VCAAP II Vendor Walkthrough

1. Navigate to: https://vcaaptwoutilityportal.reframeassist.io/#/auth/login.
2. Click 'Register'.
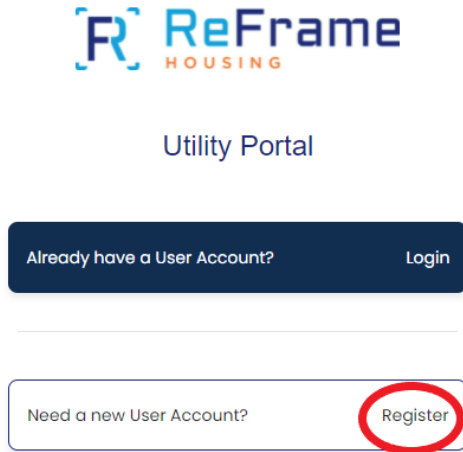
3. Create your login credentials by entering your email address and creating a password. Please ensure you are using a valid email address.
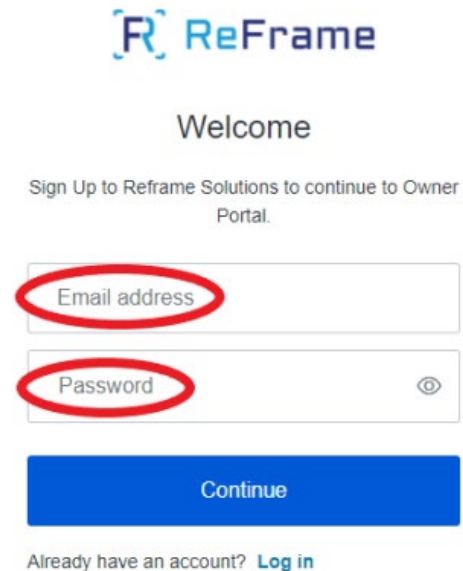
4. Enter 9999 as the last 4 of your tax ID and enter your business name. The Verify button will turn blue. Click 'Verify' to proceed.

   NOTE: If you receive an error message after clicking verify, this may be due to the information you entered. Please call the call center if you continue to receive this message.

Registration for Access Vermont COVID Arrearage Assistance Program II Owner/Vendor Portal

To register for an account, you will need the following:

- A valid Federal Tax Identification number from your W-9 filed with the Vermont COVID Arrearage Assistance Program II.
- Enter the Last 4 of the Tax ID and the Name exactly as it is displayed on the W9.
- If you do not have a W9 on file, you will need to contact the Vermont COVID Arrearage Assistance Program II Call Center at 833-295-8988.

Registration for VT Covid-19 Arrears Assistance Program Owner/Vendor Portal

Last 4 Federal Tax ID
9999

Name *
Sample Village Water Company

Cancel   👤 Verify

5. If your tax ID and name are valid you will receive a green message noting to click continue to register. Click 'Continue' to move forward.

Registration for VT Covid-19 Arrears Assistance Program Owner/Vendor Portal

Federal Tax ID xxx-xx-9999 is Valid

The Tax ID Provided is Valid. Please click on Continue to register.

Cancel   💾 Continue

6. Verify and confirm that the account you are registering for is yours. If this is not your account, do not proceed. If this is your account, click 'Confirm' to move forward.

Registered Accounts

Please confirm that these accounts are yours. If some information is not correct, you will be able to correct it once registered. If only some of the accounts shown are yours, or one or more accounts are missing, please contact your agency after the registration.

(VT) VT Covid-19 Arrears Assistance Program (35)

Sample Village Water Company (1500014051)
100 Sample Road
Sample City, 00000-0000
cell:
Ph:
Notification Preference: NoNotifications

Cancel   ✉ Confirm

7. Once you click 'Confirm' you will be redirected to the dashboard. You will see important information about your utility company. If any of the company information needs to be updated on the dashboard, click the down arrow in the top right corner to edit your profile. You can also update your notification preferences in your profile. Upon making any changes, click 'Save'.

Viewing Customers Requesting Assistance & Completing Vendor Portion of the Application:

NOTE: Your customer must first apply for the program before you will be able to complete this process.

1. Using the blue menu to the left of the screen, click the house – 'Unit Certifications' icon.

2. Choose the applicable customer from the grid by clicking on their record or you can download the utility vendor bulk upload spreadsheet.

NOTE: Bulk upload is discussed at the end of this document.

