



End-to-End (E2E) Payments

February 24, 2023



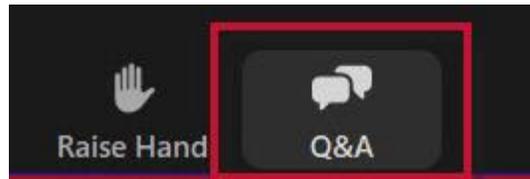
WELCOME



Asking Questions

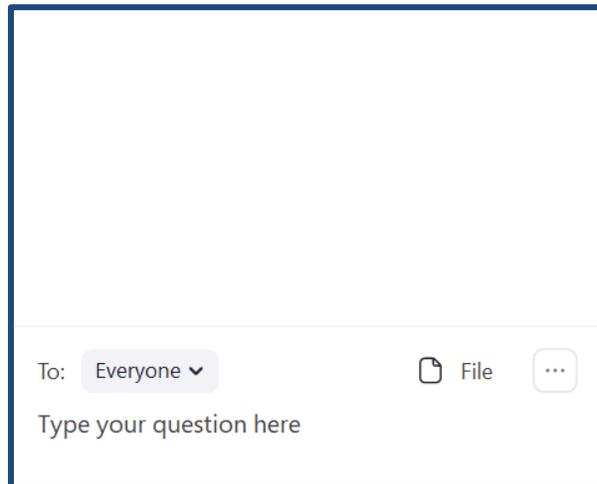
We will be monitoring the Q&A for questions

1



Click “Q&A” to submit a question (or “Raise Hand” to share a verbal question at designated breaks)

2



Enter your question into the “Q&A” box

We will follow up with answers to any questions that we don’t get to during the session

THIS CALL IS BEING RECORDED





Purpose

Review common errors in payment issuance process, and train on how to correct



Goal

Decrease number of erroneous payment information sent to Happy and increase processing efficiency





- Common Payment Errors
 - Tenant Key Reminder
 - Failed Payments
 - Checking Addresses
 - Payment Methods
 - Payment Types
- Q&A Break
- Voided/Returned payments
 - Reissuing Payments
- Q&A Break
- RAA Support & Resources



- Payment records are generated based on expense records
- At 4PM daily, approved payments are exported to Happy
 - Only sent to Happy if:
 - » Payment status *'Verified by Worker'*
 - » Case Status – *'Ready for Payment'*
 - Stipends are sent 5 days prior to the 1st of the month
- At 9AM daily, a response file from Happy is imported into E2E
 - Contains all payments from the day before
 - Contains Tenant Key and Accounting Contact Key for all HOH and Landlords
- Once a payment has been sent to Happy, no changes in E2E will impact that payment



- In order to connect to Happy, staff must review potential duplicates and add the Happy Tenant Key to the contact record when appropriate
- **ONLY** add the Tenant Key *if*:
 1. The Head of Household in E2E is the same as the Head of Household in Happy
(You can check this by looking at the 'relationship' in the Happy Member details (H))
 2. The Social Security Number in E2E and Happy match exactly
 - If the HOH has no SSN, the import will put all 999-99-9999 in the file. In order to match to Happy, the HOH in that record must have all 9s as well
- Copy/paste the Tenant Key into the E2E HOH contact record

 **DO NOT** 

- Use Happy Tenant ID
- Use Tenant Key for non H
- Match if SSN is different

FAILED PAYMENTS



- If the Tenant Key is entered incorrectly and the case is submitted for payment, that payment will fail the Happy import
- These payments will be marked with the status 'Payment Failed' in E2E
- RAAs must monitor the Failed Payments report **daily** to see which payments didn't make it to Happy - See [Failed Payments Report | Salesforce](#)

Submitted for Payment

Details Related Documents **Benefits/Payment** Case Comments

Expense Details (1) ⚙️ 🔄 New Move to Another Case

1 item • Sorted by Expense Code • Updated a few seconds ago

<input type="checkbox"/>	Expense Code ↑	Record Type	Total Amount Requested	Total Verified Amount	Verification Status
1	<input type="checkbox"/> E-15661	Rent	\$4,000.00	\$2,220.00	Verified by Worker

[View All](#)

Payments (1)

Payment ID	Payment Reason	Actual Amount	Status
P-282032	ARR	\$2,220.00	Payment Failed

[View All](#)

CHECKING ADDRESSES



- As part of case review before approval, staff must check the landlords' mailing and/or check address
- Confirm that the address has a street number and appears to be a **real address**

Owner Contact Card

Confirm mailing address (Direct Deposit payments will use this address for 1099s)

DHCD E2E Staff Por... Cases DHCD Reports 0000566

00004996 00002419 TrainWF ...

