# RRH Ticketing System Provider Workflow

## Processing Timeline

- Send only ONE email per request (i.e. Rent, Utility)
- EMAIL ADDRESS: community_assistance@act-ct.org
- Subject Line = HMIS ID - type of Ticket Request (**Rent, Utility, Recert, Initial**) – Month
- You will receive a confirmation email that your submission has been received and a ticket number will be automatically generated
- You will receive an email stating who your submission has been assigned to
- Any questions related to the submitted ticket – reply to the ticket

## If Rejected

- If a team member identifies an incorrect subject line (no HMIS ID/month/year/type of application), your ticket will be rejected and a new ticket will need to be submitted
- If a duplicate ticket is created it will be rejected. Do not respond to rejected tickets

## If approved (no errors)

- When your submission has been reviewed and approved, you will receive an update that your submission has been forwarded to our finance department.
- Ticket will be updated to "check cut status" and uploaded to the HMIS file, an automated email will be sent to the case manager

## If pending (errors/missing information)

- If your submission is pending you will receive an email detailing the information needed to complete the application. (e.g. for example, TIN mismatch, Missing paperwork, additional clarification, HMIS ROI release, etc.)
- You will receive an automated email every 48 hours until the information has been received
- Case managers are responsible for uploading documents to HMIS, and notifying ACT staff when a pending issue has been updated

# FAQ's

- *What if I have a question related to my active ticket?*
  - Any messages related to active tickets: Reply to the email sent via ticketing system. Do not send a new email to the ticketing system, it will generate a new ticket and may cause confusion or delay in response.
- *What if I have a question related to a closed ticket?*
  - All correspondence with ACT regarding a closed ticket should be sent to funds@act-ct.org
- *What if I don't get an initial response or my ticket hasn't been assigned?*
  - Send an email to funds@act-ct.org requesting an update **including the client ID and month/type** of assistance requested
- *What if a landlord says they haven't received a payment?*
  - Check the client record in HMIS.
    - If there is no check copy uploaded, email us with the HMIS ID, Payee and month/type of assistance at funds@act-ct.org
    - If there is a check copy, send us an email at funds@act-ct.org referencing the HMIS ID, payee and check number. We will request a status update with the bank.
      - If the check has been cashed: we will send you a copy of the cashed check from the bank
        - If the check is suspected to be fraudulently cashed the landlord will need to file fraud report with their bank to recoup the funds. **ACT will not reissue any fraudulently deposited checks**
      - If the check has not been cashed: If 3 weeks have passed since the initial check cut date, we may be able to cancel payment on the check and reissue payment. We will ask you to verify the mailing address and payee to ensure it gets to the landlord.
- *How long does it take for a check to get mailed once my ticket has been submitted?*
  - First of the month rental payments need to be submitted between the 20$^{th}$ and 25$^{th}$ of the prior month in order to be sent out by the 1$^{st}$ of the month.
  - For a monthly rental payment outside of the 1$^{st}$ of the month window, our ideal timeline is 5-8 business days from application to payment. This may be delayed if there are errors in processing
  - If an application is pending, it depends on how long it takes for us to receive the corrected information for processing to continue
- *Does ACT Pay late fees?*
  - RRH funds cannot be used to pay late fees on behalf of a client. If ACT makes an error in processing the ticket request that results in delays that results in a late, late fees may be paid. If a provider fails to submit a ticket within the specified timeframes from above, the provider submitting the request will be responsible for any late fees incurred.