

SPECIALIZED

TELECOMMUNICATION

ASSISTANCE

PROGRAM

(STAP)

Vendor Guidelines and Procedures

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Definitions:

STAP – Specialized Telecommunication Assistance Program

STAP Administrator – Texas PUCT

STAP Contractor – Solix, Inc.

DARS – Department of Assistive Rehabilitative Services

Participant – Customer who will receive the equipment

Vendor – Company that provides the equipment to the customer

PUCT – Public Utility Commission of Texas

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I. Program Overview

The Specialized Telecommunication Assistance Program (STAP) was added in the 75th Legislature in 1997. The Statute defining this program is in Chapter 56 Subchapter E of the Public Utility Regulatory Act. The Statute requires the Public Utility Commission (PUCT) and the Texas Commission for the Deaf and Hard of Hearing (now Department of Assistive and Rehabilitative Service (DARS)) to establish the program:

A. SUBCHAPTER E. SPECIALIZED TELECOMMUNICATIONS ASSISTANCE PROGRAM

Sec. 56.151. SPECIALIZED TELECOMMUNICATIONS ASSISTANCE PROGRAM.

The commission and the Texas Commission for the Deaf and Hard of Hearing by rule shall establish a specialized telecommunications assistance program to provide financial assistance to individuals with disabilities that impair the individuals' ability to effectively access the telephone network to assist the individuals with the purchase of basic specialized equipment or services to provide the individuals with telephone network access that is functionally equivalent to that enjoyed by individuals without disabilities. The agencies may adopt joint rules that identify devices and services eligible for vouchers under the program.

(Added by Acts 1999, 76th Leg., R.S., Ch. 62 (SB 1368), § 18.08(e).) (Amended by Acts 1999, 76th Leg., R.S., Ch. 1553 (SB 1441), § 7; Acts 2001, 77th Leg., R.S., Ch. 424 (HB 2345), § 1).

B. PUCT Rules

Chapter 26 Subchapter P of the PUCT Substantive rules governs the Commissions participation of the STAP program. The Substantive rule can be found on the PUCT website at

<http://www.PUC.state.tx.us/agency/rulesnlaws/subrules/telecom/26.415/26.415.pdf>

C. DARS Rules

Title 40, Part 2, Chapter 109, Subchapter D of the Texas Administrative Code (TAC) governs DARS participation of the STAP Program. The TAC can be found on the DARS website at

[http://info.sos.state.tx.us/pls/pub/readtac\\$ext.ViewTAC?tac_view=5&ti=40&pt=2&ch=109&sch=D&rl=](http://info.sos.state.tx.us/pls/pub/readtac$ext.ViewTAC?tac_view=5&ti=40&pt=2&ch=109&sch=D&rl=)

II. Overview of DARS in the STAP Process

DARS' responsibility in the STAP process occurs prior to the participant exchanging the voucher for the proper piece of telecommunications device, as authorized by DARS.

DARS determines the:

Basic Equipment or Service in Rule §109.407

[http://info.sos.state.tx.us/pls/pub/readtac\\$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=2&ch=109&rl=407](http://info.sos.state.tx.us/pls/pub/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=2&ch=109&rl=407)

Program Eligibility in Rule §109.409

[http://info.sos.state.tx.us/pls/pub/readtac\\$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=2&ch=109&rl=409](http://info.sos.state.tx.us/pls/pub/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=2&ch=109&rl=409)

Persons Authorized to Certify Disability in Rule §109.411

[http://info.sos.state.tx.us/pls/pub/readtac\\$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=2&ch=109&rl=411](http://info.sos.state.tx.us/pls/pub/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=2&ch=109&rl=411)

Issuing Vouchers in Rule §109.413

[http://info.sos.state.tx.us/pls/pub/readtac\\$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=2&ch=109&rl=413](http://info.sos.state.tx.us/pls/pub/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=2&ch=109&rl=413)

Determination of Voucher Value in Rule §109.415

[http://info.sos.state.tx.us/pls/pub/readtac\\$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=2&ch=109&rl=415](http://info.sos.state.tx.us/pls/pub/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=2&ch=109&rl=415)

The voucher application for the participant and certifier along with outreach sites, voucher values, and rules and statutes can be found on the DARS' website at <http://www.dars.state.tx.us/dhhs/stap.shtml>.

