Posted February 14, 2003

Announcement
TRACS Tenant Certification Query

TRACS is aware that users are experiencing problems with the Certification Query's "Sort by Unit" feature and the "Tenant SSN" query option. The "Sort by Name" is functioning correctly according to our understanding from users and our internal testing. TRACS Staff is working on solving these problems and a fix is expected soon. We will post an additional update announcement when a software correction for the query has been implemented for your use. Thank you for your patience.

Posted February 11, 2003

TRACS Error Messages

TRACS recently discovered a situation where TRACS processing cycle messages are being returned to the wrong users. It was also discovered that, in some cases, duplicate messages were being returned. The problem has been isolated to a Sprint messaging process. TRACS is currently working with Sprint to correct this problem. In the meantime, TRACS has created a "work round" to prevent users from receiving the wrong cycle messages.

New Section Added to TRACS MAT Guide

TRACS has noticed a number of users who are having difficulty with or misunderstanding certain aspects of move-out (MO) and unit transfer (UT) submissions. To be helpful, TRACS has added an additional section to the MAT User's Guide, 'TRACS Operating Tips'. This section includes some practical advice, for example, 'How to correct a move-out'. It also includes a matrix to help the user decide what to submit when a household becomes associated with a different unit within TRACS. We hope this new section will be of assistance. TRACS will continue to update this section through time. Also, a note referencing this new section has been added to the beginning of the "MAT 10 Section 2: Basic Record" and "MAT 40 Move-out Record" layout specifications of the MAT User's Guide so that new **readers will become readily aware of how and when to submit a particular transaction record.**

Posted February 6, 2003

TRACS ERROR MESSAGES

A problem has been discovered where TRACS generated error messages are being returned to the wrong user. Since the implementation of TRACSMail, there are several channels though which data must pass. At this time, we are exploring every avenue to see where the problem exists. Additional information will be posted as the investigation progresses.

Posted February 5, 2003 (A revision of the announcement posted January 30, 2003)

INVALID T-Ids

TRACS has identified a list (see below) of invalid Temporary Ids (T-Ids) that have been generated for some family members submitted to TRACS without Social Security Numbers (SSNs). None of these invalid ids were generated for a head of household. Because they are invalid, they may not be used and must be corrected. In order to correct any TRACS certification containing one of these invalid T-Ids, TRACS is asking that you resubmit any certification for which one of the T-Ids listed below was generated and stored in a TRACS certification. We recommend that these certifications be submitted as corrections with all 9s in the Identification Code field of the MAT10, Section 3 Family Member Record. When doing so, a new and valid T-Id number will be generated for the family member. However, if a member's SSN has been received since the original certification was submitted to TRACS, please use the actual SSN.

In using an example, suppose a user, Ms. Brown, submitted a move-in last fall with all 9s for 2 children in the household. TRACS erroneously generated the same invalid T-Id (T16189002) for both children in the household. Later, when she submitted a MAT70 gross rent change, TRACS saw only one of the members sharing the invalid T-Id, and counted only one dependent. This erroneous dependent count caused a cascading effect of TTP/AP discrepancies for the household. The certification in TRACS is not correct due to the effect of the invalid T-ids.

Now that the TRACS logic has been corrected so that only valid T-Ids are generated, Ms. Brown can correct the situation by submitting a MAT10 correction to the move-in with all 9s for the two children OR SSNs if they have been received. She would also need to resubmit the MAT70 gross rent change. The MAT70 should be resubmitted with the same head of household id used when the corrected MAT10 was submitted.

A MAT70 gross rent change was used here as an example but the same corrective procedures should be applied to those certifications affected by MAT70 unit transfers, MAT40 move-outs and MAT65 terminations. The reason for re-submitting a MAT70, MAT40, or MAT65 is that the correction alone will be the most recent transaction its certification effective date and mask the effect of the other transactions submitted after the original certification but before the correction.

If you have experienced a situation similar to the example above, submit a correction to the certification having the invalid T-Id. After submitting the correction, check TRACS via the Certification Query ("Certification History" may be accessed by clicking the Tenant's name) and make sure that the correction was stored successfully. If any MAT40's, MAT65's, or MAT70's had been submitted after the original certification, they will have to be resubmitted after the MAT10 correction is stored.

Invalid T-Ids
T03919011
T16189002
T18076003
T20319006
T30479009
T40639012
T46879004
T47224001
T49375003
T57039007
T67199010
T76593004
T83599005
T93759008

Posted February 5, 2003

“Late Annual Recertifications”

TRACS has modified the logic to relax the fatal edit for late Annual Recertifications, and redefined lateness in terms of the submitted MAT10 transaction’s voucher date and transaction effective date. Hopefully, this step will enable users having difficulty submitting late Annual Recertifications to successfully submit and store them in TRACS. These changes were implemented on January 28, 2003 as a result of a TRACS/Industry Conference Call discussion held on January 8, 2003.

For more details about this change to Annual Recertifications, please go to the “Tracs Documents” page, and click the document link for **“Late Annual Recertifications”.**

Posted January 30, 2003

INVALID T-IDs

TRACS has identified circumstances under which invalid Temporary IDs (T-IDs) have been generated for some family members submitted to TRACS without Social Security Numbers (SSNs). The invalid T-IDs are listed below. In order to correct the TRACS database, TRACS is asking that you resubmit any certification for which one of T-IDs listed below was generated and returned. We recommend that these certifications be submitted as corrections. If SSNs have been received since the original certification was submitted to TRACS, please use the actual SSN. We apologize for this inconvenience.

Invalid T-IDs
T03919011
T16189002
T18076003
T20319006
T30479009
T40639012
T46879004
T47224001
T49375003
T57039007
T67199010
T76593004
T83599005
T93759008

Posted January 16, 2003

New E-Mail Security Measures for Spam Mail

The Office of the Chief Information Officer has been monitoring the recent increase in Spam mail at HUD. Spam mail is unsolicited Internet e-mail; generally illegal or inappropriate Spam mail, i.e. pornography or pyramid schemes.

In response to this and complaints received from HUD staff about Spam mail received, effective January 20, 2003, HUD will augment infrastructure security measures in order to reduce the volume of Spam mail. HUD will subscribe to an e-mail abuse prevention system that will provide us with continuous updates of Internet Service Providers (ISP's) that are known or suspected Spam mail sites. E-mail messages from such sites will be returned to the sender indicating the recipient address was rejected. The returned e-mail will include the following language:

> **Your email to HUD.gov was rejected because your site/organization is listed on an industry-standard e-mail abuse prevention service, to which HUD subscribes, as a potential SPAM mail site.**
>
> **If you believe your site has been incorrectly listed, your local e-mail administrator can click here http://www.mail-abuse.org/referred.html for more detailed information.**

This is the first phase of a two-phased approach to reducing Spam mail in the Department's e-mail system. While this phase will not eliminate SPAM mail completely, Spam mail in HUD, and the associated risks, will be significantly reduced. The next phase, to be implemented soon, will address other options and alternatives available to eliminating Spam mail.

No action will be required by HUD staff for the implementation of the new Spam mail reduction procedures. However, as a pro-active measure, program areas are encouraged to notify business partners with whom they regularly conduct business via Internet mail to have their local e-mail administrator visit **http://www.mail-abuse.org** and follow instructions to check to see if the IP address(es) for their e-mail server(s) is currently listed. If so, the business partner's e-mail administrator should follow listed procedures for removal of their IP address from the service.

If a HUD business partner or outside entity reports to you that e-mail messages they address to hud.gov have been rejected, Headquarters users should refer the business partner to the mail-abuse.org web site or call the Customer Services Division at 202-708-3300. Field users should contact their local IT staff or follow locally established procedures.

Posted December 17, 2002

Vendor Region Refresh

As discussed at the TRACS Industry Meeting on December 9, 2002, TRACS will be purging the tenant and voucher data from the Vendor Region Database, used for testing user software. Also, the contract data, used for contract/project validation, will be refreshed with the production data. The purge/refresh process will be completed by December 30, 2002.

Posted December 5, 2002

Third Time's a Charm

The location for theTRACS Industry meeting December 9 and 10, 2002 has again been changed. We will now be in B-180 and B-182 of the HUD building for both days (12/9 from 9-4:30 and 12/10 from 9-Noon).

Sorry for any confusion -- but consider how this affects us! We hope to see you on Monday.

Posted December 5, 2002

TRACS/INDUSTRY MEETING AGENDA

GSA Building 7th and D Street SW, Washington, DC 20410
(across the street from HUD Building at 451 7th Street, SW, Washington, DC 20410)

December 9, 2002 – 9 am to 4 pm

- Welcome
- TRACS Outlook for FY 2003
- Break
- BPR Overview/Discussion
- Lunch
- TRACS Maintenance Update
- Break
- Policy/Procedure Updates
- Wrap Up

December 10, 2002 – 9 am to Noon

- Day 1 Q & A
- WASS
- Break
- TASS
- RHIIP Status
- Wrap-Up

Posted December 5, 2002

TRACS MAT User Guide Updates

The following codes were added to the MAT Guide since October 1, 2002

CE243	Appendix D
CE244	Appendix D
CE245	Appendix D
CE246	Appendix D
CE247	Appendix D
CE248	Appendix D
CE251	Appendix D
CE252	Appendix D
CE253	Appendix D
F0074	Appendix E
F00163	Appendix E
F0231	Appendix E
F0232	Appendix E
F0233	Appendix E
HQ123	Moved from Appendix E to Appendix F
HQ124	Moved from Appendix E to Appendix F
HQ180	Appendix F
NA corrected to NA001	Appendix F
VF023	Appendix E
VF067	Appendix E
VF068	Appendix E
VF069	Appendix E
VSR30	Appendix G
VSR31	Appendix G
VSR52	Appendix G

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Posted December 2, 2002

New TRACS Discussion Forum

The new Discussion forum is now available as promised in the previous announcement dated November 13, 2002. Scroll down to see that announcement. The new discussion starts today.

Posted November 26, 2002

Verify Immigration Status

The Immigration and Naturalization Service (INS) is changing the manner in which owners/management agents verify immigration status of non-citizens under the SAVE (Systematic Alien Verification for Entitlements) program from telephone to an automated system. A document titled “HUD/Immigration and Naturalization Service (INS) Verification of Non-citizens Transitioning Progress” is listed on the Documents page. Please pull the document and be ready for the change.

Posted November 20, 2002

TRACS Monthly Data Quality Review Initiated

In the next few days you may be receiving informational messages resulting from a new monthly procedure that TRACS is implementing to identify data quality issues. The messages identify two different conditions in the TRACS database.

The first condition identifies specific units with multiple active households in the TRACS database. The message identifying this condition is message code NA001. These are likely to be cases where a move out or a unit transfer wasn't submitted or was rejected by TRACS.

The second condition identifies Heads of Households with active certifications in more than one unit. The units are not necessarily in the same project/contract. The message identifying this condition is message code SA001. The message will be sent to each site where the Head of Household has an active certification. It may be necessary to get your HUD Field Office involved in resolving some of these cases.

Posted November 13, 2002

TRACS DISCUSSION FORUM ALERT

The new Web TRACS Discussion Forum will soon be available to TRACS users. At that time, users will be able to access the new forum from the Internet by clicking on the TRACS Home Page link. It is suggested that within the next two weeks, users retrieve any pertinent information they wish to retain from the current forum. The new forum will replace the old forum, but due to technical reasons, the old messages cannot be included in the new forum. The discussion will begin from the date of installation of the new forum.

Posted November 7, 2002

December TRACS/Industry Meeting

The next TRACS/Industry meeting has been scheduled for December 9 and 10, 2002 in Room 10222, the Departmental Conference Room, 451 Seventh Street, SW. We have just been able to confirm these dates and sure hope that many of our 'regular attendees' will be able to be with us.

Posted October 31, 2002

Update Announcement for
"New Fatal Edits for TRACS"

The "New Fatal Edits for TRACS" release scheduled for December 13, 2002 has been postponed indefinitely.

"New Change to Security Deposit Logic"

On October 8, 2002, TRACS eliminated the two fatal errors, F0221 and F0222, from the Security Deposit logic and replaced them with two discrepancies: CE252 (replaces F0221) and CE253 (replaces F0222).

Since that change was implemented on October 8, it was decided to apply the **CE253** discrepancy edit to the Rent Supplement Units and RAP Units. Therefore, the security deposit may not be less than $50 for Rent Supplements or RAPs. (This $50 edit was already applicable to 202 PRACs, 811 PRACs, and 202 PACs and will remain so.) This change will parallel the revised 4350 handbook requirements on Security Deposits.

This change will be implemented soon in early November 2002.

To be clear, since both edits are discrepancies and not fatals, neither one will reject your mat transaction.

For more details about security deposits in TRACS, please go to the "TRACS Documents" page, and click the document link for **"Security Deposit Logic".**

Posted October 10, 2002

TRACS Discussion Forum Alive and Well

The TRACS Discussion Forum is now available to TRACS users. Please be advised that sensitive and private information, such as a Tenants Social Security Number should **NOT** be posted to the Forum! Currently, the process for posting messages to the Forum is under a Security review. Be aware of the data you are posting to the Web to ensure that your data does not contain sensitive and private information.

TRACS Batch Processing of Fatal Error Messages

It was brought to our attention that TRACS Fatal error messages were not being generated and returned to the users. The Development team has researched and resolved the problem. As of 10/01/02, Fatal errors from the TRACS batch process are being generated and returned to TRACS users.

Posted September 25, 2002

"New Security Deposit Discrepancies"

TRACS is eliminating the two current fatal errors, F0221 and F0222, from the Security Deposit logic. These fatals will be replaced with two discrepancies: CE252 (replaces F0221) and CE253 (replaces F0222).

Implementation of this new change is expected soon after October 1, 2002.

For more details about security deposits in TRACS, please go to the "tracs documents" page, and click the document link for **"Security Deposit Logic".**

Posted September 24, 2002

TRACSMail Update

As of Friday 09/20/2002 TRACSMail resumed full operations. You may continue sending transactions, retrieving messages and using Delegated Administrator. We apologize for the inconvenience caused by TRACSMail.

Note: Report all future TRACSMail problems to the TRACS Hotline at any one of the following numbers:

Phone	800-767-7588
Fax	202-401-7984
Email	tracs_hotline@hud.gov

Posted September 17, 2002 11:45 am

TRACSMail Update

Unfortunately a new TRACSMail problem has been discovered. Although you can now both send and retrieve messages and logon to Delegated Administrator, all messages sent to TRACMPROD and TRACMTEST are being rejected with the following error message:

> ERROR: TM002 - Email Rejected: Attachment(s) do not have SPRINT header information. Check email client settings, consult your software developer, or call the TRACS hotline. Data was not transmitted to TRACS. Attachments:
> Your email to TRACMPROD with subject: Subject had the following error:
> ERROR: TM002 - Email Rejected: Attachment(s) do not have SPRINT header information. Check email client settings, consult your software developer, or call the TRACS hotline

If you received this error message either Monday or today, your files are not in error, it is the TRACSMail script that is in error. Please monitor this site for an announcement advising you when this problem has been corrected. Once it is fixed you will need to retransmit your files.

We apologize again for the disruption in TRACSMail service.

Posted September 17, 2002

TRACSMail Update

As of Tuesday morning 9/17/02 TRACSMail is fully operational again. You should be able to both send and retrieve messages and logon to Delegated Administrator and update your account information. If you should experience any new problems with TRACSMail you may report them to the TRACS Hotline at any one of the following numbers:

Phone	800-767-7588
Fax	202-401-7984
Email	tracs_hotline@hud.gov

We apologize again for the inconvenience and disruption to your workflow caused by TRACSMail's erratic behavior this past week. We are hopeful that TRACSMail will remain stable in the future.

Posted September 16, 2002

TRACSMail Update

As of Monday morning 9/16/02 the status of TRACSMail is as follows:

1. Users can retrieve messages in TRACSMail but get an error message when attempting to send messages.
2. Delegated Administrator is functioning properly which means users can proceed with updating their account information as previously instructed.

Sprint is working on resolving the problem that is preventing the sending of messages and an announcement will be posted as soon as it is known when TRACSMail is fully operational again.

Posted September 12, 2002

TRACSMail Update

As of 10:00 AM ET 9/12/02 TRACSMail appears to be operational for sending and receiving messages only. However, you may experience some degradation in performance due to the high volume of activity anticipated as a result of the system being unavailable for the last three days. Delegated Administrator is still generating the "Invalid Credential" error message when users attempt to log in. An announcement will be posted when Delegated Administrator is functioning again. Again, we are sorry for the inconvenience and will do our best to keep you updated.

Posted September 11, 2002

BOGUS MESSAGE FROM TRACMPROD.TRACSMAIL.HUD.GOV

It was brought to our attention that the message below was sent to a certain internet email address indicating a from-address of tracmprod@tracsmail.hud.gov. Please be aware that TRACSMail is a closed email system and messages from or to tracmprod can only be sent on TRACSMail and are invalid on internet email systems. **Please disregard this and any other messages to your internet email account appearing to come from TRACSMail.**

```
From: TRACMPROD@tracsmail.hud.gov
To:   account@internetemail.com
cc:
Subject:  Worm Klez.E immunity
08/30/2002 09:27AM

Klez.E is the most common world-wide spreading worm.It's very
dangerous by corrupting your files. Because of its very smart
stealth and anti-anti-virus technic,most common AV software can't
detect or clean it.
We developed this free immunity tool to defeat the malicious
virus.
You only need to run this tool once,and then Klez will never come
into your PC. NOTE: Because this tool acts as a fake Klez to fool
the real worm,some AV monitor maybe cry when you run it.  If
so,Ignore the warning,and select 'continue'. If you have any
question,please mail to me.
```

Posted September 11, 2002

TRACSMail is Down

TRACSMail is temporarily unavailable. We are working with Sprint to resolve the problem as soon possible. We are sorry for the inconvenience, and will keep you posted of the resolution.

Posted August 30, 2002

"New Fatal Edits for TRACS"

TRACS announced on August 14, 2002 that it would postpone implementing "New Fatal Edits for TRACS" but retain the requirement to start storing all the reported values of a successful MAT10 submission. (Please see the Announcement for August 14.)

We have a change to this announcement: We will postpone implementing most of those "new fatal edits" that were listed in the original announcement but implement 16 of them by December 13, 2002.

The effort will still include TRACS storing the reported values (i.e., TTP, AP, Adjusted Income etc.), so that when you view tenants' certification list via the web Certification Query, you will see the reported values you submitted via the MAT transmission instead of the values that TRACS calculated.

We have decided to postpone implementing most of those "new fatal edits" because it will be possible to implement them only when TRACS is reengineered. We have identified 19 discrepancies, which will be converted to 16 fatal errors. Please review the revised document listing these new fatals and give us your feedback. The document will give you more details.

To find the document, please go to the TRACS "Documents" page, and click the document link for **"New Fatal Edits for TRACS".**

Posted August 14, 2002

Update to previous Announcement dated August 5, 2002 titled "New Fatal Edits for TRACS and Discrepancies to be Eliminated"

The proposal to convert discrepancies to fatal errors, as expressed in the original announcement below of August 5, 2002, **has been officially postponed to an indefinite date**.

Your comments convinced us to implement this requirement at a more opportune time. Most of those listed as proposed fatal edits will be retained; and your comments have helped to add, eliminate, or clarify edits for a modified list to be re-posted in the future. To all of you who responded - I appreciate your time and helpful insights. I trust this communication is helpful to you as well.

