



Office of Temporary and Disability Assistance

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General Information System (GIS) Message

Section 1

Transmittal:	25DC079 Upstate Only
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To:	Subscribers
Suggested Distribution:	Commissioners, HEAP Coordinators, TA, SNAP, Finance and Accounting Directors
From:	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
Subject:	2025-2026 HEAP OSC Voucher Payment
Effective Date:	Immediately
Contact Information:	HEAP Bureau (518) 473-0332 or NYSHEAP@otda.ny.gov
Attachments:	None

Section 2: 2025-2026 HEAP Voucher Creation Dates

The purpose of this General Information System (GIS) message is to notify social services districts (districts) of the creation of Rest of State (ROS) 2025-2026 Home Energy Assistance Program (HEAP) vouchers.

The initial 2025-2026 HEAP Office of the State Comptroller (OSC)/Statewide Financial System (SFS) voucher creation dates for ROS payments authorized through the application process (Non-Autopay), and via the Public Assistance (PA) and Supplemental Nutrition Assistance Program (SNAP) Autopay are as follows:

- Non-Autopay vouchers: Sunday, November 23, 2025, and each Sunday going forward
- PA Autopay vouchers: Sunday, November 23, 2025
- SNAP Autopay vouchers: Sunday, November 30, 2025

The following reports are available on PHRED each Monday morning to help districts review HEAP OSC/SFS vouchers generated each weekend. There will be separate reports for the prior and current HEAP federal fiscal year (FFY):

1. LOVG3010-OSCH – OSC-HEAP Voucher Generation Control Report
2. LOVG3000-OSCH – Cases Authorized for OSC-HEAP

3. LOVG3020-OSCH – OSC HEAP Voucher Generation List

Parts 4, 5 and 6 of the LOVG3010-OSCH – OSC-HEAP Voucher Generation Control Report will list any payment authorizations or vendors bypassed due to an exception. Exceptions will range from invalid client customer account number to invalid SFS vendor information. Districts should review all cases listed with an exception and take the appropriate action to correct. Once the case information is corrected, a voucher should be generated the following Sunday morning. More information on HEAP Voucher Generation can be found in the [BICS IPPS Manual Appendix H](#).

Once the HEAP OSC/SFS vouchers are created, they are available to districts for review until the payment file is sent to SFS. During the HEAP OSC/SFS voucher review period, there are only two actions that districts may perform on a HEAP voucher that is in OSC “Issued” status: correction of the customer account number and voiding the voucher.

Please note that each payment line has a unique voucher number, and districts can void HEAP OSC/SFS vouchers using Accounts Menu, Selection 4 – Void a Voucher. Districts must not adjust payment lines to zero on OSC vouchers. **Note: Payments in “Voucher Issued” status must first be voided in BICS before the payment line can be voided in WMS. If the WMS authorization needs to be corrected, cancelled, or voided after that voucher was cancelled, it must be done in WMS otherwise that incorrect payline will keep generating on a subsequent voucher.**

On October 24, 2025, the HEAP Benefit Issuance and Controls (BICS) locks were set to L (“Locked”) to prevent the issuance of local payments. These locks should remain set to “L” until OTDA directs otherwise.

Section 3: 2025-2026 Payment File Transfer to OSC

At this time, there is no scheduled date for payment file transfer to OSC. All vouchers for vendor direct payments will remain in OSC “Issued” status until receipt of federal funding. Districts will be notified via GIS of the payment file transfer date.