



FREQUENTLY ASKED QUESTIONS REGARDING **CERTIFICATION-ON-LINE (COL)**

This FAQ provides answers to common questions regarding Missouri Housing Development Commissions (MHDC) Certification-On-Line (COL) system. If you have a question that is not answered by this FAQ or the COL Guide at http://www.mhdc.com/program_compliance/LIHTC/comp-online/COL%20MHDC%20Detail%20Instructions.pdf please contact the Senior Housing Development Officer at 314-877-1332 or tewing@mhdc.com.

Q. Are the AMRS and COL reporting systems the same?

A. No. The Asset Management Reporting System (AMRS) is used to report budget, financial and occupancy information, insurance claims and reserve requests. COL is used to report resident and annual owner certification information. Your user name and password will be different for AMRS and COL.

Q. What is the site address for COL?

A. <https://col.mhdc.com/>

Q. When should I start reporting in COL?

A. Please be aware that reporting must occur quarterly from the first move in until the property is 100 percent leased. Once the property is at 100 percent, annual reporting begins. You must notify MHDC via email when the property is 100 percent leased, so you may be switched to annual reporting in the COL system. The Seasonal Reporting Schedule (below) denotes when a property should begin reporting in COL and is based on the year the last building is placed in service.

SEASONAL REPORTING SCHEDULE			
<i>Placed-In- Service Date</i>	<i>Activity Period Covered</i>	<i>COL Report Due Date</i>	<i>Exhibit A & K Due Date</i>
1990, 1991, 1992, 1993, 2006, 2010, 2014	April 1 – March 31	April 15	April 30
1994, 1995, 1996, 1997, 2007, 2011, 2015	July 1 – June 30	July 15	July 31
1998, 1999, 2000, 2001, 2008, 2012, 2016	October 1 – September 30	October 15	October 31
2002, 2003, 2004, 2005, 2009, 2013, 2017	January 1 – December 31	January 15	January 31

Q. When should the Exhibit A - Annual Owner Certification be submitted?

A. The Seasonal Reporting Schedule (above) denotes when a property should begin reporting in COL. The Exhibit A should be submitted immediately prior to the tenant certification being submitted.

Q. Where do I get my initial username and password for COL?

A. Contact the Program Compliance Administrator at 816-759-6856 or cmaupins@mhdc.com.

Q. What do I do if I forget or accidentally change my username or password?

A. The main manager of the property can log into the system, go to “User Management” and click on “Create, Edit and Remove On-site Manager” button and from the grid list displayed see the On Site Managers’ full name and their user name. The main manager may then reset the user name and password.

Q. What if the main manager does not have the user name or password?

A. Contact the Program Compliance Administrator at 816-759-6856 or cmaupins@mhdc.com. The password will be reset to the default setting which is the first three letters of the property name and the last four numbers of the tax identification (TIN) or employer identification number (EIN).

Please note: If using the TIN, the capital letter “S” must precede the social security number. If using the EIN, the capital letter “F” must precede the employer identification number.

Q. How do I add units in COL?

A. Proceed to buildings from the main page; proceed to units, select the first blue tab “Unit Definition”; select the first blue tab “New”, and enter the unit information.

Q. What is the maximum number of characters that can be entered for a unit number?

A. Five.

Q. How do I enter a new reporting period?

A. This can be done two ways. 1) Click on the “Change Report Period” button (Buildings screen) then enter the new reporting period or 2) Enter the reporting period in one unit in each building.

Q. How do I change an incorrect report period?

A. If an incorrect reporting period is entered, it can be corrected. The Change Report Period process is accessed from the Buildings sub-menu. Click on the “Change Report Period” button. That will take you to the Change Report Period screen. The current reporting period is the default, but can be changed. To change the reporting period, click on the first date box. Enter the correct start date and select the Tab key to move to the next box. Enter the correct ending date and click on the “Update” button.

Q. How do I change an incorrect rent change date?

A. Once a Rent Change date is saved, COL will not allow a date to be entered that is earlier than the date saved. The COL user must delete that entry by going to Units; Delete Tenant Certs, highlight the entry, and then click Delete. That will return the unit to the prior entry. Correct data may then be entered.

Q. What do I do when I receive a “Project Locked” message?

A. The main manager can reset the locked project. The main manager must login into COL; select the project and click on the “Use Management” icon on the top right banner. Then, select “Reset Locked Project” on the User Management screen. On the next screen, “On-Site Managers”, select the user and click the “Reset Locked Project” button. The project should be unlocked and available to edit.

Q. On the “Buildings” Page, under the column “Tenant Recert Status”, what does the status, “Not Ready” mean?

A. The status “Not Ready” means the building is open for the next reporting period (shown below).

Q. On the “Buildings” Page, under the column “Tenant Recert Status”, what does the status, “Ready” mean?

A. The status “Ready” means the building is ready to submit (shown below).

Bldg Select	Building ID Number	Placed in Service Date	Last Report Date	IRS Compliance Status	HOME Compliance Status	Agency Compliance Status	Tenant Recert Status	Last Submission Date
<input checked="" type="radio"/>	MO-01-12201	06/03/02	12/31/13	In compliance	Not tested	In compliance	NOT READY	00/00/00
<input type="radio"/>	MO-01-12202	06/26/02	12/31/12	In compliance	Not tested	In compliance	SUBMITTED	01/15/14
<input type="radio"/>	MO-01-12203	06/26/02	12/31/12	In compliance	Not tested	In compliance	READY	00/00/00

Q. What is the proper procedure for transfers in COL?

A. The proper procedure for transfers in the same building is to select the unit and select “Unit Transfer”. A unit transfer data box will open displaying only vacant units within the same building or within another building (if building to building transfers are allowed). Enter all the transfer information and click “Update” when completed.

Q. I keep getting an error with the message “page unavailable” or “this page cannot be found”. What’s wrong?

A. This is typically an internet connectivity problem. Verify what internet browser and version is in use. If you are using Internet Explorer 10.0 (which comes standard with Windows 8 computers), you must use Internet Explorer 9 compatibility mode provided by the 10.0 browser. This is the small blue “Compatibility View” button located to the right of the website address.

Q. How do I know my submission was successful?

A. When your submission is successful you will receive a status box (shown below) stating “In Compliance”. Also, at that point, the building is unlocked you may begin entering the tenant activity for the new reporting period.

GENERAL COMPLIANCE INFORMATION		COMPLIANCE TEST RESULTS	
Compliance Status:	IN COMPLIANCE	IRS Compliance Status:	IN COMPLIANCE
Building Number:	MO-03-20162	Agency Compliance Status:	IN COMPLIANCE
Report Period:	01/01/06 to 12/31/06	HOME Compliance Status:	NOT TESTED
		Other:	

Q. How do I request an extension to submit my COL report?

A. There are no extensions to submit COL reports.

Q. What happens if I don't submit my COL report?

A. Properties that fail to submit their COL report will be placed out of compliance and an 8823 will be issued. Once the report is submitted correctly, a corrected 8823 will be issued and the property will be placed back into compliance.

Q. Does MHDC offer COL training?

A. MHDC does not currently offer COL training. Resources for COL include the COL Guide located at http://www.mhdc.com/program_compliance/LIHTC/comp-online/COL%20MHDC%20Detail%20Instructions.pdf and staff assistance through the Senior Housing Development Officer at 314-877-1332 or tewing@mhdc.com.