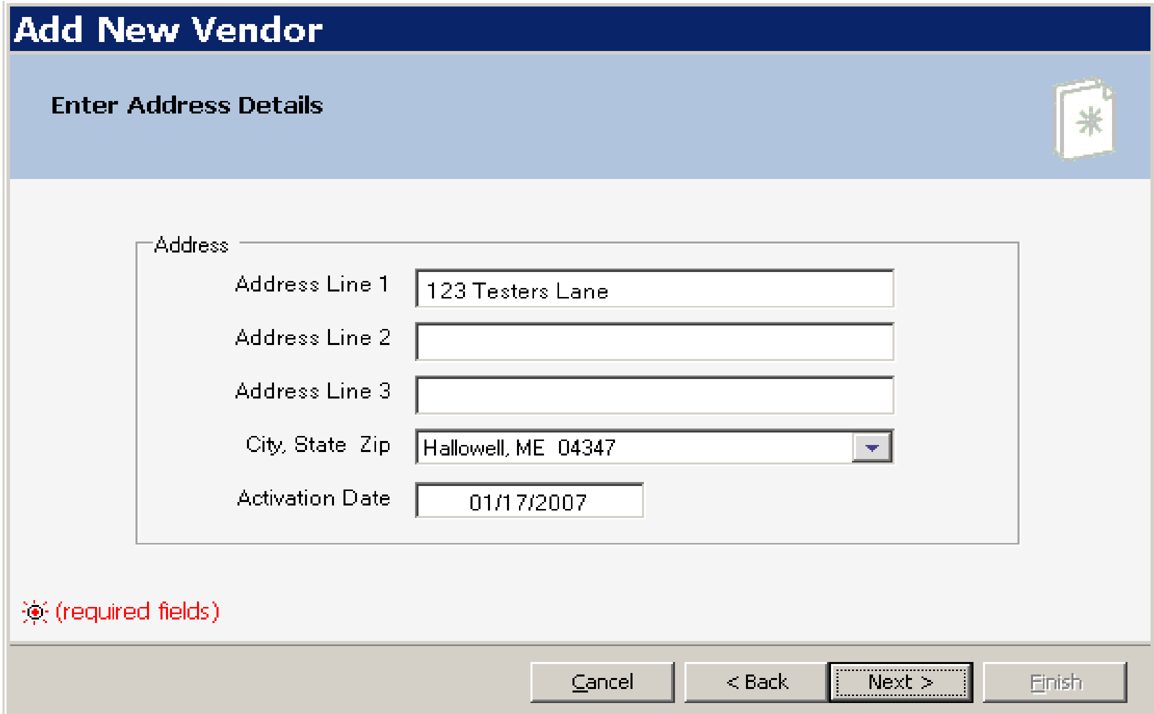


NOTE: When selecting "<u>City, State, and Zip</u>" the user *only* has to enter the first letter of the city and then select the appropriate city from drop down list box.

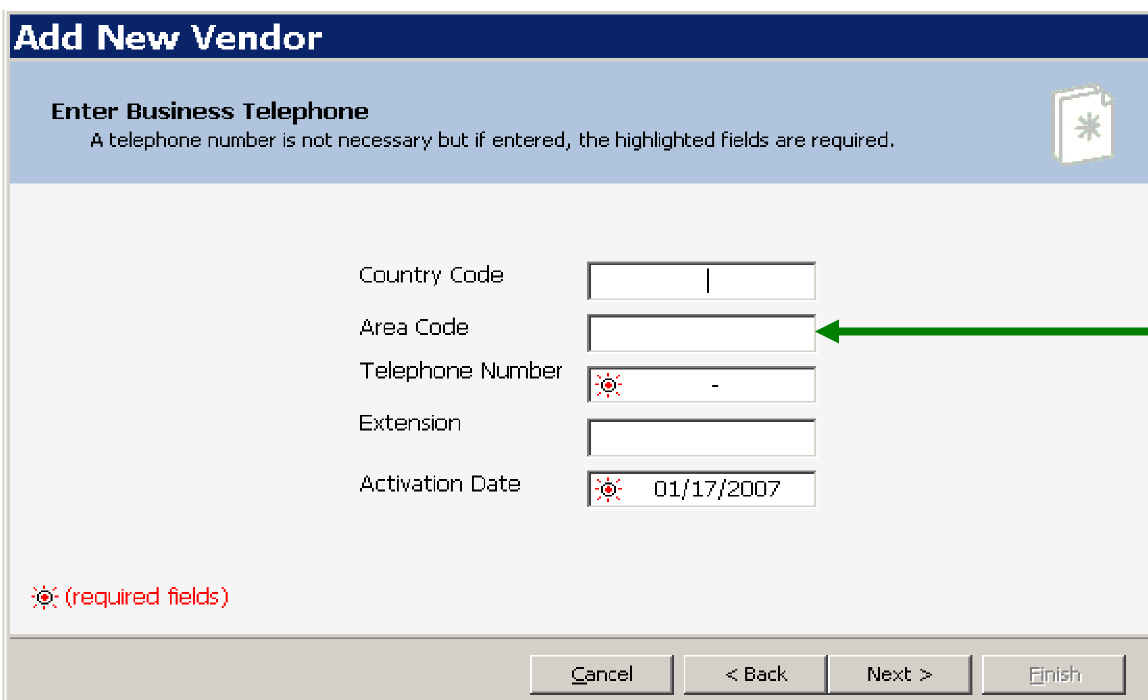


Once all the data have been inputted, left click the 

button to continue.

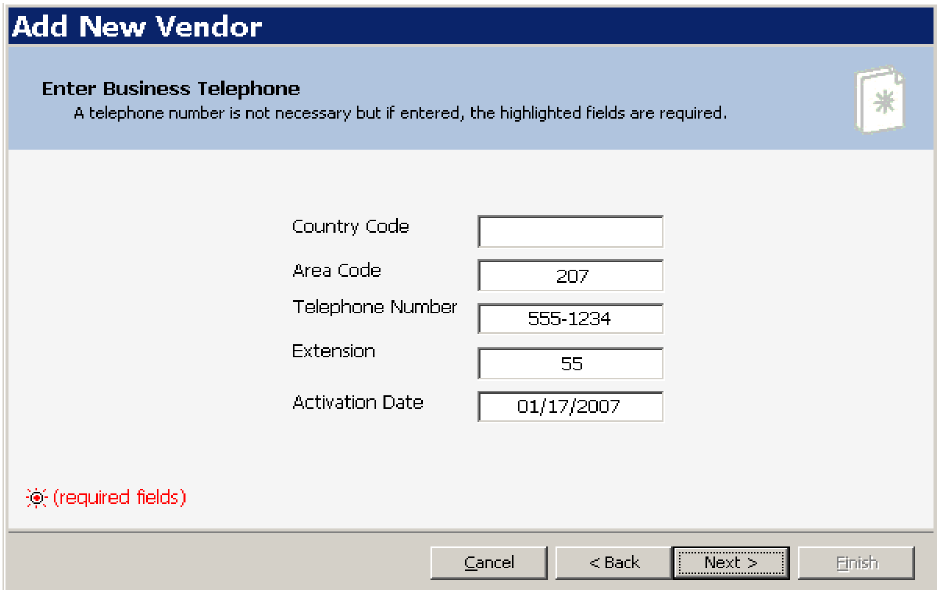


Next, left click into the appropriate text boxes and input the new vendor's "<u>Business Telephone Info</u>".

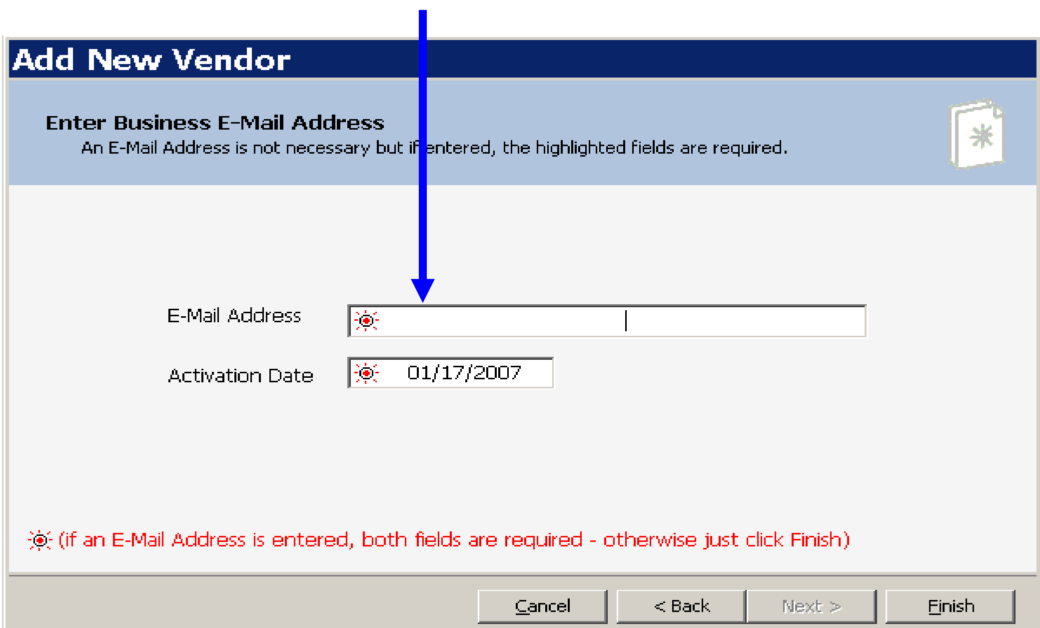


When done, left click on the 

button to continue.



Next, input the new vendor's "<u>email address</u>":



When finished, left click on the 

button to complete the wizard.

NOTE: To take no action, left click on the 

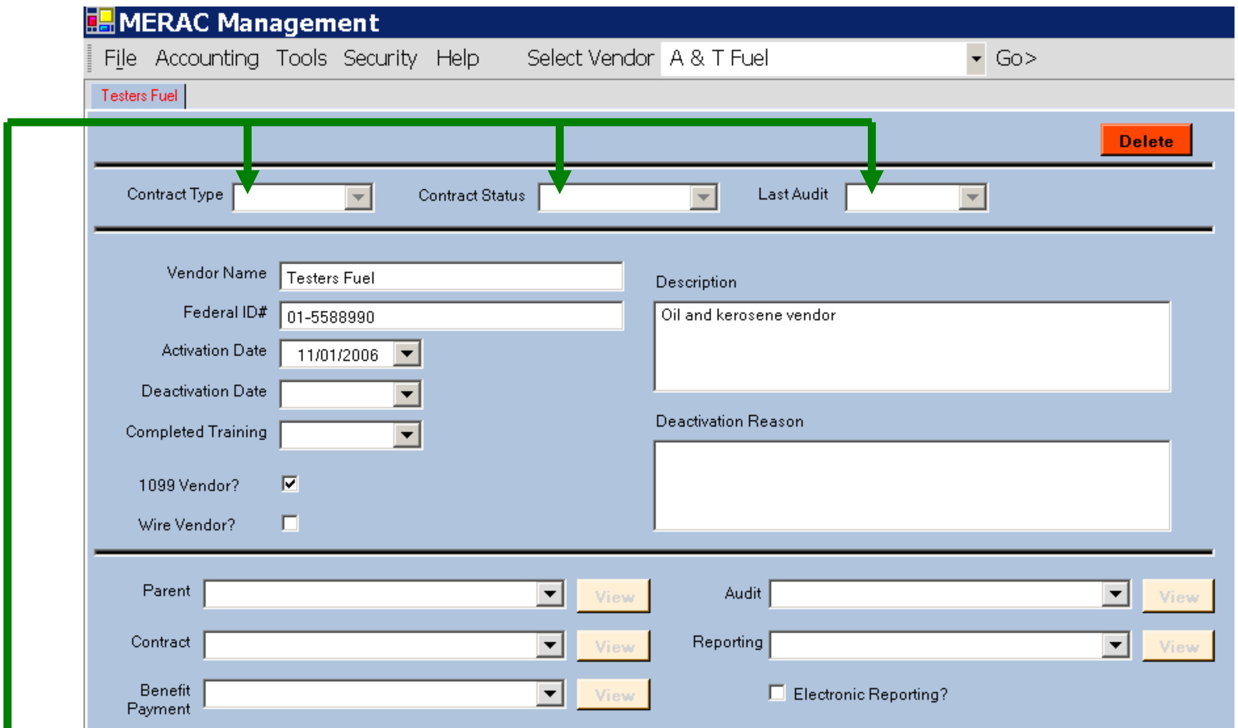
button.

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:



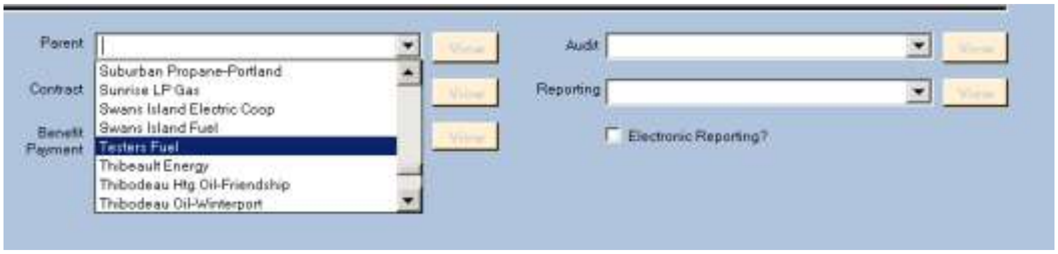
The “<u>Contract Type</u>”, “<u>Contract Status</u>”, and “<u>Last Audit</u>” boxes on this tab are locked to the user and are merely used as references. The content in these boxes will populate based on the information entered on the “**Contract History**” and the “**Audits**” tabs.

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

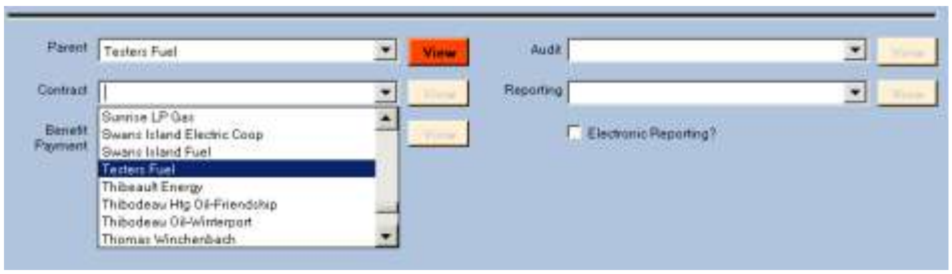
If the vendor chooses to have LIHEAP funds sent electronically, left click on the “<u>Wire Vendor</u>” check box.

Next, select the vendor's parent company:

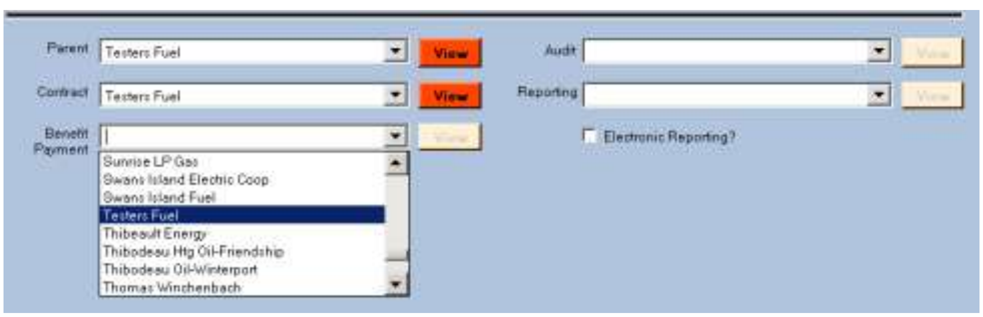
NOTE: If the vendor doesn't have a parent, then select the current vendor's name.



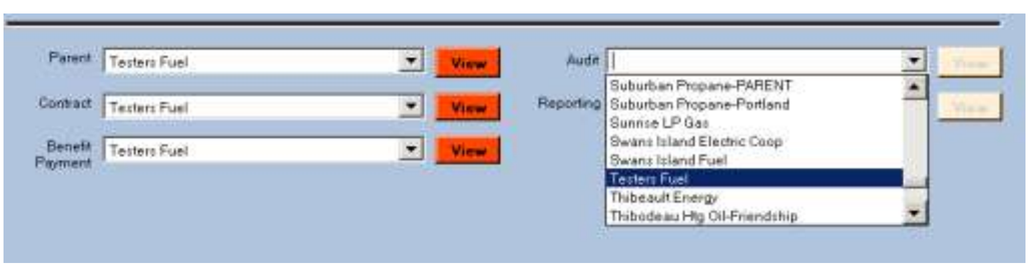
Next, select the vendor who holds the contract with *Maine Housing*. If the vendor doesn't have any subsidiaries, select the current vendor's name.



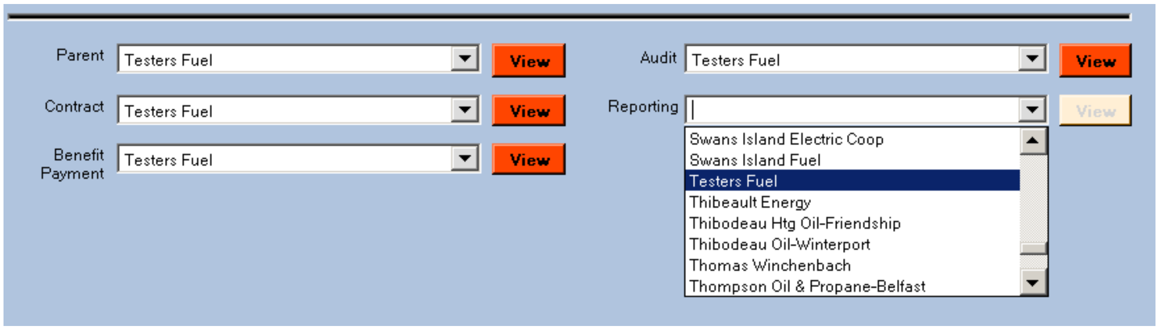
Next, select the vendor who should receive the LIHEAP funds. Again, if the vendor does not have any subsidiaries, select the current vendor's name.



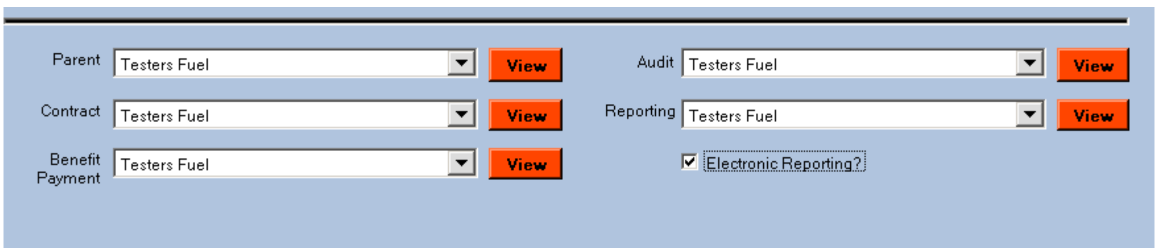
Next, select the vendor who maintains the records where *Maine Housing* would go to conduct an audit. If the vendor does not have any subsidiaries, select the current vendor's name.



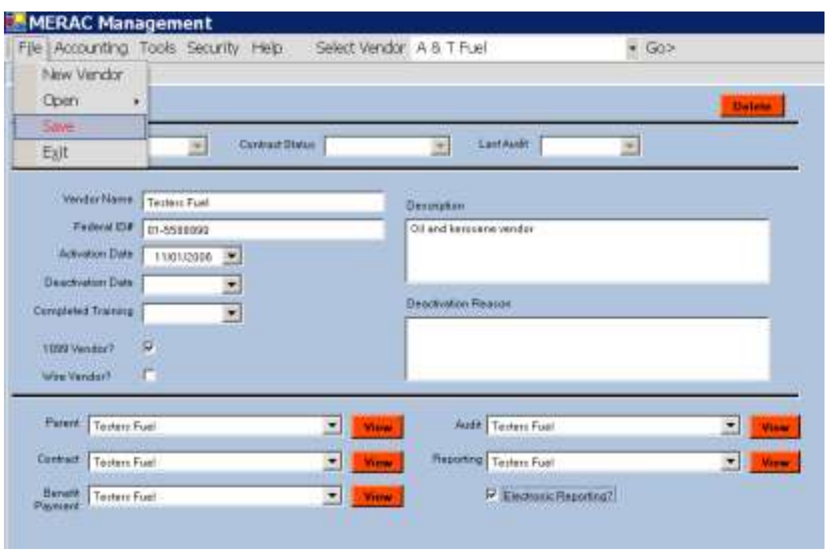
Next, select the vendor who will be responsible for completing the annual consumption report. Again, if the vendor does not have any subsidiaries, select the current vendor's name.



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



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.



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

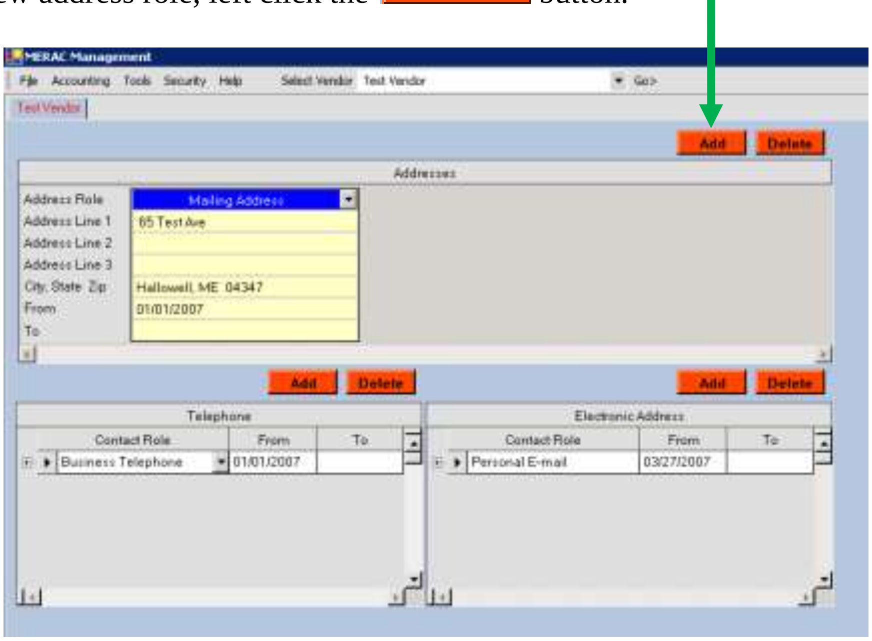
The General Info tab is now completed!

Contact Info Tab

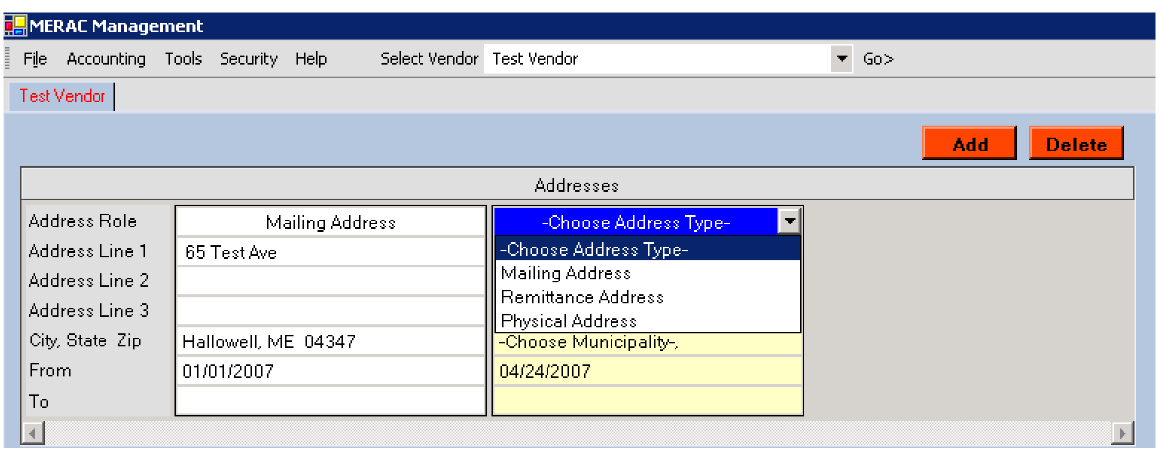
This section will examine how the user adds, edits, and deletes contact information for a vendor.

Add/Edit Address Information

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



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

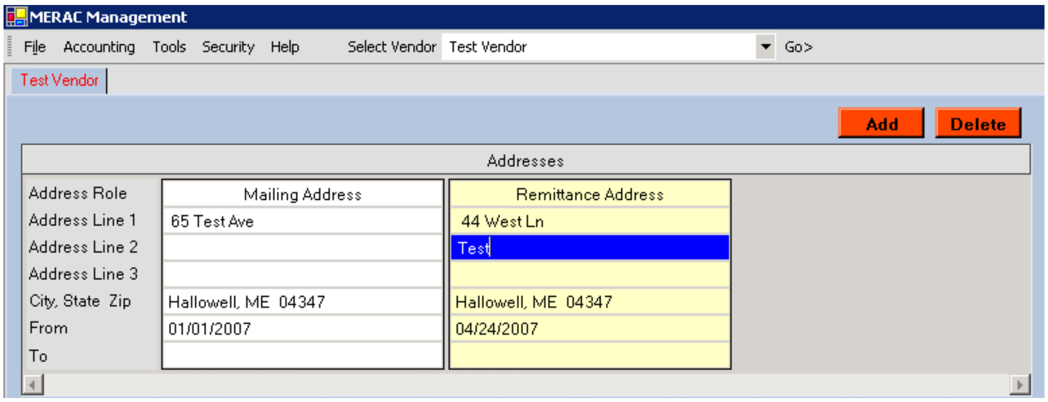


NOTE: To edit address role, left click on the ▾ icon and select the appropriate address role.

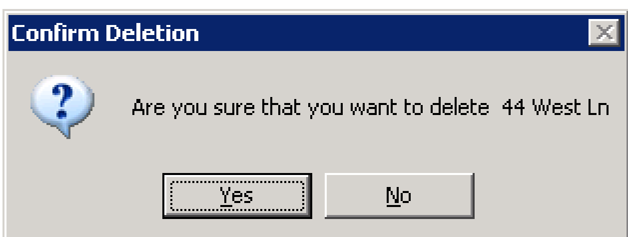
Next, populate remaining address fields as necessary.

Delete Address Information

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

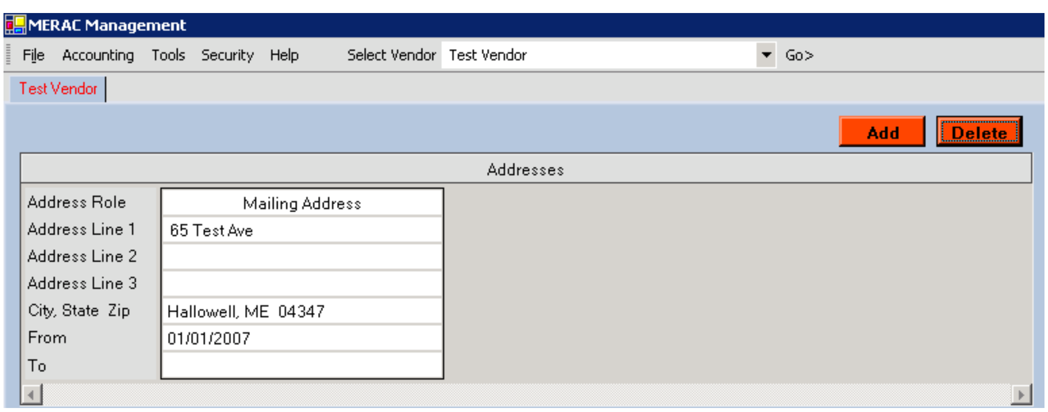


Next, the system will prompt the user to confirm deletion:



Left click on the  button to confirm deletion.

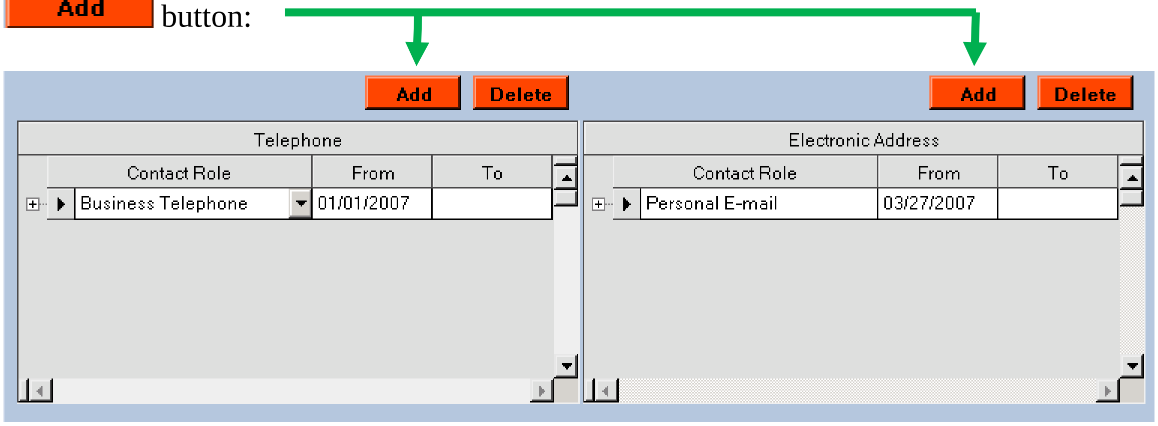
The address has now been deleted:



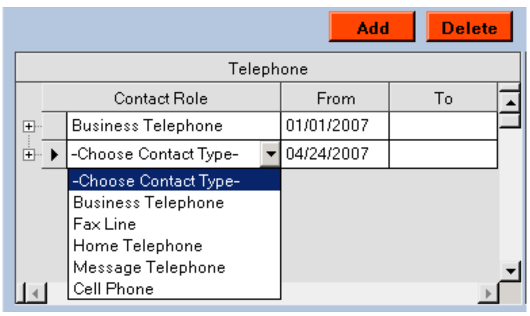
Add/Edit of Telephone and Email

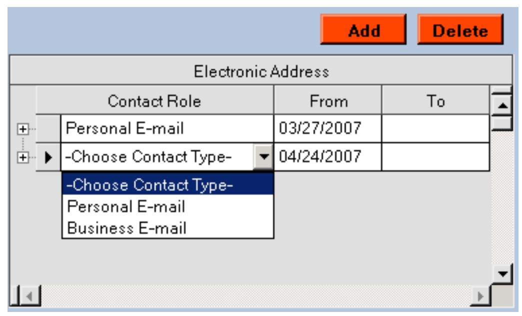
To add a new contact role for either telephone or email, first left click on the appropriate 

button:

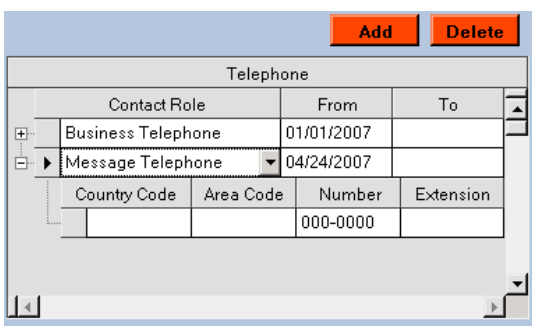


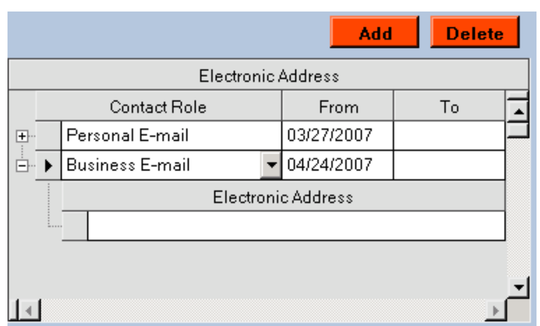
Next, select the proper contact role by left clicking on the icon:





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



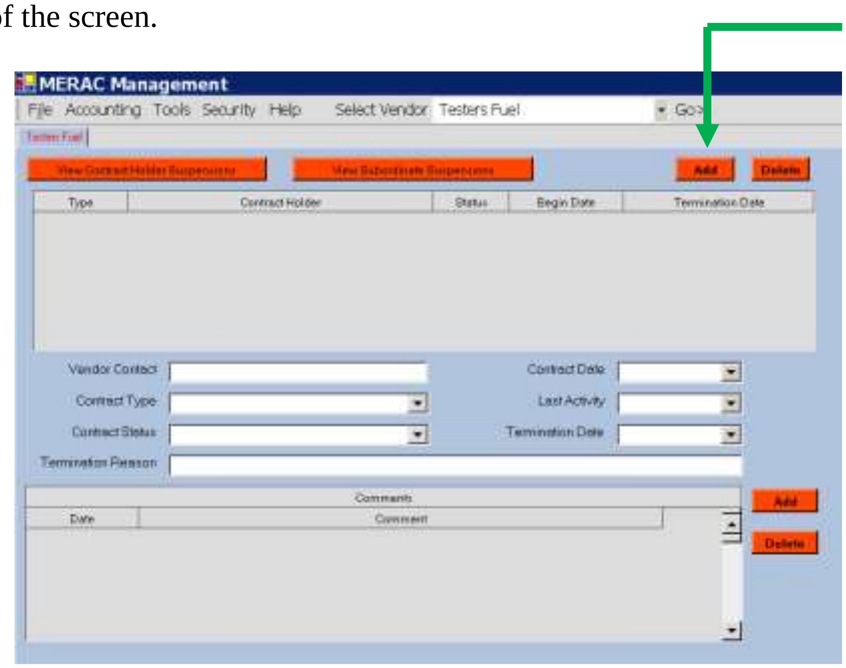


Contract History Tab

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 

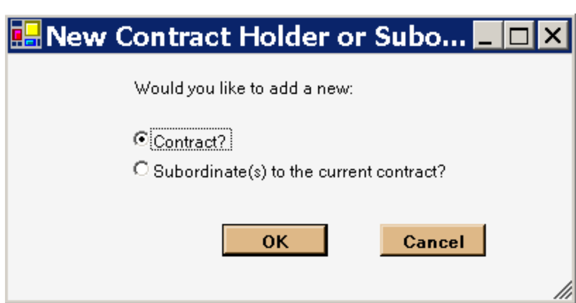
button on the top of the screen.



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

Add New Contract

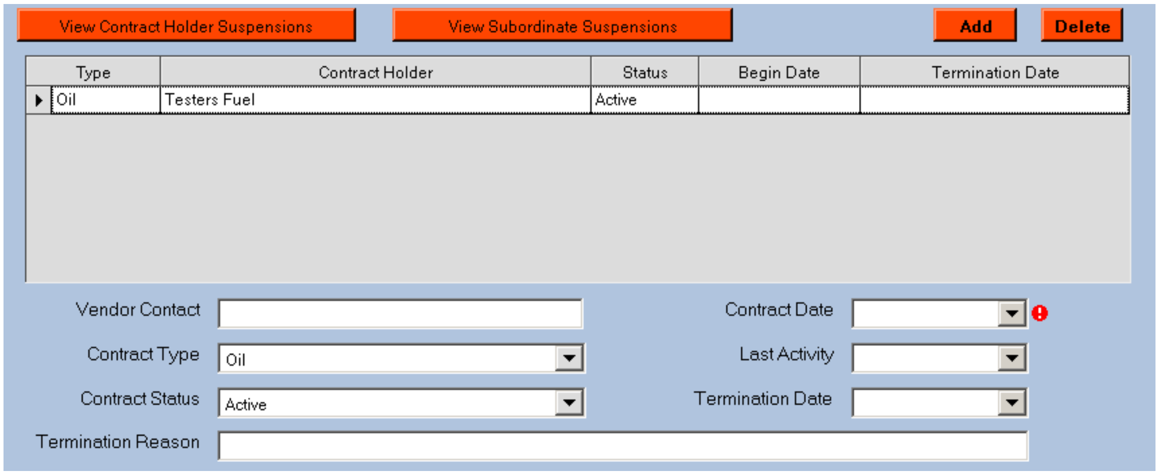
To add a new contract, first left click on the radio button next to "Contract".



Next, left click on the 

button to continue.

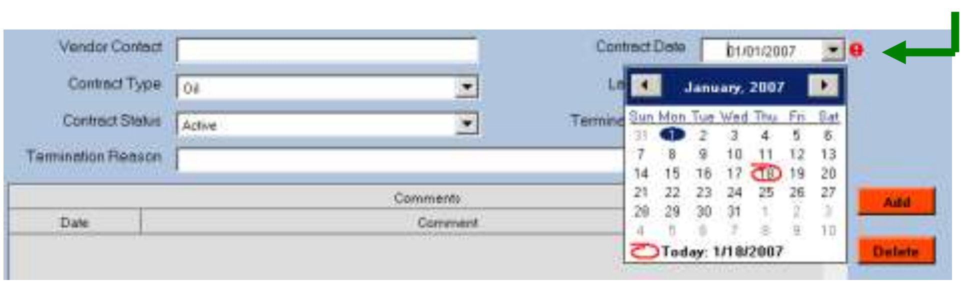
NOTE: To exit, left click on the  button.



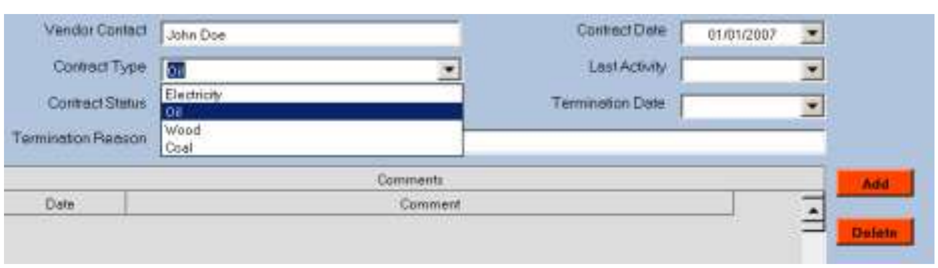
Notice that some fields now have information. The MERAC system automatically makes some assumptions: 1) It assumes that the new vendor is an active vendor, and 2) since the majority of the contract holders are fuel vendors, it assumes this contract type is a fuel vendor (oil).

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.

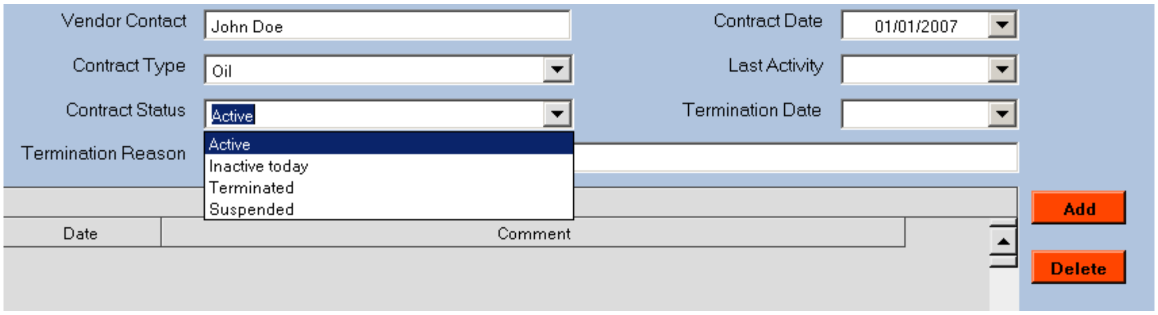


Next, input the name of the "Vendor Contract":



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.



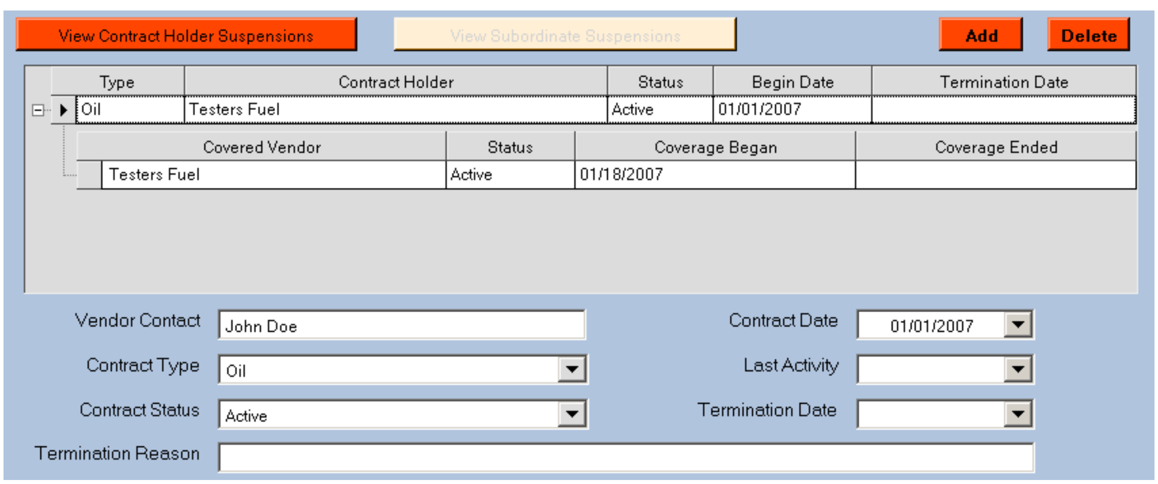
NOTE: MERAC automatically assumes that the newly added contract is active.

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:



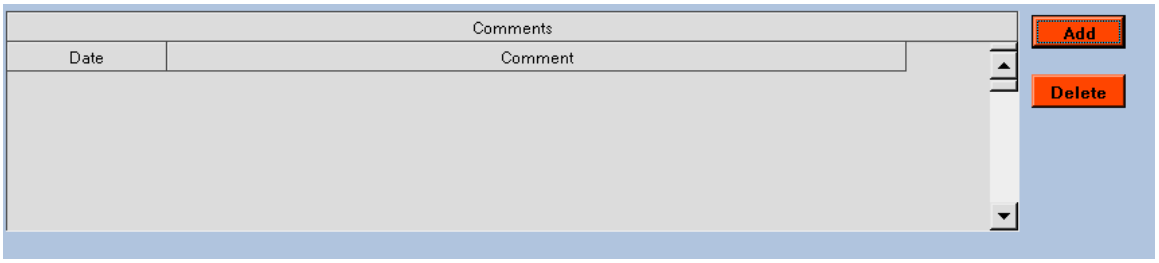
Notice that the expanded line indicates the "Covered Vendor(s)". This initially means that the vendor listed on the expanded line is covered by the vendor's contract located on the 1st line.

Add/Edit Comments

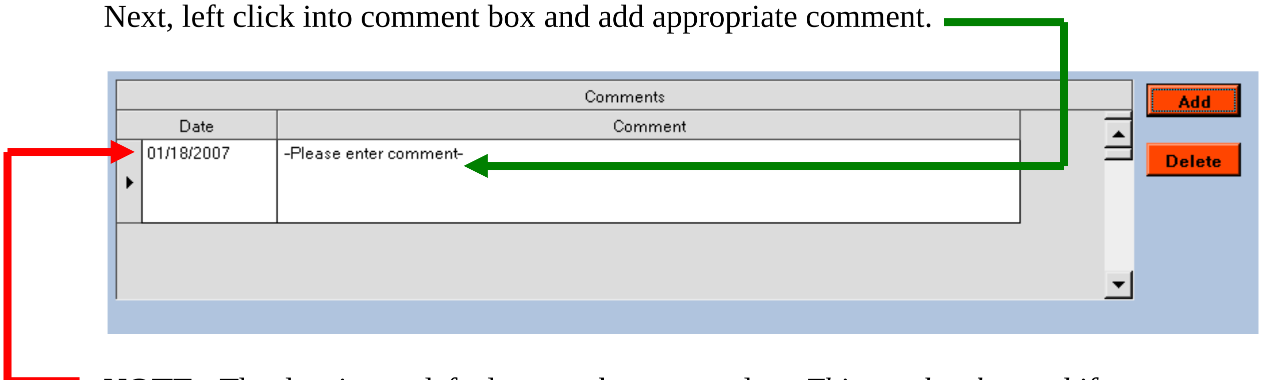
The user has the ability to add a comment about vendor under the allocated comment box on the bottom part of the screen.

To add a comment, first left click on the 

button:



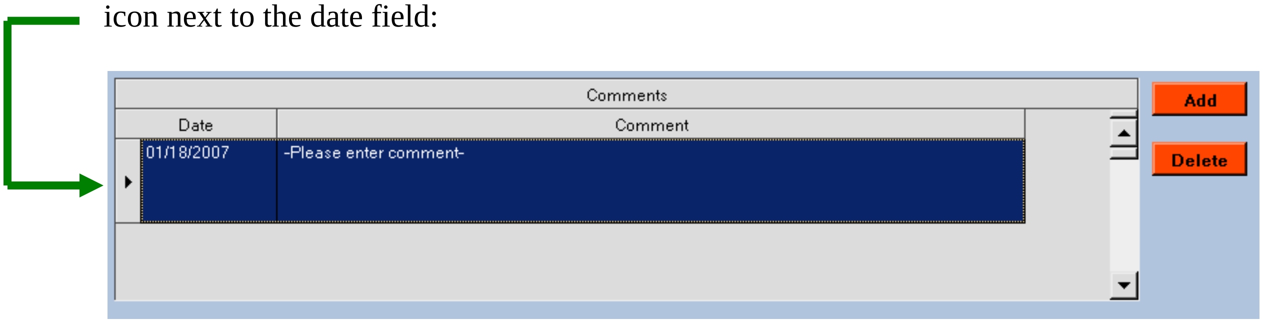
Next, left click into comment box and add appropriate comment.



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

Delete Comments

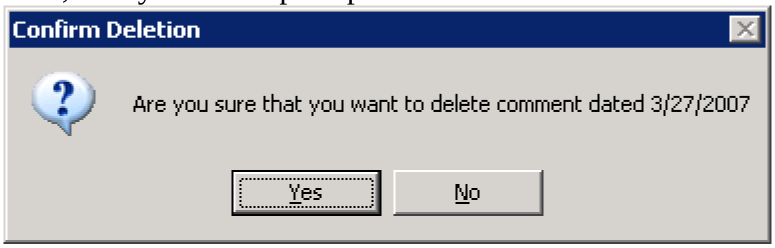
If the user needs to delete a comment, first **highlight** comment by left clicking on the  icon next to the date field:

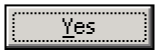


Next, left click on the 

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

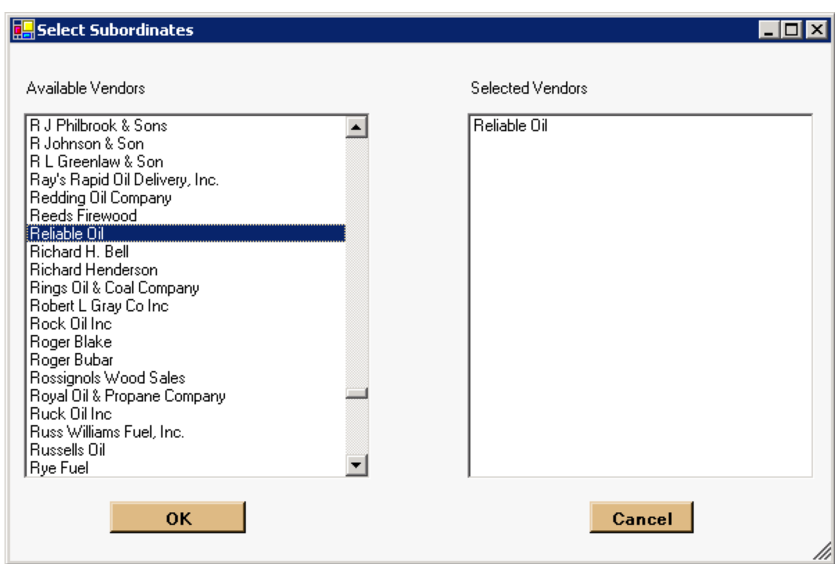
To add a subordinate to the current contract, first left click on the 

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:



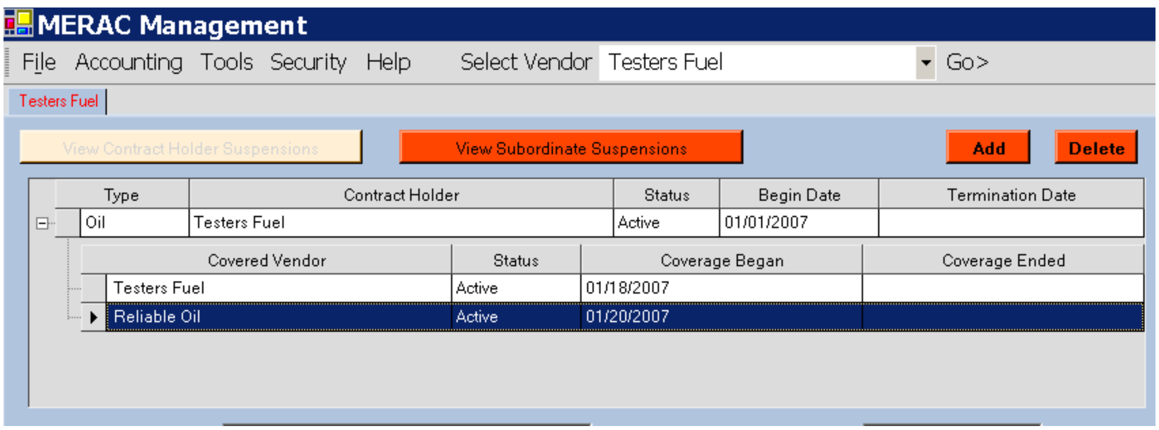
Next select the appropriate vendor(s) as subordinate(s) by using the **scroll bar** and left clicking vendor.

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 **OK** button to complete.

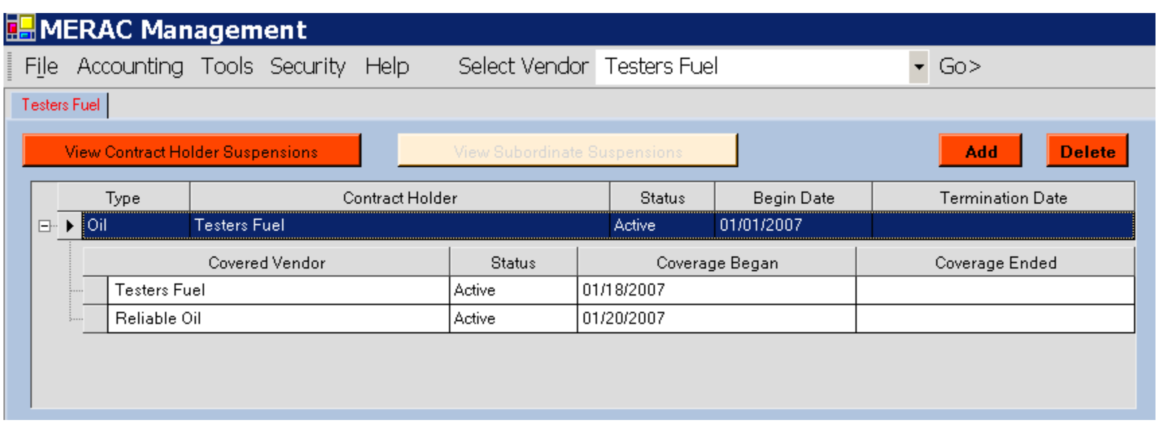
Next, the user will be returned to the Contact tab.

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

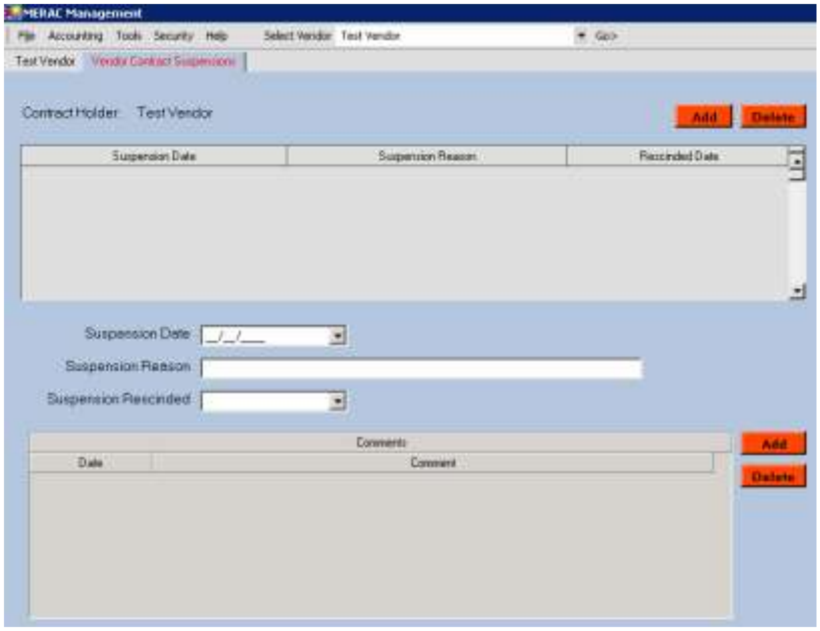


Contract Holder Suspensions

To view, add, edit, or delete a contract holder's suspension, left click on the **View Contract Holder Suspensions** button.



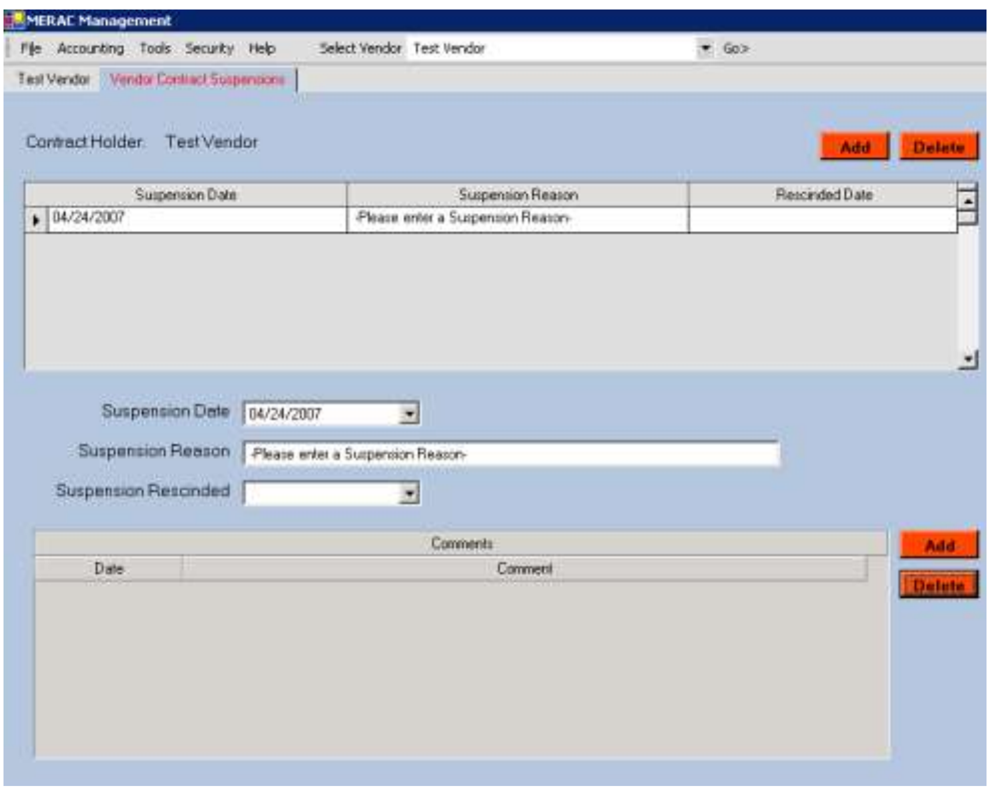
Next, the user has the ability to add, edit, or delete suspension for contract holder.



