

# *Pro-Pay: Frequently Asked Questions*

---

## *Accessing Pro-Pay*

### **I don't have a ProPay account. How do I gain access to the ProPay system?**

ProPay access for District and OPM users is not available until after the district signs its first agreement with the MSBA. As a first-time user, please download the “MSBA Pro-Pay System Access Request Form for District/OPM Users” and follow the directions provided on the form.

(Refer here: <http://www.massschoolbuildings.org/guidelines/guides>)

### **I have submitted an access request form but have not received my credentials?**

The credentialing process takes several days so please be patient. However, if it has gone more than a business week, please check your junk email filter as credentials are sent from an automatically generated email system. If it's not there, please call the MSBA and ask for Kristine McAndrews. Remember: If the district does not have a signed agreement in place with the MSBA (either an FSA or PFA), credentials cannot be processed and will be placed on hold until a signed agreement is in place.

### **I have received my credentials and changed my password at the prompt but whenever I try to login, I receive a message saying my password is incorrect?**

Try clearing your browser cookies as your computer could be auto-filling the password with your old password.

### **I forgot my username and/or password**

Under the system login box, select the link to “forgot your username” or “forgot your password.” The response rate for these actions is quick so if you don't receive an email almost immediately, check your spam/junk folder or call the ProPay hotline (617-720-4466) for assistance.

### **How do I sign-up for Pro-Pay training?**

To sign-up for training, each attendee will need to request and be granted credentials to the Pro-Pay system.

There is a sign-up guide located on the MSBA website that details the process.

(Refer here: <https://cmsba.sharepoint.com/:b:/s/ITLearnings/EeroS-ijZ41Dn89zDQmckDkB5IRoagiwL6H-6mzMoN9GIg?e=viNhM7>)

## *Working in Pro-Pay*

### **How am I able to access my project on Pro-Pay?**

You may access your project by logging into Pro-Pay, selecting Progress Payment under applications, the list of projects you have access to will be presented. Once you locate your project, click the addition sign to the left of your district name to reveal the district number (Note: clicking the project name will bring you to a page that has district contact information.). Clicking the district number will allow you to access your project.

## ***Pro-Pay: Frequently Asked Questions***

---

### **When can a reimbursement request be submitted?**

For CORE programs, reimbursement requests can be submitted once per calendar month. For Accelerated Repair Projects (ARP), reimbursement requests can be submitted once per calendar month or there are \$50,000 in costs ready to be submitted, whichever is later.

### **How is a budget entered?**

After each signed agreement is executed the budget is open to be updated. Go to the Budget Details tab, then select the Submit Budget tab. An Edit/Enter button will be available at the time the budget needs to be entered. If you do not see an Edit/Enter button, please call your MSBA Project Manager or the Pro-Pay Hotline.

### **Do I have to enter all the invoices at one time?**

No, ProPay is designed to allow you to enter invoices “on the fly.”

### **How do I submit retainage in Pro-Pay?**

MSBA requires that districts submit the gross amount of the construction line item into Pro-Pay and submit the retainage separately under Retainage. When the District is accruing retainage to the project, the retainage is entered in Pro-Pay as a negative. When the District is releasing retainage, the retainage is entered in Pro-Pay as a positive. At the end of the project, the retainage line should be zero.

(Refer to: <http://www.massschoolbuildings.org/building/advisories/14-15> ).

### **I submitted my request but forgot to print my forms. What should I do?**

Under the Prior Requests tab, there is a Submission Forms sub-tab. If you click on that tab, all the Prior Requests are listed. You can print any of the forms by clicking on them.

### **I made a mistake on an invoice I entered, how can I fix it?**

Depending on where you are in the process the invoice can be fixed several ways:

- If you notice the mistake during the entry process, select the “edit” button and correct your mistake.
- If you notice the mistake after the entry process but before submission, simply open the invoice, select the “edit” button and correct your mistake.
- If you notice the mistake after you submit the request, contact the MSBA hotline and staff can help you remedy the mistake.

*Note: until the request is completed and paid, changes can be made. If, however, the mistake is not noticed until the request is submitted and paid, there are still solutions available to correct the error. Contact your MSBA project manager or the ProPay hotline to discuss the options available.*

## ***Pro-Pay: Frequently Asked Questions***

---

### **Can the District change the classification code for prior submitted costs?**

Yes!

For costs that were deemed eligible, a District will submit a reclassification request. For costs deemed ineligible, the District can re-submit it in a regular monthly request and check the “Previously Submitted” radio button.

### **How does a district reclassify previously submitted eligible costs in ProPay?**

Please see Project Advisories 9-12 for a detailed explanation of the process.

(Refer here: <http://www.massschoolbuildings.org/building/advisories/9-12>)

### **Does submitting a Reclassification submittal mean the District will have to wait another calendar month to submit a regular monthly request?**

No. Reclassification requests can be submitted as often as needed and do not delay the regular monthly submittal timeline.

### **Once I submit electronically, am I done?**

Almost! Once the reimbursement request is submitted electronically you need to print the system generated forms, have them signed by the appropriate people, and send them along with copies of the invoices and any other supporting documentation to the MSBA.

### **Can Districts check the status of the submitted request?**

Yes, districts can check the status of each request by clicking on the request number under the audit tab. If the Request on-hold button is checked, the on-hold reason will be presented. On the bottom of the same page, electronic signatures of audit, construction and finance reviewers also show if the reviews have been completed.

### **How long does it take for the district to receive payment on a reimbursement request?**

Approximately 15 days. However, if the reimbursement is missing documentation or backup that can delay the processing and payment timeline. If your submission is incomplete, an auditor will reach out to the district requesting the missing documentation.

### **What type of documentation does the MSBA require for a submission to be considered complete?**

- Copies of all system generated forms pertaining to current request, signed as necessary.
- Copies of all invoices entered electronically into ProPay for the current submission.
- Backup of any, and all, subcontractor invoices being billed through the architect and owner’s project manager (OPM).
- Certificate of insurance and bill of sale on stored materials as billed on contractor’s application and certificate for payment.

*Note: This list is not exhaustive. Auditors may reach out to the district for additional items as they deem necessary.*