

OPERATION FUEL: CENTRALIZED VENDOR PAYMENT PROCESS

Updated
01/04/2010

2009-10

All client applications must be submitted for payment to Operation Fuel within 10 days of the date of the application.

- 1) Enter Client and Application information into the Operation Fuel online database, the Fuel Bank Management System (FBMS).
- 2) Approve the grant award amount based on client eligibility and crisis situation.
- 3) Print a copy of the application and have the client sign it.
- 4) Attach copies of the required documentation to the client application. Refer to the 2008-09 for a list of the required documents.
- 5) If approved for an electric or gas utility bill payment, attach a copy of the most recent bill to the client application. Refer to the 2009-10 program guidelines for acceptable dates of utility bills.
- 6) If approved for a deliverable fuel, place the order with the appropriate fuel oil dealer.
 - Once the fuel is delivered to the client, have the fuel oil dealer send the delivery slip and invoice to the fuel bank for verification.
 - Once verified by the fuel bank director, attach the fuel oil delivery slip and a copy of the invoice to the client application.
 - Client may bring in a delivery ticket for oil that s/he has already received. Refer to the 2009-10 program guidelines for acceptable dates of vendor bills.
 - **Operation Fuel will not pay for any deliverable fuel bill that is more than 30 days old (from delivery date.)**
- 7) Enter the vendor Payment information for the approved client application into the Fuel Bank Management System. Also, add all relevant Fuel Vendors along with their contact information into the FBMS.
- 8) Send to Operation Fuel the complete client file. Refer to the 2009-10 program guidelines for a list of the required documents.
 - Client files should be sent to Operation Fuel via Federal Express 2-day service. Refer to the Fed Ex shipping procedures handout.
 - **Please understand that incomplete client files will delay the processing of vendor payments.**
- 9) Once Operation Fuel receives your client files, it will pay the energy vendors directly within 5 – 10 business days. Operation Fuel will make a record of payment in the Fuel Bank Management System.