Processing
Tenant Payment Agreements

SYSTEM JOB AID

OVERVIEW

This job aid walks you through the steps for processing Tenant Payment Agreements (TPA). Housing Choice generates a TPA when a resident owes money to the Atlanta Housing Authority. This agreement allows the resident to pay their debt to AHA over a period of time instead of one full payment. If the Tenant can repay the overpayment to AHA in the full amount, a TPA is not necessary.

JOB ROLES

- Housing Services Administrator
- CSG Financial Analyst
- Compliance Manager

PREREQUISITES

Prior to processing the payment:
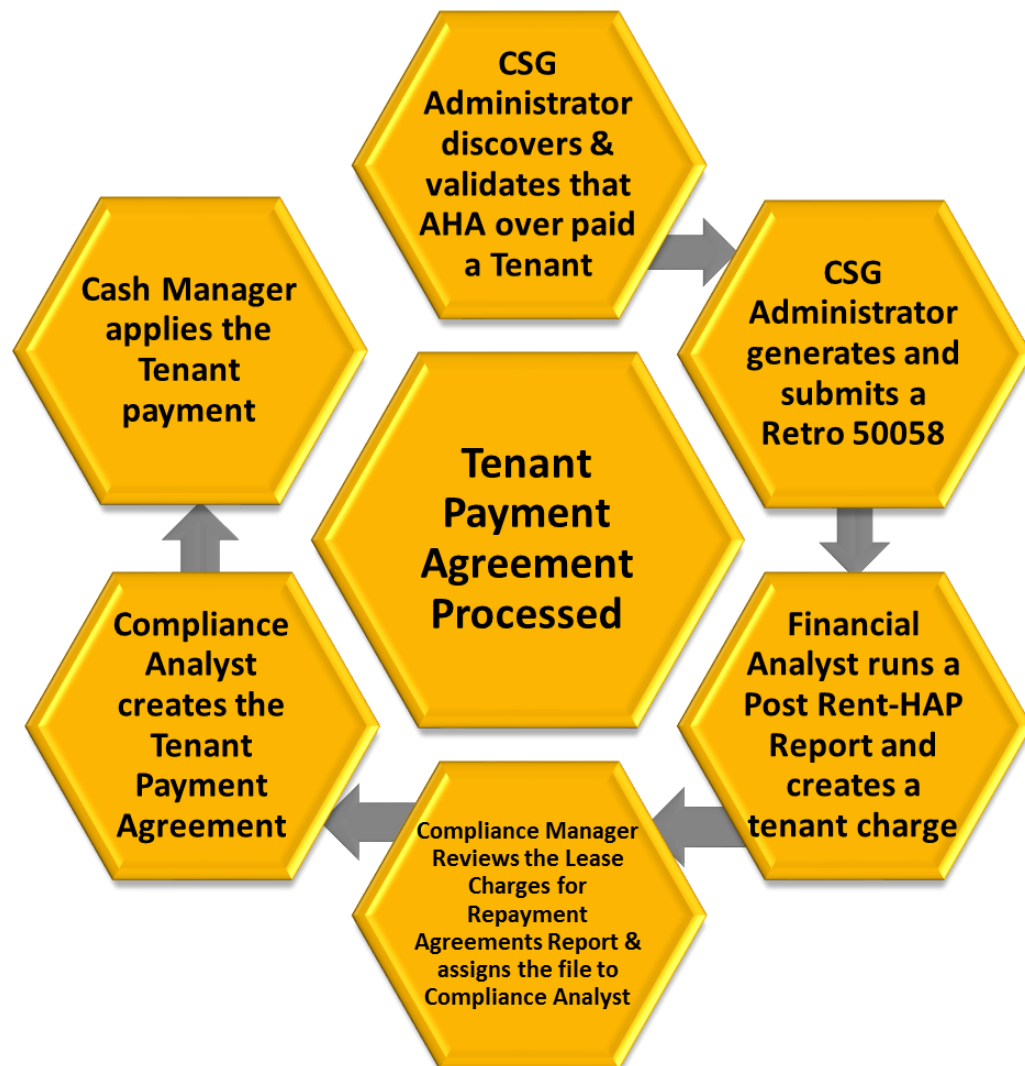
- An overpayment is identified.

PROCESSING TENANT PAYMENT AGREEMENTS

TENANT PAYMENT AGREEMENT PROCESS

Housing Choice, Compliance, and Finance all have roles in processing the Tenant Payment Agreement. The following diagram provides a consolidated view of these roles.

Tenant Payment Agreement Process

CSG Administrator discovers & validates that AHA over paid a Tenant

CSG Administrator generates and submits a Retro 50058

Financial Analyst runs a Post Rent-HAP Report and creates a tenant charge

Compliance Manager Reviews the Lease Charges for Repayment Agreements Report & assigns the file to Compliance Analyst

Compliance Analyst creates the Tenant Payment Agreement

Cash Manager applies the Tenant payment

Tenant Payment Agreement Processed

PROCESSING TENANT PAYMENT AGREEMENTS

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**This job aid explains how to:**

LOG INTO VOYAGER

Log into Voyager:

1. Log into Yardi Voyager.

> **TIP** To access Yardi Voyager, use the **QUICK LINKS** menu located on the Intranet portal at: http://theinsider/Pages/home.aspx
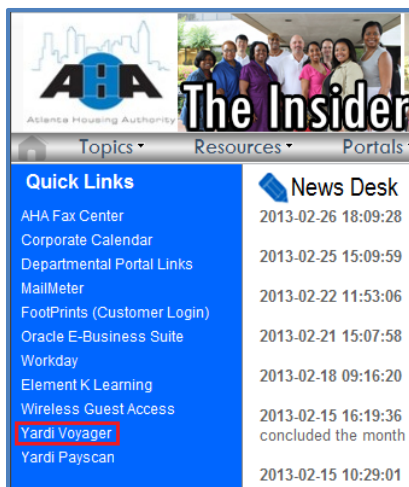
PROCESSING TENANT PAYMENT AGREEMENTS