To add a suspension, first left click on the 

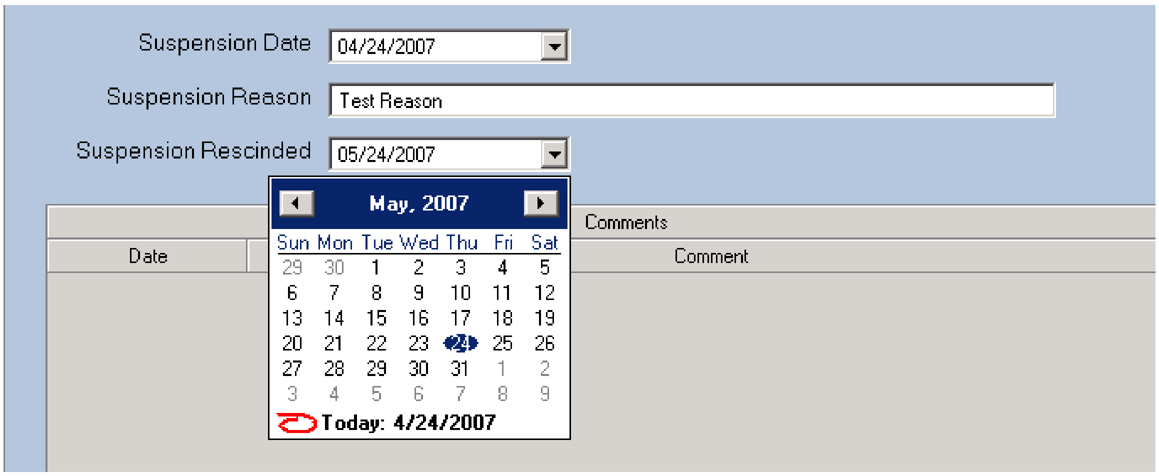
button.

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.

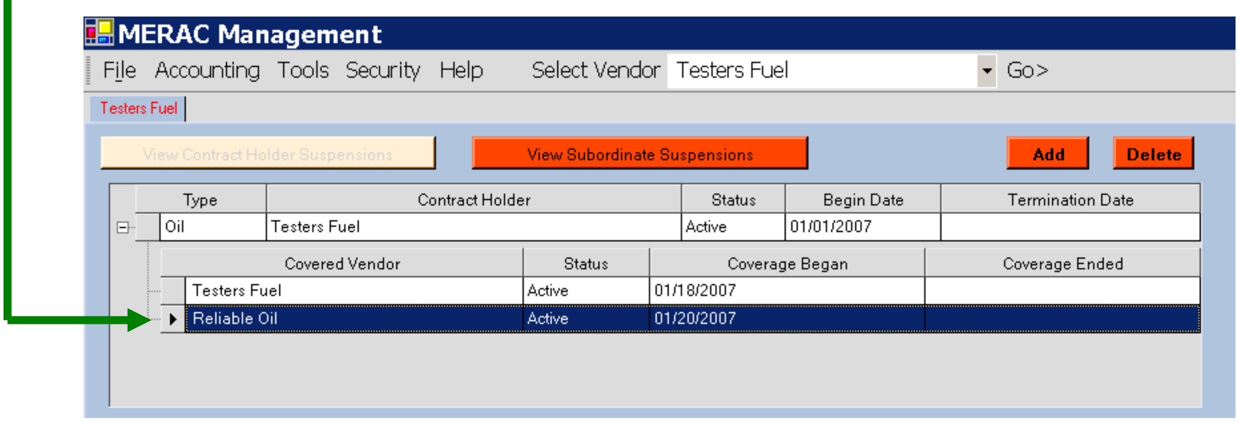
NOTE: To rescind a suspension left click on the icon for the "Suspension Rescinded" box, and select appropriate date:



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 View Subordinate Suspensions button.

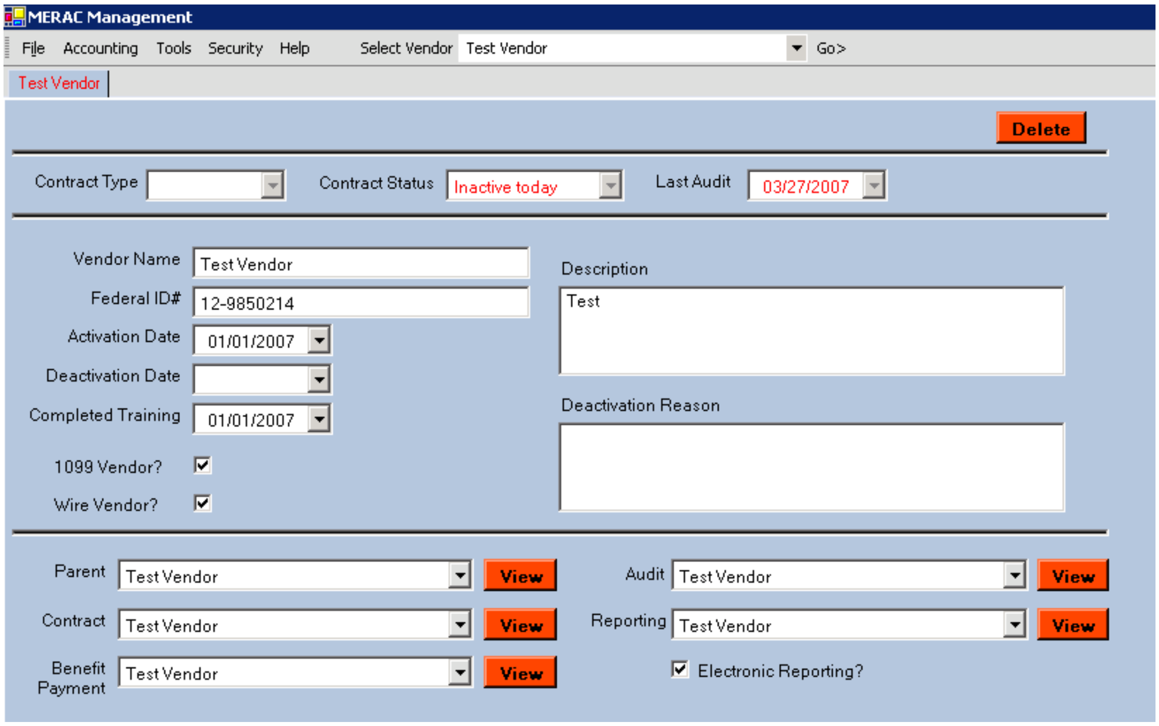


To add or delete suspension for a subordinate vendor, please follow the same produce described under **Contract Holder Suspensions**.

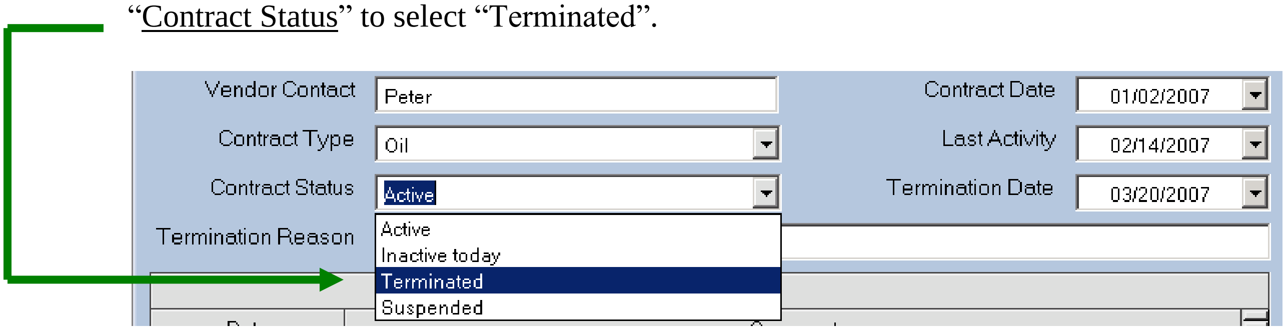
Terminate contract

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

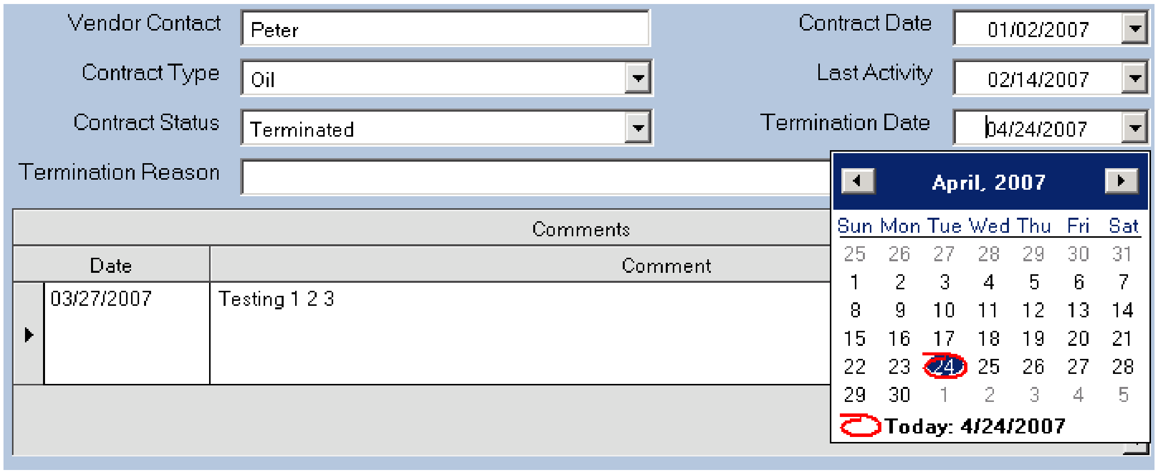
First, find and open the vendor's record.



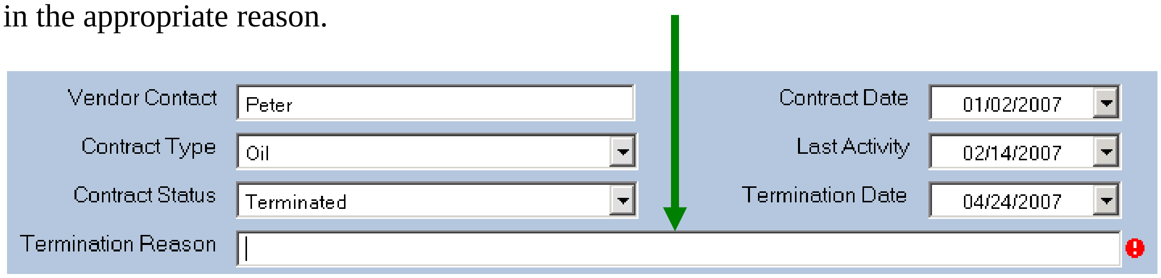
Next, go to the "Contract History" tab. Then left click on the drop down box under "Contract Status" to select "Terminated".



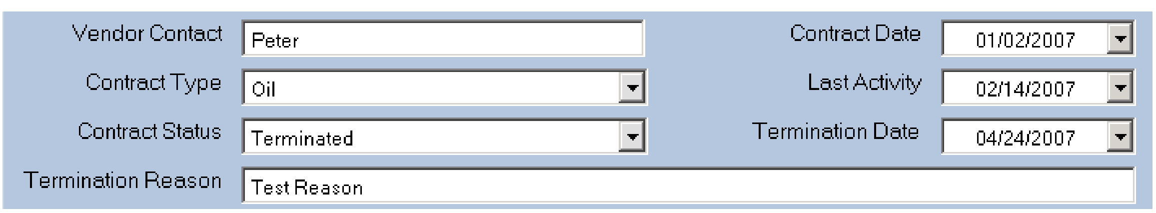
Next, left click on the “Termination Date” box and input the date of termination for contract.



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.

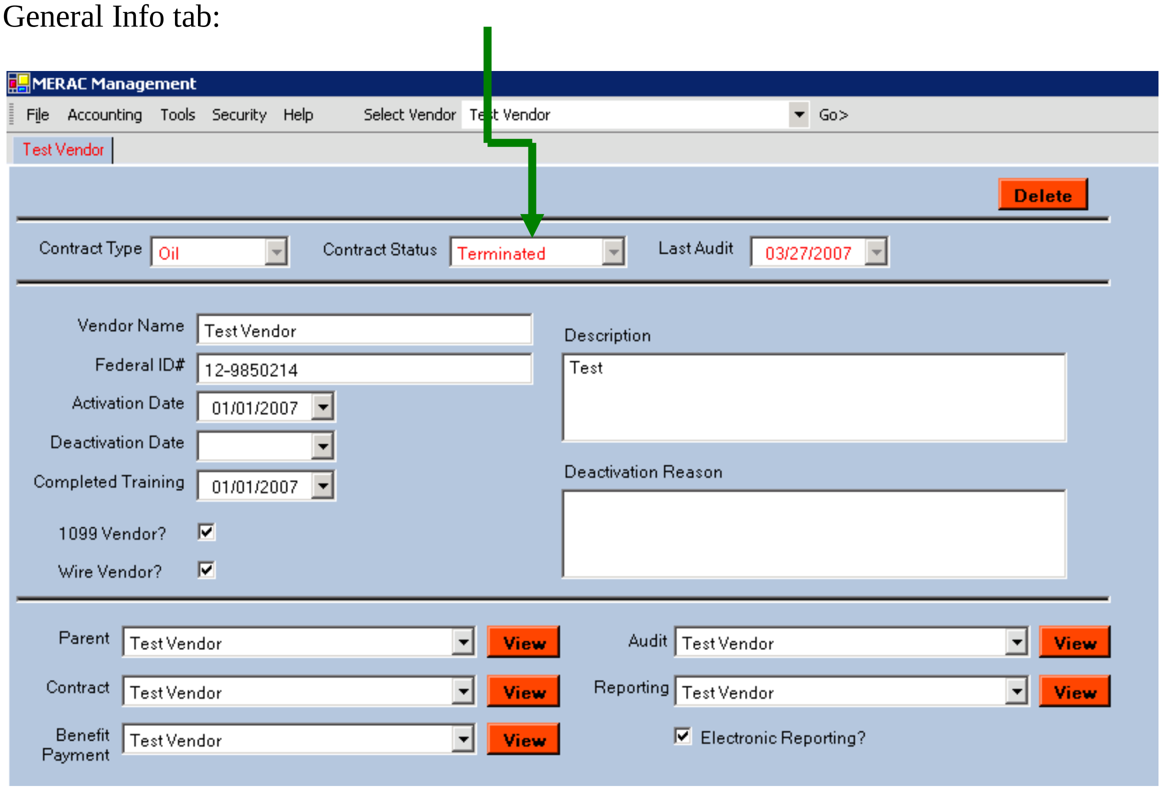


NOTE: Text box has limited capacity for comments, so make the termination reason brief.



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:



Terminating a contract's subsidiary

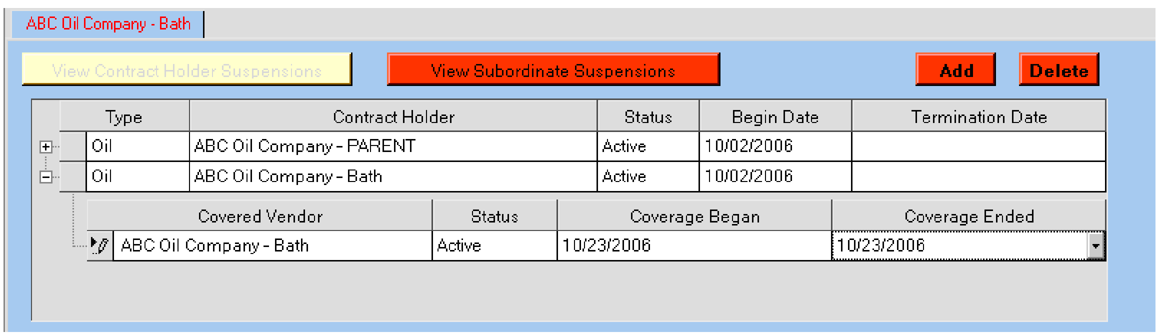
This section will examine how the user terminates a contract's subsidiary.

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.

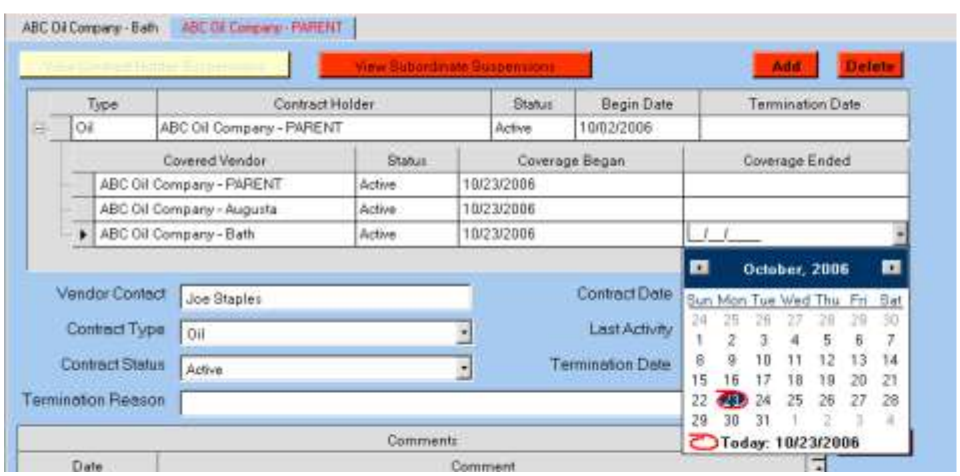
First, find and open the vendor's record and go to the "Contract History" Tab.

Next, 1) expand the location line by left clicking on the ⊞ 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 2nd 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.

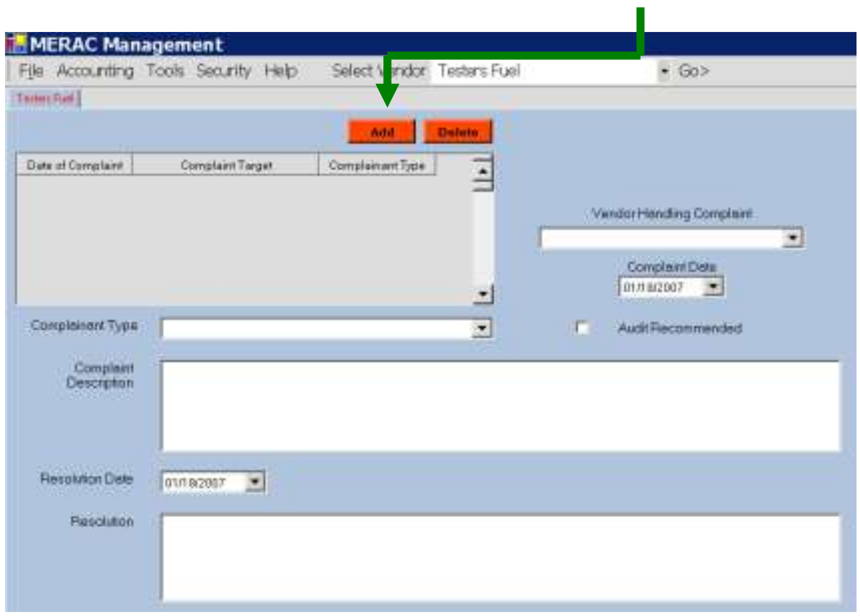
Vendor Activity

Complaints Tab

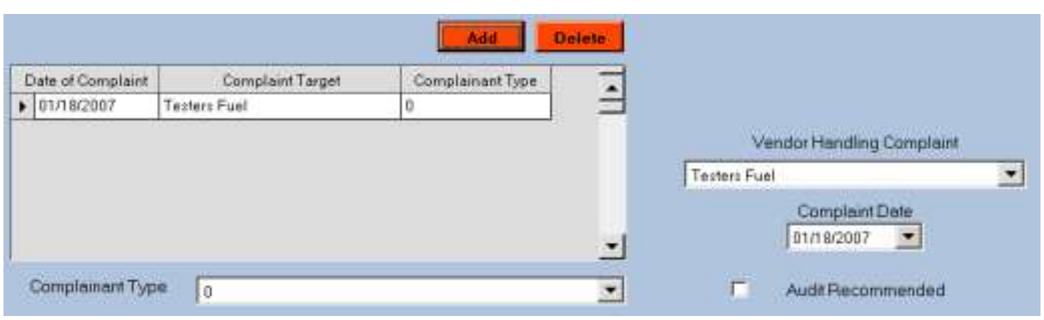
This tab lets the user record information regarding complaints against a vendor.

To add a complaint to vendor's file, first left click on the 

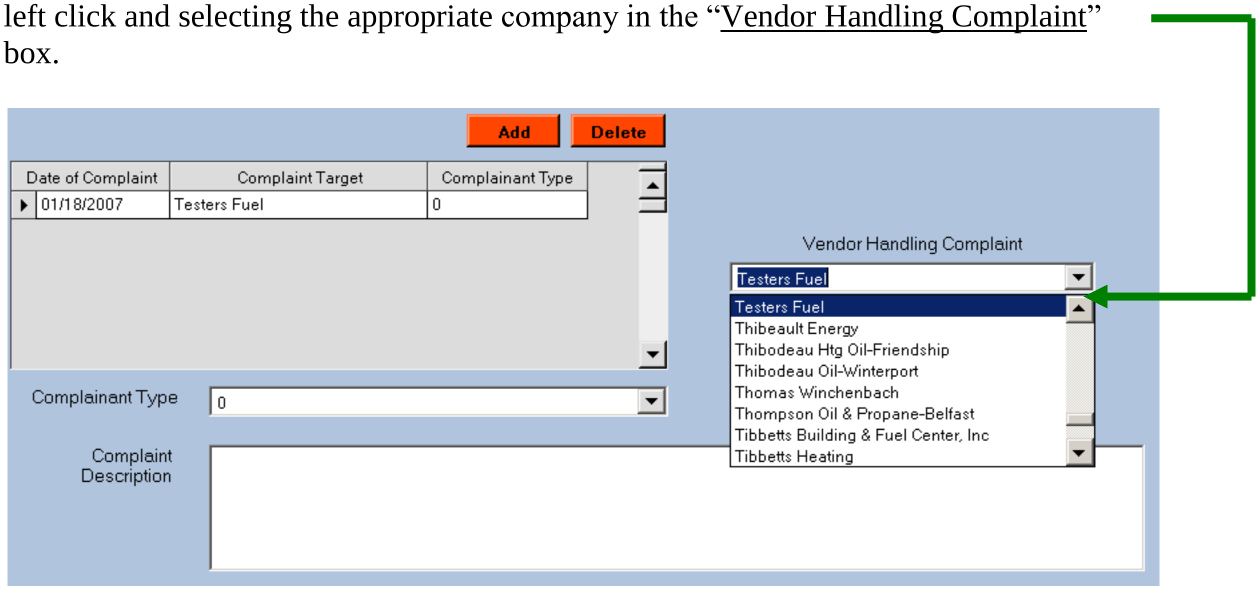
button.



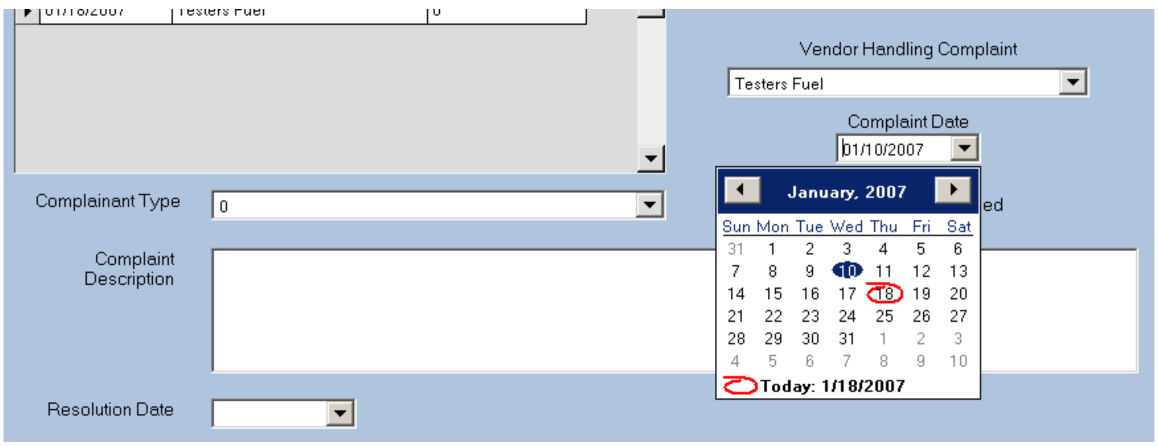
NOTE: The MERAC System will *per default* automatically set the date of the complaint to the current date and the complaint target to the current vendor.



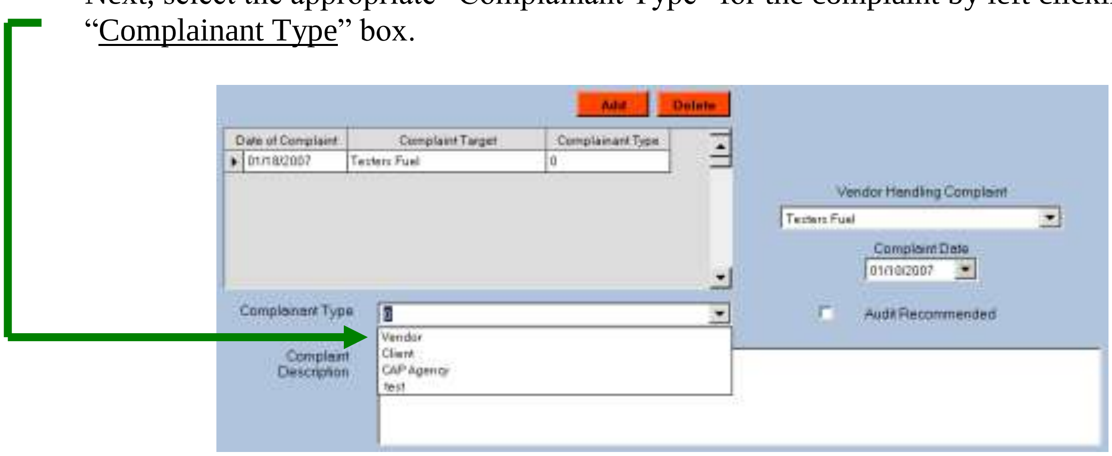
If the vendor is a subsidiary company and the complaint is handled by the PARENT company, then the user has the ability to change the vendor handling the complaint, by left click and selecting the appropriate company in the "Vendor Handling Complaint" box.



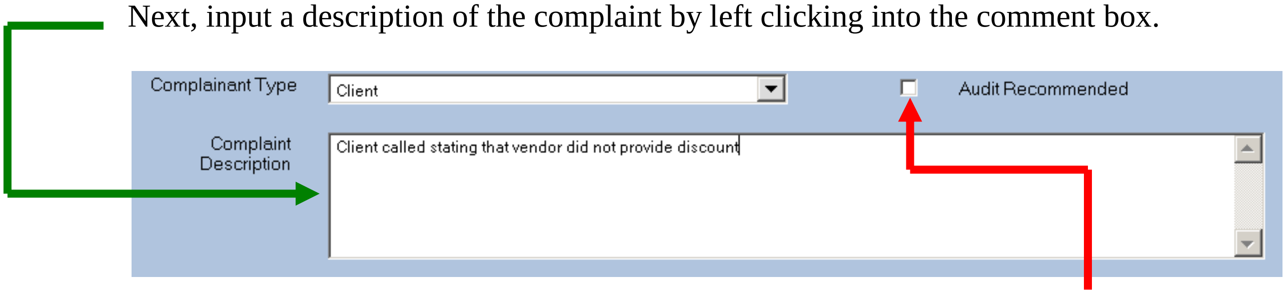
Next, (if applicable) change the date of the complaint.



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

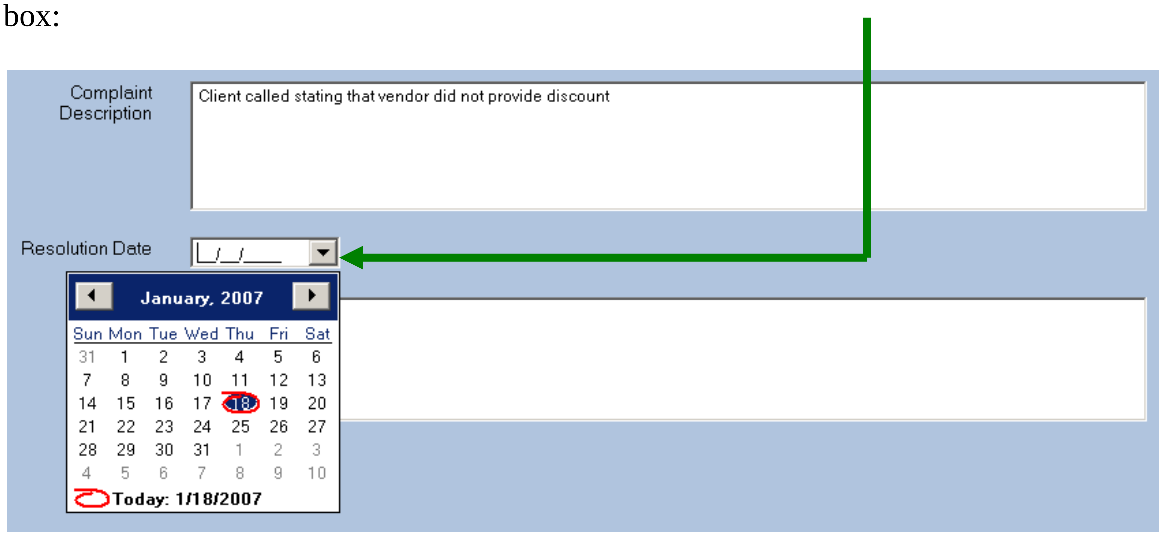


Next, input a description of the complaint by left clicking into the comment box.

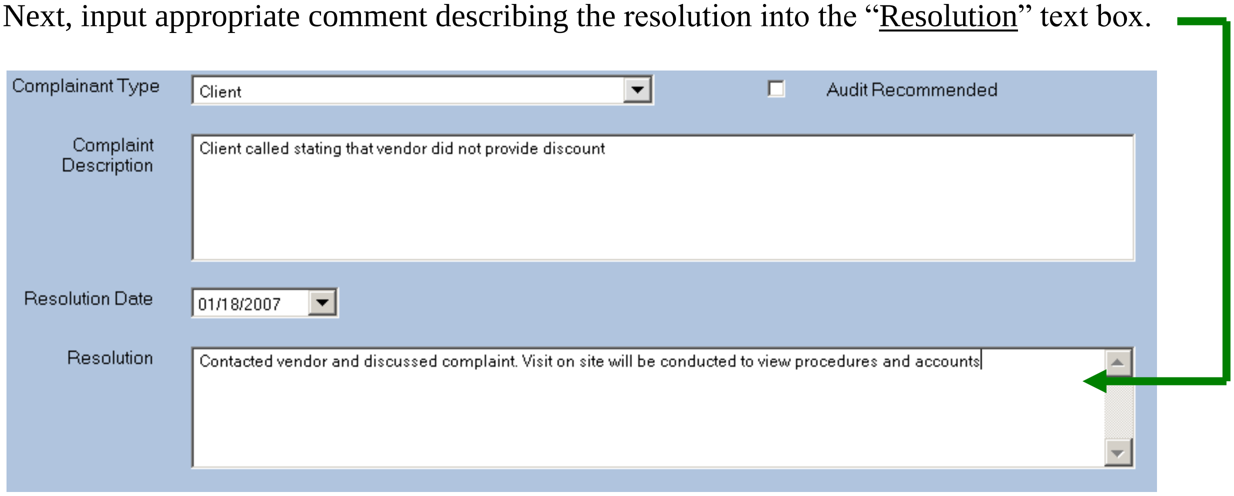


If the nature of the complaint warrants an audit, then check the "Audit Recommended" check box.

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



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

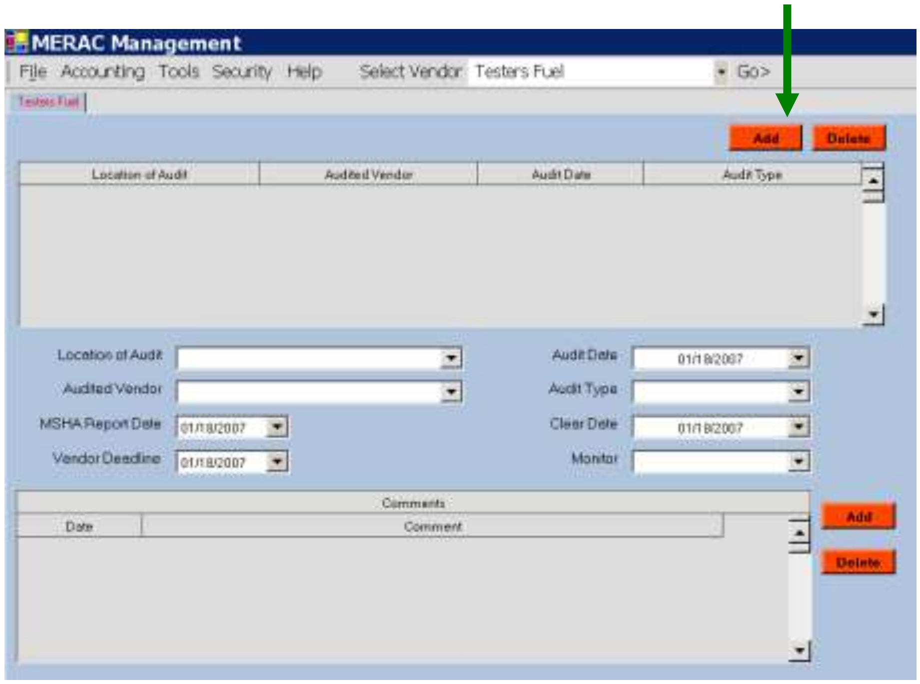


Once the resolution date and comment have been entered, save the changes.

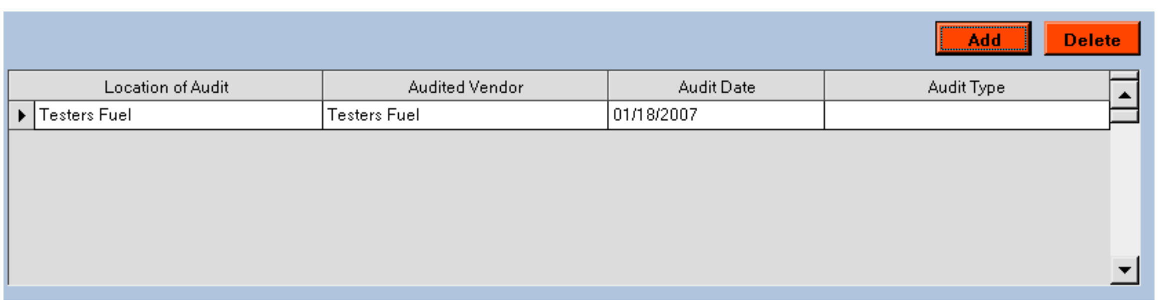
Audits Tab

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

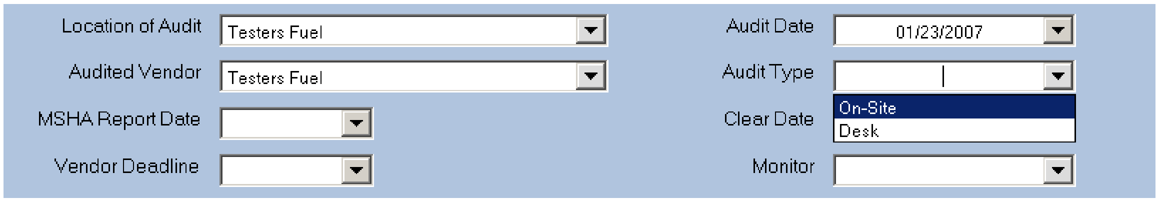
To add information regarding a vendor's audit, first left click on the  button:



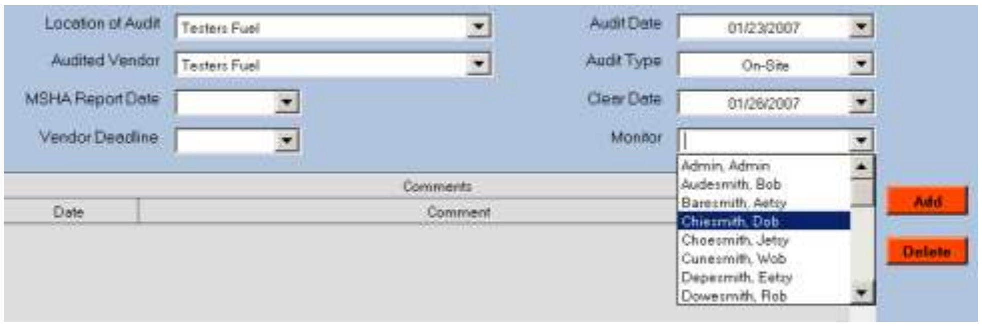
NOTE: The system will per default populate the vendor's name into the "Location of Audit" and "Audited Vendor" fields, and also list the current date:



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



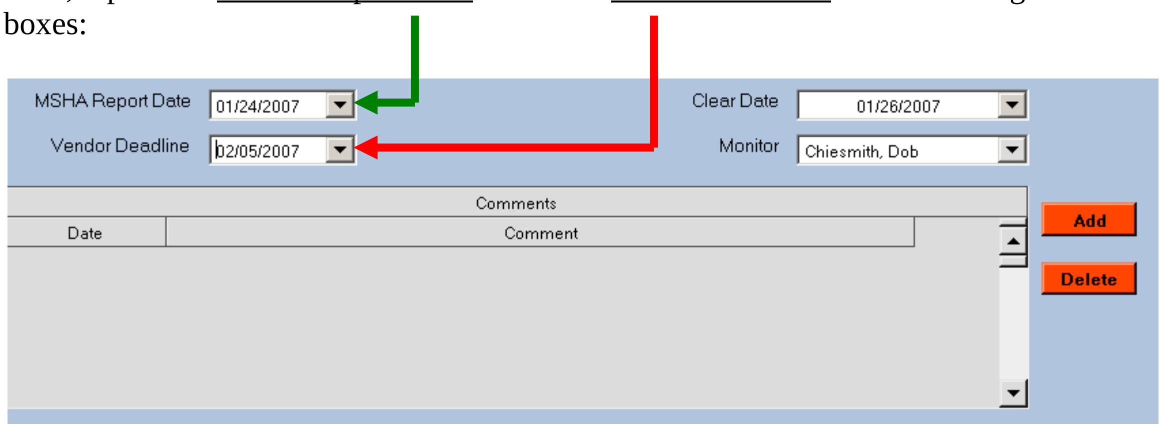
When the audit has cleared, enter the clear date into the "Clear Date" box.



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:



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**

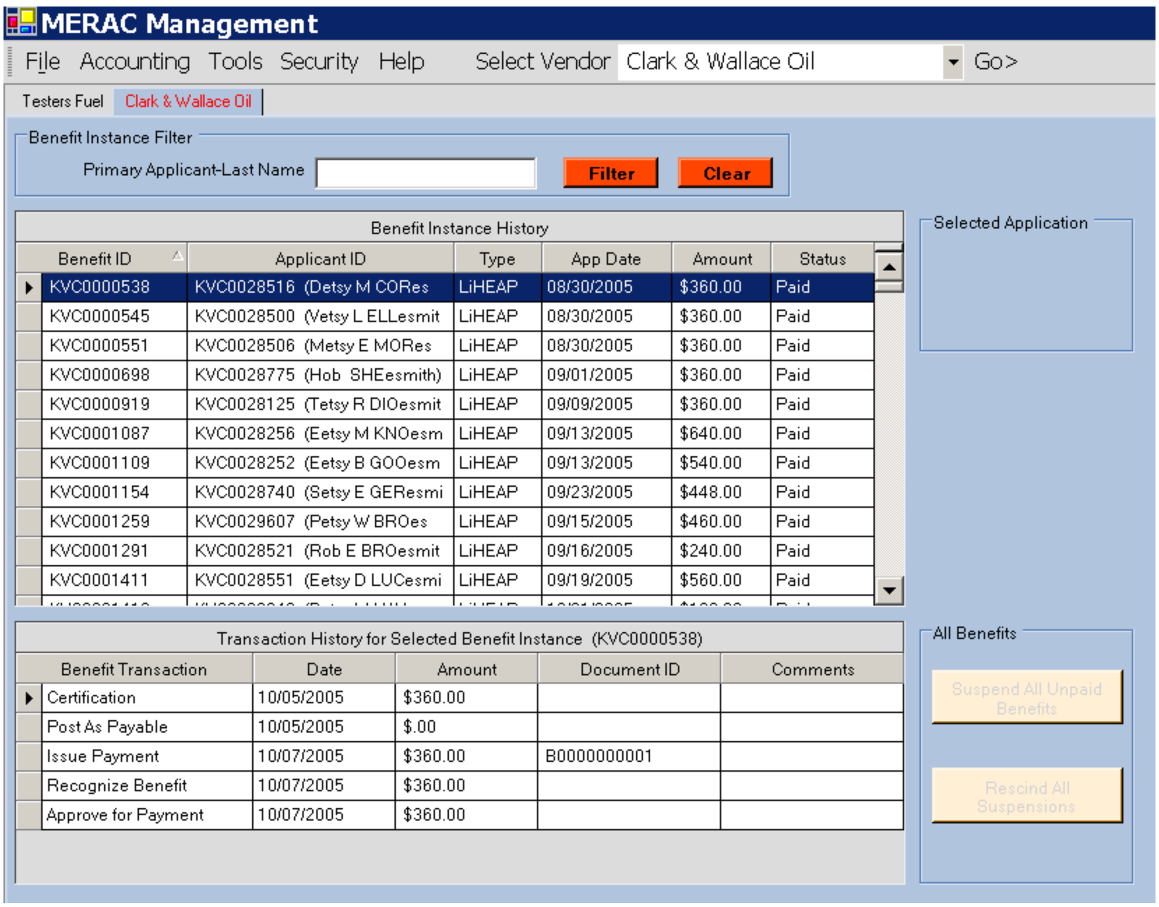
When done with data entry, left click on the menu File and select "Save".

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.

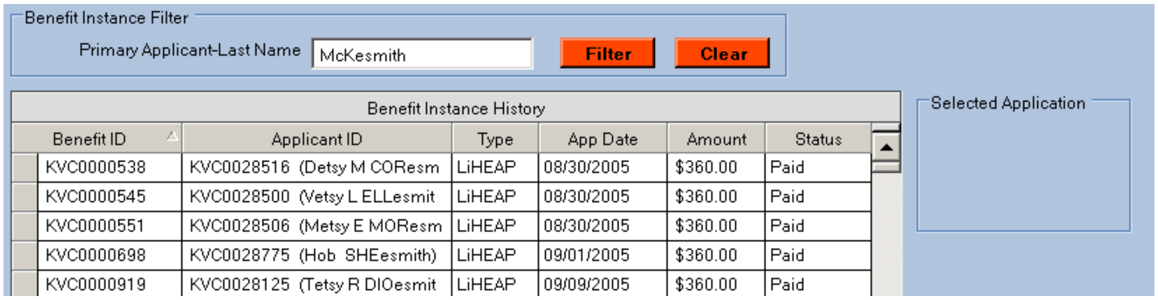
As can be seen from the below screen print, the user will upon entering the tab see an overall view of all applicants handled by selected vendor.



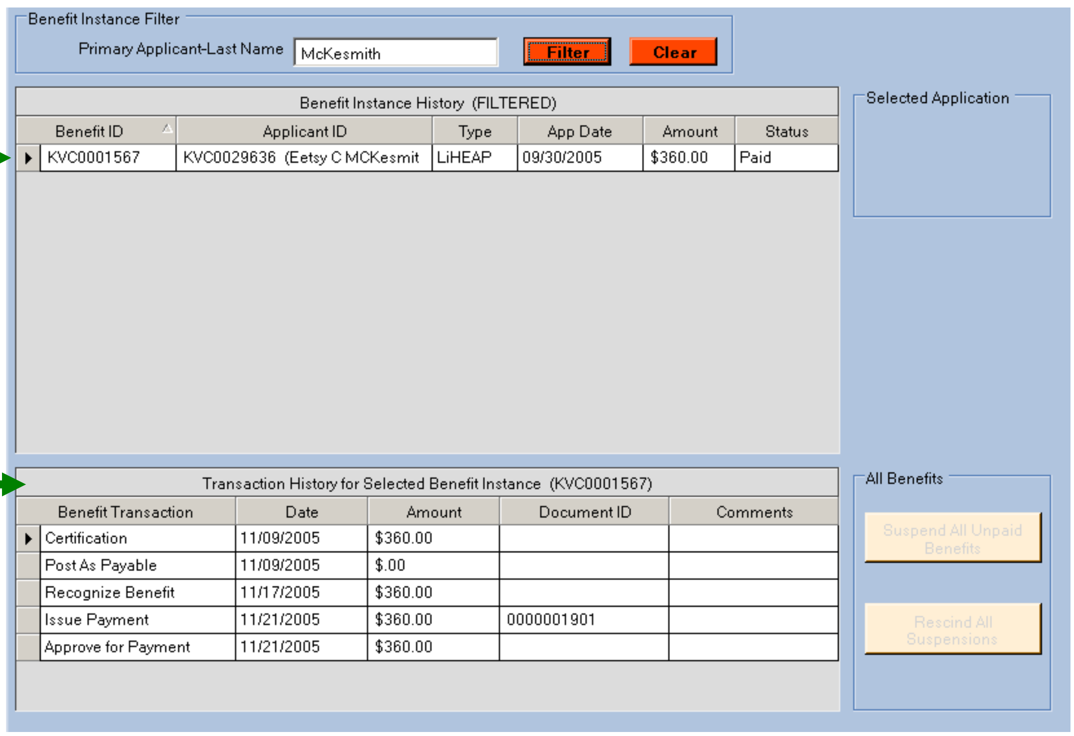
Benefit ID	Applicant ID	Type	App Date	Amount	Status
KVC0000538	KVC0028516 (Detsy M CORes	LiHEAP	08/30/2005	$360.00	Paid
KVC0000545	KVC0028500 (Vetsy L ELLesmit	LiHEAP	08/30/2005	$360.00	Paid
KVC0000551	KVC0028506 (Metsy E MORes	LiHEAP	08/30/2005	$360.00	Paid
KVC0000698	KVC0028775 (Hob SHEesmith)	LiHEAP	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

Benefit Transaction	Date	Amount	Document ID	Comments
Certification	10/05/2005	$360.00		
Post As Payable	10/05/2005	$.00		
Issue Payment	10/07/2005	$360.00	B0000000001	
Recognize Benefit	10/07/2005	$360.00		
Approve for Payment	10/07/2005	$360.00		

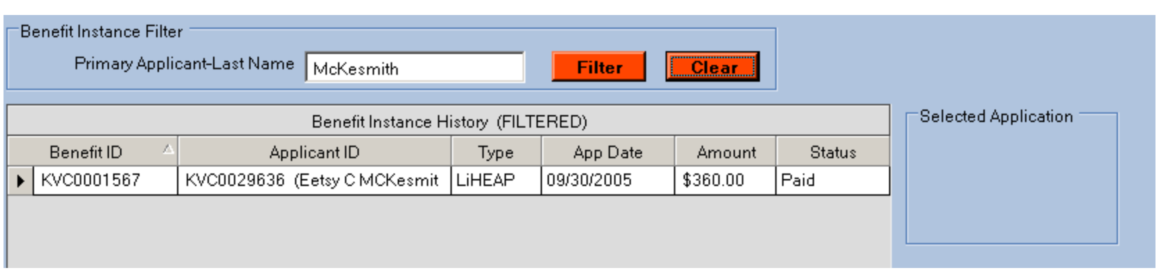
The user has the ability to search for a specific applicant by entering the last name of applicant into the appropriate text box and then left clicking on the **Filter** button.



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

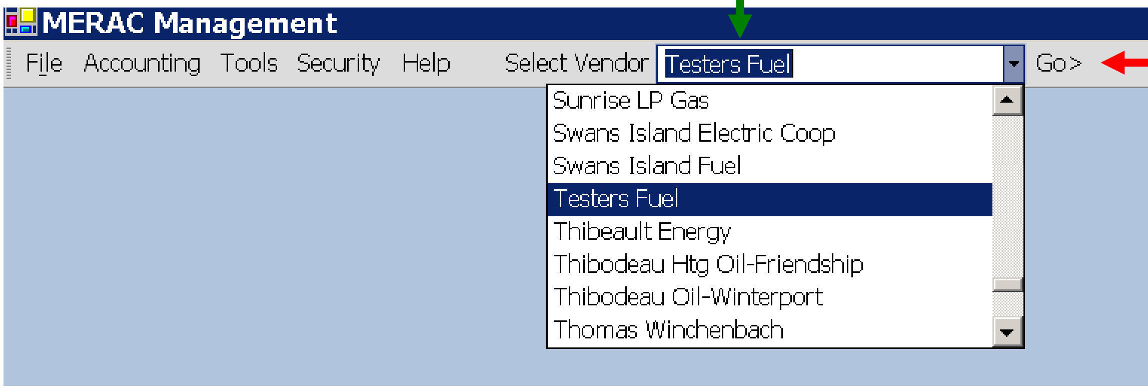


NOTE: To return to an overview of all applicants related to selected vendor, left click on the **Clear** button.

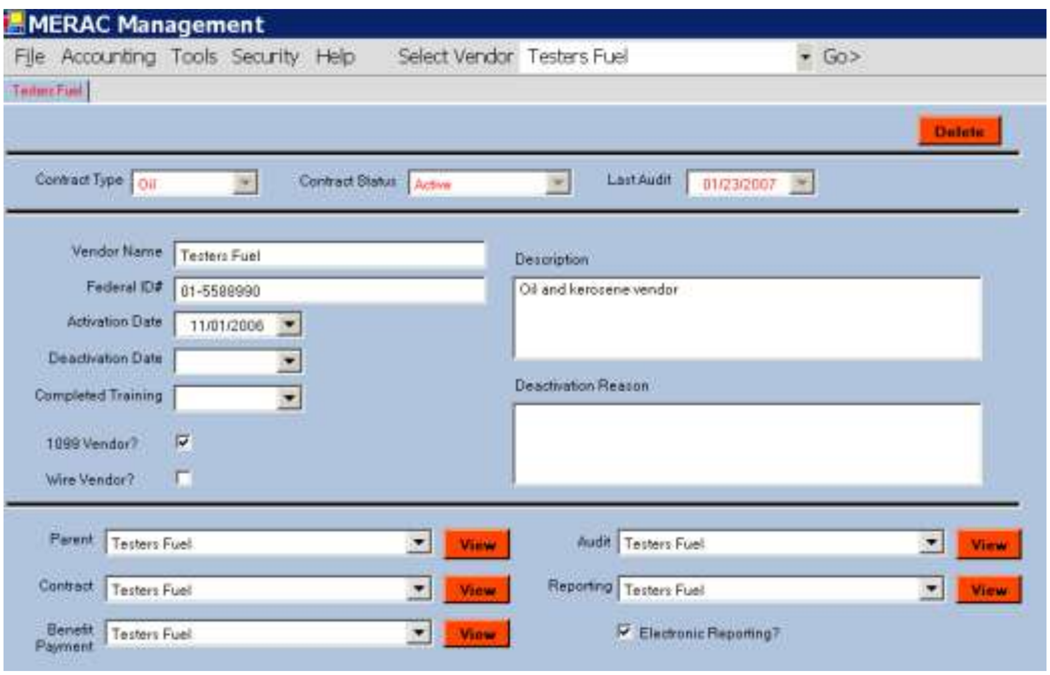


Edit Existing Vendor

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 1st letter of the vendors name in the box. Then left click on the desired vendor and left click on the Go> icon.

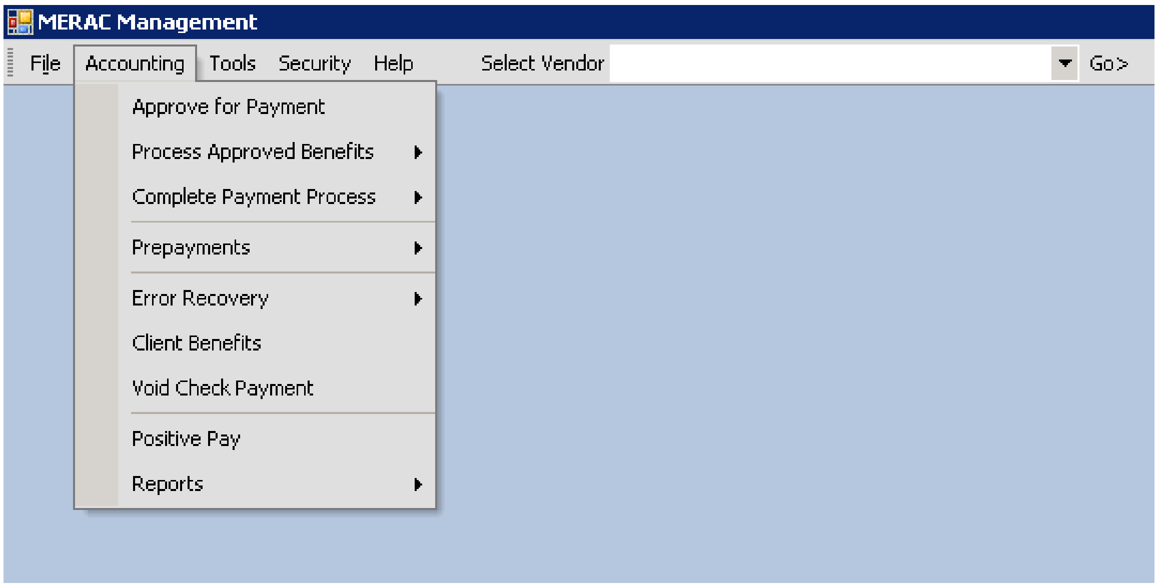


NOTE: All information can be changed; however, a field with information in red is not changeable. The "Contract Type" and "Contract Status" fields can be changed under the "Contract History" tab--and the "Last Audit" field under the "Audits" tab.

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

Accounting

This section will examine: 1) Prepayment ProcessPrepayment Process,
2) Payment Run
3) Error Recovery,
4) Client Benefits,
5) Void Check Payment, and
6) Positive Pay

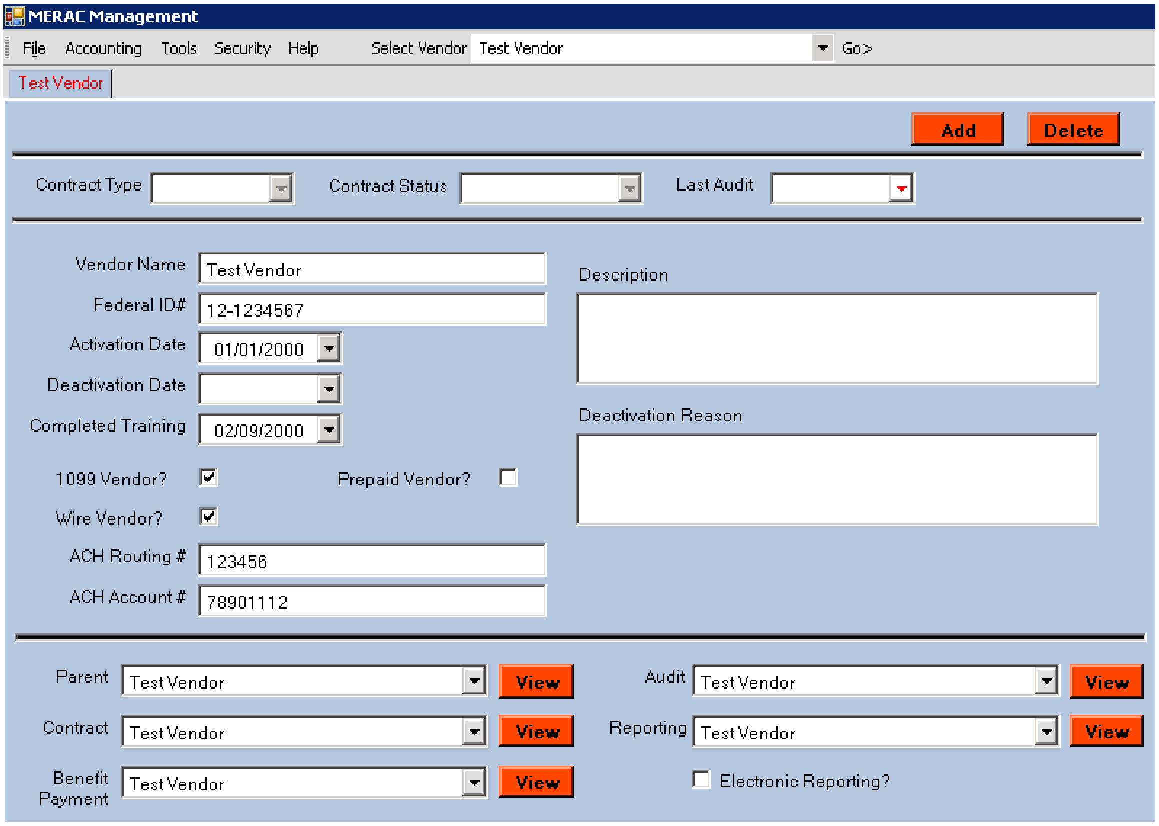


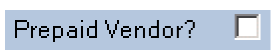
Prepayment Process

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.



