# Online Invoicing User Manual

*For programs:*

*Continuum of Care Performance*

*Emergency Homeless Assistance*

*Rental Assistance Program*

*September 2014*

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## A.  GETTING STARTED

To get started, you will need the following:

1.  A computer with Internet Explorer or Chrome browser and the most current version of Adobe Flash player installed.
    a.  Please note that Internet Explorer must be in compatibility mode: instructions are available from the Online Invoicing site on how to enable compatibility mode.
2.  The Online Invoicing address: http://local.housingnm.org/LoginPortal
3.  Once you have these set up, you can register as a new user, create, edit, submit requests for reimbursement, and run reports.

## B. REGISTER A NEW USER

**Each user of the system needs an individual account**, **which must be approved by MFA.  If a staff person leaves, MFA must be notified immediately.**

1.  To register a new user, go to http://www.housingnm.org/ and select "Secure Login" or
    http://local.housingnm.org/LoginPortal.  You will see the Welcome Screen:

    **MFA**

    *Housing New Mexico*

    Welcome to MFA Secured Systems

    Please Select the System you want to use.

    [ Please Select a System ▾ ]

    Note:
    Use Online Invoicing for ESG and State Homeless Program
    and RAP Program

2.  Select "Online Invoicing"

    **MFA**

    *Housing New Mexico*

    **Welcome to MFA Secured Systems**

    Please Select the System you want to use.

    | Please Select a System |
    | HomeLoanServ |
    | Lender Connection |
    | Loan Reservation System |
    | NM Energy$mart |
    | Online Invoicing |
    | Secure File Transfer |
    | WCMS |

    Note:
    Use Online Inv ... eless Program
    and RAP Prog ...
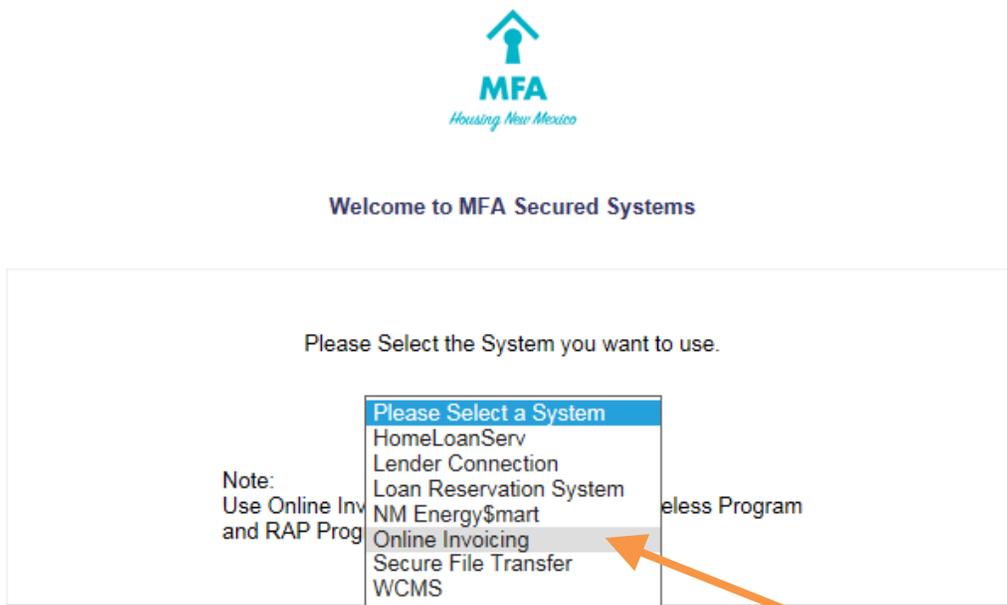
3.  Then click the link for "New User Registration".



4.  Please complete the User Registration form.  Clarification of each field can be obtained by selecting "Click HERE for help."

5.  The account and access levels are subject to confirmation by MFA. You will receive an email that your request has been submitted. It may take up to two business days to confirm your account. Once it has been confirmed, you will receive another email that your account has been approved. Confirmation may include MFA staff contacting the supervisor or director at your agency to verify access.

## C.  LOG IN TO THE ONLINE INVOICING SYSTEM

1.  Once approved, you may log in to the online invoicing system at http://local.housingnm.org/LoginPortal/. You will see the Welcome Screen:



2.  Enter your user name and password then click Login. If you do not have a user name, please Register as a New User (see Section A, Register a New User).
3.  If your user name and password are correct, you are now logged in. If your user name and/or password are not correct, you will see the following message at the bottom of the screen:

<p style="text-align:center;color:red">Invalid Username and/or password, please try again.</p>

<p style="text-align:center;color:red">Login attempt #1.</p>

<p style="text-align:center;color:red">Warning! You will be locked out after 3 invalid login attempts.</p>

If you are locked out, you will need to call the MFA Program Manager to unlock your account.