3. Read the attestations and click the check box next to each one if you agree to the statements, then click 'Next'.

4. The next screen is 'Account Details'. You will only be able to perform the next actions for program participants, not applicants. The difference between an applicant and a participant is that an applicant is still pending approval and a participant has been formally approved for VCAAP II. To add a payment for the applicant, click '+Add Payment' and fill out the request type, payment date and number of months.

     a. For request type, please select arrears. For VCAAP II, payments can be made for balances that are 30 or more days past due.

     b. Fill out the dollar amount of arrears.

     c. For payment date, please enter the due date for the arrears.

     d. For number of months, please indicate the number of months that the amount reflects for the arrears.

          i. Note, if you have more than 12 months of arrears, you can enter 1 to bypass the error message.

     e. For service start and end dates, please choose the dates that the invoice covers.

5. Click 'Add' to add the payment. You can enter more than one payment, if needed.

Questions	**Account Details**	Documents	Certification

Account Details

Name on Account *
Jane Doe

Alternate Name on Account

Account Number *
123456-1

Comments

Cancel   **Save**

Payment Service Details

+ Add Payment

Payment Request   ✕

Please provide the following details for bills rendered for the selected service address for utility usage occurring on or after April 1, 2020.

Utility Type
Electric

Request Type *
Arrears

Amount in Arrears *
$ 300

Payment Date *
07/01/2021

Number of Months
3

Service Start Date *
03/01/2021

Service End Date *
06/01/2021

+ Add

6. Click 'Next' to move on. The next screen is documents. You do not need to upload documentation for VCAAP II. We will contact you if we require documentation of your customers past due balances.

7. Click the 'Certification' heading to move to on. On this screen, you will need to accept and agree to the terms, sign and click submit.

Bulk Upload Process:

1. Proceed to 'Unit Certifications'.
2. Click on 'Download Utility payment Template'.

3. An Excel worksheet will download. You will need to edit this work sheet. The following fields will be filled in for you:
   a. Applicant Name
   b. Unit ID
   c. Unit Address
   d. Name on Account
   e. Alternate Account Name (if applicable)
   f. Account number
   g. Utility Type

   NOTE: Do not change the excel spreadsheet columns B-H. We do this for you.

4. You will be required to fill out the following fields:
   a. Request type: Use 'Arrears'.

b. Amount: Type in the full amount to be paid.
c. Service Type: **This is only required if you are fuel vendor. If you are NOT a fuel vendor, leave this field blank.
d. Payment Due Date: The date the payment was due.
e. No. of Months: Indicate the number of months the payment is for

Here is a sample completed spreadsheet

A	B	C	D	E	F	G	H	I	J	K	L	M
Applicant I	Applicant Name	Unit Id	Unit Address	Name on Accou	Alternate Ac	Account Numb	Utility Typ	Request Type	Amoun	Service Typ	Payment Due D:	No.Of Months
1111111	FirstName1 LastNam	150001111	1 Sample St, Rutland, VT 0	Sample Name		123456789	Electric	arrears	300		6/1/2021	2
1111111	FirstName1 LastNam	150001111	2 Sample St, Rutland, VT 0	Sample Name		123456789	Electric	Current invoic	100		7/1/2021	1

5. Save the excel file once it is completed and upload this file by clicking 'Browse for File' or drag/drop the file onto the blue square.

NOTE: If you get an error, this could indicate an issue with the data you submitted
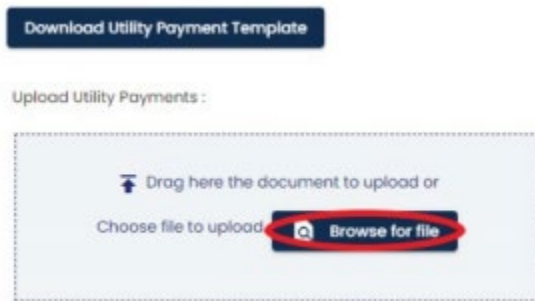
6. After the file uploads successfully, the records will be under each applicant under account details. If changes are needed, you can click the three dots under 'Actions' to make changes.

Uploading Additional Documents:

NOTE: You may not have to upload any documents. If you do find a need to upload documents, this area can be used to upload documents.