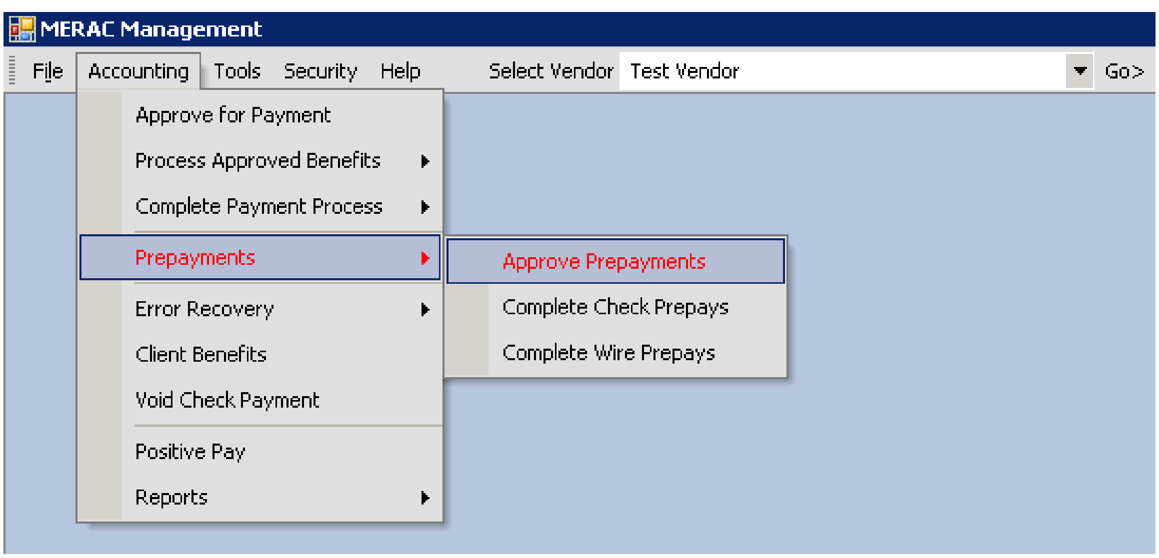
Next, check the 

checkbox and save & close.

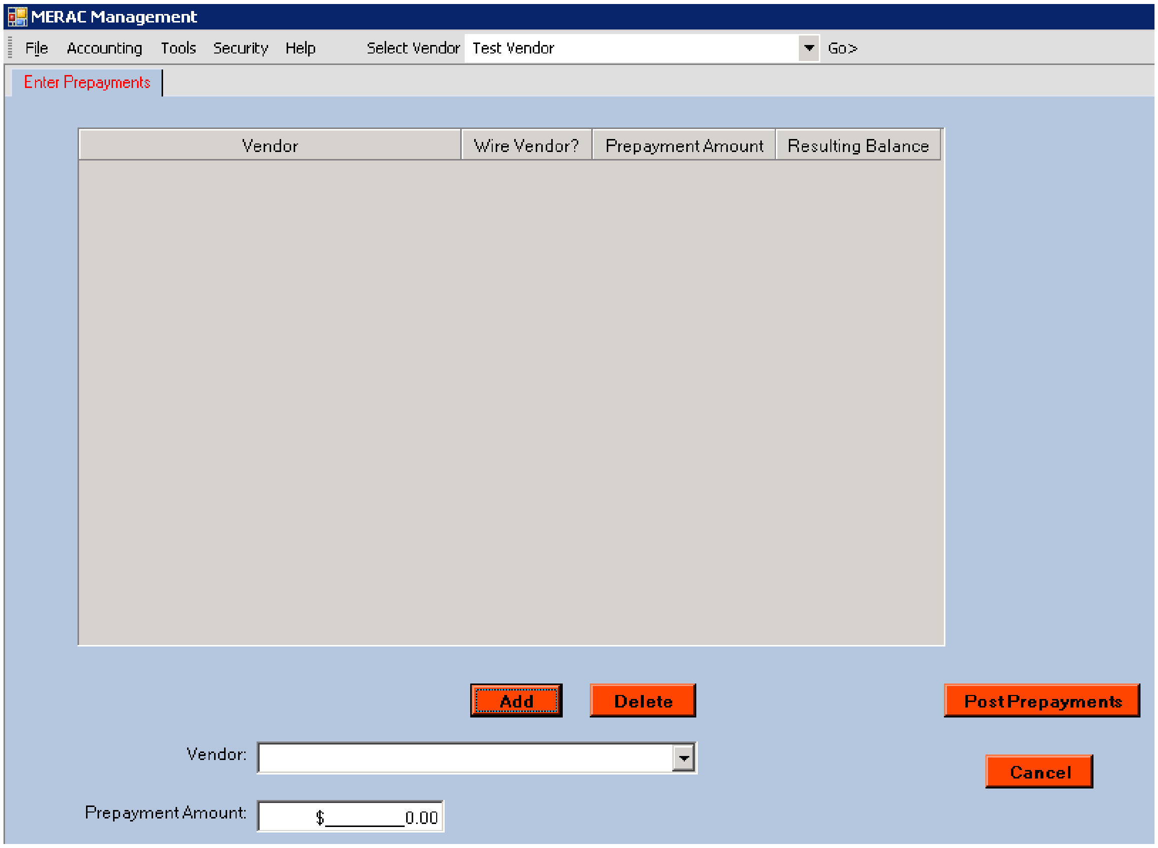
Setup Credit for Prepaid Vendors

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

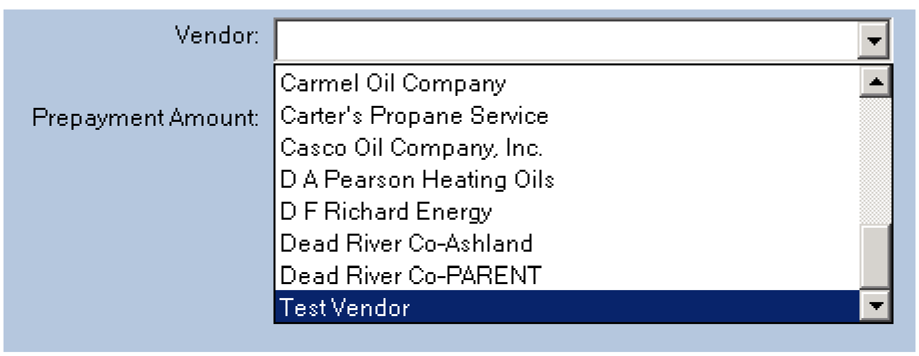
Next, left click on the Accounting menu, select Prepayments and Approve Prepayments:



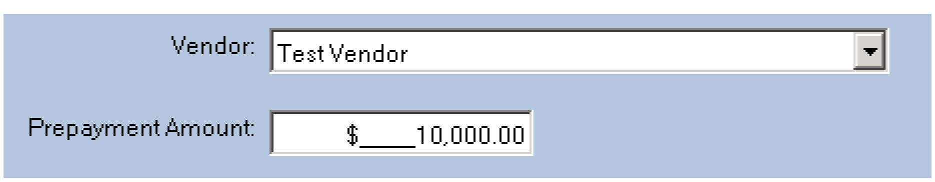
Next, the 'Enter Prepayments' screen will appear:



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

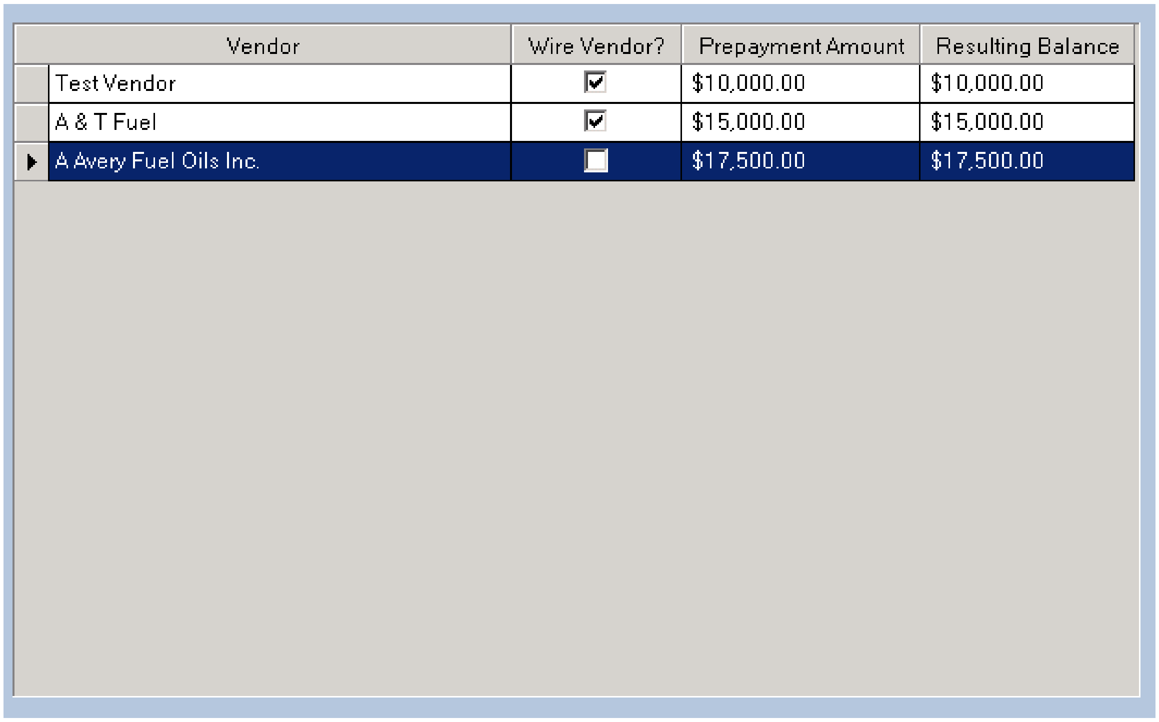


Next, enter in the amount of the credit in the 'Prepayment Amount' box and left click on the **Add** button:



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	☑	$10,000.00	$10,000.00
A & T Fuel	☑	$15,000.00	$15,000.00
A Avery Fuel Oils Inc.	☐	$17,500.00	$17,500.00

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

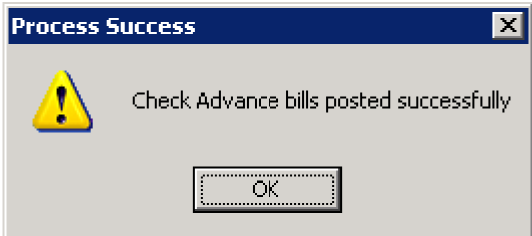
NOTE: If a vendor was added in error (or with the incorrect credit amount), first highlight the vendor and then left click on the **Delete** button to remove the vendor from the list. Then re-add vendor with the correct credit amount.

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

Next, the following message box will appear:

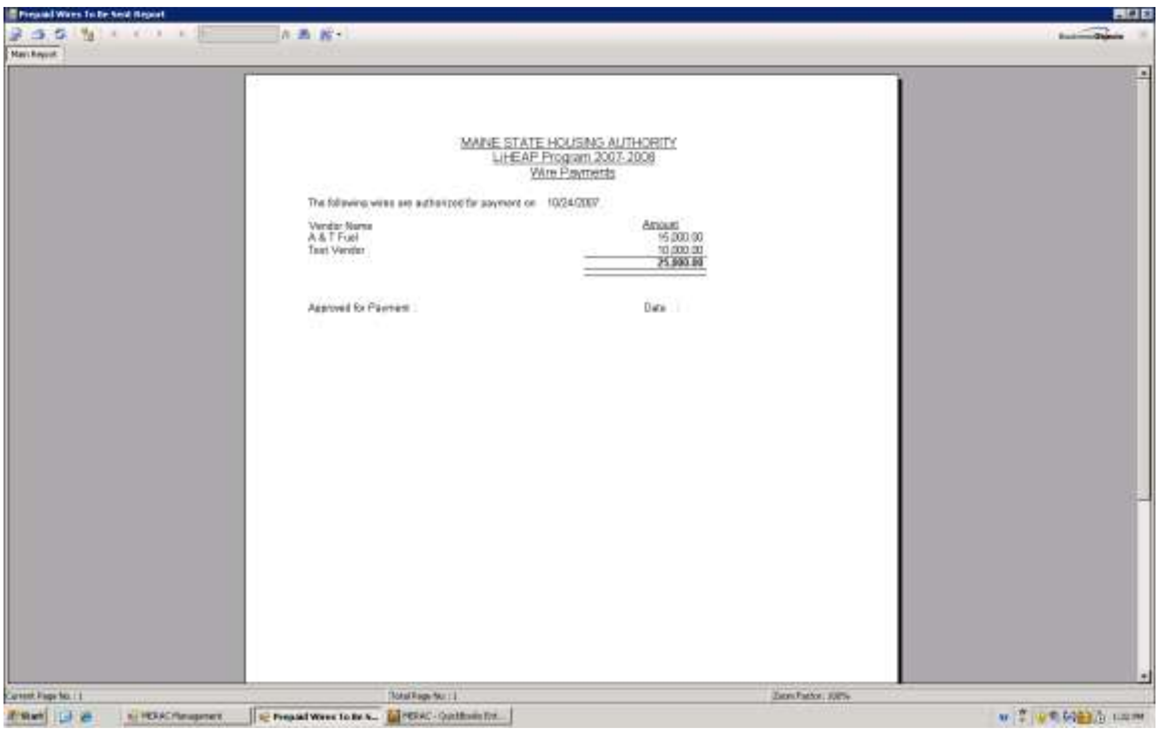
Next, click the **Yes** button to post the credit payments.

Next, the follow message box will appear:



Next, click the 

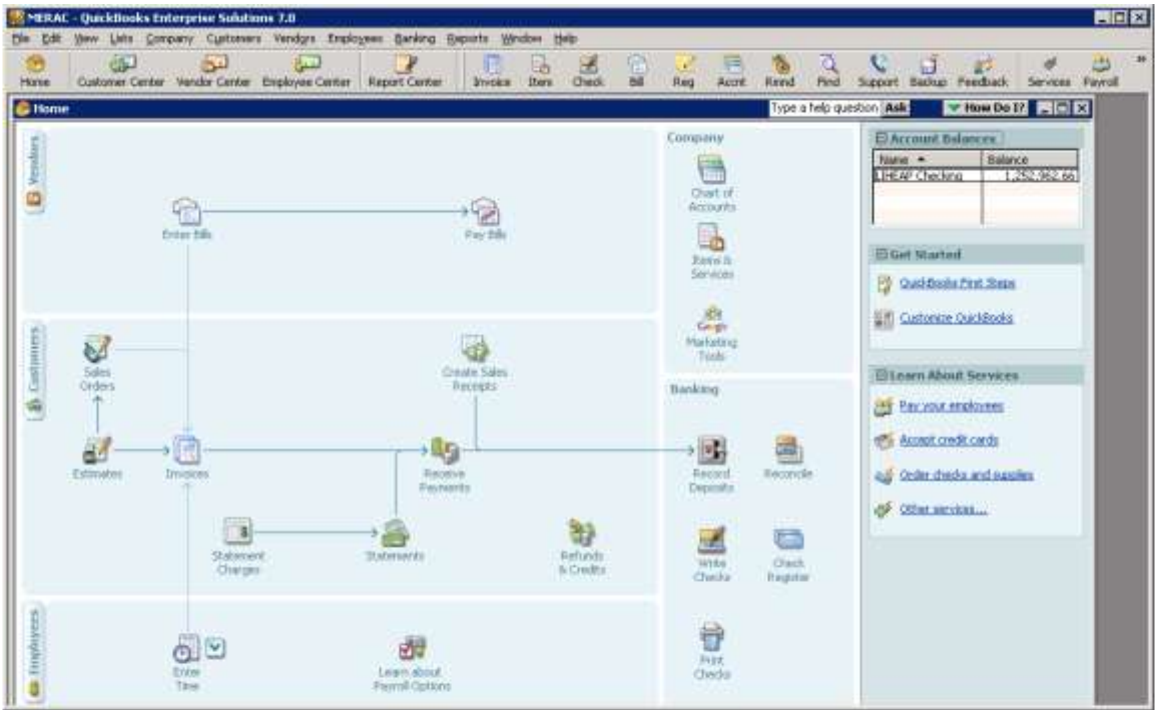
button and the ‘Prepaid Wires To Be Sent Report’ will appear:



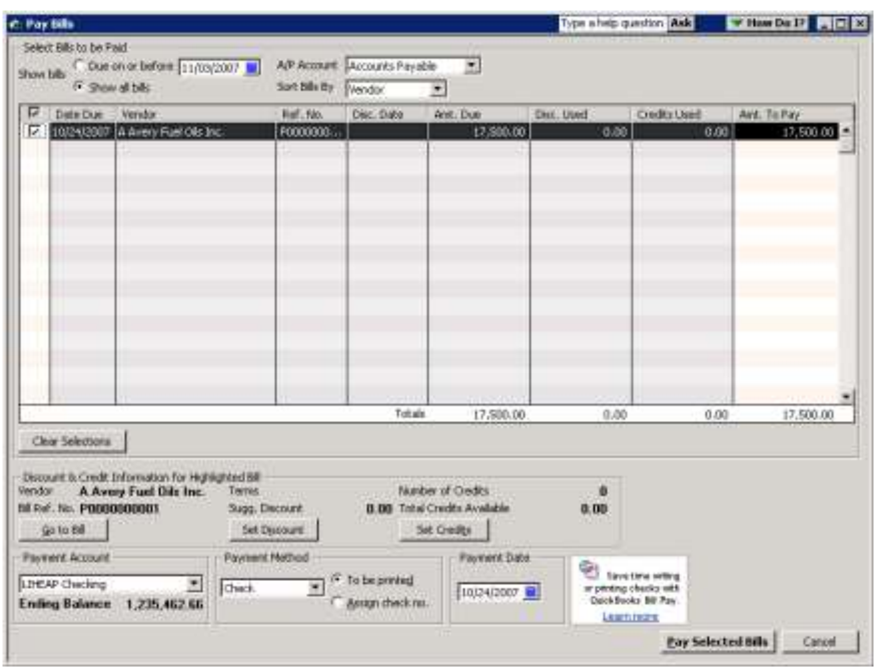
To print report, click the  icon, and then click the  icon to close report.

Process Approved Prepayments

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

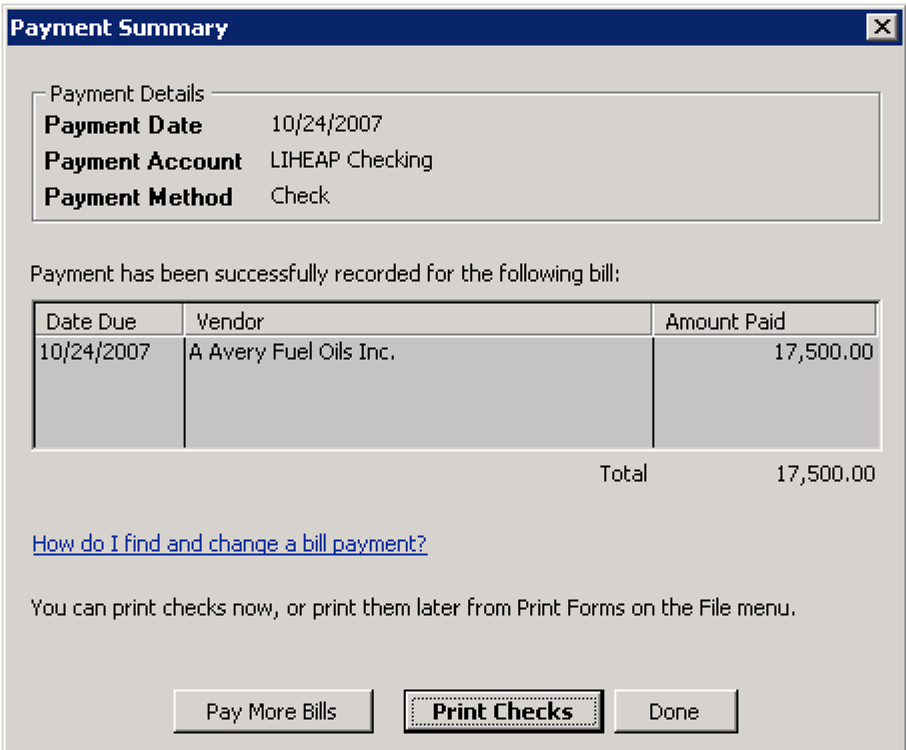


Next, the prepayment credits entered for the check vendors will appear. Now, assure that all vendors on the list are selected.

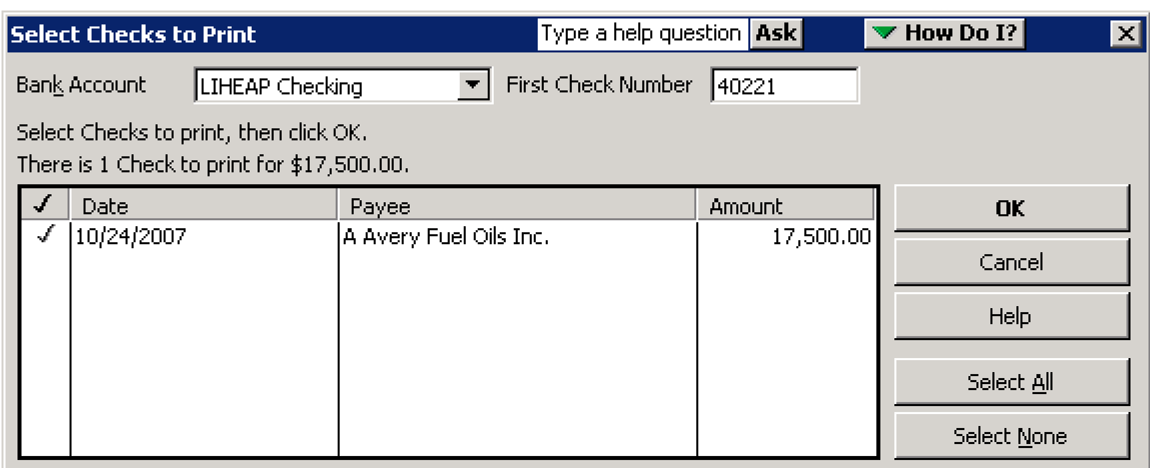


Next, click the **Pay Selected Bills** button.

The payment summary window will then appear:



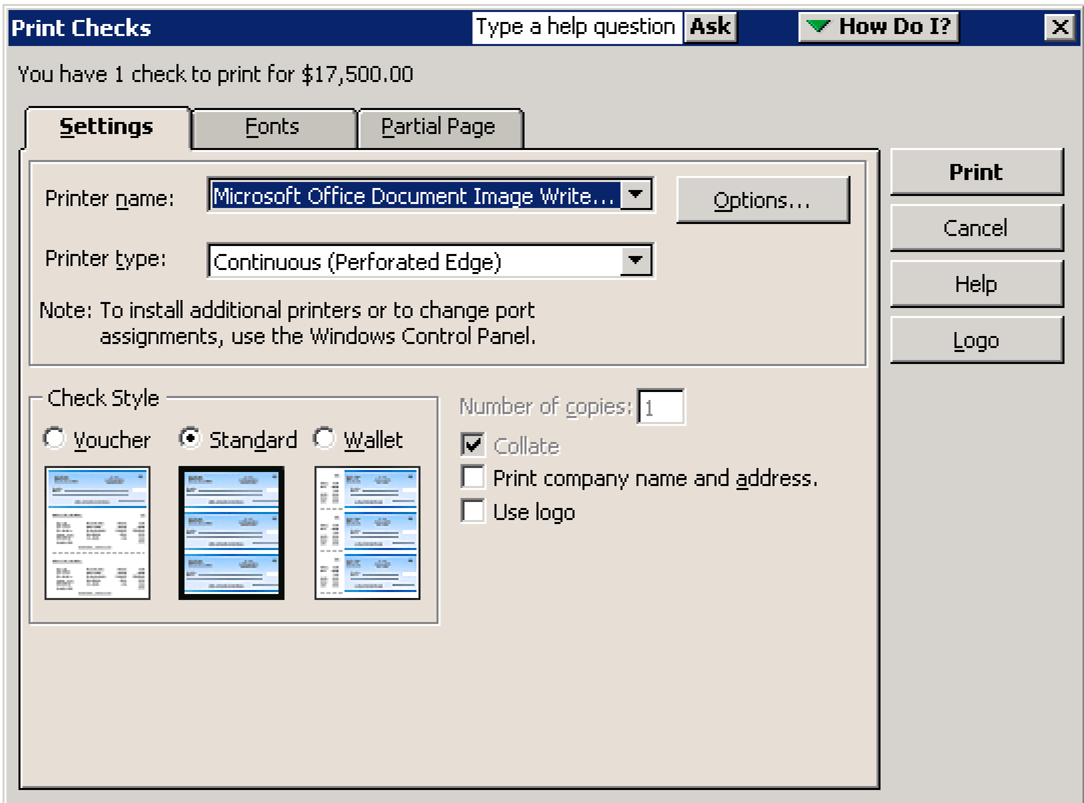
Next, click the **Print Checks** button.



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

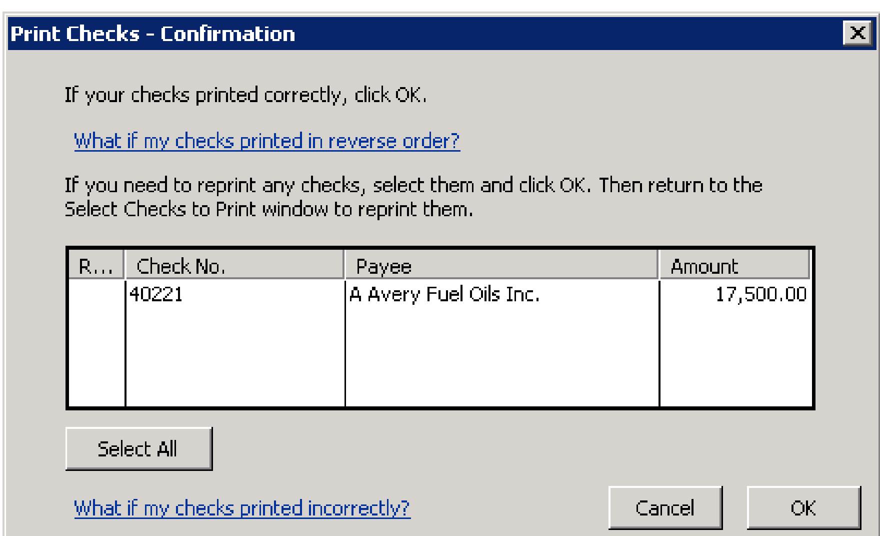
NOTE: If all the checks to be printed aren't selected, click the 

button.



Next, click the 

button.

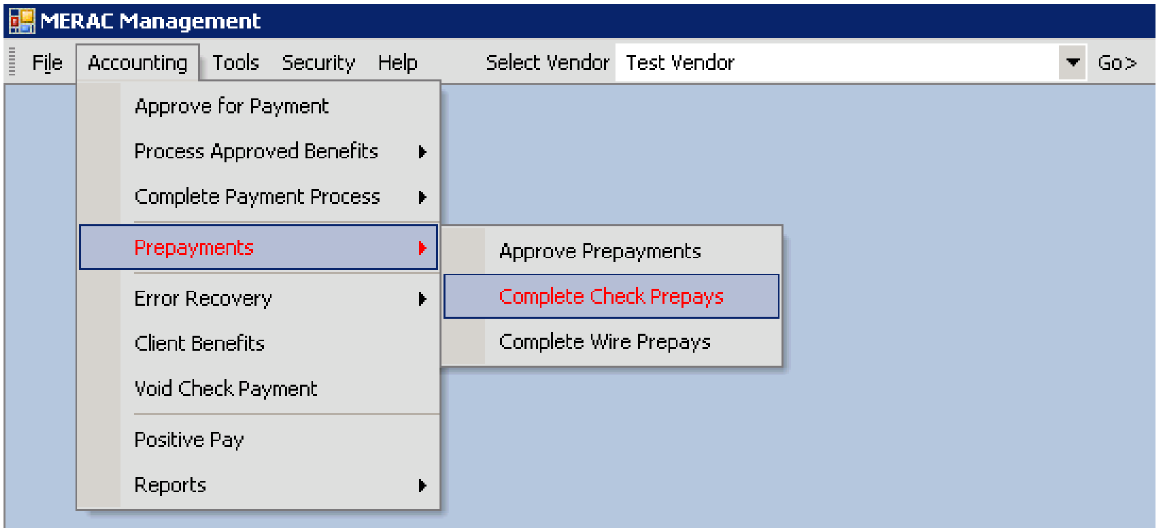


Click the 

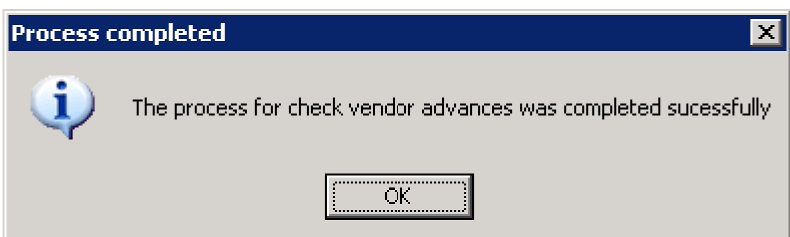
button to confirm that checks printed correctly.

Complete Check Prepays

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



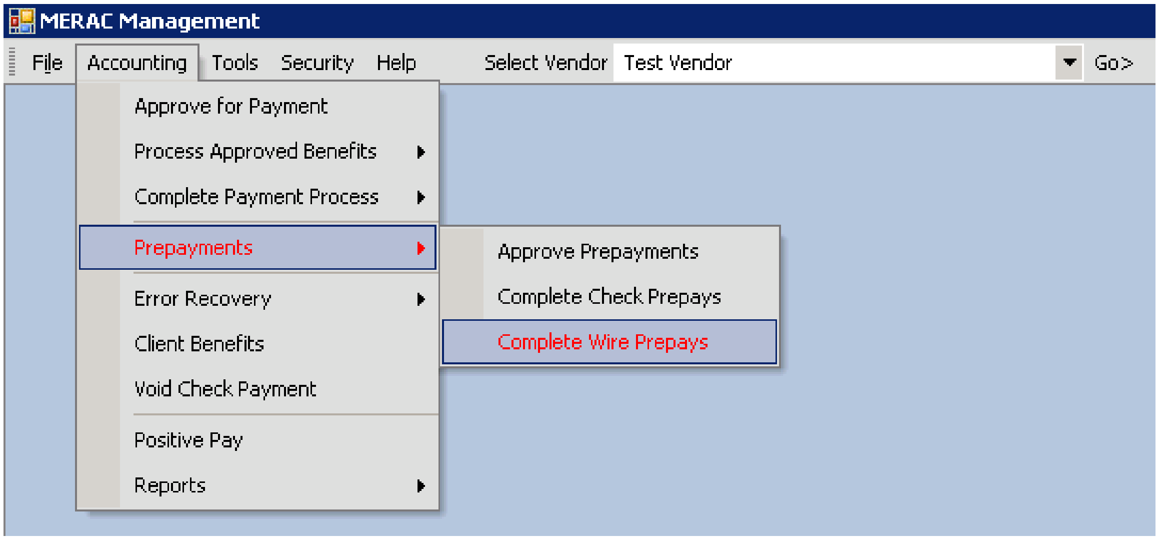
Next, the following message box will appear:



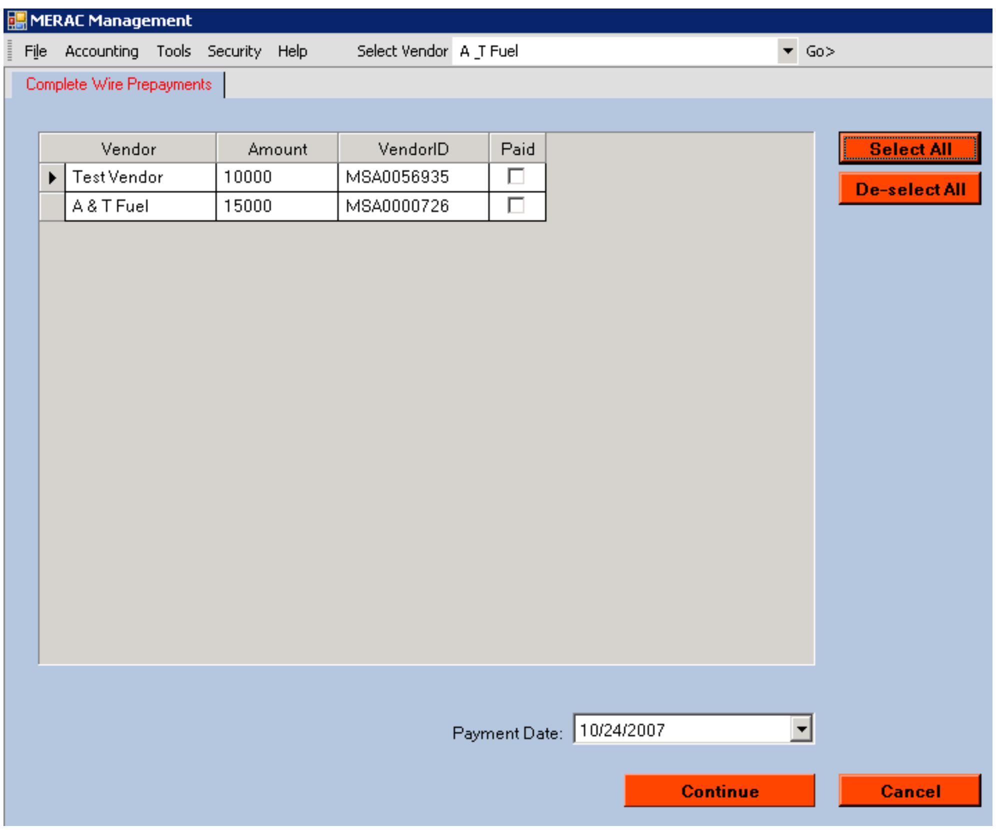
Next, click the  button to finish completing the check prepays.

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.



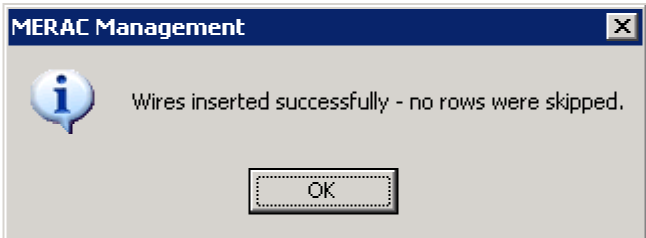
Next, click the 

button to select all wire prepays to be completed.

Next, click the 

button.

Next, the following message box will appear:



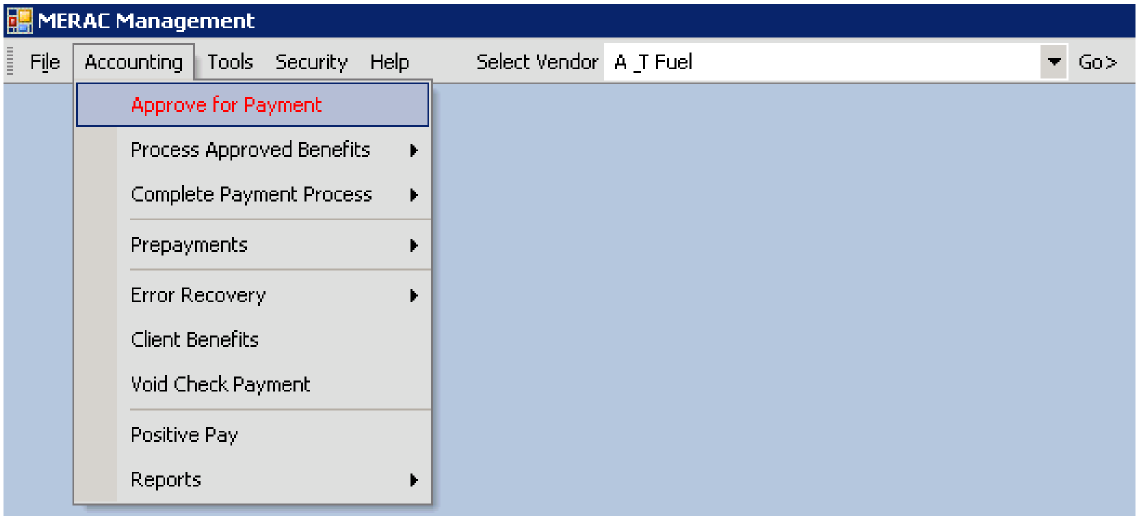
Next, click the 

button to finish the complete wire prepayment process.

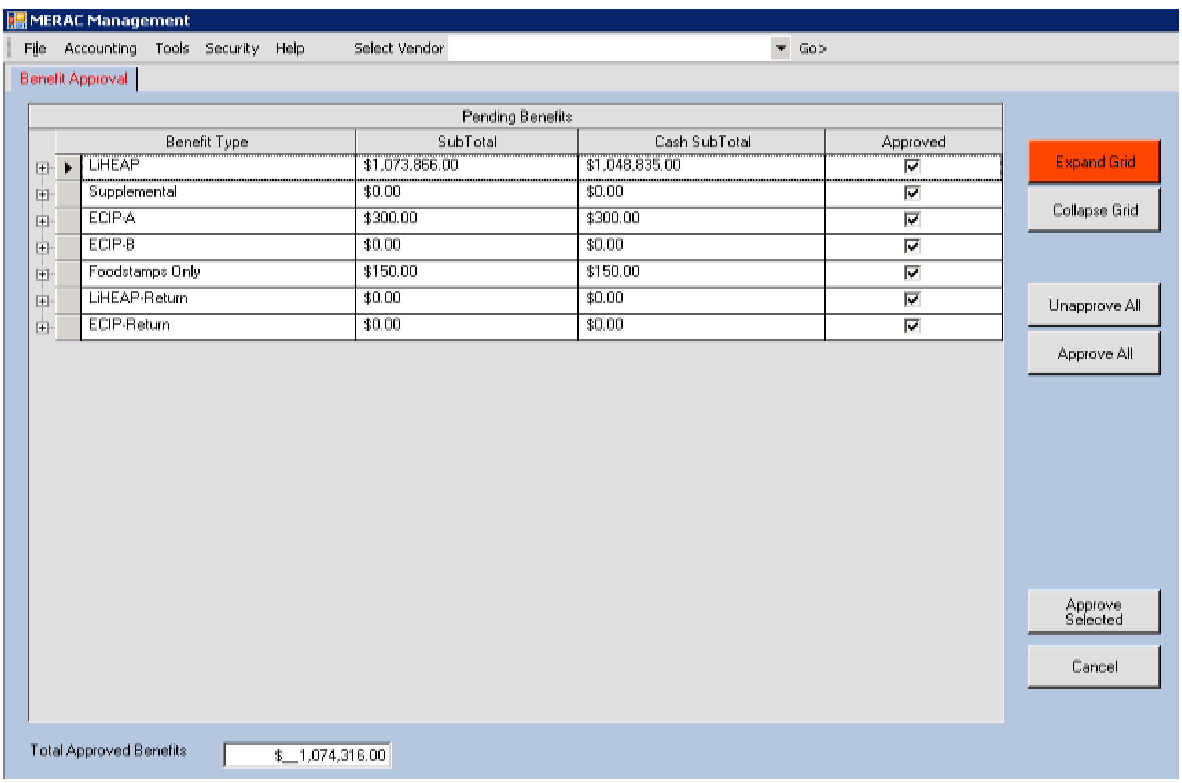
The prepayment process is now completed.

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 Expand Grid button.

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

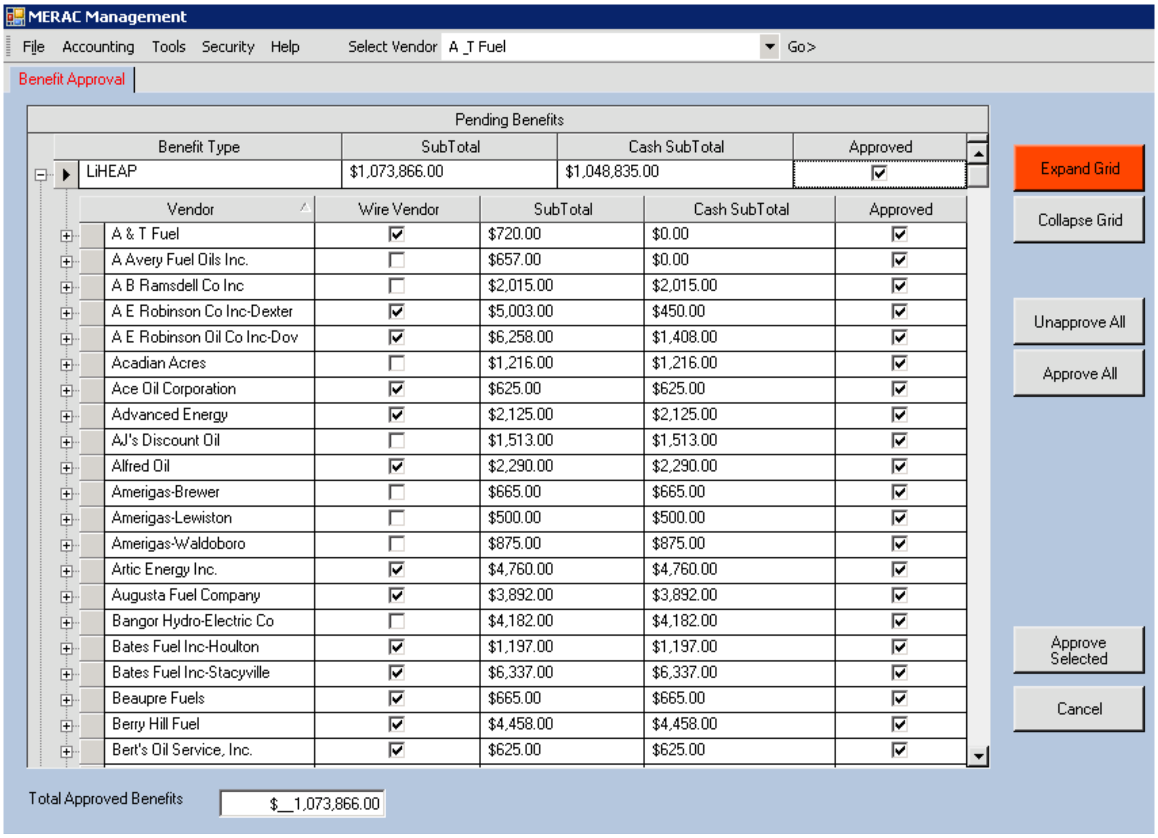
NOTE: To deselect all benefit types which are ☑ as approved, left click on the Unapprove All button.

NOTE: To select all benefit types to be ☑ as approved, left click on the Approve All button.

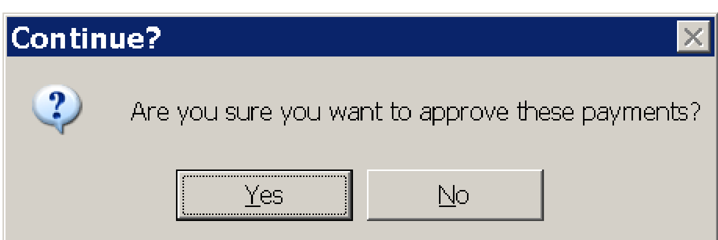
NOTE: To exit out of the benefit approval screen without approving any benefits, left click on the Cancel button.

Approval of Payments

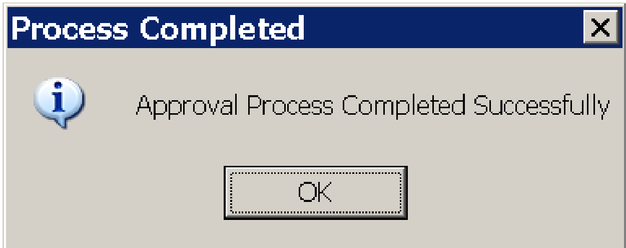
First, open up the QuickBooks program, and then return to MERAC Management to select the appropriate payments to be approved, and then left click the Approve Selected button.



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



Next, the user will get the following message:

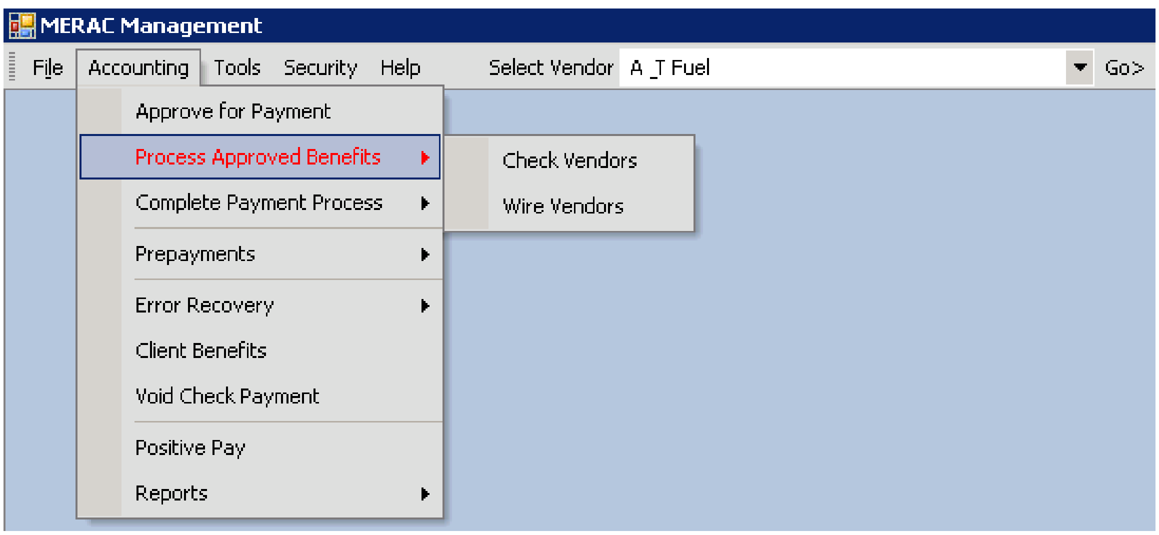


Next, left click on the 

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.

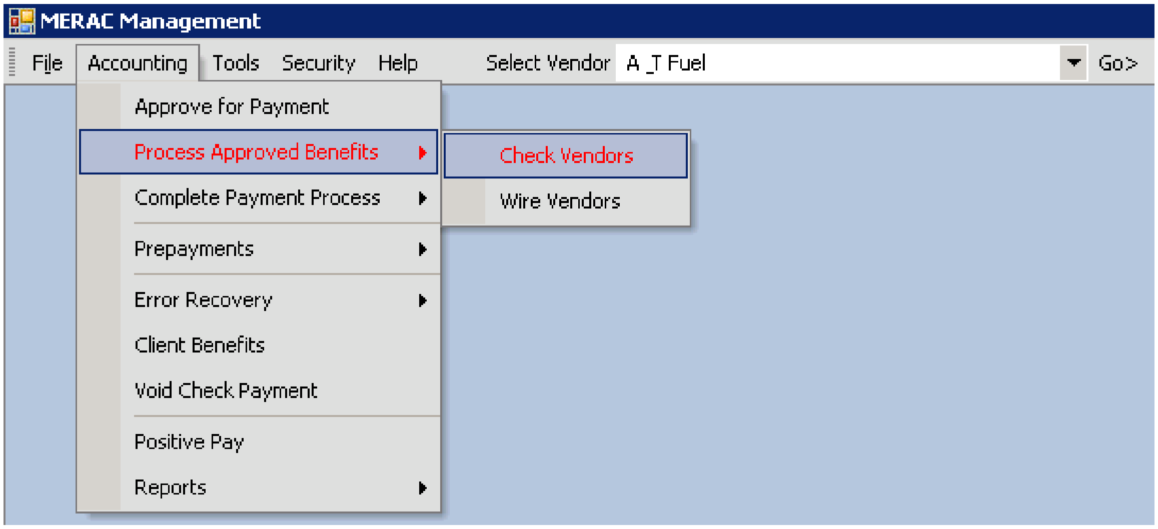


The processing of the approved benefits has two steps:

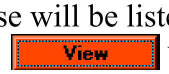
1) Processing Approved Benefits of Check Vendors
2) Processing Approved Benefits of Wire Vendors

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:

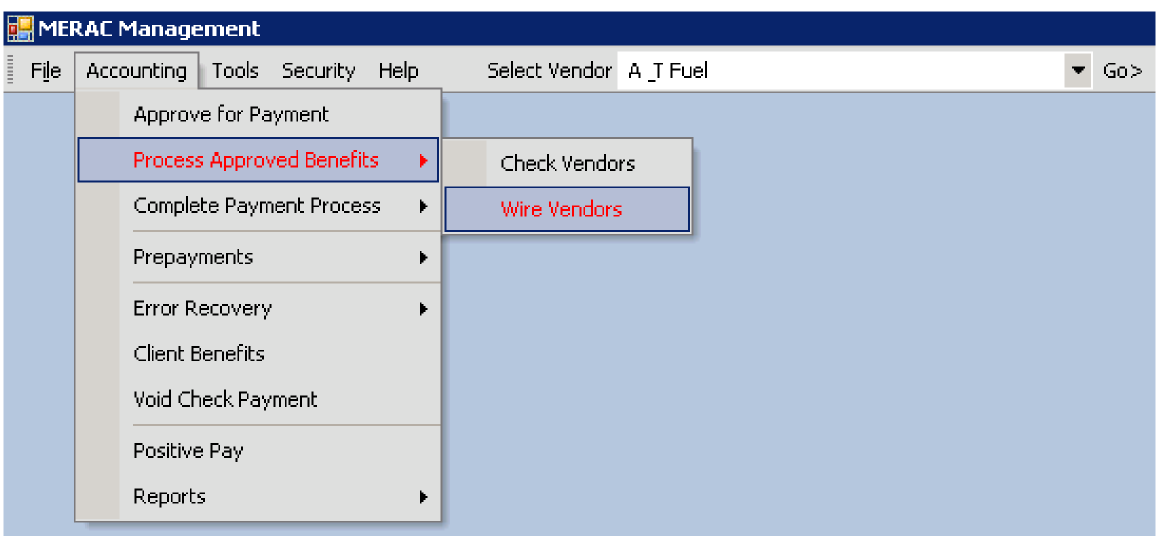
NOTE: If any benefits weren't processed, these will be listed here. To view list of unprocessed benefits, left click on the  button.

See **Approved Processing Errors** under Error Recovery for further instruction of how to process bypassed benefits.

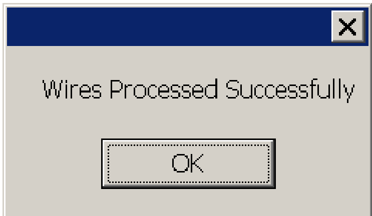
Next, to continue, left click on the icon in the upper left corner of the screen to return to the MERAC Management Screen.

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":

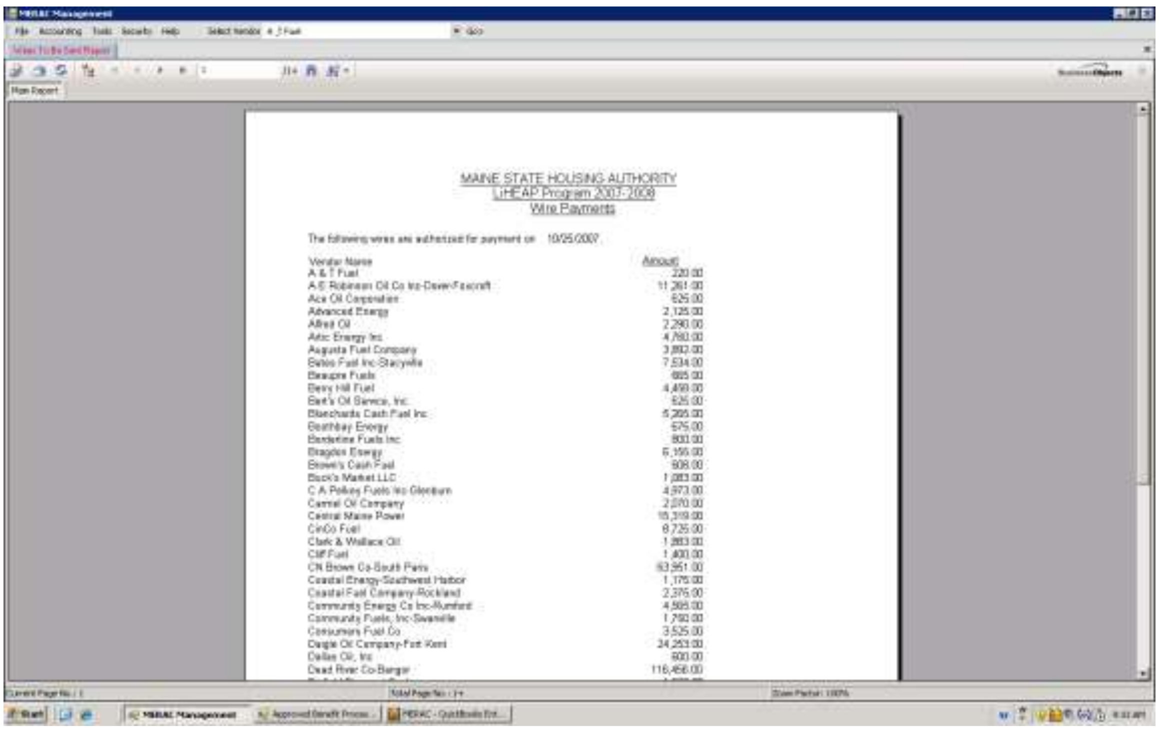


Next, the user will be notified that the "Wires Processed Successfully":



Next, left click on the 

button and arrive at the "Wires To Be Send Report":

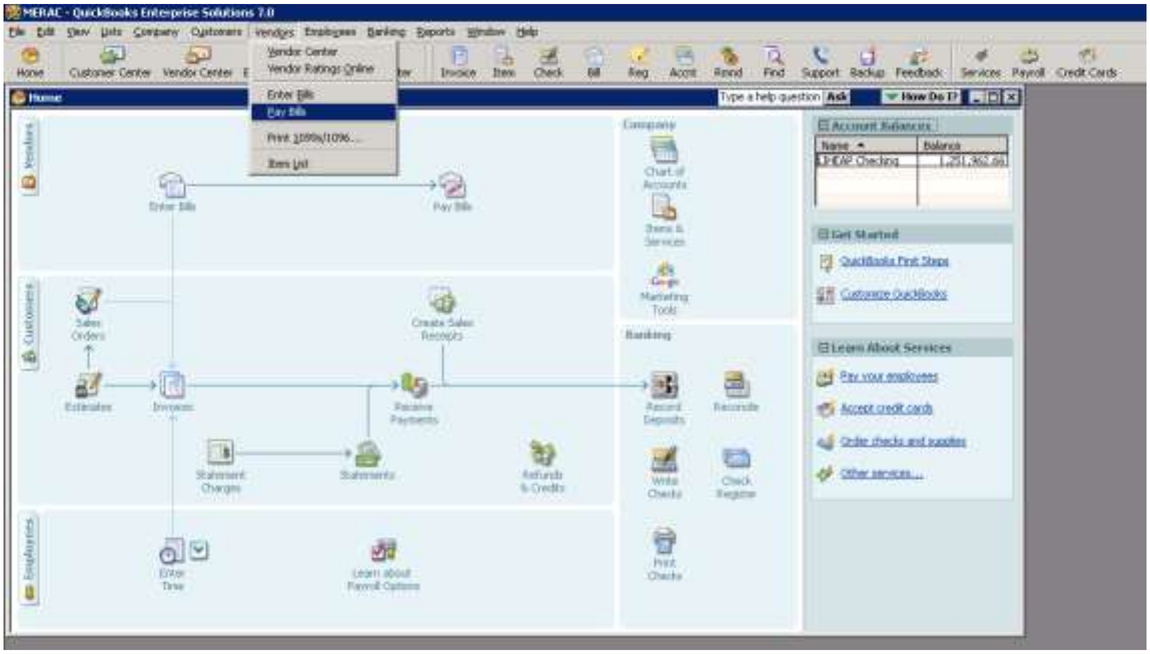


NOTE: MERAC will automatically deduct the credits available for prepaid vendors and display the actual amount to be wired in this report.

