



End-to-End (E2E) Payments

February 24, 2023

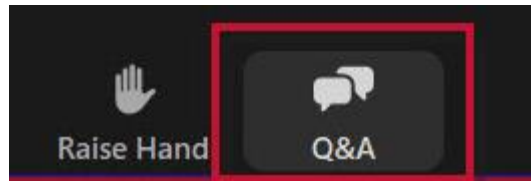


WELCOME

Asking Questions

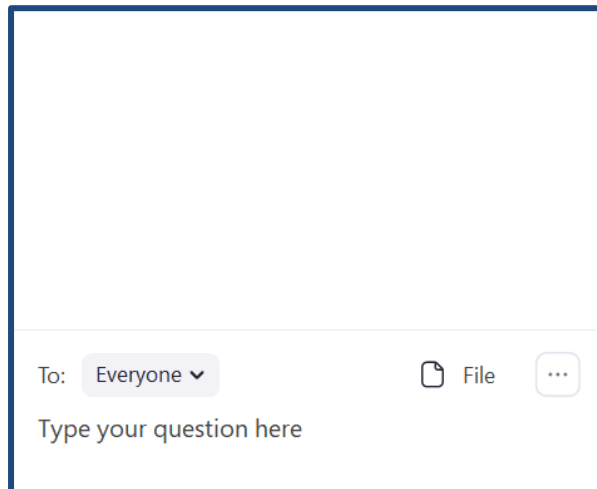
We will be monitoring the Q&A for questions

1



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

2

A screenshot of a Q&A submission form. It features a large white text area for entering a question. Below the text area, there is a 'To:' dropdown menu set to 'Everyone', a 'File' button with a document icon, and a three-dot menu button. At the bottom, there is a placeholder text 'Type your question here'.

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)

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	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 000056

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 Prefer
Consent to receiving text messages. Prefer

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
Check Address EDWARDS ST SPRINGFIELD MA 01103
Payee Name/Check Addressed To Link TrainWF TrainWFL
Payee Name/Check Addressed To TrainWF TrainWFL
Verification Status
City SPRINGFIELD
Preferred Method of Payment Check
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

DHCD E2E Staff Por... Providers 00005815 00058306 RAFT Weekly Process... Failed Payments Re										
Providers All 50+ items • Sorted by ERAP Provider Name • Filtered by All providers • Updated a few seconds ago										
	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	TrainNWS TrainNWSLL
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 <small>This field is calculated upon save</small>	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

Effective Date (2b)

HAP

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

PAYMENT TYPES



Expense Record

Choose appropriate moving expense category

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
Provider	--None--
Requested Amount	Moving
	Furnishing
	✓ Other

Verification Status	
Verification Status	Verified by Worker

Cancel Save & New Save

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 P-1383

Information	
Payment ID	P-1383
Actual Amount	\$22.00
Actual Paid Amount (Happy)	\$0.00 <i>This field is calculated upon save</i>
Return/Voided Payment	
Case Number	00004996
Paid to Rental Link	Search Contacts...
Paid To Rental	TrainWF TrainWFL <i>This field is calculated upon save</i>
Expense Detail	E-4527
Payment Voided Date	
Month	February 2023
Check/ACH Number	

Happy Information	
Happy DD Flag	
Happy Key 1099	
Happy Key Agency	--None--

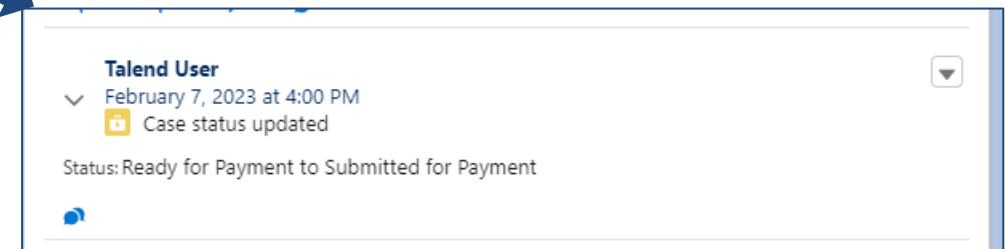
Owner	
Owner	Molly butman
Paid to Type	Moving Expenses
Payment Method	Search Payment Methods...
Payment Date	2/13/2023
Payment Reason	FUR
Tenant	--None--
Status	ARR
Payment Object Id	BRO
Paid to Type	CON
	FMR
	✓ FUR
	LMR
	MIS
	MOR
	MST
	MOV

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

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
Actual Amount	\$455.00
Actual Paid Amount (Happy)	\$0.00
Return/Voided Payment	-\$455.00
Case Number	00002787
Paid to Rental	
Expense Detail	E-1855
Payment Voided Date	11/8/2022
Month	October 2022
Check/ACH Number	18
Owner	QA Casemanager
Paid to Type	Provider
Payment Method	
Payment Date	10/26/2022
Payment Reason	UTL
Tenant	Rohit Das
Status	Payment Voided
Payment Object Id	a0M3R000003abUkUAI
Paid to Type	Provider
Provider Details	
Paid to Provider	Lynn Water And Sewer Commission
Account Number	1000003530
Happy Information	
Happy DD Flag	
Happy Key 1099	929301
Happy Key Agency Key	
Happy Key Increment Key	
Check/ACH Number	18
Payment Reason	UTL
Happy Paid Amount	\$455.00
Accounting Contact Key	
Happy Key Program Key	
Happy Memo	65646678757:00002787;a0M3R000003abUkUAI
Happy Notes	Voided Payment Offsetting Entry - Voided on 11/8/2022 by Molly Butman - check lost in mail, will reissue
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

