Accessing LIHEAP Vouchers/Remittance Advice (RAs) in PROMISe™
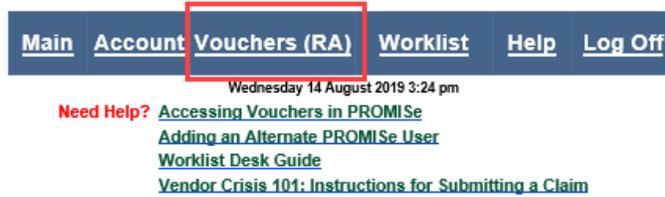
LIHEAP Vouchers (RAs) are posted in PROMISe™ **on Mondays, <u>9 days before</u> the Treasury Pay Date**. Vouchers are stored in PROMISe for the current season but are not a long-term repository. For this reason, take steps to move your vouchers onto a computer or a USB drive so you have them available for future reference.

STEP 1: After logon, click "Vouchers (RA)" on Blue Menu Bar at the top of Main Menu Screen
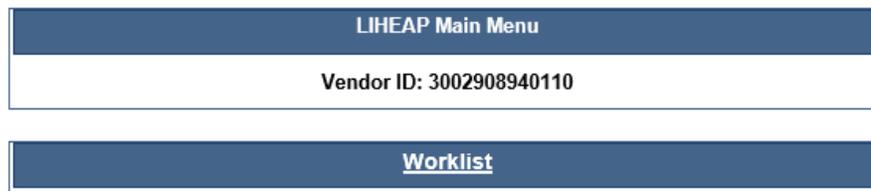
STEP 2: Voucher (RA) Search: A new Voucher (RA) Search page will be displayed.

NEW: The *LHEAP Voucher and Treasury Pay Date Chart* is linked here for easy reference.

OPTION 1: Enter the Voucher Number: This number is located at the top of the LIHEAP Payment Voucher (RA). **Click the button next to "Voucher number," then type the voucher number in the box that appears. A search by Voucher Number will provide one specific voucher or display nothing if you will not receive a LIHEAP payment that specific week.**

OPTION 2: Enter a Treasury Pay Date: The Treasury Pay Date is also located at the top of the LIHEAP payment Voucher. Click the button next to "Treasury Pay Date," then type dates in the boxes that appear. Enter a 'From Date' and a 'Thru Date' to request more than one voucher. The 'From Date' field must be completed using the format MM/DD/YYYY. If the 'Thru Date' field is left blank, the query will use the same date as the 'From Date' you entered and make a 'one-day search' The search result may display several vouchers depending on the date range entered**.**

NOTE: A large date range search will impact response time (the larger the range, the longer it will take for results.) For this reason, you are encouraged to search for a voucher every week and save the vouchers to your computer.

After data entry for Option 1 or Option 2, click 'Search'. If a Treasury Payment is being generated for the timeframe indicated, the results will list the voucher number, report generated date, and Treasury Pay Date. Vouchers will display as hyperlinks. Click a voucher link, and a pop-up message will offer "Open" or "Save".

STEP 3: Clicking 'SAVE' will automatically save the PDF Voucher file to the computer's hard drive. **To select a different location on your computer to store the payment voucher (such as in your documents or on a flash drive), select 'Save As'.**

STEP 4: Click 'Open', and Adobe Reader will open the file. You can then view or print the voucher.

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