2. When the Yardi log in screen is displayed, type your User Name and Password into the respective fields, select the appropriate Database from the drop-down list, and click **SUBMIT**.
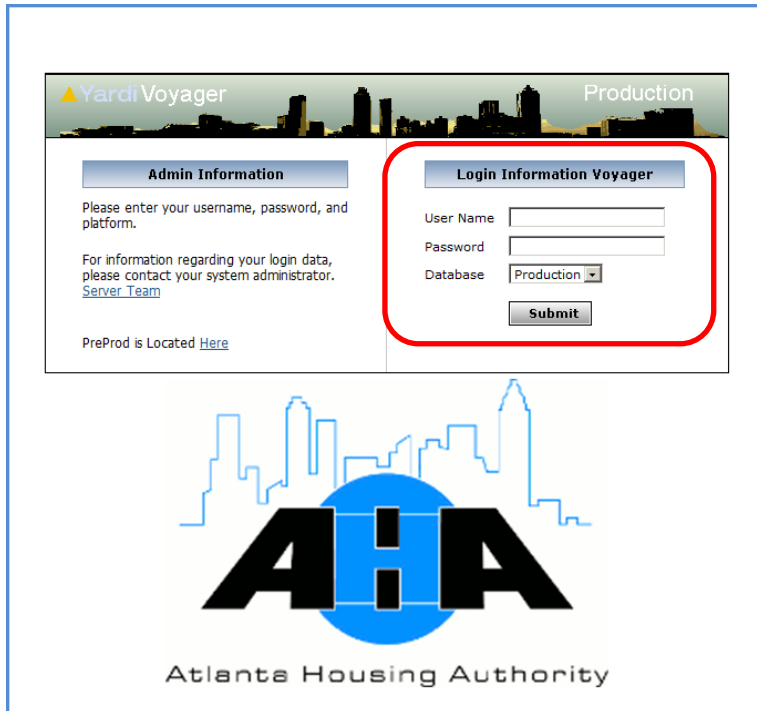
3. If the Yardi Voyager Welcome screen is displayed, click **IPHA**.
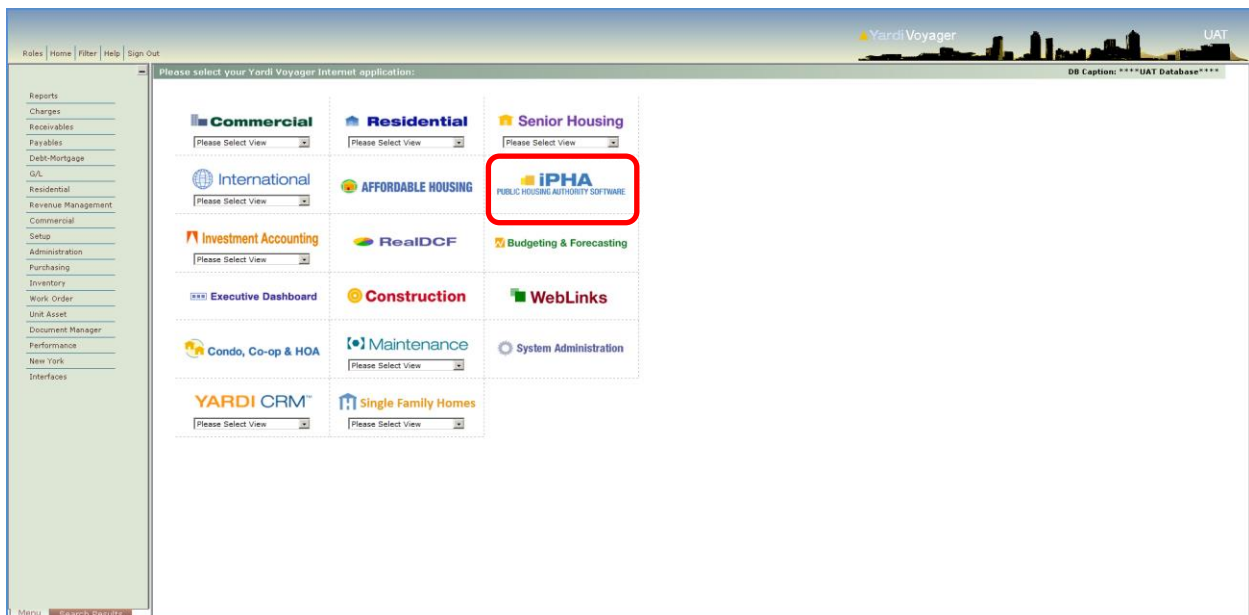
PROCESSING TENANT PAYMENT AGREEMENTS

CORRECT THE 50058

The Housing Services Administrator corrects the 50058. There must be an active 50058 in the system. Before initiating the correction, verify that the new income information is correct using the standard verification methods. If the new income is for the same time period as the last recertification period, correct the last 50058. You either correct the Annual income or make a correction and document the Interim income. If the changed amount is effective the same date of the last 50058, correct the Annual income. If the change amount occurred two months after the Annual income, correct the Interim income.

To correct the 50058:

1. From the Top menu, select **ROLES > HOUSING AUTHORITY MANAGER**.
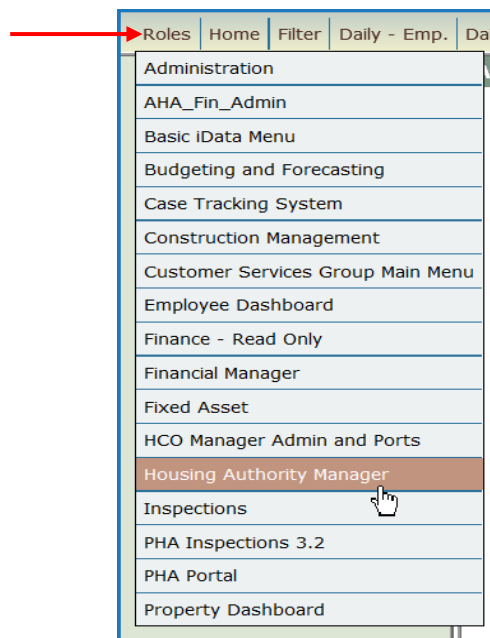
2. From the **HOUSING AUTHORITY MANAGER** screen, locate the **RESIDENT** section, and select **REVIEW**.
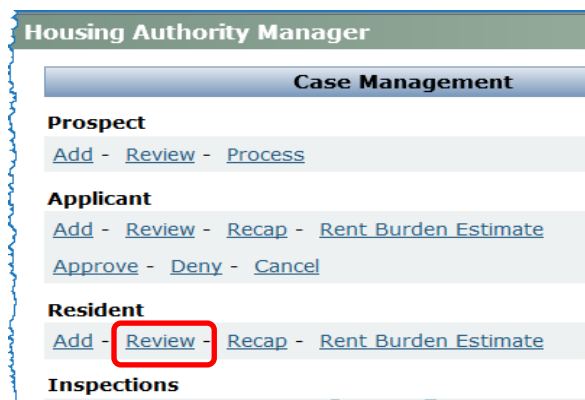
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The **RESIDENT** screen displays.

You can click field names that are blue underlined to select from a list.

3. On the **RESIDENT** screen, type the tenant's t-code into the **RESIDENT** field (or click the **RESIDENT** link to search for the tenant), and click **SUBMIT**.

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The **RESIDENT** detail screen displays.

