











October 9th, 2025
IHCD 2026
Vendor Training

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AGENDA

 Team Introduction	 Vendor Portal Intro	 Client Search Process	 Transmittal Tracking
 Questions	 Tips		



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Introduction

- Elaine Zeider – Subject Matter Expert (SME)
 - Over 26 years of Energy Assistance Experience within the Not-for-Profit sector doing the job from an intake worker through Program Manager.
 - Worked with Roeing throughout my tenure from an agency perspective for 25 years. Began consulting in August of 2023 and transitioned to the team full-time in March of 2024.
- Cindy Palmer – Senior Program Manager
 - She has 20+ years of program management oversight, with certifications in project management.
 - She has worked within many facets of projects, which included government, telecommunication, and enterprise environments.



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Vendor Portal

eapconnect Vendor Portal Elaine Zeider

Welcome VENDOR NAME APPEARS HERE

Search Transmittal Numb... Search Date... Search Agency...

Transmittal Number	Date	Agency	Returned Date	Corrected	Fiscal Date	Paid Date
150000782482	01/03/2025	Agency Name will appear here		<input type="checkbox"/>		
150000783527	01/17/2025	Agency Name will appear here		<input type="checkbox"/>		
150000783528	01/17/2025	Agency Name will appear here		<input type="checkbox"/>		

Search Transmittal Numb... Search Date... Search Agency... In Process

Transmittal Number Date Agency Returned Date Corrected Fiscal Date Paid Date



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Vendor Portal— Search and Sort

Vendor Portal Elaine Zeider

Welcome VENDOR

Search Transmittal Num... Search Date... Search Agency... In Process

Transmittal Number	Date	Agency	Returned Date	Corrected	Fiscal Date	Paid Date
150000783540	01/17/2025	Agency		<input type="checkbox"/>		
150000783535	01/17/2025			<input type="checkbox"/>		



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Vendor Portal— Search and Sort

Vendor Portal Elaine Zeider

Welcome VENDOR

Search Transmittal Num... Search Date... Search Agency... When "Returned" is selected at the right, this column is the focus.

Transmittal Number	Date	Agency	Returned Date	Corrected	Fiscal Date	Paid Date
150000784154	09/16/2025	Agency Name	09/16/2025	<input type="checkbox"/>	09/16/2025	09/16/2025
150000784158	09/16/2025	Agency Name	09/16/2025	<input type="checkbox"/>	09/16/2025	09/16/2025
150000784144	09/12/2025	Agency Name	09/16/2025	<input type="checkbox"/>	09/16/2025	09/18/2025
150000784146	09/12/2025	Agency Name	09/16/2025	<input type="checkbox"/>	09/16/2025	09/18/2025
150000784148	09/12/2025	Agency Name	09/16/2025	<input type="checkbox"/>	09/16/2025	09/18/2025

1 - 5 of 5 items



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Transmittal Processing

150000781868 Search Date... Search Agency... In Process

Transmittal Number	Date	Agency	Returned Date	Corrected	Fiscal Date	Paid Date
150000781868	12/27/2024	Agency Name will appear here		<input type="checkbox"/>		

1 - 1 of 1 items

Vendor Portal

Transmittals

Transmittal Number: 150000781868 Amount: \$450.00

Transmittal Date: 12/27/2024 Number of Claims: 2

Agency: Fiscal Date: Fiscal Date: Fiscal Date:

Batch Number: 2682 Paid Date: Paid Date: Paid Date:

Account Number	Billing Name	Address	Amount	Claim Type	Correction
411-592-009-0	Hfrld Satsgn	511 I tqjgtn nt, # lwT3, Goodland	\$225.00	Regular Energy Assistance	<input checked="" type="checkbox"/>
536-956-000-6	orhtnzy Mzndgdf	5252 Grgtcln nt, Merrillville	\$225.00	Regular Energy Assistance	<input type="checkbox"/>

1 - 2 of 2 items

PDF EDI Excel + Add Note Return to Agency Close

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Transmittal Processing

Claim Details

Transmittal Number: 150000781868 Amount: \$450.00

Transmittal Date: 12/27/2024 Number of Claims: 2

Agency: Fiscal Date: Fiscal Date: Fiscal Date:

Batch Number: 2682 Paid Date: Paid Date: Paid Date:

Account Number: 411-592-009-0 Amount: \$225.00

Billing Name: Satsgn, Hfrld Claim Type: Regular Energy Assistance

Address: 511 I tqjgtn nt, # lwT3 Account Status: Approved

Goodland, IN 47949-8032 USF Tier: 1

Application Date: 11/13/2024 HOH codes: E

Applicant Name: Satsgn, Hfrld

Correction: ☒ YES

Please change the account number to 414-592-009-0, as client moved 25 South Street in Goodland.