III. Overview of PUCT in the STAP Process

The PUCT's responsibility in the STAP process occurs after the participant receives the voucher from DARS authorizing STAP approved equipment.

The STAP Contractor is responsible for STAP vendor registration and reimbursement. In addition, the STAP Contractor also intervenes if there is a problem between a STAP voucher participant and a vendor.

The STAP Contractor maintains on the PUCT's website a listing of compliant STAP Vendors, approved equipment by category, Manufacturer's Suggested Retail Price (MSRP) as approved by the PUCT for approved equipment, Frequently Asked Questions (FAQ's), Vender Registration Forms, Contact Information, and Vendor Notifications. The STAP information, as it relates to the PUCT, can be found at <http://stap.PUC.state.tx.us/Stap/default.aspx>.

IV. Vendor Registration and Requirements

A. New Vendors - Vendors seeking to participate in the STAP program must submit a completed current application in order to be approved to begin exchanging equipment authorized on STAP vouchers. The application form, found at <http://stap.PUC.state.tx.us/stapv/Application.aspx>, should be sent to the STAP Contractor to be reviewed.

If approved, the vendor will be notified that they are eligible for reimbursement of exchanged vouchers as of the approval date. If a voucher was exchanged prior to the approval date it will not be processed for payment.

Vendors submitting applications with missing or incomplete information will be rejected and receive notification from the STAP Contractor. Corrections may be submitted to complete the application.

New vendors must reregister at the beginning of the following fiscal year, regardless of when the initial application was received.

B. Existing Vendors – Existing vendors MUST recertify annually. The application for the new fiscal year will be posted to the PUCT website (<http://stap.PUC.state.tx.us/stapv/Application.aspx>) by August 1st and must be completed and submitted by August 31st. Failure to submit the application by August 31st or submitting an application with missing or incomplete information will result in the company being deemed non-compliant. The company will receive notification from the STAP Contractor.

C. Non-Compliant Status - A company with non-compliant status will be removed from the PUCT website listing of active vendors and will not be reimbursed for vouchers exchanged during the period they are non-compliant. Once the vendor has taken corrective action to be compliant, the vendor will be reinstated on the PUCT active vendor listing.

Note: Approved vendor applications are valid for the duration of the existing State fiscal year in (September 1-August 31). Applications are updated annually; vendors must submit the applicable registration for each fiscal year.

D. Requirements

If a vendor's email is invalid, the STAP Contractor will attempt to phone the vendor to inform them that a valid e-mail account is required to participate as a STAP vendor. If after 24 hours the vendor is unreachable by phone, the STAP Contractor will send the vendor a certified letter informing them that they are out of compliance. The vendor will be required to notify the PUCT STAP Contractor of a new valid e-mail address within two business days of receipt of the letter.

Vendors must be accessible to customers during normal business hours Monday-Friday 9:00-5:00 by phone, storefront, or e-mail. Vendors must respond to customer inquiries within 3 working days.

If information on vendor registration changes, vendor must notify the STAP Contractor within 10 business days.

V. Voucher Exchanges and Device Returns

Once DARS approves a STAP application for a specialized telecommunications voucher, DARS will mail the STAP voucher to the participant. The voucher will list the category type for equipment or service approved and the maximum dollar amounts for each category to be exchanged. The voucher consists of 3 color-coded pages: Golden – participant copy, Pink – vendor copy to be retained and Yellow – to be submitted by vendor for reimbursement.

The participant locates an approved STAP vendor on the PUCT website (<http://stap.PUC.state.tx.us/stapc/StapVendorReport.aspx>) to exchange the voucher for the piece(s) of approved equipment. The vendor shows the participant appropriate equipment in the equipment category for which the voucher was approved. Once the participant selects the desired equipment, the voucher exchange occurs.

Vendors must provide the customer with accurate contact information and instructions regarding what the customer should do if the device malfunctions within the first 30 days.

A. Voucher Exchange – In Person

When the participant receives the equipment, the vendor ensures equipment operation instructions have been provided. The vendor completes the transaction with the participant by filling in the vendor information and completing Section 2 of the voucher. Section 2 provides spaces for the vendor to describe the device being provided, including the make, model, and price charged for the equipment provided. The vendor should be as specific as possible when describing the equipment.