However, TRACS will maintain one aspect of this requirement. We will store in the TRACS database, beginning on December 13, 2002, the user-reported values submitted via the MAT transmission instead of the TRACS-calculated values. So, once the MAT transmission passes all the fatal edits and is stored as a TRACS certification, all the stored data will be the reported values. TRACS will continue to perform its own calculations and post any discrepancies based on the differences between the reported values and the TRACS-calculated ones. But, all the stored and displayed data will be whatever was reported. Therefore, any report produced via the web Certification Query will display the MAT data reported by the user. The TRACS Certification Query is currently displaying the TRACS-calculated dollar amounts for the TTP and AP, for example, but that tradition will be changed by December. Again, if there are TTP or AP differences between what TRACS calculates versus what are reported, the reported value will be stored and a TTP or AP discrepancy will be generated and sent.

Posted August 14, 2002

New TRACSMail ID Request and Registration Form Now on Web

Effective immediately, you do not have to call Aspen to obtain a TRACSMail ID Request and Registration Form. The form can now be downloaded from the HUD TRACS Document web page at http://www.hud.gov/offices/hsg/mfh/trx/trxdocs.cfm. Simply print the form, complete it, and fax it to the numbers provided on the form. You will be notified of your new TRACSMail ID and password either at the email address or fax number you provide on the completed form.

Posted August 5, 2002 Updated - see Announcement dated August 14, 2002.

"New Fatal Edits for TRACS and Discrepancies to be Eliminated"

TRACS has identified a large number of discrepancy messages that will be converted into fatal error messages. Also, TRACS will add a few completely new edits as new fatal errors.

The purpose is to change the way we evaluate certifications and select that data to be stored in the database. The result is that many of the certfications, now being recorded with discrepancies because the errors are discovered too late in the process to reject the transaction, will soon be rejected by fatal errors.

One benefit is that a MAT10 record stored by TRACS as a certification will be more compliant with the business guidelines established by HUD's 4350 Handbook. Another benefit is that the number of discrepancies for O/As to correct and C/As or HUD to monitor.

Up to now, TRACS has calculated 50059 values and compared them with what was submitted. If the calculated values differed from the submitted values, the TRACS calculated values were stored in the TRACS database. TRACS is changing this system philosophy. Values will still be calculated and compared, but many of the existing discrepancies will become fatal errors. In those cases where discepancy messages remain, the submitted values will be stored in the TRACS database.

This goal was announced at the last Industry Meeting on June 5, 2002. At that meeting we had promised to post to the web the lists of the "new fatal edits" and "eliminated discrepancies" for your review.

Please go to the "tracs documents" page, http://www.hud.gov/offices/hsg/mfh/trx/trxdocs.cfm, and click the document link for **"New Fatal Edits for TRACS and Discrepancies to be Eliminated".**

If you want to respond with your suggestions, please do so by writing to one of our TRACS analysts, Denny Saulman. His e-mail address is: dennis_m._saulman@hud.gov

The deadline for your comments will be Wednesday August 16, 2002.

The implementation release date for this requirement has been set for December 13, 2002.

Posted August 5, 2002

Voucher Message Notice

TRACS has determined that recent Voucher messages generated by TRACS have not been reaching the designated TRACSMail mailboxes. TRACS staff has worked with the other entities involved to resolve the problem. The problem has been resolved, and the messages have been resent.

Posted August 1, 2002

TRACS NO LONGER ACCEPTING 201A TRANSMISSIONS

TRACS stopped accepting data transmissions in the 201A format on May 1, 2002. Several notices have been posted to the Web, as well as transmitted to users mailboxes via TRACSMail, alerting our users that TRACS will only accept data transmissions in the 201B format. Data submitted in the old format will not be processed. To date, TRACS continues to receive a relatively large number of transmissions in the 201A format. These transmissions will **NOT** be processed! Please ensure that your software is in the current 201B format!

TRACS HOTLINE SERVICE RESTORED

The TRACS Hotline is now available to TRACS customers. We apologize for the inconvenience. Please call the Hotline at 1-800-767-7588 if you have TRACS processing questions or issues.

Posted July 9, 2002

The TRACS Hotline continues to be unavailable for service. We apologize for the confusion on the Hotline email address. On June 20th, a message was posted to the TRACS Announcements Forum that anyone having TRACS processing questions or issues could send an email to **TRACS_Hotline@hud.gov**. Apparently, the full address was not made clear. If you are using this address, please ensure that there is an underscore between the words TRACS and Hotline. An alternative email address is **TRACShot@hud.gov**. A message was posted on July 3, suggesting this address. Either address will work. However, we are suggesting that you use the **TRACS_Hotline@hud.gov** making sure that there is an underscore between the words TRACS and Hotline. Please keep in mind that the TRACS maintenance staff is limited, but they will respond to your requests as quickly as possible. Again, Thank you for your patience and cooperation.

Posted July 2, 2002

TRACS Hotline Still Unavailable

The TRACS Hotline is still unavailable for service. We are sorry for the inconvenience. If you have processing questions please email them via TRACSMail to TRACMHelp or via regular email to TRACSHot @hud.gov. We are working diligently to resume TRACS Hotline service. Thank you for your patience.

Posted June 24, 2002

Interruption in TRACS Hotline Service

The TRACS Hotline is temporarily out of service. TRACS is working to resolve the problem as soon as possible. We hope to have the service operational within the next few days. We apologize for the inconvenience.

Posted June 20, 2002

MAT 15 PRODUCTION UPDATE

As you have no doubt noticed, TRACS does not have the MAT15 process in production yet. The MAT15s submitted from June 3rd are warehoused. When we are comfortable with the performance of our MAT15 processing module, the MAT15s that have been submitted will be processed in the sequence they were received. Catching up will take several days. We recommend that you suspend sending MAT15s to TRACS until notified that production has resumed. Any MAT15s that are sent in will be warehoused and processed, but they will extend the catch-up period.

TRACS Hotline Email Address Open for Business

TRACS users having production processing questions, issues or problems may use the TRACS Hotline@hud.gov email address. As of June 19th, the TRACS Hotline will begin monitoring and responding to email messages addressed to this account.

Posted June 12, 2002

MAT70 Production Notice

There have been many reports of MAT70s submitted to TRACS that seem to have disappeared without a trace. TRACS has identified a problem with the implementation of the MAT70 processing module that prevented it from processing all of the MAT70s in the TRACS input stream. This occurred anytime there were more that 1,000 MAT70s which is virtually every night.

The MAT70 processing problem has been fixed. Any 201B MAT70 that was submitted to TRACS but received no acknowledgement by TRACSMail or does not show up in the Certification Query should be resubmitted to TRACS.

We apologize for the inconvenience.

Posted June 6, 2002

TRACSMail Alert

The scripts used by TRACSMail for data addressed to TRACMPROD will drop records that have the combination of a hyphen and an "x" (-x or x-) imbedded anywhere in the data. We are attempting to have the scripts modified, but as a general practice avoid the consecutive use of a hyphen and an "x" in any sequence. If you are not receiving acknowledgements or MAT confirmations for your submissions, please check your data for a "-x" or "x-" combination.

Posted 5/31/02

Revised MAT 15 PRODUCTION NOTICE
RESUBMISSION REQUEST

NOTE: Feedback from the Industry has pointed out the inconsistency between the language of the MAT User Guide and the instructions distributed yesterday (5/30/2002). TRACS will modify its code to be consistent with the MAT User's Guide. It will not be necessary to add the previous unit number to your MAT15s if the MAT15 is simply updating an existing record with the accessibility data. Since the TRACS database will be restored to its state before the April 18th production run, it will be necessary for you to resubmit the Release 201B MAT15 records submitted since April 18, 2002 to bring the database current. TRACS will begin processing the MAT15 records during the week of June 3, 2002.

We apologize for the confusion and the inconvenience.

TRACS

Posted 5/31/02

PRODUCTION NOTICE
MAT15 ADDRESS RECORD RESUBMISSION REQUEST

The abnormally high reject rate for 201B MAT15 records has been called to the attention of the TRACS Team. An investigation of the rejects indicates that approximately 75% of the MAT15 records that passed the MAT edits were rejected in the address processing. 10% of the rejects were due to an error in the TRACS logic that was rejecting MAT15s that had a SSN but no name and birth date (FA027). 88% of the rejects were due to the MAT15 matching an existing Unit in TRACS (FA035). These MAT15s were submitted as ADDs when they should have been submitted as UPDATEs. Because of the high reject level, TRACS is going to reset the Address database back to its state before the April 18, 2002 production cycle. Please resubmit the Release 201B MAT15 records that were submitted from April 18 through May 31, 2002.

TRACS will restore the Address Database before the June 3, 2002 nightly TRACS production run. Please schedule your MAT15 resubmissions to start on June 3rd. The address query will reflect those addresses in the TRACS database prior to April 18 modified by the resubmissions beginning June 3rd.

You may want to verify that your MAT15 submissions intended to update existing unit addresses are formatted properly for Release 201B to avoid the FA035 rejections. Release 201B determines if the MAT15 is an ADD or an UPDATE based upon the previous_unit_number. If the previous_unit_number is populated, the MAT15 is an UPDATE. A blank previous_unit_number identifies the MAT15 as an ADD. The FA035 error occurs when the MAT15 is submitted as an ADD, and the unit already exists. In these cases, the MAT15 should be resubmitted as an UPDATE.

Posted May 21, 2002

Receiving Others Error Messages

In some cases, many of you may be receiving error messages that are apparently associated with properties other than your own. These messages are not based on your input data, but are a result of a TRACS “scrub” process. This temporary process that will occur once a month for the next few months, has an apparent “bug”. The TRACS team realizes that this error has occurred and are working diligently to rectify the problem. Please ignore the messages!

Posted May 21, 2002

TRACS INDUSTRY MEETING
JUNE 3 AND 4, 2002
Marriott Crystal City
1999 Jefferson Davis Highway
Arlington, VA 22202
703-413-5500

AGENDA

Monday, June 3, 2002

9:00 Welcome
Multifamily Housing update

9:30 TRACSMail Update
TRACS Release 201B Update

10:30 – 10:45 Break

10:45 REAC/TASS

12:00-1:15 Lunch

1:15 Special Claims

2:30 – 2:45 Break

2:45 Handbook Discussion

Tuesday, June 4, 2002

9:00 Day 1 Questions/Answers

9:30 Overview of TRACS Edit Changes

10:30 – 10:45 Break

10:45 Future Expectations
Q & A

11:45 Wrap Up

12:00 Close

Posted May 21, 2002

REQUESTS FOR TRACSMAIL PASSWORD RESET

Do not attempt to reset your password in Delegated Administrator. In the original instructions published for accessing TRACSMail you were advised that when you first access TRACSMail you should change you password in Delegated Administrator. However, after TRACSMail went into production we discovered that when users attempted to change their password in Delegated Administrator it resulted in them getting an error message whenever they would attempt to access TRACSMail with their new password or original password. Consequently the TRACS Hotline has been inundated with calls requesting password reset. **For this reason we have been advising users to avoid using Delegated Administrator altogether. Contrary to instructions you may have been provided by your vendor, the password you were originally issued is <u>not temporary</u> and will work perfectly until you change it or request TRACS Hotline to change it.**

Posted May 15, 2002

TRACS PRODUCTION UPDATE

MAT Messages for 5/14/2002 TRACS Production Cycle:

The TRACS Tenant Batch process had to be restarted three times last night (5/14/2002). In each case, the MAT Tenant cycle was repeated. The transfer of MAT Messages to TRACSMail is an automatic process; consequently, messages from each rerun were sent out via TRACSMail. Please disregard the first two sets of MAT Tenant messages. The third set represents what was actually processed.

201B Maintenance Release:

A maintenance release addressing several Voucher problems was implemented last night (5/14/2002). This release corrected logic that had been rejecting vouchers in error with CA Id messages and Special Claim Id messages. **Vouchers rejected in error with messages related to CA Ids and Special Claim Ids should be resubmitted to TRACS as original vouchers.**

The handling of zero balance vouchers was modified to be consistent with the 201A handling of zero balance vouchers.

Missing Tenant Messages:

TRACS discovered that the tenant messages generated by TRACS were not being transferred to TRACSMail. The HUD data center has recovered and transmitted the tenant messages going back at least to May 1, 2002.

Unresolved Issues:

The recovery of the Unit Address Table is progressing and the MAT15s submitted under 201B are being processed in the sequence submitted. As of today, the table is current through May 3rd.

The Voucher Query is displaying as the Total Voucher Amount the OA Total Voucher Amount. When a CA submits the voucher, the Total Amount Approved by the CA should be displayed in this column. If the amount approved by the CA differs from what the OA requested, the voucher query is not displaying the amount sent to LOCCS. A correction to the Voucher Query is in our maintenance queue.

A Special Claim submitted for zero dollars together with a Miscellaneous Accounting transaction can cause anomalies that TRACS is currently researching. Until the edits are revised, **please do not submit zero balance special claims to TRACS.**

Posted May 14, 2002

DRAFT 4350.3 REVISION POSTED ON THE WEB

The Office of Housing Assistance and Grant Administration posted the draft revision to Handbook 4350.3, Occupancy Requirements of Subsidized Multifamily Programs on the web at: http://www.hud.gov/offices/hsg/hsgmulti.cfm When the page comes up, you have two options to pull up the draft document: First, you may go to the right hand side of this page, look for What's New? and click on the title. Second, you may click on Program Information on the left hand side, scroll down the list of information until you get to Occupancy Handbook – draft copy of HUD Handbook 4350.3 NEW and click on it.

Posted May 14, 2002

Return Tenant Message Problem

It was recently brought to the TRACS attention that TRACS Tenant processing messages since approximately May 1 have not been returned to our TRACS users. TRACS has investigated the problem and found that the back-end process for sending messages to users failed because of the extremely large volume of tenant messages generated. This back-end process for sending messages has been fixed and as of today, May 13, 2002, the backlog of Tenant processing messages occurring since May 1 will be returned to our user.

Posted May 7, 2002

201B Special Claim Specification Change

"Traditional" CAs:

As announced at the last Industry Meeting, CA_Ids will not be used in TRACS MAT transactions for "traditional" CAs until further notice. The CA Id will not be used in the VCHHR or TENHR, and not as the first five positions of the Claim Id in the Special Claim Record, MAT30, Section 5. The 201A rules should continue to be followed with the Claim Id: The first four characters will be "1299" followed by an audit number assigned by the CA. The Claim Id should be in the leftmost positions of the 14-character Claim Id field.

PB CAs:

The PB CAs will be expected to submit their CA Id in the TRACS MAT VCHHR and TENHR records. They will not need to submit their CA Id as the first five positions of the Special Claim Claim Id. They can continue to follow the 201A rules and submit a Claim Id of "1299" followed by a five-character audit number assigned by the PB CA. The nine-character Claim Id is to be entered in the leftmost positions of the Claim Id field. Alternatively, they may use their five-character CA_Id followed by a nine-character audit number, as described in the Industry Specification.

Owners and Management Agents:

The Special Claim Intranet application that was to be used with 201B special Claims has been overtaken by events with the repeated delays in Release 201B implementation. The Special Claim Intranet application has been withdrawn to be replaced with an Internet/Intranet Special Claim process scheduled for August 2002 release. Field offices will continue to return to the owners and management agents the nine-character Special Claim Ids as in the past. The first four characters of these Claim Ids are the field office area and office code, and the last five characters are the audit number. The nine-character Claim Id is to be entered in the leftmost positions of the Claim Id field.

Posted May 7, 2002

TRACS Industry Group Meeting
Performance Based Contract Administration Focus Group
June 3-5, 2002
Marriott Crystal City Hotel
Arlington, VA

The following quarterly meetings will be held the week of June 3 and are as follows:

- TRACS Industry Group Meeting, June 3-4
- Performance Based Contract Administration Focus Group Meeting, June 5

Both of these meetings will be held at the Marriott Crystal City Hotel in Arlington, Virginia. A block of sleeping rooms, available at the federal per diem rate of $150 per night, has been established at the Marriott Crystal City. You are responsible for making your own reservations using the hotel contact information that follows. We thank you for your continued attendance and cooperation and look forward to your participation. Should you need assistance, please call 301-519-5444**.**

1. Please register for the meetings by Thursday, May 30, 2002 by submitting your information via fax or email.

As always, there is no fee to attend the meeting. Please complete the attached registration form for each person attending. You can use one form to register for one or both of the meetings.

- Register via e-mail at mfhc@aspensys.com
- Register via fax at (301) 519-6655

2. Hotel and Lodging Information

You are responsible for making your own hotel reservations. Please contact the hotel directly **by May 17, 2002** and reference the "HUD TRACS/PBCA" group block when you call, in order to receive the group rate. Be certain to inform the hotel of any special needs for accommodations you may have.

Marriott Crystal City
1999 Jefferson Davis Highway
Arlington, VA 22202
Reservations: 703-413-5500 or 1-800-228-9290
Group rate: $150/single (plus 9.75% tax)
Cutoff date for group rate: Friday, May 17, 2002

3. Airport and Ground Transportation Information

The Washington, DC area is served by the following airports, which are listed in order of their proximity to the meeting site. Shuttle and taxi service is readily available from each airport. Also, the Marriott Crystal City provides a complimentary shuttle service to/from the Ronald Reagan National Airport daily, every 15-20 minutes from 6:00 am to midnight. Upon arrival, proceed to the baggage claim area where you will find the hotel courtesy phones to inform a dispatcher you need to be picked up. The hotel shuttle picks up at gates 5 and 9.

Ronald Reagan National Airport (DCA) - (1 mile from the hotel)
Dulles International Airport (IAD) - (28 miles from the hotel)
Baltimore-Washington International Airport (BWI) - (55 miles from the hotel)

Parking is maximum $14.00 per day for visitors and $12.00 per day for overnight hotel guests.

Washington, DC Subway System (Metro)
The hotel is connected to an underground passageway that connects to underground shopping and the Metro subway system. To reach the hotel from the Yellow or Blue line: exit at the Crystal City stop, proceed up the first escalator and turn left to concourse, follow signs for the Marriott Crystal City hotel, proceed approximately 2 blocks to hotel, entrance is on the right. Metro also serves the Ronald Reagan National Airport (also Yellow line).

PLEASE NOTE: There are four Marriott's in the Crystal City area of Arlington, VA. Do not be confused if you see one of the other Marriotts (e.g.,Crystal Gateway Marriott) first. Remember that you want the Marriott Crystal City.

****

TRACS Industry Meeting /Performance Based Contract Administration Focus Group Meeting

Registration Form

Check the meeting(s) you plan to attend:

____ TRACS Meeting - June 3-4, 2002

____ PBCA Focus Group Meeting - June 5, 2002

Name: _____

Title: _____

Organization: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone: _(_____)_____-_____ Fax: _(_____)_____-_____

Email: _____

Please let us know if you need special accommodations or assistance with:

_____ Wheelchair accessibility
_____ Accommodations for service animal
_____ Braille
_____ Sign language interpretation
_____ Other, please contact me

Please print, complete and send your registration form via email to mfhc@aspensys.com or fax to (301) 519-6655.

Need assistance? Please call 301-519-5444 or email us at mfhc@aspensys.com

Posted April 30, 2002

TENANT QUERIES DELAYED DUE TO REMS RELEASE

At the most recent TRACS/Industry/Focus meeting, we introduced four new Tenant queries to be available on both the Internet and Intranet April 29, 2002 following a REMS update release due April 26, 2002. The queries include Move-in/Move-out; Multiple Occupancy, Project Evaluation and Verification.

The REMS release has been delayed until May 17, 2002. This means these queries will be unavailable until May 20, 2002. We are sorry for the delay.