Correction Note:

Save Close

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Transmittal Processing

150000782482 Search Date... Search Agency... In Process

Transmittal Number	Date	Agency	Returned Date	Corrected	Fiscal Date	Paid Date
150000782482	01/03/2025	Agency Name		<input type="checkbox"/>		

1 - 1 of 1 items

Transmittals

Transmittal Number: 150000782482 Amount: (\$275.00)
 Transmittal Date: 01/03/2025 Number of Claims: 1
 Agency: Fiscal Date:
 Batch Number: 1381 Paid Date:

Claims

Account Number	Billing Name	Address	Amount	Claim Type	Correction
524-747-007-6	fkthmu Stifagu	221 cixigtll qt, Fort Wayne	(\$275.00)	Regular Energy Assistance	<input checked="" type="checkbox"/>

1 - 1 of 1 items

PDF EDI Excel + Add Note Return to Agency Close

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Questions?



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Client Search

Client Search

Search Application... Search Billing Na... Search Account ... month/day/yr...

Application Number	Billing Name	HOH Name	Account Number	Program Status	Crisis Household	Claim Status	Application Date	Completion Date	Agency Name
3576032	Maggie Martin	Mildred Martin	729-368-001-0	Applied	<input checked="" type="checkbox"/>		10/02/2024		Agency Name
3657951	Tina Trainer	Nellie Tyler	115-616-003-2	Incomplete	<input checked="" type="checkbox"/>		12/31/2024		Agency Name
3614076	Tanner Tiger	Tilly Tiger	357-316-007-2	Approved	<input checked="" type="checkbox"/>	Claims have been added OR Claims on a transmittal	10/08/2024	12/03/2024	Agency Name
3618479	Kadance Christ	Kelsey Christ	504-719-008-8	Denied	<input checked="" type="checkbox"/>		11/04/2024	11/14/2024	Agency Name
3640984	Malorey Bologne	Ima Wishing	914-739-000-8	In Progress	<input checked="" type="checkbox"/>		12/03/2024		Agency Name

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Export to Excel

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Client Search

Application Number	Billing Name	HOH Name	Account Number	Program Status	Crisis Household
3657951	Tina Trainer	Nellie Tyler	115-616-003-2	Incomplete	TRUE
3618479	Kadance Christ	Kelsey Christ	504-719-008-8	Denied	TRUE
3576032	Maggie Martin	Mildred Martin	729-368-001-0	Applied	TRUE
3614076	Tanner Tiger	Tilly Tiger	357-316-007-2	Approved	TRUE
3640984	Malorey Bologne	Ima Waiting	914-739-000-8	In Progress	TRUE

Claim Status	Application Date	Completion Date	Agency Name
	12/31/2024		Agency
	11/14/2024		Agency
Claims on a transmittal	10/2/2024		Agency
	10/8/2024		Agency
	12/3/2024		Agency



Excel Filter Options



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Client Details

Vendor Portal

Client Details

Application Number: 3614076

Billing Name: Tilly Tiger

HOH Name: Tanner Tiger

Account Number: 357-316-007-2

Application Date: 10/08/2024

Completion Date: 12/03/2024

Agency Name:

Crisis Household: ☒

Claim Status:

Program Status: Approved


Client Search

Search Application... Search Billing Na... Search Account... month/day/y...

Application Number	Billing Name	HOH Name	Account Number	Program Status
3576032	Maggie Martin	Mildred Martin	729-368-001-0	Applied
3657951	Tina Trainer	Nellie Tyler	115-616-003-2	Incomplete
3614076	Tanner Tiger	Tilly Tiger	357-316-007-2	Approved
3618479	Kadance Christ	Kelsey Christ	504-719-008-8	Denied

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Questions?



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Vendor Information

eaapconnect Vendor Portal

- Transmittals
- Clients
- Vendor Information**
- Banking Information
- User Management

Welcome

Search Transmittal

Edit Vendor Info

Vendor Name

Contact Name

Address

Address 1

Address 2

City

State

Zip Code

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Vendor Information

eaapconnect Vendor Portal

- Transmittals
- Clients
- Vendor Information**
- Banking Information
- User Management

Welcome

Search Transmittal

New Transmittal Notifications

Enable New Transmittal Notifications ☐

Transmittal Notification Email Address

Crisis Notifications

Enable Crisis Notifications ☐

+ Add New Email

Crisis Notification Email Addresses

Email Address

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Vendor Information

New Application Notification Email Addresses

Participate In The Program ☒ YES

Counties Served

By selecting the counties where you provide service, this will make your organization visible to the local service providers of those counties so they can create claims for your customers.