If the cost of the equipment selected by the participant exceeds the amount authorized on the voucher, the participant is responsible for paying the difference to the vendor. In addition, the vendor must sell the piece of equipment at the same price to STAP participants and the general public. Vendors may charge up to 125% of the manufacturer's suggested retail price unless the vendor charges the general public customers a lower amount. The last step in the voucher exchange process is the signature of the participant. The participant reviews all the information completed on the voucher by the vendor and after the participant agrees the information is correct, signs and dates the voucher. The exchanged voucher can only be signed by the participant (customer) named on the voucher or a Parent/Guardian or power of attorney (POA). The participant keeps the golden copy for their records. The vendor keeps the pink and yellow copies for their records and for reimbursement submission.

B. Voucher Exchange – Via Mail

The exchange of vouchers for devices can be accomplished through mail delivery. A participant contacts a vendor to determine if the vendor can exchange a voucher via mail for the equipment authorized by the voucher.

If the vendor and participant are completing the exchange of the voucher and equipment by mail, the vendor must send the package with signature required to the address listed on the voucher. This delivery signature will be necessary for the vendor to be reimbursed by the State. The participant mails all three copies of the voucher to the vendor without signing the voucher. Vendors are prohibited from requiring a signed voucher upfront to complete the STAP transaction. Once the vendor receives the unsigned voucher, the order can be filled.

In the package going to the participant, the vendor must include the participant's copy (golden) with the vendor sections completed including the company information, Section 2, and the vendor signature.

Again, the package must be sent with a signature required to the address printed on the voucher. This signature receipt will be necessary for the vendor to include when requesting reimbursement from the State. Once the package with the equipment arrives at the address on the voucher, the participant (or someone over the age of 18) signs for the package. The signature page from the delivery service MUST include the specific address to which the package is delivered. This is required in order for the vendor to obtain reimbursement from the State.

The vendor may charge the participant for the cost of shipping but cannot charge the State the shipping costs for completing the voucher transaction through the mail.

C. Voucher Exchange – Partial

A partial voucher exchange is only valid if the primary device is one of the pieces exchanged.

Vouchers can only be filled by one vendor; therefore, voucher splitting between vendors is not allowed. Only one vendor can be used per voucher exchange, whether it is for the entire vouchers listed equipment or for partial voucher equipment. Vouchers can be completed on a partial basis with the participant receiving some, but not all, of the equipment categories named on the voucher. The primary device (first equipment listed on the voucher) MUST be provided when the voucher is exchanged; however, the secondary may be forfeited by the participant. If the primary device is not provided, the exchange is void and the State will not pay on the voucher.

If the primary device is exchanged but the participant agrees to forego the secondary device, the vendor fills in the vendor information along with Section 2 (device description and price) and signs and dates the voucher. The participant then verifies that only the equipment received is included in Section 2 with the correct amounts. If the information is correct, the participant signs and dates the voucher, gives the pink and yellow copies to the vendor, and retains the golden copy.

D. Voucher Exchange – Corrections

The use of whiteout on the voucher is prohibited and any vendor seeking voucher reimbursement containing whiteout information will be rejected. If Section 2 of the voucher is filled in and the participant decides they want a different device before the exchange occurs, the vendor may line through the incorrect information and then fill in the correct information. The participant must initial the voucher next to the correction. If the participant has incorrectly filled in Section 2 of the voucher and then mailed it to the vendor for a mail order exchange, the vendor may line through the incorrect entry and initial next to the needed correction.

A voucher can only be lined through and used by the same vendor for the voucher exchange to be valid. If a vendor writes on a voucher and then the participant decides to use a different vendor, the voucher

is not valid. All three copies of the voucher should be sent to DARS (P.O. Box 12607, Austin, Texas 78711) so that a new voucher may be reissued to the participant.

E. Voucher Exchange Clarifications

If the equipment provided is not approved for the category authorized on the voucher, the vendor will not be reimbursed. The participant must be given the opportunity to return the equipment to the vendor in lieu of paying for the equipment.

If the approved equipment provided includes a prepaid cell phone or two-way pager service, only the cost of the equipment will be reimbursed; the service costs are not allowable and will not be reimbursed by STAP.

