

LITT Introduction for EAP

July & August 2026

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Vendor Manager

TODAY'S TRAINING

Learn utility vendor-side functionality in LITT

Recommended Attendees: all utility vendors

Format: Webinars will be scheduled for an hour. The webinars will be recorded.

- The first part of the webinar will be an uninterrupted PowerPoint presentation followed by a live walkthrough of LITT.
- The second part of the training will be dedicated to answering questions and walking through places people need repeated.

LITT INTRODUCTION

- New statewide database
- Required usage for all vendors and agencies
- All applicant processing will occur within
- New “transmittal process”: no more PDFs, emails, snail mail or faxes

LITT INTRODUCTION

- PY26 Pilot Wrap up
- Reminder, change is hard
- Phase 1 test site being shown today
 - Upgrades coming this year and next

260+ utility vendors participating in Indiana and limited EAP team at IHCD
use resources before contacting



VENDOR VIEW VS AGENCY VIEW

Vendor View

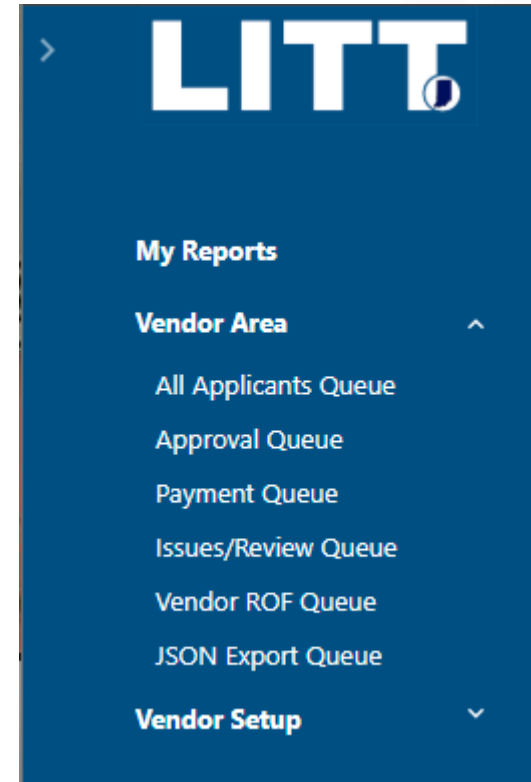
- Only view their clients
- Show all their applicants in one spot even from different agencies
 - Ex: HSI and SCCAP clients all together

Agency View

- Sees all vendors in one area
- Shows only the applicants for their territory
- Queues will be view-only (except for Issue Queue and ROF Queue)

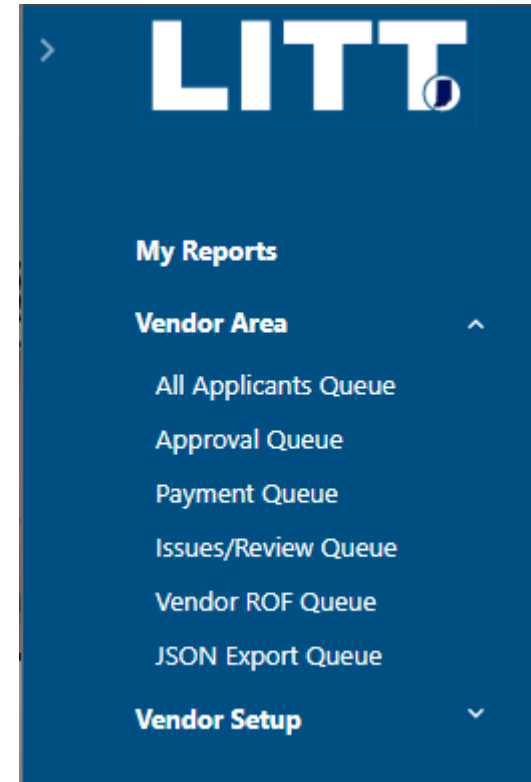
VENDOR VIEW DEFINITIONS

- **My Reports**-Future report module
- **All Applicants Queue**- “moratorium queue”, live list of each vendor’s clients
- **Approval Queue**-Benefit claim review list of Approved clients
- **Payment Queue**- Review and lock batches for payment-general payment info
- **Issues/Review Queue**-List of clients flagged for corrections or rejections



VENDOR VIEW DEFINITIONS

- **Return of Funds Queue (ROF)** - List of clients to create register sheet when returning funds. Approval queue for Return of Funds requests from Agencies. *Work in Progress
- **JSON Export Queue**-Manual JSON file export/tracking module. Admin only
- **Vendor Setup**- User management