SSN/TIN 222223333 Ethnicity

Race Single Age

Relationship Contact

SOA Vendor Code Legal C

Additional Details

Employment Status Type of

Driver's License Number Driver's

Is Active Is Prima

Contact Info

Phone (333) 333-4444 Phone T

Email trainwfl@yopmail.com Preferre

Consent to receiving text messages. Preferre

Address Information

Mailing Address Main Street Springfield, MA 01105 Apartm

System Information

Owner Payment Method

- Confirm check address for paper owner checks
- Only Business Admin will be able to update if address is incorrect

Payment Method PM-00226

Related Details

Information

Name	PM-00226	Accounting Key	212181
Street/PO Box	EDWARDS ST	Record Type	Check
Check Address	EDWARDS ST SPRINGFIELD MA 01103	Owner	TrainWF TrainWFL
Payee Name/Check Addressed To Link	TrainWF TrainWFL	City	SPRINGFIELD
Payee Name/Check Addressed To	TrainWF TrainWFL	Preferred Method of Payment	Check
Verification Status		State	MA
		Zip Code	01103

System Information

Created By TrainWF TrainWFL 10/7/2022 12:48 PM Last Modified By Talend Job 11/10/2022 4:48 PM

CHECKING ADDRESSES



- Before sending a payment to a provider, **confirm** that you are sending to the correct mailing address

Provider List
Confirm address for paper checks

<input type="checkbox"/>	Key Accou...	ERAP Provider Name ↑	Provider ...	Provider ...	Address Line1	A...	City	Zipcode	St...	P..
1	<input type="checkbox"/> 136110	A Fresh Start Moving Company	A Fresh St...	MOVING	40 Eastern Ave 218		Malden	02148	MA	
2	<input type="checkbox"/> 6834	A To Z Moving & Storage	A To Z Mo...	MOVING	380 UNION STREET SUITE 1		West Sprin...	01089	MA	
3	<input type="checkbox"/> 167133	Aarons LLC	Aarons LLC	FURNITURE	1090 Kings Highway Unit 2		New Bedf...	02745	MA	
4	<input type="checkbox"/> 130864	Abc Moving & Storage Llc	Abc Movi...	MOVING	241 Willard St		Leominster	01453	MA	
5	<input type="checkbox"/> 150182	Adams Furniture	Adams Fu...	FURNITURE	394 Second St		Everett	02149	MA	
6	<input type="checkbox"/> 176192	Affordable Mattress & Furniture	Affordabl...	FURNITURE	1029 North Rd.		Westfield	01085	MA	
7	<input type="checkbox"/> 10790	Affordable Moving	Affordabl...	MOVING	9 Needhams Landing Road 404		Lynn	01905	MA	
8	<input type="checkbox"/> 97965	All My Sons	All My Sons	MOVING	7 Adam Road		Stoneham	02180	MA	61



PAYMENT METHODS

- In order to successfully send a LL payment to Happy, the Payment Method in the payment detail **must match** the Payment Method in the LL case
- If a LL wants to change the Payment Method for any reason, it must be updated in **both** locations

LL CASE

Tenant/Landlord Portal Status	Denied
Contact Name	TrainNWHs TrainNWHsLL
Payment Method	PM-00258
Property Address Verification Status	Verified by Automated Service - Green

PAYMENT DETAIL

Edit P-0771

Information			
Payment ID	P-0771	Owner	Carol Fahy
Actual Amount	<input type="text" value="\$1,200.00"/>	Paid to Type	Landlord
Actual Paid Amount (Happy)	\$0.00 <i>This field is calculated upon save</i>	Payment Method	PM-00258

HAPPY

If a payment makes it to Happy without a payee name/address – this is the issue

- Pending

1 found | 172555 total

Note History Find Print

Initial Data Household Unit Data Owner Eligibility TTP Program FSS/MTW Portability Transactions Documents

TRANSACTION DETAILS

Action Type: A Accounting Adjustment

Effective Date (2b): 12/19/2022

UNPOSTED TRANSACTION ITEMS

Below is a list of Locked In Transaction Items that have not been posted to Accounting. Click the arrow to review the Transaction Details.