<div style="background-color:#4a7ebb">

**D. RESET PASSWORD**

</div>

1. If your account is locked out, you will need to call the MFA Program Manager to unlock your account **before** you can reset your password.
2. To reset your password, use Internet Explorer to go to http://local.housingnm.org/LoginPortal/. You will see the Welcome Screen:



**Welcome to MFA Secured Systems**

Please enter your login information and click "Login" to continue.

User Name: [_____]
Password: [_____]

[Login]

Forgot Password       New User Registration

3. Type in your user name.
4. Click "Forgot Password". You will see the Reset Password Screen with your security question:



**Welcome to MFA Secured Systems**

**Reset Password**

Security Question    What is the name of your first pet?
Answer               [_____]

[Submit]

Go back to login page

5. Enter the answer to your security question (the one you selected when you registered for the account), then click Submit.
6. You will then see a window letting you know that a new password has been emailed to you:
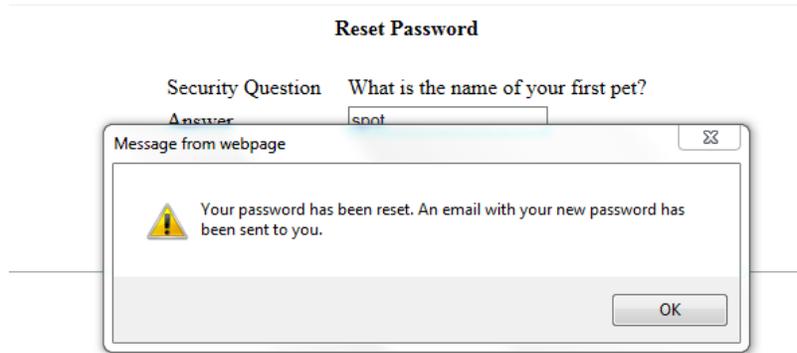
7.  Check your email to find this new password; the email will be from webnotifier@housingnm.org, and the password will be random letters and numbers.
8.  Write down or copy this new password, and go to the Welcome Screen in Internet Explorer https://local.housingnm.org/onlineinvoice/Login.aspx
9.  Enter your user name and the new password, then click login.
10. You will then see the Change Password Screen:



11. Choose a new password, following the guidelines, and enter it in New Password.

12. Enter the new password again in Verify New Password then click Change. **Please write your new password down** for future reference.

## E. VIEW SCOPE OF WORK: ACTIVITY BUDGETS

1. To view your agency's current scope of work, activity budgets and match sources for contracts in the Online Invoicing System, choose "View Scope of Work" from the Scope of Work Menu:

**Online Invoicing System**
Creative Agency

| Home | Scope of Work ▼ | Requests for Reimbursement ▼ | Summary Data ▼ | User Info ▼ |

View Scope of Work
Choose Match Sources      Scope of Work
Budget Adjustment Request
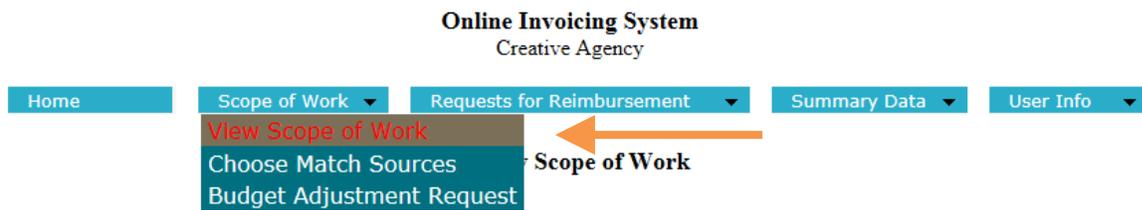
2. You will then see your agency's contract, year & scope of work. If there is not a contract number or scope of work showing, please select the appropriate year.

**View Scope of Work**

Choose the contract year: 2014 ▼

Contract Number 14-02-CRV-EHA-001 ▼

| Program Type | Approved Award Amount | Match Source |
|---|---|---|
| Data Collection (HMIS) | $2,000.00 | Bernalillo County |
| Data Collection (HMIS) | $3,000.00 | Bernalillo County |
| Emergency Shelter Essential Services | $2,000.00 | Bernalillo County<br>CDBG<br>City of Las Cruces Health and Human Services funds |
| Rapid Re-Housing Financial Assistance | $1,610.00 | Bernalillo County |

## F. CREATE A NEW REQUEST FOR REIMBURSEMENT

Each request includes two components, the invoice and one or more reports. Reports are for each activity funded. To enter either an invoice or a report, the request first needs to be created.