Posted April 29, 2002

Unit Address Notice

The TRACS Unit Address table became corrupted during the April 18, 2002 processing cycle. The cause has been isolated and recovery is under way. The TRACS Unit Address table has been restored as of the end of the April 17, 2002 processing cycle. MAT15s from April 18, 23, and 25 will be reprocessed by TRACS to bring the Unit Address table current. It is possible that a MAT15 rejected in one run may have been resubmitted in another. If what appears to be duplicate transactions are encountered in the recovery process, the duplicate will be rejected. MAT15s do not have to be resubmitted to TRACS for this recovery.

Posted April 26, 2002

TRACS PRODUCTION NOTICE

April 30, 2002 is the cutoff for Release 201A processing by TRACS. There will be a clean-up Release 201A production run on Wednesday, May 1. After May 1, there will be three, Voucher Only, 201A production runs: May 10, May 24 and June 7.

The TRACS Production Schedule for the week of April 29, 2002 will have two Release 201A cycles:

Mon.	4/29/2002	Release 201B
Tue.	4/30/2002	Release 201A (Tenant and Voucher)
Wed.	5/01/2002	Release 201A (Voucher and Tenant rollover from Tuesday. **Note: The last data to submit Tenant data using 201A is Tuesday, April 30, 2002.**
Thu.	5/02/2002	Release 201B
Fri.	5/03/2002	Release 201B

Starting May 2, 2002, all TRACS production will be Release 201B, with the exception of the Voucher Only 201A runs scheduled for May 10, May 24 and June 7.

Posted April 26, 2002

TRACS 201B Schedule Implementation

While many software vendors have completed their software enhancements to comply with TRACS Mail and 201B requirements, the Department is aware that several software vendors with large user groups have either not shipped their 201B compliant software to clients or the software that has been shipped is error-ridden. Consequently, some properties/sites will not be able to submit tenant and voucher data on the new 201B format effective May 1, 2002, because of late vendor shipment their 201B software will not be installed/deployed.

The Department has determined that over the next 6 weeks three more TRACS production cycles will be scheduled on Friday's to accommodate clients that have not deployed/installed 201B compliant software.

TRACS can open the volume limits to the 300,000 maximum records on Friday nights. There is a maximum limit of 150,000 records during week day processing cycles; thus, reserving Friday nights for processing 201A transactions is the most effective and efficient use of TRACS mainframe processing time.

I recommend that the Industry submit **VOUCHER DATA ONLY** in the 201A format. I make the recommendation to submit only voucher requests for payment under 201A because TRACS users will be submitting revised baseline for tenant data in 201B FORMAT (201B to provides the accessibility data) in the future; thus, eliminating this duplication will free up more TRACS mainframe processing time for payment of vouchers under the 201A format. Bottom line,
the submission of voucher data under 201A format will assure that all voucher data will be processed within TRACS cycle processing limits.

The three runs will be on Friday nights as follows:

May 1, 2002:	If Needed Based Upon Processing Volume Clean-up of Unprocessed 201A Transactions from April 30, 2002
May 10, 2002:	201A Processing of Voucher Data (ONLY VOUCHER DATA)
May 24, 2002:	201A Processing of Voucher Data (ONLY VOUCHER DATA)
June 7, 2002:	201A Processing of Voucher Data (ONLY VOUCHER DATA)

Posted April 25, 2002

NEXT TRACS/PBCA FOCUS MEETING DATES – June 2002

We are in final hotel negotiations for the next meetings. The hotel will be in close proximity to the last hotel.

Dates are Monday and Tuesday, June 3 and 4, for the TRACS/Industry meeting, and Wednesday, June 5, for the PBCA Focus meeting.

When hotel negotiations are complete, we will post the location, number and room costs as well as registration requirements.

Posted April 23, 2002

* * * ATTENTION * * *

Please note that a problem was discovered with a portion of the TRACS code that processes vouchers. As it stands now, all Section 8 contracts are being treated as though they were submitted by a Contract Administrator. Subsequently, the VF063 and VF058 fatal error messages are being erroneously generated for those not submitting through a CA. A fix for the VF063 and VF058 Fatal messages will be moved to production on April 26th. Once the code is in production, you will need to resubmit your voucher data again. A follow -up message will be posted to the TRACS Discussion Forum and the TRACS Announcement Forum when the fix is implemented. We are sorry for the inconvenience.

Posted April 11, 2002

Release 201B Production Update

Next week, Release 201B data will be processed two nights: Tuesday, April 16 and Thursday, April 18.

***** Reminder *****

TRACS is accepting **ONLY** 201B data for processing in the vendor region. 201A Vendor test data will not be processed.

*** ATTENTION ***
Vendor 201B Testing

In order to facilitate vendor testing of 201B software, affective immediately, TRACS will process 3 Vendor cycles each day. The Vendor processing cycles will occur at 7:00 AM, 12 Noon and 3:00 PM.

Posted April 8, 2002

201B Testing and CA ID's

If a "CA ID" required message is returned with a test of the 201B MAT, it is an indication that the contract number being used has received production transmissions from a PB CA. The test data should be resubmitted with the CA ID field populated with the id of the CA to which the contract is assigned.

The table used to edit the contract numbers is a copy of the a production table. A flag is set in this table whenever a transmission is received for the contract from a PB CA. When this table is loaded into the vendor region to facilitate testing, it carries with it the flags and coding reflecting the contract status in the production system. This can create unexpected results for testers.

Posted March 28, 2002

Have you been transmitting through TRACSMail but have not received <u>any</u> responses?

Then perhaps your messages have been going to the TRACSMail Dead letter File. These are messages sent through TRACSMail where users have not correctly defined their TRACSMail email address in their email client profile. The instructions for defining your profile set up are provided in the TRACSMail User Manual. The instructions for Netscape are on page 24 and on page 30 for Outlook. If you are using vendor software then your vendor can provide instructions specific to their software.

TRACSMail is not able to send responses to these addresses. In most cases the TRACSMail address is misspelled or transposed, or an Internet email address was entered instead of your TRACSMail address. The format for a valid TRACSMail address is TRACMXXXXX@TRACSMAIL.HUD.GOV (XXXXX = your assigned TRACSMail ID). No one should use TRACMTEST@TRACSMAIL.HUD.GOV in his or her email profile setup. TRACMTEST is already assigned as the address for sending test files to TRACS.

If you recognize any of the addresses listed in the Dead letter List below as one that you have used, please make the necessary correction before submitting any further activity through TRACSMail.

Dead letter Listing as of 3/13/02

Goodman <tracmtest@tracsmail.hud.gov> (need to change to tracmxxxxx@tracsmail.hud.gov)

jhughes@cl.carbondale.il.us

vsa@ddha.org

acha@nts-online.net

yadanchen@msn.com

Posted March 22, 2002

Urgent!
201B MAT 70 Change
New Unit Number

The **201B MAT70**, field 11, "New Unit Number" has been changed. The MAT Guide has not yet been updated to reflect the change but will be soon. We apologize for this oversight. In the meantime, here is the explanation of the change:

Before 201B, this field has been used to identify the new unit number that the household will be occupying as a result of a unit transfer. Or, if the MAT70 was a gross rent change only, the field would be filled with all 9s to signify that it is a gross rent change with no change to the unit number.

As for 201B, however, this field will now be used to identify the unit being affected for both a unit transfer and a gross rent change. This will ensure that the new gross rent is being applied to the correct unit that the tenant was occupying at the time of the gross rent change.

This means that the 201B MAT 70 user is required to submit a unit number in this field. Entering all 9s into the field will not be permitted with 201B. If you do, the fatal error **F0192** will be generated: "MAT70 not processed. Unit Number may not be all 9s".

To distinguish between a gross rent change and a unit transfer, enter "GR" or "UT" into the Transaction Type, field 4 of the MAT70. If this field is populated with any other letters or digits, the fatal error **F0196** will be generated: "MAT70 not processed. Transaction Type must be UT or GR".

Posted March 15, 2002

ASPEN SYSTEMS TELEPHONES AGAIN AVAILABLE

As of yesterday, March 14, 2002, the Aspen Systems Hotline at 1-800-685-8470 and email at mfhc@aspensys.com are again available to assist you in obtaining a TRACSMail ID and password. You will still need to complete a TRACSMail ID Request and Registration form. That form will then be faxed to Aspen at 301-519-6655.

Sorry for any inconvenience.

Posted March 7, 2002

TRACS Production Notice

March 6th was the first scheduled production run of TRACS Release 201B. A miscommunication with TRACS Production Control resulted in an attempt to re-execute the March 5th production cycle using the same 201A data and programs. The error was caught, but not before the MAT cycle was (re) run. Consequently, 201A MAT messages were sent out last night from this attempted rerun. Please disregard the Release 201A MAT messages produced the evening of March 6th.

The miscommunication was corrected and the 201B Tenant production cycle completed normally. The 201B Voucher production cycle will be executed during the day today, March 7th. The March 7, 201A production will be executed tonight as scheduled.

We apologize for any inconvenience this may have caused.

Posted March 7, 2002

As of Monday, March 4th, 2002, the TRACS Hotline will no longer be responsible for issuing new TRACSMail ID's and passwords or distributing TRACSMail ID's and passwords from the converted Sprint Mailbox ID's. This function has been tasked to Aspen Systems. If you have questions regarding TRACSMail ID's or if you are requesting new TRACMail ID's and passwords or if you have not received your converted from Sprintmail ID and password, please contact Aspen Systems Hotline at 1-800-685-8470 or email Aspen at mfhc@aspensys.com. You will be required to complete a TRACSMail ID Request and Registration form. Please fax the completed form to Aspen at (301) 519-6655. They will issue to you a TRACSMail ID and password.

The TRACS Hotline will still be responsible for resetting TRACSMail ID passwords. The TRACS Hotline phone number is 1-800-767-7588.

Posted March 5, 2002

TRACS Industry Meeting
March 11 & 12, 2002

Hyatt Regency Crystal City
2799 Jefferson Davis Highway
Arlington, VA 22202
703-418-1234

Agenda

Monday, March 11, 2002

9:00 Welcome
Multifamily Housing update

9:45 TRACSMail Status

10:30 – 10:45 Break

10:45 TRACS Release 201B Status

11:30 Unit & SSN QA Reports

12:00 – 1:00 Lunch

1:00 Tenant Reports

2:00 Supplemental Payments

2:30 – 2:45 Break

2:45 The Funding Process

3:30 Q & A

4:30 Conclude Day 1

Tuesday, March 12, 2002

9:00 Welcome

9:30 Benefit History Report Enhancements

10:30 – 10:45 Break

10:45 Q & A

11:45 Wrap up

12:00 Close

Posted Feb 28, 2002

HOTEL REGISTRATION DEADLINE

For those attending the TRACS and /or HUD FOCUS Group meetings March 11 and 12, or March 13 and 14, we have been reminded the hotel deadline is tomorrow, **March 1st.** After that date the hotel will be unable to honor the government rate for later room reservations. The lowest available rate (outside of our rate) today at the Hyatt Regency Crystal City is $189 plus tax.

See you in a couple of weeks.

Posted Feb. 27, 2002

Release 201B Production Scheduled

Effective Wednesday, March 6, 2002, TRACS Wednesday night production will be dedicated to Release 201B production. Monday, Tuesday, Thursday and Friday night TRACS production will continue to be for Release 201A data until further notice.

We do encourage everyone to run at least one test of their 201B software and data through the TRACS test facility by addressing their submission to TRACMTEST@tracsmail.hud.gov. Release 201B data submitted to TRACMPROD prior to March 1, 2002 will be treated by TRACS as test data and run through the test facility. Any Release 201B data submitted to TRACS prior to March 1, 2002 will not be submitted to TRACS production, and it will not update the TRACS production database.

NOTE: Do not submit the same data to TRACMPROD in both 201A and 201B formats. The same TRACS database is updated by both TRACS Release 201A and Release 201B production runs, and the double submission will result in duplicate conditions.

Release 201B data submitted to TRACMPROD@tracsmail.hud.gov on or after March 1, 2002 will be submitted to the next scheduled Release 201B production run.

Release 201A data submitted to TRACMPROD@tracsmail.hud.gov will be submitted to the next scheduled Release 201A production run.

Release 201A and Release 201B data can be submitted to TRACS at any time. Data submitted to TRACMTEST will be submitted to the TRACS test facility the following day and the messages returned. Data submitted to TRACMPROD will be warehoused until the next scheduled 201A or 201B production run.

TRACS has a limited window of time each night, except Friday, to complete its batch processing. Consequently, a record limit is imposed on the nightly volume. The limit is currently 180,000 records, rounded up to include complete transmissions. When this limit is exceeded, TRACS selects the records selected based upon a priority. Voucher records are selected first. Any Tenant records that have been warehoused are selected on a first-in-first-out basis. The limit is lifted on Friday nights so that any backlog will be processed on Friday nights. The 180,000 limit is exceeded only during the peak submission periods, usually the first and last weeks of the month.

When Release 201B is added to the production schedule on March 6, 2002, there will be no limit initially imposed. As the 180,000 record threshold is approached, TRACS will schedule a second night of 201B production.

Please check the Announcements Page at least weekly to get the latest Release 201A and 201B production schedules

Posted Feb 26, 2002

TRACS INDUSTRY MEETING

The next TRACS Industry Group Meeting will be held Monday, March 11 and Tuesday, March12 at:

Hyatt Regency Crystal City
2799 Jefferson Davis Highway
Arlington, VA 22202
703-418-1234

The PBCA Focus Group Meeting is Wednesday, March 13 through Thursday, March 14 at the same hotel.

A block of sleeping rooms has been established at the government per diem rate of $150.00 plus 9.75% tax. Attendees may call 1-703-418-1234 or 1-800-233-1234 and ask for the "HUD Focus Group/TRACS Meeting" room block. Room reservations must be made by the deadline date of March 1, 2002 to receive the government rate.

Should you have additional questions regarding registration or accommodations, please feel free to call 301-519-5650 for assistance.

To register for the TRACS Industry Group Meeting, please fill in the form below and either fax it to 301-519-6655, or e-mail it to mfhc@aspensys.com

Please provide the following registration information for each person attending:

Name:_____

Title:_____

Organization: _____

Address:_____

City:_____**State:**_____**Zip:**_____

Phone:_____

Fax:_____

Email:_____

Posted by TRACS on February 14, 2002 at 11:02:32:

NEXT TRACS INDUSTRY AND PBCA FOCUS MEETINGS

While final contracts have not been signed, we want you to know we will hold the two meetings listed above March 11 and 12
for the TRACS Industry Group and March 13 and 14 for the PBCA Focus Group.

Our contracts folk are working to finalize these contracts with the Hyatt Crystal City for the above dates and with rooms at the
current government rate.

Block out these dates to be with us here in Washington, DC! As soon as the contracts are complete, we will post registration
forms and hotel information, etc.

Posted by TRACS on February 04, 2002 at 16:13:11:

Sprintmail has been extended until March 31, 2002.

Posted by TRACS on February 04, 2002 at 16:10:35:

Have you been experiencing difficulty in resetting your TRACSMail password in Delegated Administrator? We have
discovered some tips for you to follow that may help resolve some of your Delegated Administrator problems. Below are the
steps for clearing the cache and history folders, and instructions for setting cache preferences.

If you use Netscape, periodically you need to clear your cache folders and your history folders.

· HOW TO CLEAR THE CACHE FOLDERS IN NETSCAPE:
Right click on the start button.
Click Explore
Go to the following folder: C:\Program Files\Netscape\Users
Within the Users folder you will see a folder for each of your Netscape profiles.
Repeat the following steps for each of your profile folders.

1. Click a profile folder and you will see a Cache folder within it.
2. Double click on the Cache folder.
3. If the folder has any files in it they will appear on the right.
4. Click on Edit followed by select all.
5. Once all the files are highlighted. Click on File followed by delete.

· HOW TO CLEAR THE HISTORY FOLDER IN NETSCAPE:
Bring up Netscape.
Click on Communicator
Select Tools
Click on History and a window will appear with all links accessed.
Click on Edit followed by select all.
Click on Edit again followed by delete.

· HOW TO SET THE CORRECT CACHE OPTION IN PREFERENCES
For the Netscape profile you have established you need to set its "Document in Cache is compared to document on the
network" option to "every time". This only needs to be done once. To accomplish this execute the following steps:

In NETSCAPE click on Edit.
Click on Preferences and the Preference window will appear.
Click on Advanced
Click on Cache and the Cache window will appear. On the lower half of the window is the sentence "Document in Cache is

compared to document on the network" and under this statement are following three options:

1. Once per session
2. Every time
3. Never

Select Every Time and Click on OK.

Posted by TRACS on February 04, 2002 at 12:47:45:

TRACS Release 201B Implementation

TRACS Release 201B has been available for production since December 1, 2001; however, the emphasis on conversion to TRACSMail has been the priority effort. As previously stated, TRACS will publish in advance which nights Release 201B will run and which nights 201A will run. There has been no published schedule because we know of no one who is ready to go into production with 201B.

Our plan is to wait to schedule 201B production until we know of enough 201B ready sites to make reserving a production cycle for 201B data worthwhile. We would like to have at least the equivalent of 200 contracts. This could be a mix of service bureaus, owner agents, CAs etc.

As you are ready to go into production with Release 201B, please send a message to TRACS@hud.gov letting us know that you are ready for 201B, and include a contact name and phone number.

NOTE: Release 201B submissions to either TRACMTEST (for testing) or TRACMPROD (for production) must be submitted using TRACSMail.

Posted by TRACS on January 22, 2002 at 14:42:17:

The Tenant Assessment Subsystem (TASS), the REAC group that produces the Benefit History Reports, has previously
announced that they will not make Benefit History Reports available on TRACSMail. The Benefit History Reports will be
available exclusively over the Internet.

The significance for TRACSMail users is that they will no longer receive Benefit History Reports via SprintMail.

Monthly Benefit History Reports are available on the Internet for viewing, printing and downloading at
http://www.hud.gov/reac.
Click on the "online systems" link on left side of this page and then click on the "log in" button. The reports are available under
Tenant Assessment Subsystem.

In case assistance is required for getting a user-id, password, user setup, help with reports etc., please call the REAC Technical
Assistance Center at 1-888-245-4860.

Hours of operation: 7:00am to 8:30 pm EST
Best time to call : 7- 9 am or 6- 8:30 pm EST

Posted by TRACS on January 15, 2002 at 15:59:17:

DATE CHANGE FROM FEBRUARY TO MARCH FOR TRACS INDUSTRY MEETING

We tentatively established February 21-22, 2002 for the next meeting. These dates were changed to February 20-21. We have been unable to complete contract negotiations with a hotel in a timely manner to keep the dates and help you with cost savings for your travel expenses.

We are canceling the February meeting and looking to work with our counterparts to have a joint PBCA Focus Group/TRACS Industry meeting in March. If any of you are aware of other industry meetings here in Washington during March, please respond quickly. Our first preference for scheduling is the week of March 18th. Should that week prove unacceptable, we will quickly back upwards in the month as the last week in March includes Palm Sunday, Passover and Good Friday.

Sorry for any inconvenience.

Posted by TRACS on January 15, 2002 at 15:46:05:

!!! TRACSMAIL ALERT !!!

Have you been submitting your MAT files to TRACSMail but never received your responding messages and/or reports?
Normally, you can expect a response within 24 - 48 hours. However, one reason some of you have never received any
messages back is because you have not correctly defined your email address in your email client profile. You must use only
your TRACSMail email address when setting up your email client profile. This is illustrated in the TRACSMail User Manual on
page 24 for Netscape Profile and page 30 for Outlook Profile. Do not enter your Internet email address or anything other than
your assigned TRACSMail address (tracmxxxxx@tracsmail.hud.gov where tracmxxxxx = your assigned ID). TRACSMail is
on a closed network and will only recognize email messages from/to other valid TRACSMail addresses. We have seen several
messages come through with the address of inbox@tracsmail.hud.gov and because "inbox" is not a valid TRACSMail address
we do not have a clue as to who this sender is and we cannot even send a message to the user to advise them of their error. If
your email software has been provided by your TRACS software vendor, check your documentation or contact your vendor to
be sure that your software settings are correct.