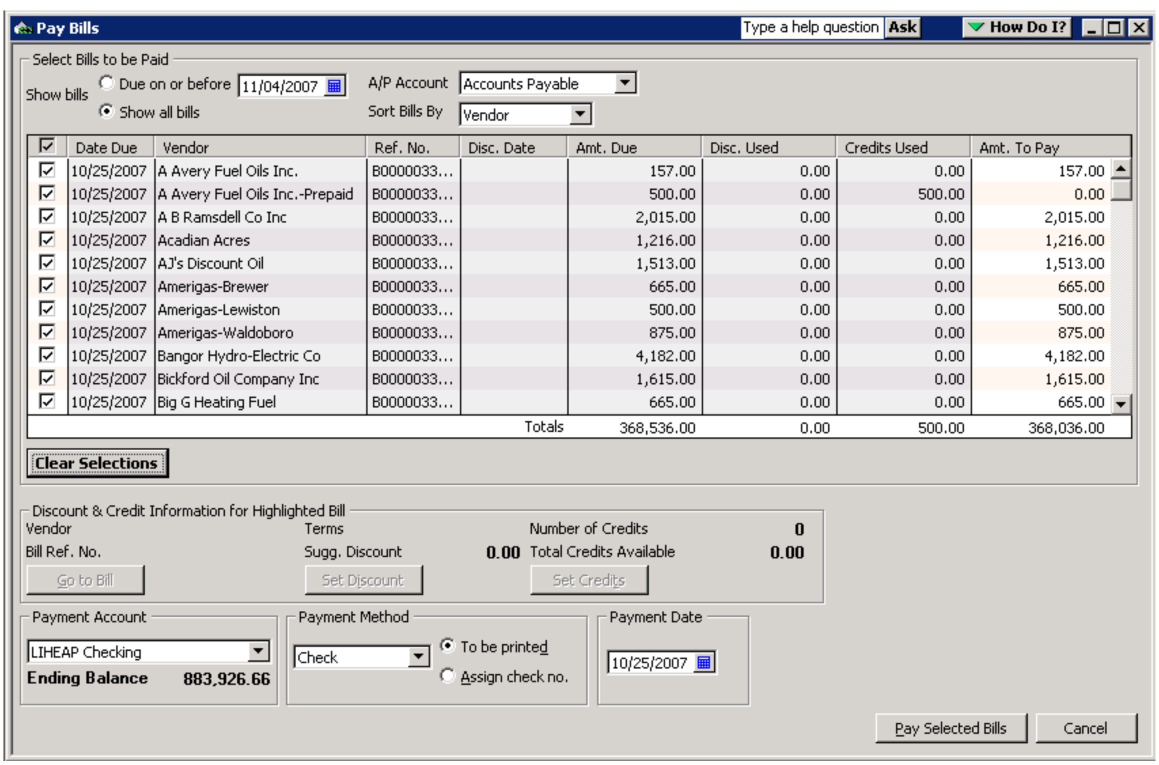
Next, to continue, left click on the ✕ icon in the upper left corner of the report to return to the MERAC Management Screen.

Process Bills in QuickBooks

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

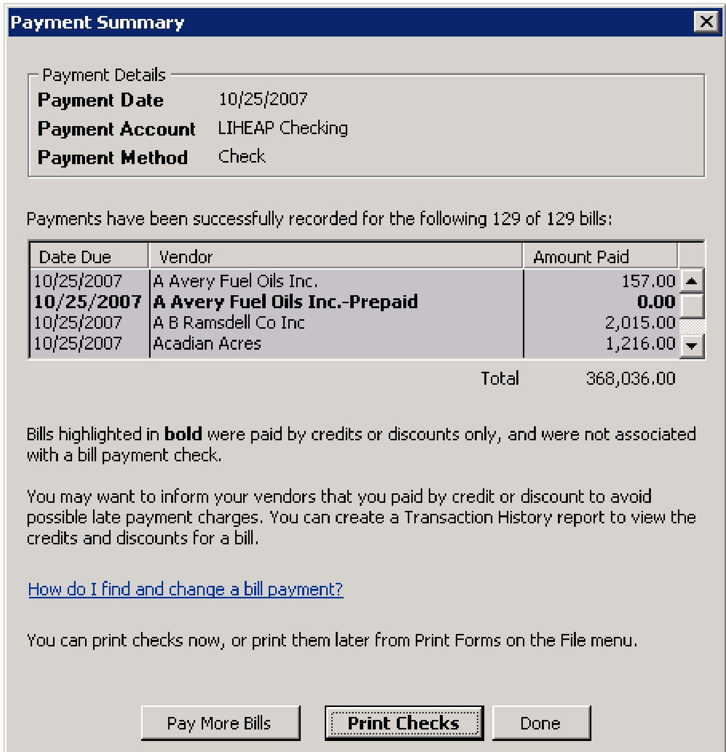


Next, left click on the Select All Bills button and left click on the Pay Selected Bills button:



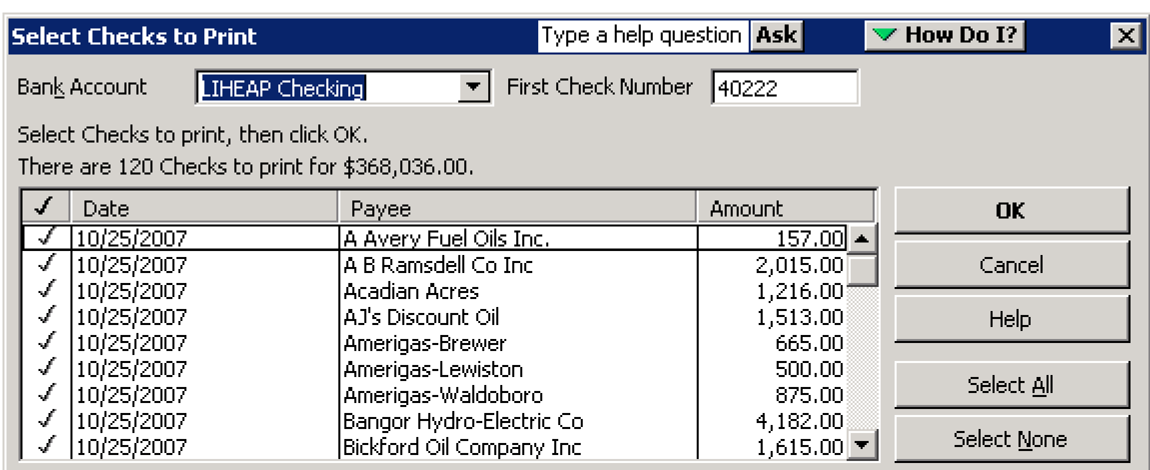
Next, the "Payment Summary" screen will appear.

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



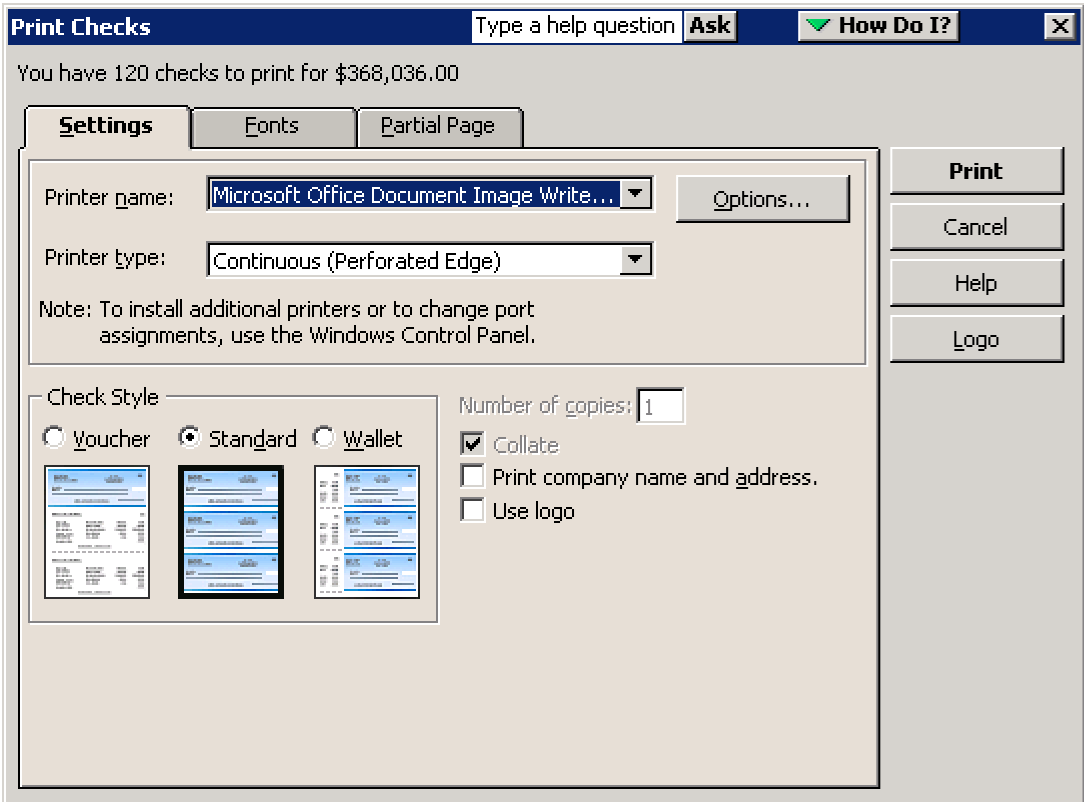
Next, left click on the **Print Checks** button to continue.

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



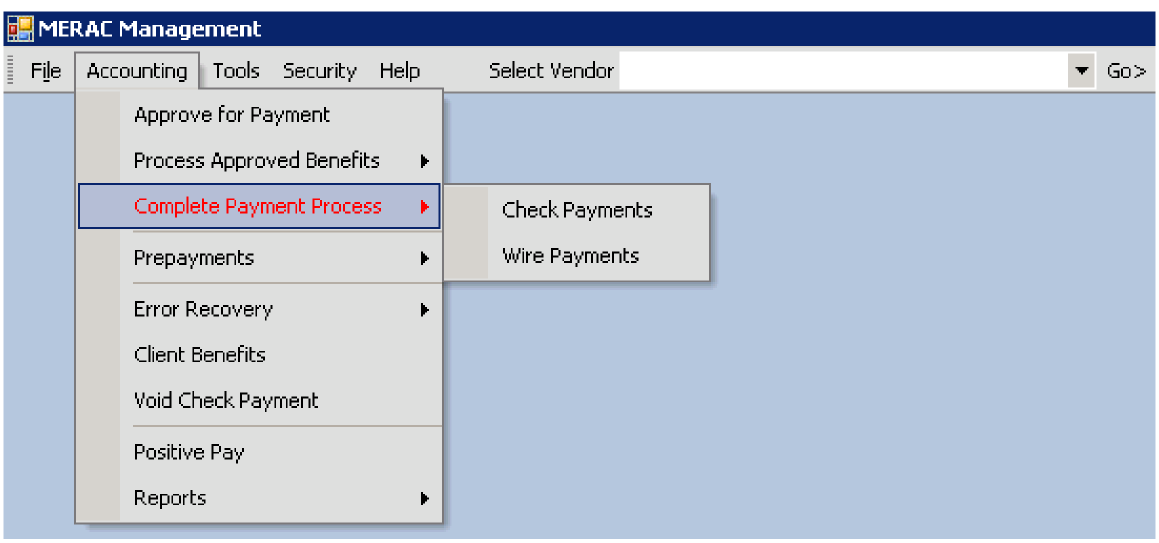
Next, left click on the 

button to complete the writing of the checks:



Complete Payment Process

The last step is to complete the payment process.

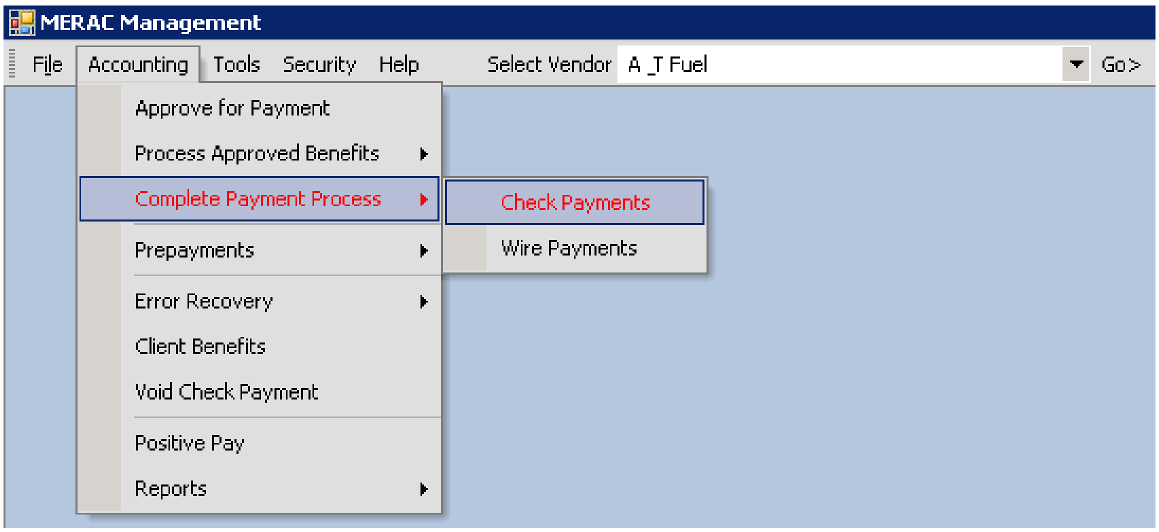


This process has two steps:

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

Check Payments

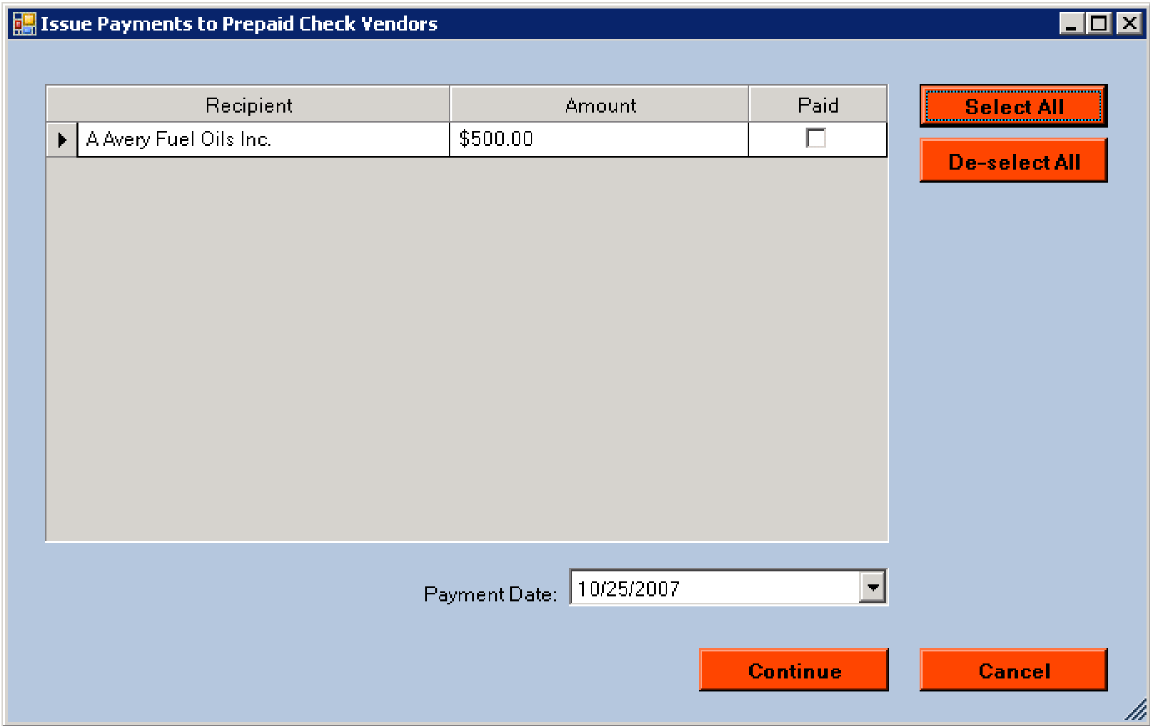
Next, go to MERAC the “Accounting” menu, “Complete Payment Process” submenu, and select “Check Payments”:



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 

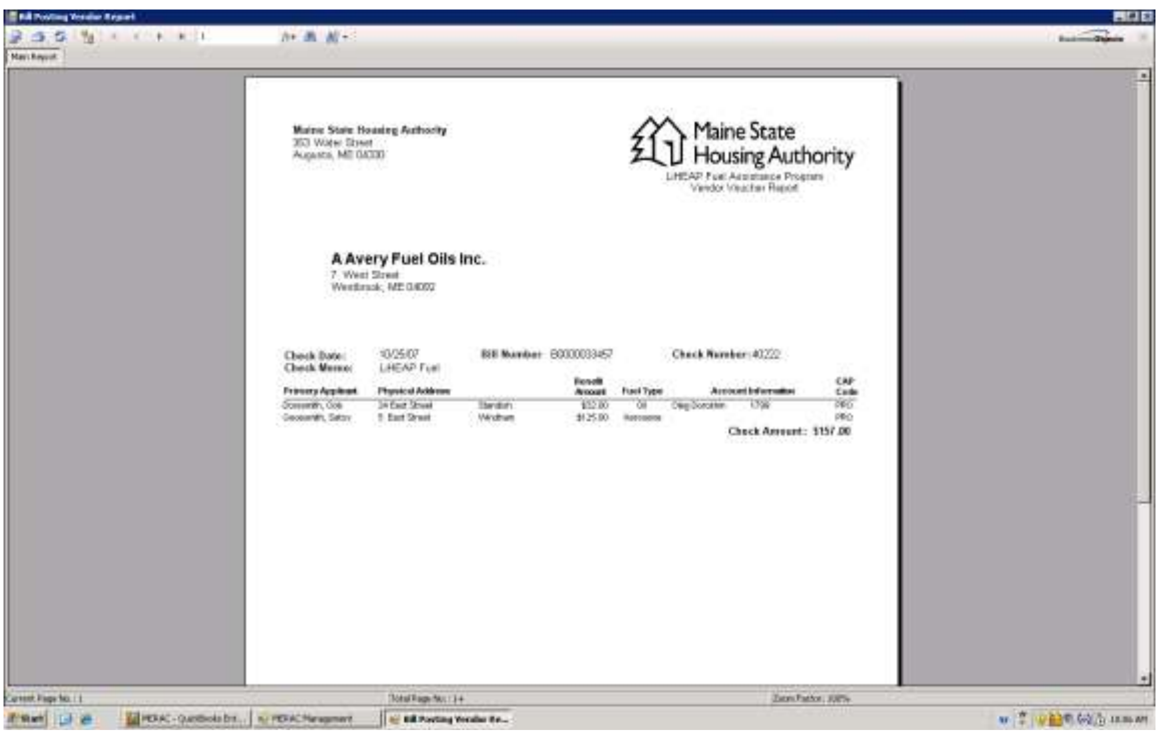
button--if appropriate.



Next, left click on the 

button.

Next, the "Bill Posting Vendor Report" will appear:



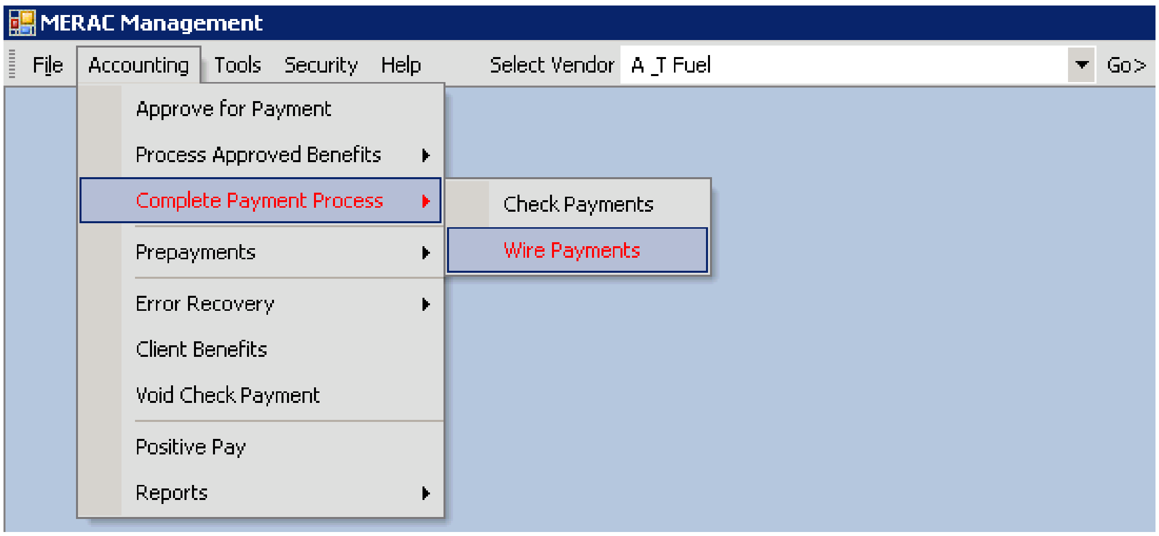
NOTE: This report contains info on prepaid vendor activity.

NOTE: To print, left click on the icon.

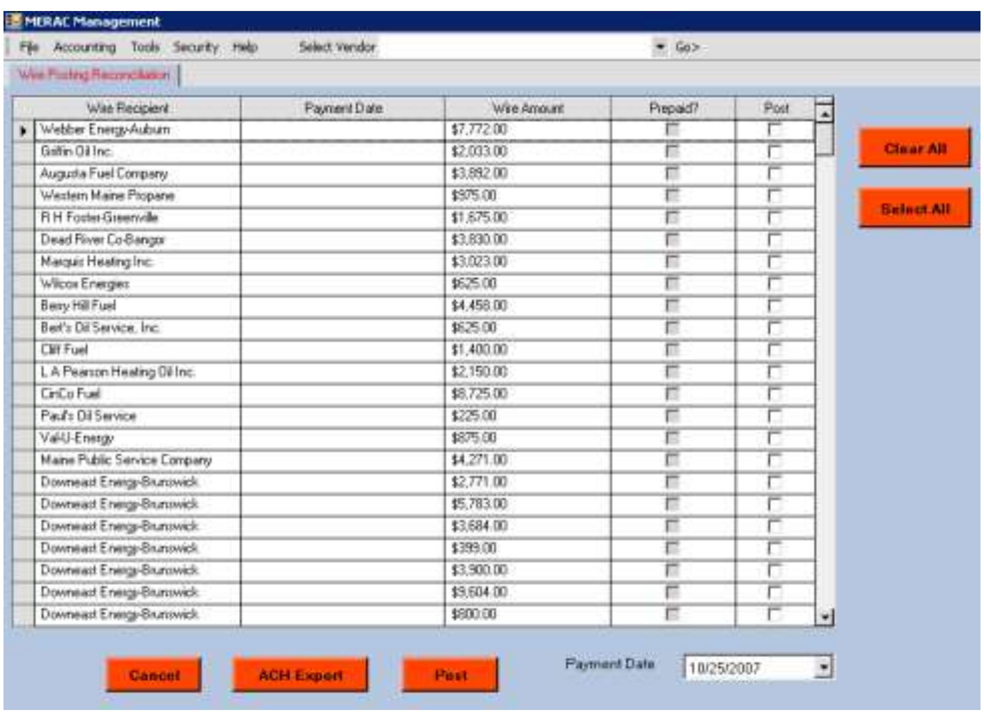
Next, left click on the icon to return to the MERAC Management screen.

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)](#).

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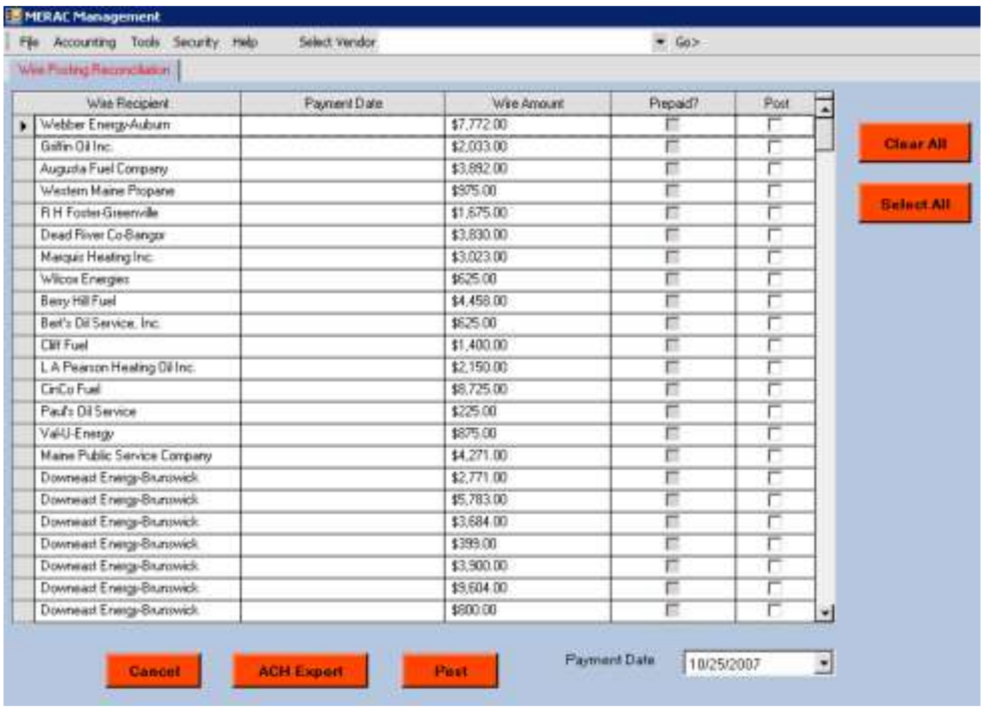
ACH Export

To export the ACH information for vendors, left click on the 

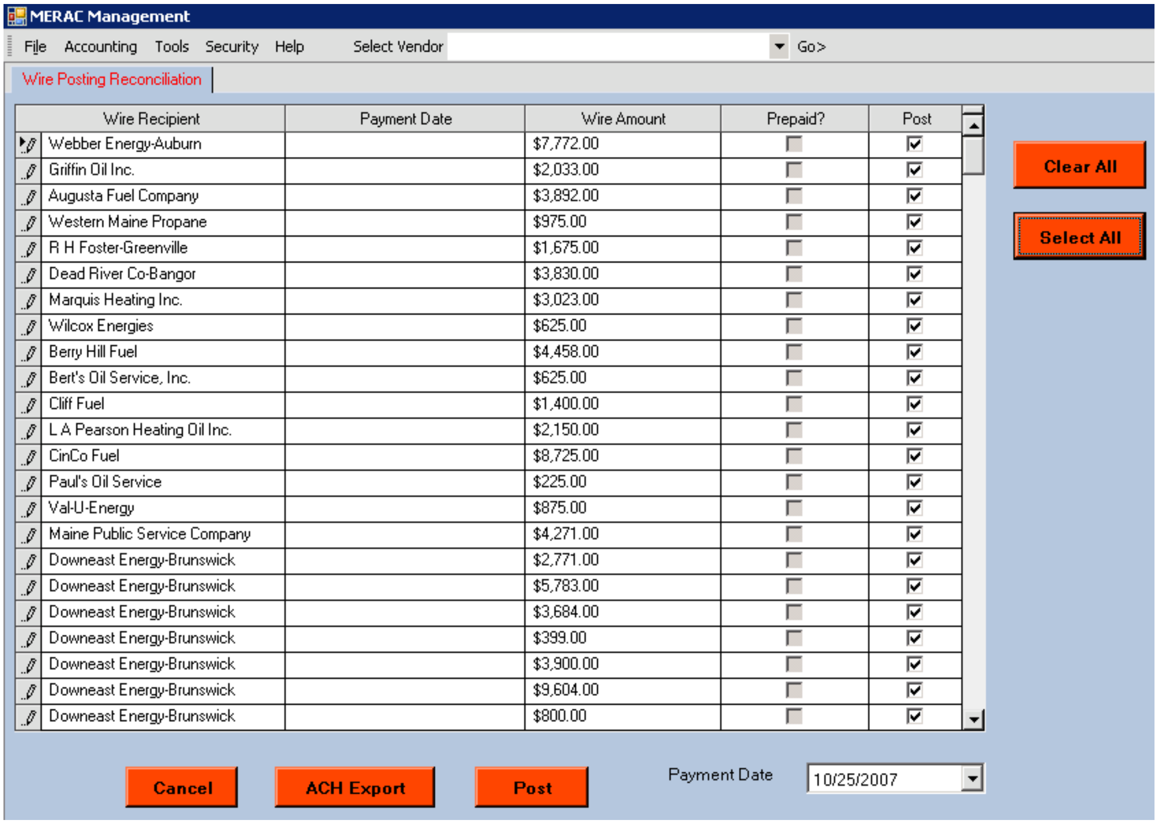
button on the "Wire Posting Reconciliation" screen.



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.



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

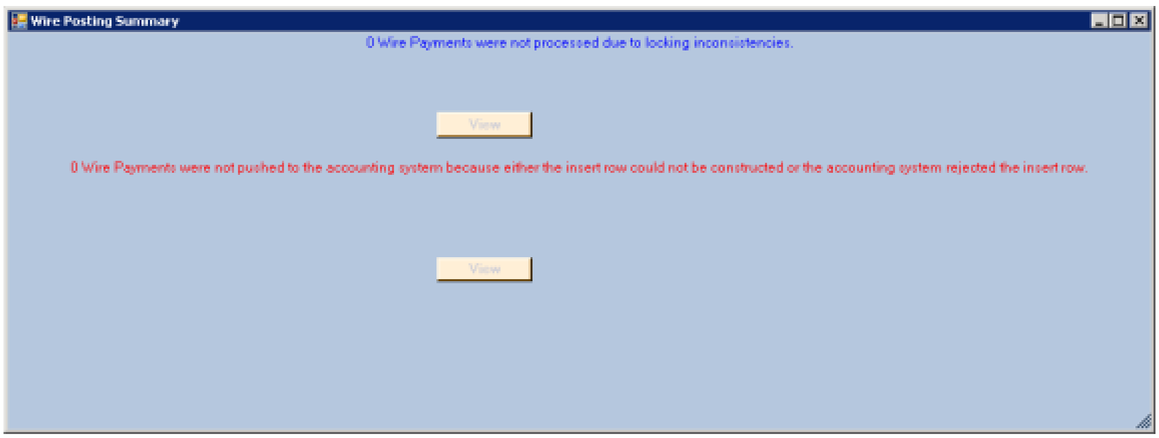
Once completed, the following info window will be displayed:

Left click the OK button to continue.

Next, the following info window will appear:

Left click the OK button to continue.

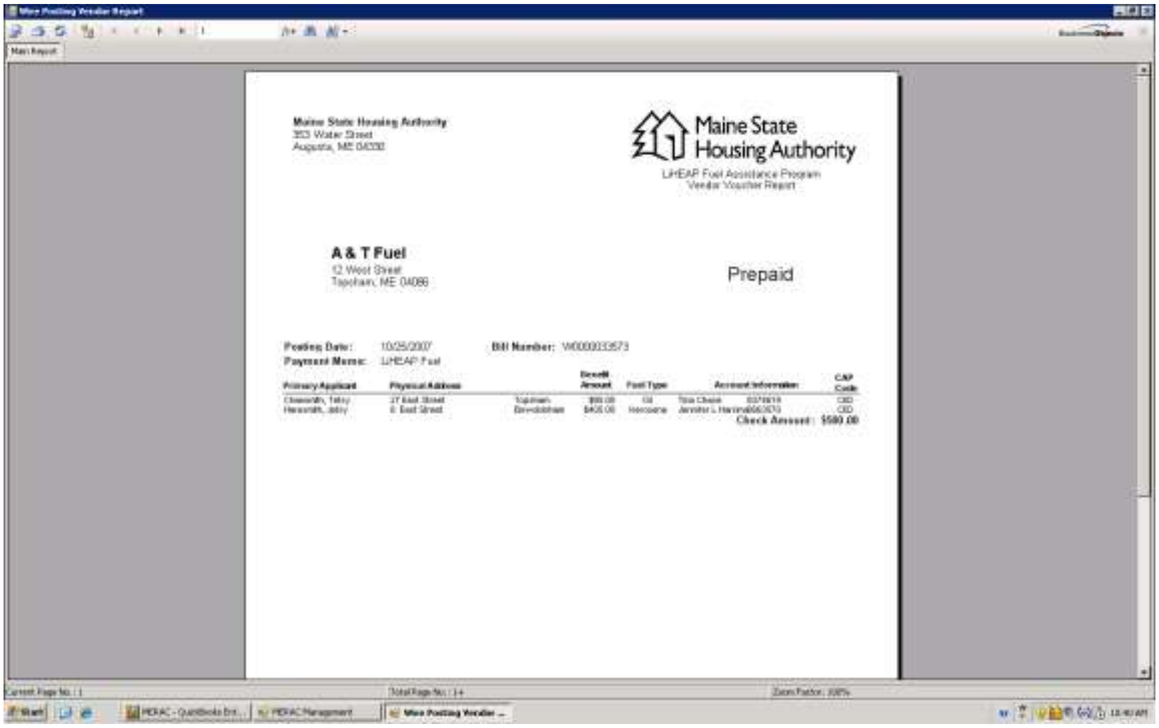
Next, the "Wire Posting Summary" screen will appear:



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

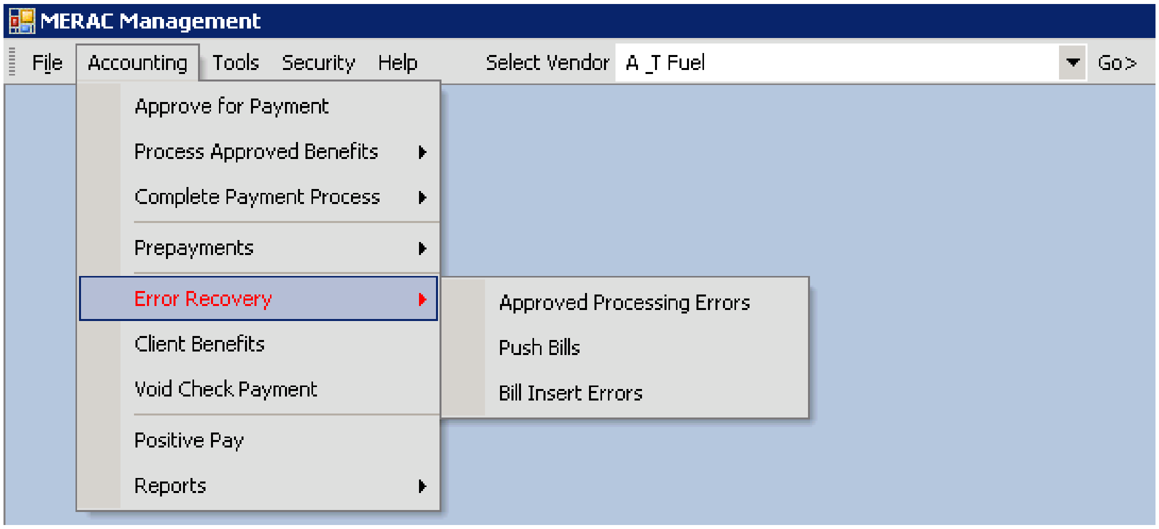
NOTE: To print, left click on the icon.

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

The payment process is now completed.

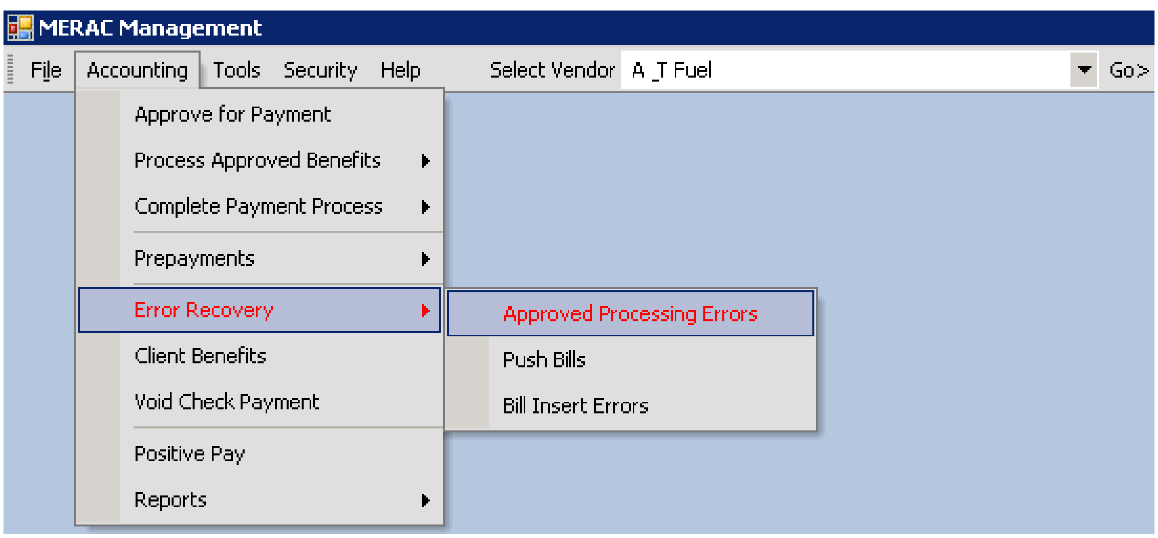
Error Recovery

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:

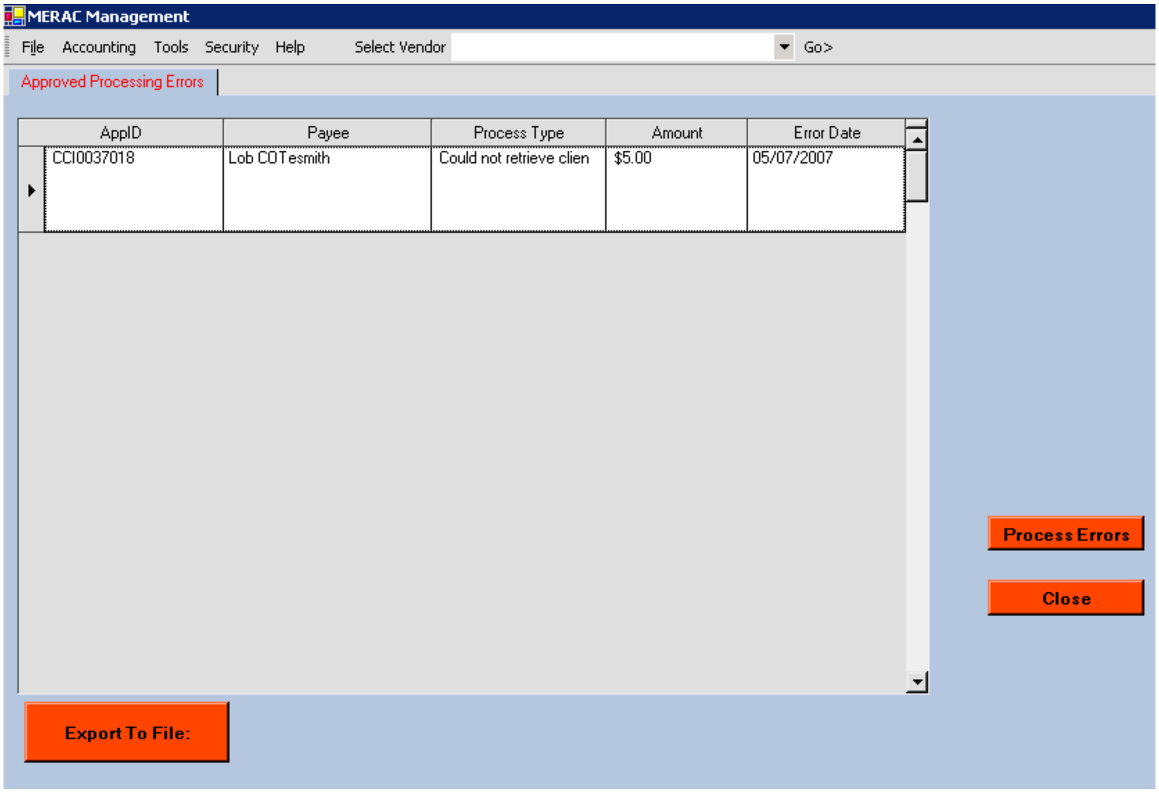


Approved Processing Errors

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 

button.

Next, to process the bypassed benefits, left click on the 

button.

Next, the grid containing the bypassed benefits will disappear and the user must left click on the 

button to finish.

Push Bills

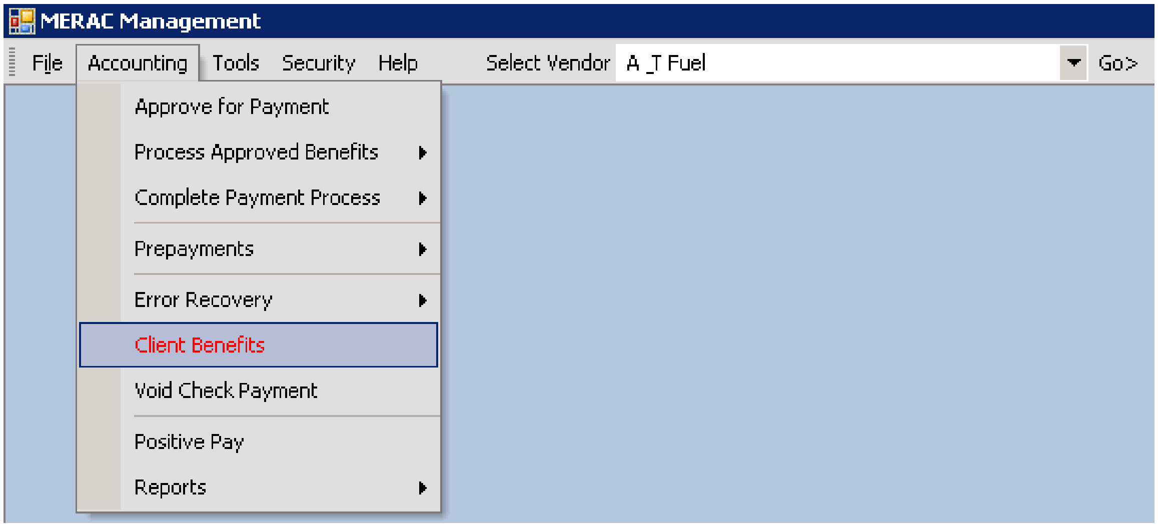
The procedure for handling the push bills is the same as the procedure for handling the approved process errors; please see **Approved Processing Errors** for further instructions.

Bill Insert Errors

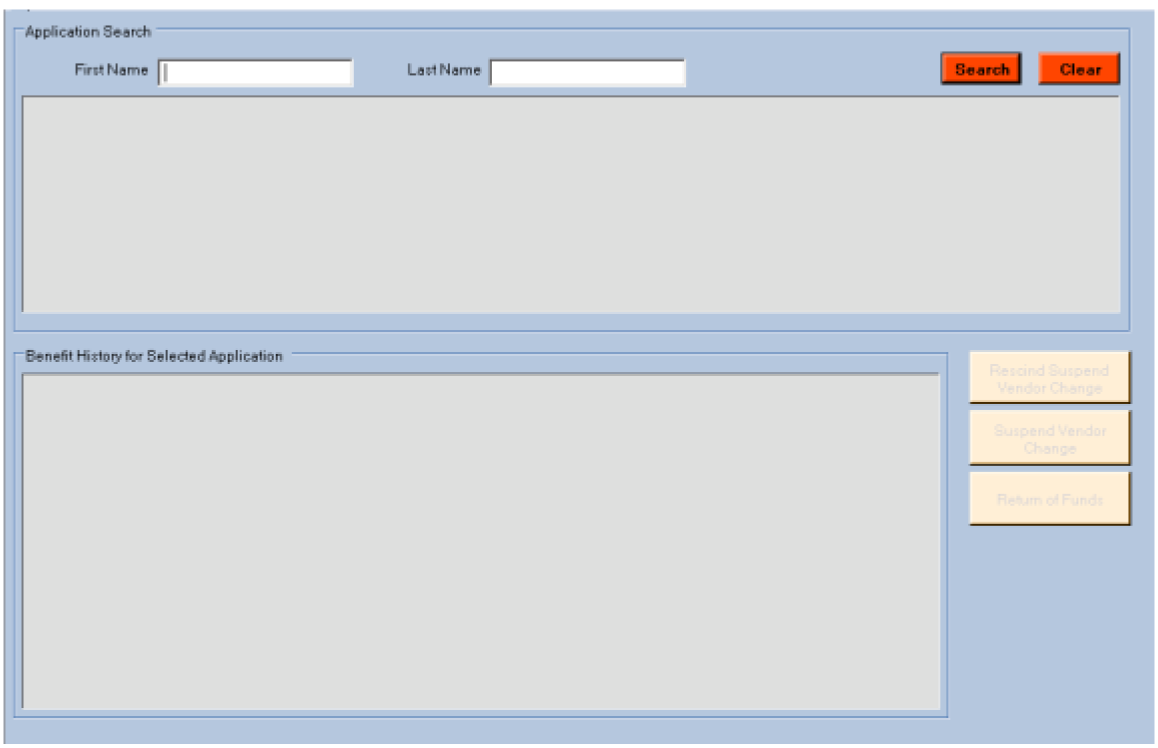
The procedure for handling the bill insert errors is the same as the procedure for handling the approved process errors; please see **Approved Processing Errors** for further instructions.

Client Benefits

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

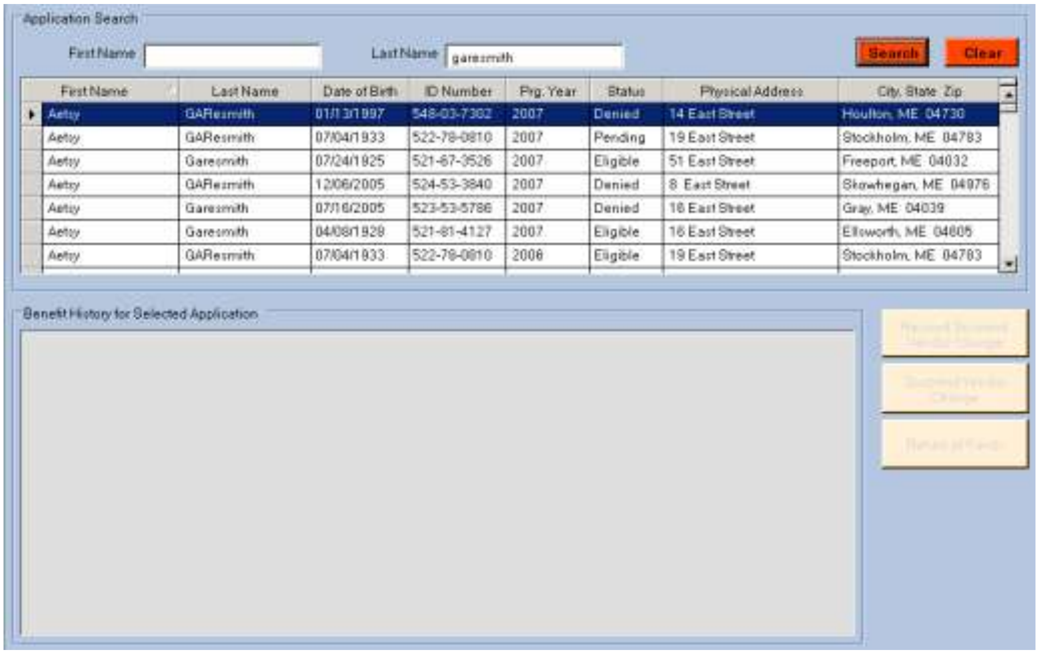


Next, the must enter either the First- or the Last name of the applicant:



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

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



Next, the "Benefit History for Selected Application" box will populate with selected applicant's benefit history:

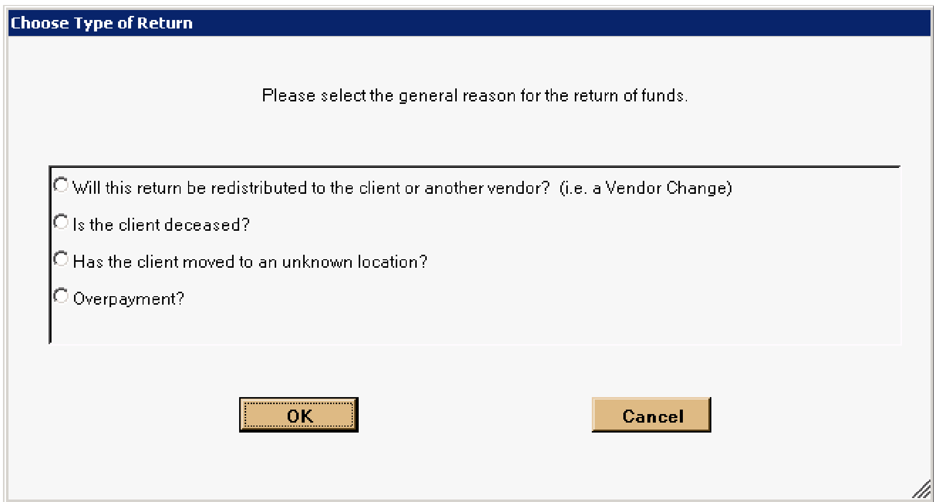
Return of Funds

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

Next, left click on the 

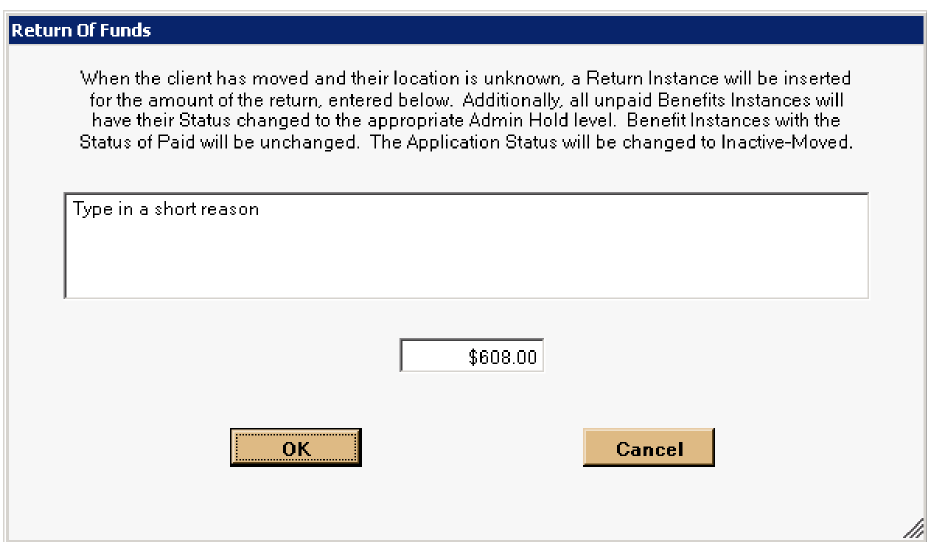
button.

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



Next, left click on the 

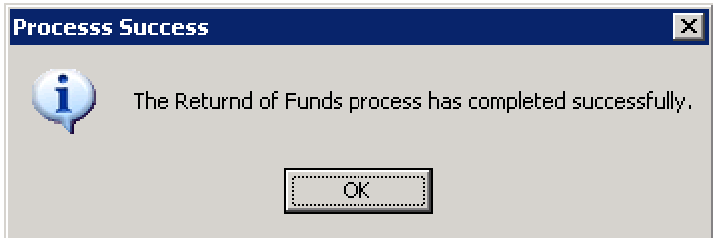
button.



Next, left click on the 

button.

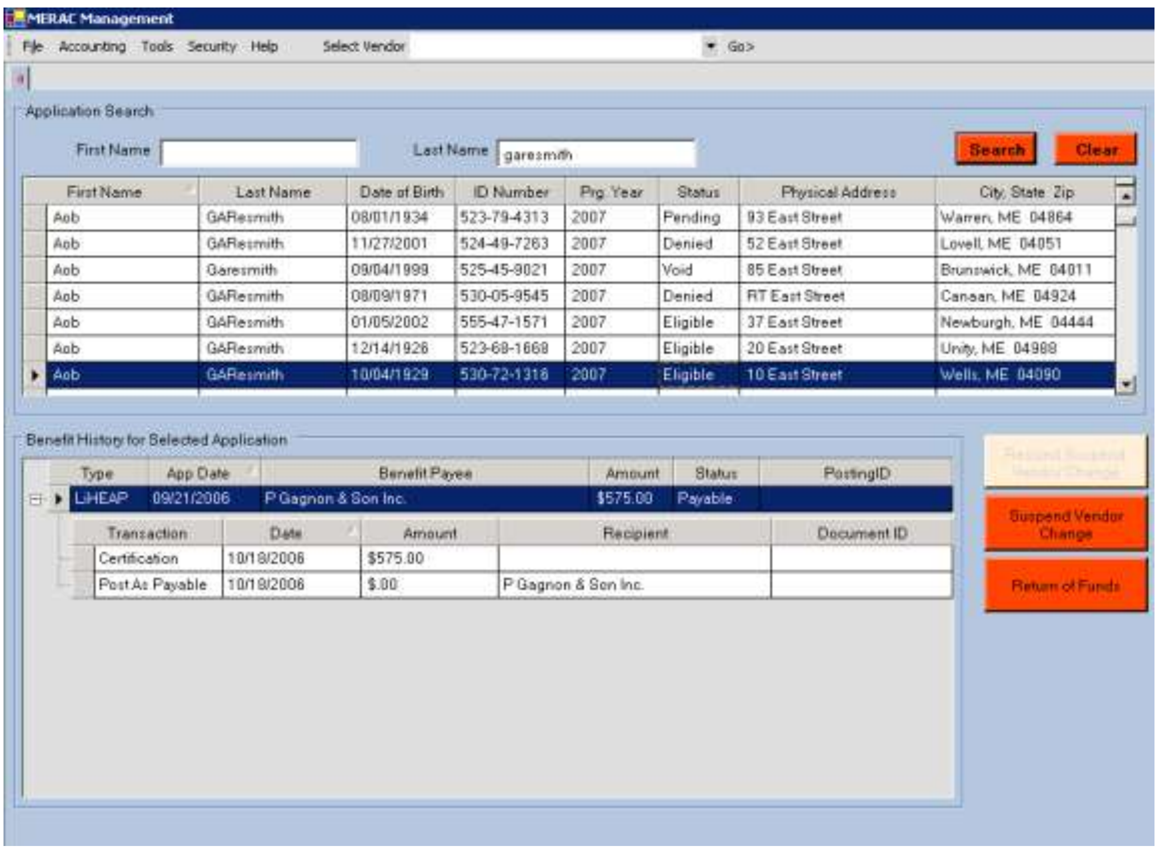
Next, the system will display a message stating that the return of funds process has completed successfully:



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

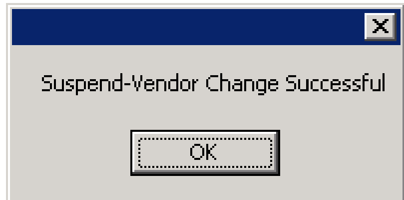
Suspend Vendor Change

To suspend a vendor change, first select appropriate applicant:



Next, left click on the  button.