HOME SCREEN-VENDOR VIEW



USER MANAGEMENT-VENDOR VIEW

- IHCDCA sets up all utility's admin user
- All utilities are given an Admin user
 - Each user creates their own password
- Utilities are responsible for adding and managing their own users
- No management from LSPs

LITT Vendor People - Vendor Login

New Save Cancel Delete Show Inactive People

Employee	Person Inactive	User Inactive
ADMIN, Cente		

First Name (*) M.I. Last Name (*)

Email

Home Phone Cell Work

Inspector/QCI #

User Name

☐ Allow Access to All Applicant Queue

☐ Allow Access to Approval Queue

☐ Allow Access to Payment Queue

☐ Allow Issues/Review Queue

LITT Person Signature

User Password Reset

Deactivate User Login

ADDING USER

- Click New
- Fill required information
- Select Queues for access
- Click User password Reset
- Save
- Share username
- User inputs username
- User creates own password

The screenshot shows the 'LITT Vendor People - Vendor Login' window. A red box highlights the 'New' button in the top toolbar, with an arrow pointing to it from the 'Click New' instruction. Another red box highlights the 'User Password Reset' button in the bottom toolbar, with an arrow pointing to it from the 'Click User password Reset' instruction. A third red box highlights the checkbox options for queue access, with an arrow pointing to it from the 'Select Queues for access' instruction. The form includes fields for First Name (*), M.I., Last Name (*), Email, Home Phone, Cell, Work, Inspector/QCI #, and User Name. A table with columns 'Employee', 'Person Inactive', and 'User Inactive' is also present, with 'ADMIN, Cente' entered in the first row.

Employee	Person Inactive	User Inactive
ADMIN, Cente		

First Name (*) M.I. Last Name (*)

Email

Home Phone Cell Work

Inspector/QCI #

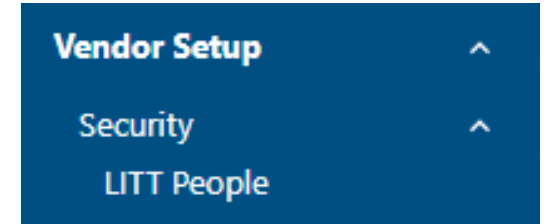
User Name

☐ Allow Access to All Applicant Queue
☐ Allow Access to Approval Queue
☐ Allow Access to Payment Queue
☐ Allow Issues/Review Queue

LITT Person Signature
User Password Reset
Deactivate User Login

USER MANAGEMENT

- Access in LITT is now stratified
- Access to each Queue given by simply checking box
- Ex. CSRs given access to All Applicant Queue for live client statuses
- Ex. Accounting team given access to Payment Queue for deposit info



- ☐ Allow Access to All Applicant Queue
 - ☐ Allow Access to Approval Queue
 - ☐ Allow Access to Payment Queue
 - ☐ Allow Issues/Review Queue
 - ☐ Allow Access to ROF Queue
-

TASKS AND ALERTS

- Vendors can opt in/out of daily alerts
- Click Vendor Setup
- Select user
- Select Alerts/Task
- Select email alerts

LITT Vendor People - Vendor Login

New Save Cancel Delete ☐ Show Inactive People

Employee	Person Inactive	User Inactive
ADMIN, Cente		

First Name (*) M.I. Last Name (*)

Cente [] ADMIN

Email

hlowry1@ihcda.in.gov

Home Phone Cell Work

[] [] []

User Name

Cente_admin

☒ Allow Access to All Applicant Queue
☒ Allow Access to Approval Queue
☒ Allow Access to Payment Queue
☒ Allow Issues/Review Queue
☐ Allow Access to ROF Queue

