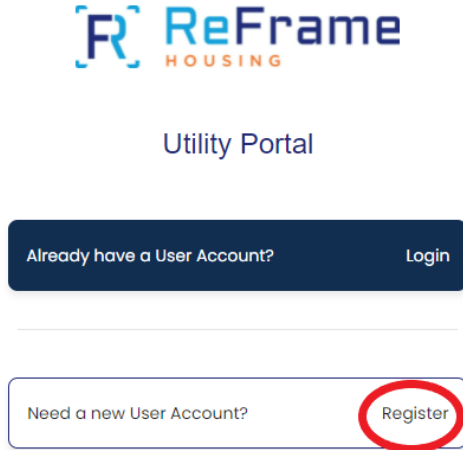
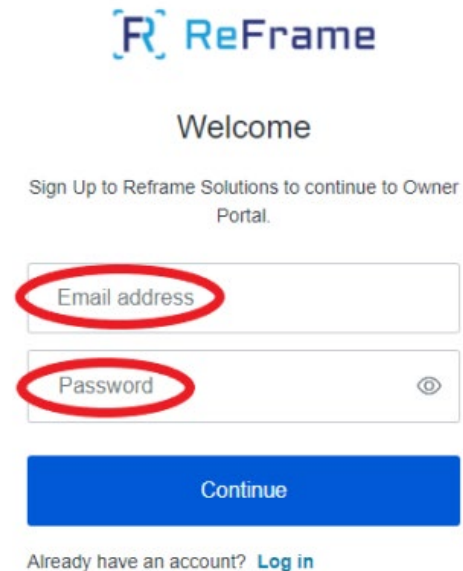


# VCAAP II Vendor Walkthrough

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 (150001405i)**  
100 Sample Road  
Sample City, 00000-0000  
cell:  
Ph:  
Notification Preference: NoNotifications

Cancel Confirm

- 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'.

VERMONT  
Sample Village Water Company (1500014051) | VT Covid-19 Arrears Assistance Program

Powered by Google Translate

Dashboard

Owner/Vendor

Owner/Vendor ID 1500014051	Owner/Vendor Name Sample Village Water Company	Agency (35) VT Covid-19 Arrears Assistance Program
Contact Name	Address 100 Sample Road Sample City VT, 00000-0000	Cell Phone
Other Phone	Email	

Profile

Logout

Profile

Update Account Info

**Contact Information**

Agency  
(35) VT Covid-19 Arrears Assistance Program

Owner ID  
1500014051

Owner Name  
Sample Village Water Company

Business Name

Owner Contact

**Mailing Address**

Address Line 1 \*  
100 Sample Road

Address Line 2

City \*  
Sample City

State \*  
Vermont

Zip Code \*  
00000-0000

Email

Cell Phone

\* This will be used to send important updates via text messages if you select 'Email and SMS' or 'SMS Only' that as your notification preference – data rates may apply

Other Phone

Other Phone Ext

Notification Preference  
Email And SMS



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.

Unit Certifications

Unit Address  Applicant Name   Include Pre-Apps

UNIT ADDRESS ↑	APPLICANT NAME ↑	APPLICANT ID ↑	APPLICANT TYPE ↑	APPLICATION DATE ↑	CERTIFICATION DATE ↑	STATUS ↑	ACTIONS
100 Main Street Montpelier, VT 05602 - W	Sample Applicant	1500035041	Applicant	08-12-2021		Application Received	⋮

Items per page: 10 1 - 1 of 1 < >

Upload Utility Payments :

⤴ Drag here the document to upload or

Choose file to upload

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’.

Unit Certifications

Unit Address 100 Main Street Montpelier, VT 05602 - W	Applicant Name Sample Applicant	Applicant Type Applicant	Total requested for Applicant N/A	<input type="button" value="Cancel"/>
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Questions Account Details Documents Certification

**Utility Assistance**

I attest that the information I have provided regarding the amount in arrears or current due for this unit is true and accurate. \*

I attest that I have not received payment from a prior Utility Assistance program for the same period(s) as I am requesting payment from the Vermont Utility Assistance Program. \*

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

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**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** X

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.

Please read this statement very carefully. By accepting, you are agreeing to its terms.

I hereby certify that the information I have provided in this certification is true and account. I understand that:

- ✓ This information is being provided in support of my tenant's application for the Vermont COVID Arrearage Assistance Program II.
- ✓ Any misrepresentation or false information will result in the application being cancelled or denied, or in termination of rental or utility assistance.
- ✓ My participation in the Vermont COVID Arrearage Assistance Program II is subject to my being eligible and in compliance and PSD policies and procedures.

I accept and agree that PSD can share my information with other state agencies and third party vendors for the purposes of determining program eligibility. \*

**Signature \***

Clear Sign **Submit**

**Bulk Upload Process:**

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

Unit Certifications

Unit Address	Applicant Name
123 Sample St Aptapt 1, Montpelier, VT 05602 - W	name name
123 Test Street Aptapt 1, Montpelier, VT 05602 - W	Name Sample
1 Sample street Montpelier, VT 05602 - W	Sample Name

**Download Utility Payment Template**

Upload Utility Payments :

Drag here the document to upload or

Choose file to upload **Browse for file**

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'.

