P-2917 BENEFIT ISSUANCE (continued)

P-2917D Voiding and Reissuing Payments to Fuel Dealers (7/1/25, 25-16)

When Error is Found on Same Day – Before Benefit Issued

To correct any error before payment is issued to a fuel dealer, on the day the error is made:

- BPS must email Supervisor or Sr. BPS with case information.
- Supervisor must email the Fuel Team requesting to void transaction under INQD and change the Benefit Control Record (BCR).
- Any client notice with inaccurate eligibility information must be shredded.
- Fuel Team then emails back to Supervisor or Sr. BPS who initiated the process, informing them that both actions (voiding and updating) have been completed.
- BPS re-determines eligibility in ACCESS using correct information.
- BPS must enter CATN of all actions taken.

Department Error Found After Benefit is Issued

To correct a Department error after the benefit is issued to a fuel dealer:

- BPS re-determines eligibility in ACCESS using correct information.
- BPS must email Supervisor or Sr. BPS with case information.
- Supervisor or Sr. BPS must send information to the Fuel Team.
- Fuel Team will determine appropriate steps to resolve issue. For example:
    - Transfer funds between dealers
    - Create manual budget
- The Fuel Team will follow up with the Supervisor or Sr. BPS, advising next steps to be taken.
- CATN case of all actions taken.

Client Error Reported After Benefit is Issued

If an error made by a client is found after the benefit is issued to fuel dealer:

- CATN case of error in ELIG screen and update STATS.
- No additional benefits will be issued, and changes won't affect benefits already issued.
- Notify the Fuel Team of the error.
- Advise client that changes will be in effect for future benefit issuances.
- If client provided incorrect information about the fuel dealer, then advise client who is still paying for heat that the benefit may be transferred to the new certified supplier.