For approved equipment, vendors will be reimbursed the lesser of the price authorized for the equipment category in Section 2 of the voucher or 125% of the Manufacturer's Suggested Retail Price (MSRP) as posted on the PUCT website. If the equipment provided meets the requirement for the category named on the voucher but is not included in the MSRP listing on the PUCT website, the vendor must provide information regarding where the MSRP and equipment specifications can be verified when requesting voucher reimbursement. If that information is not presented with the voucher, the voucher will be rejected for payment until the proper documentation is presented. When the documentation is verified by the STAP Administrator, the voucher will be approved for payment (assuming there are no other issues with the voucher), and the new equipment and MSRP will be posted on the PUCT website at <http://stap.PUC.state.tx.us/Stap/default.aspx>.

F. Voucher Exchange Situations

If a participant contacts the STAP Contractor because the voucher was mailed to the vendor but the participant has not received the equipment within 14 calendar days, the STAP Contractor will contact the vendor. If the vendor has received the voucher, the vendor will be instructed to contact the participant and provide them with an update on the equipment shipment. If the vendor has not received the voucher, the STAP Contractor will notify DARS of the situation and request a stop payment on the voucher so that DARS may start the reissue process.

G. Equipment Returns - Overview

- Participants have 30 days from the date the voucher was exchanged to return or exchange the provided equipment without penalty.
- Vendors cannot charge a restocking fee to the participant or the PUCT for equipment returned within 30 days from the voucher exchange and shall not encourage a participant to keep equipment in lieu of an exchange or return.

- The vendor must hold the exchanged voucher for 10 business days before submitting to the State for reimbursement, allowing the participant time to test the device to determine suitability.

When a voucher is submitted for reimbursement it becomes more cumbersome for the vendor and the participant to complete new transactions. If the vendor writes on the voucher and changes need to be made, they must strikethrough the existing wording and write in the new information. The participant MUST initial all strikethroughs. The use of white out correction materials is strictly prohibited and will void the voucher for reimbursement. If the customer has improperly written on a voucher and then submitted it to a vendor for a mail-order purchase, the vendor may strike through and initial the incorrect information and proceed to process the order in the prescribed manner.

H. Equipment Returns – Within 10 Business days of Original Exchange

If the participant returns the equipment within the vendor 10 business day voucher holding period and exchanges the equipment for the same exact piece(s) of equipment, the vendor must strikethrough the voucher copies and write in the new exchange date. The participant must initial on the strikethrough and the new date added to the voucher. The vendor must hold the voucher an additional 10 business days from the new exchange date.

If the participant returns the equipment within the vendor 10 business day voucher holding period and exchanges the equipment for different piece(s) of equipment, the vendor must strikethrough Section 2 and the exchange date on the voucher copies and write the new information. The participant must initial on any strikethrough and any new information added to the voucher by the vendor. The vendor must hold the voucher an additional 10 business days from the new exchange date.

If the participant returns the equipment within the vendor 10 business day voucher holding period and does not exchange equipment with the vendor, the participant should collect the vendor's voucher copies (yellow and pink) and submit them along with the participant golden copy to DARS for voidance of the current voucher and to request a new voucher.

I. Equipment Return – Within 30 days of Original Exchange

If the participant returns the equipment for different equipment from the same vendor and the vendor has not submitted the voucher to the state for reimbursement, the vendor must strikethrough the three voucher copies and writes the new information pertaining to the new exchange. The participant must initial all strikethroughs.

If the participant returns the equipment and does not make a new exchange the vendor should give the participant the two vendor voucher copies. The participant should then return all voucher copies to DARS and request the reissuance of a new voucher.

If the participant returns the equipment and receives another STAP- authorized device and the vendor has been paid, the vendor must contact the STAP Contractor to let them know that a new transaction for the paid voucher will be forwarded for processing. The vendor must strikethrough the participant's copy and the vendor's remaining pink copy and add the new information. The participant must initial any strikethrough. The vendor will submit to the STAP Contractor the new documentation and the remaining vendor voucher pink copy. The vendor must remember to include all necessary documentation for the voucher to be processed. If the net of the original payment and this device return and exchange has the State owing the vendor, the STAP Contractor will process the net difference within the normal process schedule. If the net of the two transactions results in the vendor owing the State money, the vendor must submit the voucher with the proper documentation and a check for the difference.