Posted by TRACS on January 09, 2002 at 13:01:22:

IMPORTANT TIPS FOR TRACSMAIL USERS

TRACSMail has been available to the industry since 11/13/01 and we have learned many valuable lessons from monitoring the testing efforts of various users. What follows is a list of the most common user errors and tips on how to avoid or resolve them.

1. Do not send messages to TRACMTEST or TRACMPROD that do not have valid MAT files attached. These two TRACSMAIL addresses are reserved exclusively for transmitting MAT files to TRACS. If you should send any messages without a MAT file attachment to either of these addresses you will not receive a response. If you should have any questions concerning TRACSMAIL you may send them to TRACMHELP@TRACSMAIL.HUD.GOV.

2. Some users are attaching non-MAT files as test data to TRACMTEST. Since the TRACS system will only process MAT data, data in any other format will be discarded by TRACS. Please only submit MAT records when testing TRACSMAIL.

3. Do not include a TO/FROM header in your MAT files as is done by some software that creates MAT files for SprintMail. TRACSMail will insert the TO/FROM headers in all text files attached to messages sent through TRACSMail. This means that Service Bureaus and CAs must remove the TO/FROM headers from any MAT files they receive through TRACSMail from their owner/agents before sending their data to TRACMPROD/TRACMTEST.

4. Many users have submitted MAT files but have not received their responding messages. In many cases this is because the email address they set up in their email client profile is incorrect. You must use only your TRACSMail email address when setting up your email client profile. This is illustrated in the TRACSMail User Manual on page 24 for Netscape Profile and page 30 for Outlook Profile. If you enter anything other than your assigned TRACSMail address (tracmxxxxx@tracsmail.hud.gov where tracmxxxxx = your assigned ID) TRACSMail will not have a valid TRACSMail address to format your TO/FROM header or to send your messages to. If your email software has been provided by your TRACS software vendor, check your documentation or contact your vendor to be sure that your software settings are correct.

5. It is extremely important that all users update their personal account information in Delegated Administrator which is covered in chapter 7 of the TRACSMail User Manual. The correct URL for the Delegated Administrator web site is http://tracsmail.hud.gov. The information you provide here helps us to accurately identify the owner of every TRACSMail account. At the very minimum you need to enter your telephone number, organization name, manager name, mailing address, contact email address, and select what type of organization you are.

6. Some users are submitting production MAT 201A data to TRACMPROD without first testing the submission of MAT files to TRACMTEST. We highly recommend that you first test submitting files to TRACMTEST and verifying that the expected responses are received in your TRACSMail account in-box. After you have successfully tested and confirmed TRACSMail is operating smoothly for you then you can begin submitting your 201A files to TRACMPROD. It can take 24 to 48 hours to receive a response from TRACMTEST, so please be patient.

7. Some users experience a successful dial-in, however, the error message that the server is down or unavailable is received. Since dial-in to the server was successful, the server is available. Therefore, verify that the server name you specified is spelled correctly. For example, you will always receive the above error when trying to contact http://tracmmail.hud.gov/ rather than http://tracsmail.hud.gov/ because tracmmail.hud.gov does not exist.

8. E-mail can successfully be sent, however, the error message, "the user does not exist" occurs when attempting to retrieve mail. This problem primarily occurs due to a typographical error or a mis-configuration of the client profile. Since the user is able to successfully dial into the server and this is a one-account single sign-on system, the account exists. Verify that the profile has correct account names in both the Incoming and Outgoing mail server fields (see page 25 of Creating a Netscape Profile section in the TRACSMail User Manual or check your software documentation if your email software has been provided by your TRACS software vendor). Another reason that this might occur is because the email services were not added to the account. If the profile is correct then call the TRACS Help Desk as ask them to verify that the account in question does have mail services enabled.

Posted by TRACS on December 21, 2001 at 08:51:11:

TRACS will be down on December 24th and December 25th for the Holiday.
Processing will resume on December 26th.

Posted by TRACS on November 27, 2001 at 12:16:14:

ATTENTION TRACSMAIL USERS

Do not address messages to TRACMTEST or TRACMPROD that do not have valid MAT files attached. These two
TRACSMAIL addresses are reserved exclusively for transmitting MAT files to TRACS. If you should send any messages
without a MAT file attachment to either of these addresses you will not receive a response. If you should have any questions
concerning TRACSMAIL you may send them to
TRACMHELP@TRACSMAIL.HUD.GOV.

Posted by TRACS on November 27, 2001 at 10:56:04:

The TRACS servers will be down today from 4:00 PM until 6:00 PM for maintenance. Thank You

Posted by TRACS on November 13, 2001 at 16:20:37:

TRACMail IDs and passwords were sent to all active SprintMail accounts on 11/13/01. Please check you SprintMail mailbox for your message. As of 11/13/01 you should begin submitting both 201A and 201B test data through TRACSMail. SprintMail will no longer be used for testing, only for submitting 201A data to production. We encourage you to begin testing TRACSMail ASAP because the sooner you complete your TRACSMail testing the sooner you will be able to switch to TRACSMail for production.

Posted by TRACS on November 13, 2001 at 16:20:37:

TRACMail IDs and passwords were sent to all active SprintMail accounts on 11/13/01. Please check you SprintMail mailbox for your message. As of 11/13/01 you should begin submitting both 201A and 201B test data through TRACSMail. SprintMail will no longer be used for testing, only for submitting 201A data to production. We encourage you to begin testing TRACSMail ASAP because the sooner you complete your TRACSMail testing the sooner you will be able to switch to TRACSMail for production.

Posted by TRACS on October 30, 2001 at 14:37:27:

The TRACS Hotline is experiencing contractual issues which prevent the Hotline staff from performing Hotline/Helpdesk services. We are pursuing a resolution as quickly as possible and we apologize for the delay.

Posted by TRACS on October 19, 2001 at 10:07:38:

TRACS Industry Meeting
October 29 - 30, 2001
Ritz-Carlton Hotel
Arlington, VA

Agenda

Monday, October 29, 2001

9:00 Welcome
Multifamily Housing update

10:00 New Application Features
Special Claims changes for 201B

10:30 - 10:45 Break

10:45 New Application Features, continued
Household History Query
Manual Voucher Submission

12:00 - 1:15 Lunch

1:15 TRACSMail/201B Implementation Schedule Update

1:30 TRACSMail Status/Lessons Learned

2:30 - 2:45 Break

2:45 Benefit History Reports Update

3:15 Release 201B Status

4:15 Q & A

4:30 Conclude Day 1

Tuesday, October 30, 2001

9:00 Welcome

9:15 Implementation Issues - General Discussion)

TRACSMail

Deployment
Implementation

10:30 - 10:45 Break

10:45 Implementation Issues, continued

Release 201B
Deployment
Implementation

12:00 Lunch

1:15 - 4:30 Industry Issues

Posted by TRACS on October 16, 2001 at 17:10:36:

Due to contractual constraints, the TRACS Hotline staff was temporarily reduced on October 11,
2001. The TRACS Hotline will only have one (1) person supporting it until approximately October
26, 2001. Please continue to use the TRACS Hotline number 1-800-767-7588 and the TRACS
staff will respond to your issues as expeditiously as possible. We are sorry for the inconvenience and
will keep you posted of the TRACS Hotline status.

Posted by TRACS on October 11, 2001 at 13:37:48:

(Tenant Rental Assistance Certification System) Meeting
Hosted by the U.S. Department of Housing and Urban Development
October 29-30, 2001 Arlington, VA

Thank you for your interest in the upcoming TRACS/Industry (Tenant Rental Assistance
Certification System) Meeting. The meeting will be held at the Ritz-Carlton, Pentagon City hotel in
Arlington, Virginia.

We have scheduled the meeting outside of the HUD Building for a number of reasons, one of which
is security. We also ask that you register for the meeting - so that we can be certain the meeting
room is the correct size. We are looking forward to greeting you in a different location.

A block of sleeping rooms, at the federal per diem rate, has been established at the Ritz-Carlton
where your group members should make their overnight reservations. Hotel contact information
follows.

Please plan your attendance around the agenda dates and times. The formal agenda will follow this
announcement. However, we anticipate convening at 9 a.m. on both October 29 and 30, 2001 and,
with your concurrence, running to around 4:30 or 5 p.m. We thank you for your continued
attendance and cooperation and look forward to your participation. Should you need assistance,
please call (301) 519-5650 or email us at mfhc@aspensys.com.

1. Please register for the meeting by Thursday, October 25, 2001.

As always, there is no fee to attend the meeting. Please complete the attached registration form for
each person attending in the second grouping. We have enough information to share for all of Day 1
and half of Day 2. So the second half of Day 2 is for Other Industry Issues and Discussions. Fax
your completed registration form to (301) 519-6655.

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2. Hotel and Lodging Information

You are responsible for making your own hotel reservations. Please contact the hotel directly by October 24 and reference the "HUD Tenant Rental Assistance Certification System" group block when you call, to receive the group rate. Be certain to inform the hotel if you need any special accommodation needs.

Ritz-Carlton Pentagon City
1250 South Hayes Street
Arlington, VA 22202
Reservations: 703-415-5000
Group rate: $119/single (plus 9.75% tax)
Cutoff date for group rate: Friday, October 24, 2001

3. Airport and Ground Transportation Information

You are responsible to make your own transportation arrangements. The Washington, DC area is served by the following airports, which are listed in order of their proximity to the meeting site.

Ronald Reagan National Airport (DCA)
Dulles International Airport (IAD)
Baltimore-Washington International Airport (BWI)

Shuttle and taxi service is readily available from each airport. The hotel does not run a hotel shuttle to/from the airport. The Washington Metro subway system has a stop at Ronald Reagan National Airport on the Blue and Yellow Lines. The Ritz-Carlton Pentagon City Hotel is at the Pentagon City stop on the Blue and Yellow Lines (located at the front entrance of the hotel).

Parking at the hotel is $16.00 per day for valet and $1.00 for every two hours self park at the mall adjacent to the hotel.

TRACS REGISTRATION FORM
October 29-30, 2001 Arlington, VA

Name: _____
Title: _____
Organization:
_____
Address: _____
City: _____
State: _____ Zip: _____
Phone: _(_____)_____-_____ Fax: _(_____)_____-_____
Email: _____

Please let us know if you need special accommodations or assistance with:

_____ Wheelchair accessibility
_____ Accommodations for service animal
_____ Braille
_____ Sign language interpretation
_____ Other, please contact me

Please print, complete and fax your registration form to (301) 519-6655
_____

Posted by TRACS on October 03, 2001 at 11:54:35:

HUD is presently in the final stages of testing a replacement for the SprintMail service now used to submit data to TRACS. The new mechanism is a Virtual Private Network (VPN), serviced by Sprint, and is being called TRACSMail. TRACSMail has been designed to ease our transition to a full-blown Internet solution that we hope to implement by the end of FY 2002, and will be a vast improvement over SprintMail. However, in order to give our industry partners time to adapt their software to the TRACSMail replacement, we have revised our schedule to support both SprintMail and TRACSMail for TRACS Release 201A through January 2002. After that date, all TRACS data must be submitted via TRACSMail, and, as explained more fully below, all data submitted under the new TRACS Release 201B must be submitted via TRACSMail only, and the implementation schedule for 201B has been revised accordingly.

TRACS Release 201B was developed to operate with TRACSMail as the communications vehicle. Originally, the announced intent was to support TRACS Release 201A on SprintMail during the transition to Release 201B on TRACSMail. In order to minimize the number of conversions that the user base is going through at one time, TRACS has made the decision to support Release 201A under both SprintMail and TRACSMail until SprintMail is discontinued, now rescheduled for February 1, 2002, but support Release 201B only under TRACSMail.

TRACS is encouraging the Industry to expedite their conversion to TRACSMail. By converting the existing 201A business applications to communicate using TRACSMail, your payments after January 1, 2002 will not depend upon the continuance of SprintMail. For TRACS and Industry data processors serving multiple sites, supporting two types of communications software does ratchet up the operational complexity. During the transition to TRACSMail, TRACS, CAs, service bureaus, and central sites will inevitably receive 201A data via SprintMail and via TRACSMail. The sites submitting to TRACS, CAs, service bureaus and central sites are likely to have different software developers deploying their software at different times. They will need to send messages in reply using the communications vehicle by which the data was received. Data processors will be able to communicate exclusively with TRACS using TRACSMail while their client base may still be a mix of SprintMail and TRACSMail users. The sooner all users convert to TRACSMail, the better for all parties involved.

The conversion to TRACSMail may be traumatic for those sites without particularly computer literate management. If they are currently using DOS systems, TRACSMail is likely to call for a hardware upgrade as well as a new operating system and the addition of a browser. The successfulconversion to TRACSMail could be facilitated if that conversion is done before converting to Release 201B. It will reduce the number of new procedures introduced at one time. It will also reduce the operational complexity for CAs and data processors

serving multiple sites if the conversion to TRACSMail is disconnected from the conversion to 201B. If the conversion to Release 201B under TRACSMail is attempted at the same time that Release 201A is being handled from both SprintMail and TRACSMail, data processing operations will have to cope with 201A SprintMail, 201A TRACSMail and 201B TRACSMail all at the same time during the transition. We encourage users to get the TRACSMail conversion behind them before moving to the 201B application software.

TRACS is recommending that the conversion to Release 201B be deferred until SprintMail is discontinued. This will mean that data processors serving multiple sites will still have to handle Release 201A TRACSMail and 201B TRACSMail during the application software transition, but that will be simplified somewhat by TRACS processing 210A or 201B data based on a pre-published operations schedule. TRACS has already converted its database to accommodate the new 201B data elements. When 201B goes into production it will be an application software implementation only for TRACS - not an application software implementation and a database conversion.

The revised implementation schedule has the following key milestones:

9/24/01 TRACSMail testing by TRACS staff
10/08 - 10/19/01 TRACSMail - 201A user acceptance testing (Industry)
10/22/01 Release 201B Industry testing switched to TRACSMail
10/22 - 10/31/02 TRACSMail - 201A pilot operation
11/01/01 TRACSMail - 201A available for production
12/01/01 Initiate TRACSMail - 201B pilot (Note: Early conversion to 201B will be available to those participating in the 201B pilot.)
02/01/02 Discontinue SprintMail
TRACSMail - 201B available for production
TRACSMail - 201A support continues
4/01/02 Discontinue 201A

Posted by TRACS on October 03, 2001 at 11:30:48:

The Voucher processing cycle was suspended on October 2 as well as October 1. The voucher problem has been researched and a fix will be in place by COB today, October 3rd. All voucher input files from September 28, October 1 and October 2 have been recovered and will be processed starting with the September 28 input files first. It is anticipated that TRACS will be current no later than October 4.

Posted by TRACS on October 02, 2001 at 15:07:34:

The October 1, 2001 Voucher processing cycle was suspended due to an apparent configuration management problem at the data center. All vouchers were processed through the MAT edits, but processing was suspended before the business edits. We anticipate that the problem will be resolvedtoday. No action is required on the part of the Industry. We expect to be current with voucher processing by morning.

Posted by TRACS on October 01, 2001 at 15:12:34:

Dear SprintMail User;

The TRACSMail User Manual has been received from the vendor. It is being edited now and will be available next week (week ending 10/05/01). The manual contains important information on the recommended hardware and software standards for TRACSMail, step-by-step instructions for Dial-up Networking setup, Netscape Communicator/Messenger Installation, Profile setup, and how to connect to TRACSMail. There are two methods by which you may obtain a copy of the User Manual:

1. Before October 5, 2001 you will be able to download the manual from the TRACS Document page on the web http://www.hud.gov/fha/mfh/trx/html/trxdocs.html. The day the manual is available a notice will be posted on the TRACS Announcement page.

2. Beginning October 5, 2001 you may call HUD Document Distribution Center at 1-800-767-7468 and ask that a paper copy of the TRACSMail User Manual be mailed to your organization.

Posted by TRACS on September 24, 2001 at 08:55:03:

**** Attention all TRACS SprintMail Users *****

This is an update to a message originally posted 8/24/01 in which you were notified that SprintMail is being discontinued by Sprint effective 1/01/2002. Originally you were told that if you do not receive both of the messages, referenced below, by September 14, 2001 you should contact TRACS. However, this update message is to inform you that there has been a delay to the dates these messages will be sent out. The first of the messages will not be available until September 28, 2001 and the second message will not be sent until October 17, 2001.

The interim replacement for SprintMail is a custom email system provided by Sprint specifically for HUD that is being called TRACSMail. TRACSMail has been designed to be nearly transparent to the SprintMail user, but your current SprintMail interface must be changed before you can use TRACSMail. TRACS and Sprint are currently testing TRACSMail. TRACSMail will be available to all TRACS users for TRACS Release 201A production and 201B testing by November 1, 2001. Software vendors have been working with us in this endeavor, and they will be providing their clients with either instructions to follow in this transition and/or new software with instructions. Several industry vendors, CAs and owner/agents will be participating in a pilot operation under TRACSMail during October.

You can expect to receive two very important messages in your SprintMail mailbox over the next few weeks. The first message will provide critical information about the hardware and software requirements for interfacing with TRACSMail. The "TRACSMail Interim Industry Specification" document is currently available from the TRACS Documents Page at http://www.hud.gov/fha/mfh/trx/html/trxdocs.html. Make certain that whoever maintains your computer software has a copy of this message. The second message will contain your new TRACSMail Address and password. You will not be able to login to TRACSMail without this information.

If you do not receive both of the messages, referenced above, by October 22, 2001 please contact TRACS either by email at TRACS@hud.gov or call the TRACS Hotline at 800-767-7588. Be sure
to indicate "TRACSMail" as the subject. Your message should include your SprintMail mailbox ID, your name and telephone number, and your organization's name, mailing address, and type of organization (service bureau, contract administrator, owner/agent).

Posted by TRACS on September 19, 2001 at 13:45:05:

Due to the tragedy in New York, the New York HUD office has been closed. Until the office is reopened, owners and agents who have questions regarding TRACS that cannot be answered by the TRACS help desk should contact the Newark, New Jersey office at (973) 622-7900 extension 3410 or the Buffalo, New York office at (716) 551-5755 extension 5598 or 5599.

Posted by TRACS on September 19, 2001 at 12:14:54:

Attention all TRACS SprintMail Users

UPDATED MESSAGE - 09/19/01

This is an update to a message originally posted 8/24/01 in which you were notified that
SprintMail is being discontinued by Sprint effective 1/01/2002. Originally you were told that if you do not receive both of the messages, referenced below, by September 14, 2001 you should contact TRACS. However, this update message is to inform you that there has been a delay to the dates these messages will be sent out. The first of the messages will not be available until September 28, 2001 and the second message will not be sent until October 17, 2001.

The interim replacement for SprintMail is a custom email system provided by Sprint specifically for HUD that is being called TRACSMail. TRACSMail has been designed to be nearly transparent to the SprintMail user, but your current SprintMail interface must be changed before you can use TRACSMail. TRACS and Sprint are currently testing TRACSMail. TRACSMail will be available to all TRACS users for TRACS Release 201A production and 201B testing by November 1, 2001.
Software vendors have been working with us in this endeavor, and they will be providing their clients with either instructions to follow in this transition and/or new software with instructions. Several industry vendors, CAs and owner/agents will be participating in a pilot operation under TRACSMail during October.