1. To create a new Request for Reimbursement, log in to the system.
2. You will then see your agency's Home Screen.
3. If there are no requests already created, you will see the button "**Create New Request for Reimbursement.**"
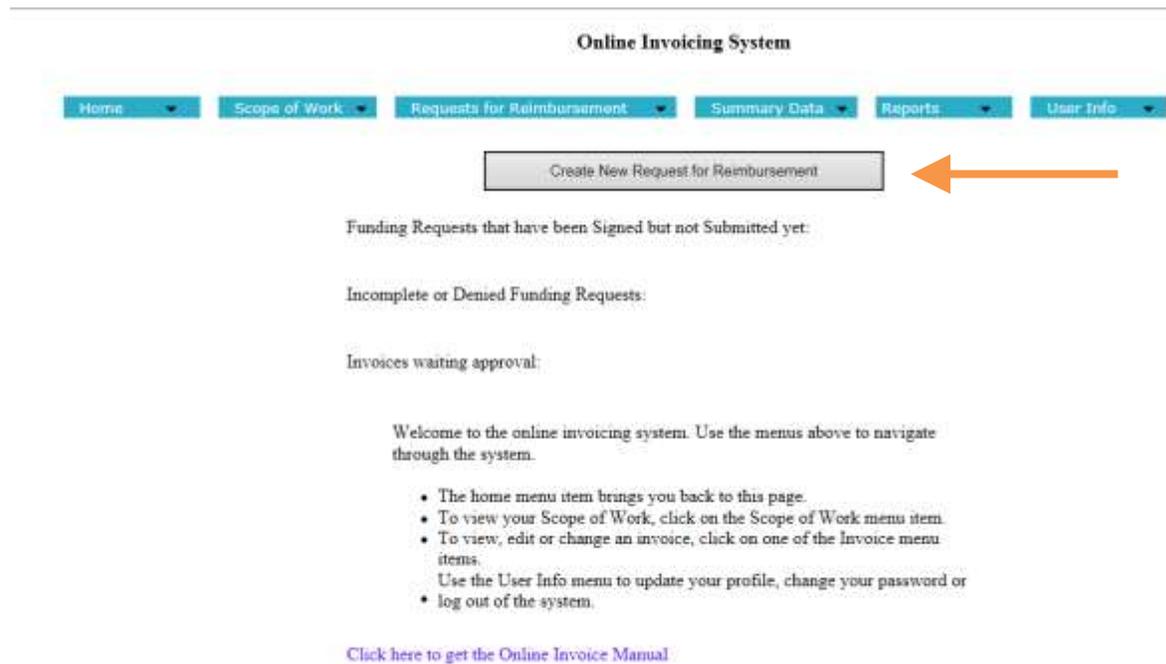


4. You can also find the "Requests for Reimbursement" drop down tab in the main menu bar and click "Create New Request."

5.   You will then see the Create New Request Screen:

Create New Monthly Funding Request
Request Type    [ Normal     ▾ ]
Select Contract:  [ 14-02-CRV-EHA-001 ▾ ]
Reporting
Month:          [ 10/01/2014        ▾ ]
                   [ Create Request ]

6.   First, select the Request Type (**Normal or Addendum** Invoice).  A normal request should be filed each month. An addendum request is used to make corrections or report additional information.
7.   Then select the **Contract Number** for the funding you are requesting.
8.   Then choose the **Reporting Month** from the options provided in the drop-down, which should only be months for which a request has not yet been submitted. The Reporting Month is the month in which the expenses were incurred and the services took place.
9.   Finally, click the "**Create Request**" button. You will then see the Request Created Screen.
10.  You will see buttons to "**Enter Invoice**" and "**Enter Monthly Report**" **depending on your account permissions** – for example, if you do not have access to the invoice, you will not see that button.

Funding Request created for **October 2014**.

Would you like to start with the invoice or monthly report?

[ Enter Invoice ]

[ Enter Monthly Report ]

11.  Click "**Enter Invoice**" to enter expenditures for the selected month, or click "Monthly Report" to enter monthly report data. You may begin with either option; specific instructions for each are in this manual.

## G. ENTER AN INVOICE

1. Once you have reached the Invoice Screen, you will see your agency's funding activities and budget for each activity:

2. To enter the amount to bill, click each box under the "**Current Expenditures**" column, and enter expenditure amounts for each program activity. For activities in which no expenditures were made during that month, enter $0.00.
3. To enter the **match** amount, type in the dollar amount, select the source from the drop down, and then click "Add". You will need to click "**Add**" after entering each item.
4. If there is anything unusual in the invoice, please type a comment in the "**Comments/Notes**" box.
5. Once you have entered all of the information, click "**Save Invoice**".
6. If you see warnings at the bottom of the screen, as in the figure below, review them and make the corrections needed. For example, there will be a warning if the year-to-date match amount is less than the year-to-date expenses. You can correct this by adding additional match, or by including a comment explaining your agency's situation and your expectations for match that will be available in future months.