Resident		
First Name	RITA	MI
Last Name	HICKSON	
Address	1068 JOSEPH E BOONE BLVD NW	
City-St-Zip	ATLANTA	GA 30314-2744
E-mail		
Alt. E-mail		
Office		
Home	(404) 333-5691	
FAX		
Mobile		

Property Info

Resident ID	t1027004
Property	vo_mtw
Unit	38807
Status	Current
Legal	N/A
Payment Method	Any
Payable Method	Check

Functions
- Renew Lease
- Adjust Lease End
- Month to month
- Reverse Move In
- Notice
- Move Out Calculator
- Evict
- Assign Unit
- Apply Deposit
- Charge
- Transfer To Property
- Abatement
- PRH Tenant Hold
- Tenant Payment Agreement
- Legal
- Credit Check

Data
- Family Detail Info
- Lease Charges
- Waiting Lists
- Inspection
- URP Distribution
- Roommates
- Attachment
- Memo
- Contact
- Email
- EFT Setup
- Credit Card Setup
- Resident History
- Manage Rentable Items
- New WO

Save | **New** | **Help**

Lease Info | Deposit Info | Lease Charges | Other Info

Lease Information

Mkt. Rent	0.00	Rent	0.00
Due Day	1	Other Charges	0.00
Move In	10/01/2008	Total Charges	0.00
Lease Sign		Notice	
Lease From	10/01/2008	Move Out	11/30/2009
Lease To	11/30/2009	Lease Desc	
Last Renewal		Responsibility Date	

Late Fee

Base %	0.00	% Owed-total
Grace Period	6	
2nd %	0.00	% Owed-total
2nd Grace	0	
Max %	0.00	% Owed-total
$/day	0.00	
Max # Days	0	
Minimum Due	0.00	

Subsidized ☑

PROCESSING TENANT PAYMENT AGREEMENTS

4. Under the **DATA** column, click the **FAMILY DETAIL INFO** link.

The **FAMILY DETAIL INFO** screen displays. It contains all pertinent information about the tenant and their family.

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5. On the **FAMILY DETAIL INFO** screen, locate the **SUMMARY** tab, and click the **ANNUAL INCOME** link.

Family Detail Info						

Family Info

					Functions
Property	vo_mtw	Tenant	t1027004	Caseworker	Clear All Verifications
Unit	38807	HoH Name	HICKSON, RITA	Program (1c.) VO-Voucher	Issue Offer
Owner	v0204209	HoH SSN	253-08-4375	Legal N/A	Update Vo/RFTA Status
Last Action		Current Action	2-Annual	FSS Caseworker	
Last Action ...		Effective Date	02/01/2013		

Save   Alerts (2/0/1)   Help

Add 58   Review 58 (1)   Manage 58s

Data
Attachment
Contact
Memo
Unit PHA Program Info
Inspection
Rent Hardship
Referral Tracking
Reports
Third Party Pymts
Calc Summary
Voucher HAP Contract
Voucher
Lease Amendment
Req. Tenancy Approval
Briefing Packet
Utility Chart
Review Memos
Portability Payment Schedule
Resident Subsidy Schedule

Summary | General | Admission | Special Programs | Delinquency

# Family Members	7	# of Dependents	5	Medical Threshold	0.00
Asset Cash Value	0.00	Asset Income	0.00	Elderly/Disabled Allowance	0.00
Annual Income	46,048.00	Excluded Income	0.00	Dependent Allowance	3,750.00
Disability Expense	0.00	Excluded Disability	0.00	Estimated TTP	1,058.00
Medical Expense	0.00	Excluded Medical	0.00	40% of AMI for HCV Max R...	1,410.00
Child Care Expense	0.00	Excluded Childcare	0.00	Tenant Rent	1,058.00
FSS Page		FSS Escrow Balance		Housing Assistance Payment	202.00
Family Verifications	3	Outstanding Verifications	3		
Community Service	Not Applicable	Comm Serv Last reviewed	Not Applica...		
Voucher	Attached	EID Status	Not Used		
Portability	Not Used				
Vo/RFTA Tracking					
Work Requirement	In-Progress				

The **FAMILY INCOME** screen displays. This screen provides access to all family members' income details.

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6. On the **FAMILY INCOME** screen, click the **INCOME INFO** tab, and update the tenant's income using the following field information.

FAMILY MEMBER	Select the tenant from the drop-down list.
INCOME CODE	Select **W-OTHER WAGE**.
$/PERIOD - # OF PERIODS	Type the amount of overpayment in the first blue field, and type the number of months AHA overpaid the tenant in the second blue field.
PAYMENT FREQUENCY	Select **ANNUAL** or **INTERIM**.
PAYMENT PERIODS PER YEAR	Type the number of payment periods in a year for this tenant.

NOTE: If the tenant's extra income was temporary, update the Annual income for the two months that the tenant worked, and update the Interim income for the next month to the present.

7. Click **SAVE**. The **FAMILY INCOME** screen refreshes, adding an **EARNED INCOME DETAILS** section to the bottom of the screen.

8. Use the following information to complete the **EARNED INCOME DETAILS** section of the **FAMILY INCOME** screen. ==This is information about the additional income the tenant received that created the overpayment.==

Fields highlighted in blue are required fields that you must populate.

HOURS WORKED PER WEEK	Type the amount of hours the tenant works per week.
EMPLOYER	Type the name of the tenant's employer.
DATE EMPLOYMENT BEGAN	Type or select the date the tenant's employment began.

9. Click **SAVE**. Close the **FAMILY INCOME** screen. The **FAMILY DETAIL INFO** screen displays again.

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10. On the Family Detail Info screen, locate the **ALERTS** button in the middle of the screen. If there are numbers other than zero (0) on the button, the system identified items you must fix. In our example, there is one alert. You must fix the alerts before proceeding.

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11. Click **ALERTS**. The **ALERTS** screen displays showing any alerts, warnings, and fatal issues for this tenant. In our example, there is a verification error. Voyager wants to know if the income information was verified.

Alerts

Alerts for t1027004 for FDI Ctrl # 15497

Property	vo_mtw	HoH Name	HICKSON, RITA A
Unit	38807	HoH SSN	253-08-4375
Tenant	t1027004	50058 Action Type	2-Annual
Owner	v0204209	50058 Effective Date	02/01/2013

Help   Close

Display Message Types:

☐ All   ☑ Fatal (1)   ☑ Warnings   ☐ Alerts   ☐ Calculated (6)   ☐ Lookups (1)   ☐ Changed Data (2)   ☐ Other

Fatal (1)   Warning

Fatal Messages

Message Code	Message	HUD Error Code	HUD Field #	HUD Field Name	How to Fix	Jump To Fix
Verif-001	Verifications Incomplete/Old - Cannot Approve 58!	n/a	n/a	n/a	Complete verifications for household HICKSON, RITA A.	Verifications

12. Under the **JUMP TO FIX** column, click the **VERIFICATIONS** link to fix the problem. Use AHA standard verification methods for verifications.

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ADD A NEW 50058

In the previous section, we changed the tenant's income on the **FAMILY INCOME** screen to reflect their accurate income. Now we must add a new 50058 for that tenant.

To add a new 50058:

1. On the **FAMILY DETAIL INFO** screen, click **ADD 58**.

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A **NEW 50058** screen displays.

New 50058			
Program			
Type of Action			
Effective Date			
Previous 50058s			
	Submit	Help	

50058 History (Last 10 50058s)			
Action Type	**Effective Date**	**Approved Date**	**User Approved**
3-Interim	06/01/2013	09/27/2013	wrandall
2-Annual	02/01/2013	09/27/2013	gbowens

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2. On the **NEW 50058** screen, type or select an Effective Date, select a Previous 50058 from the drop-down list, and click **SUBMIT**.