Pay Date	Date	Action	Item	Agency	Program	Contact	Amount
02/01/2023	02/01/2023	A	ARR	6	2		\$4,950.00

HAP \$0.00

PAYMENT TYPES



Expense Record
Choose appropriate moving expense category

Payment Record

- Confirm that the payment reason is **correct**, this is the code that will be sent to Happy
- 'Other' should be used very rarely

Edit E-4527

Information			
Expense Code	E-4527	Record Type	Moving Expense
Case	00004996	Total Verified Amount	\$22.00 <i>This field is calculated upon save</i>
Total Amount Requested	\$22.00 <i>This field is calculated upon save</i>		

Moving

Moving Expense Category: **Other**

Business Phone:

Provider:

Requested Amount:

Verification Status:

Verified Requested Amount:

Verification Status:

Cancel Save & New Save

Edit P-1383

Information			
Payment ID	P-1383	Owner	Molly butman
Actual Amount	\$22.00	Paid to Type	Moving Expenses
Actual Paid Amount (Happy)	\$0.00 <i>This field is calculated upon save</i>	Payment Method	Search Payment Methods...
Return/Voided Payment	<input type="text"/>	Payment Date	2/13/2023
Case Number	00004996	Payment Reason	FUR
Paid to Rental Link	Search Contacts...	Tenant	--None--
Paid To Rental	TrainWF TrainWFL <i>This field is calculated upon save</i>	Status	ARR
Expense Detail	E-4527	Payment Object Id	BRO
Payment Voided Date	<input type="text"/>	Paid to Type	CON
Month	February 2023		FMR
Check/ACH Number	<input type="text"/>		✓ FUR
			LMR
			MIS
			MOR
			MST
			MOV

Happy Information

Happy DD Flag:

Happy Paid Amount:

Happy Key 1099:

Accounting Contact:

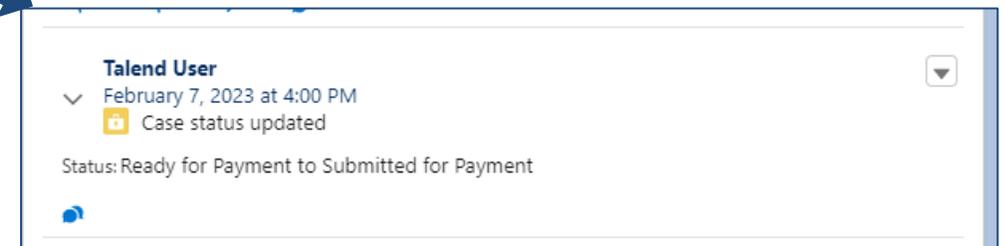
Happy Key Agency:

Cancel Save & New Save



OTHER PAYMENT REMINDERS

- Reject unwanted payments instead of leaving in ‘*not verified*’
 - If created by accident or no longer needed
- Do **not** manually mark any payments as ‘*Submitted for Payment*’
- Cases stuck in ‘*Ready for Payment*’ may be missing information
 - Payment date
 - Payment method
- ‘Talend’ is the automated tool that sends data to Happy, updates case/payment statuses, and sends out some system notifications





QUESTIONS



VOID/RETURNED PAYMENTS

- Payments that need to be voided or returned will be communicated between **program staff and fiscal staff** outside of E2E (by email or via any internal system that the RAA uses)
- RAA should process voids and returned payments in the 1099 module, as they typically would in Happy
- Fiscal staff can edit the 'Payment Notes' field in Happy
 - Happy will automatically insert a void or returned note, this field can be edited **(see green)**
 - Add a note here indicating why payment was voided or returned and if the payment should be reissued
- Do not edit the payment memo under any circumstance when performing a void/return, as this will break the link between Happy and E2E
 - Payment memo will include application info from E2E, do not change or add to it **(see red)**

