



# End-to-End (E2E) Payments Reminders

January 12, 2024

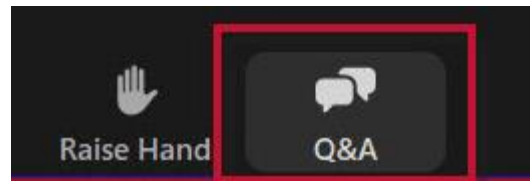


# WELCOME

## Asking Questions

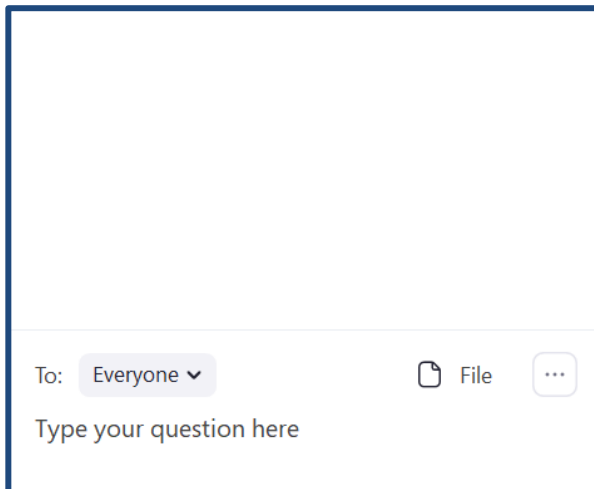
**We will be monitoring the Q&A for questions**

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, empty 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



# New Team Members



## EOHLC Team Member

Jackie Buttaro

[Jackie.Buttaro@mass.gov](mailto:Jackie.Buttaro@mass.gov)



## RAAs

- BHDC
- CMHA
- Metro Housing|Boston
- NeighborWorks
- SMOC
- RCAP

Melissa Donalds

[Melissa.Donalds@mass.gov](mailto:Melissa.Donalds@mass.gov)



- CTI
- FCRHRA
- HAC
- LHAND
- Way Finders

- E2E Payments
  - Payment Admins
  - Happy Replacement
  - Payment Corrections
  - Checking addresses for owners and tenants
  - NEW Benefit Calc button (coming 1/19)
- Q&A
- RAA Support & Resources

- Payment Admins have additional access to payment data in E2E and should be the first point of contact for payment related questions at your RAA
- Reach out to your Payment admin for assistance verifying Payment Methods
  - Use void check to confirm payee/bank account details

RAA	Payment Admin	Payment Admin
Berkshire Housing Dev Corp	Jane Pixley	Alejandra Lima
CTI	Matthew Lachiana	Laura Markham
Franklin County Regional HRA	Tana Bloom	Amanda Watson
HAC	Heidi Archibald	Cassi Danzl
Way Finders	Ruth Vasquez	Yaritza Torres
Metro Housing  Boston	Cordelia Stockwell	Darnell Wallace
RCAP Solutions	Dominique Lee	Jahaira Gonzalez
SMOC	Esalia Espinal	Cheryl Mehlman
NeighborWorks Housing Solutions	Leah Garcia	Kathy Facchini
LHAND	Susan Barrios	Tifanni Mateo
CMHA	Noemi Martinez	Jaqueline Alvarez
RAP Center	Eddie Lewis	Briana Castillo

- EOHLC has issued an RFP for a new payment solution to replace Happy (Housing Pro)
- Targeting roll out of new payment system in Spring 2024, fully transitioned by the beginning of FY25
- Potential new payment system would be native to Salesforce and would no longer required the twice daily load to and from E2E
  - Removing this step will take away a final set of eyes that have been catching errors in the payment data
- EOHLC will focus on payment data cleanup before going live in the new system

# Payments from E2E (Currently)



- At 4PM daily, approved payments are exported to Excel
  - Only exported if:
    - » Payment status '*Verified by Worker*'
    - » Case Status – '*Ready for Payment*'
  - Stipends are sent 5 days prior to the 1st of the month
  - EOHLC uploads the export and Happy ingests the file at 9pm
- At around 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
  - If a payment has the status '*Submitted for Payment*' – it has gone to Happy and should not be edited unless the transaction has been voided in Happy
  - Even if you notice at 4:01 that you want to make a change – it's too late!



# Payment Corrections (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)
    - This is an extremely important step – skipping it will result in a duplicate payment
- In E2E (to reissue)
  - Move case back to ‘Reviewer’
  - Make necessary changes to payment
  - Verify payment
  - Move case to ‘Ready for Payment’
- In E2E (no reissue)
  - Mark the payment as ‘Rejected by Worker’
  - If all payments were rejected, close the case

Related Details				
Payment History (6)				
Date	Field	User	Original Value	New Value
12/19/2023, 10:25 AM	Status		Submitted for Payment	Not Verified
12/18/2023, 4:00 PM	Status	Talend User	Verified By Worker	Submitted for Payment