LITT Person Signature
User Password Reset
Deactivate User Login
Alerts/Task

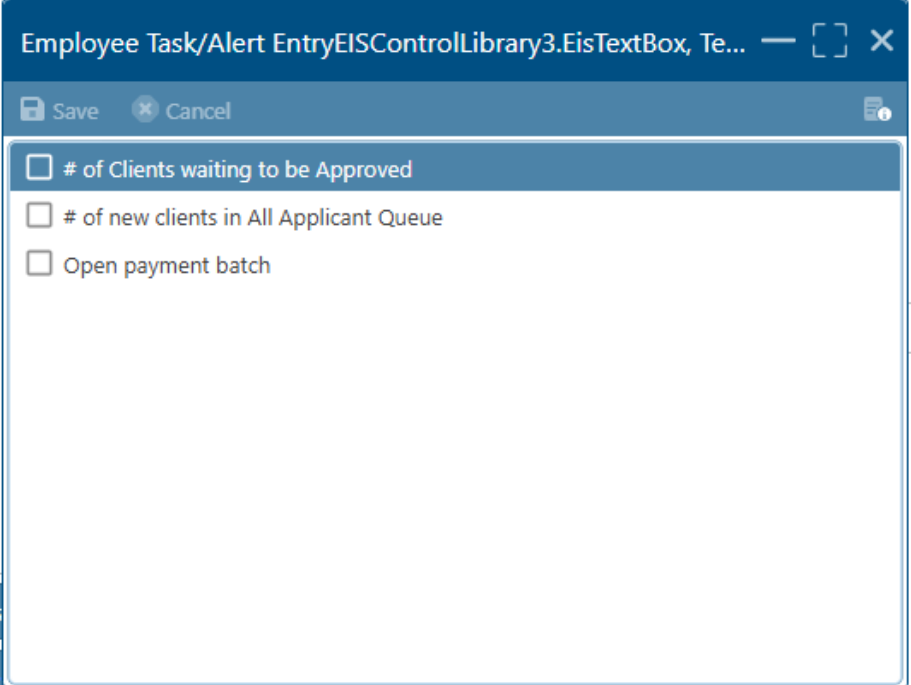
Employee Task/Alert EntryEISControlLibrary3.EisTextBox, Te... [] [] []

Save Cancel

☐ # of Clients waiting to be Approved
☐ # of new clients in All Applicant Queue
☐ Open payment batch

TASKS AND ALERTS-DEFINITIONS

- **Number of new clients in All Applicants Queue**
 - Moratorium monitoring
- **Number of new clients in Approval Queue**
 - Approved clients with benefits waiting for review
- **Open Payment Batch**
 - Number of days a payment batch has been open and total dollar amount



The screenshot shows a software window with a title bar that reads "Employee Task/Alert EntryEISControlLibrary3.EisTextBox, Te...". Below the title bar is a menu bar with "Save" and "Cancel" options. The main area of the window contains a list of tasks, each preceded by a checkbox:

- ☐ # of Clients waiting to be Approved
- ☐ # of new clients in All Applicant Queue
- ☐ Open payment batch

USER MANAGEMENT BEST PRACTICES

- Password resets, or other user management should be conducted by admin user
- Admin user issues should not contact LSPs
- Contact IHCDCA with admin issues



CLIENT PROCESSING



ALL APPLICANTS QUEUE

- Made for Moratorium monitoring
- Real-time status updates
- Only 4 statuses for vendors:
 - Undecided
 - Approved
 - Denied
 - On Appeal
- Grid to Excel for quick report

All Applicants Queue

First Name Last Name Account # Address [Filter](#)

Filter Filter Options Email [Grid to Excel](#)

App #	Heat/Cool Acct	Application date	Name	Address Line 1	Status
261820	13412050-0 / 50988-001	06/25/2026	Jenifer Aveline	2000 Waterford Ct	Approved
261845	13313532-7 / 41989-002	06/25/2026	Rachel Auterson	709 E Jefferson St	Approved
261851	1356986 / 910111112222	06/25/2026	Freddie Fever	126 Fever Dr	Approved
261877	000000000 / 000000	06/30/2026	Anna Banana	127 Water St	Approved
261892	13026569 / 910122223333	07/01/2026	Veruca Salt	660 N 36th St	Approved
261630	1234 / 1234	07/05/2026	Joely Minimum	706 Humboldt St	Undecided
261896	135695624 / 910122223333	07/05/2026	Peppermint Patty	660 N 36th St	Approved
261897	135689756 / 910122225555	07/06/2026	Aaron Hotchner	660 N 36th St	Approved
261900	135698563 / 910199998888	07/06/2026	Penelope Garcia	660 N 36th St	Approved
261901	134567890 / 910125645555	07/06/2026	Ross Gellar	660 N 36th St	Approved
261929	009009 / 12345	07/08/2026	Tiffany Bush	1428 Elm St	Undecided
261946	13064844-7 / 33547-002	07/13/2026	LaVonne Bartlett	600 S Grace Ave	Approved
261950	13493196-3 / 37364-003	07/13/2026	David Bean	1806 E College St	Approved
261999	505 / 123	07/17/2026	Yellow Goldman	705 S 5th St	Approved
262003	555 / 856	07/17/2026	Harry Seeds	409 W Miller Ave	Approved

78 Record(s)

CLIENT CARD

- Pop out when clicking on client

Basic client info

Chat box (working on functionality)

Benefit claims

Upload button for bills, etc

Issue button

The screenshot shows a web application window titled "Vendor Client View". It features a sidebar with "Applicant Information" for Amy Helper, a central chat box, a table of benefit claims, and "Upload" and "Issue" buttons. Red boxes and arrows highlight these key features.

