



# Process Guide: How to Use the NYCHA Self-Service Portal to Complete the Housing Choice Voucher (Section 8) Annual Recertification

## Using this Reference Guide

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### Welcome to NYCHA's Self-Service Portal!

This Reference Guide will assist you through completing an online annual recertification. The process has been broken down into sections for ease in following the requirements. If you face issues with the Self-Service Portal at any section, contact our Customer Call Center for assistance at 718-707-7771.

Once you are finished, don't forget to share your experience with us by completing the survey!

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## 2. Register Your Account

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Before starting your online annual recertification, you must register your account\*. Click on “Register for Online Access” at the Self-Service Portal’s homepage and complete the below steps.



### Register.

Enter your information and your current email address.



### Confirm your account.

NYCHA will send you an email with a link to confirm your account.



### Access your account.

Enter the username and password provided by NYCHA at the login screen.

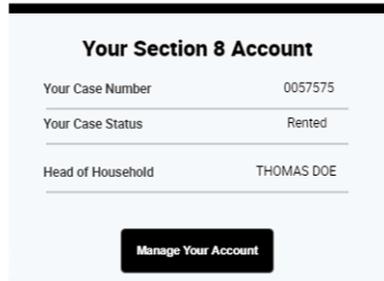
*\*If NYCHA has provided you with a username and password, you can skip the steps for registering and confirming your account.*

### 3. Accessing Your Account

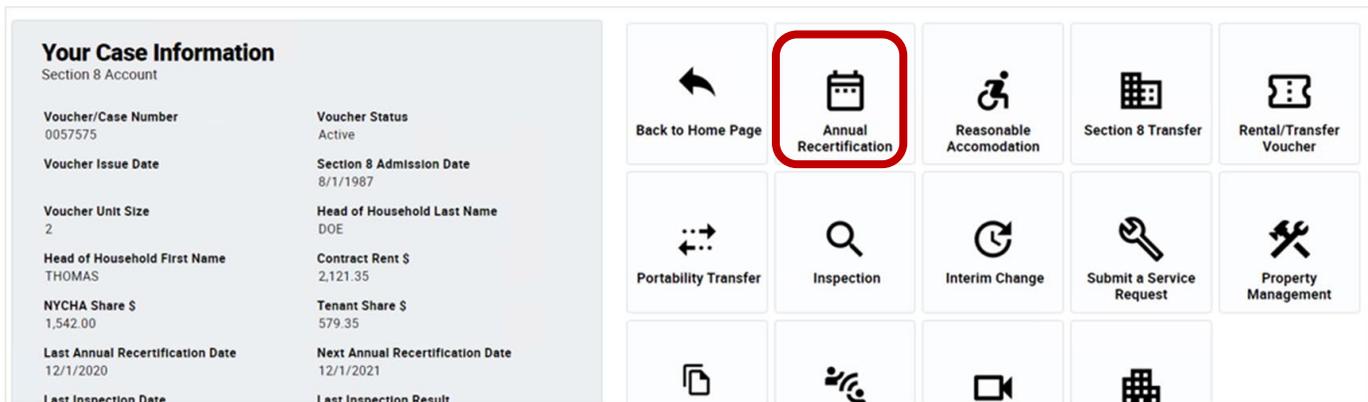
After logging in to your account, select “Manage Your Account” at the bottom of the “Your Section 8 Account” section.

**Hi THOMAS DOE, welcome back.**

Use this portal to manage your NYCHA account, request a transfer, or adjust your income.



Select the “Annual Recertification” tile at the top of the page.



Read the steps for completing the annual recertification.

***If you are a person with disabilities and require assistance, call (718) 707-7771. An operator can assist you with obtaining a paper annual recertification package.***

Select the annual recertification you would like to complete.  
If you have unfinished recertifications from past years, be sure to complete them as soon as possible.

