



Kansas City, Kansas Housing Authority

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March 12, 2013

NOTICE TO LANDLORDS/PROPERTY MANAGEMENT COMPANIES:

The Kansas City, Kansas Housing Authority (KCKHA) is excited to introduce our Landlords to our new online **HMS PAL™** system, which is being provided by and maintained by our software vendor. Using this system, you will be able to register and access information regarding your monthly Housing Assistance Payments (HAP) for all your current tenants. Landlords can use **HMS PAL™** regardless of whether you receive Direct Deposit or payments by check, but by choosing to sign up for Direct Deposit, you can help the KCKHA reduce environmental waste, use less paper, and help us become more efficient.

Please take the time to visit the website and familiarize yourselves with the new system at: www.hmsforweb.com/pal. There are instructions provided to assist you in accessing your information. Each landlord will be required to register at **HMS PAL™** and set up a user account. After successful registration, you can log in and check your payment history and print out individual payment information. You will need an e-mail address to complete the on-line process. If you do not have an e-mail account, you can sign up for free accounts at Hotmail, Gmail, MSN, Yahoo, or similar free websites. Obtain the email address before registering on the **HMS PAL™** site.

When you initially register to use this site, it will ask for your tax identification number (SSN# or FEIN#). This number must be the number that the KCKHA has on file for tax reporting purposes. If both property owners and property managers want to access the same information on tenant payments, you will have to share login information.

Through **HMS PAL™**, you will be able to view up to an 18-month payment history (*beginning at March 2012*) and current year to date totals. Your most current payment data will be available online on the day following a check run process. However, please allow 2-3 business days for the receipt of your actual payment in your bank account as it takes time for the bank to process your direct-deposits. Checks being mailed through the USPS may take even a few extra days.

You can opt to receive email notifications that a recent payment has been posted to the web, by enabling email notifications. If you would like to receive an email notification, you must select to turn on email notifications after you log in to **HMS PAL™** by clicking on "Email Settings" in the left menu. All landlords who received a payment the previous day and have turned on email alerts will receive an email. The email will let you know that your current month's statement is available online, and it will provide you with a link that will bring you to the login page. Please note that, effective immediately, this e-mail notification process will replace the e-mails that the KCKHA has sent directly from our kckha.org domain.

If you have questions about how to use **HMS PAL™** please check the FAQ (Frequently asked Questions) link provided throughout the **HMS PAL™** website. If you forget your username or password, there is a "Forgot Password" link below the login dialogue that will email that information to your email address. If you have technical problems with the **HMS PAL™** site, you can email support@hmsforweb.com for assistance. If you have questions about payment dates, payment amounts, etc., you should contact the KCKHA Section 8 office directly. The **HMS PAL™** technical support staff will not be able to address incorrect payment amounts, address changes, etc.

The KCKHA continues to look for ways to expedite and simplify our functions in order to better serve both our Landlords and clients. By implementing the usage of **HMS PAL™**, we hope to offer an easier and more convenient method for you to verify Housing Assistance Payment (HAP) information on a monthly basis. We look forward to receiving feedback from you in reference to the new system.

Thanks...