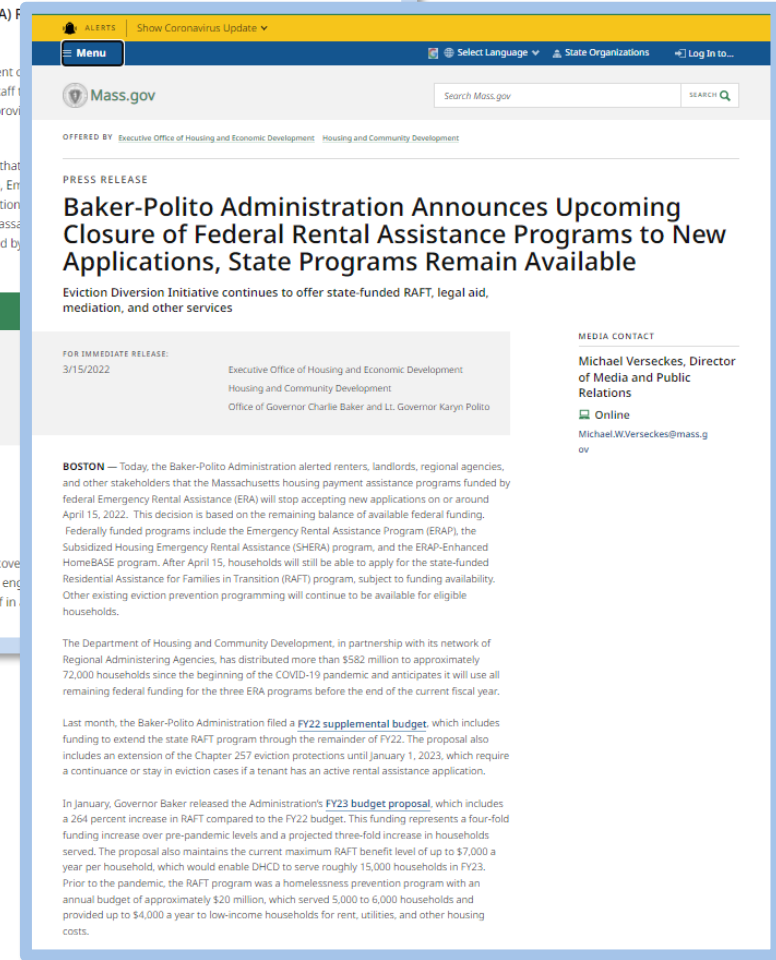
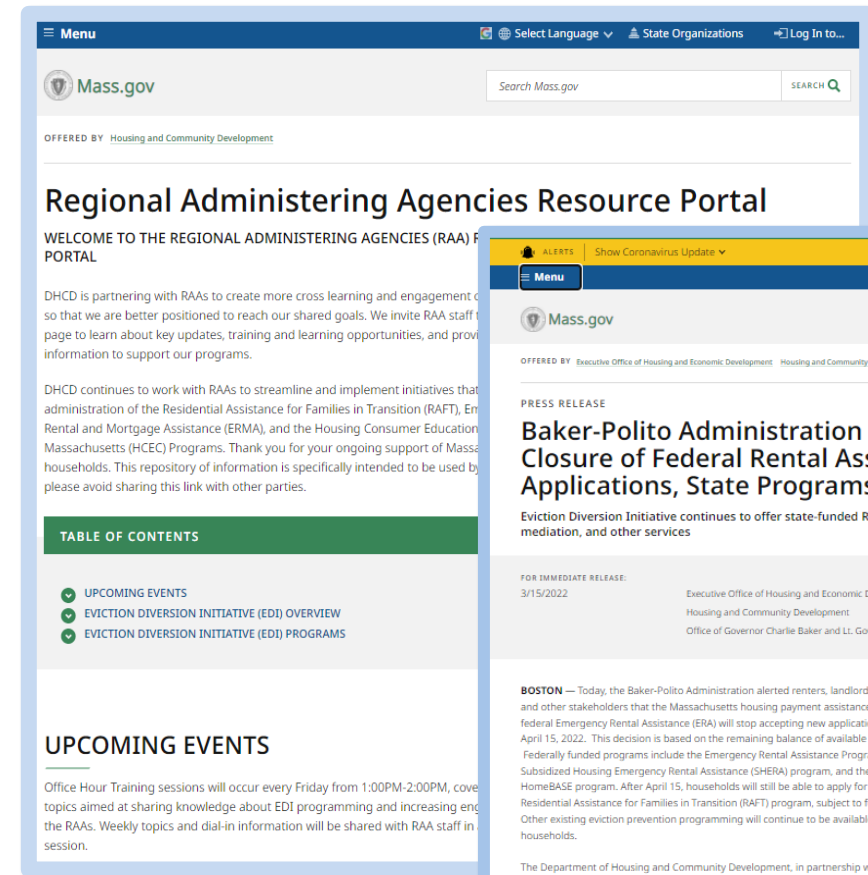
1

[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.





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!