### Annual Recertification

1-58180080128

**Status**  
✔ Current

**Recertification Period**

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## Welcome back to your annual recertification

This process will help NYCHA calculate a fair rent for you and your household. The recertification process is made up of the five steps outlined below:

- 1. Introduction**  
Read the instructions and get started
- 2. Household Members**  
Verify information about your household members
- 3. Household Income**  
Enter any income, assets, and expenses for each member of your household
- 4. Acknowledgements**  
Answer additional annual questions from NYCHA
- 5. Summary**  
Review all information and submit to NYCHA for review and approval

**Thank you from NYCHA**

**Help us improve the annual recertification process!**

We have designed the annual recertification portal with you in mind, and we are committed to improving this process. After you submit your annual recertification, you will have an opportunity to complete an optional survey to share your experience.

## 4. Get Started



### Step 2: Household Information

In this section, we will ask you about the **people you live with**. Knowing who is in your household helps NYCHA ensure that we are setting your rent to the correct amount and providing your household the right assistance.

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View the list of “Active” household members.

You can do it all from this page.

<p><b>Nikita Johnson</b> Head of Household</p> <p><b>Income Information</b> ✔ Complete</p> <p><b>Asset Information</b> ! Not Yet Entered</p> <p><b>Expense Information</b> ! Not Yet Entered</p> <p>\$ ENTER FINANCES</p>	<p><b>Ximena Johnson</b> Household Member</p> <p><b>Income Information</b> ✔ Complete</p> <p><b>Asset Information</b> ✔ Complete</p> <p><b>Expense Information</b> ! Not Yet Entered</p> <p>\$ ENTER FINANCES</p>	<p><b>Manny Johnson</b> Household Member</p> <p><b>Income Information</b> ! Not Yet Entered</p> <p><b>Asset Information</b> ! Not Yet Entered</p> <p><b>Expense Information</b> ! Not Yet Entered</p> <p>\$ ENTER FINANCES</p>
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Under Member Information, you **must** select “Update” and answer all questions.

You **may** select “Add” or “Remove” if needed.

- Enter Finances. You must enter the income, assets, and expenses for every “Active” household member.

## Let's verify who lives in your household.

If your household has changed since your last recertification, be sure to add or remove household members.

The screenshot shows a user interface for managing household members. It features three main components: two existing members and a placeholder for a new member. The first member is **Nikita Johnson**, identified as the **Head of Household**. Her profile includes a 'Last Updated' date of June 2019 with a warning icon, and a **NYCHA Status** of **Approved** with a green checkmark. A grey 'REMOVE' button is located at the bottom of her profile. The second member is **Ximena Johnson**, identified as a **Household Member**. Her profile also shows a 'Last Updated' date of June 2019 with a warning icon and a **NYCHA Status** of **Approved** with a green checkmark. A dark grey 'REMOVE' button is located at the bottom of her profile. To the right of these profiles is a dashed rectangular box containing a plus sign icon and the text **Add New Member**.

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THIS LOOKS GOOD →

- Add. To add a new household member, select “Add” and follow the steps to enter all of their information.

The screenshot shows a confirmation dialog box with a white background and a black border. At the top, it says **Important!**. The main heading is **Are you sure you want to remove Ximena Johnson?**. Below the heading, a smaller line of text reads: **You won't be able to undo this. If you accidentally remove a member, you will have to enter all of their information again.** At the bottom of the dialog, there are two buttons: a white button with a black border labeled **NO, TAKE ME BACK** and a solid red button labeled **YES, REMOVE**.

- Remove. To remove an “Active” household member, select “Remove” and provide information on why the household member needs to be removed.

Once finished, select “This Looks Good.”

## 5. Member Detail Information

For each active and new household member, you must answer all questions and complete entries regarding:

- Basic Details
- Earnings/Asset Related Information
- Affidavit of Student Status
- Additional Information
- Emergency Contact Information
- Third Party Verification Consent to Release Information
- Declaration of Citizenship and Debts Owed to PHA

Expand each section to answer the questions.

Once finished, click “This Looks Good” Or “Ok, I Understand.”

### Has anyone’s situation changed recently?

For members that were in the household last year, make sure everyone’s information is up-to-date. Changes in **citizenship status**, **student status**, and **disability status** can affect how your rent is calculated.