	PROGRAM	Select the type of Program this new 50058 is for. Here are your options:

	TYPE OF ACTION	NEED DESCRIPTION OF THESE ACTION TYPES
	EFFECTIVE DATE	Type or select the date that this 50058 is effective.
	PREVIOUS 50058S	Select a previous 50058 to ?????

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The **FAMILY INFO** screen displays.

Family Info

Page contains errors!
- There are Fatal errors on this page. You will not be able to approve 50058 until errors are corrected. Please check Alerts for details.

Review Family Records

(2) 02/01/13 (1)
(2) 02/01/13

Resident Information

Property	vo_mtw		Ctrl #22702
Unit	38807	2a. Action Type	2-Annual
Tenant	t1027004	2b. Date Effective	02/01/2013
HoH Name	HICKSON, RITA A	Correction #	1
HoH SSN	253-08-4375	Date Modified	09/30/2013
Address	1068 JOSEPH E BOONE BLVD NW	Date Lease Ends	
		Approve 50058	☐
City	ATLANTA, GA 303142744	Program Type	VO-Voucher
Owner	v0204209		
Caseworker			
Program Settings	mtw		

Functions

Data
Family Verifications
Attachment

Reports
Print 58
Print MTW 58
Third Party Pymts
Portability Payment Schedule

Save | Delete | Help
Alerts (3/1/0) | Close

Unit	Asset	Income	Expense	MTW	Adjustments
	TTP			Voucher	
Display Fields	Audit	Agency	Action	Member	Background

DISPLAY FIELDS ONLY		**Last Posted Fields**
9j TTP	1,058.00	Date TR Last Posted
12v Tenant Rent	476.00	Date HAP Last Posted
12u Housing Assistance Payment	784.00	Date URP Last Posted
12j Voucher Payment Standard	2,062.00	Date PAF Last Posted
12k Rent to Owner	1,260.00	Date FSS Last Posted
12m Utility Allowance	582.00	Date TBS Last Posted
12a Voucher Size	5	
5d Unit Bedroom Size	5	

If the Family Info screen displays. . .	Then . . .
Without errors	Skip step 3 and continue to step 4.
With errors	Complete step 3 and then continue to step 4.

PROCESSING TENANT PAYMENT AGREEMENTS

3. Click **ALERTS**. The **ALERTS** screen is displayed. The lower half of the screen provides detail information about the alerts. You must review the alerts before proceeding. See the Voyager Interface Basics Job Aid for detailed information about Alerts.

Alerts

Alerts for t1027004 for 50058 Ctrl # 22702

Property	vo_mtw	HoH Name	HICKSON, RITA A
Unit	38807	HoH SSN	253-08-4375
Tenant	t1027004	50058 Action Type	2-Annual
Owner	v0204209	50058 Effective Date	02/01/2013

Help   Close

Display Message Types:

☐ All   ☑ Fatal (3)   ☑ Warning (1)   ☐ Alerts   ☐ Calculated (1)   ☐ Lookups   ☐ Changed Data (2)   ☐ Other

Fatal (3)   Warning (1)

Fatal Messages

Message Code	Message	HUD Error Code	HUD Field #	HUD Field Name	How to Fix	Jump To Fix
B-2d-001	Correction Code is invalid, must be 1, 2, 3 or 4.	n/a	2d	Correction Code		
B-2i-003	ReExam date must be valued, if action type is '1','2','3','4','7','9','12' or '14'.	4100	2i	Projected Effective Date of Next ReExam		
T-3h-006	Member Relation Code cannot be 'Y' if member age is 18 or older.	5336	3h	Member Relation Code	User must correct Member Relation Code in Tenant->Family Detail Info-># Family Members for member SHAWNDREKA HICKSON D	Family Member

4. Return to the **FAMILY DETAIL INFO** screen, and **CLICK ADD 58**.

Family Detail Info

Family Info

Property	vo_mtw	Tenant	t1027004	Caseworker		
Unit	38807	HoH Name	HICKSON, RITA A	Program (1c.)	VO-Voucher
Owner	v0204209	HoH SSN	253-08-4375	Legal	N/A
Last Action		Current Action	2-Annual	FSS Caseworker	
Last Action ...		Effective Date	02/01/2013		

Save   Alerts (2/0/0)   Help

Add 58   Review 58 (1)   Manage 58s

Functions
- Clear All Verifications
- Issue Offer
- Update Vo/RFTA Status

Data
- Attachment
- Contact
- Memo
- Unit PHA Program Info
- Inspection
- Rent Hardship
- Referral Tracking

Reports
- Third Party Pymts
- Calc Summary
- Voucher HAP Contract
- Voucher
- Lease Amendment
- Req. Tenancy Approval
- Briefing Packet
- Utility Chart
- Review Memos
- Portability Payment Schedule
- Resident Subsidy Schedule

Summary | General | Admission | Special Programs | Delinquency

# Family Members	7	# of Dependents	5	Medical Threshold	0.00
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FSS Page		FSS Escrow Balance		Housing Assistance Payment	202.00
Family Verifications	3	Outstanding Verifications	3		
Community Service	Not Applicable	Comm Serv Last reviewed	Not Applica...		
Voucher	Attached	EID Status	Not Used		
Portability	Not Used				
Vo/RFTA Tracking					
Work Requirement	In-Progress				

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The **NEW 50058** screen displays.

5. Type or select an **EFFECTIVE DATE**, select a **PREVIOUS 50058** from the drop-down list, and click **SUBMIT**. The **FAMILY INFO** screen displays without Alerts and without the yellow error section at the top of the screen.

INSERT SCREEN SHOT OF SCREEN WITHOUT ALERTS

6. On the **FAMILY INFO** screen, click the **APPROVE 50058** option, and click **SAVE**.

INSERT SCREEN SHOT WITH THE APPROVE 50058 BUTTON

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7. Click **RESIDENT SUBSIDY SCHEDULE** to see how Voyager took back the entire amount.