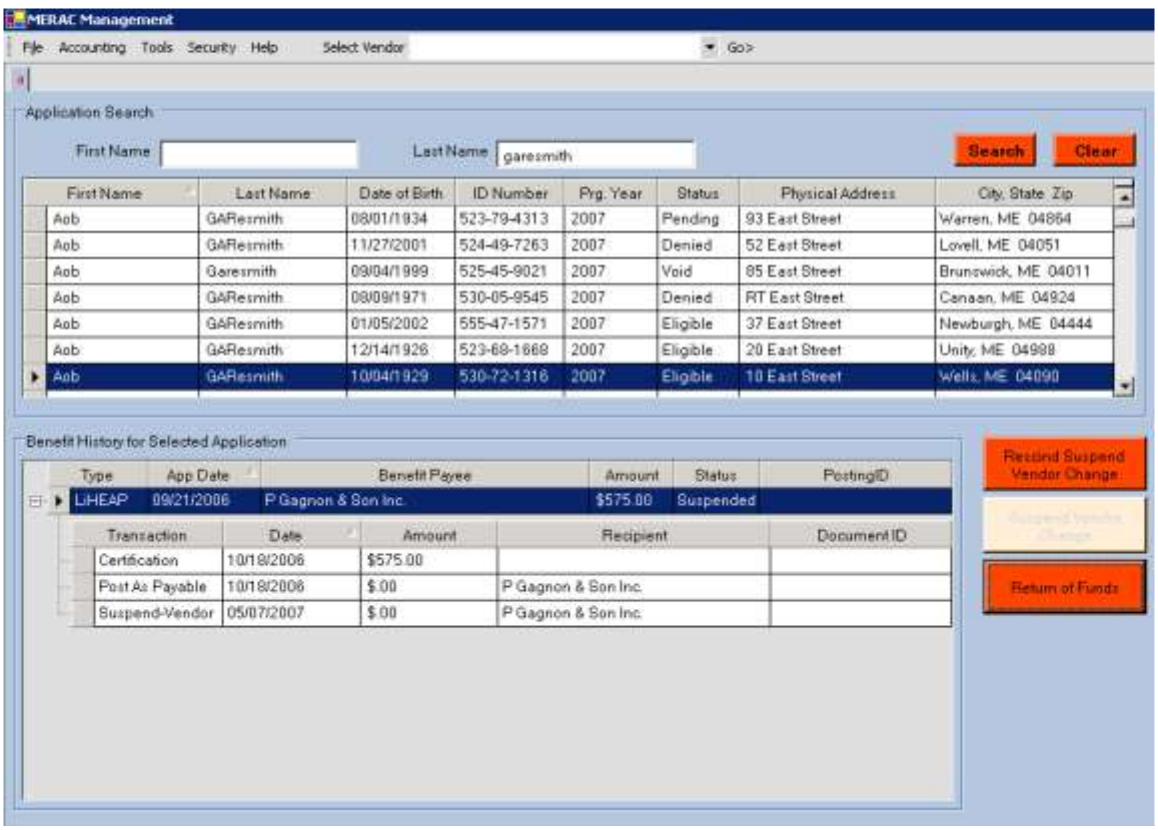
Next, the system will display that the suspend-vendor change occurred successfully:



To finish, left click on the  button.

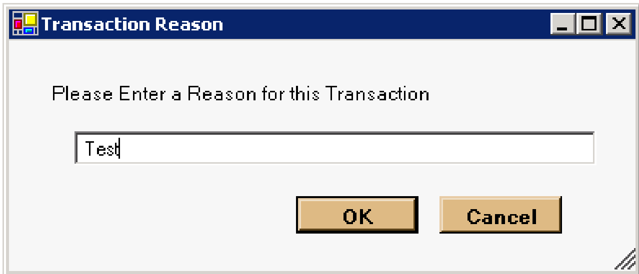
Rescind Suspend Vendor Change

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

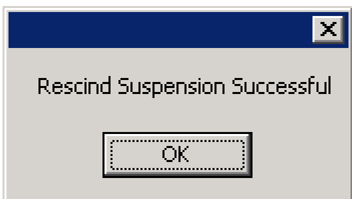


Next, left click on the  button.

Next, input a reason for this transaction:



Next, left click on the  button.

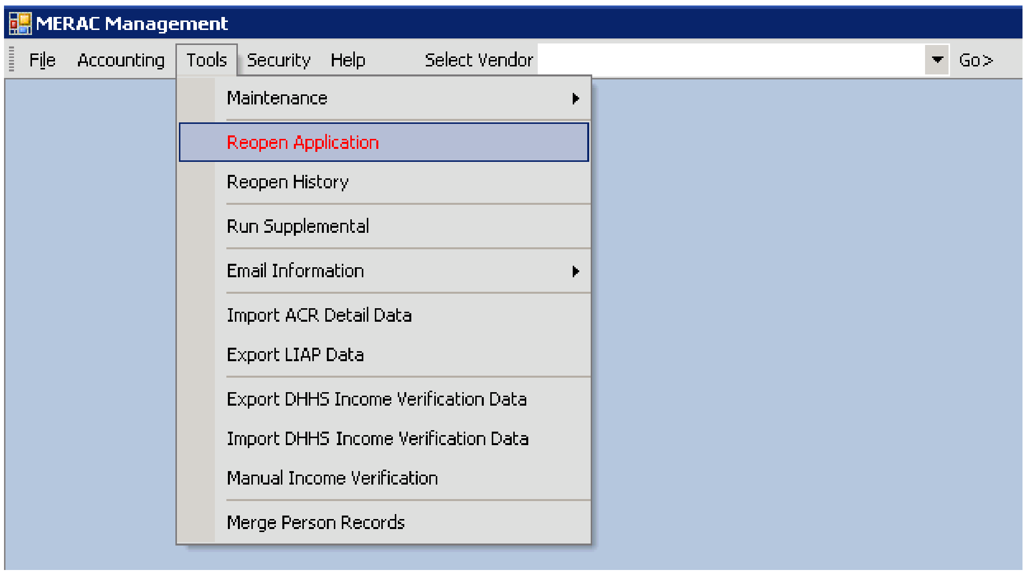


To finish, left click on the  button.

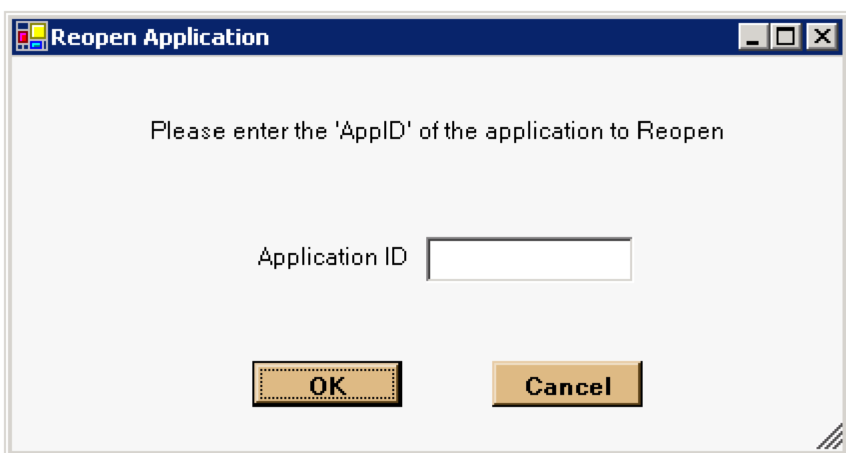
Reopen Application

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.

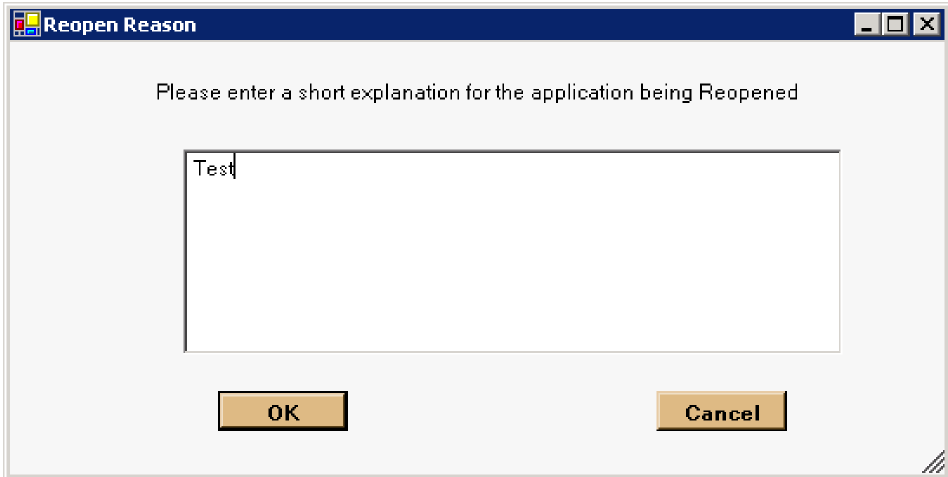


Next, enter in the "Application ID" which was received from the CAP agency:



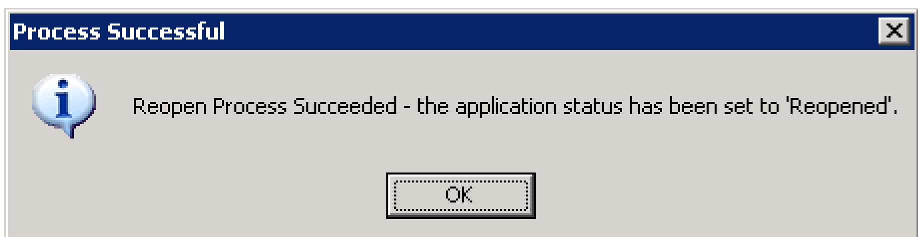
Next, left click on the  button to continue.

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



Next, left click on the  button to continue.

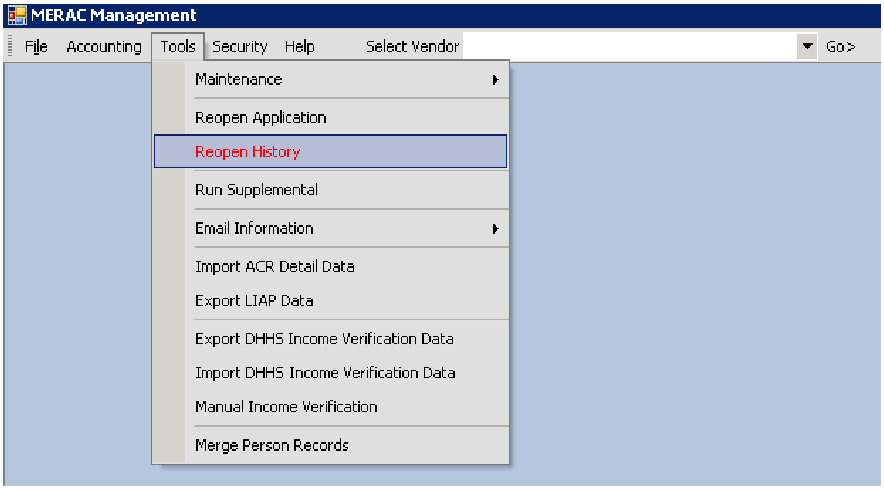
Next, the system will display a message stating that the reopen process succeeded:



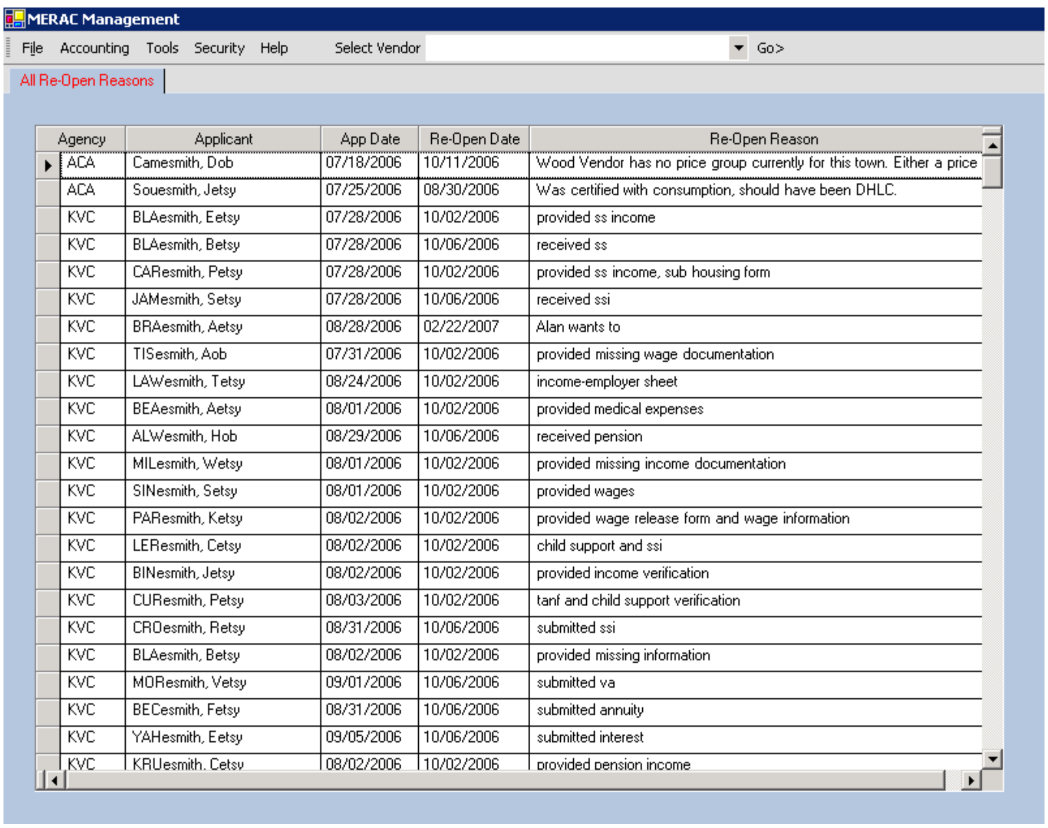
To finish, left click on the  button to return to the MERAC Management screen.

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.



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	BRAesmith, 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	CROesmith, 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.

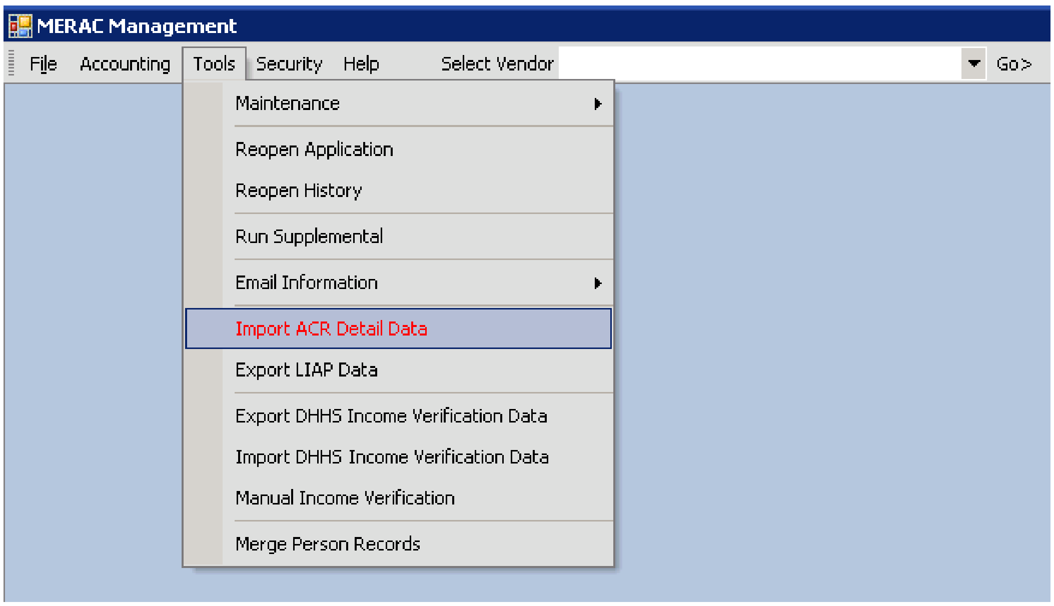
To return to the MERAC Management screen, left click on the icon.

Import/Export Functions

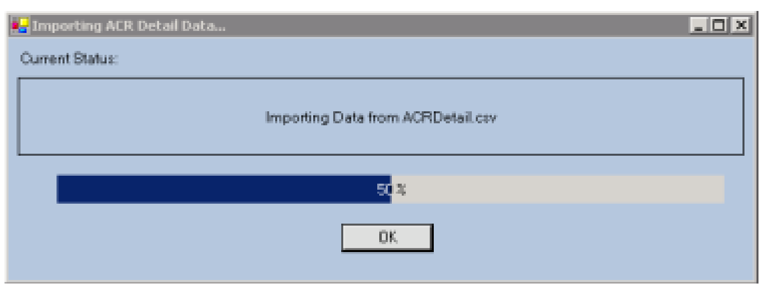
The user has the ability to perform imports Annual Consumption Report (ACR) detail data and export of LIAP data to electrical vendors.

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”.

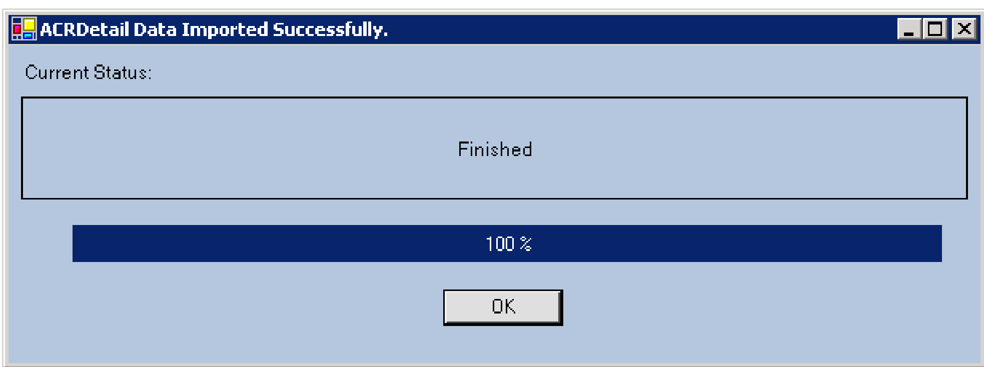


Next, the system will import data from its internal ACR Detail file:



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

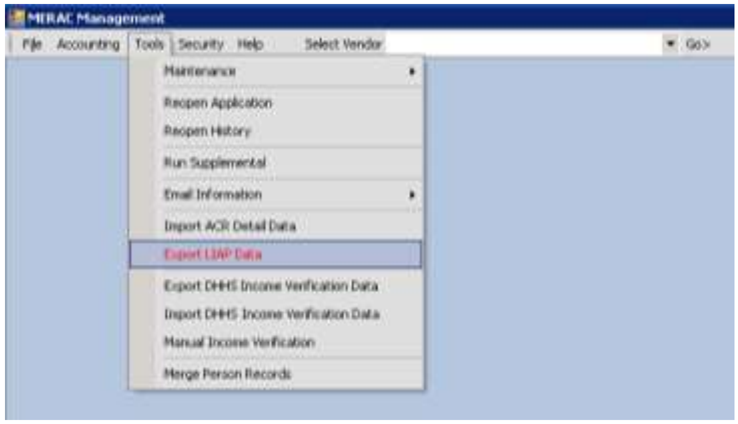
Next, the system will import the selected file and display the following message when complete:



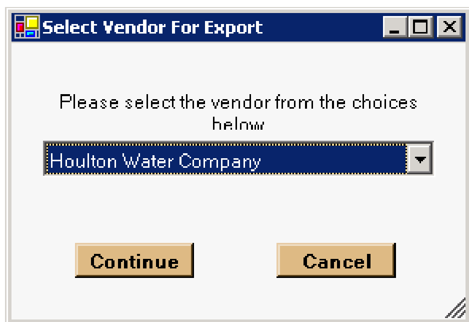
To finish, left click on the  button to return to the MERAC Management screen.

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:

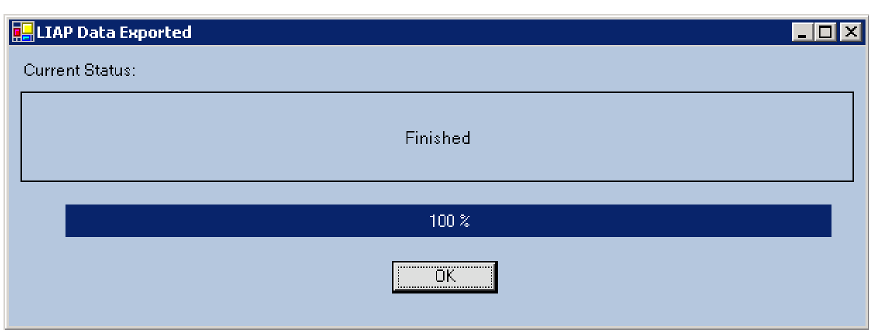


NOTE: Left click on the  icon to access drop down list.

Next, left click on the 

button to continue.

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

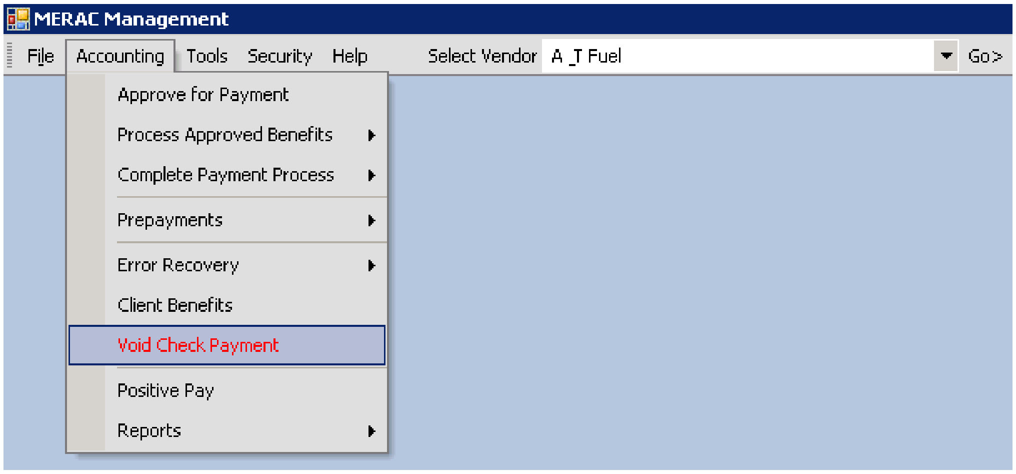


To finish, left click on the 

button to return to the MERAC Management screen.

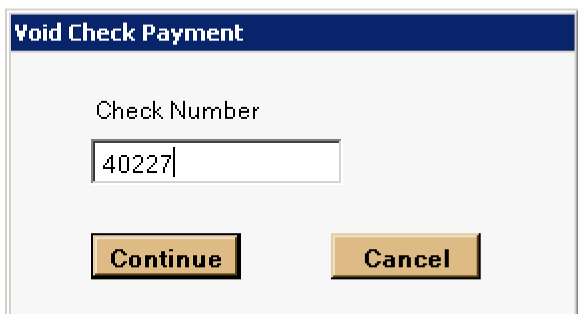
Void Check Payment

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

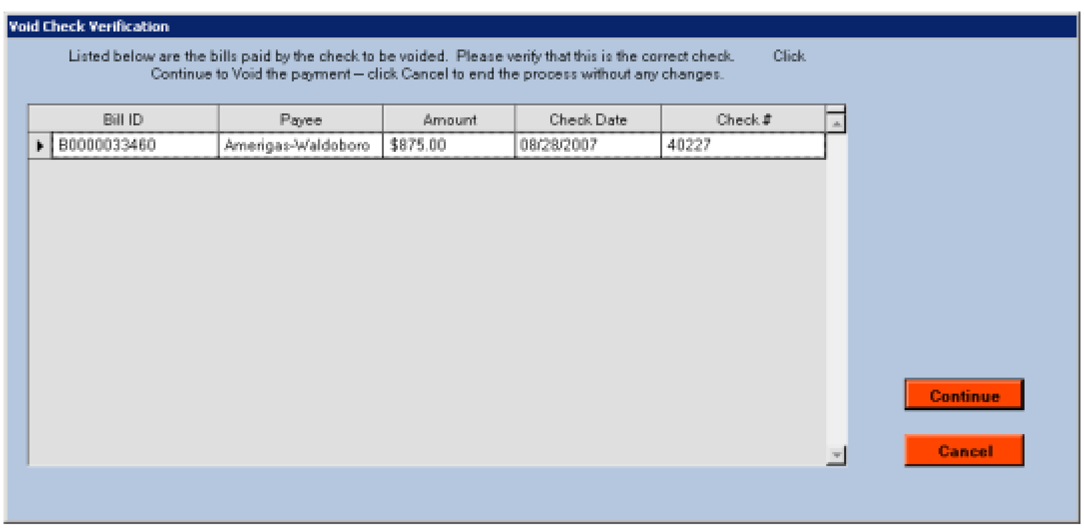


Next, input the check number of the check to be voided and click on the 

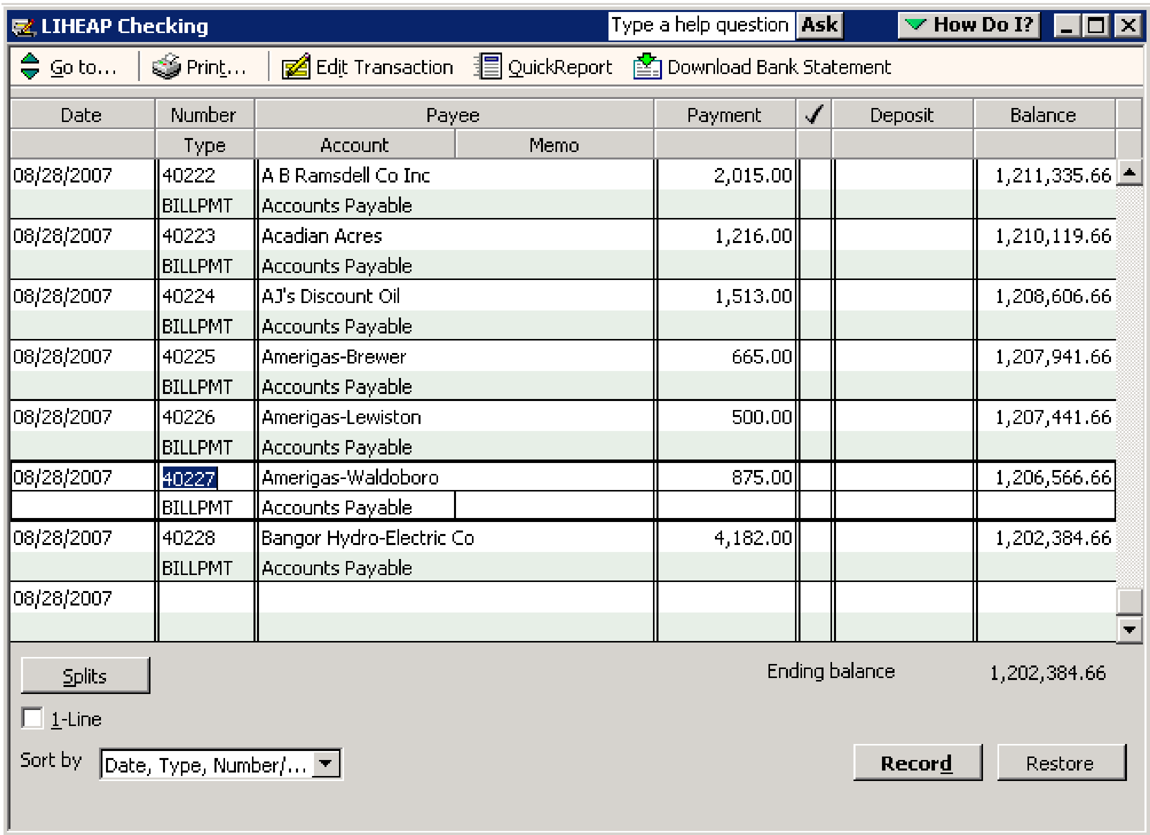
button:



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.

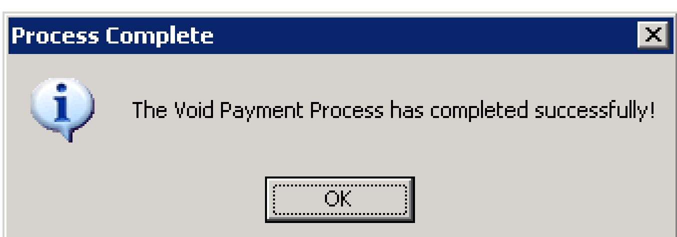


Next, if verification is successful, then left click on the 

button.

If the user wishes to cancel voiding the entered check number left click on the 

button.

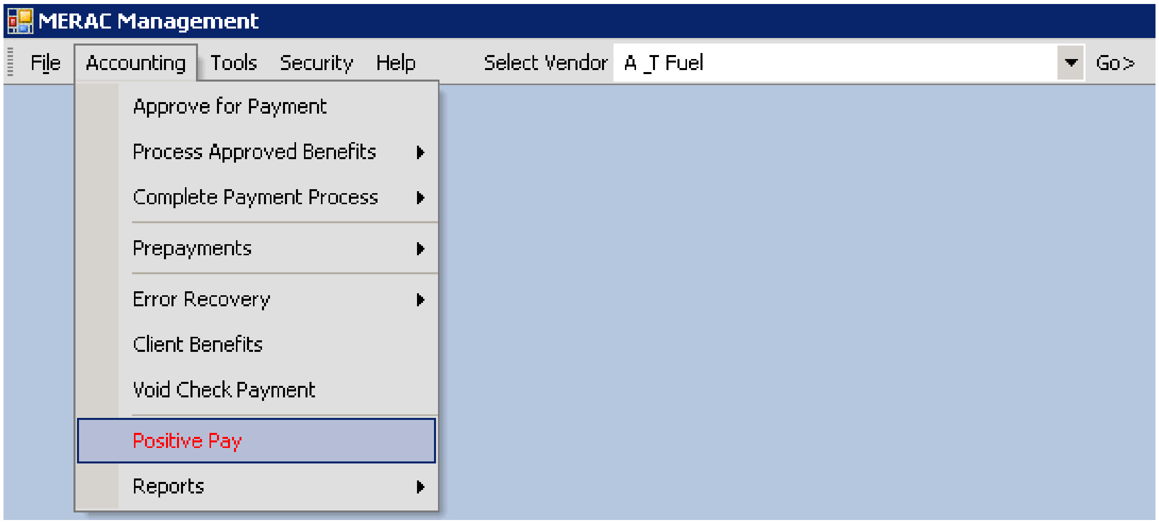


Next, left click the 

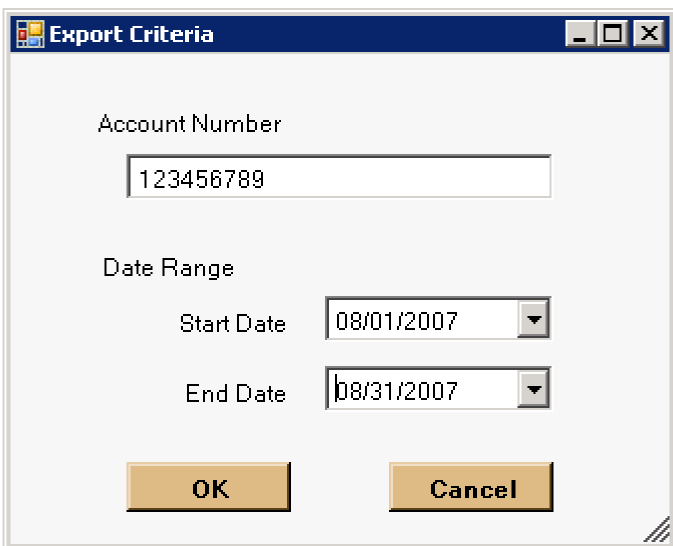
button to finish.

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:

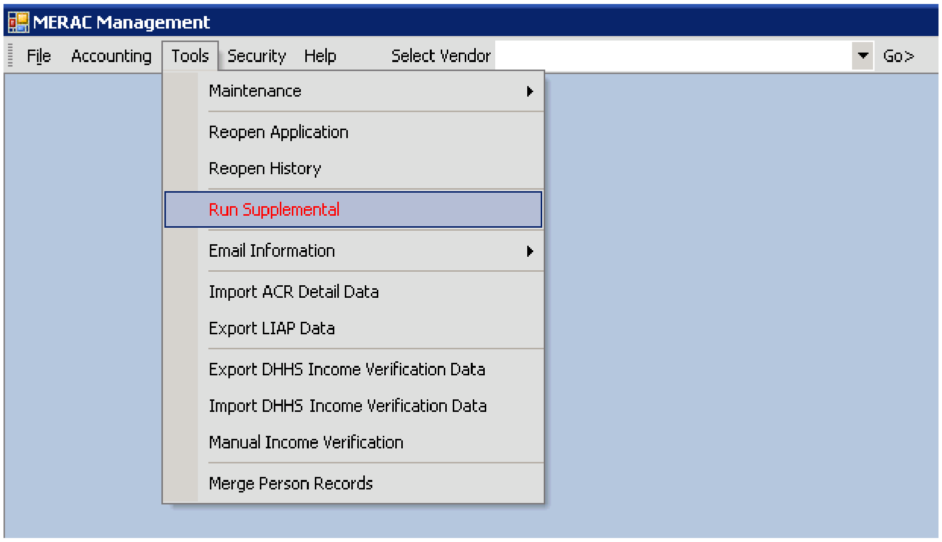
Next, left click on the 

button to finish.

NOTE: The file is exported into the Import/Export directory set under the **Database Properties**.

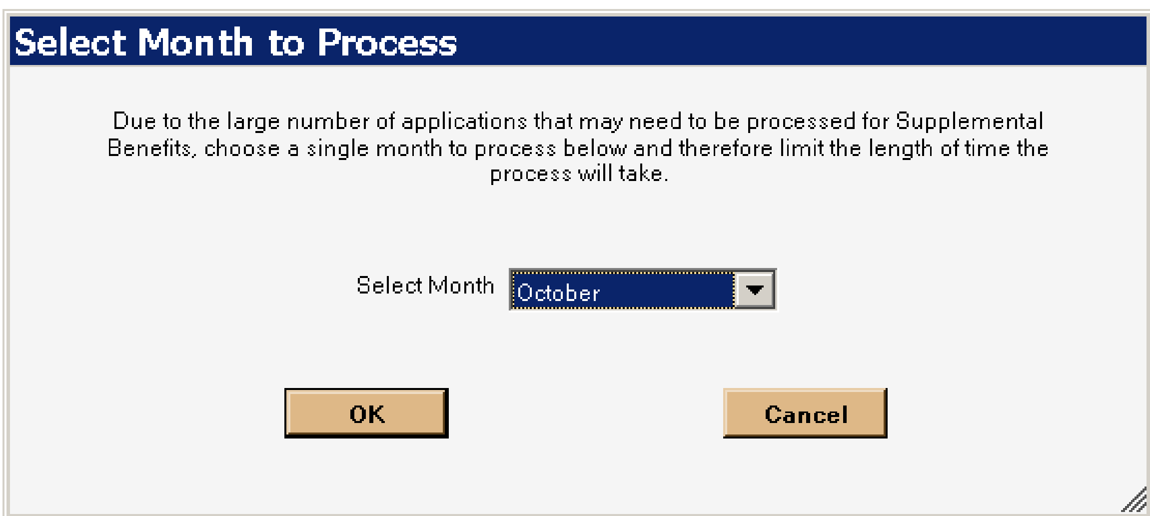
Supplemental

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

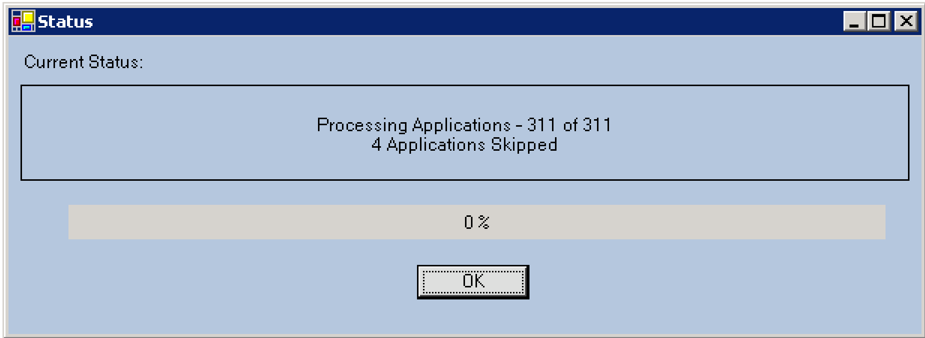


Next, select the appropriate month to process and left click on the 

button:



Next, the system will process the applications:



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

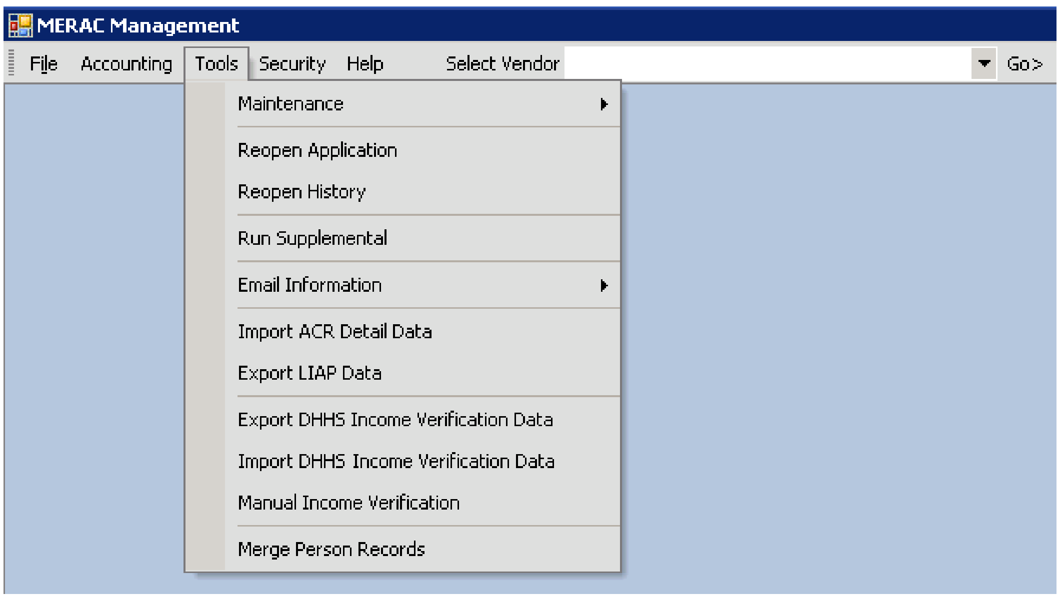
DHHS

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

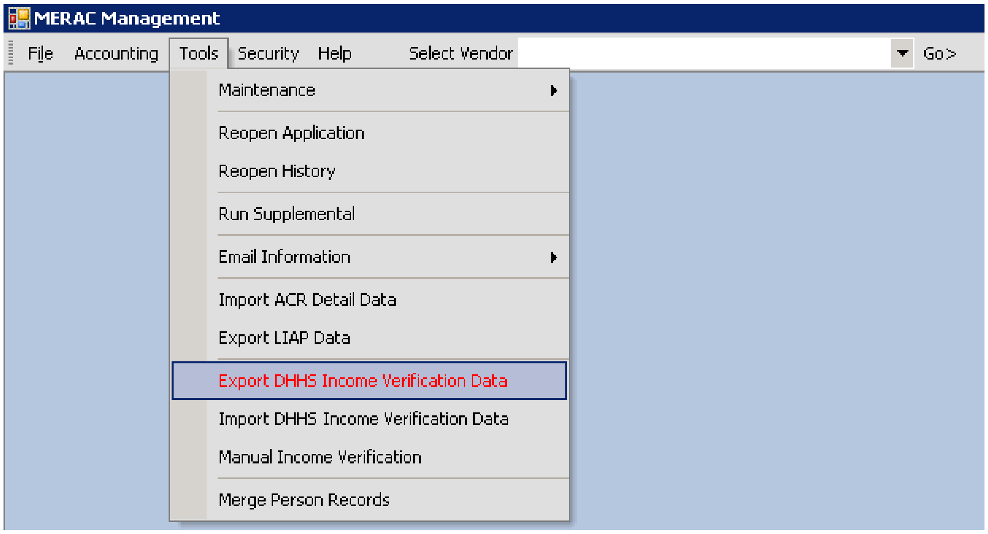
2) Import DHHS Income Verification Data

3) Manual Income Verification

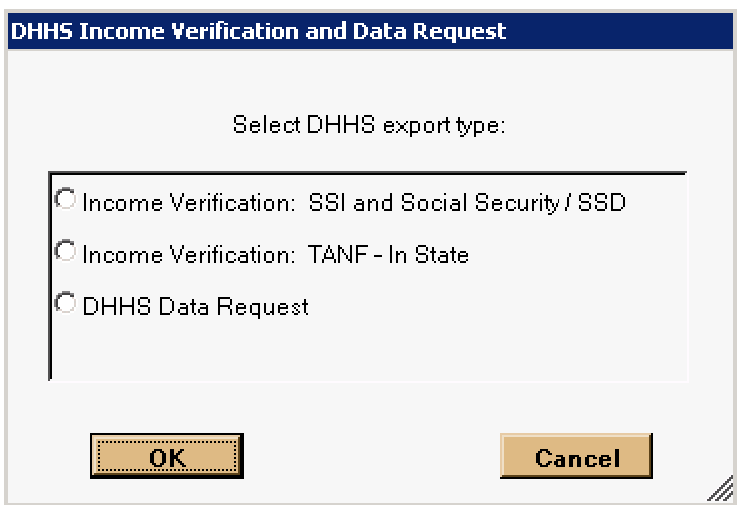


Export DHHS Income Verification Data

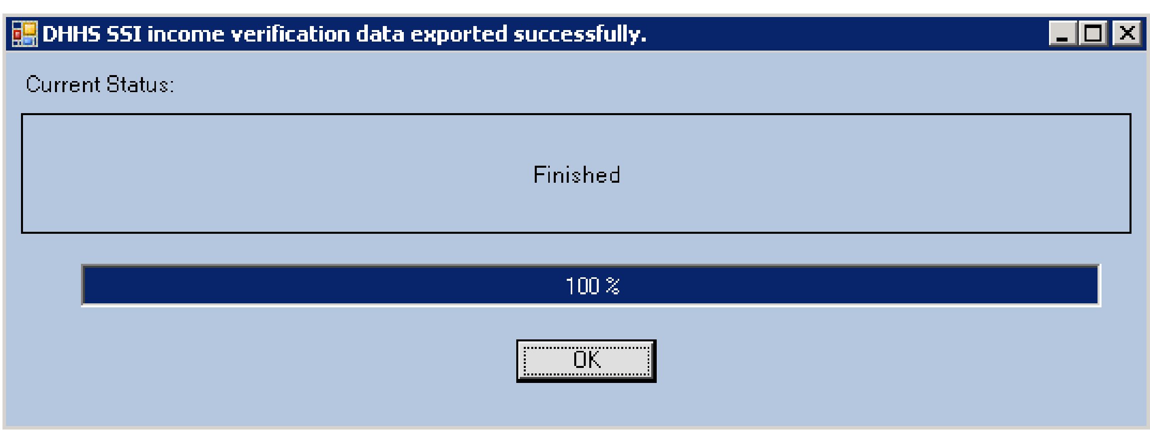
To export DHHS income verification data, first left click on the Tools menu and then select "Export DHHS Income Verification Data":



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

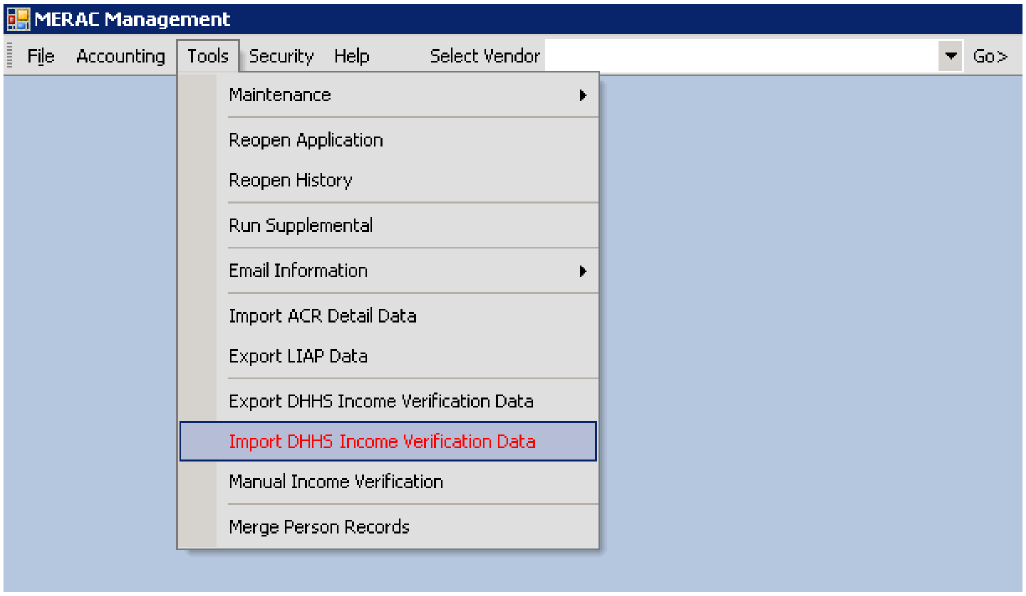


Next, the export process will begin. Once the process is done, click the OK button to finish.

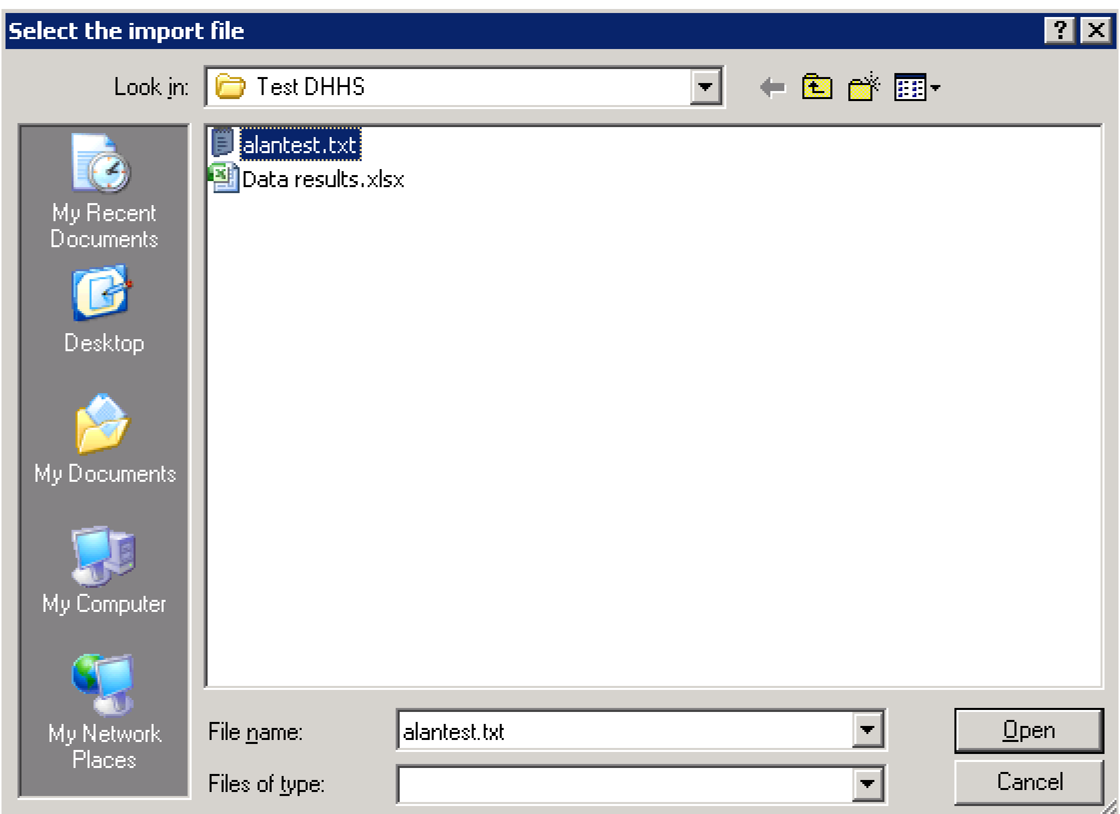


Import DHHS Income Verification Data

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

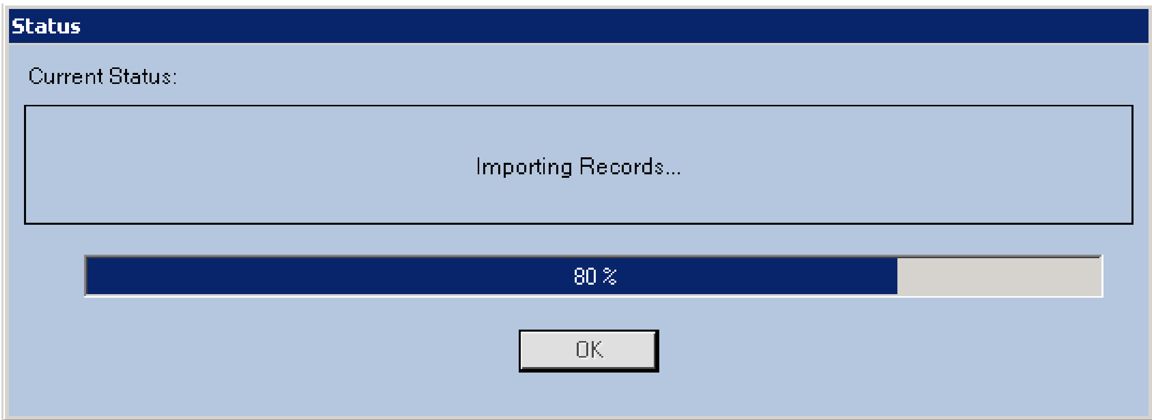


Next, select the .txt file to be imported and click the  button to begin the import process.

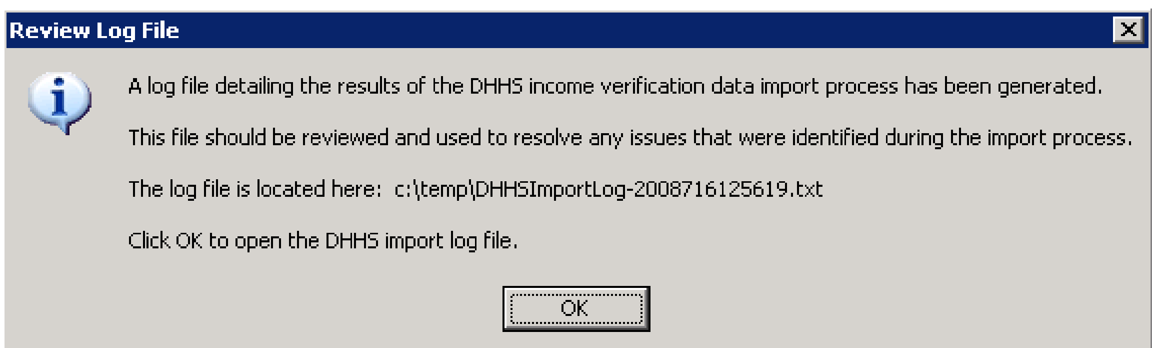


Next, MERAC will begin to import the DHHS income verification records. Once the process has finished, click on the 

button to continue.



Next, MERAC will display the following message:

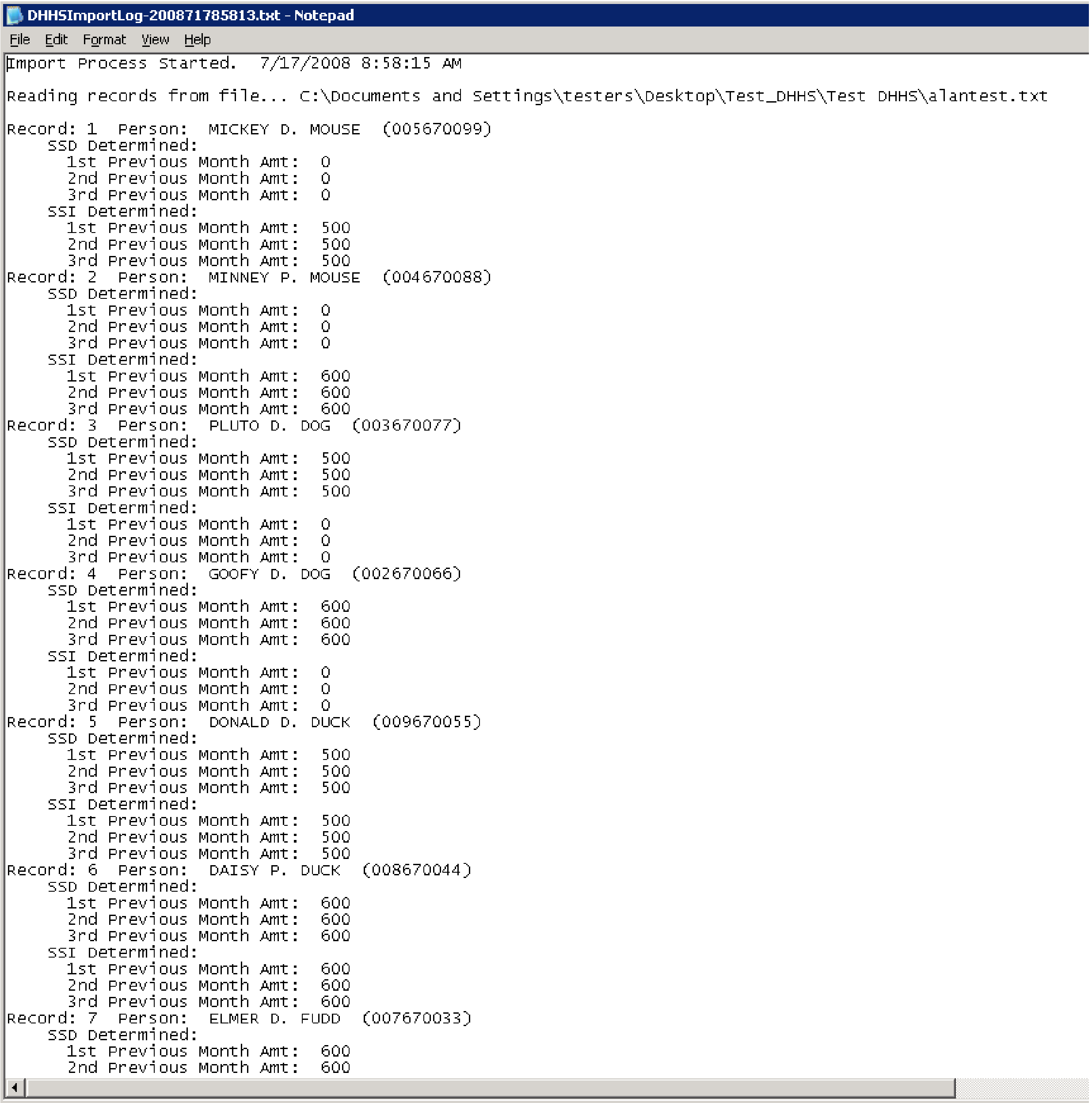


NOTE: That the above shown message will indicate where the log file is located. To change this location, see the **Database Properties** section.