If the participant returns the equipment and does not exchange the voucher for another piece of equipment and the vendor has submitted the voucher to the state for reimbursement and has been paid, the vendor shall contact the STAP Contractor to let them know what has transpired. The vendor must reimburse the State for the amount paid to the vendor for the voucher paid. If the vendor does not reimburse the USF, future payments to the vendor will be reduced until the amount owed has been recovered.

If the participant returns the equipment and does not exchange the voucher for another piece of equipment, but the vendor has submitted the voucher for reimbursement from the State and has not been paid, the vendor must notify the STAP Contractor that the device has been returned and the USF Contractor will place a hold payment on the voucher. The STAP Contractor will notify DARS and the STAP Administrator. The vendor should turn over the other (pink) vendor copy to the participant so that the golden and pink copy can be returned to DARS, at which time a new voucher may be reissued.

J. Equipment Return – After 30 days of Original Exchange

The State rules do not apply to returns of equipment after 30 days. It is at the discretion of the vendor to determine how they want to handle a return beyond the 30-day time period from the initial voucher/equipment exchange. The State is not liable for any transactions between the vendor and participant.

If the vendor accepts a return of equipment from the participant after the 30 days and the participant has proof that the equipment was taken back, the vendor is not eligible to be reimbursed for the returned equipment and, if already reimbursed for the returned equipment, is responsible for reimbursing the State.

VI. VOUCHER PROCESSING AND PAYMENTS

Once the voucher exchange has been completed and the 10 business day voucher holding period has elapsed, the vendor can submit for voucher reimbursement from the State. Yellow voucher copies are sent to the STAP Contractor, along with the proper backup documentation for reimbursement. The STAP Contractor has 45 calendar days from the date of receipt of the voucher in which to process and pay the vendor. If there are any discrepancies about the payment requested, the 45 days begins again when all discrepancies have been resolved. Vendors will not be reimbursed for vouchers exchanged while a vendor was not a STAP approved vendor.

A. Vendor Proper Supporting Documentation

The vendor must submit to the STAP Contractor the following documents in order for the voucher to be processed for payment:

- Yellow copy of voucher (Pink copy will be accepted PUCT if yellow copy is misplaced)
- Detailed Invoice including make model and price of equipment
- Delivery Signature Receipt (If transaction is completed by mail)
- MSRP and Where to Find the Information (For new piece of equipment not already identified on Equipment MSRP Listing on PUCT Website)

B. MSRP and Where to Find the Information

If the vendor is requesting reimbursement for a piece of equipment not identified on the PUCT website, the vendor must include the MSRP and identify the location where this information can be verified.

C. Golden/Pink/Yellow Copy of Voucher

On the voucher, the vendor must fill in all information pertaining to the company:

- Company Name
- Address
- City, State, & Zip Code
- Telephone Number including Area Code
- STAP Vendor ID

The vendor must also complete Section 2, which provides a description of the devices sold including make, model numbers number along with cost of each piece of equipment sold

The third section of the voucher that needs to be completed is the signature section. The participant must sign and date the voucher in order to verify the equipment was received and the vendor must sign and date the voucher verifying the equipment named was what was provided to the participant.

D. Invoice

The accompanying invoice must be on company letterhead paper and clearly identify each piece of equipment sold and must include the make and model number and the dollar amount for each piece of equipment. The model number provided must match the manufacturers' model number. The invoice product information should match the voucher Section 2 exactly.

If the approved equipment exchanged is a prepaid cell phone or two-way pager, the amount reimbursed by STAP is the amount for the telephone or pager only. The service costs will not be paid by STAP. Please list the phone and the service separately on the invoice.

Invoices can only cover one voucher. Invoices with equipment descriptions for multiple vouchers will be rejected.

E. Delivery Signature Receipt (if transaction is completed by mail)

A copy of the SIGNED delivery receipt MUST include the physical address where the delivery was made. The delivery address receipt MUST match the address on the STAP voucher.