50058 #	Unit	Current Vendor	Action Type	Correction	FSS	Date Approved	Effective Date	Date Lease End	Date Last Post	TR	URP	HAP	PAF	FSS
6639	38807	v0204209	2-Annual			07/29/13	02/01/13		12/01/13	-	0.00	784.00	-	-
22702	38807	v0204209	2-Annual	(1)		09/30/13	02/01/13			-		0.00	766.00	-	-

Subsidy Schedule

Type	Status	Period From	Period To	50058 #	Abate #	HAP Payee	TR	URP	HAP	PAF	FSS
RETRO	Approved	02/01/13	02/28/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	-784.00	0.00	0.00
SCHDAMT	Prev Paid	02/01/13	02/28/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	784.00	0.00	0.00
SCHDAMT	Approved	02/01/13	02/28/13	22702		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	766.00	0.00	0.00
RETRO	Approved	03/01/13	03/31/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	-784.00	0.00	0.00
SCHDAMT	Prev Paid	03/01/13	03/31/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	784.00	0.00	0.00
SCHDAMT	Approved	03/01/13	03/31/13	22702		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	766.00	0.00	0.00
RETRO	Approved	04/01/13	04/30/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	-784.00	0.00	0.00
SCHDAMT	Prev Paid	04/01/13	04/30/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	784.00	0.00	0.00
SCHDAMT	Approved	04/01/13	04/30/13	22702		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	766.00	0.00	0.00
RETRO	Approved	05/01/13	05/31/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	-784.00	0.00	0.00
SCHDAMT	Prev Paid	05/01/13	05/31/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	784.00	0.00	0.00
SCHDAMT	Approved	05/01/13	05/31/13	22702		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	766.00	0.00	0.00
RETRO	Approved	06/01/13	06/30/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	-784.00	0.00	0.00
SCHDAMT	Prev Paid	06/01/13	06/30/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	784.00	0.00	0.00
SCHDAMT	Approved	06/01/13	06/30/13	22702		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	766.00	0.00	0.00
RETRO	Approved	07/01/13	07/31/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	-784.00	0.00	0.00
SCHDAMT	Prev Paid	07/01/13	07/31/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	784.00	0.00	0.00
SCHDAMT	Approved	07/01/13	07/31/13	22702		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	766.00	0.00	0.00
SCHDAMT	Posted	08/01/13	08/31/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	784.00	0.00	0.00
RETRO	Approved	08/01/13	08/31/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	-784.00	0.00	0.00
SCHDAMT	Approved	08/01/13	08/31/13	22702		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	766.00	0.00	0.00
SCHDAMT	Posted	09/01/13	09/30/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	784.00	0.00	0.00
RETRO	Approved	09/01/13	09/30/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	-784.00	0.00	0.00
SCHDAMT	Approved	09/01/13	09/30/13	22702		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	766.00	0.00	0.00
SCHDAMT	Posted	10/01/13	10/31/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	784.00	0.00	0.00
RETRO	Approved	10/01/13	10/31/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	-784.00	0.00	0.00
SCHDAMT	Approved	10/01/13	10/31/13	22702		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	766.00	0.00	0.00
SCHDAMT	Posted	11/01/13	11/30/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	784.00	0.00	0.00
RETRO	Approved	11/01/13	11/30/13	6639		NAKOREYA NARIE LLC (v0204209)	0.00	0.00	-784.00	0.00	0.00

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CANCEL CREDIT TO LANDLORD

The Financial Analyst performs this task. The landlord adjustment (credit) must be canceled before you can create a charge for the tenant.

To cancel a credit to a landlord:

1. From the **HOUSING AUTHORITY** side menu, navigate to **FUNCTIONS > FINANCIAL > POST RENT/HAP MANAGER**. The **POST RENT/HAP MANAGER** screen displays.
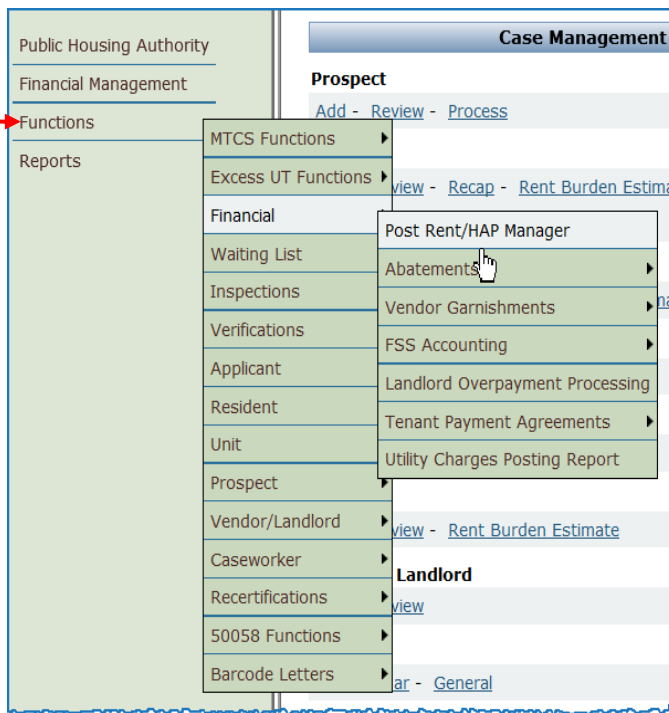
PROCESSING TENANT PAYMENT AGREEMENTS

2. Use the following information to complete the fields on the **POST RENT/HAP MANAGER** screen.

PROP/LIST	Required field. Enter the property or property list code.
PRH MO	Required field. In mm/yyyy format, enter the month in which you added the 50058 records.
POST MO	Enter the month the transaction posted.
PROGRAM	Select the type of subsidized program the Tenant belongs to, for example, voucher.
OT PROG	Select or type the special housing program.
TENANT	Select or type the Tenant who is making the repayment (family's resident code).
LANDLORD	Select the unit owner (landlord) of the Tenant who is making the repayment.
ORDER BY	Select the order in which the transactions display. The Options are: **TENANT**: Order by the resident's last name. **PAYEE**: Order by the authorized person who accepts the payment (typically the unit owner). **ACTION**: Order by 50058 action type. **FM DATE**: Order by the beginning date. NOTE: Voyager displays the transactions from this date forward. **TRAN TYPE**: Order by the type of transaction. **AMOUNT**: Order by the transaction dollar amount. **APPR AMT**: Order by the dollar amount of approved transactions.
ONLY	Select this option for post transactions only for the month that you specified in the **POST MO** field.

3. Click **REFRESH**. A summary displays.

PROCESSING TENANT PAYMENT AGREEMENTS

4. Click **LOCK**.

5. In the Approval column, change the status of all lines for the affected months that will change the amount paid to the landlord (invoices and credits) from **APPROVED** to **CANCELED**.
    NOTE: Once invoices are canceled, the remaining balance is zero.

6. Click **SAVE DETAIL**.

7. Click **UNLOCK**.

8. Click **REFRESH**. Nothing should display, so all of the credits are canceled.

PROCESSING TENANT PAYMENT AGREEMENTS

CREATE TENANT CHARGE

The Financial Analyst creates the tenant charge, which cancels the credit to the Landlord.

