Training for Successful ERAP Bulk Uploads & Other Reporting Updates

Crystal Garcia
ERAP System Admin/Manager
Department of Finance and Administration
Crystal.Garcia2@state.nm.us

Donnie Quintana
Director, DFA Local Government Division and ERAP Program Director
Donnie.Quintana@state.nm.us

October 7, 2021

Review of Bulk Submission Process

Inform DFA of interest in participating in Bulk Process

↓

DFA will send informational email with next steps and required documents

↓

Complete NM Substitute W9

↓

FTP user access issued to vendor via email from IT

↓

Tenants/customers complete attestation form

↓

Landlords/utility providers verify arrearages

↓

Landlords/utility providers collect forms and complete flat file (spreadsheet template)

↓

Landlords/utility providers upload flat file (spreadsheet template) into secure portal

↓

DFA internal validation and upload process

↓

DFA issues payment to landlords/utility providers

Review the Necessary Documents

- Attestation form for rental or utility assistance
  - Available in English and Spanish
- Flat file (spreadsheet template) reflects information from attestation form
- NM Substitute W9 (required for new vendors)
- Voided check (for direct deposit - ACH)

PDFs of necessary documents can be found online at RentHelpNM.org/forms.

Attestation Form and Flat File

Rental or Utility Attestation Form

Landlords/utility providers share self-certification forms with customers.

The form certifies the tenant/customer's identity, address and rent/utility obligation and:

1. eligible to participate in the program (income eligibility),
2. experienced financial impact due to Covid-19,
3. authorizes the state to pay the landlord/utility provider on behalf of the applicant, and
4. authorizes vendor to disclose information and allow the state to access applicant's information.

Attestation forms can be shared via mail, electronically (i.e. email), or in any other capacity such as adding to the vendor's website (New Mexico Gas Company).

Flat File

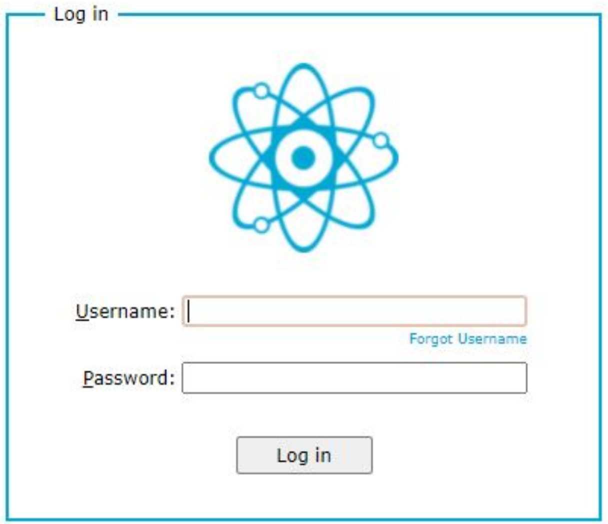
Landlords/utility providers complete the flat file with the information collected from the attestation form and from internal delinquency records.

Landlords and utility providers are responsible for validating tenant/customers past due amounts before submitting the form to the Department of Finance and Administration.

How to Complete the Required Flat File

1. Vendor FTP Folders are equipped with respective template:
   a. Landlord template: LANDLORD USE ONLY_Bulk Landlord Template.xlsx
   b. Utility template: UTILITY USE ONLY_Bulk Utility Template.xlsx
   c. https://www.renthelpnm.org/forms/
2. Input data from attestation forms into templates
3. Enter data from utility provider/landlord
   a. Account information, past due amount, etc.
4. Save file as entityname_date.xlsx
5. Upload flat file AND attestations into FTP folder.
6. Vendor notifies Bulk Agent (you will be notified via email who your Bulk Agent is along with their contact information)