# Payment Corrections (Paid - voided or returned)




- Payments that were voided/returned in Happy will have their payment status and case status updated automatically by 9:30AM the following day
  - Do **not** manually void in E2E, wait for the response file to process
  - Do **not** request that EOHLC manually re-open the file
- Change the payment status of the voided payment to ‘Void/Returned – Reissued’ or ‘Void/Returned – no reissue’
  - Do **not** leave the payment as ‘Payment Voided’
  - Do **not** use the same payment item to make the payment again
- Make necessary adjustments, generate and verify new payment, move case to ‘Ready for Payment’
- Do not edit Payment Status for other (non-void) payments


# Examples of cases with voids



- Reissued

 Payments (2)			
Payment ID	Payment Reason	Verified or Actual Payment	Status
P-304845	ARR	\$8,000.00	Payment Successful
P-298760	ARR	\$0.00	Void/Returned and Reissued
<a href="#">View All</a>			

- Not Reissued

 Payments (2)			
Payment ID	Payment Reason	Verified or Actual Payment	Status
P-304556	UTL	\$0.00	Void/Returned - No Reissue
P-304555	ARR	\$1,423.02	Payment Successful
<a href="#">View All</a>			

# CHANGE TO LL PAYMENT METHOD



- If a landlord wants to change their Payment Method after submitting an application, they must create a new PM in their profile (cannot edit existing PM)
- Once new Payment Method is created, staff must associate the Payment Method with the LL case (and Payments if already generated)
  - Mismatch between LL case and payment will result in a blank payee in Happy

▼ Case Information			
Parent Case	00003401	Tenant/Landlord Portal Status	Denied
Landlord	<a href="#">TrainNWHs TrainNWHsLL</a>	Contact Name	<a href="#">TrainNWHs TrainNWHsLL</a>
Property Address	<a href="#">40 POND ST HANOVER MA 02339-1608</a>	Payment Method	<a href="#">PM-00258</a>
Street	40 POND ST	Property Address Verification Status	Verified by Automated Service - Green
Select Property Details	<a href="#">P-0244</a>		

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

- The address on the Tenant App is the address that is sent to Happy for payment, and printed on checks
  - Not the address from the LL application
- Always verify that this is the **correct and full address** prior to approval

Case Information	
Parent Case	Tenant/Landlord Portal Status Paid
Tenant <sup>i</sup> Rita Test-ten	Contact Name Rita Test-ten
Property Address 55 ARIADNE RD DEDHAM MA 02026	Property Address Verification Status Verified by Automated Service - Green
Street 55 ARIADNE RD	Apartment/Unit #
City DEDHAM	ZipCode 02026
Case Record Type RAFT Application	State MA
AMI % 18%	Landlord or Property moving to known? <sup>i</sup>
MH/DTA Benefit Check Status	Family member work for administrator? <sup>i</sup> No
	Family member Name who work for Housing

# 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 200 Main Street Springfield, MA 01105 Apartm

System Information

Created By TrainWF TrainWFL 10/7/2022, 12:48 PM

## Owner Payment Method

- Confirm check address for paper owner checks
- Only Payment 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

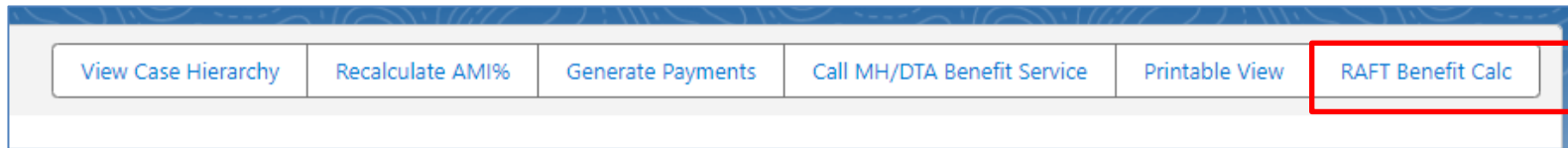
System Information

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

# NEW – RAFT Benefit Calc



- Coming January 19<sup>th</sup> there will be a '**RAFT Benefit Calc**' button added to the top of RAFT Tenant/Homeowner Cases



- RAFT Benefit Calc** will do a 12 month lookback at all E2E payments associated with the tenant's Contact Card
  - Same lookback E2E does at payment generation
- Will give one of two responses:
  - Review past cases/payment on tenant Contact Card and Duplicate contact cards to determine available funds

OR

  - Total Benefit Cap reached in last 12 months, no funding available



- **Review past cases/payment on tenant Contact Card and Duplicate contact cards to determine available funds**
  - The benefit cap has not been reached by this tenant/homeowner contact, but does not necessarily mean they are eligible for what they applied for
    - May have a duplicate contact card with an advocate or another email
    - May have spent just under the limit – ex \$6,500 spent in last 12 months
    - May have Happy payments from last 12 months
  - Navigate to the tenant/homeowner contact card to view past payments and duplicates to calculate total funding available
- **Total Benefit Cap reached in last 12 months, no funding available**
  - The benefit cap has been reached within the past 12 months for the tenant/homeowner contact
  - Navigate to the tenant/homeowner contact card to view past payments if you want to inform the tenant when they may be eligible for additional funding
    - Remember to still check for duplicate contacts and Happy payments