Type	Amount	Date	Batched/Ret	Batch #	Accounts
Benefit 1	\$235.33	01/01/2020	N		123
Crisis 1	\$235.33	01/01/2020	N		123
Crisis 2	\$235.33	01/01/2020	N		123
ROF	\$235.33	01/01/2020	Y		123

4 Record(s)

ihcda 
Indiana Housing & Community Development Authority

UPLOADING DOCUMENT

- Utility vendors can now securely upload files from Upload button on client card

Vendor Client View / IHcda

Applicant Information

Amy Helper
123 street Ln
Philadelphia, PA 19123

Show

Type	Amount	Date	Batched/Ret	Batch #	Account#	
Benefit 1	\$235.33	01/01/2020	N		123	Upload
Crisis 1	\$235.33	01/01/2020	N		123	Issue
Crisis 2	\$235.33	01/01/2020	N		123	
ROF	\$235.33	01/01/2020	Y		123	

4 Record(s)

Vendor Upload Document

Save Cancel

Document Type

(Single Files Drop Target)

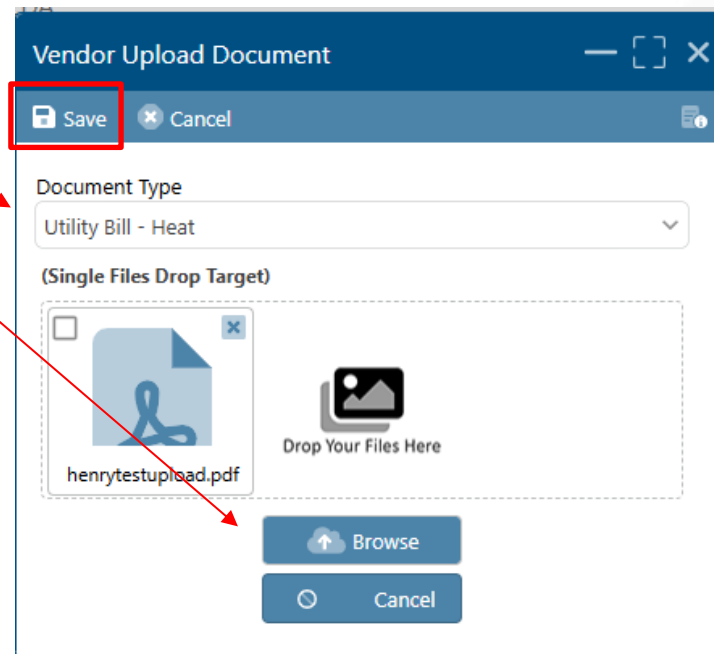
Drop Your Files Here

Browse

Cancel

DOCUMENT UPLOAD-VENDOR VIEW

- Select document type
- Browse and select document
- Click Save



DOCUMENT UPLOAD POLICY

- Utility vendors not required to use this function, at this time
- IHCDa wants other secure forms of file sharing to be available to use
- Utility vendors that use outdated methods, such as fax or snail mail, consider this switch for efficiency
- Reminder: Please alert the agency that you have uploaded requested docs

ALL APPLICANTS QUEUE BEST PRACTICES

- Client status requests should not be sent to LSPs
 - Exception for bugs, or potential issues
- Reports or data requests should not be sent to LSPs
 - If utilities need extra reporting, send requests to vendors@ihcda.in.gov
- Use document upload function for client bills
- Vendors should be monitoring All Applicant list for Moratorium protection
 - LSPs will still be reaching out to assist in protecting crisis clients
 - It is not LSP responsibility to keep utility vendors compliant with regulations

APPROVAL QUEUE

- Claim approval replacing “transmittals”
- Only shows Approved Clients
- Only shows when benefit (and therefore funding) available
- Approving client benefit= signing transmittal