<p><b>Nikita Johnson</b> Head of Household</p> <p><b>Citizenship Status</b> U.S. Citizen</p> <p><b>Disability Status</b> Uses a Cane or Walker</p> <p><b>Student Status</b> Not Currently a Student</p> <p>EDIT</p>	<p><b>Ximena Johnson</b> Household Member</p> <p><b>Citizenship Status</b> Permanent Resident</p> <p><b>Disability Status</b> None</p> <p><b>Student Status</b> Part-Time Student</p> <p>EDIT</p>	<p><b>Manny Johnson</b> Household Member</p> <p><b>Citizenship Status</b> Permanent Resident</p> <p><b>Disability Status</b> None</p> <p><b>Student Status</b> Not Currently a Student</p> <p>EDIT</p>
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THIS LOOKS GOOD →

### Adding a Member

You will be asked to provide background and income information for a new member. Such as:

- Basic Information**
  - Full legal name
  - Birthdate and birthplace
  - Race and ethnicity
  - Social Security or Alien ID Number
  - Income information
- Disability & Functional Needs**
  - Disability status
  - Emergency care information
  - Medical equipment
- Student Information**
  - School name and location
  - Enrollment & graduation dates
  - Enrollment Status letter (indicating full- or part-time)
  - Bursar’s Statement

OK, I UNDERSTAND

To add/update income, assets and/or expenses, select the “Enter Finances” button for the Household member.

### Select a member to update their income information.

You will have to submit finance information for each member, but you can do so in any order.

<b>Nikita Johnson</b> Head of Household Income Information ✔ Complete <b>Asset Information</b> ⚠ Not Yet Entered <b>Expense Information</b> ⚠ Not Yet Entered \$ ENTER FINANCES	<b>Ximena Johnson</b> Household Member Income Information ✔ Complete Asset Information ✔ Complete Expense Information ⚠ Not Yet Entered \$ ENTER FINANCES	<b>Manny Johnson</b> Household Member Income Information ⚠ Not Yet Entered Asset Information ⚠ Not Yet Entered Expense Information ⚠ Not Yet Entered \$ ENTER FINANCES
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

For income, assets, and expenses enter the source/type, name, address, amount, start date, and frequency. Once entries are completed, select “Continue.”

The system will provide an estimate of the total income. NYCHA will verify the income.



### Update Nikita's income information.

This list is based on what you claimed last year. Please **verify**, **remove**, or **add** income so it reflects an accurate picture of the money you plan to receive over next 12 months.

<b>Wages from employment</b> Target Corporation Status ⚠ Not Reviewed Payment Amount \$000.00 Documents ⚠ Not Uploaded Frequency Bi-Weekly REVIEW REMOVE	<b>\$00,000</b> Yearly Total
<b>Social Security</b> Status ⚠ Not Reviewed Payment Amount \$000.00 Documents ⚠ Not Uploaded Frequency Monthly REVIEW REMOVE	<b>\$00,000</b> Yearly Total
+ Add New Income	

**Nikita's total income** **\$00,000**  
Estimate for December 2020 – December 2021

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## 6. Recertification Summary and Submission

Review the summary of what you entered.



### Step 5: Summary

In this final section, we will ask you to review all information you added and confirm its accuracy. If we need you to follow up with any additional information, NYCHA will reach out directly.

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#### Review household information

Please read each section carefully and correct any mistakes before submitting.

<b>Nikita Johnson</b> Head of Household			EXPAND
NYCHA Status Active	Information Complete	Documents Complete	
<b>Ximena Johnson</b> Household Member			EXPAND
NYCHA Status Active	Information Complete	Documents Incomplete	
<b>Manny Johnson</b> Household Member			EXPAND
NYCHA Status Pending Addition	Information Complete	Documents Complete	

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SAVE & CONTINUE →

Make sure that there are no members with an “x” next to their name. If there is an “x,” then you must select “Update” to complete all questions related to the member.