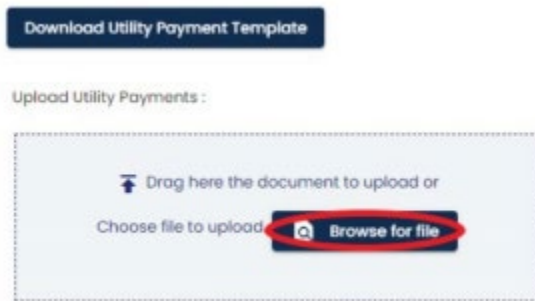
- b. Amount: Type in the full amount to be paid.
- c. Service Type: \*\*This is only required if you are fuel vendor. If you are NOT a fuel vendor, leave this field blank.
- d. Payment Due Date: The date the payment was due.
- e. No. of Months: Indicate the number of months the payment is for

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 Num	Utility Typ	Request Type	Amoun	Service Ty	Payment Due D	No.Of Months
1111111	FirstName1 LastName	150001111	1 Sample St, Rutland, VT 0	Sample Name		123456789	Electric	arrears	300		6/1/2021	2
1111111	FirstName1 LastName	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

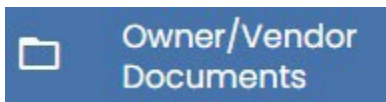


- 6. After the file uploads successfully, the records will be under each applicant under account details. If changes are needed, you can click the three dots under 'Actions' to make changes.

### 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.

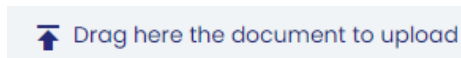


- 2. Select the code and subcode to describe the document.

Code \*  Sub-code \*

- 3. To upload documents, you can:

- a. Drag and drop items into the light blue area



- b. Or, use the browse for the file option

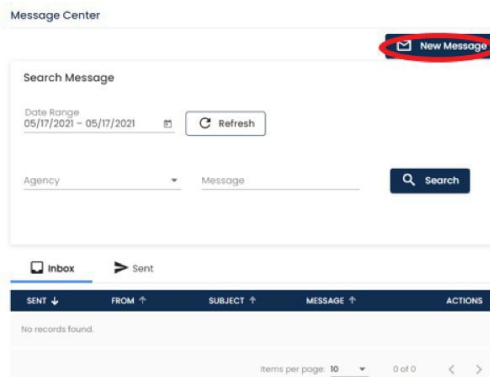


## Messaging:

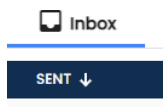
1. You can send messages to the case worker that is assigned to your account. Using the blue menu to the left of the screen, click the envelope – message icon.



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



3. New messages will appear in the inbox.



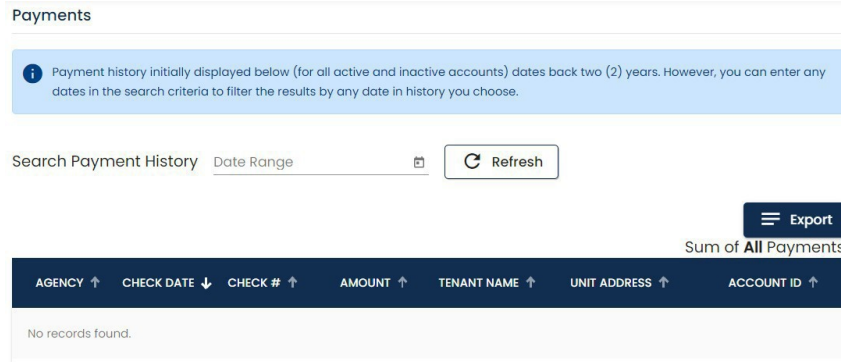


## Payments:

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

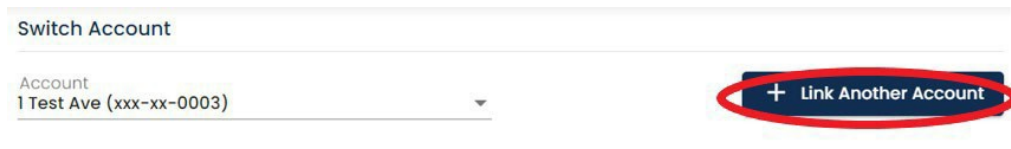


2. All payments will be listed in the menu once they are approved and scheduled. This will include the amount and information about the applicant.

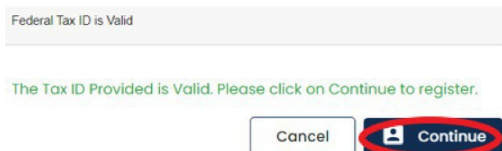


## Accounts:

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



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, you will receive a message to note it is valid. Click 'Continue' to move on.



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.