Vendor Approval Queue

Mass Approve

Process Next Filters

Application Filter

Agency

Grid to Excel

Applicant Filter

Value

Filter

Select	App #	Heat/Cool Acct	Vendor	Benefit	Application	Name	
☐	261082	159357698	CenterPoint Energy North	\$500.00	02/04/2026	April Showers	705
☐	261224	13098767	CenterPoint Energy North	\$275.00	03/04/2026	Cayla Donhamfake	323
☐	261286	89088765	CenterPoint Energy North	\$300.00	03/18/2026	Kevin Green	150
☐	261363	12532	CenterPoint Energy North	\$150.00	04/22/2026	George Jetson	154
☐	261358	75758575	CenterPoint Energy North	\$225.00	04/22/2026	Aelin Galathynius	705
☐	261397	2016600000000	CenterPoint Energy North	\$750.00	04/27/2026	Sam Day	127
☐	261424	365489945	CenterPoint Energy North	\$375.00	04/28/2026	Seth Fake	323
☐	261447	12345	CenterPoint Energy North	\$325.00	05/10/2026	Vanilla Bean	705
☐	261451	11	CenterPoint Energy North	\$900.00	05/11/2026	Happy Gilmour	705
☐	261462	123	CenterPoint Energy North	\$325.00	05/13/2026	Jada Tata	123
☐	261480	12356	CenterPoint Energy North	\$325.00	05/17/2026	Link Scaap	123
☐	261766	1111	CenterPoint Energy North	\$225.00	06/19/2026	Sally Smith	207
☐	261795	13434637-8	CenterPoint Energy North	\$275.00	06/23/2026	Betty Austin	171

13 Record(s)

APPROVAL QUEUE

- Approvals are same step as signing old transmittal
 - Accounts must be credited at this time
- Benefits pop out card:
- Reasons must be given for denying a benefit, or flagging for correction
- Rejections & Corrections sent to Issue Queue

Vendor Client View

Update Note

Applicant Information

Applicant - Green, Kevin Acct# 89088765
1500 W 15th St
Bloomington, IN 47404-3018

Agency - SCCAP UCF - TIER 1

Show

Line Type	Amount	Date	Batch Y/N	Batch	Approve	Upload	Issue
Reg Heat	\$300.00	04/01/2026 11:12 AM	N				

1 Record(s)

APPROVAL QUEUE-VENDOR VIEW

- Benefit claims can be approved in multiple ways
- Mass Approval Button
- Individual approval from client card

Vendor Client View

Update Note

Applicant Information

Applicant - Green, Kevin Acct# 89088765
1500 W 15th St
Bloomington, IN 47404-3018

Agency - SCCAP UCF - TIER 1

Show

Line Type	Amount	Date	Batch Y/N	Batch	Approve	Upload	Issue
Reg Heat	\$300.00	04/01/2026 11:12 AM	N				

1 Record(s)

Vendor Approval Queue

Mass Approve

Process Next Filters

Application Filter Agency Grid to Excel

Applicant Filter Value Filter

Select	App #	Heat/Cool Acct	Vendor	Benefit	Application	Name	
☐	261082	159357698	CenterPoint Energy North	\$500.00	02/04/2026	April Showers	705
☐	261224	13098767	CenterPoint Energy North	\$275.00	03/04/2026	Cayla Donhamfake	323
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☐	261462	123	CenterPoint Energy North	\$325.00	05/13/2026	Jada Tata	123
☐	261480	12356	CenterPoint Energy North	\$325.00	05/17/2026	Link Scaap	123
☐	261766	1111	CenterPoint Energy North	\$225.00	06/19/2026	Sally Smith	207
☐	261795	13434637-8	CenterPoint Energy North	\$275.00	06/23/2026	Betty Austin	171

13 Record(s)

APPROVAL QUEUE-ISSUES-VENDOR VIEW

- Client benefits can now be flagged for Rejection or Corrections
- This is the same step as removing a client from a transmittal
 - Flagging a client benefit moves the claim to the Issue Queue (more on that later)
- Selecting Issue button brings up Rejection and Correction options

The screenshot displays the 'Vendor Client View' window. At the top, there's a 'Show' button. Below it, the 'Applicant Information' section shows: Applicant - Green, Kevin Acct# 89088765, 1500 W 15th St, Bloomington, IN 47404-3018, and Agency - SCCAP UCF - TIER 1. A table with columns 'Line Type', 'Amount', 'Date', 'Batch Y/N', and 'Batch' contains one record: 'Reg Heat', '\$300.00', '04/01/2026 11:12 AM', 'N', and an empty 'Batch' field. To the right of the table are buttons for 'Approve', 'Upload', and 'Issue'. The 'Issue' button is highlighted with a red box. Below the table, a red arrow points from the 'Issue' button to a section containing 'Rejection' and 'Correction' dropdown menus, and another red arrow points from the 'Selecting Issue button brings up Rejection and Correction options' text to the same section. This section also includes 'Account # (*)' and 'Address (*)' input fields, with the account number '89088765' entered. The status '1 Record(s)' is shown at the bottom right of the table area.