7.  Once any corrections have been made, you can complete the invoice portion by clicking "**Sign Invoice**". You will then see the Sign Invoice Screen:



8.  When the Sign Invoice Screen appears, enter your first and last name, capitalizing the first letter of both, and click the "**Sign Invoice**" button. You will receive a pop-up message that the invoice has been successfully signed.
9.  Now that the invoice has been signed it will need to be verified and the **Monthly Report** needs to be completed before it can be submitted.

## H.  ENTER A MONTHLY REPORT

1.  To create or edit Monthly Reports, you can log in to the system and see any available reports in your agency's Home Screen (see Enter an Invoice),  or start by clicking on the "**View/Edit Request**(s)" option under the "Requests for Reimbursement" drop-down tab in the main menu bar.

2.  From the View Request(s) Screen, click the "**Monthly Report**" link in the row that corresponds to the month you are editing.



3.  You will then be directed to the Monthly Report screen. The Month Reported and Contract Number should appear at the top right of the screen.

4.  From the "**Select Activity**" drop-down tab near the top of the screen, choose the activity for which you plan to enter data.

5. Once an activity is selected, you will have editing capabilities in the form below. Enter data in each of the white boxes shown in the Monthly Report form. If there is no data to report for a particular activity that month, enter zeros.



6. As you begin entering data in **each tab** (Race and Ethnicity, Household and Gender, Target Population, Residential Only, and Exit Information) of the Monthly Report form, notes and warnings may appear at the bottom of the screen. These will direct your attention to deficiencies or errors in the data you have entered.
7. If you have comments to add to the report, enter these in the "**Comments/Notes**" box below the report form and any warnings.
8. <u>Please note:</u> In order to protect your data from accidental deletion, please **remember to save** frequently by clicking either of the "Save" buttons, located at the top left and bottom left of the screen. The date and time when the report was last saved will be noted at the bottom of the screen.

9.  As each activity's Monthly Report is completed and saved, the "Activity Status" of that particular activity will change from red to **green** at the top of the Monthly Report form.



10. Once all of the data has been entered, the report for each activity must be signed prior to submission. The report can only be signed once **all** activities are completed. Please make sure all the activities have been reported. This is especially important for an agency with assigned tasks or different levels of authorization. Once the boxes are green, the person authorized to sign can submit the entire report.
11. To sign an activity's report, click the "**Sign**" button below the "Comments/Notes" box at the bottom of the screen.

12. When the Sign Monthly Report Screen appears, enter your first and last name, capitalizing the first letter of both, and click the "**Sign Monthly Report**" button.



13. You will receive a pop-up message that the report has been successfully signed.
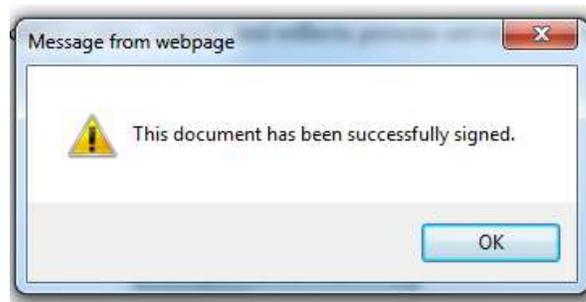


## I.   ENTER MONTHLY REPORT DATA

**When Reporting is Required**

Any time an agency is using one of the four (4) program activities' funds (Emergency Shelter Operations, Homeless Prevention, Essential Services, and Continuum of Care Performance), **a monthly report on that activity is required**. This includes agencies that are using multiple activities which they have allocated out of Emergency Shelter Operations funds. The clients reported must be those whose assistance is provided from the activity funds.

Monthly reports are required for every month of the contract year, even after funds have been fully expended. Agencies with ongoing activities, for example, emergency shelters, will report clients served for the whole year, regardless of whether funds are expended in that month.

**Unduplicated and Duplicated**

Reporting of unduplicated and duplicated clients will vary based on which activity is being reported.

Activities are reported in this order:
1. Emergency Shelter Operations (SHO)
2. Homeless Prevention (HMP)
3. Essential Services Only (ESS)
4. Continuum of Care Performance (COC)

*Unduplicated*

For the first activity listed for any agency, each **new client served that month** will be reported as unduplicated. New clients are those who have not received any services since June 30 of the previous contract year.  On **July 1 each year, every client receiving services is counted as new.**

For example, RAP agencies will report all new Homeless Prevention clients each month as unduplicated; Emergency Shelters will report all new shelter residents each month as unduplicated.  Continuum of Care agencies will report all new clients receiving Shelter plus Care services as unduplicated.