1. Using the blue menu to the left of the screen, click the folder – 'Owner/Vendor Documents' icon.
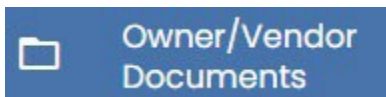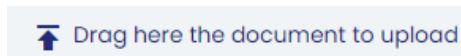

2. Select the code and subcode to describe the document.

Code *   ▼   Sub-code *   ▼

3. To upload documents, you can:
   a. Drag and drop items into the light blue area

   ⬆ Drag here the document to upload

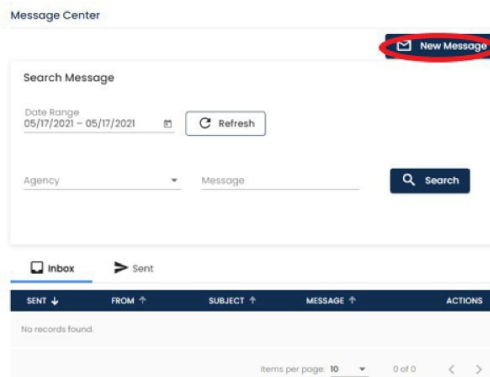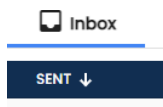   b. Or, use the browse for the file option

Messaging:

1. You can send messages to the case worker that is assigned to your account. Using the blue menu to the left of the screen, click the envelope – message icon.

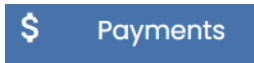2. To send a message, use the 'New Message' button and enter needed fields.

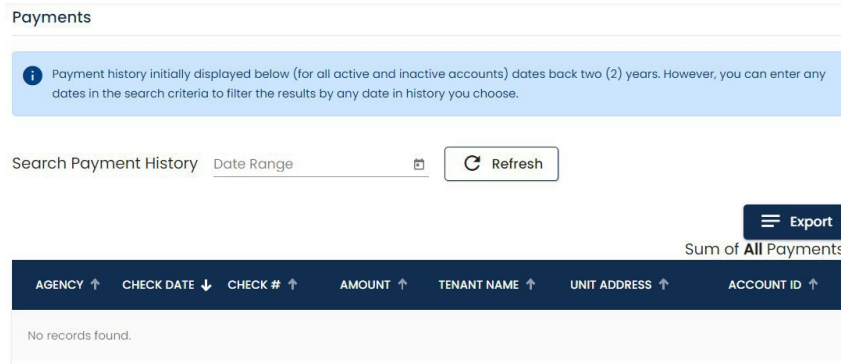3. New messages will appear in the inbox.

Payments:

1. Payments will be documented in the vendor portal. Using the blue menu to the left of the screen, click the '$ Payments' icon.

   $ Payments

2. All payments will be listed in the menu once they are approved and scheduled. This will include the amount and information about the applicant.
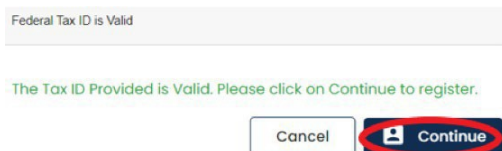
   Payments

   ⓘ Payment history initially displayed below (for all active and inactive accounts) dates back two (2) years. However, you can enter any dates in the search criteria to filter the results by any date in history you choose.

   Search Payment History   Date Range   📅   C Refresh

   ≡ Export
   Sum of **All** Payments:

AGENCY ↑	CHECK DATE ↓	CHECK # ↑	AMOUNT ↑	TENANT NAME ↑	UNIT ADDRESS ↑	ACCOUNT ID ↑
No records found.						

Accounts:

1. If you need to link to more than one account (another separate entity), use the 'Accounts' icon.

   Switch Account

   Account
   1 Test Ave (xxx-xx-0003)   ▼   + Link Another Account
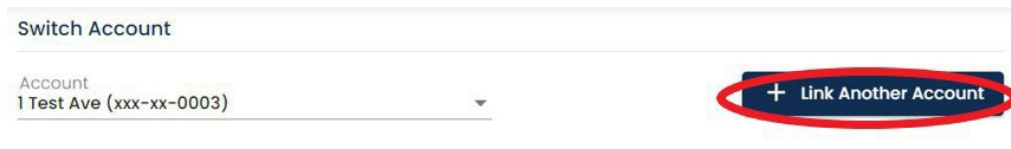
2. Click 'Link Another Account' and follow the same process as registration. Enter 9999 as the last four of your tax ID and name as it appears on your W-9 and click 'Verify'.

3. Once your information has been verified, your will receive a message to note it is valid. Click 'Continue' to move on.

   Federal Tax ID is Valid

   The Tax ID Provided is Valid. Please click on Continue to register.

   Cancel   👤 Continue

4. You will be asked to confirm your information again. If the information matches, click 'Confirm'. Please note you can edit specific details of this screen.

5. Linked accounts will now appear in the menu.

Switch Account

1 Test Ave (xxx-xx-0003)

1122 Test Street (xxx-xx-0133)

+ Link Another Account

NOTE: You will need to click on and switch accounts to see the applicants associated with each account.