F. Voucher Processing

The STAP Contractor will receive the vouchers and supporting documentation from the vendors. Only complete voucher packages will be processed through to payment. Vouchers submitted to the STAP Contractor without proper backup documentation will be processed and rejected and the vendor will receive notice that the voucher will not be paid without additional information submitted. Invoices submitted without a voucher attached will not be processed; the vendor will be contacted to obtain information about the missing corresponding voucher. Invoices sent without an accompanying voucher, but that completes a previously rejected voucher, will be included in the voucher process.

When sending invoices to cover a rejection please attach the rejection letter and be sure the voucher number is listed on the invoice. Each voucher must have its own invoice. Vouchers with an invoice that covers several vouchers will be rejected for processing.

G. STAP Contractor Voucher Processing Protocol

Vouchers shall be rejected for any of the following reasons:

- Date of exchange occurred after the expiration date
- Customers signature does not match either the customer or the guardian information
- Customer signature is not dated or the date is not legible
- A signed signature receipt for mailed equipment transactions was not provided
- The signature receipt address does not match the address on the voucher (for mailed equipment transactions only)
- The piece of equipment presented is not on the MSRP list on the PUCT's website (The vendor must submit an MSRP and the location where this information can be found.)
- The equipment purchased is not in the category of the equipment authorized on the voucher
- An invoice is not attached to the voucher (unless the invoice received makes a correction to a previously rejected voucher)
- The invoice description does not match the description on the voucher
- The invoice amount does not match the amount on the voucher
- The invoice pertains to more than one voucher
- The voucher does not have a vendor's signature
- The vendor signature is not shown on the vendors annual registration, (at least 3% of vouchers are checked)
- There is not a date next to the vendor signature
- The vendor TXV number has not been entered or is incorrect
- The vendor address is not filled in completely and correctly as shown on the vendors' annual registration
- The vendor has not submitted a vendor registration and is non-compliant

If rejections occur, the vendor will receive an email detailing the problems that occurred during voucher processing. The vendor should correct the shortcoming(s) by providing the corrected information to the STAP Contractor. If everything is approved during processing, the voucher is moved to payment status.

The exception is the contractor receiving an invoice without a corresponding voucher, in which case, nothing will be processed and the vendor will be contacted to inquire about the required corresponding voucher. However, invoices sent to complete a previously rejected voucher will be processed.

A notification will be sent to the vendor when a price discrepancy occurs and the vendor requests more than the MSPR or equipment value on the voucher. The STAP Contractor will reimburse at the proper amount without the vendor having to take action.

H. Payments

The STAP Contractor pays the vendors at a minimum of once a month. This payment is made by direct deposit into the vendor's bank account on record. A record of all paid vouchers is emailed to the vendors when payment is made so the vendor can reconcile the payment. As described in the Voucher Exchange Section, vendors do not receive partial payments.

In addition, the record will show: vouchers processed, but not yet paid; rejected vouchers; and, the date that each voucher will expire for the vouchers submitted by that vendor.

VII. Customer Service

A. Voucher Status

Questions regarding voucher status (Payments / Rejections), voucher exchange or vendor registration / renewals should be directed to the STAP Contractor who can be contacted at 877-236-6653 or emailed at STAP@solixinc.com.

B. Participant Questions

Participants who have questions regarding how to apply for a voucher, the status of the printing of a new voucher, or a reissued voucher should contact the Department of Assistive and Rehabilitative Services (DARS) / Office for Deaf and Hard of Hearing Services (DHHS) at 512-407-3250 and ask for STAP. You can email your questions to STAP@dars.state.tx.us.

C. STAP Contractor Complaints

Any complaints against the STAP contractor should be directed to the Public Utility Commission STAP Administrator at 512-936-7132 or emailed to STAP@PUCT.state.tx.us.

D. Vendor Complaints

All complaints against vendors should be directed to the STAP contractor at 877-236-5563 or emailed to STAP@solixinc.com. The STAP contractor will notify the STAP Administrator about the issue and the resolve.

VIII. Reports and File Transfers

A. Reimbursements to the TUSF from vendors.

The STAP contractor must notify the STAP Administrator and DARS within 3 business days when vendors reimburse the State for a previously paid voucher that had equipment returned within the 30-day window. The information should include the voucher number and the voucher print date.

B. Disbursement Reports to Vendors from STAP Contractor

When the STAP Contractor pays vendors for approved voucher exchange, they send the vendors a record showing which vouchers and how much per voucher has been paid.