You can expect to receive two very important messages in your SprintMail mailbox over the next few weeks. The first message will provide critical information about the hardware and software requirements for interfacing with TRACSMail. The "TRACSMail Interim Industry Specification" document is currently available from the TRACS Documents Page at http://www.hud.gov/fha/mfh/trx/html/trxdocs.html. Make certain that whoever maintains your computer software has a copy of this message. The second message will contain your new TRACSMail Address and password. You will not be able to login to TRACSMail without this information.

If you do not receive both of the messages, referenced above, by October 22, 2001 please contact TRACS either by email at TRACS@hud.gov or call the TRACS Hotline at 800-767-7588. Be sure to indicate "TRACSMail" as the subject. Your message should include your SprintMail mailbox ID, your name and telephone number, and your organization's name, mailing address, and type of organization (service bureau, contract administrator, owner/agent).

Posted by TRACS on September 06, 2001 at 07:14:25:

TRACS received several complaints from disappointed users who had transmitted vouchers on August 29 or 30 expecting payment confirmation by 8/31. We asked our contact at Lockheed-Martin, who interfaces with Sprint, to find out if there were any anomalies anywhere in the communications chain that could have affected TRACS users. He learned that Sprint was apparently under a Spam attack last week. As a defensive measure Sprint put a filter into the network causing messages of over a 1-meg to be hung up until they could be checked out. This had the effect of clogging up the network. This happened three times last week. The first time was the evening of August 29 creating a backlog within Sprint that rippled through the rest of the week. It happened again the morning of August 30 and again in the evening compounding the backlog of messages in Sprint.

Sprint has removed the filters, and your transmissions should go through as you intended. There is no guarantee that Sprint will not find it necessary to replace the filter when circumstances make it necessary to preserve network operations. TRACS submissions made the last week of the month may be particularly vulnerable to this type of delay because there may not be enough time to handle the contingencies and still get the payments out on time.

As a Virtual Private Network, TRACSMail should be less vulnerable to this kind of an attack, but transmissions made the last day of the month will continue to be too late to recover from any contingencies that might occur anywhere in the communications network.

Posted by TRACS on August 30, 2001 at 13:24:58:

TRACS 201B Testing Tips

TRACV Ids:
201B Testing is available using SprintMail as the communications vehicle. Since SprintMail is being used, test must be submitted using a TRACVnnnnn mailbox id. If testers do not have a TRACV Id, please call the Hotline to get a TRACV Id assigned. Project and Contract Numbers:
In 201B, the project and contract numbers are validated in the MAT edit. If testers are submitting bogus project and contract numbers in their test data, the test data will be rejected by the MAT. This is the primary reason for test failures. The test and production data are run on identical, but totally separate platforms. The test machine is actually the configuration used as a disaster/recovery backup in a different data center in a different state from the production platform.

201B TRACSMail Testing: The TRACSMail Testing, with 201A data, has been deferred due to delays in getting the T- 1 lines installed. After TRACSMail has successfully passed the TRACS and the TRACS User acceptance tests, 201B testing will be switched to TRACSMail. When this switch occurs, testers will need a TRACSMnnnnn address. TRACV Ids will not be accepted over TRACSMail. Tests using TRACSMail will be addressed to a separate mailbox. Production data will be addressed to TRACSPROD and test data will be addressed to TRACSTEST. When data are returned to the sender by TRACS, the FROM: address will be TRACSPROD for production data and TRACSTEST for tests. Testers requiring a TRACM address should contact the TRACSMail coordinator, Carolyn_X._Byars@hud.gov.

Anomalies:
Please report any anomalies discovered in your 201B testing to TRACS@hud.gov Subject = Vendor Tests. Although we have been rigorously testing the 201B code, your testing could find anomalies in the TRACS code that our tests have missed.

Focus on TRACSMail with 201A: Implementation schedules are being reviewed due to the delay in the TRACSMail installation. The deadline that raises the most concern is 1/01/02. We encourage users to switch to TRACSMail at the earliest possible time using 201A. 201A support, using TRACSMail will continue int 2002. By switching 201A from SprintMail to TRACSMail, the 201B software can be deployed and the conversion conducted without the added anxiety of the SprintMail 1/01/02 drop dead date. Any schedule revisions will be published as soon as they become available.

Posted by TRACS on August 22, 2001 at 08:23:45:

Attention all TRACS SprintMail Users

SprintMail is being discontinued by Sprint effective 1/01/2002. The interim replacement for SprintMail is a custom email system provided by Sprint specifically for HUD that is being called TRACSMail. TRACSMail has been designed to be nearly transparent to the SprintMail user, but your current SprintMail interface must be changed before you can use TRACSMail. TRACS and Sprint are currently testing TRACSMail. TRACSMail will be available to all TRACS users for both TRACS Release 201A and 201B by no later than October 1, 2001. Software vendors have been working with us in this endeavor, and they will be providing their clients with either instructions to follow in this transition and/or new software with instructions. Several industry vendors, CAs and owner/agents will be participating in a pilot operation under TRACSMail during September.

You can expect to receive two very important messages in your SprintMail mailbox over the next few weeks. The first message will provide critical information about the hardware and software requirements for interfacing with TRACSMail. The "TRACSMail Interim Industry Specification" document is currently available from the TRACS Documents Page at http://www.hud.gov/fha/mfh/trx/html/trxdocs.html. Make certain that whoever maintains your computer software has a copy of this message. The second message will contain your new TRACSMail Address and password. You will not be able to login to TRACSMail without this information.

If you do not receive both of the messages, referenced above, by September 14, 2001 please contact TRACS either by email at TRACS@hud.gov or call the TRACS Hotline at 800-767-7588. Be sure to indicate "TRACSMail" as the subject. Your message should include your SprintMail mailbox ID, your name and telephone number, and your organization's name, mailing address, and type of organization (service bureau, contract administrator, owner/agent).

Posted by TRACS on August 14, 2001 at 09:16:19:

The revised TRACS Industry Specifications has been posted and is now available in both PDF and Word Formats as of 08/13/01.

Posted by TRACS on July 19, 2001 at 06:59:29:

CAs are not allowed to require submissions from owners that go beyond TRACS data requirements. Since TRACS is not requiring the voucher detail MAT formats, CAs cannot require them.

Posted by TRACS on July 13, 2001 at 15:29:33:

ANNOUNCEMENT UPDATE

The TRACSMail Interim Industry Specification Document is now available on the TRACS Home Page under TRACS Documents.

Posted by TRACS on July 13, 2001 at 12:37:03:

On Monday July 9, 2001 a new voucher message was added to the TRACS processing. The message and status is VSP10/P10: Voucher has been conditionally accepted by LOCCS for payment. Previously, LOCCS did not acknowledge a current voucher that they had conditionally accepted for a first of the month payment. TRACS would return the message stating that the voucher had been sent to LOCCS, and the next message would be at the end of the month when the voucher was staged for payment. This change adds a positive acknowledgement that LOCCS has accepted the voucher for payment. TRACS realized that the P10 status was implemented before the Industry had been advised of the change, so the change was backed out temporarily so that the Industry could be advised of the change. It will be reinstalled on Monday, July 23, 2001. The P10 status and the associated message will be returned for current Section 8, 202/162 PAC, 202 PRAC or 811 PRAC vouchers that been accepted by LOCCS for payment during their end of month payment cycle. LOCCS will continue to issue the P00 status when payment for the voucher is sent to Treasury. TRACS generates theVSP00 message when LOCCS returns the P00 status.

Posted by TRACS on July 12, 2001 at 12:35:40:

A TRACSMail Interim Industry Specification Document (IISD) is being prepared for the Industry to use in their software development for communications via TRACSMail. TRACSMail will be available in production starting October 1, 2001. TRACSMail will support TRACS 201A and 201B.

SprintMail will continue to support TRACS 201A until December 31, 2001. The transition from SprintMail to TRACSMail must be accomplished before December 31, 2001. SprintMail will be discontinued starting January 1, 2002. Questions or comments concerning the IISD should be communicated to TRACS at TRACS@HUD.gov.

Note: It is anticipated that the IISD will be available on July 13, 2001.

Posted by TRACS on July 11, 2001 at 07:10:16:

Two decisions have been made that will affect 201B software development activities:

1. Housing will not require owners and management agents to submit the voucher detail records, included in the 201B Industry Specification, until TRACS is prepared to accept them. This will not be before late 2002. However, if the PB CAs require owners and management agents to submit the voucher detail, the formats in the Industry Specification are the standard for software development. Any additional data elements required by PB CAs should be communicated to TRACS (TRACS@HUD.gov), and, when approved by Housing, they will be added to the standard formats. The transition from SprintMail to TRACSMail, which must be accomplished before 12/31/2001, has added an additional level of stress and urgency to the deployment of software. Housing has removed the voucher detail support as a software requirement to remove a significant new feature from the development/testing/deployment timeline.

2. TRACS 201A data will be accepted via SprintMail until 12/31/2001. It will also be accepted via TRACSMail from the time TRACSMail is made available. Once 201A data is submitted via TRACSMail, all subsequent submissions and return transmissions must be via TRACSMail. The requirements for communicating via TRACSMail will be published as soon as they can be confirmed with Sprint. At a minimum, a computer capable of supporting a browser will be required, and 56kb modems will be supported. HUD considers necessary hardware/software upgrades to be operating
expenses.

Posted by TRACS on July 10, 2001 at 07:05:48:

Two decisions have been made that will affect 201B software development activities:

1. Housing will not require owners and management agents to submit the voucher detail records, included in the 201B Industry Specification, until TRACS is prepared to accept them. This will not be before late 2002. However, if the PB CAs require owners and management agents to submit the voucher detail, the formats in the Industry Specification are the standard for software development. Any additional data elements required by PB CAs should be communicated to TRACS (TRACS@HUD.gov), and, when approved by Housing, they will be added to the standard formats. The transition from SprintMail to TRACSMail, which must be accomplished before 12/31/2001, has added an additional level of stress and urgency to the deployment of software. Housing has removed the voucher detail support as a software requirement to remove a significant new feature from the development/testing/deployment timeline.

2. TRACS 201A data will be accepted via SprintMail until 12/31/2001. It will also be accepted via TRACSMail from the time TRACSMail is made available. Once 201A data is submitted via TRACSMail, all subsequent submissions of supporting a browser will be required, and 56kb modems will be supported. HUD considers necessary hardware/software upgrades to be operating expenses.

and return transmissions must be via TRACSMail. The requirements for communicating via TRACSMail will be published as soon as they can be confirmed with Sprint. At a minimum, a computer capable.

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Posted by TRACS on July 09, 2001 at 07:25:47:

As you may have already noticed, the maintenance and restoration of the unit addresses is complete and MAT15s are being processed on a current basis. Thank you for your patience.

Posted by TRACS on June 18, 2001 at 09:48:19:

The MAT15s submitted between the last week of January and April 17 have been reprocessed. Starting tonight, 6/18/01, TRACS will begin processing those MAT15s that were submitted after the processing of MAT15s was suspended. You will receive the messages on these MAT15s. If the same MAT15s were submitted more than once, you may see some additional error messages that you would not normally see. When the MAT15 processing has caught up and returned to current processing another announcement will be posted.

Posted by TRACS on June 01, 2001 at 06:40:45:

TRACS discovered that MAT15s were not updating the address database properly under certain circumstances. To avoid compounding the problem, TRACS suspended processing of MAT15s on April 17. TRACS Production Control placed a stop order on the purge of backup MAT input files when the suspension occurred. With this action, we were able to preserve the MAT input files from late January forward. The program problem has now been fixed and thoroughly tested. TRACS is starting today to reprocess the MAT15s chronologically as they were received starting with the last week in January. MAT15s received from the last week in January to April 17 will be reprocessed, but no messages will be returned. The messages would just duplicate what you have already received. As we bring the address processing forward from April 17 to current, the messages will be returned since you haven't seen these messages before. We will post another notice when our processing is on a current nightly cycle.

Posted by TRACS on June 14, 2001 at 08:02:33: As of April 30th, 2001,

TRACS June Industry Meeting Canelled

Posted by TRACS on June 06, 2001 at 07:54:31:

Following the May Industry meeting, Sprint presented their implementation plan which had the effect of slipping by one month the 201B implementation dates published in the May update for the 201B Industry specifications. Housing and Sprint are currently in negotiations, and it is unlikely that there will be much, if any, new information to share by mid-June.

While we will keep you posted on developments, the Industry Meeting scheduled for June 18th and 19th is premature. We are therefore cancelling the June 18th and 19th meeting dates.

The meeting will be rescheduled when the Sprint Email vs SprintMail issues are resolved between Housing and Sprint.

We are sorry for any inconveniences causes by these actions.

Posted by TRACS on June 01, 2001 at 06:40:45:

TRACS discovered that MAT15s were not updating the address database properly under certain circumstances. To avoid compounding the problem, TRACS suspended processing of MAT15s on April 17. TRACS Production Control placed a stop order on the purge of backup MAT input files when the suspension occurred. With this action, we were able to preserve the MAT input files from late January forward. The program problem has now been fixed and thoroughly tested. TRACS is starting today to reprocess the MAT15s chronologically as they were received starting with the last week in January. MAT15s received from the last week in January to April 17 will be reprocessed, but no messages will be returned. The messages would just duplicate what you have already received. As we bring the address processing forward from April 17 to current, the messages will be returned since you haven't seen these messages before. We will post another notice when our processing is on a current nightly cycle.

Posted by TRACS on May 08, 2001 at 12:51:15:

The TRACS nightly MAT processing cycle starts at 6:00 P.M. (Eastern) using as input any data transmitted to the TRACS mailbox since the cutoff for the previous evening's production cycle. The data submitted to TRACS via SprintMail is not received on the platform where TRACS resides. The transmissions received are collected and transferred to the TRACS mainframe on an hourly cycle. What we have learned is that the last transfer prior to 6:00 P.M. is performed at approximately 4:30. There are production control procedures performed by the data center for the last transfer before the production cycle that adds about a half hour. What gets transferred at 4:30 are completed SprintMail transmissions.

Our recommendation is that TRACS users plan to complete transmitting the last data for a TRACS production cycle by 4:00 P.M. (Eastern). We also recommend that you make multiple transmissions during the workday or overnight instead of holding everything for a transmission before 4:00 P.M. We aren't sure what the limit is, but apparently there is a limit to the amount of data that can be transferred in a single transfer session. A single session will obviously handle a large amount of data, but if everyone waits until 3:30 to transmit there is the possibility that not everyone will make it into that night's TRACS production cycle.

Posted by TRACS on April 30, 2001 at 12:19:01:

TRACS Industry Meeting On SprintMail Replacement
May 3 & 4, 2001
HUD HQ Building
451 Seventh Street, SW
Washington, DC

AGENDA

May 3, 2001
Meeting Room: Departmental Conference Room, 10233

Focus: General meeting for owners, management agents, contract administrators, software vendors and service bureaus to discuss how the short-term replacement for SprintMail will affect them, and to participate in defining the interface requirements with the longer-term Internet solution.

10:00 Welcome

10:15 Overview of the short-term SprintMail Replacement and the longer-term Internet solution.

11:00 Short Term - Sprint customized HUD Email System
General presentation by Sprint followed by open discussion.

12:00 Lunch

1:00 General Q & A regarding the Sprint customized HUD Email System
(Technical Details discussed in May 4th session)

1:30 Release 201B Update

2:30 Break

2:45 User Interface Requirements for the Internet Solution

4:00 Conclude General Session

TRACS Industry Meeting On SprintMail Replacement
May 3 & 4, 2001
HUD HQ Building
451 Seventh Street, SW
Washington, DC

AGENDA

May 4, 2001
Meeting Room: B180/182

Focus: Technical meeting for software developers supporting owners, management agents, contract administrators, and service bureaus.

9:00 Welcome

9:15 Recap general overview of Sprint customized HUD Email System

9:30 Technical presentation of HUD Email System by Sprint

10:00 Define Industry technical interface requirements

10:30 Break

10:45 Testing, Pilot Operation and 201B deployment supporting the HUD Email System.

11:45 Wrap up discussion of the short-term SprintMail replacement

12:00 Lunch

1:00 Planned Internet architecture supporting batch communications. Presentation and discussion

1:45 Develop strategy for addressing user interface requirements from May 3rd session

2:30 Identify Industry technical points of contact and vehicles for information exchange during development of the Internet batch communications system

3:00 Conclude Technical Session

Posted by TRACS on April 30, 2001 at 08:45:14:

The TRACS Hotline is now operational. If you have TRACS questions or issues, you may call the TRACS Hotline main number at 1-800-767-7588. We are sorry for your inconvenience!

Posted by TRACS on April 19, 2001 at 15:26:43:

In preparation for release 2.0.1B vendor testing, the TRACS Vendor Region will be inoperable for 2.0.1A vendor testing as of Wednesday, April 25, 2001. Those vendors needing to test 2.0.1A transmissions must submit data to the TRACS Vendor Region by COB Tuesday, April 25, 2001. TRACS will begin accepting 2.0.1.B vendor transmissions on Monday April 30, 2001.

Posted by TRACS on April 12, 2001 at 12:55:29:

The problem that was causing Rent Supplement and RAP vouchers to reject with the 'R22' code has been fixed. Unfortunately, the Rent Supplement and RAP vouchers that were rejected with the 'VSR22' code will have to be resubmitted as corrections.

Posted by TRACS on April 10, 2001 at 11:31:02:

The TRACS Hotline service has been temporarily disrupted. We are working diligently to resolve this issue and anticipate a resolution before the end of the week. If you have TRACS questions or issues, please email them to TRACS@hud.gov and the TRACS team will respond as soon as possible. Thank you for your patience.

Posted by TRACS on April 06, 2001 at 12:02:47:

It has just been brought to the TRACS Team attention that there was a problem in processing Rent Supp and RAP vouchers submitted after March 28th. The TRACS team is currently making emergency program changes to correct this issue. It is anticipated that these changes will be implemented into production early next week. Please note, this problem only pertains to Rent Supp's and RAP's. Do not sent any Rent Supp and RAP vouchers until the fix is implemented. Another announcement will be posted as to when you may resume Rent Supp and RAP transmission and resubmit as corrections any that were rejected with a VSR22 message. We are sorry for the inconvenience.

Posted by TRACS on April 06, 2001 at 11:55:38:

It has just been brought to the TRACS Team attention that there was a problem in processing Rent
Supp and RAP vouchers submitted after March 28th. The TRACS team is currently making emergency program changes to correct this issue. It is anticipated that these changes will be implemented into production early next week. Please note, this problem only pertains to Rent Supp's and RAP's. Do not sent any Rent Supp and RAP vouchers until the fix is implemented. Another announcement will be posted as to when you may resume Rent Supp and RAP transmission and resubmit as corrections any that were rejected with a VSR22 message. We are sorry for the inconvenience.

Posted by TRACS on April 03, 2001 at 11:51:11:

Next TRACS Meeting Dates Confirmed -- May3/4 and June 18/19, 2001

As discussed at the last TRACS Industry meeting, we have scheduled a 2-day meeting to discuss the Department's replacement for PCSprintmail on May 3 and 4, 2001. The first day, May 3rd, will be an 'all hands' meeting of CAs, owners/agents, software vendors and TRACS staff. This meeting will be held in the Departmental Conference Room, 10233, 451 Seventh Street, SW.

May 4th will be the more technical meeting; i.e., software vendors and TRACS staff with CAs who do their own communications programming. This meeting will be held in Room 6155 of the HUD Building.