Line Type	Amount	Date	Batch Y/N	Batch
Reg Heat	\$300.00	04/01/2026 11:12 AM	N	

APPROVAL QUEUE-ISSUES VENDOR VIEW

- Clients flagged with Issue must have reason provided
 - Rejection Reasons:
 - No Active Service/Closed Account
 - Business Account/Non-Residential
 - Account Not Found
 - Over credit limit
 - Correction Reasons:
 - Account Number
 - Address
- Issue buttons opens a text box for vendors to provide information
- Select Send Correction button to submit to Issue Queue

The screenshot displays the 'Vendor Client View' interface. At the top, there's a 'Vendor Client View' header with standard window controls. Below it is an 'Update Note' section with a 'Show' button. The main content area features 'Applicant Information' and 'Agency' details. A table with columns 'Line Type', 'Amount', 'Date', 'Batch Y/N', and 'Batch' contains one record: 'Reg Heat' for \$300.00 on 04/01/2026 at 11:12 AM, with Batch Y/N 'N' and Batch empty. To the right of the table, a red box highlights the 'Send Correction' button, with a red arrow pointing to it from the text 'Select Send Correction button to submit to Issue Queue' in the list. Below the table, there are dropdown menus for 'Rejection' and 'Correction' (set to 'Account Number'), and a text field for 'Account # (*)' containing 'correct acct # here'.

Line Type	Amount	Date	Batch Y/N	Batch
Reg Heat	\$300.00	04/01/2026 11:12 AM	N	

APPROVAL QUEUE BEST PRACTICES

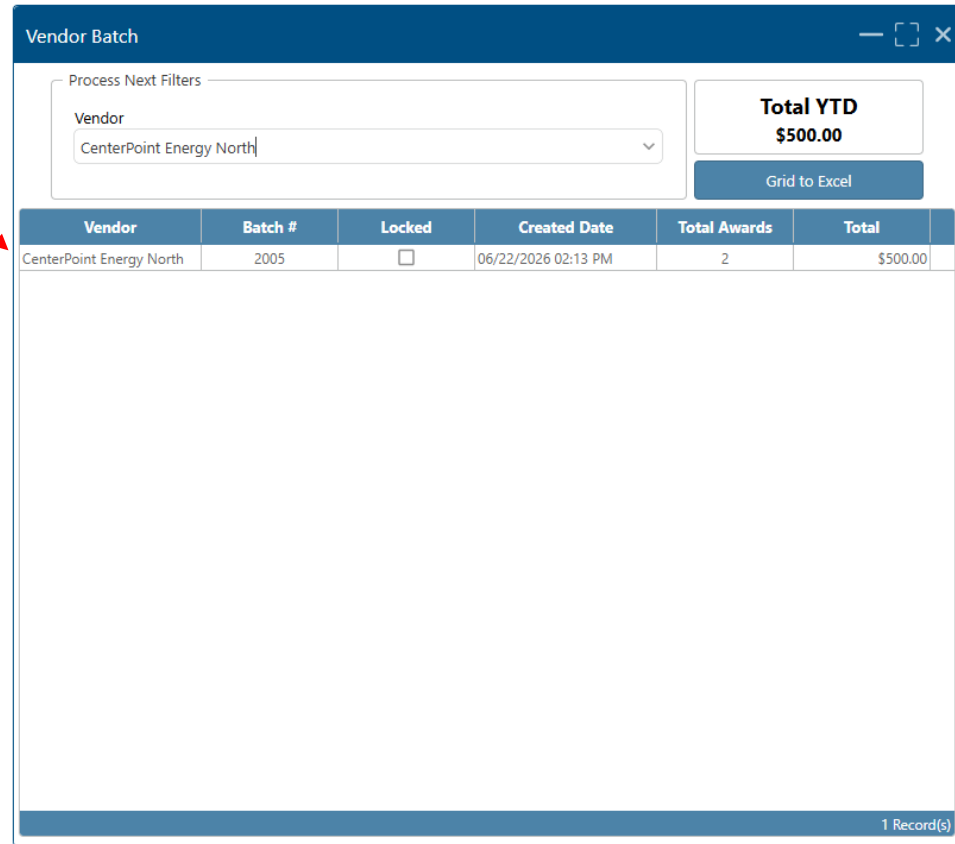
- Benefit claims in Approval Queue should be processed within 7 days
- Vendors will not receive additional reminders of available claims from LSPs
 - Daily email alerts will be available
- Utility vendors responsibility to regularly check system for available claims
- IHCDa will be monitoring usage