+ Add New County

County Name
<input type="checkbox"/> Allen
<input type="checkbox"/> Benton
<input type="checkbox"/> Cass
<input type="checkbox"/> La Porte
<input type="checkbox"/> Montgomery
<input type="checkbox"/> Newton
<input type="checkbox"/> Noble
<input type="checkbox"/> Pulaski
<input type="checkbox"/> St Joseph
<input type="checkbox"/> Wabash


Add County

County

- Select a County
- Adams
- Bartholomew
- Blackford
- Boone
- Brown
- Carroll

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Banking Information



Vendor Name

Bank Name

Account Type

Account Number

Routing Number

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User Management New User Setup

Vendor Portal Elaine Zeider

Vendor User Management

[+ Add New Vendor User](#)

User Name	Email	Active
Power House	Ziping@powerhouse.com	<input checked="" type="checkbox"/>
Silly Sal	SavorySal@Sunshine.com	<input type="checkbox"/>
Elaine Zeider	ezeider@roeing.com	<input checked="" type="checkbox"/>
Party Petunia	Grantmepower@partyplace.com	<input checked="" type="checkbox"/>
James Bergeron	jbergeron@roeing.com	<input checked="" type="checkbox"/>
Short Circuit	Stormingthrough@rainorshine.com	<input checked="" type="checkbox"/>
Gloria Glow	Watchingitglow@sunrise.com	<input checked="" type="checkbox"/>
Gismo Gremlin	Changingme@time.com	<input checked="" type="checkbox"/>

1 - 8 of 8 items

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User Management New User Setup

Vendor User Edit

First Name

Last Name

Email Address

Active ☒

Microsoft Account Type

Microsoft Account Name

Microsoft Account Email

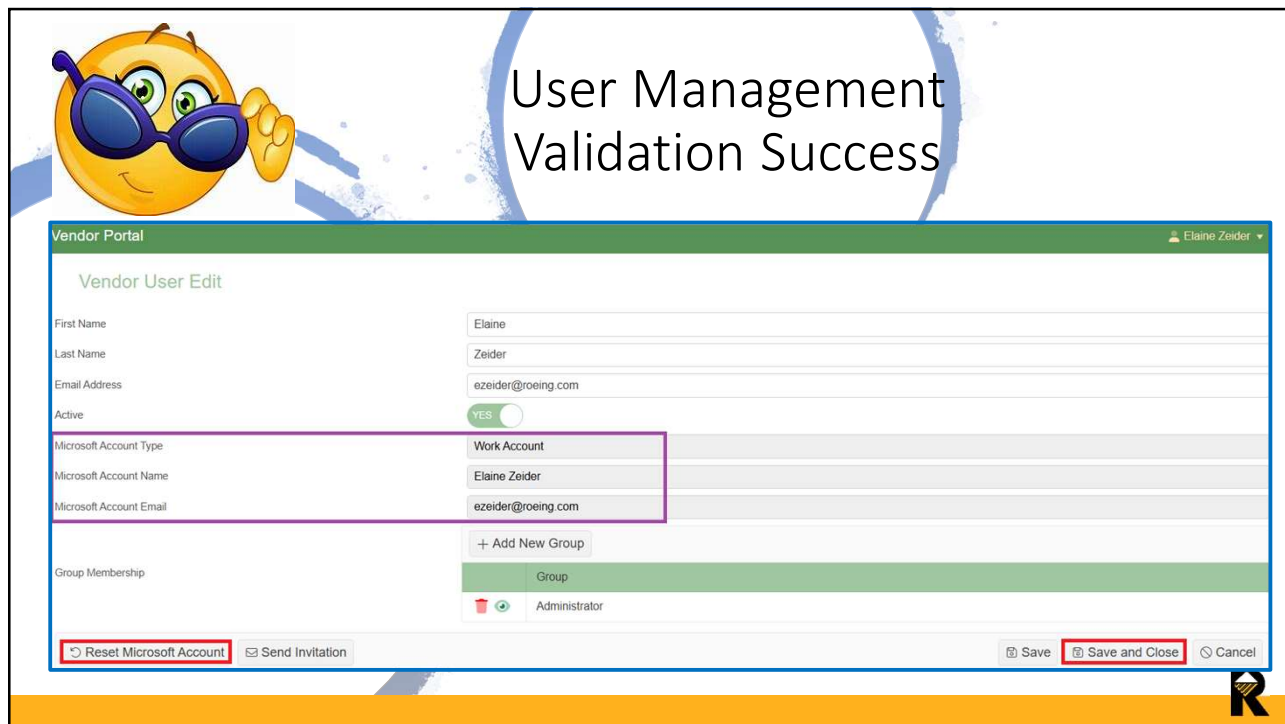
Group Membership

[+ Add New Group](#)