Secondly, the June industry meeting will be held as planned on June 18-19, 2001 in Rooms B-180/182 of the HUD Building. These dates are just prior to National Leased Housing Association's meeting, June 20-22, 2001.

Posted by TRACS on March 23, 2001 at 09:55:12:

Attention all Multifamily Housing Owners: All inspection reports released after March 31,2001 will be available to you ONLY from the Internet. HUD will stop all mailing operations March 31, 2001. Want to Learn More, see the following web site: http://www.hud.gov/reac/products/pass/mailings. html

Posted by TRACS on March 15, 2001 at 10:55:27:

Thursday, March 15th, 2001

The technical staff is continuing to resolve the database issues caused by Monday, March 12th's power outage. At this time, the Web TRACS queries are still unavailable. Once the technical staff can determine a date and time that access to the Web will be available, a notice will be posted to the Forum.
We apologize for the inconvenience.

Posted by TRACS on March 14, 2001 at 14:37:45:

Under TRACS Release 201A theld 31: Total Regular Payment Amount
MAT30, Section 2, Field 33: Total Adjusted Payment Amount
MAT30, Section 2, Field 34: Voucher Authorized Unrequested Amount
Note: Usually zero. If not zero, usually wrong.
MAT30, Section 5, Field 5: Claim Amount (may be multiple records)
MAT30, Section 6, Field 4: Misc.Requested Amt. (may be multiple records)

Posted by TRACS on March 14, 2001 at 10:16:01:

TRACS On-Line Query Not Available

On Monday, February 12, 2001, a power outage occurred at Lockheed Martin. As a result, the production database server experienced unrecoverable errors. The server will be taken off line today assess the impacts and to determine the best recovery option. A "Sorry" page has been put in place for the WEB applications. An announcement will be posted once the assessment has been completed.

Posted by TRACS on February 01, 2001 at 14:52:52:

TRACS learned that vouchers submitted to TRACS by PB CAs have been rejected as duplicate vouchers when the voucher was processed by TRACS after LOCCS issued the scheduled payment for the month. This was due to a logic error in the TRACS code. TRACS has been corrected to accept the vouchers from PB CAs after the scheduled payment has been issued. This problem may have affected some vouchers for 10/01/2000, 11/01/2000, 12/01/2000, and 1/01/2001. The problem was corrected before the 2/01/2001 scheduled payments were made. Instances where a scheduled payment has been made but there is no voucher in TRACS are apparent when using the Voucher Query. The scheduled payment amount and the voucher month will be populated, but the TRACS processed date and the MAT30 data will be missing.

PB CAs who had vouchers rejected by TRACS as duplicate vouchers should resubmit those vouchers to TRACS. If any PB CA would like assistance in identifying the missing vouchers form which a scheduled payment has been made, send your request to TRACS@hud.gov including your CA ID. TRACS will attach the list to your request and return it.

We apologize for this inconvenience.

Posted by TRACS on January 25, 2001 at 14:19:57:

HUD's Office of Multifamily Housing and TRACS staff invite Contract Administrators (CAs), management agents and software vendors to the next quarterly TRACS/CA Industry Meeting. The meeting is scheduled March 7 and 8, 2001 in Rooms B-180 and B-182, at the HUD Building, 451 Seventh Street, SW, Washington, DC. While we anticipated meeting in February following NAHMA's Quarterly meeting, we were unable to obtain facilities here at HUD. We hope the date change will permit all interested parties to attend. We anticipate the first day's agenda will be the final specifications for Release 201B for implementation later this year.

We understand there is still concern on differing ways to transmit data as well as additional data elements being required by a number of CAs, so we anticipate the second day's agenda will allow discussion and resolution of a number of these issues.

Posted by TRACS on January 25, 2001 at 10:27:05:

We were unable to get a location in February to hold the Industry Meeting. We're hoping to put something out on the Forum in a couple of days for a meeting in early March.

Posted by TRACS on January 05, 2001 at 16:07:21:

On December 4, 2001, modifications to the TRACS procedures were released into production to allow a move-in to be stored if the effective date of the MI is retroactive (earlier than the most recent certification). The new fatal error F0164 is generated for a move-in if the contract number and project number differ from the contract and project number of the tenant’s most recent certification. This release also included modifications to allow initial certification to be stored if the effective date of the IC is retroactive (earlier than most recent certification.). The new fatal error F0168 is generated for an initial certification if the contract number and/or project number differs from the contract/project number of the tenant’s most recent certification. Additional modifications were made to the TRACS procedures to edit the "next recertification date" field were added to this release. TRACS was originally programmed to accept zeros in the "next recertification date" field. Changes have been made to the module to generate F0169 when zeros are submitted in the field.

Posted by TRACS on December 07, 2000 at 16:13:29:

TRACS has learned of a problem in retrieving voucher detail reports from the web. This problem occured the first of the month. The problem has been fixed, and the voucher detail reports are now available.

Posted by TRACS on November 15, 2000 at 07:23:41:

SSA has indicated that SS/SSI benefits will increase by 3.5 percent in 2001. The increase begins with benefits for SS beneficiaries in January 2001. The increased payment for SSI recipients begins December 29 2000. As TRACS has already published Benefit History Reports for January and February 2001, you will need to multiply the benefit amounts on those reports by 3.5 percent to determine the correct amount/s.

We are unsure at this time if TEVS will rerun the January and February files against the SSA database. If these files are not rerun against the SSA databases, please use the calculation in the above paragraph.

Posted by TRACS on October 30, 2000 at 14:06:00:

As of 12/30/2000, the TRACS Internet and Intranet Queries are available available for use. Thank you for your patience.

Posted by TRACS on October 24, 2000 at 13:17:39:

The payments that were not posted to the vouchers with an R50 status have been recovered and posted. Several R50 status codes remain. Many of these may have been paid manually. If so, your payment should be in your bank account. You can confirm this with your bank. The payment will not show in TRACS. If the voucher has not been paid, please resubmit the voucher to TRACS as a correction. In the event that the resubmitted voucher is not successful, you may verify if your voucher status by calling the Voucher Processing Division, 800-526-8174, and asking for the specialist that handles the jurisdiction covering your field office

Posted by TRACS on October 23, 2000 at 15:52:21:

TRACS staff have identified the problem with accessing TRACS through Secure Systems (WASS). Unfortunately, the problem is related to TRACS. We apologize for the inconvenience. TRACS is currently testing the software fix. Once testing is complete, the upgraded software will be released as an emergency, ASAP.

Posted by TRACS on October 20, 2000 at 08:00:04:

HUD/Industry Standardization Meeting
October 23, 2000
10:00 A.M.
HUD Headquarters
Departmental Conference, Room 10233
451 Seventh Street, SW
Washington, DC

AGENDA

10:00 Welcome
10:30 Standard Data Element Requirements
CA Data Requirements In Addition to TRACS Requirements
11:15 Standard Reporting Requirements
Owner/Agent (OA) to CA
CA to HUD
HUD (TRACS/LOCCS) to CA
TRACS to OA
12:00 Lunch
1:00 Data Communication Standards
Security Requirements
OA <-> CA
OA/CA <-> TRACS
Current Standard Transmission Vehicle
Future Standard Transmission Vehicle
1:45 Standard Interpretation of HUD Policy & Procedures
Voucher
Standard Section 8 payment policy
Standard payment policy for vouchers that fail the pre-payment review
Special Claims Management
Standard Rounding Procedures
Other
Occupancy
Standard Procedure for Multiple Certified Households in a Unit
Standard Move-In/Move-Out Interpretation
Maximum Limit for Retroactive Gross Rent Changes
Standard certification form
Other
3:30 TRACS New Release Rollout Standards
Frequency of New Releases
Necessity of Maintenance Releases
TRACS – Developer Testing Procedure
Other
4:30 Close

Note: Conference rooms will be available for specific subject working groups on Tuesday, October 24th. The specific groups and room assignments will be determined during the course of the discussions on October 23rd.

One recommended working group is a reconvening of the Internet Working Group to review status and the current approach to Internet Batch with the TRACS Internet Batch Development team.

Posted by TRACS on October 19, 2000 at 13:17:42:

The Internet and Intranet applications are experiencing technical problems. Our users are unable to access the data listed in the TRACS Voucher Query and the TRACS Project/Contract Query via the Web. The error messages our users receive, reflect a server error. TRACS is communicating with the administrators of the Web server(s) to determine the cause of the problem with focus on providing a resolution. This problem is outside of the TRACS scope. However, TRACS is committed to rectifying the problem as expeditiously as possible. We will keep you posted of the outcome.

Thank you

Posted by TRACS on October 17, 2000 at 11:36:13:

After experiencing some delay in processing over the weekend, over 100,000 voucher records (one voucher may require multiple records) have been processed. The remaining backlog of 19,000 voucher records will be included with tonight's normal processing cycle. Voucher processing will be current by start of business Wednesday morning. The recovery of the paid confirmations for those voucher occurrences that currently show an R50 status should also be completed by Wednesday morning.

Posted by TRACS on October 16, 2000 at 12:56:32:

The voucher processing problem that was experienced last week has been corrected. However, TRACS has a significant backlog of voucher transmissions yet to be processed. In order for TRACS to begin the task of processing the backlog, specific files must be in place. TRACS is is asking that you NOT try to access the Voucher Query and the Voucher Prepayment Query screens for today (October 16, 2000) ONLY.

Thanks

Posted by TRACS on October 12, 2000 at 10:11:01:

TRACS is experiencing an extremely large backlog of tenant transmissions. Since To date, there are approximately 140 thousand records in the queue to be processed. Since the backlogged of records will be handled on a first-in first-out basis, there may be up to a two day delay in processing. TRACS will keep you posted of the progress.

Posted by TRACS on October 12, 2000 at 09:56:43:

October 6, 2000

Dear Owners and Agents:

I am writing this letter to clarify the Department's expectations concerning the Calendar Year 1998 Computer Matching Income Verification Program. As you know, HUD has been working hard to improve federal housing programs and increase the availability of affordable housing and community development resources throughout America. An important part of this effort is strengthening the integrity of its rental assistance programs by ensuring that the programs serve only eligible households with the correct amount of assistance. HUD is undertaking the Tenant Income Verification (TIV) program to assist owners/agents in determining the correct annual income and rent payment for your tenants. HUD's priority in the first year of the program is simply to identify where there are actual discrepancies between income and rental assistance levels. It is essential to the success of the program, therefore, that owners/agents quickly evaluate the potential income discrepancies identified by the TIV program and report on the results. As you know, we have indicated in the Income Discrepancy Resolution Guide, Release 1.8, that HUD will not require or encourage owners/agents to make rental adjustments for prior years for income underreported in 1998 that is identified during the TIV process for that year. We have also stated that we will not require or encourage owners/agents to seek repayment. However, owners/agents may choose to recover excess rental assistance where the underreporting of the income was egregious. It has been pointed out to us that our plan for the baseline year is inconsistent with HUD handbook guidance, particularly Handbook 4350.3. This letter is to advise you that the guidance provided in HUD handbooks, including Handbook 4350.3, is superseded by the policy contained in this letter and the Calendar Year 1998 Income Discrepancy Resolution Guide, Release 1.8, for the computer matching and income verification process.

We are confident that the effort you are putting into this initiative will go far in reaching our goal of increasing the public trust in HUD's rental assistance programs. Your continued participation and cooperation is greatly appreciated.

Sincerely,
/s/
William C. Apgar
Assistant Secretary for Housing -
Federal Housing Commissioner

Posted by TRACS on October 06, 2000 at 12:41:29:

Effective immediately, TRACS is temporarily suspending voucher processing to correct anomolies in the TRACS Voucher/Payment batch system related to processing correction vouchers and posting payments to correction vouchers. We expect to have the corrected code in production by October 12 with the voucher backlog brought current by October 16. TRACS Tenant processing is not affected by the suspension of voucher processing. Vouchers can continue to be submitted, but they will be queued up and released for processing beginning with the October 12 cycle on a FIFO basis. We do not recommend the continued submission of correction vouchers until after October 16. You may find that the problem you are hoping to correct is already fixed.

Posted by TRACS on September 28, 2000 at 12:31:20:

TRACS is experiencing problems processing voucher corrections. In the last several days, voucher corrections have received a status code of R50 which states that "the transaction submitted to LOCCS is either a voucher correction or voucher deletion. The correction or deletion is rejected by LOCCS because the voucher being addressed is not in LOCCS." This status code and explanation are incorrect. Voucher corrections are in LOCCS and are being staged for payment. The voucher delete process is not affected. TRACS is working to resolve this problem. If you receive a R50 on a correction voucher, please DO NOT resubmit that voucher. We will let you know when the fix is implemented.

Posted by TRACS on September 28, 2000 at 09:56:41:

Benefit History Reports for November 2000 recertifications were sent using SprintMail on July 24, 2000. Those for December 2000 recertifications were sent on August 21, 2000. The Reports for January 2001 recertifications were sent September 21, 2000. If you did not receive some you were anticipating, request them using the Project/Contract Query on the Internet. Those requested will become part of the October request from SSA.

Posted by TRACS on September 27, 2000 at 12:36:52:

HUD/Industry Standardization Meeting

HUD's Office of Multifamily Housing and TRACS staff invite Contract Administrators (CAs) and software vendors to a Standardization Meeting on October 23, 2000 (beginning at 10 AM) in the Departmental Conference Room 10233, 451 Seventh Street, SW, Washington, DC.

We must implement enforceable standards for data collection, security, transmissions and algorithms used to compute assistance and adjustments. This endeavor affects all aspects of TRACS and CA initiatives; i.e., data communication between owners/agents and CAs or TRACS and data communication between CAs and TRACS.

This meeting will define data collection and communication standards that comply with HUD's data security standards. We will also discuss standard algorithms with the aim of establishing standard interpretation of effective dates and computation practices.

We invite interested parties to attend. However, we need persons authorized to make decisions affecting procedures and product development in attendance. As we have indicated earlier, we want to include additional data elements that are required by state jurisdictions in the published standard. To include these elements we must receive the data element specifications along with the legal mandate for their collection.

We anticipate that technical working groups will be held the following day, October 24, 2000, to continue the batch internet transmission discussions held earlier this summer, as well as continue activites from the previous day.

Posted by TRACS on September 11, 2000 at 13:49:21:
The following Tenant Messages are effective as of September 8th.

New Tenant Messages
Effective with the September LM110 Release

Fatal error Code: F0034
Description: (Text Modification)

MOVEOUT DATE OUT OF RANGE OF CERTIFICATION DATE(S) CERT EFFECT DATE GREATER THAN MOVEOUT DATE:
OR NEXT RECERT DATE + 1 MO. LESS THAN MOVEOUT DATE:

Recommendation text:
Confirm the move-out date submitted and/or the effective date and next recertification date of the certification against which the move-out is being processed. Correct dates and resubmit if necessary.

Fatal Error Code: F0123
Description: SUBMITTED HOUSEHOLD ALREADY ESTABLISHED IN TRACS

OCCUPIED SSN:
OCCUPIED UNIT:
OCCUPIED PROJECT NUMBER:
OCCUPIED CONTRACT NUMBER:

Recommendation text:
Verify the values submitted on the move-in and resubmit the certification if necessary.

Fatal Error Code: HQ180
Description: HQ TERMINATION PROCESSED FOR EXPIRED CERTIFICATION

PRIOR RECERTIFICATION DATE:
RESUBMISSION EXPIRATION DATE:

Recommendation text:
Annual recertifications submitted later than the next recertification date plus one (1) month are rejected with a headquarters' termination. Submit an initial certification (IC) to reestablish the tenant in TRACS.

Informational Message Code: HQ123
Description: HQ INITIATED MOVE-OUT PROCESSED FOR HOUSEHOLD.

Recommendation text:
Submitted move-in/initial certification triggered a headquarters' initiated move-out from the tenant's prior unit. TRACS derived the move-out date from the submitted move-in date minus one (1) day.
Submit a correction to the move-out, if the date is incorrect.

Discrepancy Code: CE182
Description: FULL-TIME STUDENT STATUS CODE INCOMPATIBLE WITH REPORTED HHOLD COMPOSITION.

Recommendation text:
Verify relationship code, age and status code.

Posted by TRACS on August 21, 2000 at 14:42:37:

TRACS Voucher/Payment was not Friday, 8/18/2000. All voucher processing should be current by 6:00a.m 8/22/2000.

The new release of the TRACS Voucher/Payment System supporting the new CA requirements was moved to production Friday, August 18. This release includes moving threshold edits from LOCCS to TRACS. Before the nightly cycle could be executed, a table with the threshold values had to be loaded. The program loading the DB2 table failed. It has been fixed and the threshold values have been successfully loaded. The TRACS Voucher/Payment cycle will be run tonight including both the Friday night input and today's input. TRACS Voucher/Payment should be current by tomorrow (Tuesday) morning.

Posted by TRACS on August 17, 2000 at 12:23:14:

Release 201B Spec is in the TRACS Documents

Posted by TRACS on August 15, 2000 at 07:30:07:

REAC has posted the final Discrepancy Resolution Guide. Two distance learning broadcasts are scheduled for August 22 and 25, 2000. Both broadcasts are from 1 PM to 4 PM Eastern Standard Time. As there have been a number of significant changes in the guide, you may wish to attend one of these sessions even if you attended one in March. Give your local HUD Office a call to reserve a seat for one of these broadcasts. You should also download a copy of the Guide from the REAC Web side before attending. The URL is http://www.hud.gov/reac/products/tass/tass_guide_poa.html

Posted by TRACS on August 03, 2000 at 08:40:45:

Early this week, TRACS was notified of a problem with TRACS users receiving acknowledgments and TRACS processing messages. Research determined that TRACS received input data, processed the data, updated TRACS tables and created message files. All voucher data was and is currently being processed and posted to LOCCS for payment. It was discovered that on July 21, modifications to the Sprint transmission code prevented TRACS processing messages from being returned to our users. The Sprint transmission code has been corrected. All TRACS processing messages from July 21 is being re-transmitted to all TRACS users.

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The error in the Special Claim ID edit that was rejecting Special Claims that have the Area and Office codes in the first four positions has been corrected. The corrected software is scheduled to be implemented into production on Friday, July 28, 2000. Any vouchers with Special Claims that were submitted on or after July 14 and rejected due to a bad Claim ID should be resubmitted. Voucher resubmitted before the end of July will still be paid as of August 1.

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TRACS is expediting the software correction, and a notice will be posted when the corrected software has been implemented. We anticipate that this will be no later than July 24, 2000. When the notice of the correction has been posted, any vouchers with Special Claims that were submitted on or after July 14 and rejected due to a bad Claim Id should be resubmitted. Voucher resubmitted before the end of July will still be paid as of August 1.

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Initially, a MAT15 is required to populate the TRACS address database. Thereafter, TRACS will maintain the association between the tenant and the address through move in, move out, initial certifications, unit transfers etc.; provided that, the TRACS data is submitted with a project number. If no project number is submitted to TRACS (non-insured Section 8) a MAT 15 should be submitted with every move-in, initial certification, or unit transfer. If there is a project number, TRACs will maintain the addresses. Input from the Industry has made it clear that the “Unit Number” submitted to TRACS in the MAT records is not necessarily the unit number that would be used by the U.S. Postal Service (USPS) to deliver mail to that unit. The unit number currently submitted to TRACS by some OAs is a construct to satisfy the “unique unit number within a project” requirement. Consequently, TRACS is requesting that the Industry submit unit numbers in the MAT “Unit Number” fields following a consistent format adopted as the standard for the project. It could be formatted to meet whatever purpose is important to the OA, such as producing reports in unit number sequence.....