Next, click the 

button to open the DHHS import log file.

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

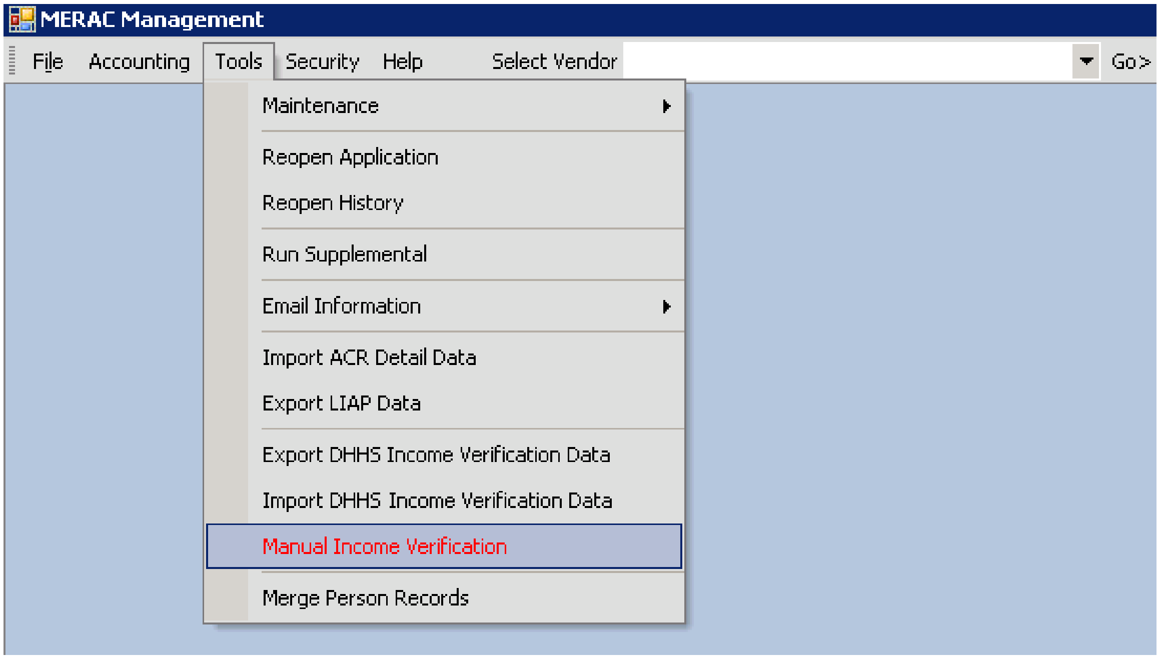

DHHSImportLog-200871785813.txt - Notepad

File Edit Format View Help

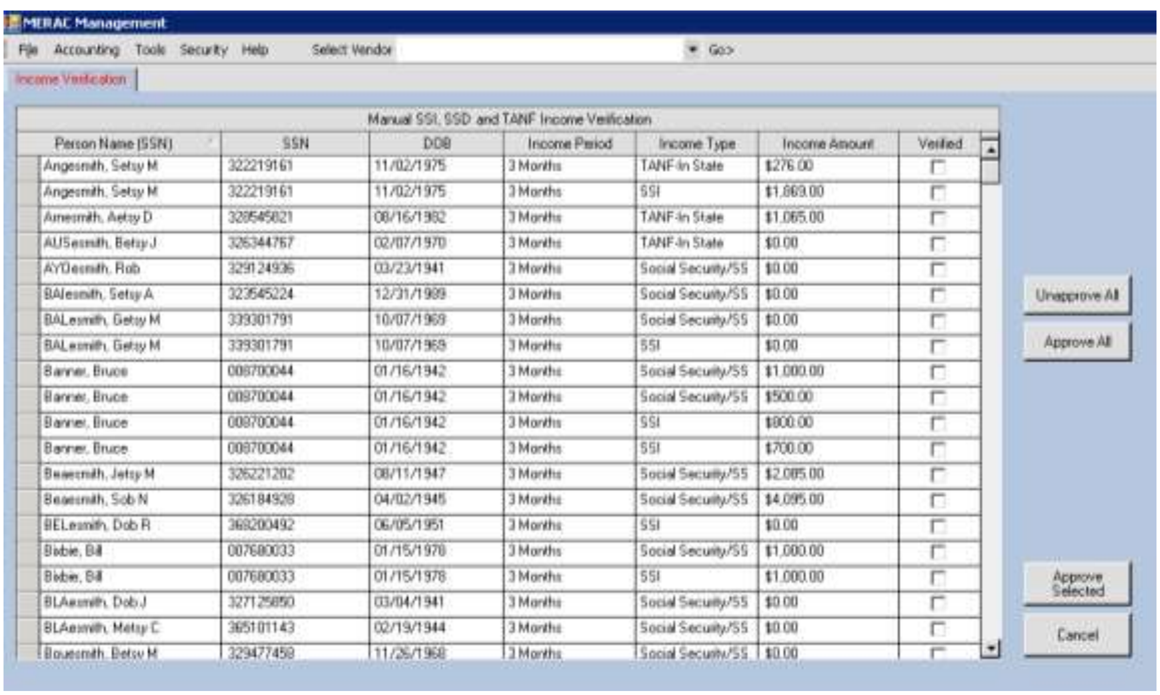
```
Import Process Started.  7/17/2008 8:58:15 AM

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”:

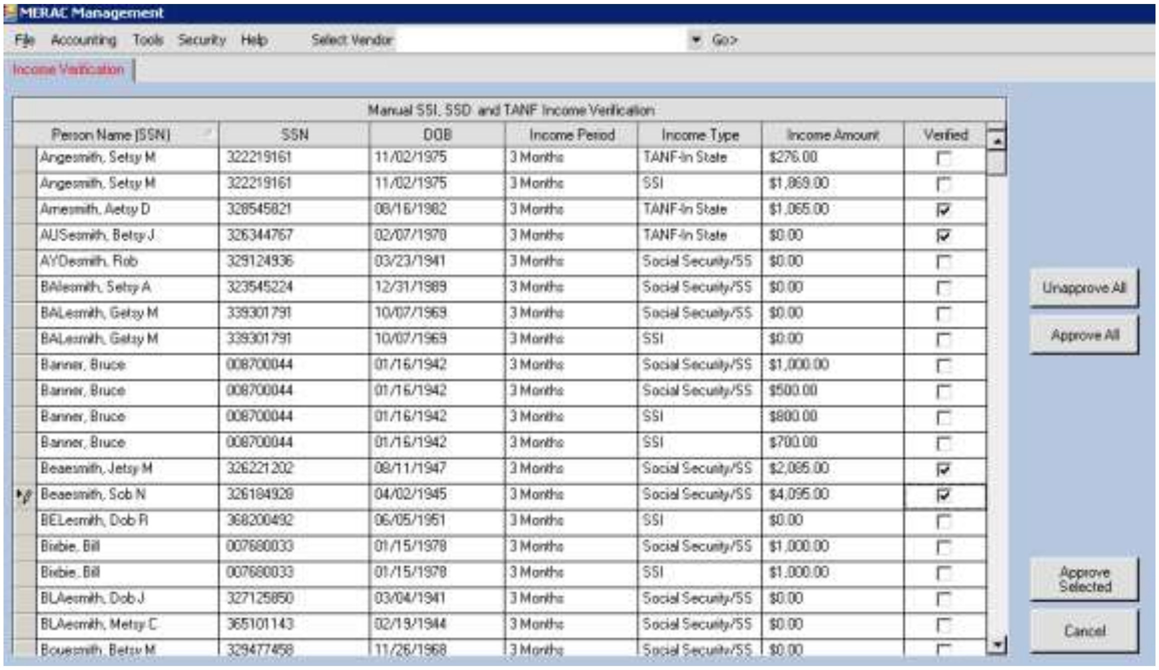


Next, the income verification screen will appear:



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

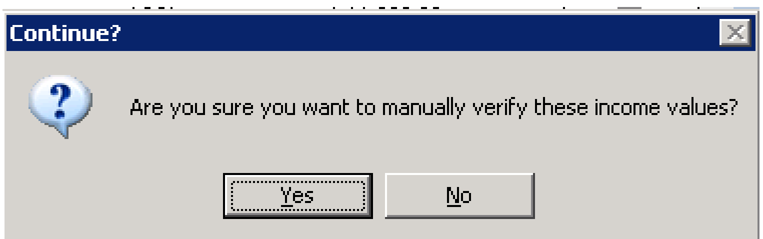
button.



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	☐
Angesmith, Setsy M	322219161	11/02/1975	3 Months	SSI	$1,869.00	☐
Amesmith, Aetsy D	328545821	08/16/1982	3 Months	TANF-In State	$1,065.00	☑
AUSesmith, Betsy J	326344767	02/07/1970	3 Months	TANF-In State	$0.00	☑
AYDesmith, Rob	329124936	03/23/1941	3 Months	Social Security/SS	$0.00	☐
BAlesmith, Setsy A	323545224	12/31/1989	3 Months	Social Security/SS	$0.00	☐
BALesmith, Getsy M	339301791	10/07/1969	3 Months	Social Security/SS	$0.00	☐
BALesmith, Getsy M	339301791	10/07/1969	3 Months	SSI	$0.00	☐
Banner, Bruce	008700044	01/16/1942	3 Months	Social Security/SS	$1,000.00	☐
Banner, Bruce	008700044	01/16/1942	3 Months	Social Security/SS	$500.00	☐
Banner, Bruce	008700044	01/16/1942	3 Months	SSI	$800.00	☐
Banner, Bruce	008700044	01/16/1942	3 Months	SSI	$700.00	☐
Beaesmith, Jetsy M	326221202	08/11/1947	3 Months	Social Security/SS	$2,085.00	☑
Beaesmith, Sob N	326184928	04/02/1945	3 Months	Social Security/SS	$4,095.00	☑
BELesmith, Dob R	368200492	06/05/1951	3 Months	SSI	$0.00	☐
Bixbie, Bill	007680033	01/15/1978	3 Months	Social Security/SS	$1,000.00	☐
Bixbie, Bill	007680033	01/15/1978	3 Months	SSI	$1,000.00	☐
BLAesmith, Dob J	327125850	03/04/1941	3 Months	Social Security/SS	$0.00	☐
BLAesmith, Metsy C	365101143	02/19/1944	3 Months	Social Security/SS	$0.00	☐
Bouesmith, Betsy M	329477458	11/26/1968	3 Months	Social Security/SS	$0.00	☐

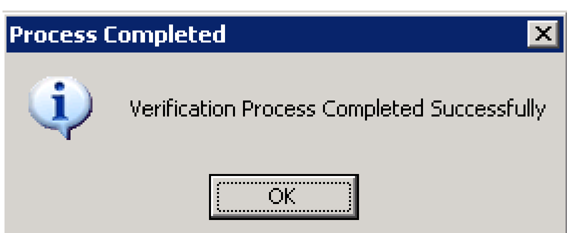
Next, click the 

button to verify.



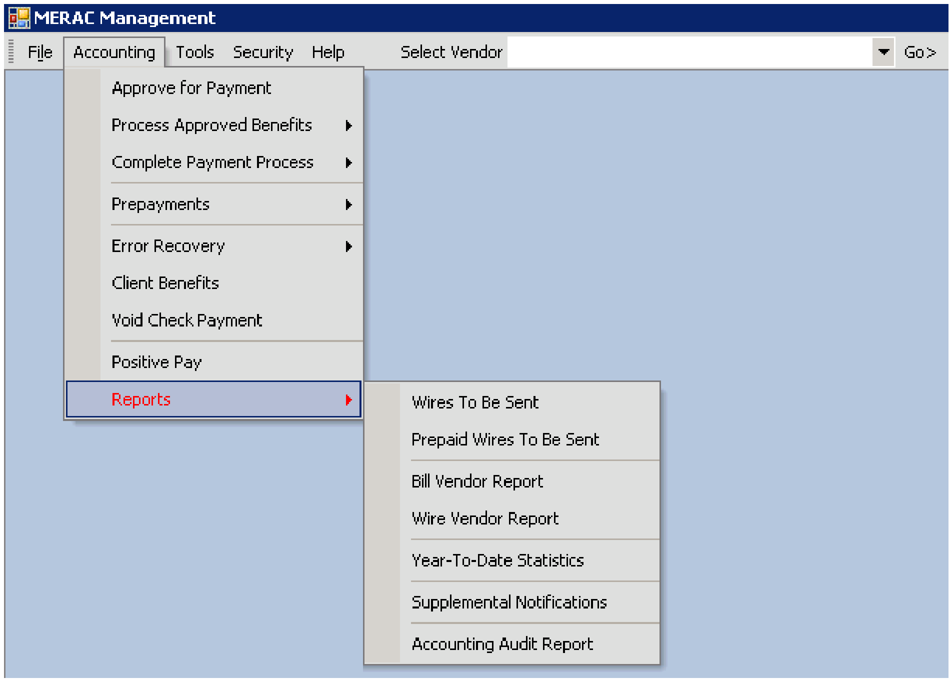
Next, click the 

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:

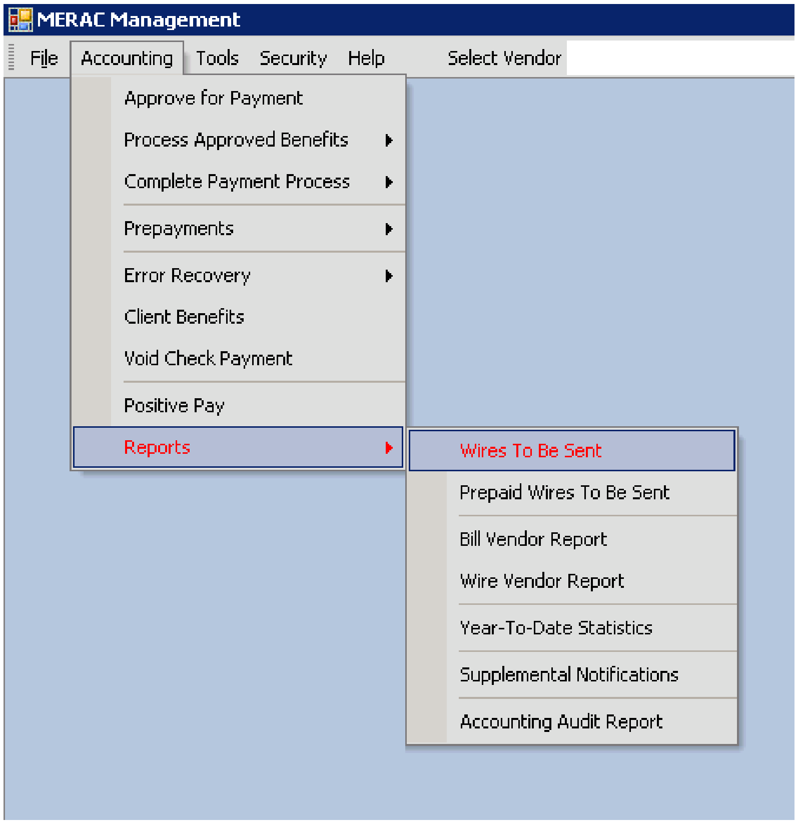
1. Wires To Be Sent Report

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

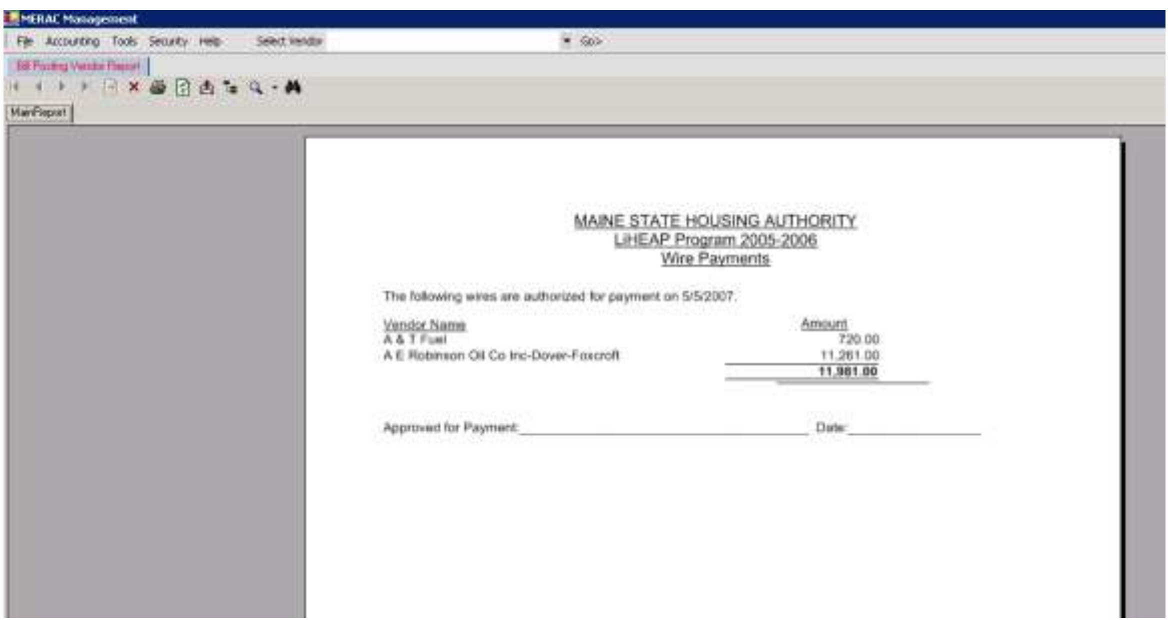
2. Bill Vendor Report
3. Wire Vendor Report

   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.

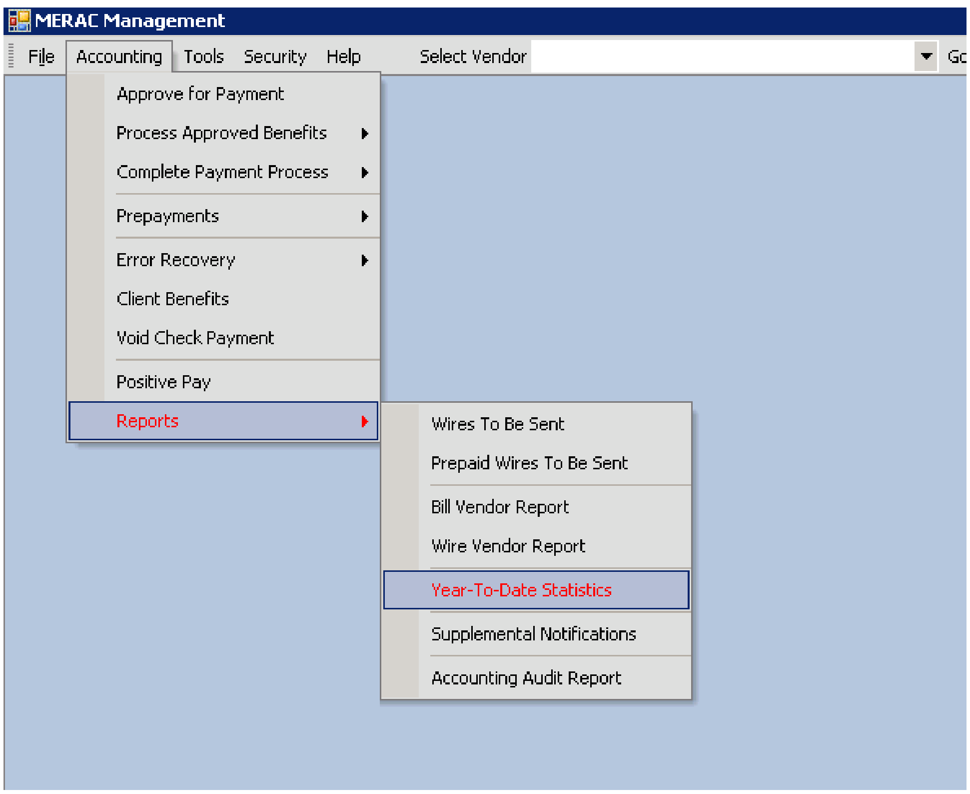
To return to the MERAC Management screen, left click on the ✕ icon.

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.

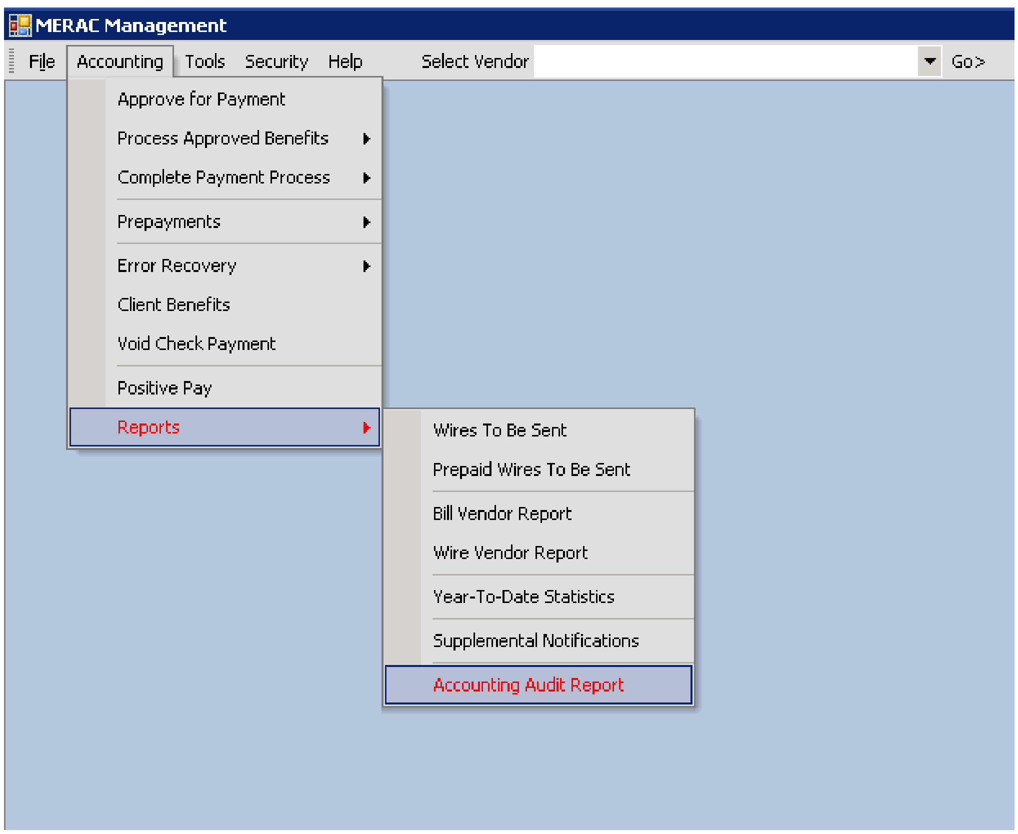
To open any of the two "Supplemental Notification" reports, first left click on the Accounting menu, Reports submenu, and then select the appropriate notifications report.

Next, to print any of the two "Supplemental Notification" reports, follow the same procedure as described under the **Payment Process Reports**.

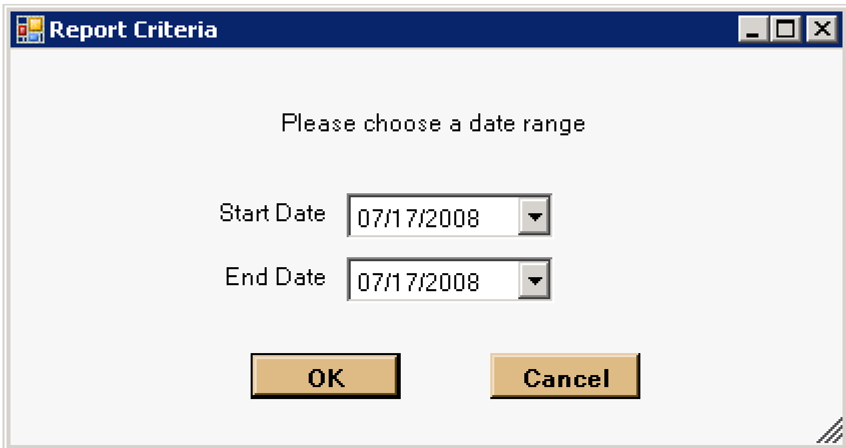
Accounting Audit Report

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  button to continue.



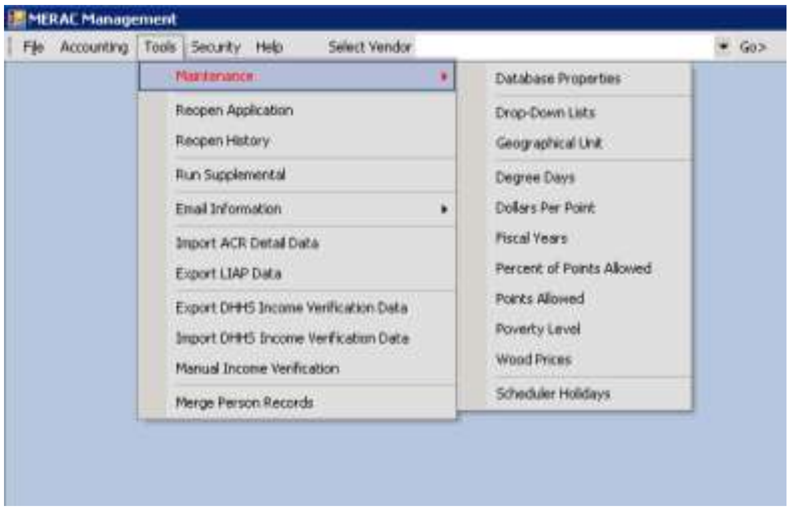
Next, MERAC will display the report.

Next, to print the “Accounting Audit” report, follow the same procedure as described under the **Payment Process Reports**.

Maintenance

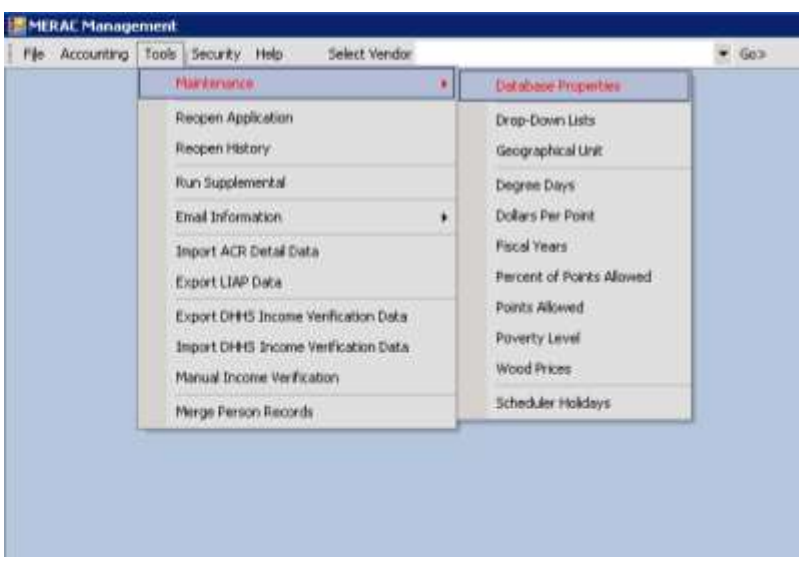
The maintenance submenu offers the user the ability to change, add, or remove

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

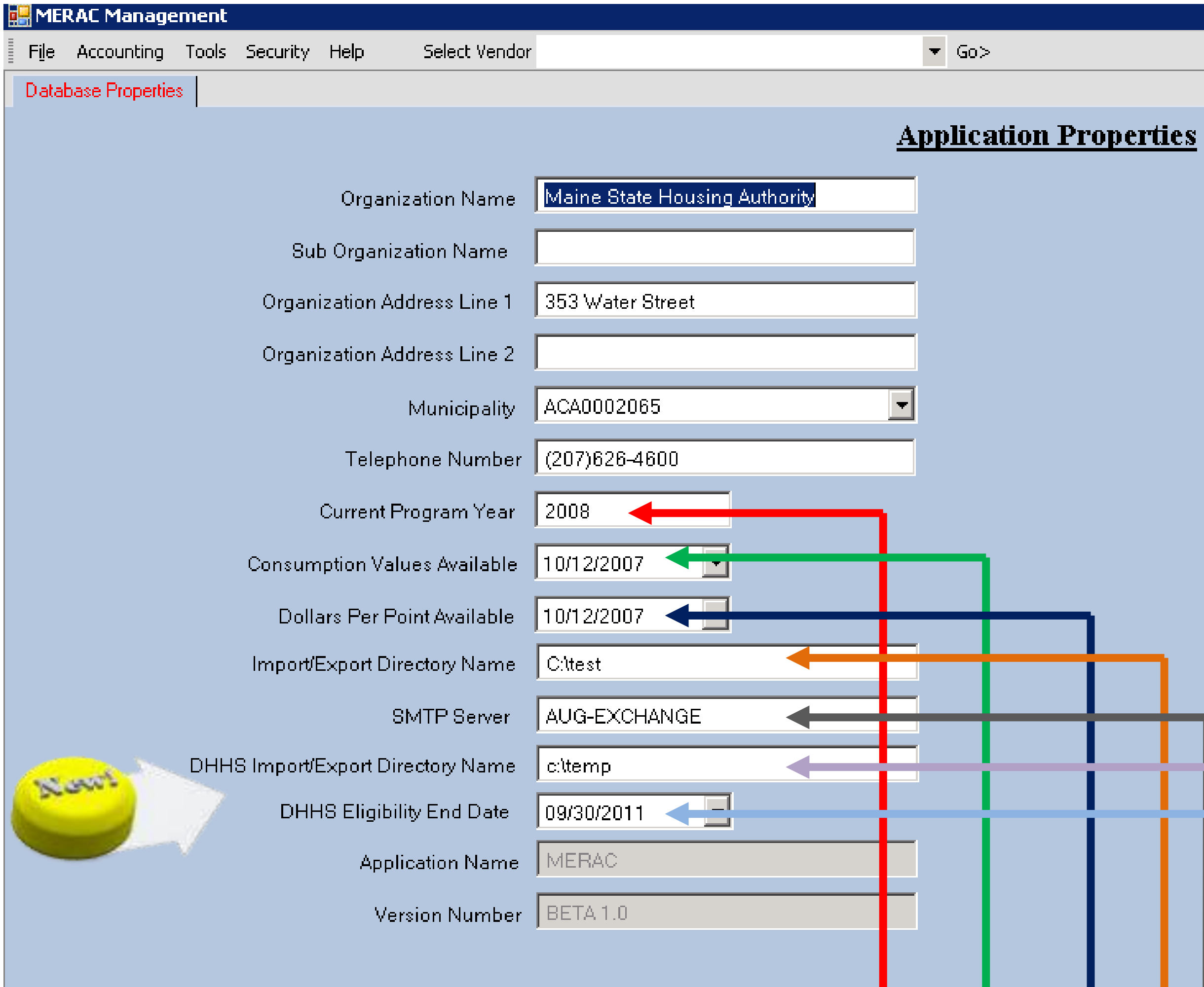


Database Properties

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:



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

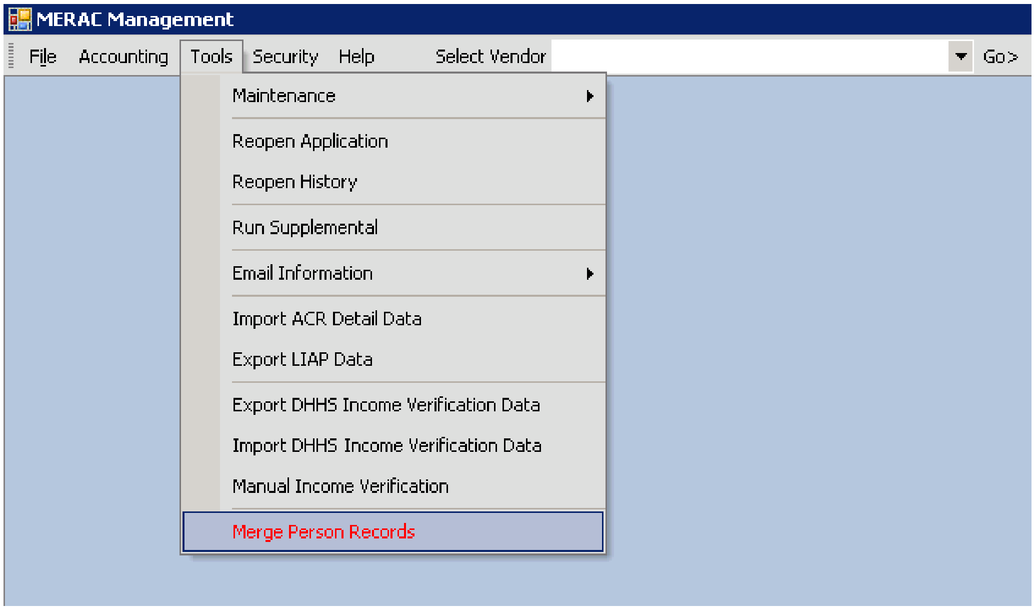
5) Change this field to set **SMTP Server** name for the E-Mail functionality

6) Change this field to set the DHHS Import/Export directory

7) Change this field to set DHHS Eligibility End Date

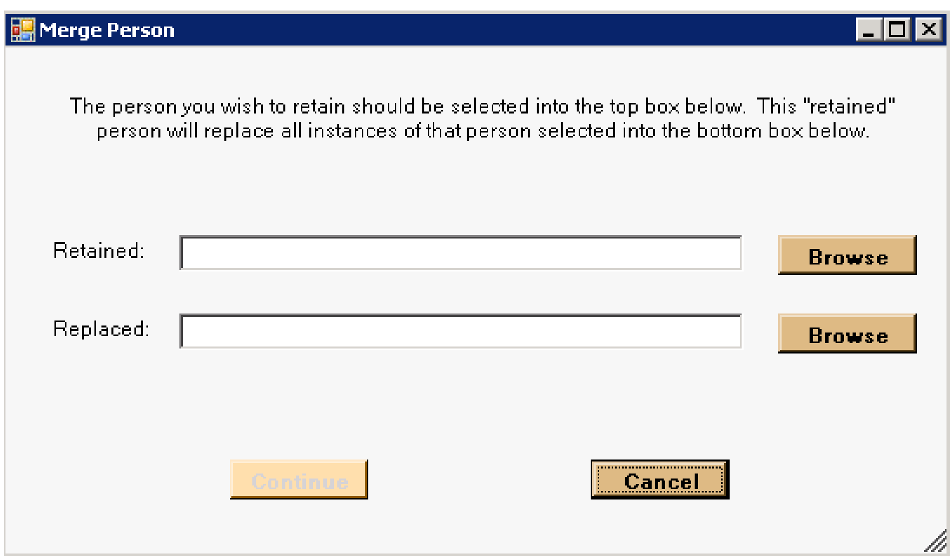
Merge Person Records

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

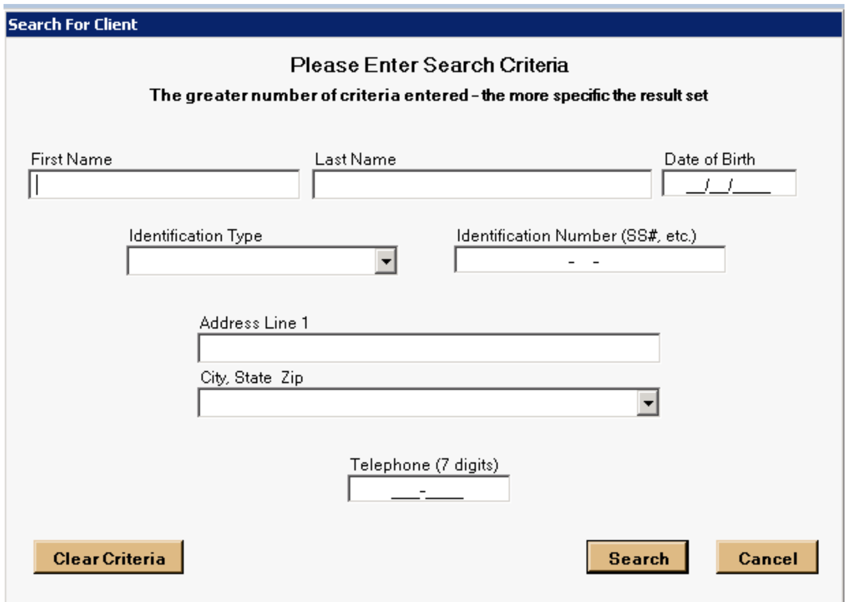


Next, select which person record that needs to be retained by clicking the 

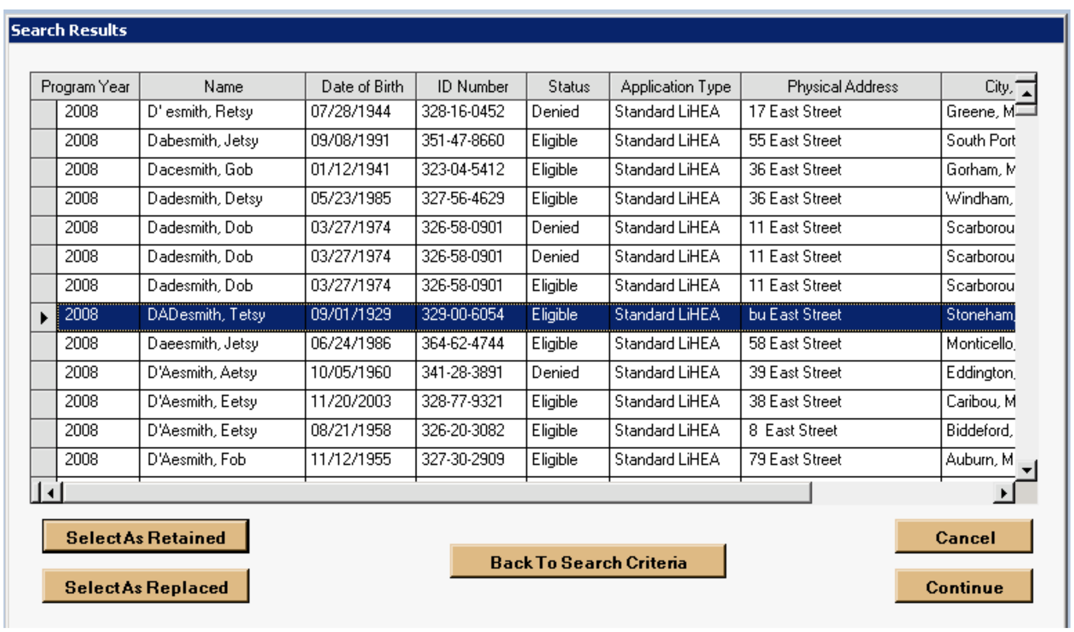
button next to the retained text field.



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



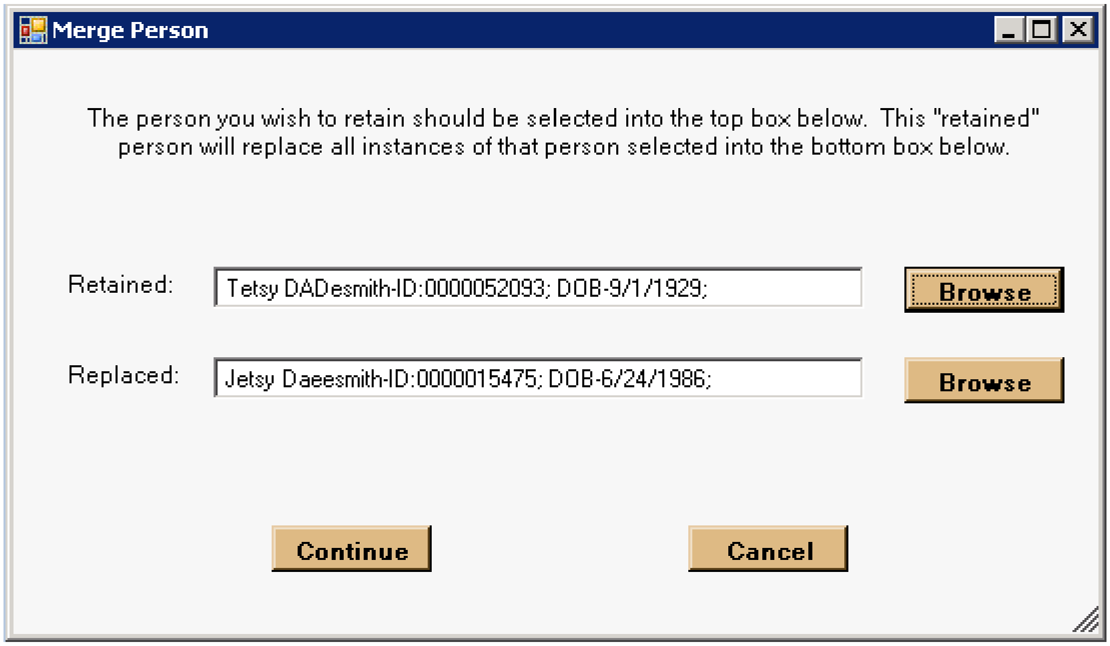
Next, when the person record has been located, click the Select As Retained button to mark the record as retained.



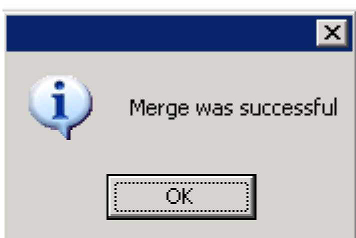
Next, to select the person record to be replaced click on the Back To Search Criteria button and use the big search to locate record to be replaced.

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

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



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

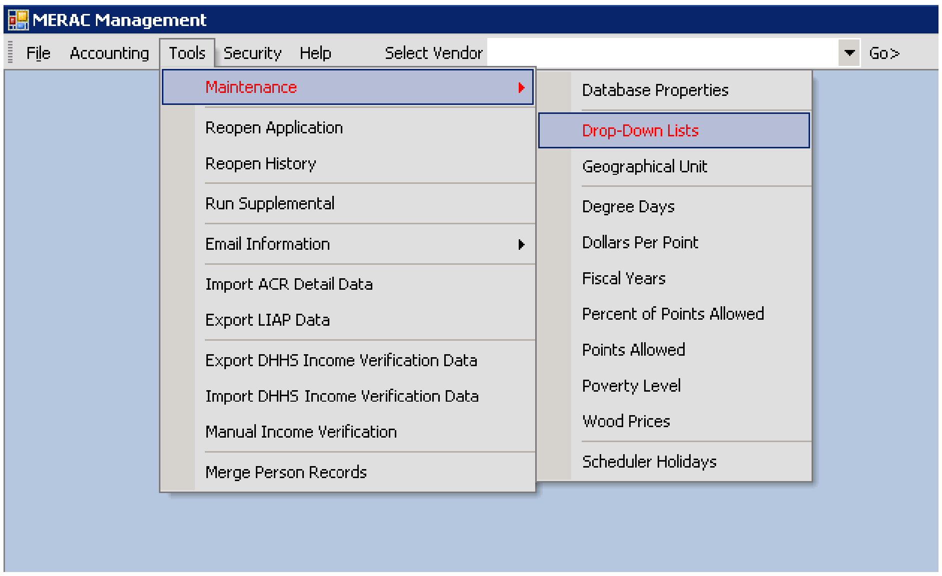


Next, click the button to finish.

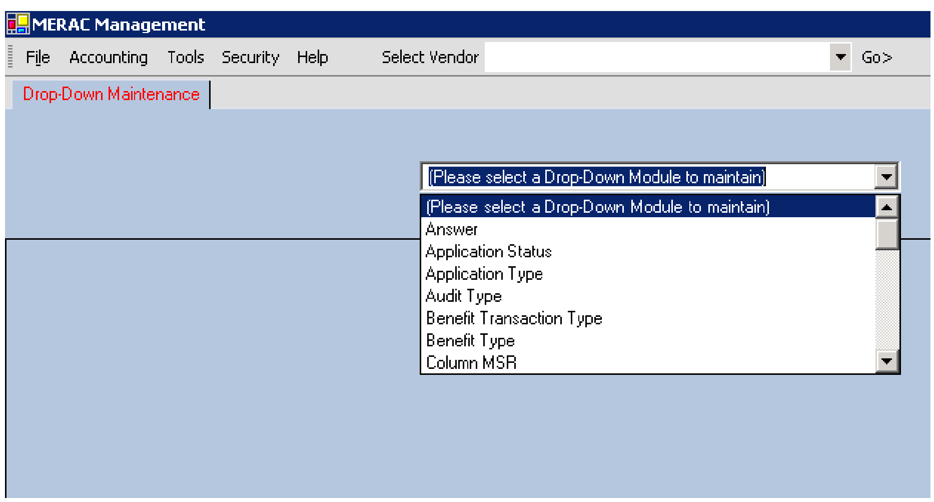
Drop-Down Lists

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:

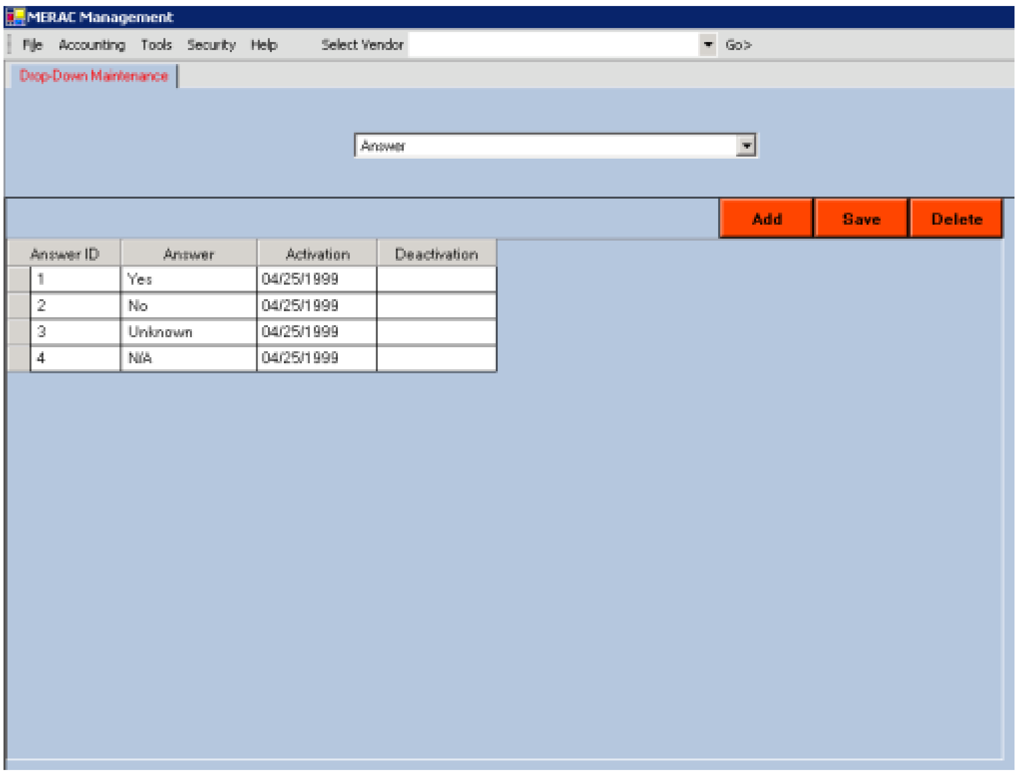


Answer Module

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.

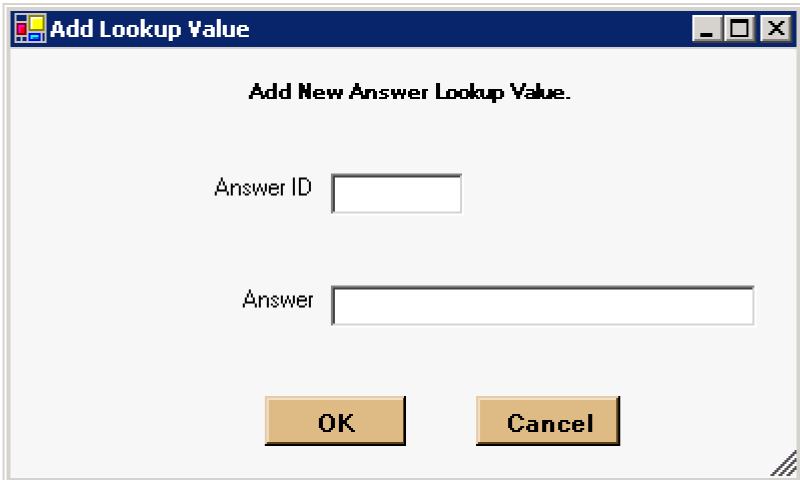
Next, the following table will appear:

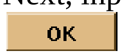


Add

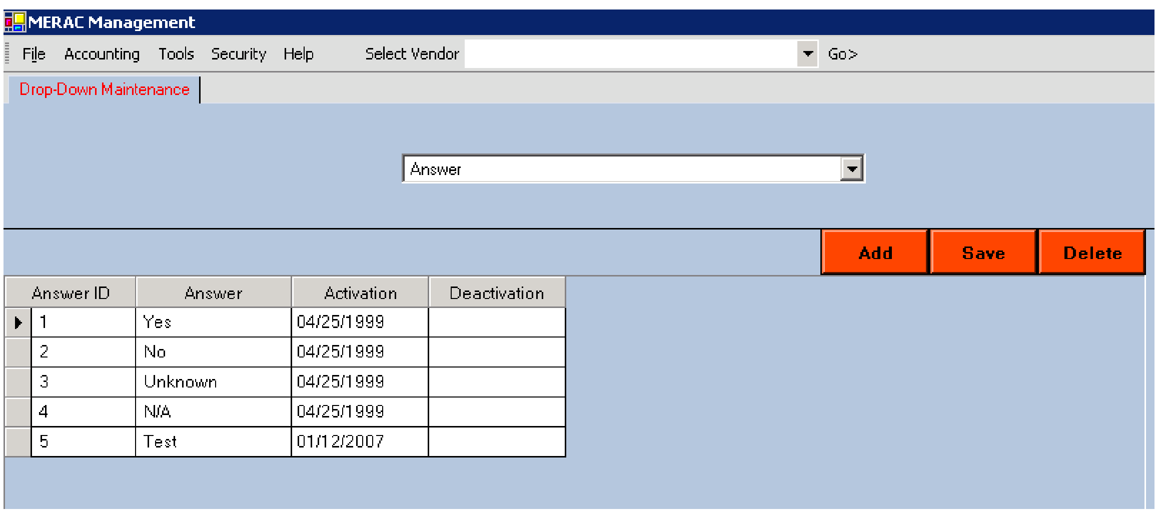
To add a new ID, first left click on the 

button.



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

button:



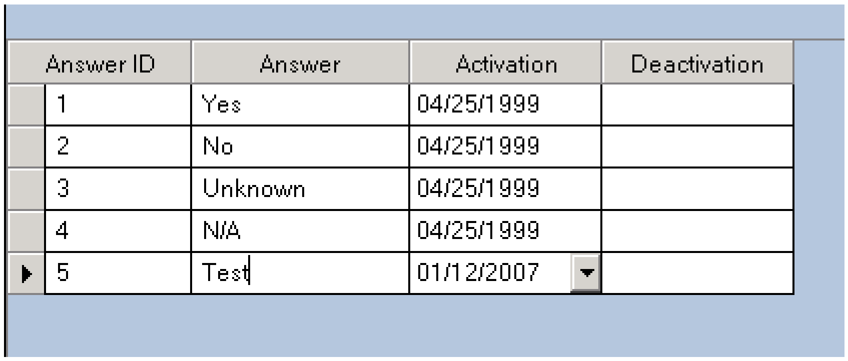
NOTE: Remember to save changes by left clicking on the 

button.

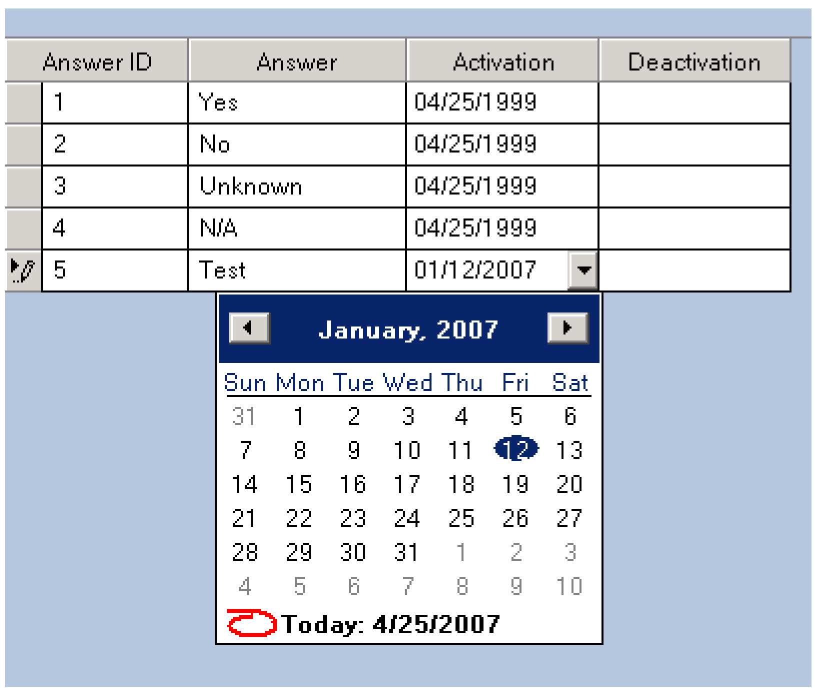
Edit

All content are editable expect 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:



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



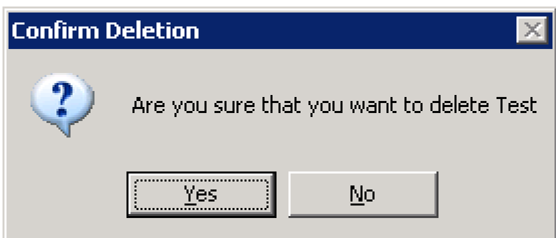
NOTE: Remember to save changes by left clicking on the Save button.

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 Delete button.

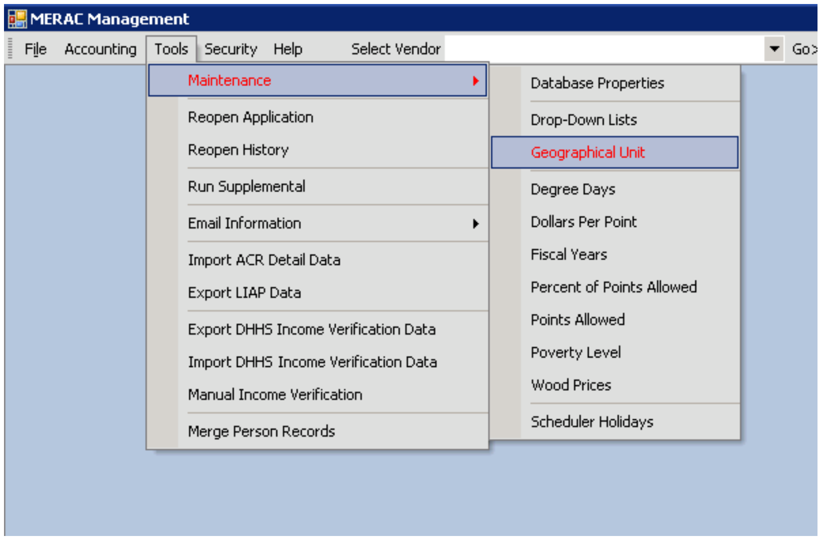


To complete deletion, confirm deletion by left clicking on the Yes button.

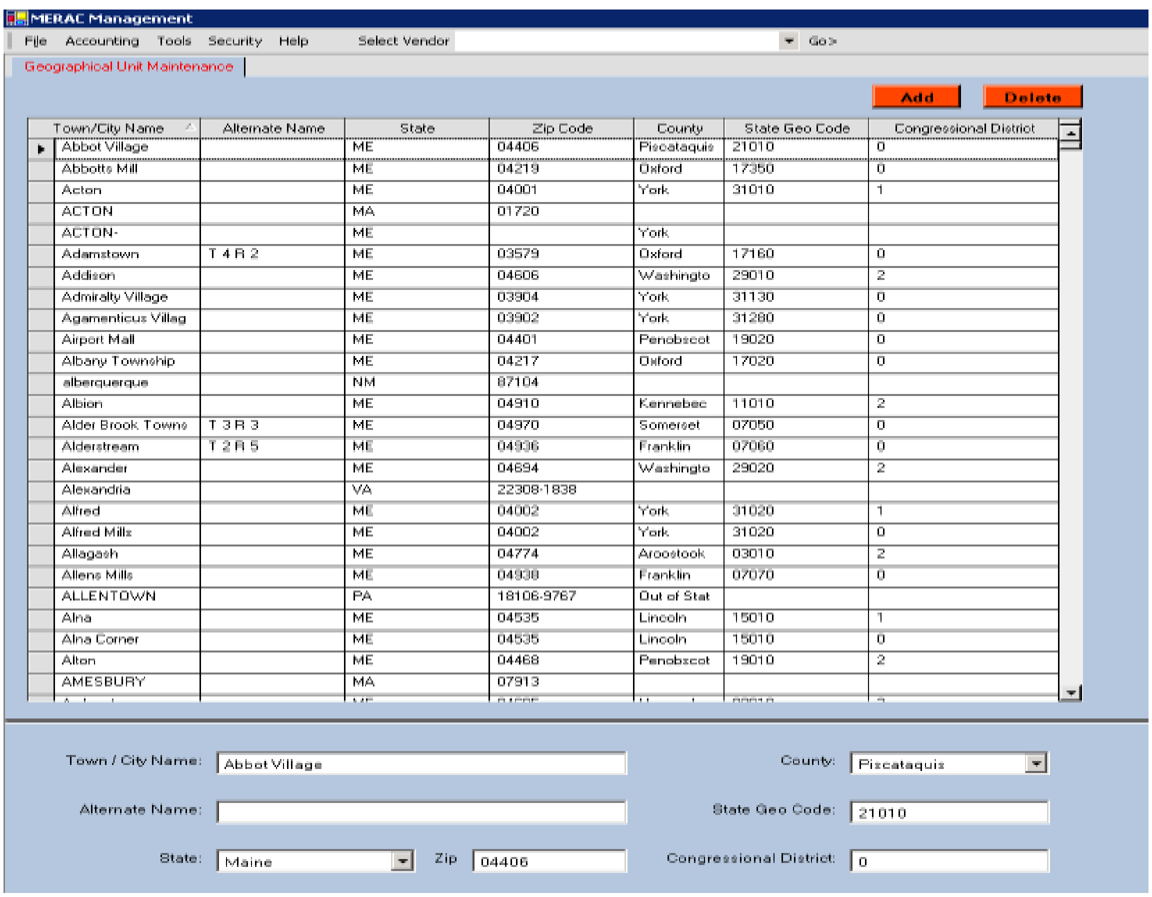
NOTE: Remember to save changes by left clicking on the Save button.

Geographical Unit

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



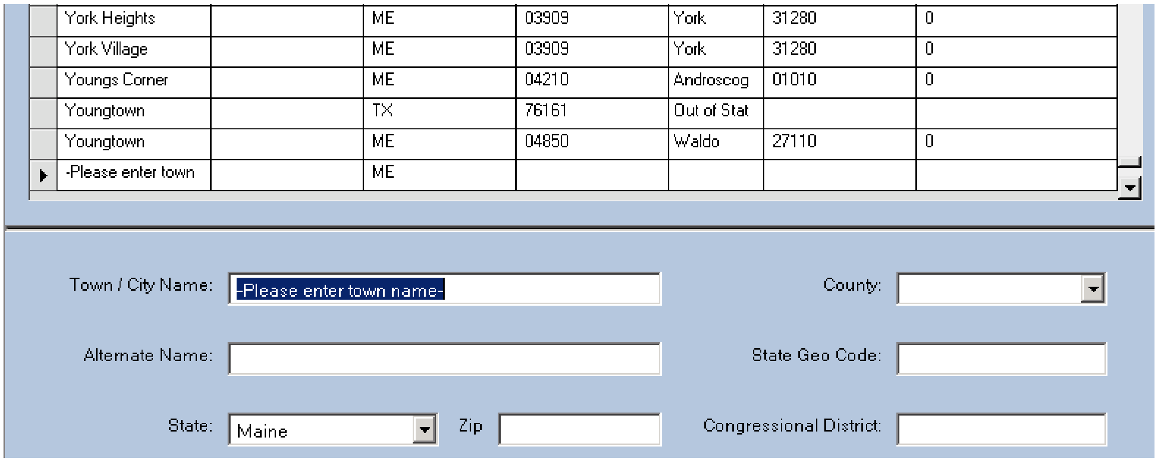
Next, the “Geographical Unit Maintenance” screen will appear:



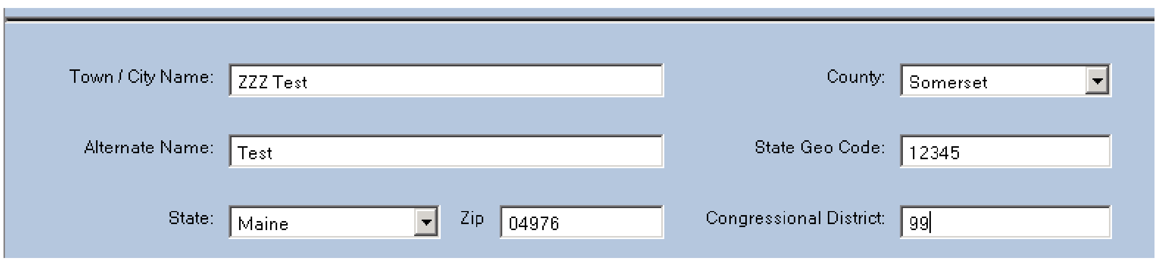
Add

To add a geographical unit, first left click on the 

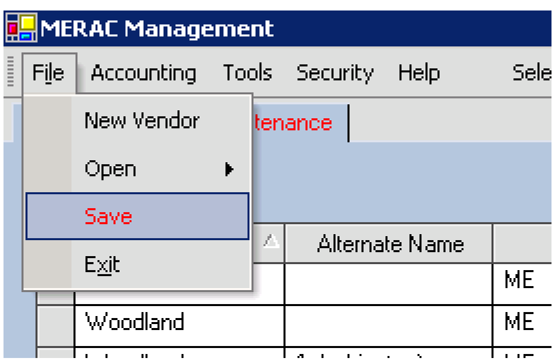
button.



Next, populate the following fields:

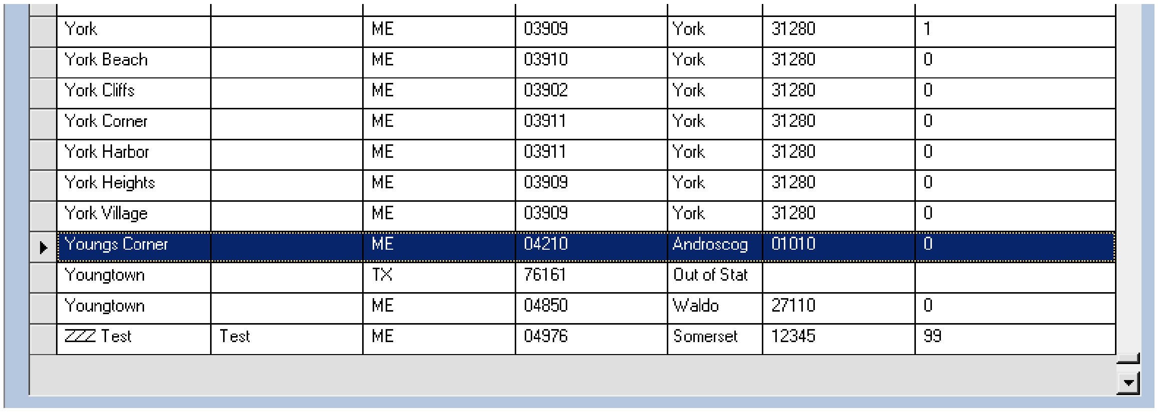


Next, left click on the “File” menu, and select “Save” to complete add:

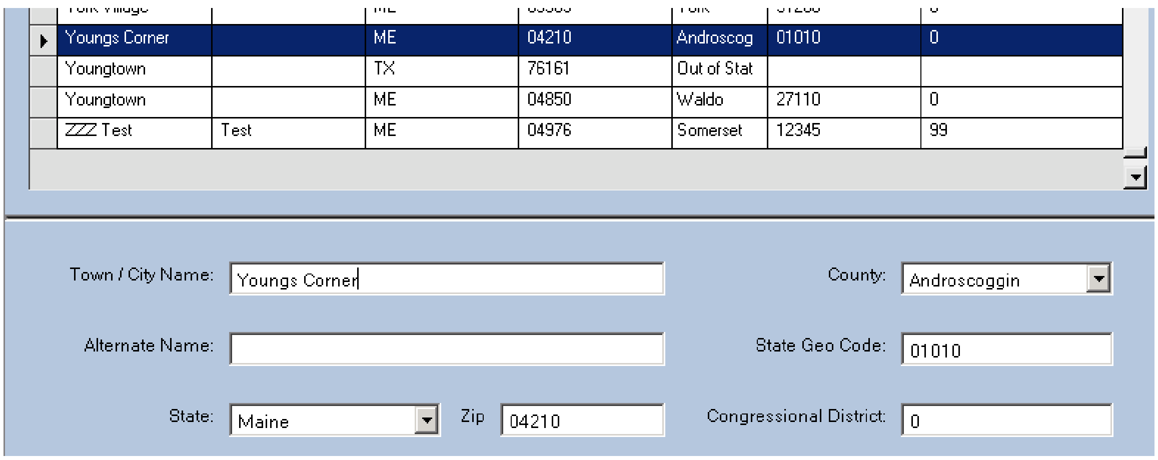


Edit

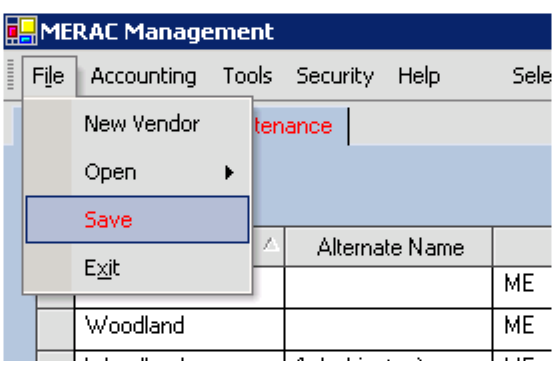
To edit an instance, first highlight the instance by left clicking on the icon:



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

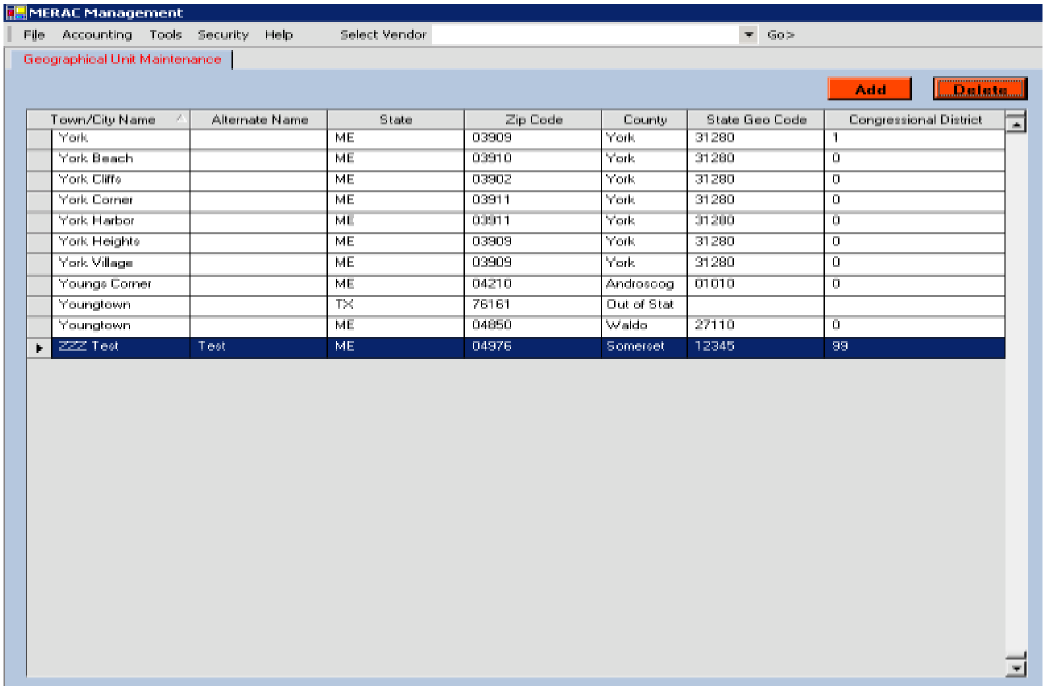


Next, left click on the "File" menu, and select "Save" to complete edit:

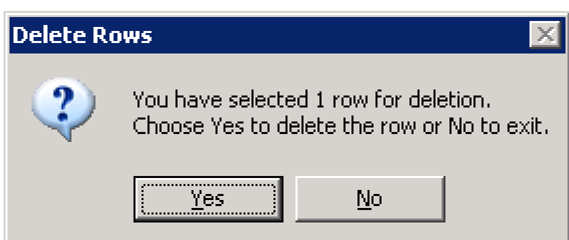


Delete

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

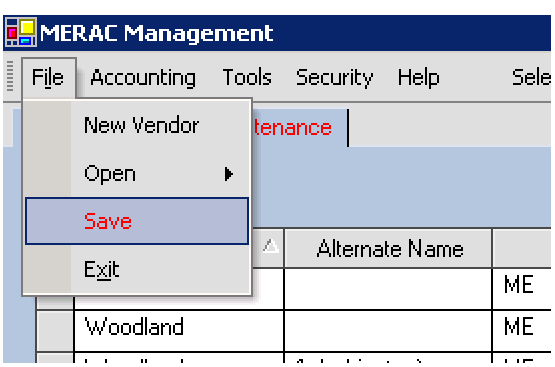


Next, left click on the  button.



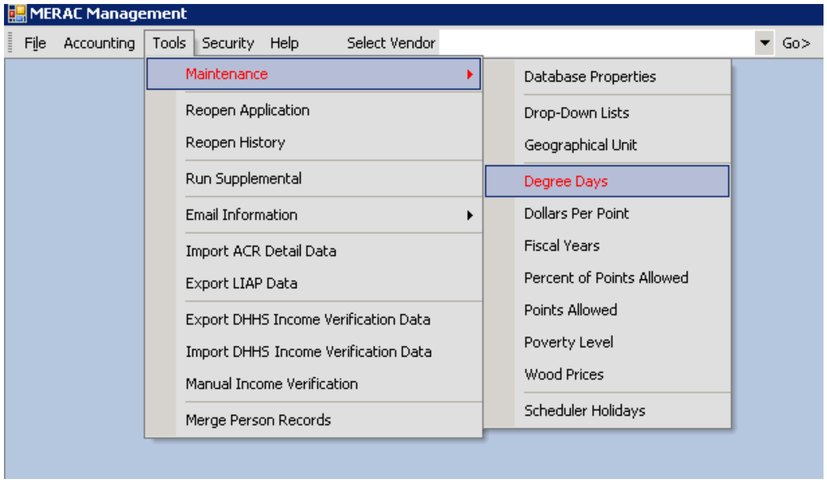
To complete deletion, confirm deletion by left clicking on the  button.

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

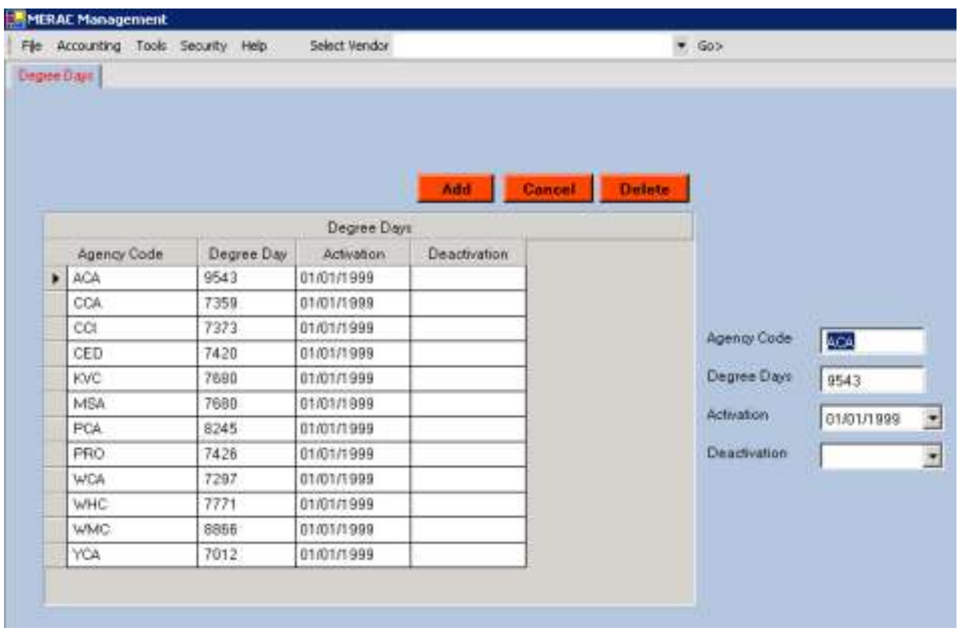


Degree Days

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

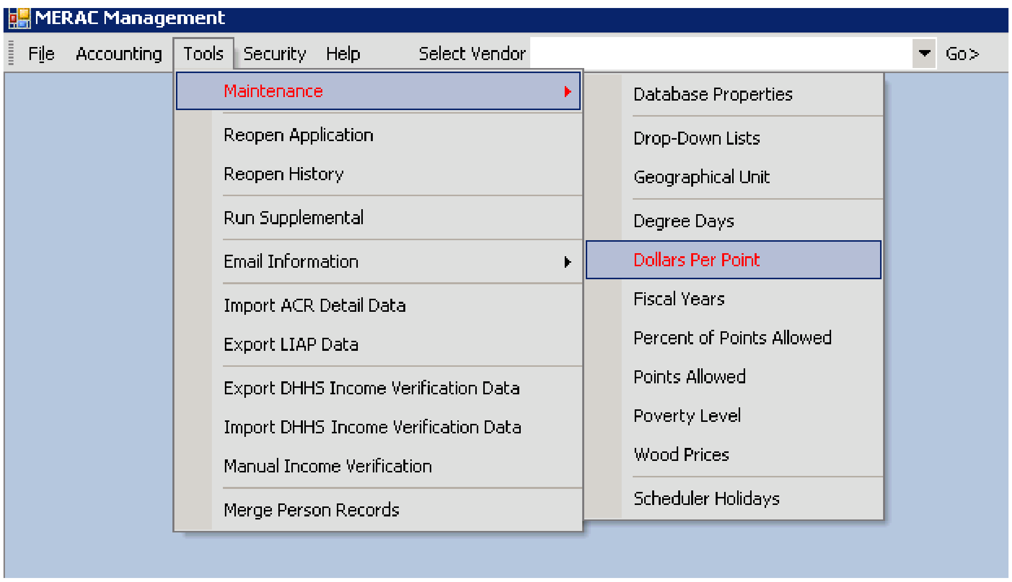
To add an instance in the degree days' table, see the instructions under Geographical Unit's **Edit**

Delete

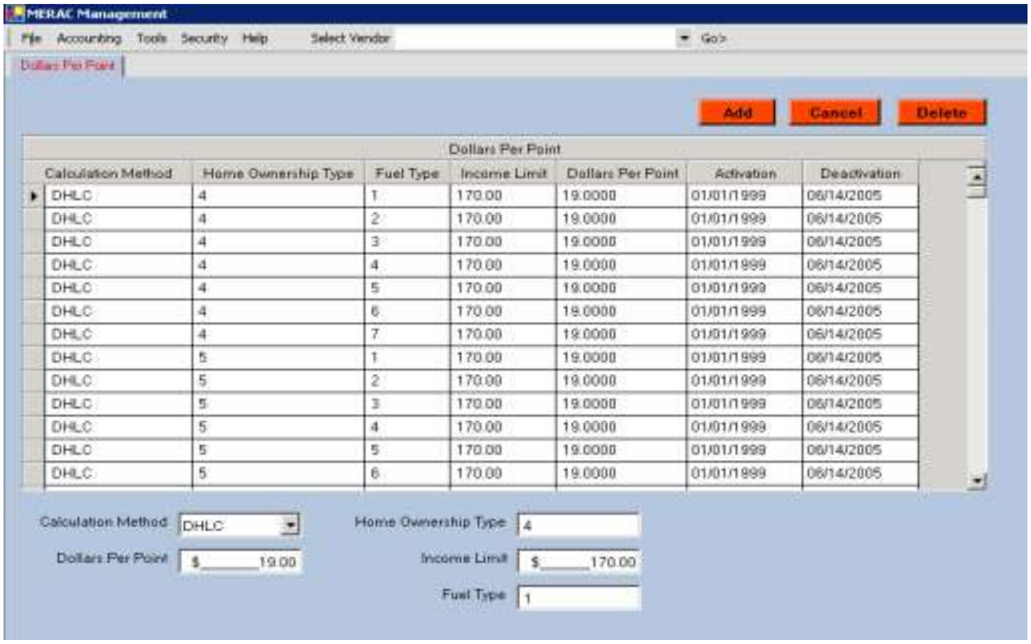
To add an instance in the degree days' table, see the instructions under Geographical Unit's **Delete**

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

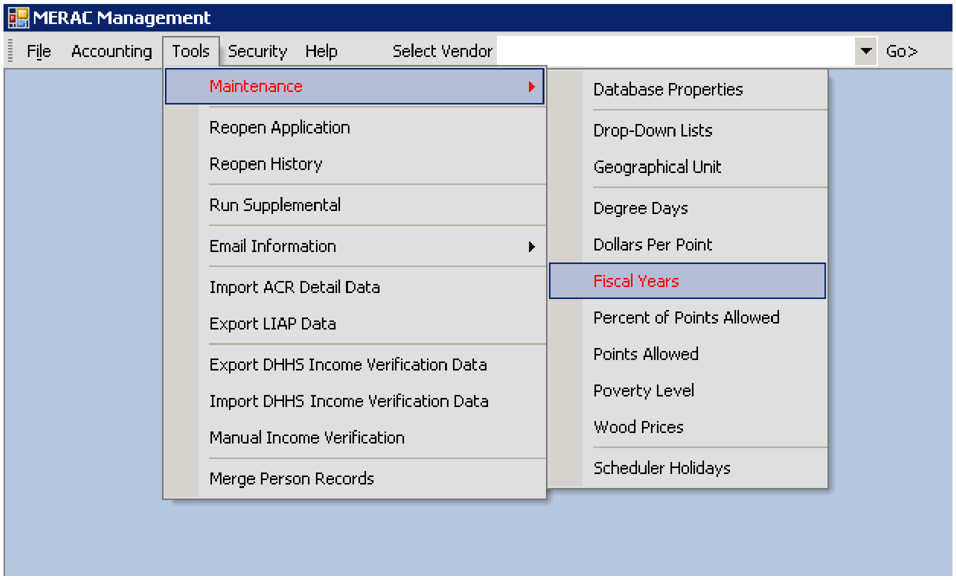
To add an instance in the degree days' table, see the instructions under Geographical Unit's **Edit**

Delete

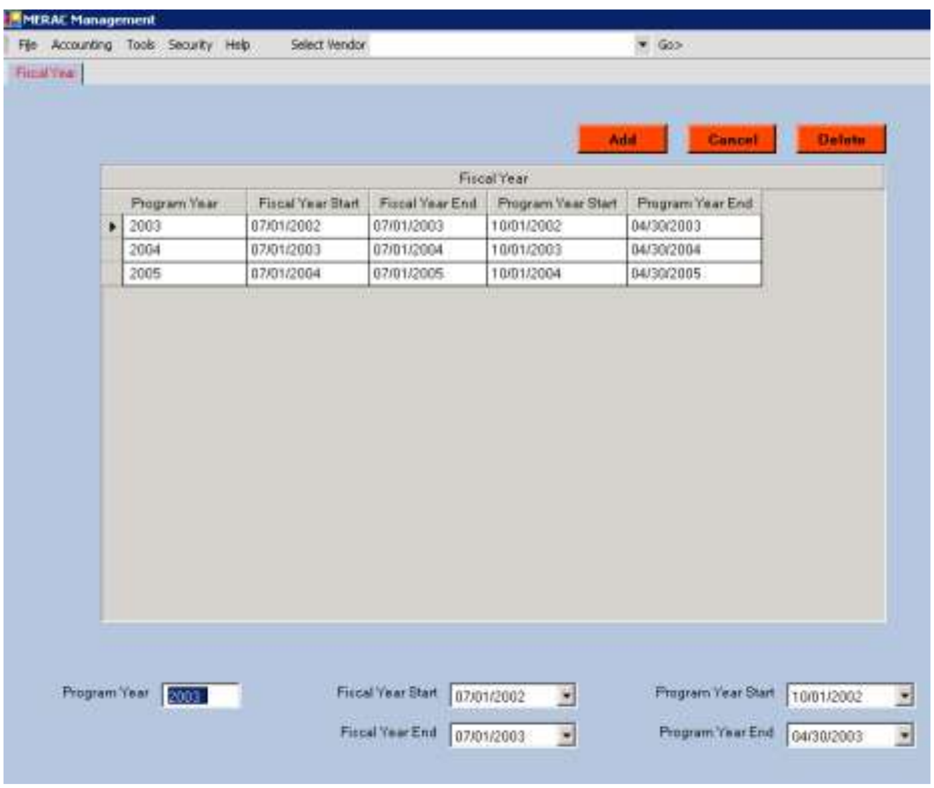
To add an instance in the degree days' table, see the instructions under Geographical Unit's **Delete**

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

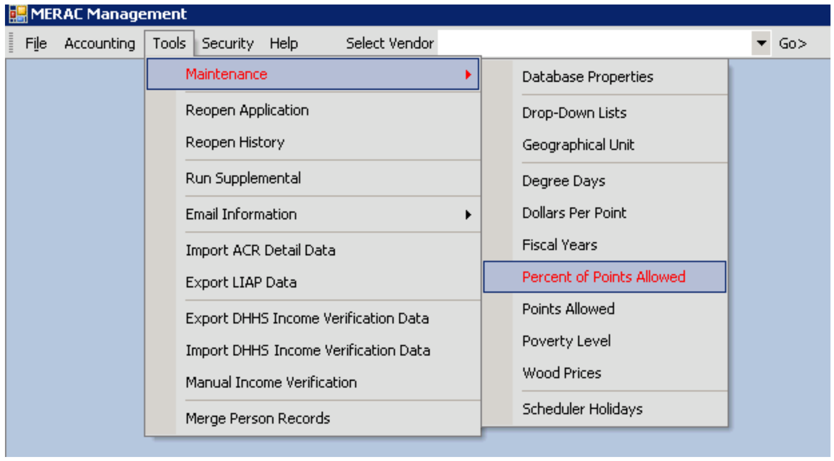
To add an instance in the degree days' table, see the instructions under Geographical Unit's **Edit**

Delete

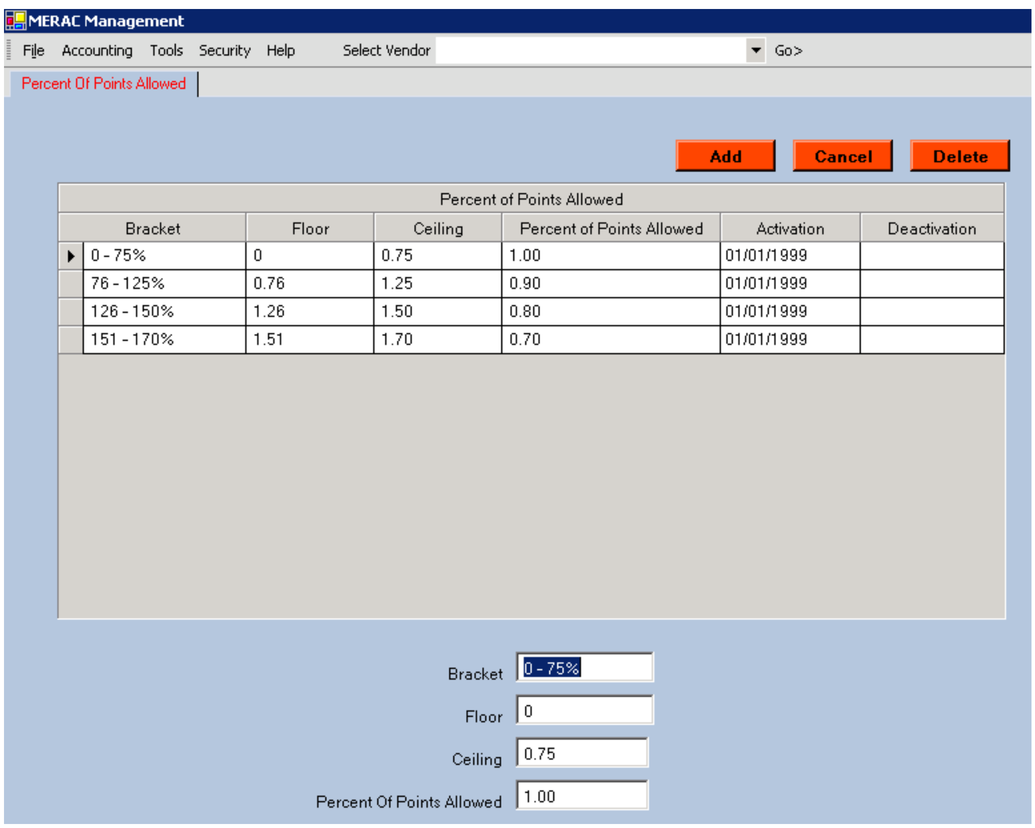
To add an instance in the degree days' table, see the instructions under Geographical Unit's **Delete**

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:

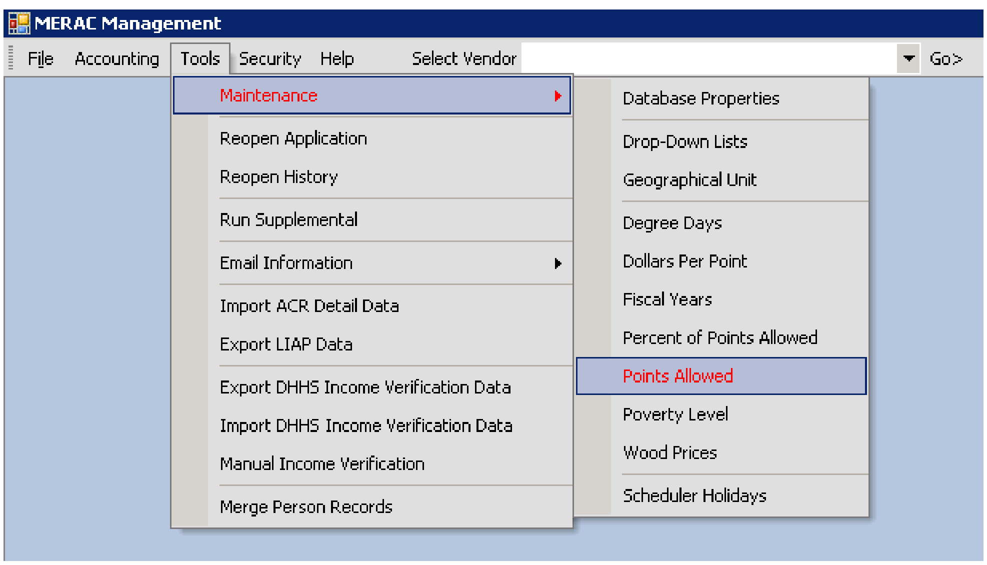


Add
To add an instance to the degree days' table, see the instructions under Drop-Down List's **Add**.

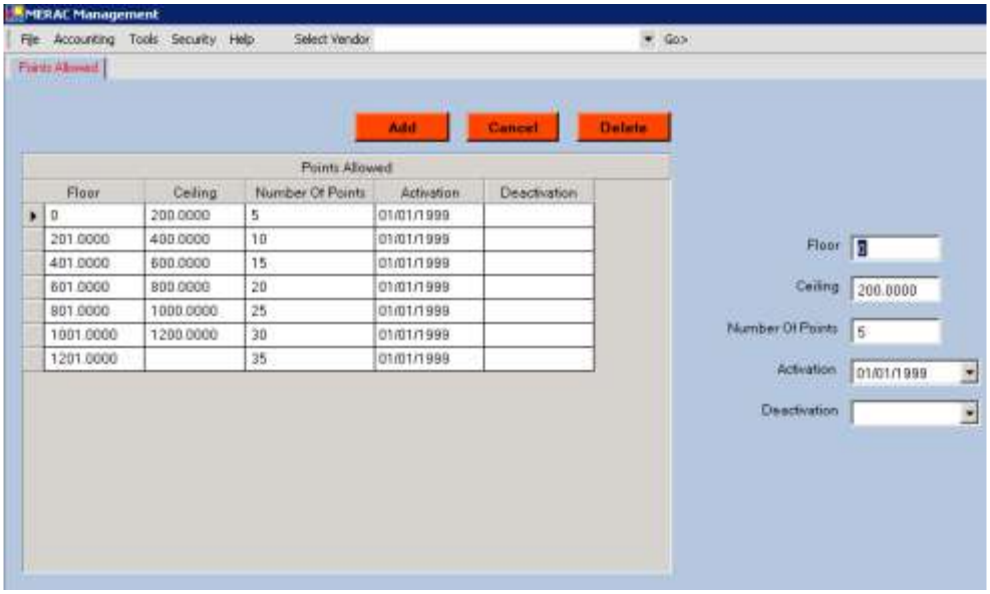
Edit
To add an instance in the degree days' table, see the instructions under Geographical Unit's **Edit**

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

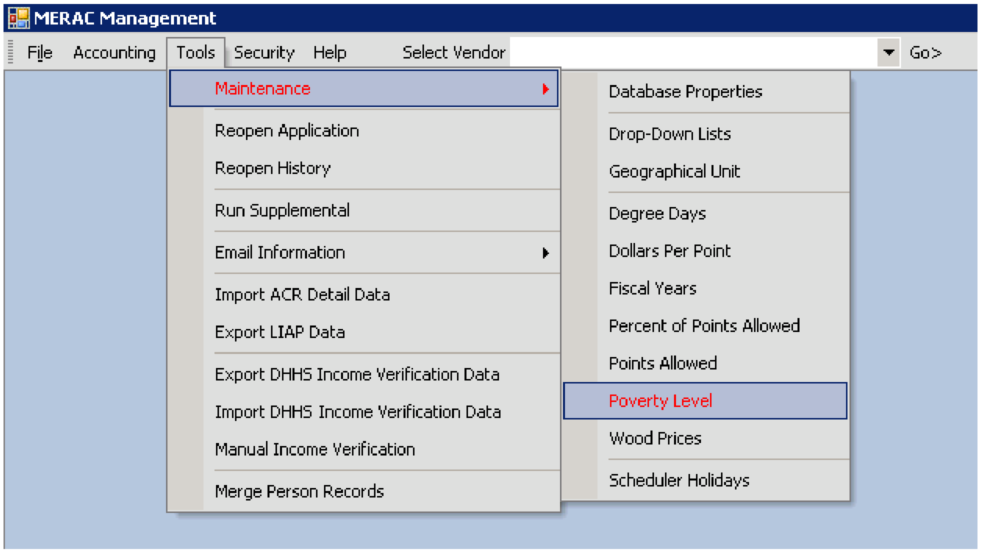
To add an instance in the degree days’ table, see the instructions under Geographical Unit’s **Edit**

Delete

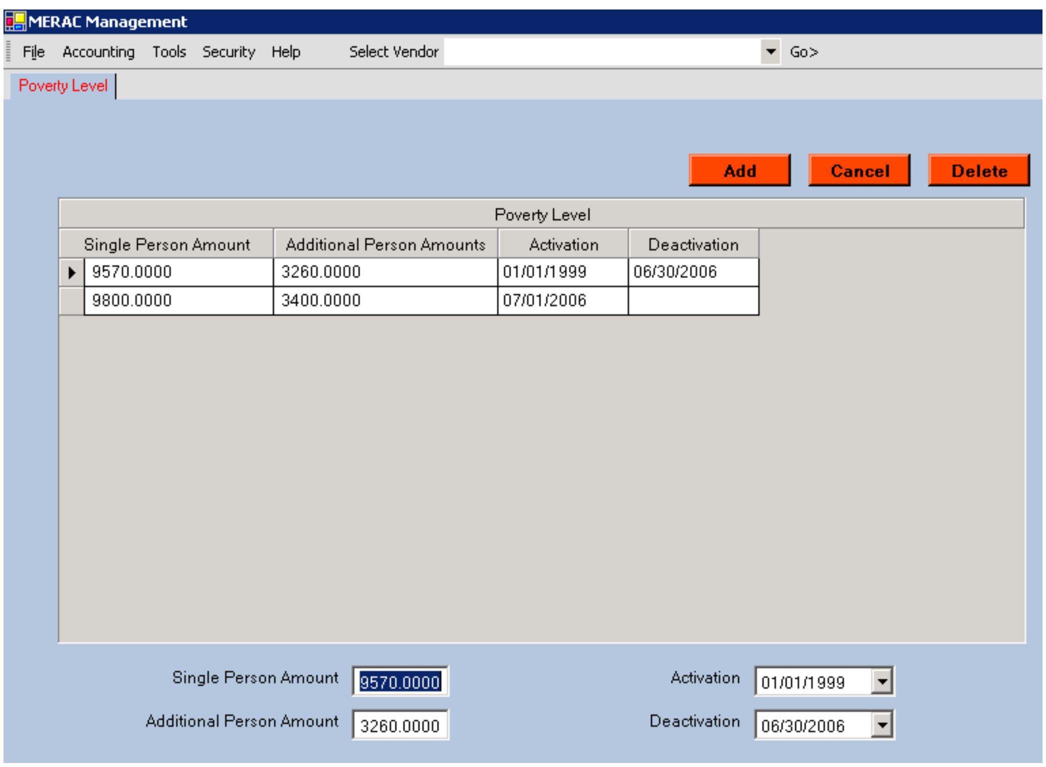
To add an instance in the degree days’ table, see the instructions under Geographical Unit’s **Delete**

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

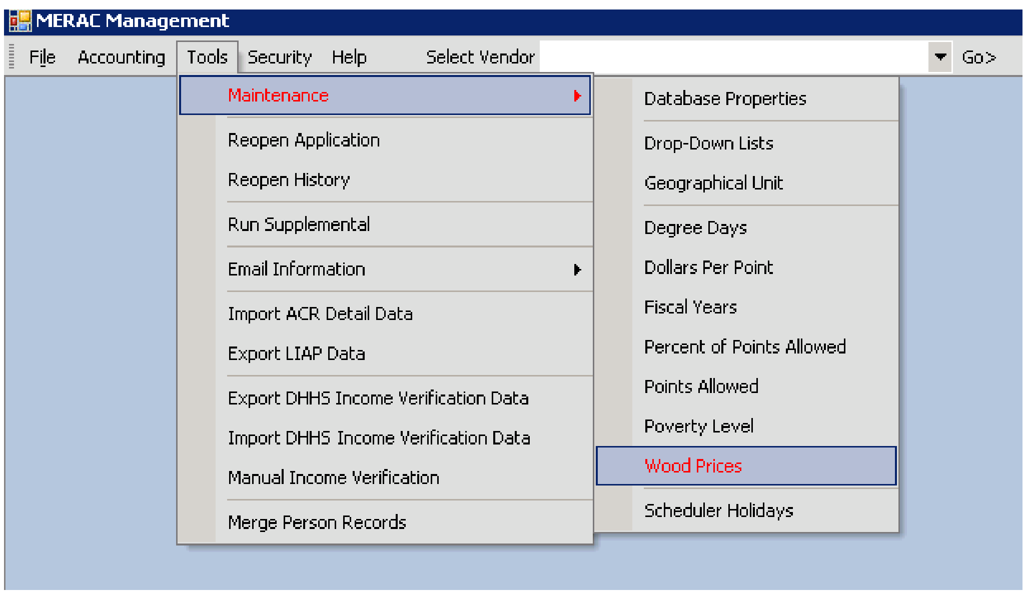
To add an instance in the degree days' table, see the instructions under Geographical Unit's **Edit**

Delete

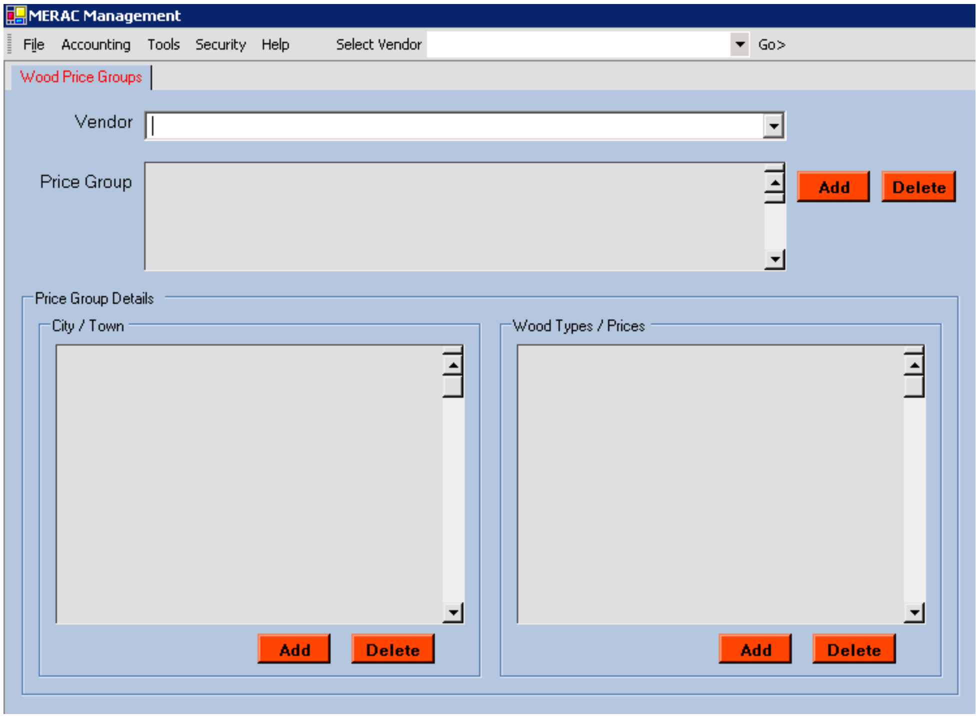
To add an instance in the degree days' table, see the instructions under Geographical Unit's **Delete**

Wood Prices

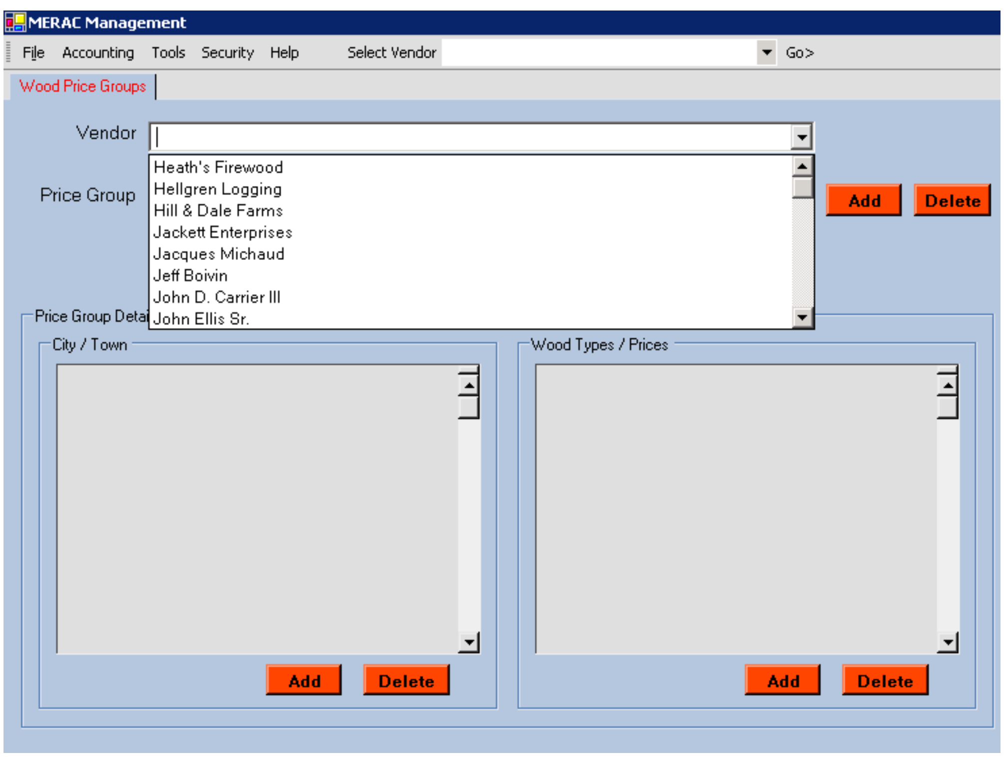
To add, edit, or delete "Wood Prices", left click on the "Tools" menu, "Maintenance" submenu, and select "Wood Prices":



Next, the "Wood Price Groups" screen will appear:



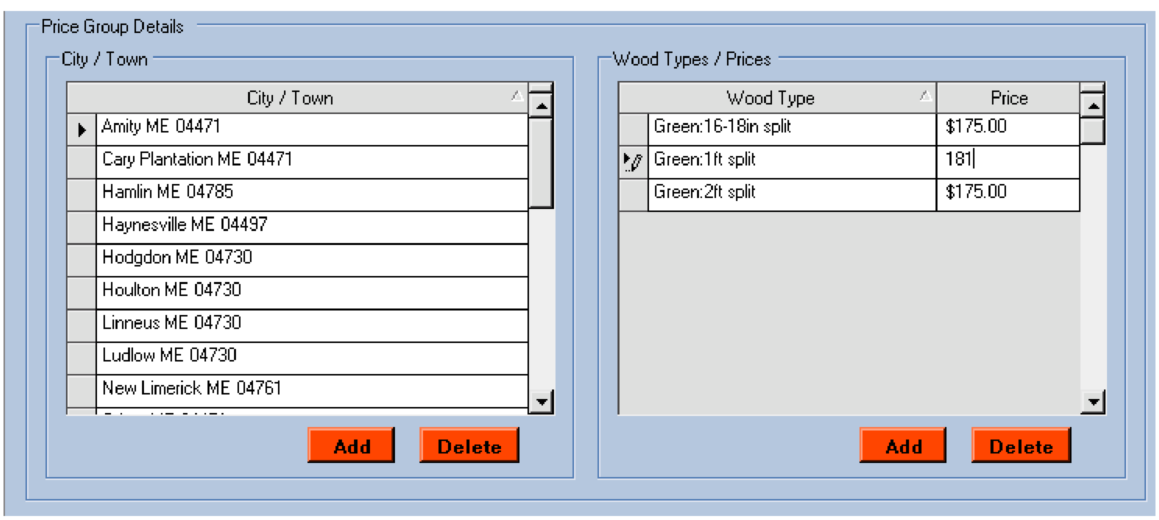
To view a price group and its details, first left click on the "Vendor" drop down list by clicking the icon, and then selecting vendor.



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.

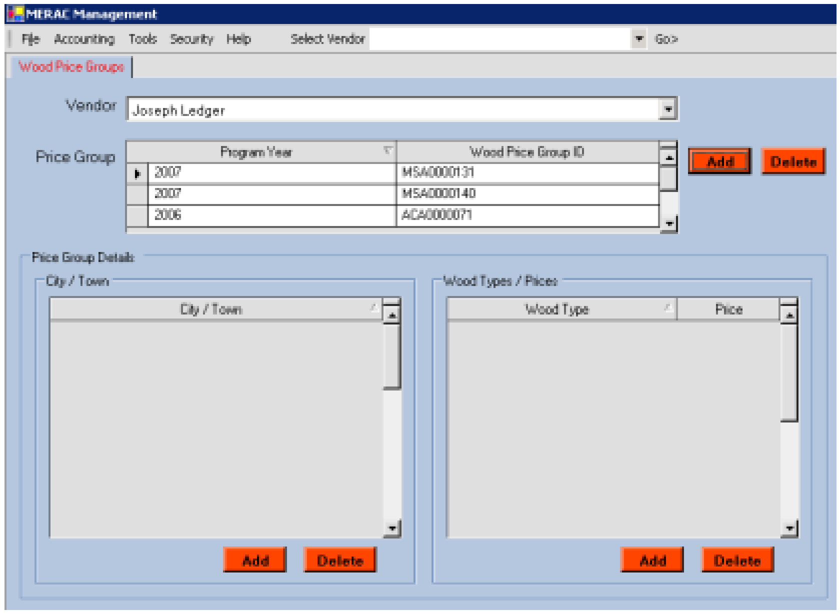


NOTE: The user can only edit the details for a price group for the current year.

Add Price Group

To add a new price group to a vender, left click on the 

button.

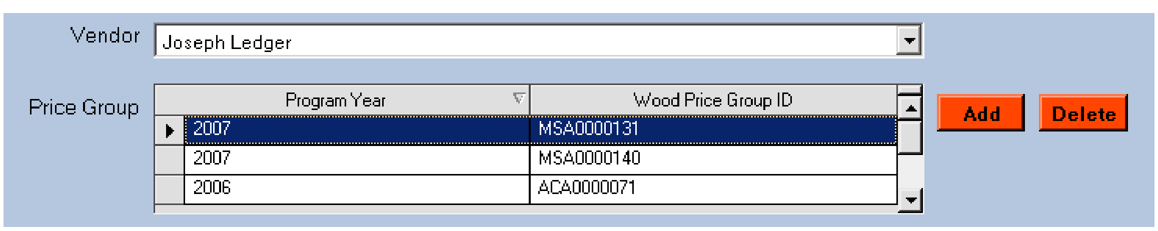


NOTE: When adding a new price group the system will per default set the program year to that of the current year and automatically create a new wood price group ID.

Next, to add details to the added price group, please see **Add Price Group Details**

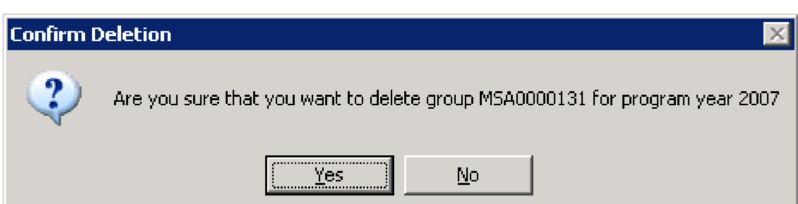
Delete Price Group

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



Next, left click on the 

button.

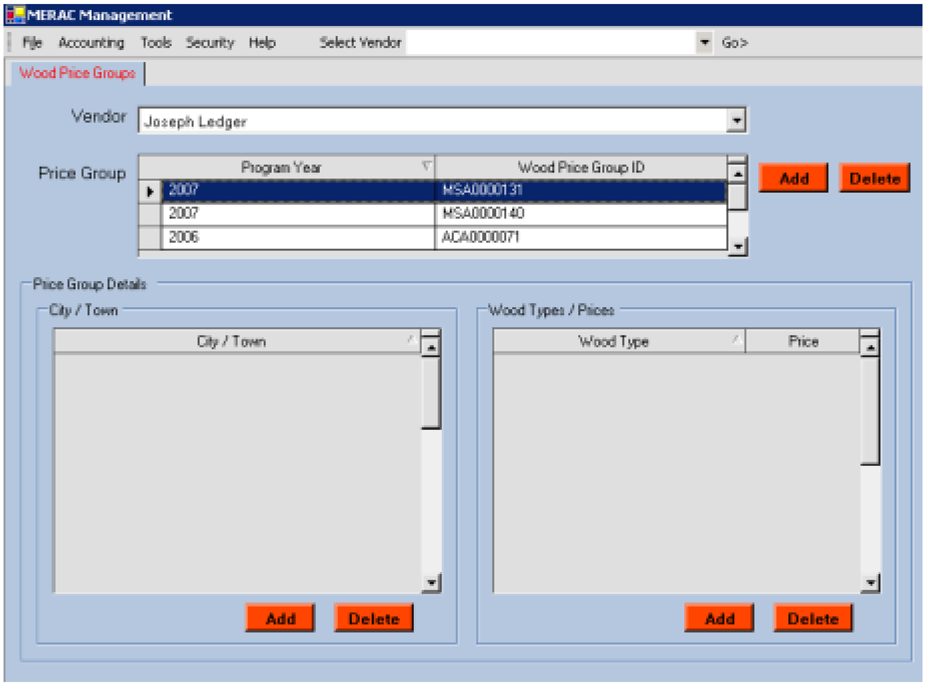


Next, left click on the 

button to confirm and complete deletion.

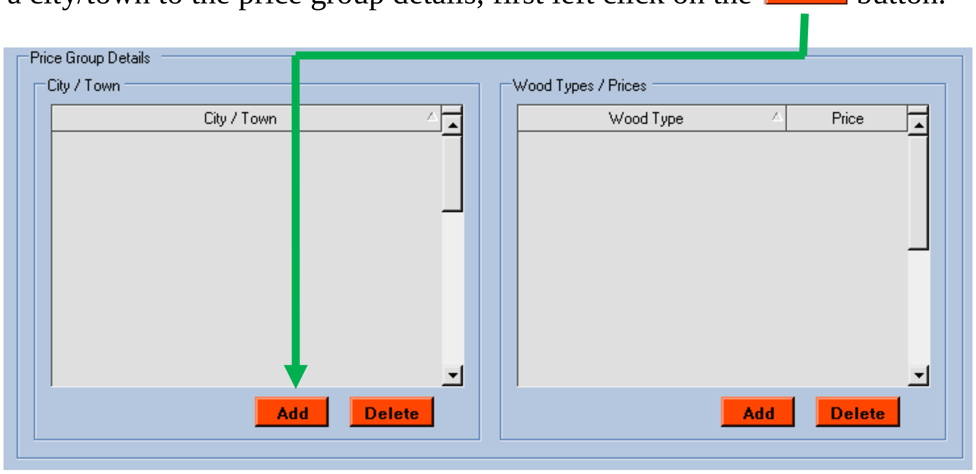
Add Price Group Details

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