*Duplicated*

As clients receive services from additional activities, they are reported as duplicated.

For example, RAP agencies will report all new Homeless Prevention clients under Essential Services as duplicated, because the clients are being reported twice – once for each activity. RAP agencies will report all new clients receiving Essential Services without receiving Homeless Prevention as unduplicated, because those clients are only being reported once.

There is no place in the reports to count people who receive services in more than one month in the year.

Additional examples:
- If an agency has only 1 activity, then all new clients are unduplicated, and NO duplicated clients should be reported.
- If a client is new in August and reported as unduplicated, and then in October returns and receives services under the same activity, the client is not reported.
- If a client was reported as unduplicated for an activity in August, and then in October receives services under another activity, the client is reported as duplicated in the second activity.

Definitions by activity:
1. Emergency Shelter Operations (SHO) – New clients who have received Emergency Shelter Operations assistance should be counted as unduplicated. If the client was already reported under Emergency Shelter Operations this year, then the client should not be reported again.
2. Homeless Prevention (HMP) – New clients who have received only Homeless Prevention assistance should be counted as unduplicated. If the client was already reported under Emergency Shelter Operations this year, then the client should be counted as duplicated. If the client was already reported under Homeless Prevention this year, then the client should not be reported again.
3. Essential Services Only (ESS) – New clients who have received only Essential Services should be counted as unduplicated. If the client was already reported this year under Emergency Shelter Operations or under

Homeless Prevention, then the client should be counted as duplicated. If the client was already reported under Essential Services this year, then the client should not be reported again.

4.  Continuum of Care (COC) – New clients who have received only Continuum of Care Performance assistance should be counted as unduplicated. If the client has already been reported this year under Emergency Shelter Operations, Homeless Prevention or Essential Services, then the client should be counted as duplicated. If the client was already reported under Continuum of Care Performance this year, then the client should not be reported again.

**Residential / Non Residential Clients**

Residential clients are the clients who stay overnight when operations of the overnight facility are paid with MFA program funds. Non-residential clients are clients who receive assistance, but do not stay overnight.

Definitions by activity:

1.  Emergency Shelter Operations – clients who stay overnight are Residential, all others are Non-Residential
2.  Homeless Prevention – All clients are Non-Residential
3.  Essential Services – All clients are Non-Residential
4.  Continuum of Care Performance – clients are Residential if MFA funds are used to pay for operating expenses of a housing facility. All other clients are Non-Residential.

**Race and Ethnicity**

Race and ethnicity must be reported for all unduplicated clients. The total of all races & ethnicities reported must equal the total number of unduplicated clients.

**Household and Gender**

Membership in a household must be reported for all unduplicated clients. There are two types of households: adult-only households and households with children under 18. Adult children 18 and over are not counted as children, but as adults. The total number of people in households must equal the total number of unduplicated clients.

The total number of households must also be reported. Each single individual is counted as a household, and each family is counted as a household. Based on the number of people reported in each household type, the reporting form will estimate the total number of households, which may be different from the total you enter due to varying family arrangements.

**Target Population**

Target population must be reported for all unduplicated clients. A given client may be in one or more target populations; the total does not need to equal the total unduplicated clients.

The categories are:

1.  Chronically homeless – anyone who has been homeless for at least 12 consecutive months, or who has had 4 episodes of homelessness (staying in a shelter or on the streets) in the past 3 years.
2.  Severely mentally ill – anyone who has a diagnosed severe mental illness.
3.  Chronic substance abuse – anyone who has a chronic substance abuse issue.
4.  Other disability – anyone with a physical, developmental, or other disability not included above.
5.  Veterans – anyone who has served in the military, regardless of discharge status.
6.  Persons with HIV/AIDS – anyone with an HIV/AIDS diagnosis.

7.  Elderly – anyone over 62.

**Residential Only**

This tab is only available for agencies with Emergency Shelter Operations or Continuum of Care Performance.

*Current Shelter/Housing Type*

Current Shelter/Housing type information must be reported for all **unduplicated residential** clients. These should be reported based on the agency's facilities where the clients are staying this month, not based on destination when the clients leave. For Continuum of Care Performance agencies, if there are no residential clients, this does not need to be reported.

The categories are:
1.  Barracks – clients are staying in 1 or more large rooms with multiple beds.
2.  Group/large home – clients are staying in the facility which is set up like a large home, with no more than 1 or 2 clients per bedroom.
3.  Scattered site apartments – clients are living in their own apartments.
4.  Single family detached house – clients are living in their own single family homes
5.  Single room occupancy – clients are living in individual rooms in a multiple resident building, with shared bathrooms and kitchens, or rooms may have kitchenettes and/or half-baths.
6.  Hotel/motel – clients are living in hotels or motels. The residential programs cannot pay for hotel or motel stays, so this category should not be used.
7.  Mobile home/trailer – clients are living in a mobile home.
8.  Other – any other living situation not described above. This category should not be used regularly, and if used, the living situation must be described in the Comments/Notes box.