TRACS will be collecting and maintaining unit addresses. The unit address will

be the default mailing address for the tenant. However, there may be legitimate occasions when the tenant’s unit address is not their legal mailing address - the address to which the OA mails notices to the tenant. In those cases where the tenant’s legal mailing address is not their unit address, the OA is to submit a tenant mailing address transaction to TRACS. The tenant mailing address submission is in addition to the unit address submission, but is required only when the tenant’s legal mailing address is not their unit address.

Posted by TRACS on July 13, 2000 at 09:05:39:

TRACS will only accept data submitted in the Release 2.0.1.A format effective 8/01/2000. Data submitted to TRACS using the Release 2.0.0.A format will be rejected.

Posted by TRACS on March 13, 2001 at 11:30:49:

TRACS did not receive input from SprintMail for the 3/12/2001 processing cycle. The report we have from Lockheed-Martin is that Sprint has the data, and the anomaly that has prevented the download to TRACS has been identified and neutralized. TRACS expects to resume its normal processing cycles tonight, but the missed cycle is likely to cause an overflow of Tenant data into succeeding processing cycles. Any overflow data going into the Friday night cycle will be processed in an expanded processing window.

Posted by TRACS on March 01, 2001 at 12:01:45:

TRACS Industry Meeting, B-180/182
HUD Building, 451 Seventh Street, SW
Washington, DC

Wednesday, March 7, 2001 Agenda

9:00 Welcome

10:00 Ramifications of Delayed System Funding

10:30 SprintMail Replacement

Noon Lunch

1:30 Overview of Release 2.0.1.B.

3:00 Certification History

4:00 Adjourn

Thursday, March 8, 2001 convene at 9 am.

Posted by TRACS on February 28, 2001 at 16:06:25:

Effective with the April vouchers, HUD is modifying the PB CA payment process to pay the PB CAs the approved amount from the vouchers they approve instead of issuing the scheduled payment. This process avoids some difficult reconciliation scenarios, and restores some of the communication features that existed when the contracts were HUD Administered. Refer to Fred Tombar's memorandum dated February 7, 2001 for additional background.

Vouchers should not be sent to TRACS until they are approved for payment.

Note: Under TRACS Release 201A, it will be necessary for the PB CA to modify the MAT30 Section 2 to reflect the approved voucher payment amount if it differs from what the owner/agent requested. Upon receipt of the voucher, TRACS will acknowledge the voucher and return the voucher id. The acknowledgment will be returned to the address of the entity that submitted the voucher to TRACS. This could be returned to the owner/agent by the PB CAs.

When the voucher is paid, TRACS will send a payment advice to the entity that submitted the voucher to TRACS. This could be returned to the owner/agent by the PB CAs. Approved vouchers submitted to TRACS by PB CAs are not subjected to the threshold edit that is used for HUD administered vouchers. Consequently, there will be no payment delay due to voucher reviews by the Voucher Processing Division. To facilitate returning messages to the originating owner/agent, the owner/agent's TRACS Mailbox id should be entered into the MATHR (positions 159-168). Positions 169-178 should be blank. TRACS extracts the submitting entity's TRACS Mailbox Id from the Sprint Header and stores both Mailbox Ids together as Sender Id + Site Id. Although, TRACS always transmits to the Sender Id, both Ids are returned. The Site Id can be used by the "sender" to forward messages on to the owner/agent using SprintMail. Many PB CAs are using their own TRACS Mailbox Id in the MATHR location causing TRACS to end up with the same Mailbox Id for both the sender and the site. In these cases the PB CA must maintain their own addresses for communicating with their owner/agents.

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Posted by TRACS on February 28, 2001 at 15:59:58:

The TRACS Tenant Unit Address Query option is now available on the Web.

Posted by TRACS on February 28, 2001 at 15:52:07:

The final version of the TRACS Release 201B Industry Specifications can be located on the WEB in the TRACS Home Page under the TRACS Documents section.

Posted by TRACS on February 07, 2001 at 15:32:36:

Now that TRACS is more in control of Voucher management, there are fewer occasions when it is necessary to resubmit a Voucher as a correction. Previously, the primary voucher edits were performed in LOCCS and the pending vouchers were warehoused in LOCCS. Any voucher rejected by LOCCS had already been accepted by TRACS. Based on the rule that two original vouchers could not be processed for a given voucher month, the rejected voucher had to be resubmitted as a correction to make it past the edit. Now TRACS is managing the pending vouchers. Consequently, once a voucher has been accepted by TRACS, TRACS has the ability to manage that voucher until it is paid or terminally rejected. TRACS has been adding code to eliminate the requirement for resubmitting rejected vouchers as corrections. Currently the following status codes do not require resubmission of the voucher at all:

R26 - Insufficient Funds: Rejected by LOCCS. The field office can accept the voucher for payment when LOCCS has recorded the funding. Additionally, TRACS will automatically send the voucher to LOCCS once a week until the voucher is paid or cancelled by the field office.

R41 - Expired Contract: Rejected by LOCCS.

T41 - Expired Contract: Pending in TRACS. When the contract is renewed the voucher will automatically be released to LOCCS for payment.

In these cases there is really nothing the owner/agent can do other than alert the field office to theirsituation. Reentering the voucher as a correction will not speed up payment, but it could delay payment, and it will certainly add to the confusion.

By April 1, 2001 there will be additional voucher reject situations that will require only reentry of an original voucher. The status codes and the suggested action will be posted prior to April 1. TRACS is working toward the goal of requiring correction vouchers only in legitimate correction situations.

Posted by TRACS on February 01, 2001 at 14:52:52:

TRACS learned that vouchers submitted to TRACS by PB CAs have been rejected as duplicate vouchers when the voucher was processed by TRACS after LOCCS issued the scheduled payment for the month. This was due to a logic error in the TRACS code. TRACS has been corrected to accept the vouchers from PB CAs after the scheduled payment has been issued. This problem may have affected some vouchers for 10/01/2000, 11/01/2000, 12/01/2000, and 1/01/2001. The problem was corrected before the 2/01/2001 scheduled payments were made. Instances where a scheduled payment has been made but there is no voucher in TRACS are apparent when using the Voucher Query. The scheduled payment amount and the voucher month will be populated, but the TRACS processed date and the MAT30 data will be missing. PB CAs who had vouchers rejected by TRACS as duplicate vouchers should resubmit those vouchers to TRACS. If any PB CA would like assistance in identifying the missing vouchers for which a scheduled payment has been made, send your request to TRACS@hud.gov including your CA ID. TRACS will attach the list to your request and return it.

We apologize for this inconvenience.

Posted by TRACS on January 25, 2001 at 14:19:57:

HUD's Office of Multifamily Housing and TRACS staff invite Contract Administrators (CAs), management agents and software vendors to the next quarterly TRACS/CA Industry Meeting. The meeting is scheduled March 7 and 8, 2001 in Rooms B-180 and B-182, at the HUD Building, 451 Seventh Street, SW, Washington, DC.

While we anticipated meeting in February following NAHMA's Quarterly meeting, we were unable to obtain facilities here at HUD. We hope the date change will permit all interested parties to attend. We anticipate the first day's agenda will be the final specifications for Release 201B for implementation later this year. We understand there is still concern on differing ways to transmit data as well as additional data elements being required by a number of CAs, so we anticipate the second day's agenda will allow discussion and resolution of a number of these issues.

Posted by TRACS on January 25, 2001 at 10:27:05:

We were unable to get a location in February to hold the Industry Meeting. We're hoping to put something out on the Forum in a couple of days for a meeting in early March.

Posted by TRACS on January 05, 2001 at 16:07:21:

On December 4, 2001, modifications to the TRACS procedures were released into production to allow a move-in to be stored if the effective date of the MI is retroactive (earlier than the most recent certification). The new fatal error F0164 is generated for a move-in if the contract number and project number differ from the contract and project number of the tenant’s most recent certification.

This release also included modifications to allow initial certification to be stored if the effective date of the IC is retroactive (earlier than most recent certification.). The new fatal error F0168 is generated for an initial certification if the contract number and/or project number differs from the contract/project number of the tenant’s most recent certification.

Additional modifications were made to the TRACS procedures to edit the "next recertification date" field were added to this release. TRACS was originally programmed to accept zeros in the "next recertification date" field. Changes have been made to the module to generate F0169 when zeros are submitted in the field.

Posted by TRACS on December 07, 2000 at 16:13:29:

TRACS has learned of a problem in retrieving voucher detail reports from the web. This problem occured the first of the month. The problem has been fixed, and the voucher detail reports are now available.

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Posted by TRACS on November 15, 2000 at 07:23:41:

SSA has indicated that SS/SSI benefits will increase by 3.5 percent in 2001. The increase begins with benefits for SS beneficiaries in January 2001. The increased payment for SSI recipients begins December 29 2000.

As TRACS has already published Benefit History Reports for January and February 2001, you will need to multiply the benefit amounts on those reports by 3.5 percent to determine the correct amount/s.

We are unsure at this time if TEVS will rerun the January and February files against the SSA database. If these files are not rerun against the SSA databases, please use the calculation in the above paragraph.

Posted by TRACS on October 30, 2000 at 14:06:00:

As of 12/30/2000, the TRACS Internet and Intranet Queries are available available for use. Thank you for your patience.

Posted by TRACS on October 24, 2000 at 13:17:39:

The payments that were not posted to the vouchers with an R50 status have been recovered and posted. Several R50 status codes remain. Many of these may have been paid manually. If so, your payment should be in your bank account. You can confirm this with your bank. The payment will not show in TRACS. If the voucher has not been paid, please resubmit the voucher to TRACS as a correction. In the event that the resubmitted voucher is not successful, you may verify if your voucher status by calling the Voucher Processing Division, 800-526-8174, and asking for the specialist that handles the jurisdiction covering your field office

Posted by TRACS on October 23, 2000 at 15:52:21:

TRACS staff have identified the problem with accessing TRACS through Secure Systems (WASS). Unfortunately, the problem is related to TRACS. We apologize for the inconvenience. TRACS is currently testing the software fix. Once testing is complete, the upgraded software will be released as an emergency, ASAP.

Posted by TRACS on October 20, 2000 at 08:00:04:

HUD/Industry Standardization Meeting
October 23, 2000
10:00 A.M.
HUD Headquarters
Departmental Conference, Room 10233
451 Seventh Street, SW
Washington, DC

AGENDA

10:00 Welcome
10:30 Standard Data Element Requirements
CA Data Requirements In Addition to TRACS Requirements
11:15 Standard Reporting Requirements
Owner/Agent (OA) to CA
CA to HUD
HUD (TRACS/LOCCS) to CA
TRACS to OA
12:00 Lunch
1:00 Data Communication Standards
Security Requirements
OA <-> CA
OA/CA <-> TRACS
Current Standard Transmission Vehicle
Future Standard Transmission Vehicle
1:45 Standard Interpretation of HUD Policy & Procedures
Voucher
Standard Section 8 payment policy
Standard payment policy for vouchers that fail the pre-payment review
Special Claims Management
Standard Rounding Procedures
Other
Occupancy
Standard Procedure for Multiple Certified Households in a Unit
Standard Move-In/Move-Out Interpretation
Maximum Limit for Retroactive Gross Rent Changes
Standard certification form
Other
3:30 TRACS New Release Rollout Standards
Frequency of New Releases
Necessity of Maintenance Releases
TRACS – Developer Testing Procedure
Other
4:30 Close

Note: Conference rooms will be available for specific subject working groups on Tuesday, October 24th. The specific groups and room assignments will be determined during the course of the discussions on October 23rd.

One recommended working group is a reconvening of the Internet Working Group to review status and the current approach to Internet Batch with the TRACS Internet Batch Development team.

Posted by TRACS on October 19, 2000 at 13:17:42:

The Internet and Intranet applications are experiencing technical problems. Our users are unable to access the data listed in the TRACS Voucher Query and the TRACS Project/Contract Query via the Web. The error messages our users receive, reflect a server error. TRACS is communicating with the administrators of the Web server(s) to determine the cause of the problem with focus on providing a resolution. This problem is outside of the TRACS scope. However, TRACS is committed to rectifying the problem as expeditiously as possible. We will keep you posted of the outcome.

Thank you

Posted by TRACS on October 17, 2000 at 11:36:13:

After experiencing some delay in processing over the weekend, over 100,000 voucher records (one voucher may require multiple records) have been processed. The remaining backlog of 19,000 voucher records will be included with tonight's normal processing cycle. Voucher processing will be current by start of business Wednesday morning. The recovery of the paid confirmations for those voucher occurrences that currently show an R50 status should also be completed by Wednesday morning.

Posted by TRACS on October 16, 2000 at 12:56:32:

The voucher processing problem that was experienced last week has been corrected. However, TRACS has a significant backlog of voucher transmissions yet to be processed. In order for TRACS to begin the task of processing the backlog, specific files must be in place. TRACS is is asking that you NOT try to access the Voucher Query and the Voucher Prepayment Query screens for today (October 16, 2000) ONLY.

Thanks

Posted by TRACS on October 12, 2000 at 10:11:01:

TRACS is experiencing an extremely large backlog of tenant transmissions. Since To date, there are approximately 140 thousand records in the queue to be processed. Since the backlogged of records will be handled on a first-in first-out basis, there may be up to a two day delay in processing. TRACS will keep you posted of the progress.

Posted by TRACS on October 12, 2000 at 09:56:43:

October 6, 2000

Dear Owners and Agents:

I am writing this letter to clarify the Department's expectations concerning the Calendar Year 1998 Computer Matching Income Verification Program. As you know, HUD has been working hard to improve federal housing programs and increase the availability of affordable housing and community development resources throughout America. An important part of this effort is strengthening the integrity of its rental assistance programs by ensuring that the programs serve only eligible households with the correct amount of assistance. HUD is undertaking the Tenant Income Verification (TIV) program to assist owners/agents in determining the correct annual income and rent payment for your tenants.

HUD's priority in the first year of the program is simply to identify where there are actual discrepancies between income and rental assistance levels. It is essential to the success of the program, therefore, that owners/agents quickly evaluate the potential income discrepancies identified by the TIV program and report on the results.

As you know, we have indicated in the Income Discrepancy Resolution Guide, Release 1.8, that HUD will not require or encourage owners/agents to make rental adjustments for prior years for income underreported in 1998 that is identified during the TIV process for that year. We have also stated that we will not require or encourage owners/agents to seek repayment. However, owners/agents may choose to recover excess rental assistance where the underreporting of the income was egregious. It has been pointed out to us that our plan for the baseline year is inconsistent with HUD handbook guidance, particularly Handbook 4350.3. This letter is to advise you that the guidance provided in HUD handbooks, including Handbook 4350.3, is superseded by the policy contained in this letter and the Calendar Year 1998 Income Discrepancy Resolution Guide, Release 1.8, for the computer matching and income verification process. We are confident that the effort you are putting into this initiative will go far in reaching our goal of increasing the public trust in HUD's rental assistance programs. Your continued participation and cooperation is greatly appreciated.

Sincerely,
/s/
William C. Apgar
Assistant Secretary for Housing -
Federal Housing Commissioner

Posted by TRACS on October 06, 2000 at 12:41:29:

Effective immediately, TRACS is temporarily suspending voucher processing to correct anomolies in the TRACS Voucher/Payment batch system related to processing correction vouchers and posting payments to correction vouchers. We expect to have the corrected code in production by October 12 with the voucher backlog brought current by October 16. TRACS Tenant processing is not affected by the suspension of voucher processing. Vouchers can continue to be submitted, but they will be queued up and released for processing beginning with the October 12 cycle on a FIFO basis. We do not recommend the continued submission of correction vouchers until after October 16. You may find that the problem you are hoping to correct is already fixed.

Posted by TRACS on September 28, 2000 at 12:31:20:

TRACS is experiencing problems processing voucher corrections. In the last several days, voucher corrections have received a status code of R50 which states that "the transaction submitted to LOCCS is either a voucher correction or voucher deletion. The correction or deletion is rejected by LOCCS because the voucher being addressed is not in LOCCS." This status code and explanation are incorrect. Voucher corrections are in LOCCS and are being staged for payment. The voucher delete process is not affected. TRACS is working to resolve this problem. If you receive a R50 on a correction voucher, please DO NOT resubmit that voucher. We will let you know when the fix is implemented.

Posted by TRACS on September 28, 2000 at 09:56:41:

Benefit History Reports for November 2000 recertifications were sent using SprintMail on July 24, 2000. Those for December 2000 recertifications were sent on August 21, 2000. The Reports for January 2001 recertifications were sent September 21, 2000.

If you did not receive some you were anticipating, request them using the Project/Contract Query on the Internet. Those requested will become part of the October request from SSA.

Posted by TRACS on September 27, 2000 at 12:36:52:

HUD/Industry Standardization Meeting

HUD's Office of Multifamily Housing and TRACS staff invite Contract Administrators (CAs) and software vendors to a Standardization Meeting on October 23, 2000 (beginning at 10 AM) in the Departmental Conference Room 10233, 451 Seventh Street, SW, Washington, DC.

We must implement enforceable standards for data collection, security, transmissions and algorithms used to compute assistance and adjustments. This endeavor affects all aspects of TRACS and CA initiatives; i.e., data communication between owners/agents and CAs or TRACS and data communication between CAs and TRACS.

This meeting will define data collection and communication standards that comply with HUD's data security standards. We will also discuss standard algorithms with the aim of establishing standard interpretation of effective dates and computation practices.

We invite interested parties to attend. However, we need persons authorized to make decisions affecting procedures and product development in attendance. As we have indicated earlier, we want to include additional data elements that are required by state jurisdictions in the published standard. To include these elements we must receive the data element specifications along with the legal mandate for their collection.

We anticipate that technical working groups will be held the following day, October 24, 2000, to continue the batch internet transmission discussions held earlier this summer, as well as continue activites from the previous day.

Posted by TRACS on September 11, 2000 at 13:49:21:

The following Tenant Messages are effective as of September 8th.

New Tenant Messages
Effective with the September LM110 Release

Fatal error Code: F0034
Description: (Text Modification)

MOVEOUT DATE OUT OF RANGE OF CERTIFICATION DATE(S) CERT EFFECT DATE GREATER THAN MOVEOUT DATE:
OR NEXT RECERT DATE + 1 MO. LESS THAN MOVEOUT DATE:

Recommendation text: Confirm the move-out date submitted and/or the effective date and next recertification date of the certification against which the move-out is being processed. Correct dates and resubmit if necessary.

Fatal Error Code: F0123
Description: SUBMITTED HOUSEHOLD ALREADY ESTABLISHED IN TRACS

OCCUPIED SSN:
OCCUPIED UNIT:
OCCUPIED PROJECT NUMBER:
OCCUPIED CONTRACT NUMBER:

Recommendation text:
Verify the values submitted on the move-in and resubmit the certification if necessary.

Fatal Error Code: HQ180
Description: HQ TERMINATION PROCESSED FOR EXPIRED CERTIFICATION

PRIOR RECERTIFICATION DATE:
RESUBMISSION EXPIRATION DATE:

Recommendation text:
Annual recertifications submitted later than the next recertification date plus one (1) month are rejected with a headquarters' termination. Submit an initial certification (IC) to reestablish the tenant in TRACS.

Informational Message Code: HQ123
Description: HQ INITIATED MOVE-OUT PROCESSED FOR HOUSEHOLD.

Recommendation text:
Submitted move-in/initial certification triggered a headquarters' initiated move-out from the tenant's prior unit. TRACS derived the move-out date from the submitted move-in date minus one (1) day. Submit a correction to the move-out, if the date is incorrect.

Discrepancy Code: CE182
Description: FULL-TIME STUDENT STATUS CODE INCOMPATIBLE WITH REPORTED HHOLD COMPOSITION.