Group

[Send Invitation](#) **noreply@rhsconnect.com** [Save](#) [Save and Close](#) [Cancel](#)

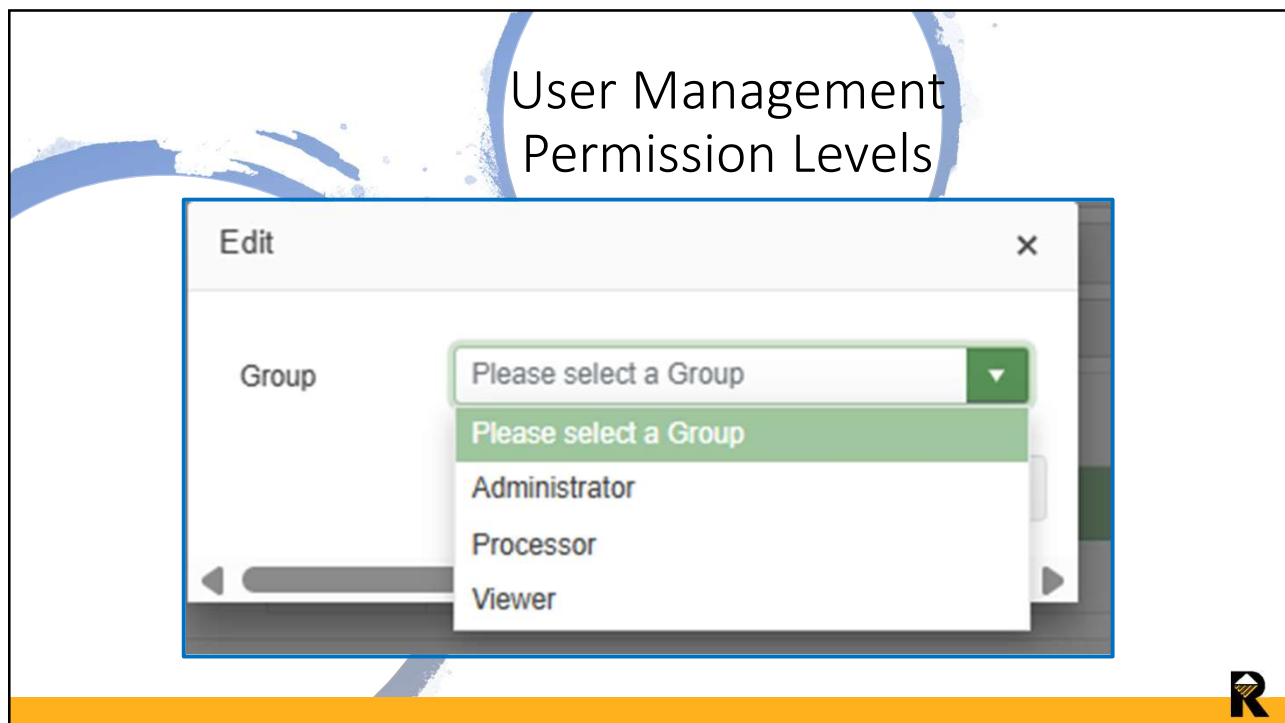
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User Management Validation Success

The screenshot shows the 'Vendor User Edit' interface in the 'Vendor Portal'. The user being edited is Elaine Zeider, with email ezeider@roeing.com. The 'Active' status is set to 'YES'. The 'Microsoft Account Type' is 'Work Account'. The 'Microsoft Account Name' is 'Elaine Zeider' and the 'Microsoft Account Email' is 'ezeider@roeing.com'. The 'Group Membership' section shows the user is part of the 'Administrator' group. At the bottom, there are buttons for 'Reset Microsoft Account', 'Send Invitation', 'Save', 'Save and Close', and 'Cancel'. The 'Save and Close' button is highlighted with a red box.

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User Management Permission Levels

The screenshot shows an 'Edit' dialog box for a user's group membership. The 'Group' field is selected, and a dropdown menu is open, showing the following options: 'Please select a Group', 'Please select a Group', 'Administrator', 'Processor', and 'Viewer'. The 'Administrator' option is highlighted.