PAYMENT			
Payment Type	UTL	Payment Notes	Voided Payment Offsetting Entry - Voided on 11/8/2022 by Molly Butman - check lost in mail, will reissue
Amount	-\$455.00	Payment Memo	65646678757.00002787, a0M3R000003abUkUAI
Payment on 1099	X	Payment Voided	Voided Payment Offsetting Entry
Creation Date	11/08/2022	Voided by	Molly Butman on 11/08/2022
Manual Type			
Abated	<input type="checkbox"/>		
Abated Amount			

VOID/RETURNED PAYMENTS



- Payments that were voided/returned in Happy will have their payment status updated automatically by 9:30AM the following day
 - Do **not** change the payment status manually in E2E for voided payments

Payments (2)			
Payment ID	Payment Reason	Actual Amount	Status
P-0431	UTL	\$455.00	Payment Voided
P-0432	FUR	\$567.00	Submitted for Payment
View All			

VOID/RETURNED PAYMENTS



By clicking on the Payment ID, staff can navigate into the payment detail to (a) see how much was returned (b) and view any notes left by Fiscal Staff

Information			
Payment ID	P-0431	Owner	QA Casemanager
Actual Amount	\$455.00	Paid to Type	Provider
Actual Paid Amount (Happy)	\$0.00	Payment Method	
Return/Voided Payment	-\$455.00	Payment Date	10/26/2022
Case Number	00002787	Payment Reason	UTL
Paid to Rental		Tenant	Rohit Das
Expense Detail	E-1855	Status	Payment Voided
Payment Voided Date	11/8/2022	Payment Object Id	a0M3R000003abUkUAI
Month	October 2022	Paid to Type	Provider
Check/ACH Number	18		
Provider Details			
Paid to Provider	Lynn Water And Sewer Commission	Account Number	100003530
Happy Information			
Happy DD Flag		Happy Paid Amount	\$455.00
Happy Key 1099	929301	Accounting Contact Key	
Happy Key Agency Key		Happy Key Program Key	
Happy Key Increment Key		Happy Memo	65646678757:00002787;a0M3R000003abUkUAI
Check/ACH Number	18	Happy Notes	Voided Payment Offsetting Entry - Voided on 11/8/2022 by Molly Butman - check lost in mail, will reissue
Payment Reason	UTL	Happy Creation Date	
		Happy Payment Type	

REISSUING PAYMENTS (OTHER THAN LL PAYMENT METHOD)



1. Move the case back to '*Reviewer Status*'
2. On the case details screen, check the '*Stop Payment Notifications*' box (optional)
3. Reject the old expense record
4. Add new expense record
 - If paid to incorrect provider, select the correct provider
 - If payment amount was incorrect, enter correct amount
 - If address of provider was wrong, open Zendesk Ticket for DHCD to edit or create new provider
5. Verify the expense
6. Press '*Generate Payments*'
7. Confirm that payments were generated correctly by clicking into each new payment
8. If correct, select '*Payment Status – Verified by Worker*'
9. Move the case to '*Ready for Payment*'

REISSUE PAYMENTS: CHANGE TO LL PAYMENT METHOD



- Communicate with the LL that they need to create a new Payment Method in the LL portal
- Once new Payment Method is created, staff must associate the Payment Method with the LL case

Case Information			
Parent Case	00003401	Tenant/Landlord Portal Status	Denied
Landlord	TrainNWHS TrainNWHSLL	Contact Name	TrainNWHS TrainNWHSLL
Property Address	40 POND ST HANOVER MA 02339-1608	Payment Method	PM-00258
Street	40 POND ST	Property Address Verification Status	Verified by Automated Service - Green
Select Property Details	P-0244		

- Business Admins will be given access to edit existing payment methods. Best practice is to have the LL create a new one, but Business Admin may correct if needed
 - If correcting an existing Payment Method and there is an accounting key, updates **must** also be made in Happy

REISSUE PAYMENTS: CHANGE TO LL PAYMENT METHOD



Once Payment Method is updated in LL case:

1. Move the case back to '*Reviewer Status*'
2. Reject the incorrect expense record (with old Payment Method)
3. Create a new expense record for payments needing reissue
4. Press '*Generate Payments*'
5. Confirm that payments were generated correctly by clicking into each new payment
6. If correct, select '*Payment Status – Verified by Worker*'
7. Move the case to '*Ready for Payment*'

CORRECTING TRANSACTIONS (IN HAPPY, NOT YET PAID)



- If you find an error or need to make a change to a payment that has been sent to Happy and is not yet paid:
 - Void the transaction in Happy (Because it was not paid, this will not be communicated back to E2E)
- In E2E (to reissue)
 - Mark the payment as *'Rejected by Worker'*
 - Move case back to *'Reviewer'*
 - Generate payment with appropriate corrections (See previous slides on how to correct different situations, i.e. LL payment method, vendor, amount etc.)
 - Verify payment
 - Move case to *'Ready for Payment'*
- In E2E (no reissue)
 - Mark the payment as *'Rejected by Worker'*
 - If all payments were cancelled, close the case



QUESTIONS



RAA SUPPORT



1

[RAA Resource Portal](#)

Central resource to provide RAA staff with key updates, training and learning opportunities, and helpful information to support programs

2

[Frequently Asked Questions \(FAQs\)](#) that provide additional, concise program guidance.

The screenshot shows the homepage of the Regional Administering Agencies Resource Portal. At the top, there is a navigation bar with a menu icon, the text "Mass.gov", a search bar, and links for "Select Language", "State Organizations", and "Log In to...". Below the navigation bar, the page is titled "Regional Administering Agencies Resource Portal" and includes a welcome message: "WELCOME TO THE REGIONAL ADMINISTERING AGENCIES (RAA) PORTAL". The main content area features a paragraph about DHCD's partnership with RAAs and a "TABLE OF CONTENTS" section with three items: "UPCOMING EVENTS", "EVICTION DIVERSION INITIATIVE (EDI) OVERVIEW", and "EVICTION DIVERSION INITIATIVE (EDI) PROGRAMS". At the bottom, there is an "UPCOMING EVENTS" section with a paragraph about office hour training sessions.

The screenshot shows a press release titled "Baker-Polito Administration Announces Upcoming Closure of Federal Rental Assistance Programs to New Applications, State Programs Remain Available". The release is dated 3/15/2022 and is issued by the Executive Office of Housing and Economic Development, Housing and Community Development, Office of Governor Charlie Baker and Lt. Governor Karyn Polito. The text of the release states: "BOSTON — Today, the Baker-Polito Administration alerted renters, landlords, regional agencies, and other stakeholders that the Massachusetts housing payment assistance programs funded by federal Emergency Rental Assistance (ERA) will stop accepting new applications on or around April 15, 2022. This decision is based on the remaining balance of available federal funding. Federally funded programs include the Emergency Rental Assistance Program (ERAP), the Subsidized Housing Emergency Rental Assistance (SHERA) program, and the ERAP-Enhanced HomeBASE program. After April 15, households will still be able to apply for the state-funded Residential Assistance for Families in Transition (RAFT) program, subject to funding availability. Other existing eviction prevention programming will continue to be available for eligible households." The release also mentions that the Department of Housing and Community Development has distributed more than \$582 million to approximately 72,000 households since the beginning of the COVID-19 pandemic and anticipates using all remaining federal funding for the three ERA programs before the end of the current fiscal year. It further notes that the Baker-Polito Administration filed a FY22 supplemental budget, which includes funding to extend the state RAFT program through the remainder of FY22, and that in January, Governor Baker released the Administration's FY23 budget proposal, which includes a 264 percent increase in RAFT compared to the FY22 budget.



Further Questions

Direct questions to your supervisor and then contact the RAA support inbox (dhcdraaraft@mass.gov) as a point of escalations for questions. A member of the RAA Support Team will respond.

- ***Time-sensitive Questions:*** Critical questions that require responses within 24hrs should be submitted with a subject line that includes “**URGENT.**”



Best Practice

Please **specify the program** that you are reaching out about to ensure that the DHCD RAA Support team is best positioned to provide policy guidance.

THANK YOU!