*Total Occupancy*

Total Occupancy must be reported for agencies with Emergency Shelter Operations only, and does not differ based on clients' status as unduplicated or duplicated. There are two categories:
1.  Bed spaces available – this is the total number of spaces available at an agency for a single night.
2.  Total bed nights provided – this is the total number of nights of shelter provided; it should include all occupants, both those who are new (reported as unduplicated), and those who have either continued to stay or have returned (reported as unduplicated in a previous month, not reported in the current month).

**Exit Information**

Exit information must be reported for all unduplicated clients for the month in which they exit. The number does not need to match the total unduplicated clients, as clients do not necessarily exit in the same month they entered.

Exit information is also reported by household. Every single person is a household, and every family is a household. For example, a couple is 2 persons and 1 household. A family of 5 is 5 persons and 1 household.

There are 3 categories:
1.  Exited to Transitional Housing - this means the clients exited to one of the following: Shelter Plus Care (if there is a maximum length of stay), Supportive Housing Program (if there is a maximum length of stay), HOME TBRA program, HPRP, Moved in with family or friends on a temporary basis. Can include a person who is going back to a formerly abusive situation if the situation is now relatively safe but is unstable.

2. Exited to Permanent Housing  - this means the clients exited to one of the following: Rental house or apartment (no subsidy), Public Housing, Section 8, Shelter Plus Care (no time limit), Supportive Housing Program (no time limit), HOME subsidized house or apartment, Other subsidized house or apartment, Homeownership, Moved in with family or friends on a permanent basis. Can include a person who is going back to a formerly abusive situation if the situation is now relatively safe and stable.

3. Exited to Other/Unknown – this means the client did not exit to Transitional or Permanent Housing, but instead was in another exit scenarios, including the client disappeared, went to jail, went to another shelter, went to a hotel or motel, passed away, or is going back to an abusive situation that is unsafe and/or unstable.

## J.   SUBMIT REQUEST FOR REIMBURSEMENT

Once the Invoice and all Monthly Reports have been completed, they need to be verified and submitted.

1. To begin the process, log in to the system.
2. From the Home Screen, you will see the pending requests. Click on the "**Edit/View Request(s)**" button.
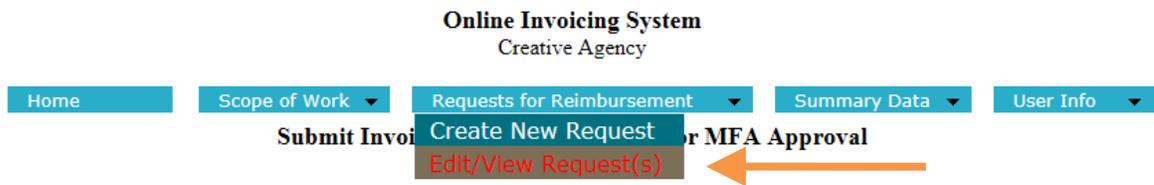


3. Review all of the **invoice** information. If it is correct, check the check box below the Comments/Notes certifying that you have verified the information.



4. If there are unique circumstances, please note it in the "**Comments**" section.  This will help the reviewer in processing your request for reimbursement.

5.  General ledgers, invoices, data reports from HMIS and or Osnium must be uploaded to the "**Uploaded Documents**" section.



6.  Click on the "**Go to Monthly Report**" button.

7. You will now see the **Monthly Report** screen. Select the activity to review the information.



8. If it is correct, check the check box below the Comments/Notes certifying that you have reviewed the information.

9.  Repeat these two steps (5 & 6) for all activities.   Upon verifying all activities, the monthly report needs to be signed.

**Online Invoicing System**
Creative Agency

| Home | Scope of Work ▼ | Requests for Reimbursement ▼ | Summary Data ▼ | User Info ▼ |

**Sign Monthly Report**

Month Reported          November 2014
Contract Number   14-02-CRV-EHA-001

I hereby certify that the information in the report(s) is true, correct, and reflects persons served under the Scope of Work for the above contract.

First Name [        ]
Last Name [        ]
Username   dataentry

[ Sign Monthly Report ]

10. The system will then redirect you to the Submit Screen.  Type in your First and Last Name (capitalized and properly spelled), then click "**Submit to MFA.**"

11.

**Online Invoicing System**
Creative Agency

| Home | Scope of Work ▼ | Requests for Reimbursement ▼ | Summary Data ▼ | User Info ▼ |

**Submit Invoice and Monthly Report for MFA Approval**

Month Reported          November 2014
Contract Number   14-02-CRV-EHA-001

I hereby certify that the total amount due is true, correct and was expended in the performance of services related to the completion of the scope of work under the above referenced Contract.