To finish the annual recertification, you must read and insert a checkmark (✓) acknowledging that the statements are true and correct then click Submit.



## Step 4: Acknowledgements

In the next section, we will ask you a final set of questions. It is NYCHA policy that tenants answer these questions every year. The answers to these questions are not counted towards your household income.

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Once you complete the Acknowledgements, you will be shown a summary of your annual recertification.



## Step 5: Summary

In this final section, we will ask you to review all information you added and confirm its accuracy. If we need you to follow up with any additional information, NYCHA will reach out directly.

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CONTINUE →

### Review household information

Please read each section carefully and correct any mistakes before submitting.

<b>Nikita Johnson</b> Head of Household	EXPAND	
NYCHA Status: Active	Information: Complete	Documents: Complete
<b>Ximena Johnson</b> Household Member	EXPAND	
NYCHA Status: Active	Information: Complete	Documents: Incomplete
<b>Manny Johnson</b> Household Member	EXPAND	
NYCHA Status: Pending Addition	Information: Complete	Documents: Complete

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SAVE & CONTINUE →

Once you complete the review of the Summary, select “Go Back” to make changes or “Save & Continue” to submit your annual recertification.



## You are ready to submit your annual recertification!

Please select 'submit' to complete the annual recertification process or you can go back to make changes.

SUBMIT

I NEED TO MAKE CHANGES

Your annual recertification will not be complete until NYCHA receives all the required documentation to complete the process.

**RETURN TO HOUSEHOLD**

### Upload and review proof of income.

This list is based on what you claimed last year. Please **verify**, **remove**, or **add** income so it reflects an accurate picture of the money you plan to receive over next 12 months.

Category	Yearly Total	Status	Documents	Payment Amount	Frequency	Document Type	Document(s) Uploaded	Action
Wages from employment Target Corporation	\$00,000	Complete	Uploaded	\$000.00	Bi-Weekly	Letter from employer	05.23.2020_Letter.pdf	VIEW & EDIT
Social Security Social Security Disability Insurance (SSDI)	\$00,000	Complete	Uploaded	\$000.00	Monthly	Three (3) recent paystubs	05.23.2020_Paystub.pdf 06.13.2020_Paystub.pdf 06.20.2020_Paystub.pdf	VIEW & EDIT
Wages from employment NYC Department of Education	\$00,000	Complete	Not Uploaded	\$000.00	Bi-Weekly	Letter from employer	None	UPLOAD

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Click on “Add Documents” to add the required documents needed for NYCHA to complete processing.

NYCHA will show you where additional information is required.

  
**Additional Information Required**  
Your annual recertification was successfully submitted, but additional information is required! Please review below or contact NYCHA for further instruction.  
Be sure to submit all documents by MM/DD/YYYY

<b>Ximena Johnson</b> Household Member			
<b>Income</b>			
Social Security Social Security	Yearly Total \$000.00	Documents Not uploaded	<input type="button" value="ADD DOCUMENTS"/>
Wages from employment Department of Education	Yearly Total \$000.00	Documents Not uploaded	<input type="button" value="ADD DOCUMENTS"/>
<b>Expenses</b>			
Personal Expense Prescription Medication(s)	Yearly Total \$000.00	Documents Not uploaded	<input type="button" value="ADD DOCUMENTS"/>
Personal Expense Doctor/Specialist Visit(s)	Yearly Total \$000.00	Documents Not uploaded	<input type="button" value="ADD DOCUMENTS"/>

Information Complete! 

Information Complete! 

Use your scanner, smartphone, or tablet to record an image of any pending documents. Click on the “Add Document” button next to each pending document. Once you submit the annual recertification, NYCHA will show you what happens next.

  
**You have successfully submitted  
your annual recertification!**

Here is what will happen next

**Under Review**

Once submitted, you will receive a confirmation number. NYCHA staff will review your household information to ensure the information you provide is complete, up-to-date, and accurate.

**Additional Information Required**

If the information you provided is incomplete, your NYCHA will reach out to you directly to provide more information or request additional documentation.