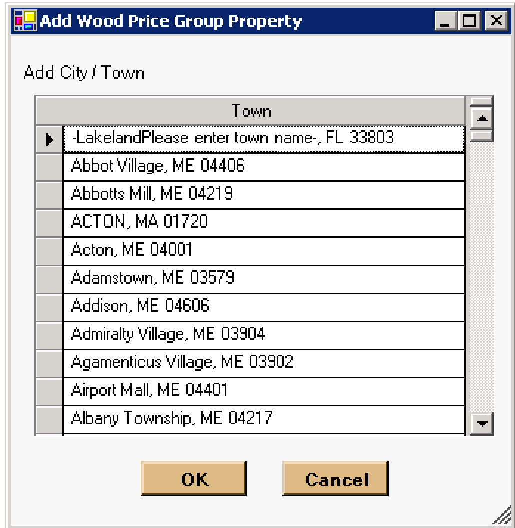


City / Town

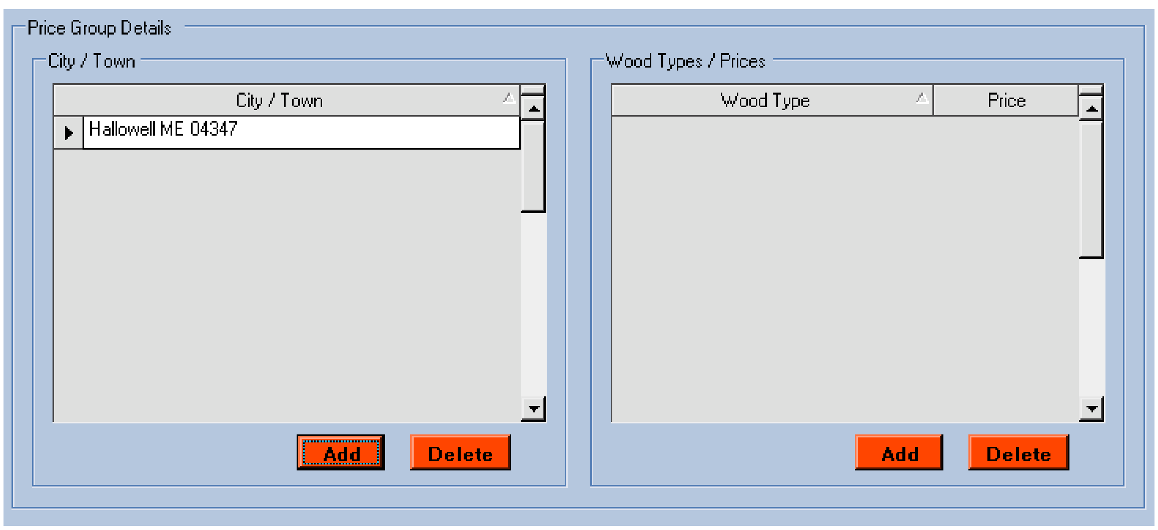
To add a city/town to the price group details, first left click on the  button.



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



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

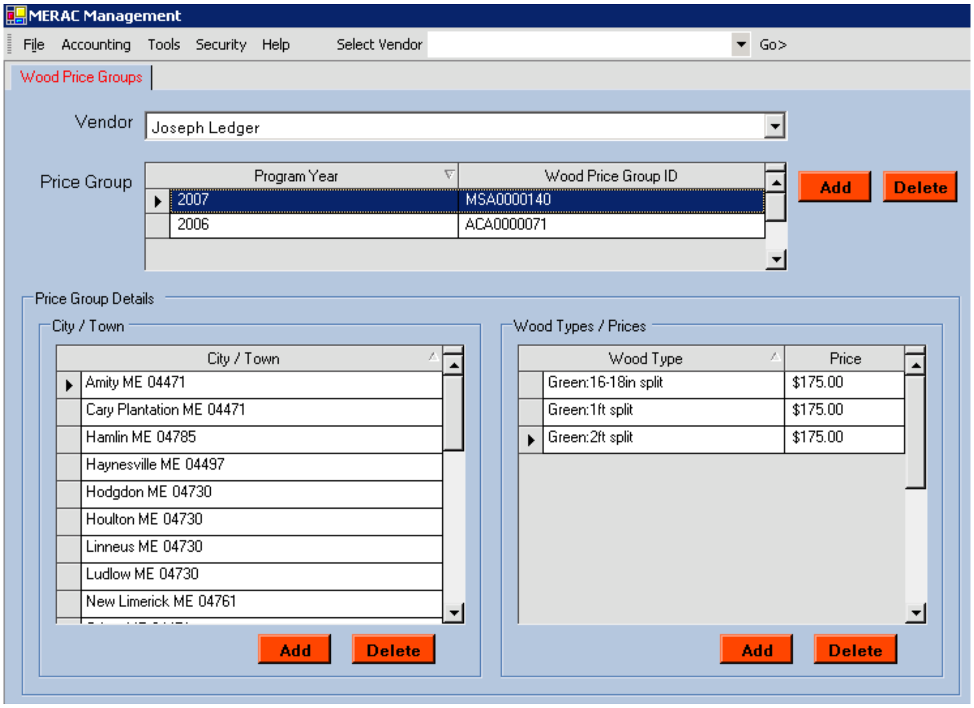


Wood Types / Prices

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

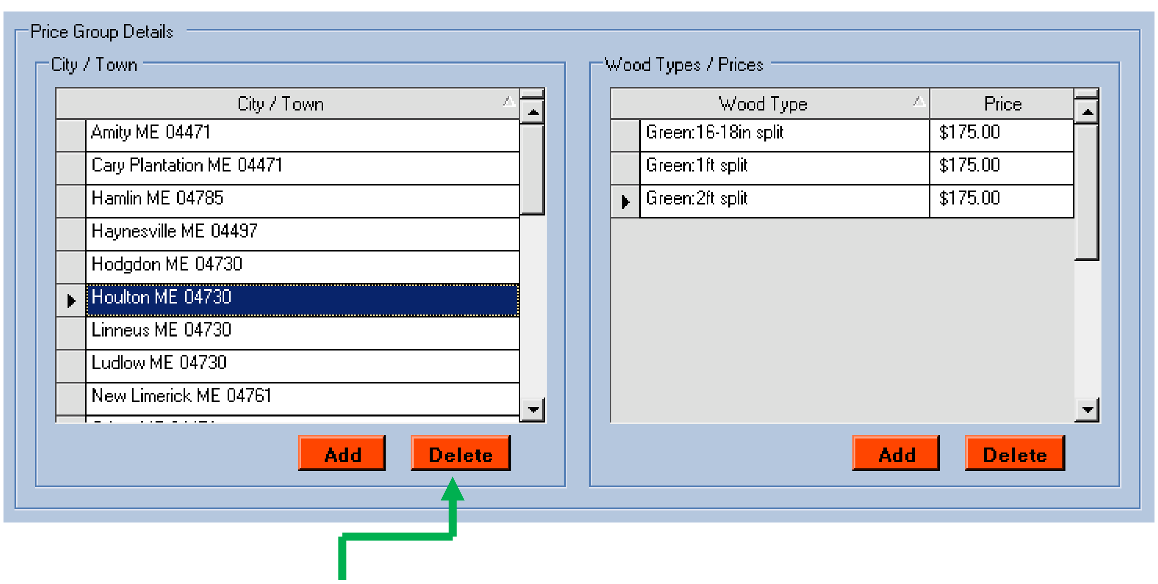
Delete Price Group Details

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



City / Town

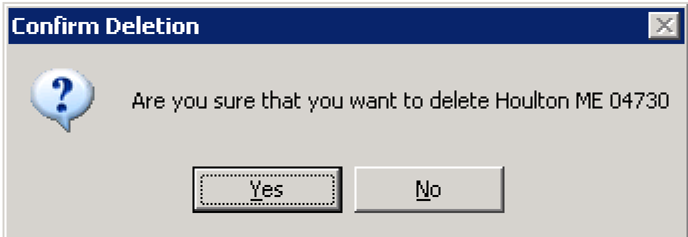
To delete a city/town from the price group details, first highlight city/town to delete:



Next, left click on the 

button.

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



Next, click 

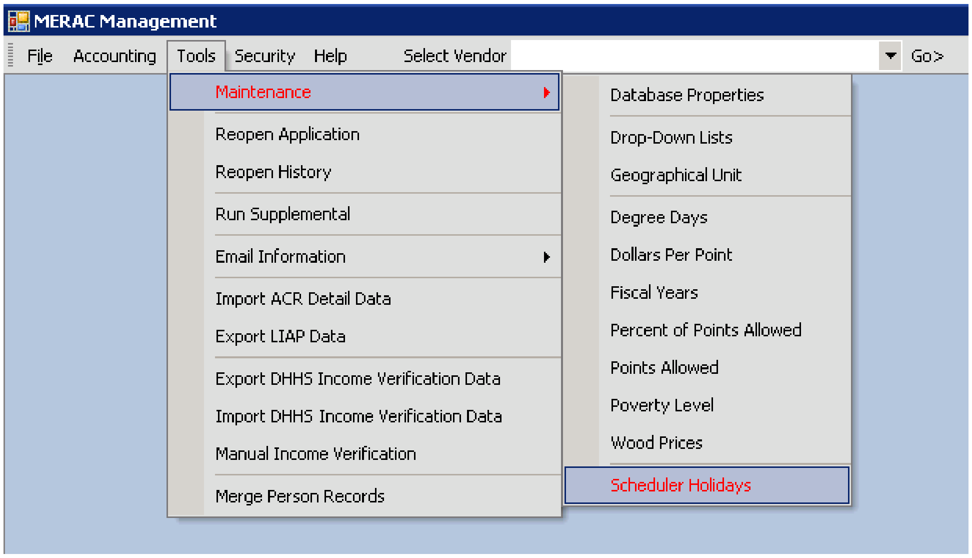
button to complete deletion.

Wood Types / Prices

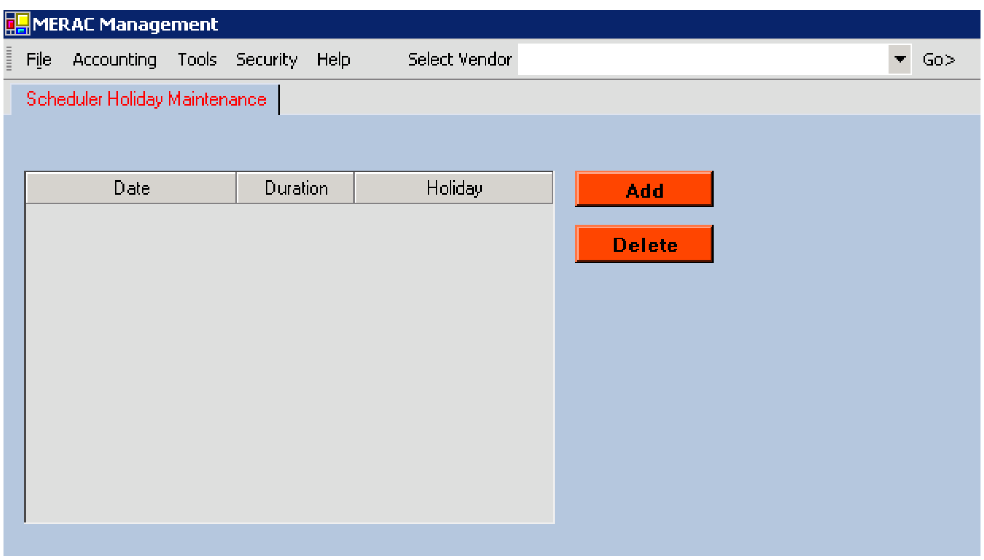
To delete a wood type/price from the price group details, see **City / Town** for further instruction.

Scheduler Holidays

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



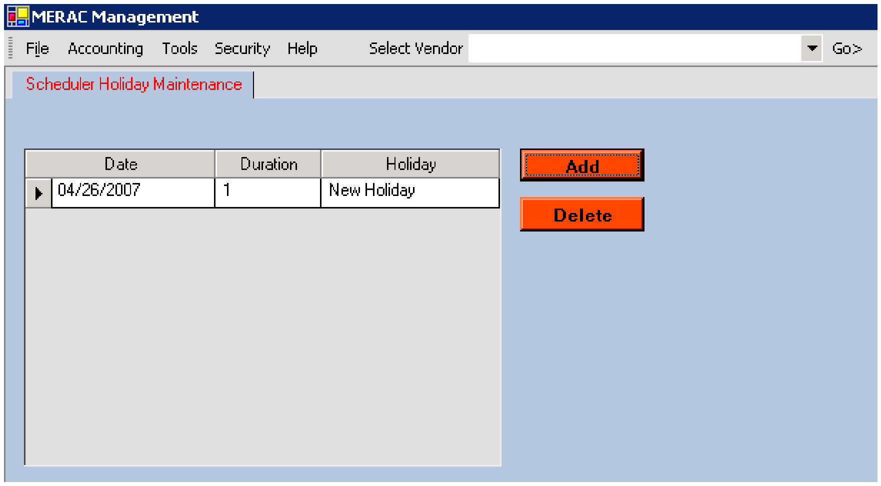
Next, the "Scheduler Holiday Maintenance" screen will appear:



Add

To add a holiday, first left click on the 

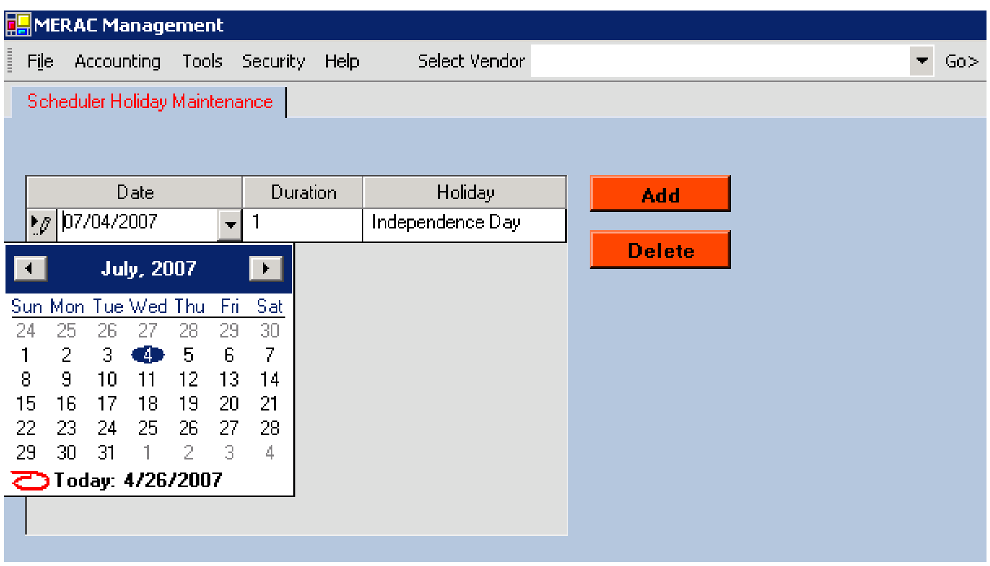
button.



Next, to change the "Date", "Duration", and "Holiday" fields, see **Edit** for further instruction.

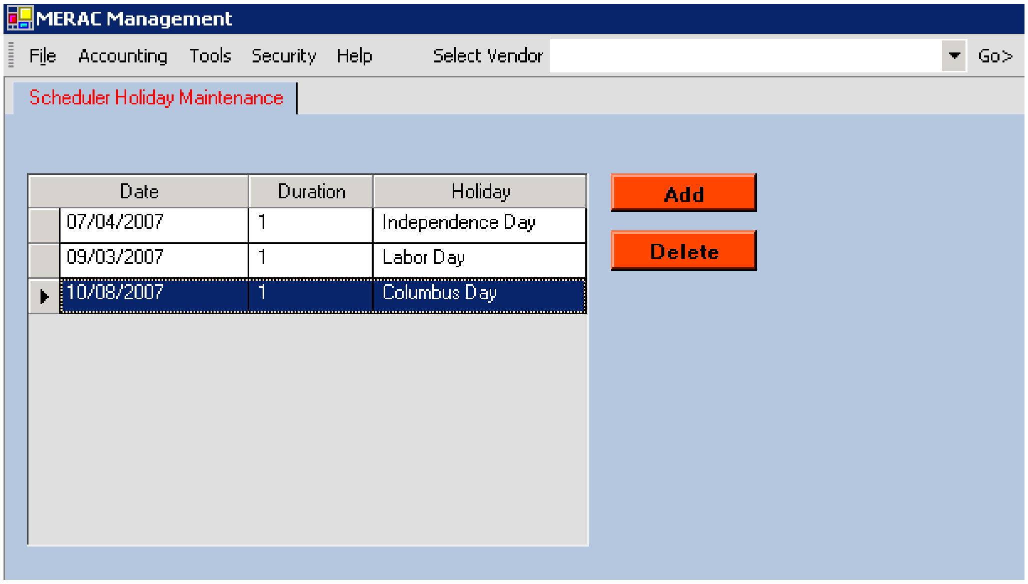
Edit

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



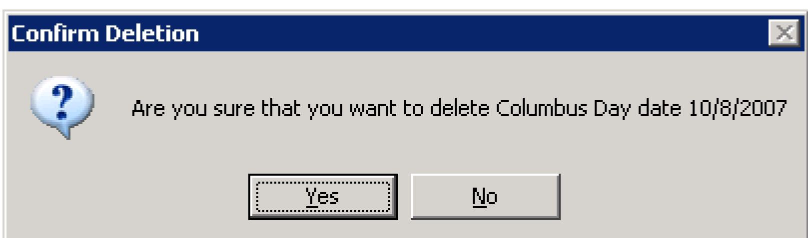
Delete

To delete a holiday, first highlight holiday to delete:



Next, left click on the 

button.

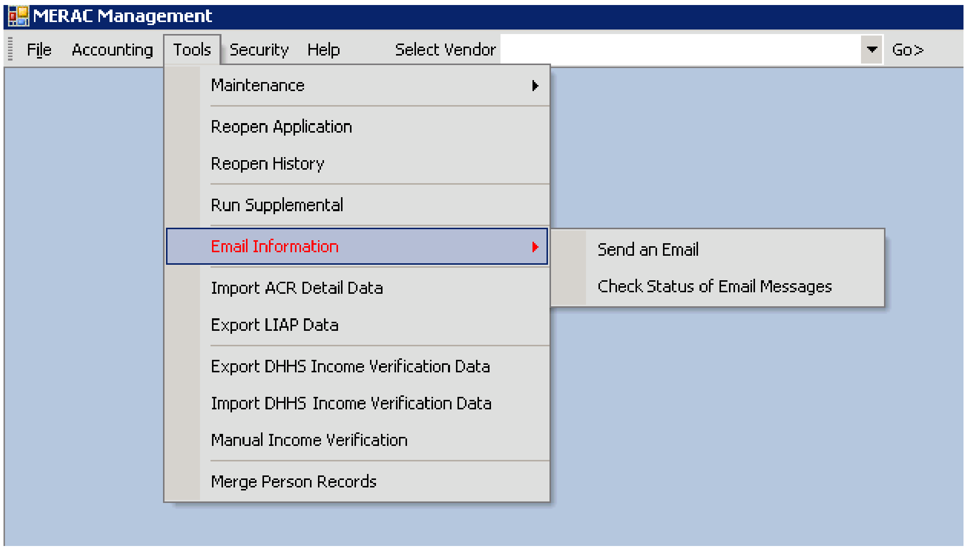


Next, click 

button to complete deletion.

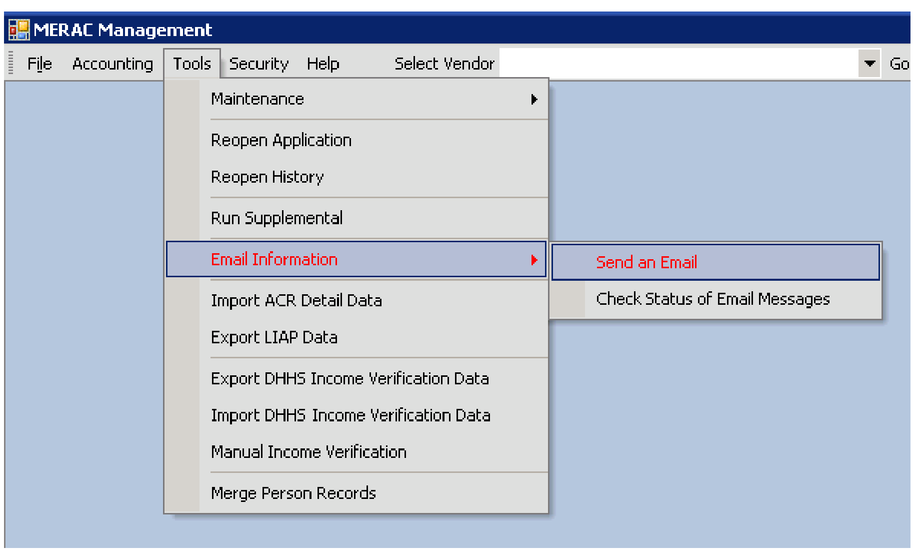
E-Mail

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

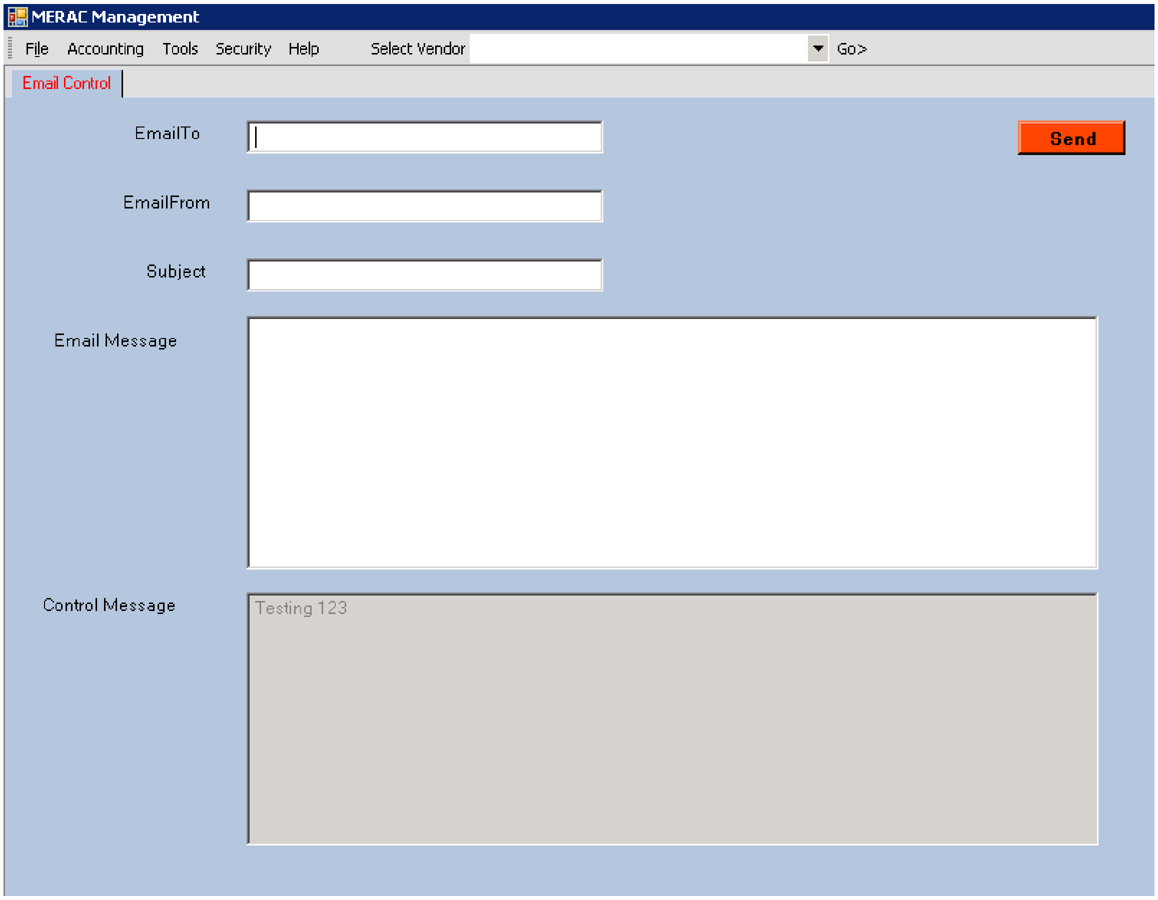


Send an E-mail

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:

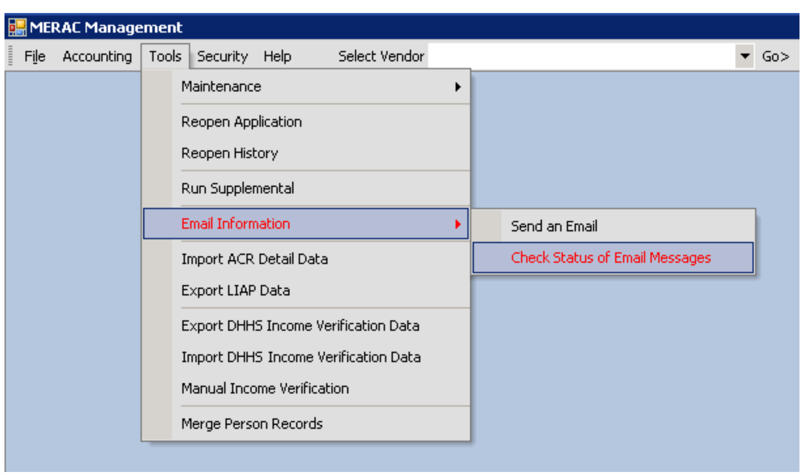


To send the email, click on the 

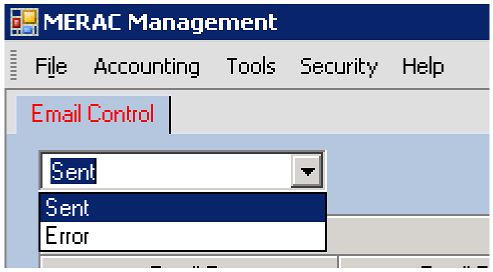
button.

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:

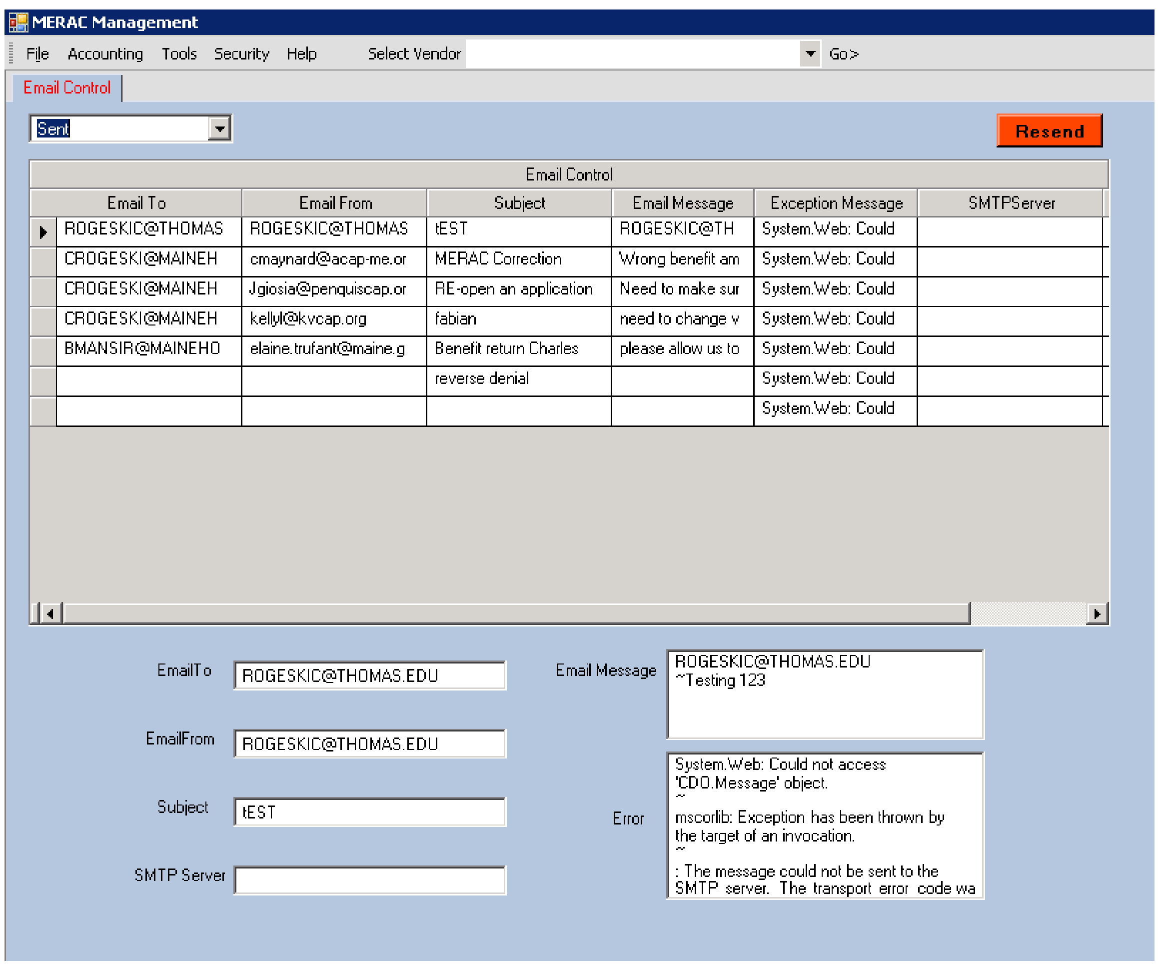


Next, the user has the option of checking the status of 1) Sent Email Messages or 2) Email messages which caused an Error.



1) E-Mails Sent
To check the status of emails sent, click the drop down list and select Sent.

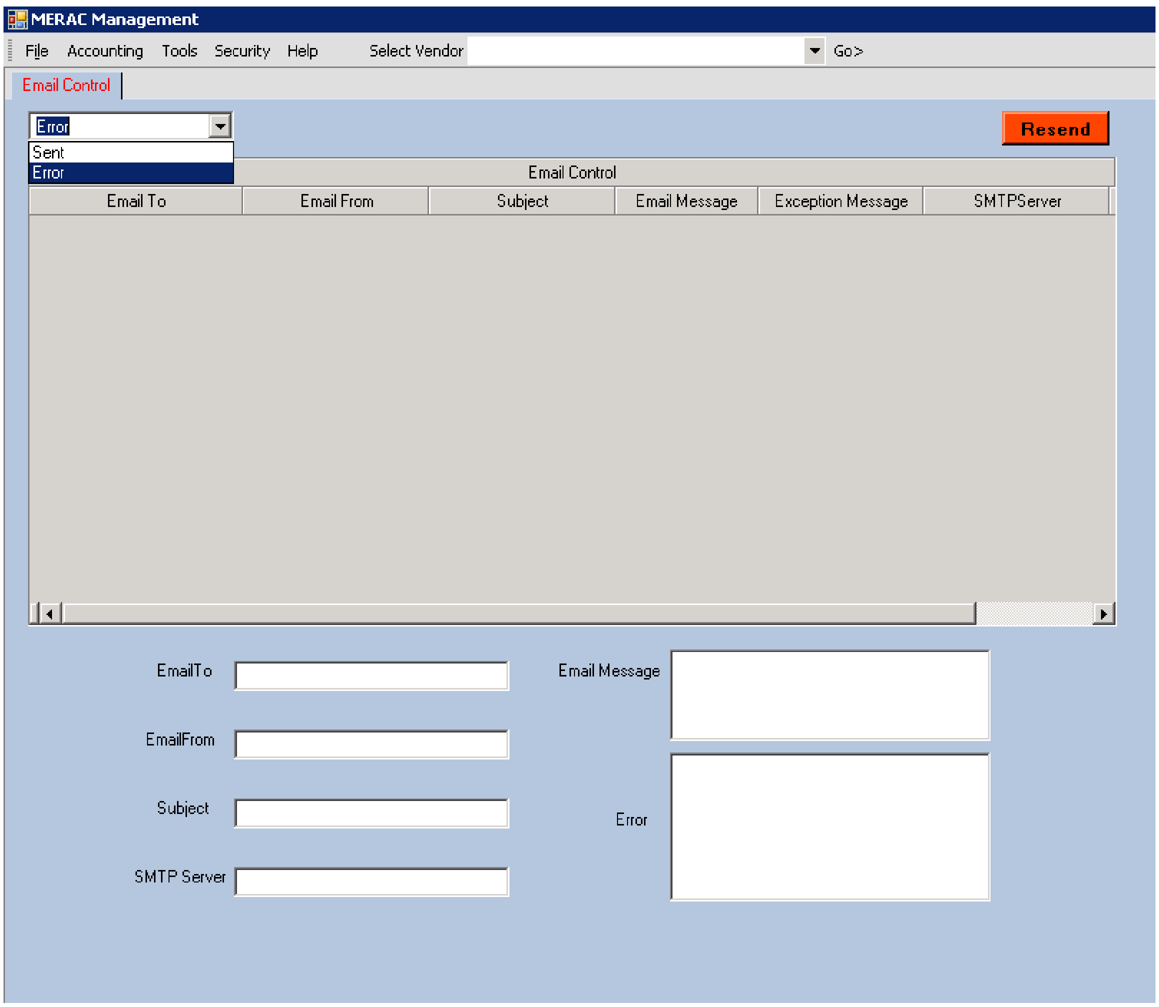
NOTE: By default, the Emails Sent selection will automatically load when first entering the Email Control screen.



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

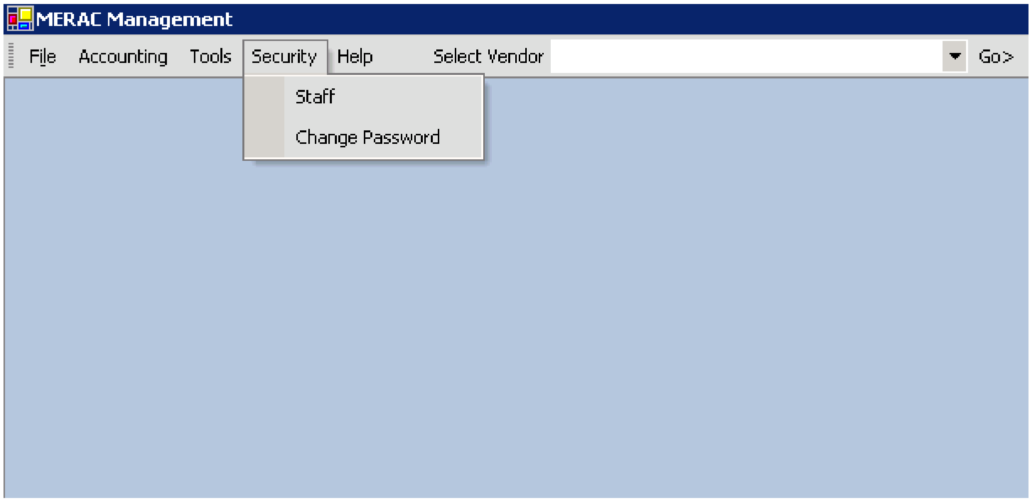
To check the status of emails that occurred an error, click the drop down list and select Error.



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

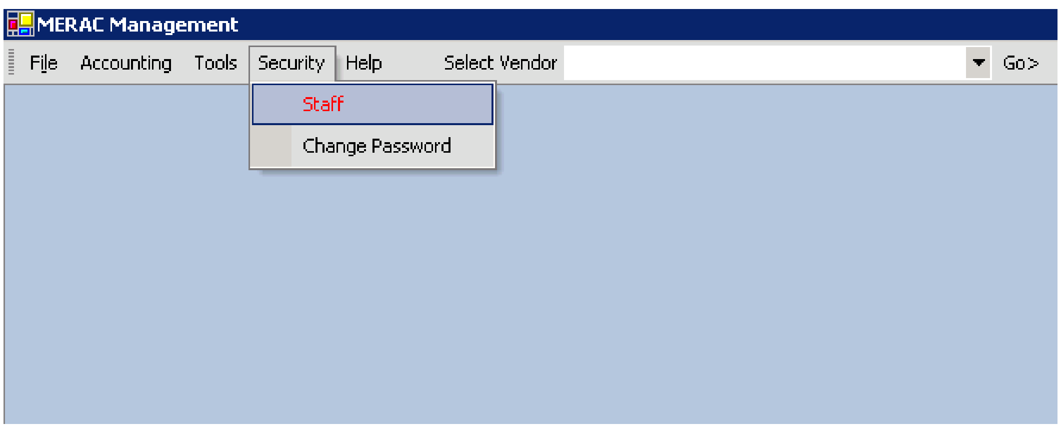
Security

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.

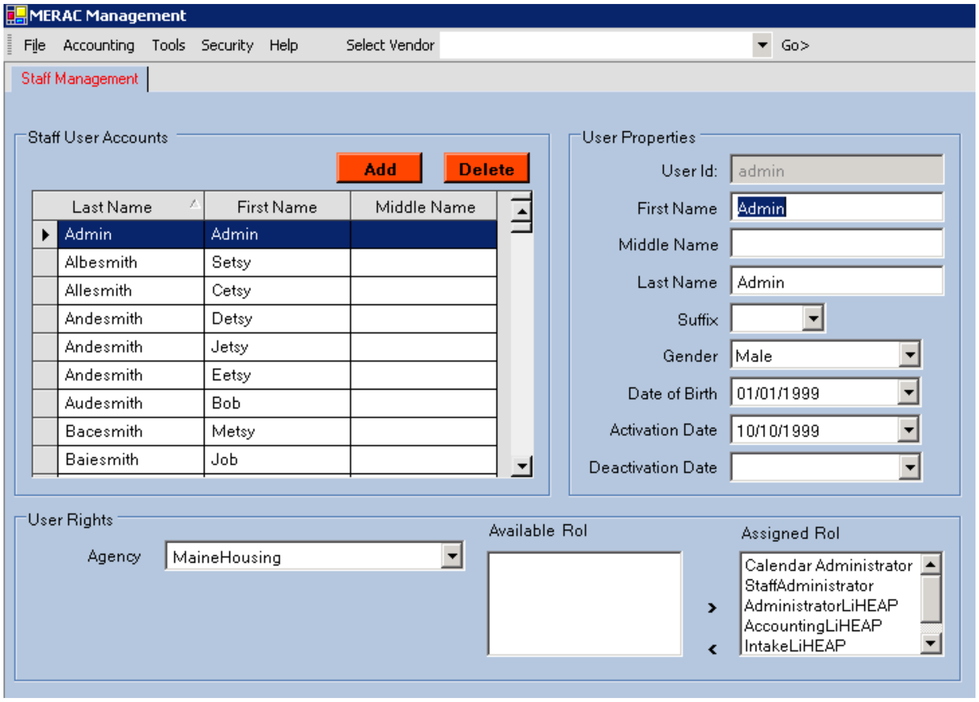


Staff

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



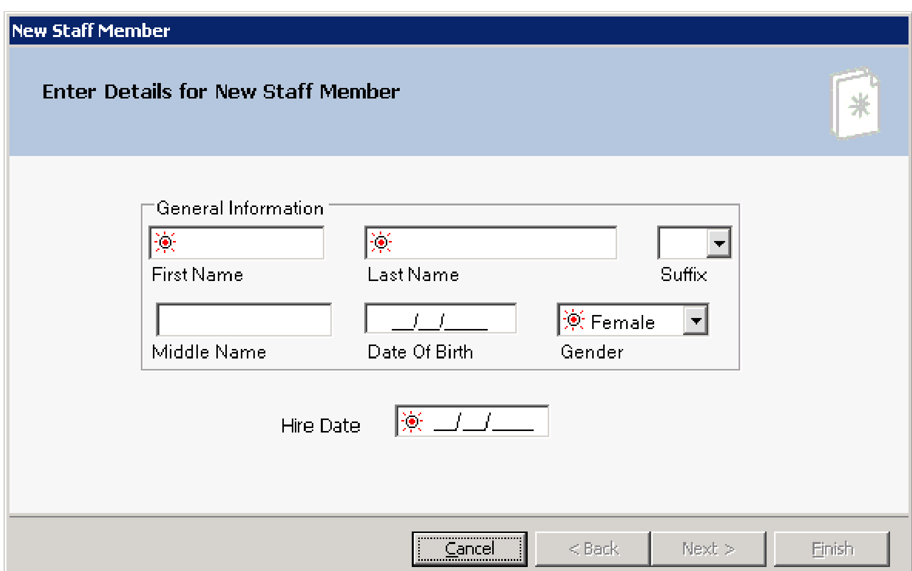
Next, the "Staff Management" screen will appear:



Add

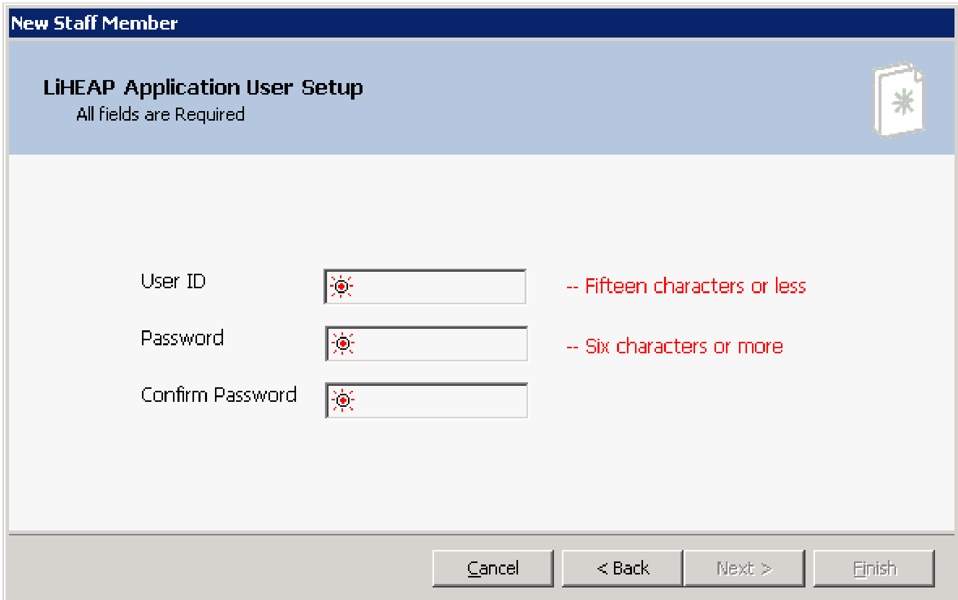
To add a new staff member, first left click on the Add button.

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:

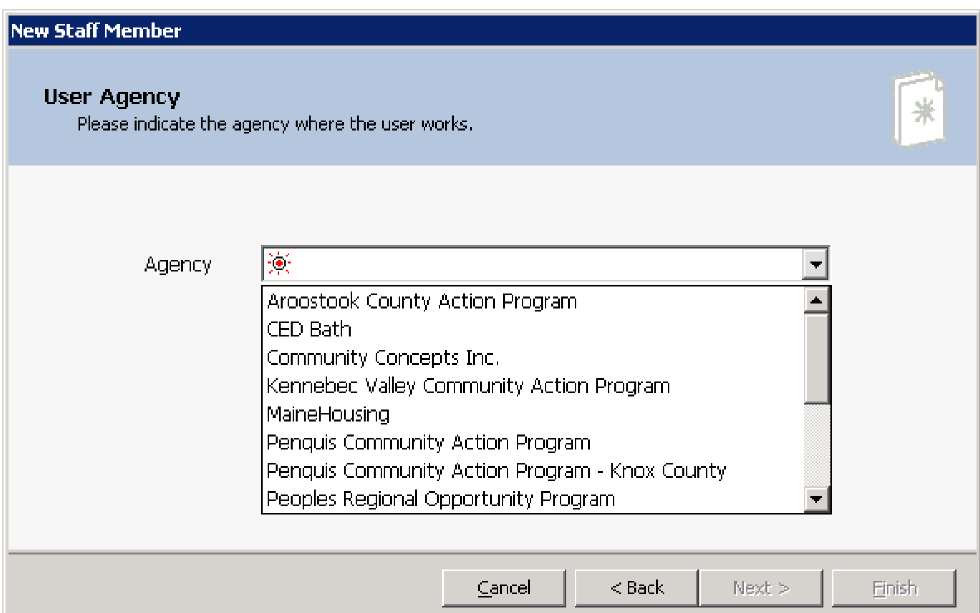


Next, input the user ID [logon username] and desired password into the designated fields.

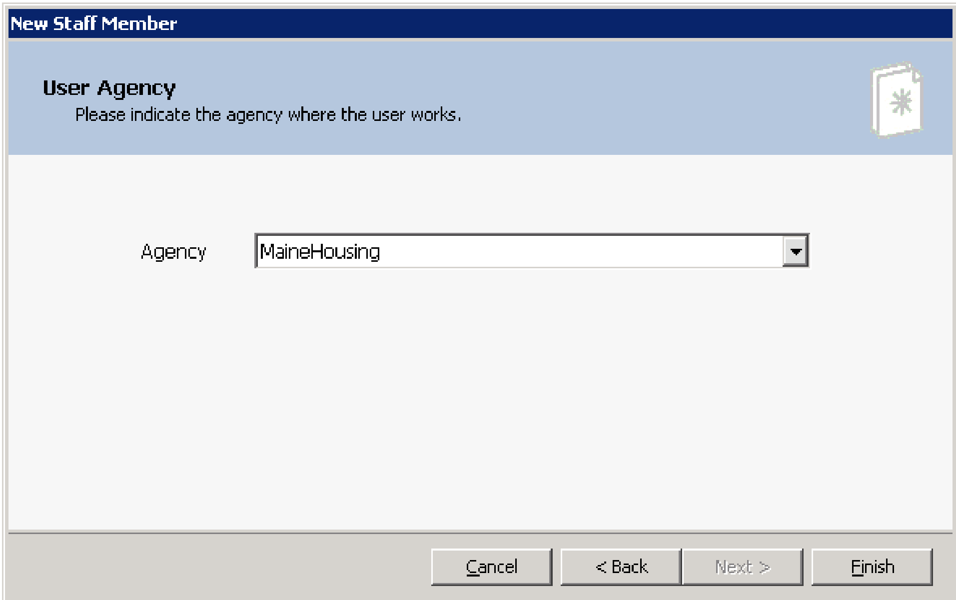
NOTE: Make sure to select a strong password consisting of both lower and uppercase letters as well as numbers.

Then, left click on the

button to continue:



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

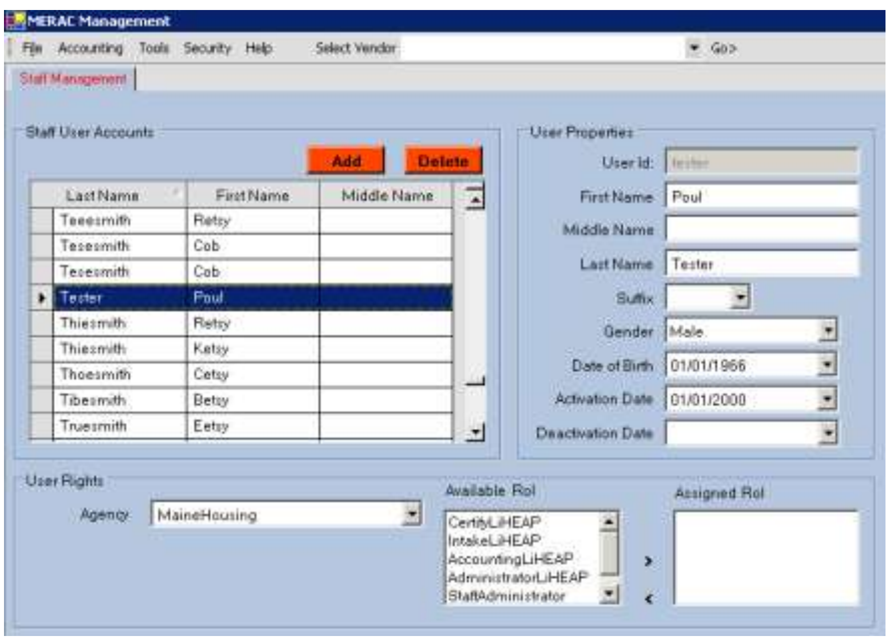


When the agency has been selected, left click on the Finish button to complete add.

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

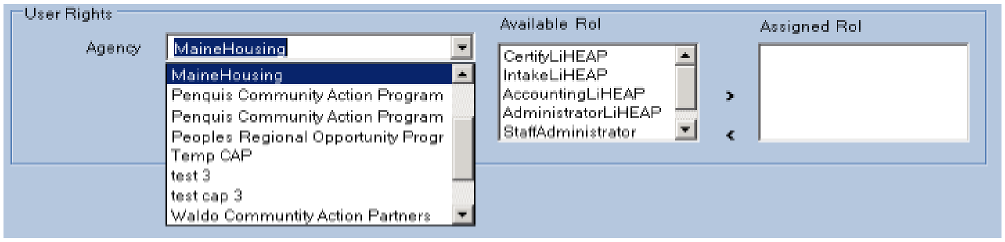
Edit

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

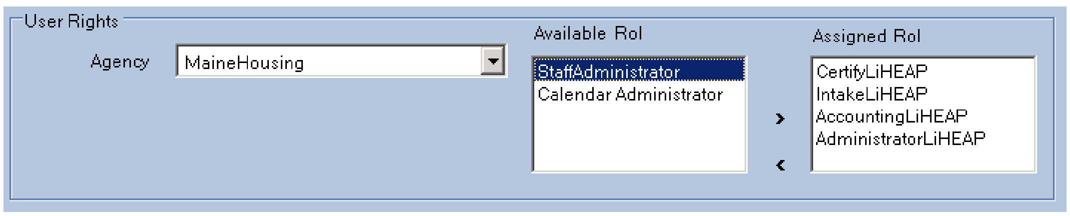


User Rights

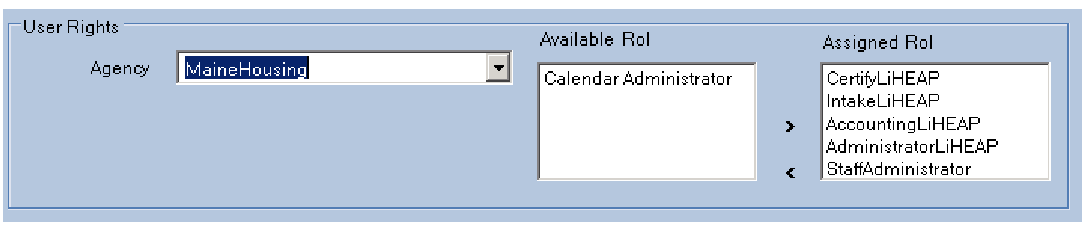
To change the "Agency", left click on the icon of the drop down list, and select the proper agency from the list:



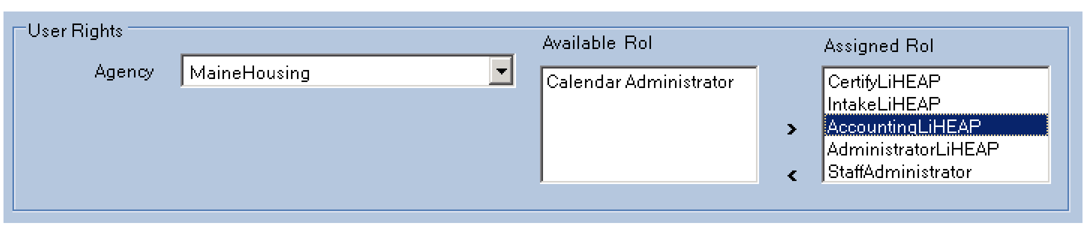
To assign the user's role(s), first highlight role to be assigned:

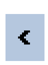


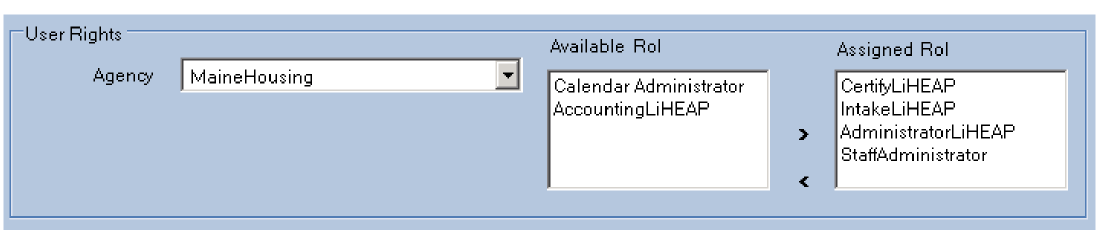
Next, left click on the  icon to move the role from "Available" to "Assigned":



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

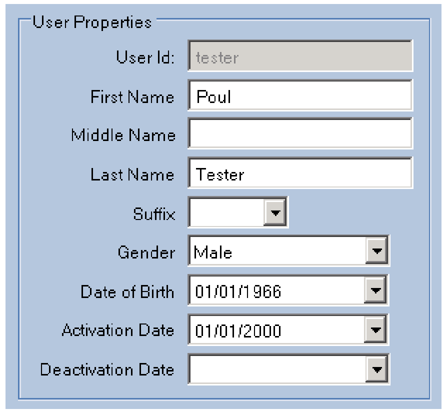


Next, left click on the  icon to move the role from "Assigned" to "Available":



User Properties

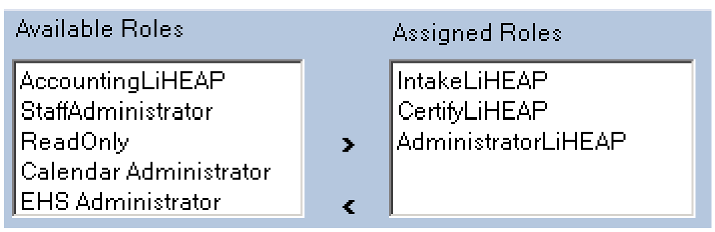
To change the "User Properties", left click into the desired fields and change at will:



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.



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.

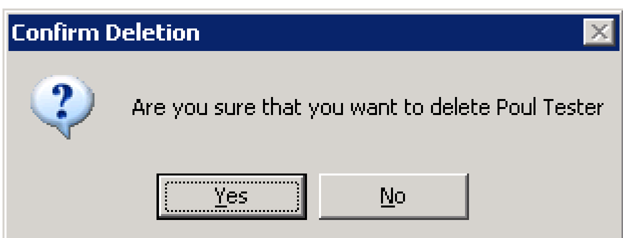
EHS Administrator: Allows the user to change the physical address on an application.

Delete

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

Next, left click on the  button.

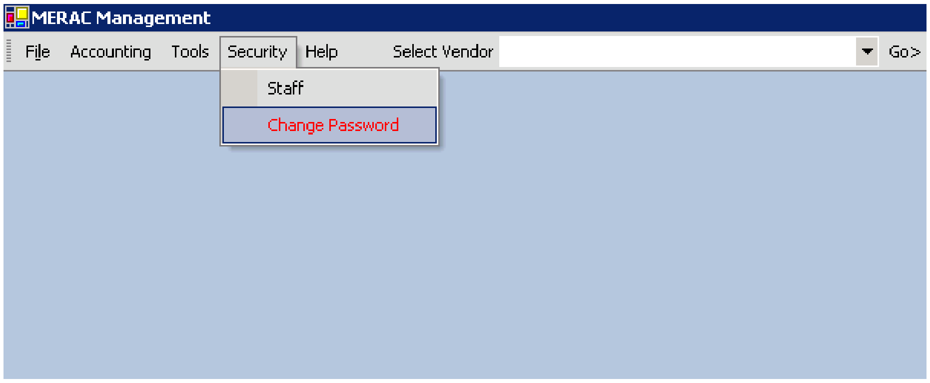
Next, the system will prompt the user to confirm deletion:



Next, click  button to complete deletion.

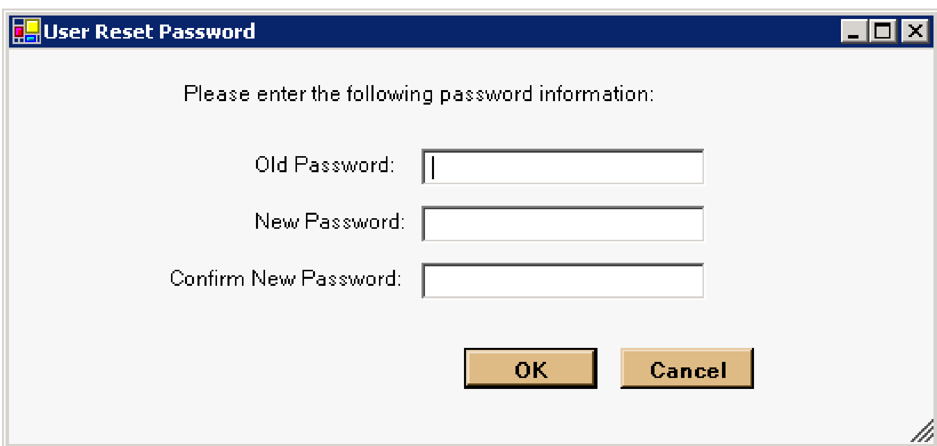
Change Password

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.



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.