EDI VS JSON FILE

- EDI file format that accompanied transmittals will no longer be available
- Utilities can take advantage of a new electronic file format
 - Legacy EDI files are being replaced
- JSON File features:
 - Secure data transfer
 - Automated and customizable pulldown/upload of client data and statuses
 - Future complex data exchange capability aka automation
- Utility vendors can reach out to vendors@ihcda.in.gov if interested in developing this upgrade

PAYMENT QUEUE

- Approved client benefits automatically fill unlocked payment batch
- Vendors responsible for locking batches to submit for payment
- Backend changes should shorten the pay period considerably



Vendor Batch

Process Next Filters

Vendor
CenterPoint Energy North

Total YTD
\$500.00

Grid to Excel

Vendor	Batch #	Locked	Created Date	Total Awards	Total
CenterPoint Energy North	2005	☐	06/22/2026 02:13 PM	2	\$500.00

1 Record(s)

PAYMENT BATCH CARD

- Payment register
- Vendors must lock batch to submit for payment
- Relevant information being finalized:
 - Paid Date
 - Batch totals
 - ACH errors (if applicable)

Vendor Batch Detail - CenterPoint Energy North

Process Next Filters

Agency

Applicant Filter Value

Batch Total
\$500.00

App #	Heat/Cool Acct	Application	Name	Address Line 1	Status	Agency
261167	1234567	02/09/2026	Shorty Shortstuff	705 S 5th St	APPROVED	WICAA
261767	6404055431-9	06/22/2026	Troy Vincent	108 N 3rd St	Approved	CAPWI

2 Record(s)

PAYMENT QUEUE

- Locked batches remain in Payment Queue
- Fresh payment batch opens after client benefit is approved

Vendor Batch

Process Next Filters

Vendor: CenterPoint Energy North

Total YTD: \$1,325.00

Grid to Excel

Vendor	Batch #^1	Locked	Created Date	Total Awards	Total
CenterPoint Energy North	2005	☒	06/22/2026 02:13 PM	3	\$825.00
CenterPoint Energy North	2006	☐	07/22/2026 02:43 PM	2	\$500.00

2 Record(s)

PAYMENT QUEUE BEST PRACTICES

- Open batches should be locked for payment weekly
- All payment info can be found within Payment Queue and relevant batches
- Payment issues or questions should be routed to IHCD
- Reminder: LSPs cannot assist with payment issues or questions
- ACH updates must go through vendors@ihcda.in.gov

ISSUE QUEUE-VENDOR VIEW

- Clients flagged by vendors will move to Issue Queue until Resolved
- Rejection Reasons:
 - No Active Service/Closed Account
 - Business Account/Non-Residential
 - Account Not Found
 - Over credit balance
- Correction Reasons:
 - Account Number
 - Address
- Agency will work to resolve
 - Return to Approval Queue
- Some will stay unresolved

Issues/Review Queue

Process Next Filters

Application Filter

ALL

Agency

Applicant Filter

Value

Grid to Excel

Filter

App #	Heat/Cool Acct	Application Date	Issue Type	Name	Address Line 1	Status	
261111	56342 / 56342	02/04/2026	Correction	Jade Belleufake	705 S 5th St	Approved	WIK

1 Record(s)

ISSUE QUEUE-RESOLVING

- Some will not be able to be sent back to vendor approval
- Clients benefits that are rejected will become programmatically approved with no benefit
 - Reminder: clients can be programmatically approved without benefits
- Rejected clients in the Issue Queue will remain there through the season
- If client updates required information, benefit can still be resolved and returned to Approval Queue
 - Ex. Credit balance

RETURN OF FUNDS

- Return of funds will soon be able to be tracked in LITT
- Return of Funds Queue allows for ROF requests to be sent to vendors to process
 - Structural changes in application processing should result in far less ROF requests overall
- Vendors able to select clients and create a record and register sheet for ROFs
- As a reminder, federal funds that are returned without using correct identifying information could result in removal from Energy Assistance Program
- More training on this will take place after functionality is finalized

BEST PRACTICES FOR VENDORS

- Minimum weekly login to LITT
- Approved clients must be processed within 7 days
- Payment batches open for no longer than 7 days
- Monitoring All Applicant Queue for Moratorium protection