**Approval**

When the information you provided is complete, your NYCHA will calculate your rent based on your adjusted household income. A notice that includes your adjusted rent will be mailed to you, upon approval.

**Avoid Termination**

In compliance with NYCHA policy, it is necessary to recertify your income at least once a year. If you fail to complete your annual recertification or do not provide additional documents as requested, before your due date, NYCHA may begin the termination process and prepare legal action.

**Congratulations on completing your online annual recertification!**

## 7. Document Submission

You must provide documents to support your income, assets, and expenses. Review the *List of Sample Supporting Documents* for help. Once you have gathered your documents, you may submit them:

1. on NYCHA's Self Service Portal at <https://selfserve.nycha.info>
2. in person at your nearest Customer Contact Center (addresses are below)

**Bronx Customer Contact Center**  
478 East Fordham Road, 2<sup>nd</sup> Fl.  
Bronx, NY 10458

**Brooklyn Customer Contact Center**  
787 Atlantic Avenue, 2<sup>nd</sup> Fl.  
Brooklyn, NY 11238

3. by mail

**New York City Housing Authority**  
**Leased Housing Department**  
PO Box 19201  
Long Island City, NY 11101

 **Uploading on NYCHA's Self-Service Portal is fast and convenient!** 

You can upload documents directly to your case by using a scanner or taking a picture on your other devices such as an iPad or smartphone. See Page 11 for additional instructions.



Once you have uploaded all your documents, click "Close."

## 8. Annual Recertification Survey

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Now that your annual recertification submission is complete, tell us about your experience. All information provided is to improve your online experience and help us provide excellent customer service.



### How was your submission experience?

The annual recertification portal is designed with you in mind and your feedback is important to us!

Please help us continue to improve this experience by taking a short satisfaction survey using the button below.

SHARE YOUR FEEDBACK!

SKIP THE SURVEY

We value your feedback. Thank you for your time in completing the survey!

## 9. What Can I Do After Submission?

After your annual recertification has been submitted, you can log in periodically to check the status and view, print, or upload documents.

### Hi THOMAS, welcome back. What would you like to do with your NYCHA account today?

In this menu you can update your information, adjust your rent, or request services from NYCHA.

#### Your Case Information

Section 8 Account

Voucher/Case Number  
0057575

Voucher Status  
Active

Voucher Issue Date

Section 8 Admission Date  
8/1/1987

Voucher Unit Size  
2

Head of Household Last Name  
DOE

Head of Household First Name  
THOMAS

Contract Rent \$  
2,121.35

NYCHA Share \$  
1,542.00

Tenant Share \$  
579.35

Last Annual Recertification Date  
12/1/2020

Next Annual Recertification Date  
12/1/2021

Last Inspection Date  
10/30/2018

Last Inspection Result  
Pass

Lease Start Date  
12/1/2019

Lease End Date  
11/30/2020

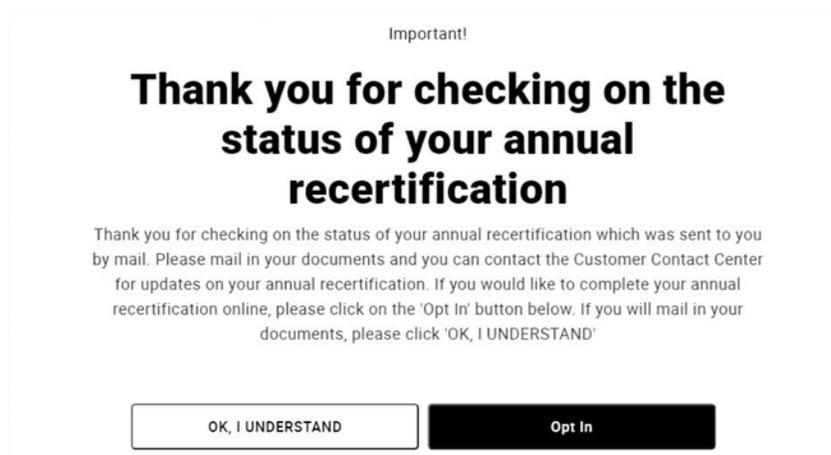
 Back to Home Page	 Annual Recertification	 Reasonable Accommodation	 Section 8 Transfer	 Rental/Transfer Voucher
 Portability Transfer	 Inspection	 Interim Change	 Submit a Service Request	 Property Management
 Lease Up Documents	 Opportunity Connect	 Briefing Video	 Available Sec 8 Apts	