First Name [        ]
Last Name [        ]
Username   dataentry

[ Submit to MFA ]

12. The system will provide a message that the request has been submitted, **or** will provide a Verification Error Message:
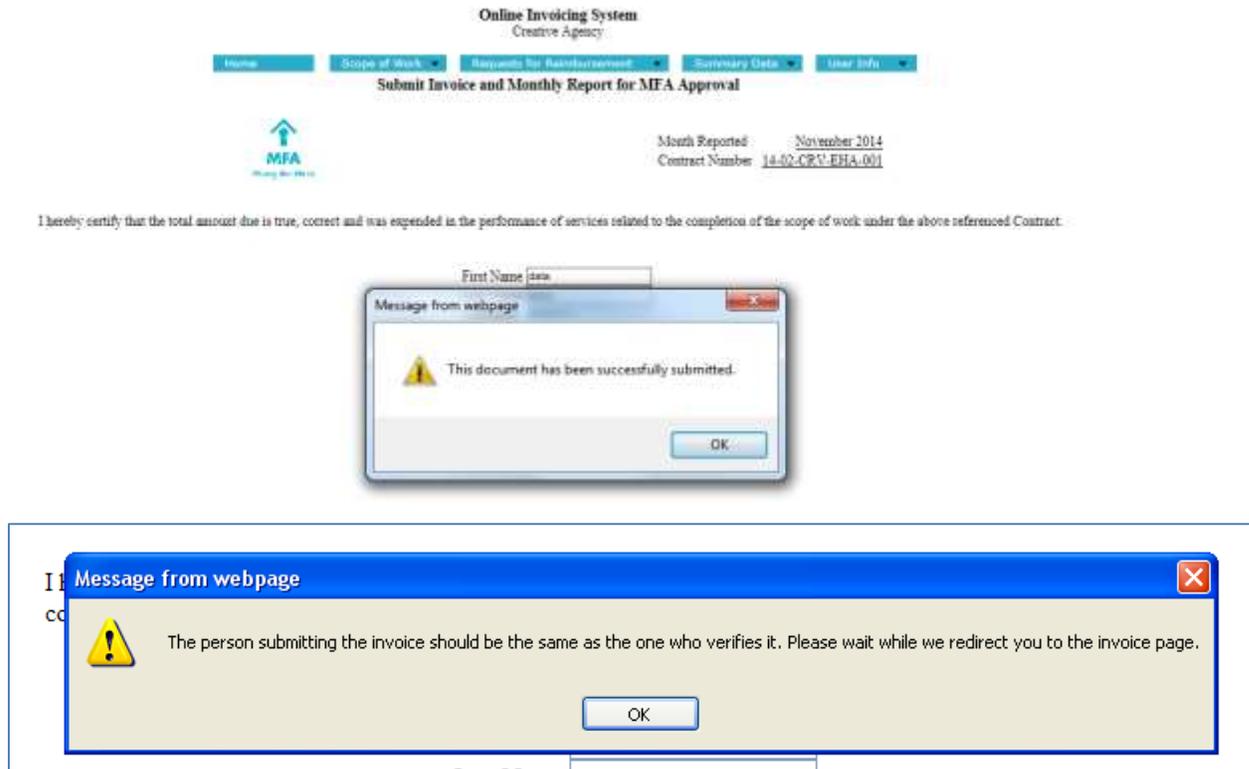


13. This message means that the either the invoice or one or more of the monthly reports have not been verified. You will need to go to the invoice and/or the reports, review the information, and check the checkboxes.
14. Once that correction has been made, the system will return you to the Submit Screen. You should now be able to submit.

## K.   RUN A SUMMARY REPORT

Summary reports on expenditure and reporting data can be run from the Summary Data menu. This menu also allows you to view, save or print final approved copies of invoices and reports.