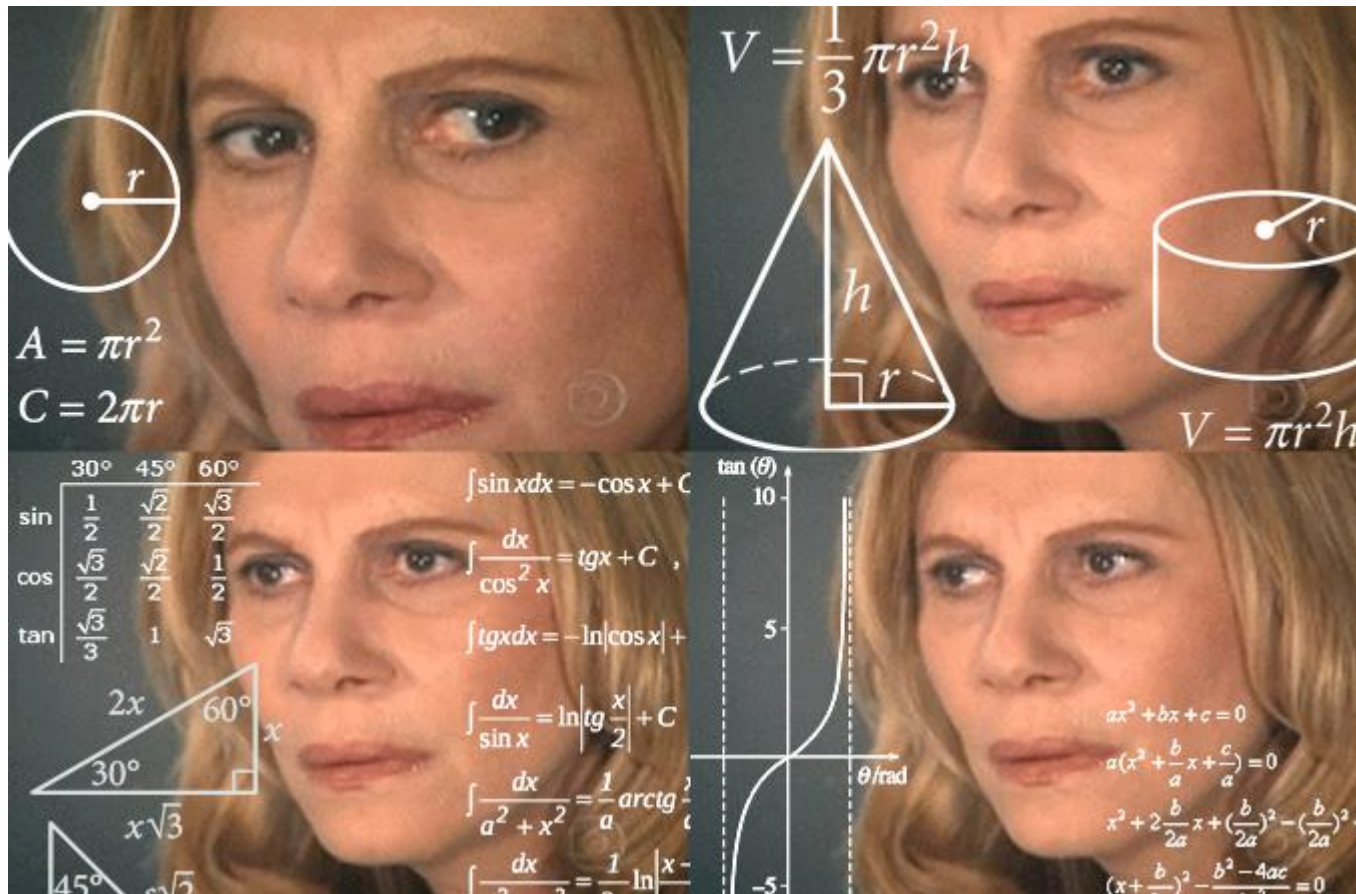
PLEDGE POLICY

- Agencies can and will still use pledges to mitigate crisis situations
 - This is an important tool
- Utility vendors subject to moratorium requirements will need to use LITT to stay compliant with regulations
- Pledges are never required to maintain service during Moratorium
 - Email vendors@ihcda.in.gov if there are questions

LITT WALKTHROUGH



QUESTIONS?



NEXT STEPS FOR VENDORS

- Live site and usernames to be sent out to begin logging in
 - Expectation for vendors to begin usage on 10/1
 - Claims will be available on this date
- Test site access will be given upon request
- Quick Guide/Manual to be shared out when complete
- Register for yearly Policy Training:
 - 8/24 Bulk Fuel Vendors
 - 8/25 Municipalities
 - 8/26 All Other Utilities
- LITT Training Refreshers to be scheduled as needed in October

NEXT STEPS

- IHCDa will upload the recording and a copy of the PowerPoint resource page
- Test system being updated
<https://littinsb.azurewebsites.net/>
- Question about Vendors email
vendors@ihcda.in.gov

thank
you!