## 10. What Will I See on the Self-Service Portal if I Mailed My Annual Recertification Package?

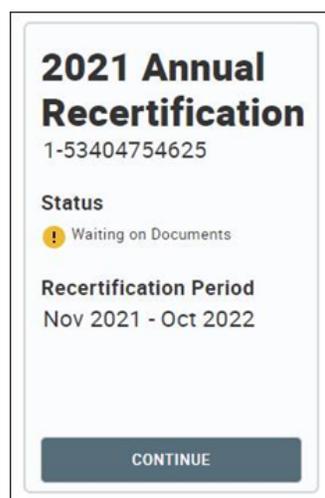
A participant who has a reasonable accommodation to complete their annual recertification via mail will see a message that offers them the opportunity to complete their annual certification using the Self-Service Portal or by mail.

When the user selects the “Opt In” button, the system will navigate to the annual recertification process in the Self-Service Portal.

When the user selects the “OK I Understand” button, the Self-Service Portal will send them back to the annual recertification home page.



The user will also see status of the mail-in document when they go back to the annual recertification page:



# Appendix: List of Sample Supporting Documents

## NEW YORK CITY HOUSING AUTHORITY LEASED HOUSING DEPARTMENT

**Bronx Customer Contact Center**      **Brooklyn Customer Contact Center**  
 478 East Fordham Road, 2nd Fl.      787 Atlantic Avenue, 2nd Fl.  
 Bronx, NY 10458      Brooklyn, NY 11238

Customer Contact Center: (718) 707-7771

### List of Sample Supporting Documents

For each member of your Section 8 household, you must provide the following <b>ORIGINAL</b> documentation:	
<ul style="list-style-type: none"> <li>• Birth Certificate <b>AND</b>;</li> <li>• Social Security Card <b>AND</b>;</li> </ul>	<ul style="list-style-type: none"> <li>• Proof of Citizenship or Alien Registration Card <b>AND</b>;</li> <li>• Marriage License (if applicable) or Domestic Partnership Certificate</li> </ul>

If any household member has any income, asset, or expenses, you must provide **CURRENT** documentation as proof.