To create a tenant charge:

1. From the Housing Authority side menu, navigate to **FINANCIAL MANAGEMENT>CHARGES>CREATE DETAIL BATCH**. The **BATCH CHARGE** screen displays.
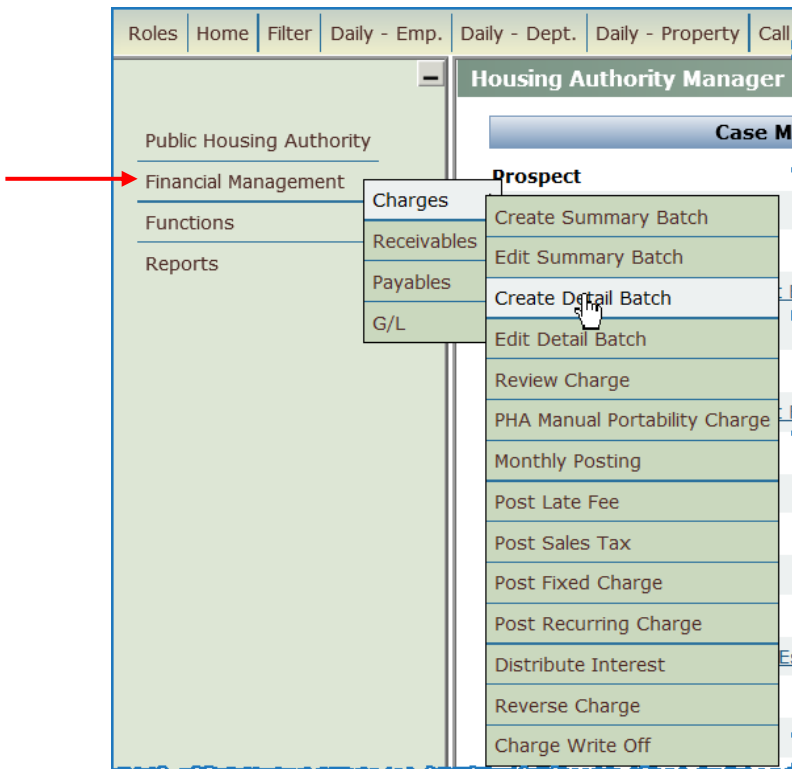
PROCESSING TENANT PAYMENT AGREEMENTS

2. Use the following information to complete the necessary fields on the **BATCH CHARGE** screen.

Fields highlighted in blue are required fields. The system does not allow you to advance to the next screen if you leave any of the required fields empty.

BATCH DESCRIPTION	The system populates this field with your user name, today's date, and current time (klove 08/21/2013 13:09).
BATCH NOTES	Optional field. Type pertinent information.
TOTAL OF CHARGES	Type the total dollar amount of the charge.
NUMBER OF CHARGES	Type the number of different charges to be created. For example, if you want to set up separate charges for Jan and Feb rent, enter 2.

3. Click **SUBMIT**. The **CHARGE** screen displays.
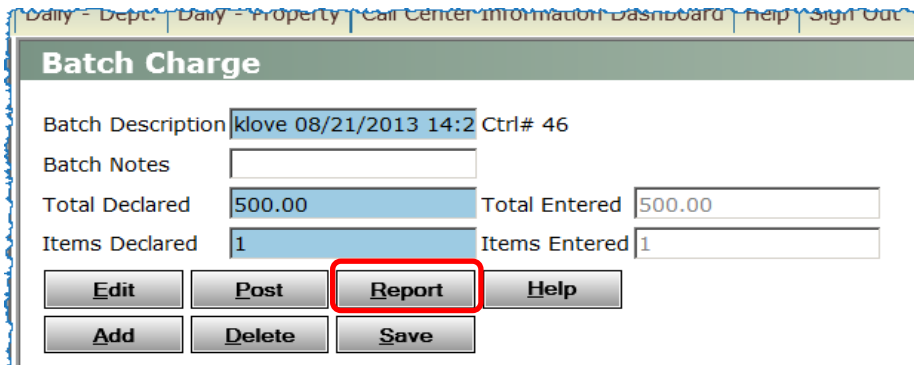
You can click field names that are blue and underlined to select from a pre-defined list.

PROCESSING TENANT PAYMENT AGREEMENTS

4. Complete the following fields on the **CHARGE** screen.

PROPERTY	Type or select the property code.
UNIT	Type or select the unit of the tenant.
CHARGE TO	Type or select the tenant number, their T Code (t1031458).
CHARGE CODE	Enter hap. The hap charge code is tied to TPA and GL accounts. Do not fill in account numbers. The system populates based on the charge code.
AMOUNT	Type the total dollar amount that the tenant must pay.
TAX	Select None if??? Select To Be Posted if ??? Select Posted if???
ACCOUNT	Need Description
A/R ACCOUNT	Type or select the Accounts Receivable account that ????
CHARGE DATE	The system automatically populates with today's date. VERIFY
POST MONTH	The system automatically populates with the current month. VERIFY
HOLD	Select this option if ???????
STATUS	The system automatically sets the status to Unpaid until ????
REFERENCE	Need Description
CATEGORY	Need Description
NOTES	Add any content pertaining to the charge here.

5. Click **SAVE**. The **BATCH CHARGE** screen displays again with additional options.

6. Click **REPORT**. The system generates an Unposted Charge Batch report. Review the report. If everything appears correct, go to the next step. If you need to make changes, click **EDIT** and correct. **NOTE**: The system does not allow you to post until you review the report.

Unposted Charge Batch   [Excel]
Total Declared: 500.00
Total Entered: 500.00
Batch #46

Tran#	Property	Unit	Tenant	Name	Status	A/R Acct	Inc. Acct	Date	Period	Charge Code	Description	Charge	Remarks
C-553	vo_mtw	00000004	t1091376	Hollywood	Current	1129-00-000	4715-00-000	08/21/2013	07/2013	hap	Housing Assitance Payment	500.00	
												500.00	

7. Close the report. When the **BATCH CHARGE** screen displays again, click **POST** to post the charge to the GL. A confirmation message displays.

8. Click **OK** on the confirmation message. A message displays stating that your batch successfully posted.

PROCESSING TENANT PAYMENT AGREEMENTS

REVIEW TENANT LEDGER

To review the tenant ledger:

1. From the side menu, navigate to **PUBLIC HOUSING AUTHORITY>RESIDENT>REVIEW RESIDENT**. The **RESIDENT** screen displays.
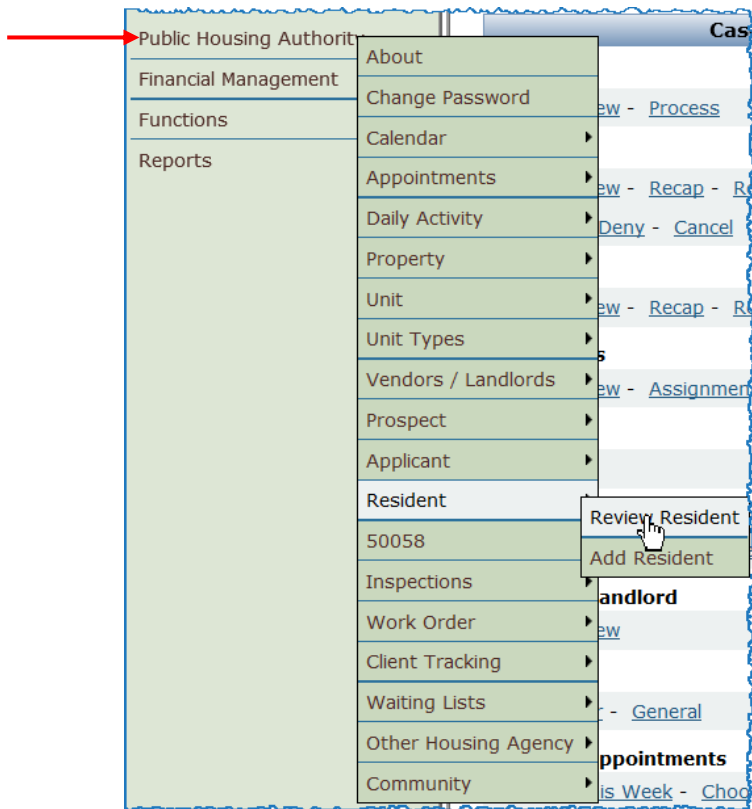
PROCESSING TENANT PAYMENT AGREEMENTS

2. On the **RESIDENT** screen, click **RESIDENT** to display a list of t codes from which you can select the tenant. Click Submit.