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Questions?



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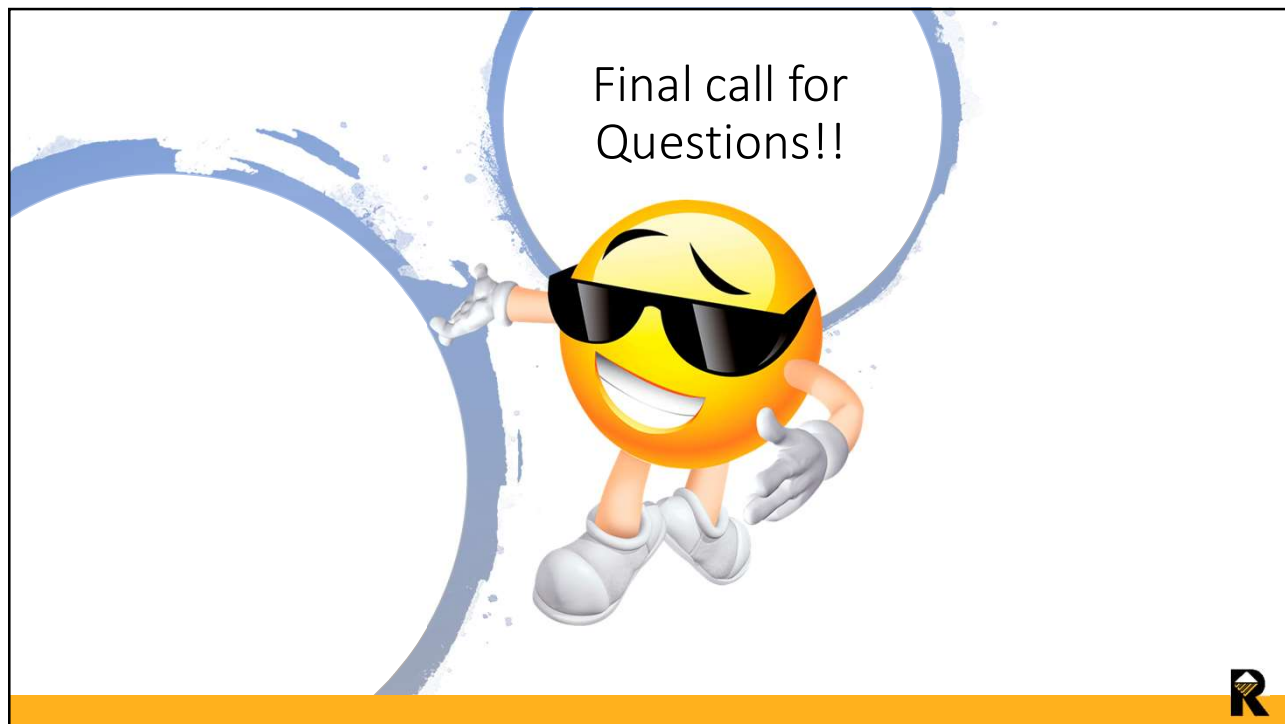
**VIEWING FILES WITHOUT
LOSING YOUR LIST**

EAPConnect– TIP –

eapconnect Vendor Portal									
Transmittals	Client Search								
Clients	<input type="text" value="Search Application..."/> <input type="text" value="Search Billing Na..."/> <input type="text" value="Search Account ..."/> <input type="text" value="month/day/year"/>								
Vendor Information	Application Number	Billing Name	HOH Name	Account Number	Program Status	Crisis Household	Claim Status	Application Date	Completion Date
Banking Information	534174		Hfnh Lzahs	5233260052	Applied	<input checked="" type="checkbox"/>		12/04/2024	
User Management			Jfsksn Khroy	5233260052	Applied	<input checked="" type="checkbox"/>		12/04/2024	
			Ryfn Lzahs	5233260052	Applied	<input checked="" type="checkbox"/>		12/04/2024	
			Dfnhzltz Ygdzr	0416360066	Applied	<input checked="" type="checkbox"/>		11/21/2024	
			Gthgz Rttsihf	0416360066	Applied	<input checked="" type="checkbox"/>		11/21/2024	
			orfdly Hngozz	351-825-006-9	Applied	<input checked="" type="checkbox"/>		10/29/2024	
			orfbodgn Rgozrts	351-825-006-9	Applied	<input checked="" type="checkbox"/>		10/29/2024	
			lthrsztgn	500-748-007-2	Applied	<input checked="" type="checkbox"/>		01/17/2025	



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