FTP Process: User Access and How to Upload



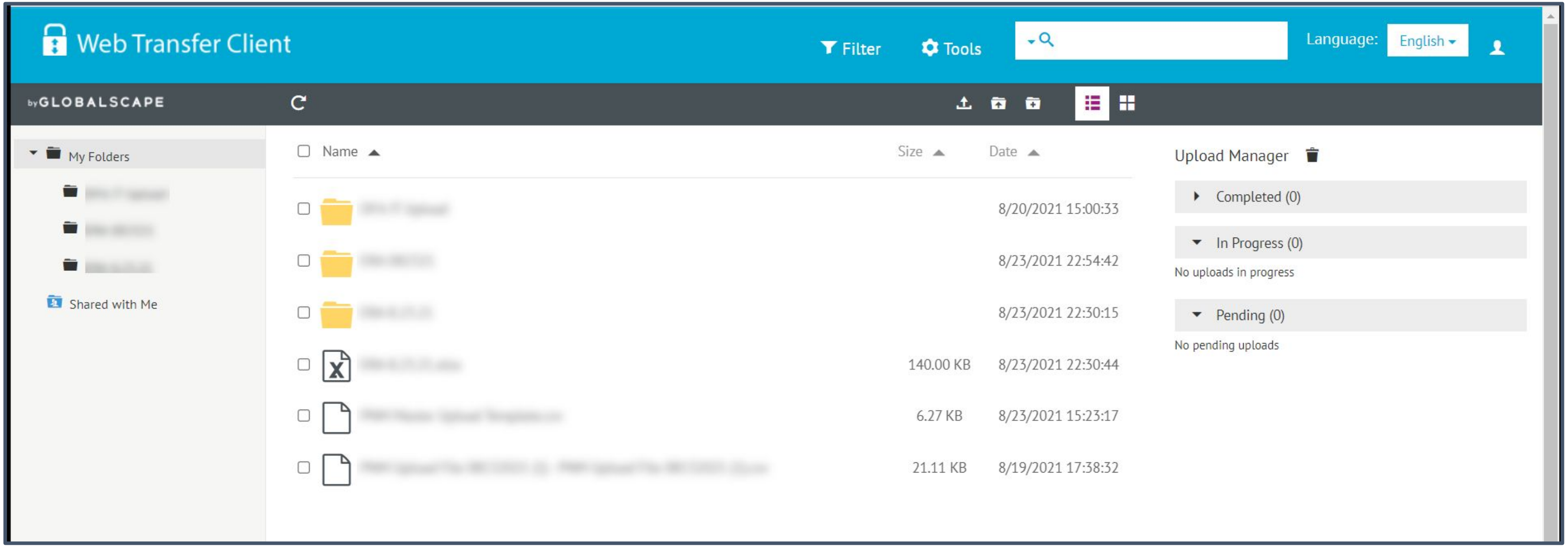
DFA uses a secure file system to transfer documents between providers and our internal validation team.

You will need to upload the flat file(s) and attestations into your assigned FTP folder for DFA to access flat file.

How to access the system?
DFA will share a username and password once FTP folder has been created. Login credentials must be kept confidential.

**Be sure to monitor your “junk” folder for incoming email.*

FTP Process: User Access and How to Upload



How to upload files?

Job aid will be provided to you with step-by-step instructions.

What files to upload:

- Completed flat files
- Attestation forms
- NM Substitute W9
- Voided Check

Status and Reporting

1. Once uploads into FTP folder are complete, DFA can access files and begin processing
2. Vendor emails DFA bulk processing team
3. DFA bulk processing team begins:
   a. extracting data and converting into new format (CSV file)
   b. CSV file is then uploaded into system and an official application is created
4. Application status defaults to “Pending Approval” and will then be approved within 1-2 business days
5. Payments are issued separately by each application (not bulk deposit)
6. ACH payments are made within 2 business days of approved award
7. Checks are mailed and should be received within 10-14 business days after payment voucher is created
8. NEW – reports will be available in the FTP subfolder labeled “Bulk Reports” at the end of each week (beginning 10/15/21). Refer reporting questions to your bulk agent.

Questions?

For more information, please contact:

Crystal Garcia
ERAP System Admin/Manager
Department of Finance and Administration
Crystal.Garcia2@state.nm.us