PROCESSING TENANT PAYMENT AGREEMENTS

The **RESIDENT** screen for the tenant you selected displays.

PROCESSING TENANT PAYMENT AGREEMENTS

3. Scroll to the bottom of the **RESIDENT** screen. Locate the **REPORTS** section on the lower-left of the screen.

4. Click **LEDGER**.

PROCESSING TENANT PAYMENT AGREEMENTS

The **RESIDENT LEDGER** displays.

PMB *Management*

Date : 9/6/2013

Resident Ledger

Date	Description	Charge	Payment	Balance	Chg/Rec
7/31/2013	:TPA Reclassification of charge 523	(250.00)		(250.00)	524
7/31/2013	:TPA Reclassified Charge	250.00		0.00	525
9/5/2013	Housing Assistance Payment	250.00		250.00	523

PROCESSING TENANT PAYMENT AGREEMENTS

CREATE TENANT PAYMENT AGREEMENT

The Compliance Manager generates a **LEASE CHARGES FOR REPAYMENT AGREEMENTS REPORT** and disperses it to the Compliance Analyst. The Compliance Analyst creates the Tenant Payment Agreement. When you create the TPA, you must specify:

- The date up to which outstanding charges are included in the agreement
- The posting month that the TPA begins
- Either the monthly payment amount or the number of payments

To create a Tenant Payment Agreement:

1. From the **HOUSING AUTHORITY MANAGER** screen, navigate to **FUNCTIONS > FINANCIAL > TENANT PAYMENT AGREEMENTS > ADD TENANT PAYMENT AGREEMENTS**.
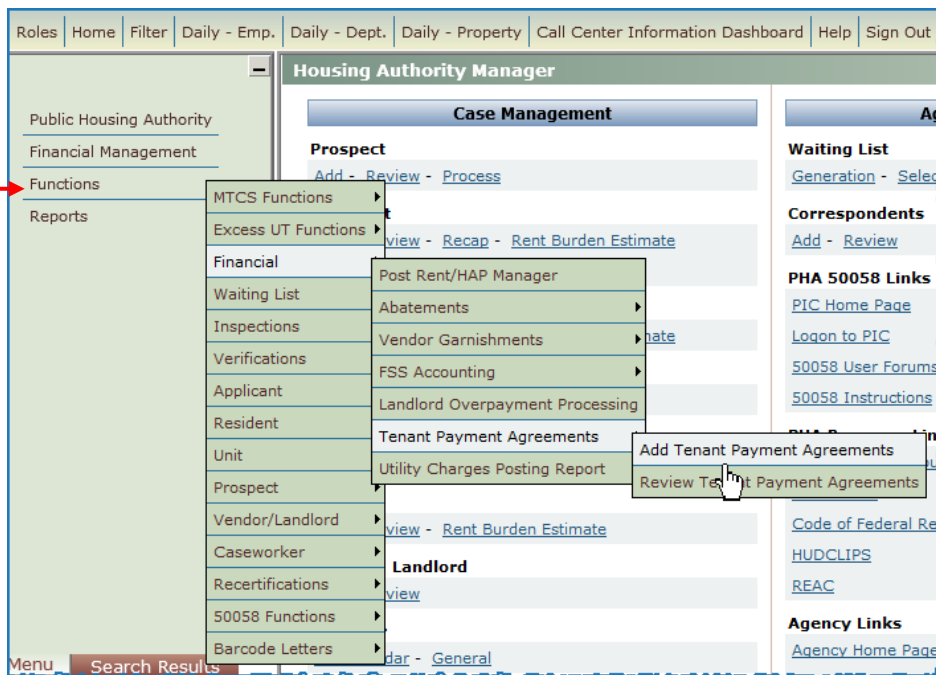
PROCESSING TENANT PAYMENT AGREEMENTS

The **TENANT PAYMENT AGREEMENT** screen displays.

2. Use the following information to help you complete the fields on the **TENANT PAYMENT AGREEMENT** screen. **NOTE**: Remember that the fields in blue are required fields.

PROPERTY	Select or type the property code. Required field.
TENANT	Select or type the resident code for whom you are setting up the TPA. Required field.

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DESCRIPTION	Type content that differentiates this TPA from others.
OPEN CHARGES UP UNTIL THIS DATE	Select or type the stop date for collecting outstanding charges for this tenant, per the TPA. Required field.
START MONTH FOR NEW, RESCHEDULED CHARGES	Type the month and year that the payment agreement starts. Use mm/yyyy format. Required field.
# OF MONTHS TO REPAY THE AMT. RESCHEDULED	Type the number of months that the TPA will last.
OR REPAY MONTHLY AMT.	Type the monthly amount the resident agreed to pay. Per HUD rules, Tenants cannot have more than 30% of their income towards a repayment.
NOTES	Provide comments about communication with the Tenant, meetings, emails, phone calls. Record historical information here that you can refer back to.

3. Click **DISPLAY**. An **OUTSTANDING CHARGES SUMMARY** tab displays in the lower portion of the **TENANT PAYMENT AGREEMENT** screen.

PROCESSING TENANT PAYMENT AGREEMENTS

4. Select the line item that you want to post, and click **POST**. In our example, the tenant has one charge, so we selected that line item.