ACCEPTABLE DOCUMENTS FOR PROOF OF INCOME		ACCEPTABLE DOCUMENTS FOR PROOF OF ASSETS	
INCOME SOURCE	EXAMPLES OF ACCEPTABLE DOCUMENTS	ASSET SOURCE	EXAMPLES OF ACCEPTABLE DOCUMENTS
EMPLOYMENT	<ul style="list-style-type: none"> <li>• Pay stubs (please provide at least two consecutive pay stubs)</li> <li>• W-2</li> <li>• Verification of Employment from your Employer</li> <li>• Payroll History</li> </ul>	CHECKING ACCOUNT SAVINGS ACCOUNT	<ul style="list-style-type: none"> <li>• Bank Statement(s) (All Pages)</li> <li>• 1099 Interest Statement(s)</li> </ul>
SELF EMPLOYMENT	<ul style="list-style-type: none"> <li>• Federal Tax Returns (1040 A-S, 1040EZ, 1040-L)</li> <li>• 1099 Statement(s) (1099-DIV, 1099-G, 1099-MISC, 1099-R)</li> <li>• Certificate of Net Worth</li> <li>• State Tax Returns (IT-150S, IT-201L, etc.)</li> <li>• Certified Transcript of Tax Return</li> </ul>	STOCKS/BONDS	<ul style="list-style-type: none"> <li>• Stock Broker Summary/Statement(s): Stocks, Bonds and Mutual Funds</li> <li>• Stock Certificate(s) (copy)</li> <li>• 1099 Interest Statement(s)</li> </ul>
SOCIAL SECURITY	<ul style="list-style-type: none"> <li>• SSI Award Letter <b>AND</b></li> <li>• SSP Letter (State Disability)</li> <li>• Social Security Benefits</li> </ul>	MONEY MARKET FUNDS/ MUTUAL FUNDS	<ul style="list-style-type: none"> <li>• Bank Statement(s) (All Pages)</li> <li>• Stock Broker Summary/Statement(s): Stocks, Bonds and Mutual Funds</li> <li>• Stock Certificate(s) (copy)</li> <li>• 1099 Interest Statement(s)</li> </ul>
PUBLIC ASSISTANCE	<ul style="list-style-type: none"> <li>• Budget Letter</li> </ul>	RETIREMENT (401K/IRA/ROTH)	<ul style="list-style-type: none"> <li>• 401K / IRA / ROTH Statement(s)</li> <li>• Bank Statements(s) (All Pages)</li> </ul>
MILITARY PAY/ VETERANS BENEFITS	<ul style="list-style-type: none"> <li>• Pension Award Letter</li> <li>• Military Pay Statement</li> <li>• Veteran's Pay Statement</li> </ul>	LIFE INSURANCE POLICY (Whole Life or Term Life)	<ul style="list-style-type: none"> <li>• Life Insurance Policy Statement(s)</li> </ul>
WORKERS COMPENSATION	<ul style="list-style-type: none"> <li>• Workers Compensation Statement</li> </ul>	TRUST FUNDS	Proof of Trust Funds which includes: <ul style="list-style-type: none"> <li>• Trust Agreement(s)</li> <li>• Bank Statement(s) (All Pages)</li> </ul>
CONTRIBUTIONS	<ul style="list-style-type: none"> <li>• Contributor Statement</li> </ul>	REAL ESTATE	<ul style="list-style-type: none"> <li>• Letter from Closing Attorney and Unrecorded Deed</li> <li>• Letter or Agreement from the Condominium/Co-Op</li> <li>• Testamentary Letters from the Estate</li> <li>• Proprietary Co-Op Letter</li> <li>• Co-op Shareholder Certificate</li> <li>• Recorded Deed</li> <li>• Federal Tax Return (Including Schedule E)</li> </ul>
PENSION/ANNUITY	<ul style="list-style-type: none"> <li>• Pension Award Letter</li> <li>• Annuity Documents</li> </ul>		
CHILD SUPPORT/ ALIMONY	<ul style="list-style-type: none"> <li>• Alimony Documents</li> <li>• Statement from Child Support Provider</li> <li>• Court Order</li> <li>• Court Stipulations</li> </ul>		
ADOPTION/ FOSTER CARE	<ul style="list-style-type: none"> <li>• Foster Care Letters</li> <li>• Guardianship Papers</li> <li>• Letters of Administration</li> </ul>		

ACCEPTABLE DOCUMENTS FOR PROOF OF EXPENSES	
EXPENSES SOURCE	EXAMPLES OF ACCEPTABLE DOCUMENTS
CHILDCARE EXPENSES	<ul style="list-style-type: none"> <li>• Childcare Affidavit</li> </ul>
EDUCATION EXPENSES	<ul style="list-style-type: none"> <li>• Full Time Student Verification Letter (18 years and older)</li> </ul>
MEDICAL EXPENSES	<ul style="list-style-type: none"> <li>• Medical Documents</li> </ul>
DISABILITY EXPENSES	<ul style="list-style-type: none"> <li>• Any unreimbursed Medical or Disability expenses such as Receipts for Prescription or Non Prescription Medicines, Receipts for Medical Supplies and Equipment, Medical Insurance Premiums, Receipts for Services of Doctors, Health Care Professionals, or Health Care Facilities, etc.</li> </ul>

  
 NYCHA 059.663 (11/17/16)v4 LIST OF SAMPLE SUPPORTING DOCUMENTS