- 12 month lookback relies on Payment Status to determine benefit level
  - Statuses counted in 12 month lookback:
    - Verified by Worker
    - Submitted for Payment
    - Attempted Recoup
    - Payment Successful
- Very important to reject payments that will not/should not be issued
  - If denying a case after reviewer status – do not leave payments in ‘*verified by worker*’, they will count against the benefit calc
  - If transactions are voided in Happy – mark as rejected or new appropriate payment status
- Always review the past payments and duplicate contact cards as part of review

# E2E Payments on Contact Record



- Payments originating from E2E can be found on tenant/homeowner contact card
  - View on the Related tab, click 'view all' to see payment dates, program, etc.
- Will combine payments from multiple cases to allow for quicker view at past payments
- Does not include:
  - Happy payments made prior to E2E
  - Payments from advocate-initiated applications

Contacts > Carmer, [redacted] Payments										
6 items • Sorted by Happy Payment Date • Updated a few seconds ago										
	<input type="checkbox"/> Payment ID	Case Number	Payment R...	Status	Verified or Act...	Happy Payment ...	Paid To Rental	Paid to Pro...	Preferred Me...	
1	<input type="checkbox"/> P-350506	00239267	SEC	Payment Successful	\$1,350.00	8/25/2023	Richard		ACH	
2	<input type="checkbox"/> P-350507	00239267	FMR	Payment Successful	\$513.00	8/25/2023	Richard		ACH	
3	<input type="checkbox"/> P-350508	00239267	LMR	Payment Successful	\$513.00	8/25/2023	Richard		ACH	
4	<input type="checkbox"/> P-350509	00239267	MOV	Void/Returned - No Reissue	\$0.00	8/25/2023		Uhaul Moving ...		
5	<input type="checkbox"/> P-350510	00239267	UTL	Payment Successful	\$761.62	8/25/2023		Eversource Ener...		
6	<input type="checkbox"/> P-359014	00269173	UTL	Payment Successful	\$158.76	9/26/2023		Eversource Ener...		



# QUESTIONS



# RAA SUPPORT

1

## [RAA Resource Portal](#)

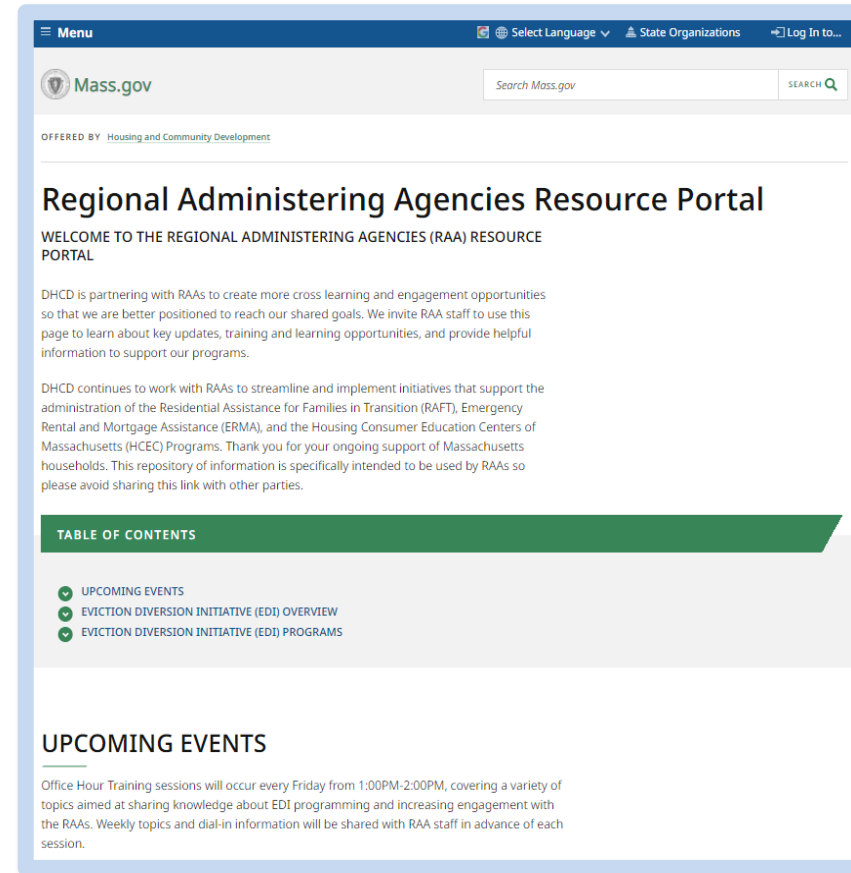
Central resource to provide RAA staff with key updates, training and learning opportunities, and helpful information to support programs

2

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

3

**[Zendesk training materials](#)** offer helpful info on processing within E2E/Salesforce





## Further Questions

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Direct questions to your supervisor and then contact [Zendesk](#) 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.

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# THANK YOU!