**Summary Data – Invoices**

1.  To run a report on invoices, choose the Invoice item under Summary Data.
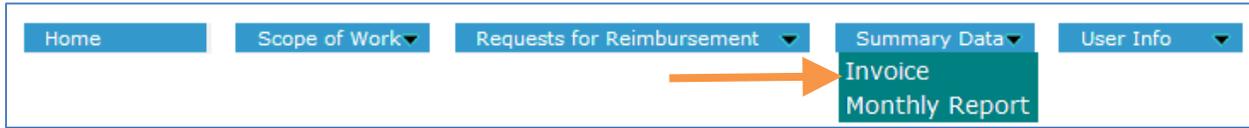


2.  When you choose this item, you will see the Invoice Report Options (below) and Individual Invoice List:

3.  To see totals across multiple months, choose the start month & year and the end month & year, and click the Run Aggregate Report button. The months are based on the month when service was provided.
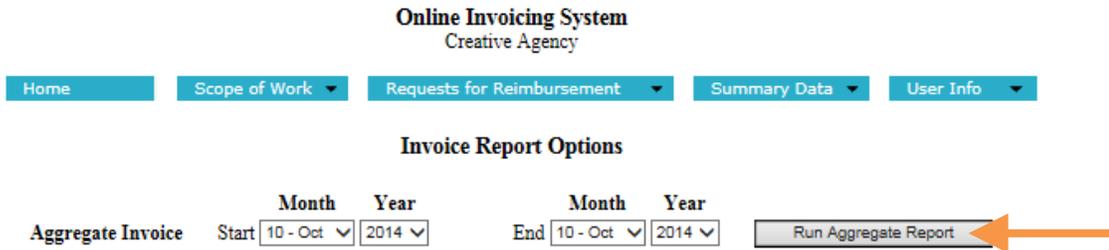


4.  A new window will open with the report; the report will include all expenditures for the months you selected, and the respective match amounts reported.

5.    This report can be saved or printed, by using the menu at the top:



6.    When you choose the Invoice option from the Summary data menu, you will also see the Individual Invoice list. From this list you can view any individual invoice to see the final information, by clicking the links at the right side:



7.    The invoice will open in a new window, and can be saved or printed just like the reports.

**Summary Data – Monthly Reports**

1.    The Monthly Report item under Summary Data allows you to run reports on the client demographics and numbers that have been reported, and also to print or export reports.

2. Once the Monthly Report item is selected, you will see the Monthly Report Data Screen:



3. To see totals across multiple months, choose the start month & year and the end month & year, and click the Run Aggregate Report button. The months are based on the month when service was provided.
4. A new window will open with the report; the report will include all data for the month(s) selected.
5. This report can be saved or printed, by using the menu at the top:
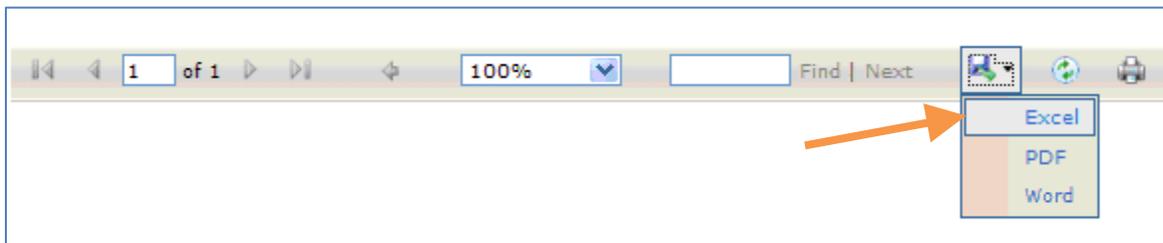


6. You can also view, save or print an individual monthly report, by clicking on the activity name in the list.

7. The monthly report will open in a new window, and can be saved or printed.



## L. UPDATE USER PROFILE INFORMATION

1. To update your user information, including your email, phone number and security question, go to the User Info Menu and click on Update Profile:

2.  You will then see the User Profile Screen:

**Your Profile Information**

| | | | |
|---|---|---|---|
| User Name: | dataentry | First Name: | |
| Last Login Date | 10/28/2014 | Last Name: | |
| Service Provider: | Creative Agency | Email: | |
| | | Phone#: | |

3.  Please make sure your information is accurate, in the event MFA staff needs to contact you with a question about the request for reimbursement.
4.  You can also update your Security Question and Answer, shown below; please choose a question and answer you will remember. Please note that this information can be seen by authorized MFA staff.

**Security Q&A**

The following Question will be asked of you if you forget your password:

Question:   What is the name of your first pet?   ∨

The following Answer is required to receive your password via email:

Answer:   [                    ]   (10 Characters Max)

[ Save ]   [ Cancel ]

## M. CHANGE PASSWORD

1.  To change your password, go to the User Info menu and click on "**Change Password**":

| Home | Scope of Work▾ | Requests for Reimbursement ▾ | Summary Data▾ | User Info ▾ |
|---|---|---|---|---|
| | | | | Update Profile |
| | | | | Change Password |
| | | | | Logoff |

2.   Then you will see the "**Change Password**" page:



3.   You will need to type in your Old Password, and then type in your New Password. Your new password needs to be at least 8 characters long, include at least 1 letter and 1 number. It **cannot** be more than 12 characters long.

**Every 90 days, the system will also prompt you to change your password.**

## N.  LOGOFF FROM THE SYSTEM

When you are finished with your tasks, you will need to logoff from the system.

1.   To logoff, go to the User Info Menu and click "Logoff".