The **PAYMENT AGREEMENT TRANSACTION RECAP** report displays with summary information about for the payment agreement you just added.
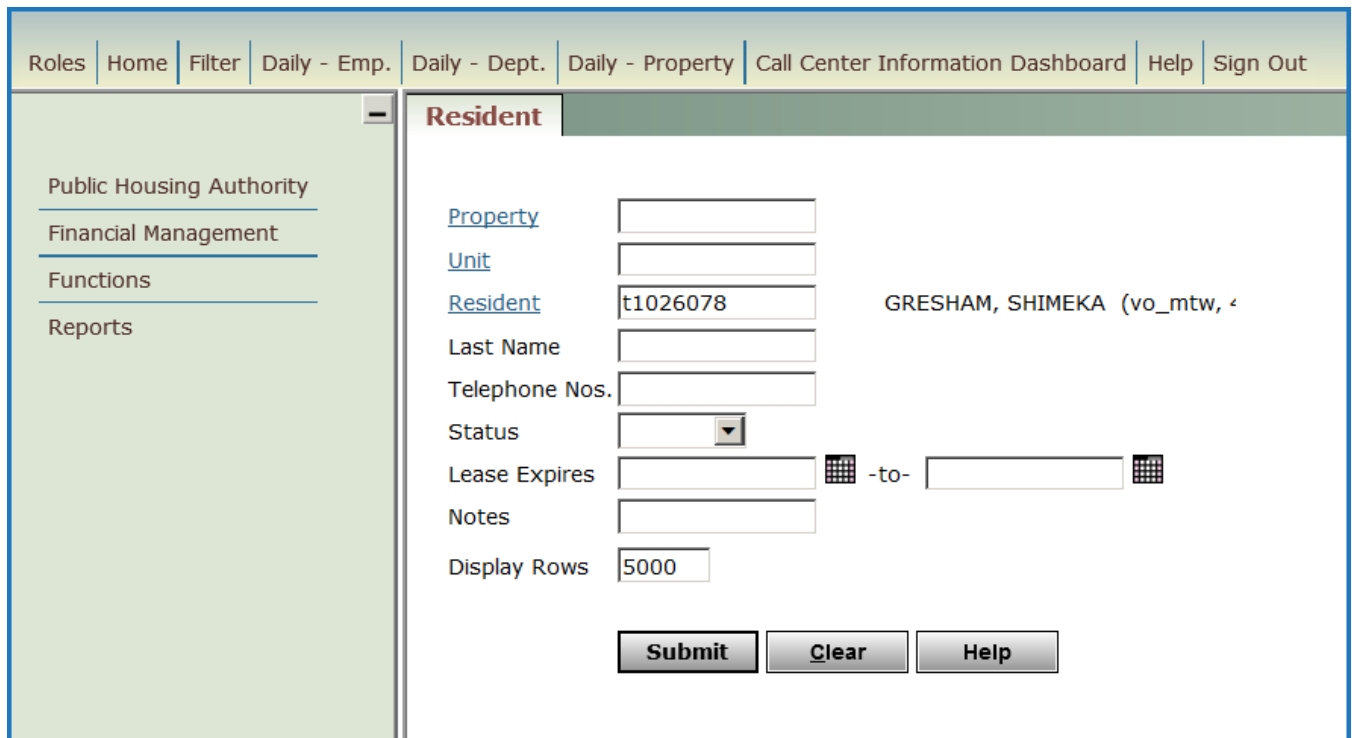
PROCESSING TENANT PAYMENT AGREEMENTS

MONITOR TENANT PAYMENT AGREEMENT

The Compliance Analyst monitors the TPA for the first 90 days. Finance monitors the TPA thereafter. To monitor the TPA, you review the Tenant Ledger for the tenant/resident or the tenant's TPA.

To monitor a Tenant Payment Agreement:

1. From the side menu, navigate to **PUBLIC HOUSING AUTHORITY > RESIDENT > REVIEW RESIDENT**. The **RESIDENT** screen displays.

2. On the **RESIDENT** screen, enter the Tenant number or name into the **RESIDENT** field, and click **SUBMIT**.

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The Tenant's record (details) displays along with Quick Link menus on the right side.

3. Locate the **FUNCTIONS** Quick Link menu, and click the **TENANT PAYMENT AGREEMENT** link.

PROCESSING TENANT PAYMENT AGREEMENTS

The **TENANT PAYMENT AGREEMENT** for that Tenant displays. It shows the amount the Tenant owes, the amount they are to repay monthly, and how much they paid so far.
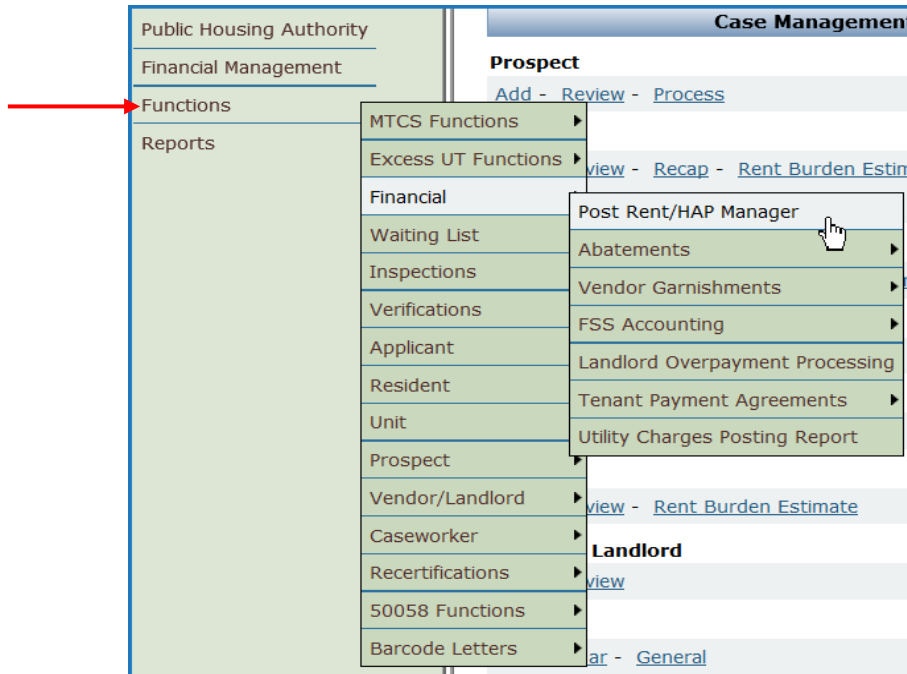
PROCESSING TENANT PAYMENT AGREEMENTS

RUN THE POST RENT/HAP

The CSG Administrator runs the Post Rent/HAP.

To run the Post Rent and HAP:

1. From the **HOUSING AUTHORITY MANAGER** main screen, navigate to **FUNCTIONS>FINANCIAL>POST RENT/HAP**.

The **POST RENT/HAP MANAGER** screen displays.

2. Complete these fields: **PROP/LIST** and **PRH MO**. Click **REFRESH**.
3. Click **LOCK**.

PROCESSING TENANT PAYMENT AGREEMENTS

4. Click **POST**. This process takes four to five minutes to complete. When it is complete, a message appears at the bottom that says **POSTING COMPLETE**.

Posting Complete

Posting Date: 12/01/2013

Transaction Types: TRC^HAP^URP^PAF^FSS^POH^POA^HTH^OTF^TPA

Process Date: Sep 27 2013 2:52PM

Process Group Description: Ctrl #14 - PRH Group for TRC^HAP^URP^PAF^FSS^POH^POA^HTH^OTF^TPA on: 9/27/2013 at: 2:52:54 PM

Housing Assistance Payments Total: $784.00 Count: 1 Batch: 1431

Payment Agreement Total: 784.00 Count: 1 Batch: 47