Recommendation text:
Verify relationship code, age and status code.

Posted by TRACS on August 21, 2000 at 14:42:37:

TRACS Voucher/Payment was not Friday, 8/18/2000. All voucher processing should be current by 6:00a.m 8/22/2000.

The new release of the TRACS Voucher/Payment System supporting the new CA requirements was moved to production Friday, August 18. This release includes moving threshold edits from LOCCS to TRACS. Before the nightly cycle could be executed, a table with the threshold values had to be loaded. The program loading the DB2 table failed. It has been fixed and the threshold values have been successfully loaded. The TRACS Voucher/Payment cycle will be run tonight including both the Friday night input and today's input. TRACS Voucher/Payment should be current by tomorrow (Tuesday) morning.

Posted by TRACS on August 17, 2000 at 12:23:14:

Release 201B Spec is in the TRACS Documents

Posted by TRACS on August 15, 2000 at 07:30:07:

REAC has posted the final Discrepancy Resolution Guide. Two distance learning broadcasts are
scheduled for August 22 and 25, 2000. Both broadcasts are from 1 PM to 4 PM Eastern Standard Time. As there have been a number of significant changes in the guide, you may wish to attend one of these sessions even if you attended one in March. Give your local HUD Office a call to reserve a seat for one of these broadcasts. You should also download a copy of the Guide from the REAC Web side before attending. The URL is
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Input from the Industry has made it clear that the “Unit Number” submitted to TRACS in the MAT records is not necessarily the unit number that would be used by the U.S. Postal Service (USPS) to deliver mail to that unit. The unit number currently submitted to TRACS by some OAs is a construct to satisfy the “unique unit number within a project” requirement. Consequently, TRACS is requesting that the Industry submit unit numbers in the MAT “Unit Number” fields following a consistent format adopted as the standard for the project. It could be formatted to meet whatever purpose is important to the OA, such as producing reports in unit number sequence.....

TRACS will be collecting and maintaining unit addresses. The unit address will be the default mailing address for the tenant. However, there may be legitimate occasions when the tenant’s unit address is not their legal mailing address - the address to which the OA mails notices to the tenant. In those cases where the tenant’s legal mailing address is not their unit address, the OA is to submit a tenant mailing address transaction to TRACS. The tenant mailing address submission is in addition to the unit address submission, but is required only when the tenant’s legal mailing address is not their unit address.

Posted by TRACS on July 13, 2000 at 09:05:39:

TRACS will only accept data submitted in the Release 2.0.1.A format effective 8/01/2000. Data submitted to TRACS using the Release 2.0.0.A format will be rejected.

Posted by TRACS on July 12, 2000 at 07:44:09:

1. TRACS Today. The technology behind the current TRACS System. Actual transaction volume, size of the database, purging and backup procedures.
2. TRACS Tomorrow. Projections of the Multifamily and the new Contract Administrators needs. Projected transaction volume.
3. Current TRACS Internet blueprints and timelines.
4. Other HUD Internet applications.
5. TRACS' Concerns: Security in a batch environment Infrastructure to handle the volume
6. General discussion on possible back-end solutions.
7. Other.

Note: This symposium is intended to be a technical session addressing the security and volume issues
TRACS must deal with as it migrates from SprintMail to the Internet as its batch data communication
vehicle.

Symposium Time/Location

9:30 to 5:00 Wednesday, July 26, 2000

AMA (American Management Association)
440 First Street, NW Washington DC 20001
ROOM 102
202-347-3092

Notes:
AMA is located 3 blocks from Judiciary Square and Union Station Metro Station. Parking available in the building garage ($8.50 a day) Beverage service will be provided. The meeting room will comfortably accommodate 25 people.

Posted by TRACS on July 07, 2000 at 07:13:55:

HUD's Real Estate Assessment Center has mailed about 57,000 letters to tenants receiving benefits from the Office of Housing's programs. Although mailings to tenants were suspended in late June 2000, it is anticipated that additional mailings will occur later this month. Notices to owners listing tenants who have been or will be sent letters have been mailed to all owners who have tenants with potential income discrepancies; the identification of those tenants is available to owners and agents on the Internet. If an owner has no tenants with potential income discrepancies, the owner will not receive a mailing from HUD. Please check the following site "www.hud.gov/reac/products" and select Tenant Income Verification for additional information. If you have questions, please call
1-888-708-8277.

Posted by TRACS on June 30, 2000 at 10:40:27:

Benefit History Reports of SS/SSI information for recertifications effective October 2000 were sent via SprintMail on 6/19/00.

Posted by TRACS on June 26, 2000 at 10:00:38:

The Computer Matching Income Verification broadcast today, June 26, 2000 from 1 PM to 4 PM Eastern Standard Time has been cancelled. As soon as it has been rescheduled, we will again post the date and time. Sorry for any inconvenience this presents to you.

Posted by TRACS on June 19, 2000 at 11:14:53:

F0023 -
Occurs when an O/A submits a MAT10 that should have a project number, but doesn't. TRACS uses the subsidy type and the secondary subsidy to make this determination. MAT10s requiring a project number are:
Section 8 with a secondary subsidy of "S" (236)
Rent Supplement
RAP
Section 236
BMIR
202/PAC
202 PRAC
811 PRAC

FA001- No Project number submitted when required by Mat15. Occures when a MAT15 for a Section 8 contract is submitted without a project number.
NOTE: This is a TRACS error. The project number is an optional field for MAT15s submitted for Section 8 contracts. The MAT 15 doesn't deal with secondary subsidy types which could force a Section 8 to have a project number. The error is in the process of being fixed. A notice will be posted when the fix is implemented.

F0141 -
When an O/A submits a MAT10 unit transfer, if the contract has been combined, the previous contract number submitted on the MAT10 should equal the previous contract number stored in the tenant's most recent certification. When the two contract numbers differ, F0141 is generated. NOTE: TRACS is reviewing the logic for this situation. It appears that a condition was omitted from the code.

F0139 -
When an O/A submits a MAT10 unit transfer, if the contract HAS NOT been combined, the previous contract number submitted on the MAT10 should equal the contract number stored in the tenant's most recent certification. When the two contract numbers differ, F0139 is generated.

F0146 -
Occurs when an O/A submits an Initial Certification for a tenant but the tenant's current certification in TRACS has not been terminated. Either the subsidy should be terminated for the certification in TRACS prior to entry of the Initial Certification or the MAT10 can be resubmitted with the baseline indicator set to Y. F0123 -
Occurs when an O/A submits a Move In or Initial Certification for a tenant who has an active certification in TRACS.

If the O/A has submitted the 201A format and the error occurs, resubmitting the transaction with the baseline certification indicator set to "Y" will override the problem.

The workaround for those submitting the 200A format went into production on 6/9/00. TRACS automatically sets the baseline cert indicator to "Y" during the conversion from 200A to 201A record formats Move In and Initial Certifications.

Posted by TRACS on June 19, 2000 at 07:01:20:

On March 14 and 16, 2000, HUD had broadcasts for Owner/Management Agents and Contract Administrators on Tenant Income Verification (TIV) and the discrepancy resolution process. The broadcast is again being provided on June 26, 2000 from 1 PM to 4 PM Eastern Standard Time for those who may have missed them. Give your local HUD office a call to reserve your seat. You may also wish to download a copy of the draft POA Discrepancy Resolution Guide from the REAC Web site before attending.

Posted by TRACS on June 05, 2000 at 11:38:01:

TRACS implemented an updated version of the Voucher process on Friday, June 2. However, problems were encountered with the release. Consequently, no vouchers were processed in the Friday, June 2 nightly batch cycle. Any voucher messages sent to TRACS users on Monday, June 5 should be disregarded. All voucher data that was not processed on Friday will be processed in the Monday, June 5 nightly batch cycle.

Posted by TRACS on June 05, 2000 at 11:36:35:

The problems encountered on May 26th with the online TRACS Project/Contract Query have now been resolved. TRACS and the appropriate people resolved the problems with the production server. The query became available at 10 am today. This expanded query includes additional fields and an option to download query results as a comma delimited ASCII file.

Posted by TRACS on June 01, 2000 at 11:21:10:

TRACS migrated the new version of the Tenant Query to production Friday, May 26th. Problems with the production server have delayed the implementation of this expanded Tenant query, and, unfortunately, have disabled the old version of the query. TRACS is working with the appropriate people to expedite resolving the problems with the production server. A message will be posted on this forum when the expanded Tenant Query is available.

The expanded Tenant Query includes additional fields and an option to download the results of the query as a comma delimited ASCII file.

Posted by TRACS on May 30, 2000 at 13:56:07:

The social security (SS) and supplemental security income (SSI) data that was sent on May 22, 2000 via SprintMail indicated that the reports were for recertifications due 2000/07 (i..e. July 2000). The data sent actually is for recertifications scheduled for September 2000 (the correct processing month). We will not be re-sending the SprintMail for September 2000 recertifications since the report data is correct. The SS and SSI reports will be posted on the Internet under the correct month.

Posted by TRACS on May 24, 2000 at 14:57:34:

Monday, June 12, 2000, B-180 and B-182

9:30 Welcome

9:45 Tenant Compliance

10:00 INS and their SAVE System

11:00 CA Updates

Noon Lunch

1:00 TRACS and CAs June to October

1:30 TRACS Release 2.0.1.B

3:00 Tenant Income Verification Updates

3:45 Questions and Answers

Posted by TRACS on May 18, 2000 at 07:07:30:

The TRACS Release 201A implementation deadline, most recently June 1, 2000, has been deferred until August 1, 2000. Only transactions submitted to TRACS with Release/Version 201A will be accepted on or after August 1, 2000. Transactions with any other Release/Version Number will be rejected.

Release 201B, planned for October 1, 2000, has therefore been slipped to December 1, 2000.

Posted by TRACS on May 15, 2000 at 09:22:05:

By this summer, you will be able to access the TRACS Project/Contract Query and download the queried tenant data to an ASCII file so that you may import it into a Microsoft Access table on your PC. The layout was posted to the web some time ago in the specifications document but it has a few modifications. From the TRACS Home Page, access "TRACS Documents". Next, click "TRACS Release 201B Preliminary Industry Specifications Supporting Section 8 Contract Administrators" and go to the bottom of the window and click "TRACS Release 201B Preliminary Industry Specifications" which will open the document you need. Page down to Attachment A, "TRACS Project/Contract Query Program Specifications for Downloaded ASCII File". This attachment now gives you an example of the layout of a downloaded ASCII file from the internet query. Also, the matrix table containing details about the Tenant database fields has changed slightly

Posted by TRACS on May 12, 2000 at 07:39:35:

The first round of new Section 8 Contract Administrators (CAs) will begin building their baseline databases starting on or about June 1, 2000. Once TRACS receives a submission from a CA, TRACS does not intend to accept submissions for that contract from an owner/agent (OA). The primary issue behind this rule is data quality. If both the OA and the CA are sending data to TRACS for the same contract, TRACS is likely to get confused and both the CA and the OA are likely to become annoyed.

TRACS' near term problem is recognizing that the submission is coming from a CA. What we are asking the CAs to do is add to the Mat Transmission Headers (MATHRs) being sent to TRACS their five character CA Id. The CA Id is, in most cases, the two-character state code followed by three digits. Currently those three digits are expected to be 800. TRACS will recognize those submissions with a CA Id as Section 8 CA submissions and modify the acceptance criteria accordingly. This modification to the MATHR affects only the new Section 8 Contract Administrators who will be launched starting June 2000. It does not affect OAs.

The modification to the MATHR deals with Field 22, a future field reserved for the count of (future) MAT72 records. This field is being activated for the CA to use to enter their CA Id. The characteristics of the field will change from numeric to alphanumeric to accommodate the CA Id.

If a CA does not include their CA Id when they submit their MATHRs, TRACS will not recognize the submission as a new CA submission and subsequent OA submissions, if any, will be accepted and processed by TRACS. Lots of messages are likely. This does not have to be a significant problem if the communications between the CA and the project make it clear that the project should not send data for the CA administered contracts directly to TRACS after the baseline has been established with the CA. If the OA sends data to TRACS anyway, some data quality issues may be created, but they can be fixed downstream. Failure of the CA to include the CA Id in the MATHR is not a show-stopper.

Payments will not be affected even if data are submitted to TRACS by both the CA and the OA.
The transition from LOCCS paying the OA based upon their voucher to paying the CA their scheduled payment based upon their requisition is controlled by receipt of the CAs approved requisition for the contract. Once LOCCS starts scheduled payments based upon the requisition, TRACS will not send payment requests for those vouchers to LOCCS. Vouchers for periods prior to the start of the scheduled payments will still be sent to LOCCS and the payment will be made to the OA.

Posted by TRACS on May 03, 2000 at 08:01:14:

We have reserved two of our Training rooms for June 12 and 13, 2000 for an Industry meeting.

Monday, June 12, 2000, will be the all day combined meeting of Contract Administrators, software vendors, and management individuals with the Housing and TRACS staff in Rooms B-180 and B-182.

Tuesday, June 13, 2000, we can separate these rooms and either run concurrent sessions with (1) the CAs and (2) the software vendors -- or as we have done in the past, the CAs in the morning and the software vendors in the afternoon.

We will post an agenda at a later date. Your suggestions for these agenda items are always welcomed.

The rooms are located in the HUD Building, 451 Seventh Street, SW. The training rooms are at the North end of the basement.

Posted by TRACS on April 19, 2000 at 09:21:01:

TRACS Release 201A Deadline Deferral
Owner and Management Agent Transmission to Multiple Addresses
TRACS Internet Batch Submission Status
TRACS Release 201B Heads-Up
CA Developer's Forum

1. TRACS Release 201A deadline deferral:
In response to requests for additional time for Release 201A implementation, SCAIT and Housing have agreed to defer the TRACS Release 201A implementation deadline from May 1, 2000 to June 1, 2000. Deferring this deadline carries some consequences: Contract Administrators (CA) for the states of Massachusetts, Michigan and South Dakota are likely to start building their baseline databases on or about June 1. They are likely to be receiving data from owners and management agents (OAs) who are operating under Release 201A. Many OAs are submitting data to TRACS now using the 201A format. These CAs will need to be aware that their data may arrive in either the Release 200A or the Release 201A format. Recommendation: Expedite deployment of Release 201A software based upon the SCAIT implementation schedule. Once a CA forwards baseline tenant data or a voucher to TRACS, TRACS will only accept data for that contract from the CA. The objective is to keep the OA, CA and TRACS databases in synch as much as possible. This means that there may be legacy corrections or retroactive transactions sent to the CA that may need to be simply passed through to TRACS. A baseline indicator was introduced into the HUD-50059 record format by Release 201A. The purpose of the indicator is to allow an OA to reestablish their baseline in TRACS without having the HUD-50059 rejected or creating an excessive number of discrepancy messages. TRACS is encouraging CAs to send their baseline certifications to TRACS. CAs choosing to establish their baselines in TRACS under Release 200A should anticipate rejections and discrepancy messages related to submitting a certification that already exists in TRACS. Owner and Management Agent Transmission to Multiple Addresses The post-RFP CA will only receive transactions affecting those contracts they administer. Partially assisted projects may have Section 8 contracted units administered by a CA under the rules of the RFP and Section 236 units, or units assisted through other programs, that are not administered by the CA. Conceivably, a single project could have Section 8 contracts administered by a post-RFP CA, Section 8 contracts administered by a different pre-RFP CA, and HUD administered contracts/programs. HUD-50059 and Voucher data for contracts/programs that are not administered by the post-RFP CA must be submitted to the entity that administers that contract/program. OAs that need to submit their data to different addresses based upon the program or contract may need the assistance of their software vendor to appropriately organize their data. If vendors or OAs require advice on how SprintMail should be set up, they can call the TRACS Hotline and ask for the SprintMail technician for set-up assistance. TRACS Internet Batch

Submission Status Although TRACS did launch an exploratory effort on the batch submission of TRACS data via the Internet, this effort has been deferred until October 2000. TRACS' two technical leads on this project succumbed to the allure of the .COM start-ups, and there simply isn't time to recover with a credible program by the time the CA conversions commence. SprintMail will continue to be supported by TRACS for the foreseeable future. New reports being developed to assist HUD offices, OAs and CAs will only be available on the Internet/HUD Intranet. TRACS Release 201B Heads-Up There will be a new TRACS Release 201B with an implementation deadline of October 1, 2000. This release will primarily affect reformatting the Monthly Activity Transmission (MAT) records to collect additional data and to facilitate TRACS production. In addition, new, but future, records and data elements are included in this release in anticipation of upcoming requirements. SCAIT requires the collection of additional data elements from the CAs. Housing has been mandated to collect accessibility data on units. TRACS production considerations require early separation of Tenant and Voucher submissions for the nightly processing cycle to remove the existing dependency on a common MAT subsystem. A preliminary Industry Specification will be published on the TRACS web site by the end of April 2000.

CA Developer's Forum TRACS is sponsoring a developer's forum to provide expedited communications between Industry and TRACS development teams. CAs will also be interfacing with other HUD systems such as WASS (Web Application SubSystem), REMS (Real Estate Management System), and LOCCS (Line of Credit Control System). This forum can be used to expedite communication with these application areas as well. This will be a limited access - limited life forum specifically for the CA development lifecycle. Developers who would like to participate in this forum can request access by sending an email to Robert_D._Wilson@hud.gov.

Posted by TRACS on April 07, 2000 at 09:49:37:

TRACS extracts household records and transmits them to TASS on a monthly cycle. The selection is made based upon the next recertification date or a benefit history flag set by TRACS or the Internet User requesting a benefit history. The benefit history flag is set by TRACS if a correction or an initial certification is processed after the extract date but before next recertification date. Once TRACS runs the scheduled extract and transmits it to TASS, TRACS has no control over the assembly or distribution of the Benefit History Reports. This is done by TASS with no feedback to TRACS. It is outside of TRACS control.

Dates of the generation of the last three monthly Benefit History Reports are 2/16/00 for May; 3/7/00 for June and 3/27/00 for July. We will continue to post the generation date in the future.

Questions related to the Benefit History Reports should be directed to the REAC Hotline (TASS is under REAC). That number is 1-888-245-4860.

Posted by TRACS on April 05, 2000 at 09:47:21:

Appendix F of the MAT User's Guide has 2 new informational codes: DA012 and DA013 and has
been posted on the internet. Appendix F can be found at:
www.hud.gov/fha/mfh/trx/pdf/appdxf.pdf.

Posted by TRACS on March 30, 2000 at 14:03:30:

TRACS successfully processed the March 10 Tenant cycle last night (3/30). TRACS users are likely to receive some duplicate or peculiar messages while TRACS works through the backlog. Unless advised otherwise before noon on Monday 4/3, you may resume submitting tenant transactions to TRACS for the Monday evening processing cycle. We recommend that owners and management agents verify their tenant status in TRACS after 4/3. Those with Internet access and a M-id permitting access to TRACS can verify the current status of their tenants using the Tenant Query. Those without Internet access may be able to verify the status of specific tenants by requesting assistance from the TRACS Hotline or their HUD Field Office.

Posted by TRACS on March 21, 2000 at 12:24:27:

The Census Bureau will be hiring residents of HUD's assisted housing communities to help complete Census 2000. Earnings from the Census for those household members who assist in this endeavor as census takers, enumerators, crew leaders, clerks, etc., are to be excluded from income for a period not to exceed 180 days employment. We understand the Census work will last less than three months and occur during the months of March through July 2000.

Please share this information with those who reside in your project.

Posted by TRACS on March 21, 2000 at 08:56:00:

TRACS Tenant System is continuing to experience production problems. The TRACS Voucher/Payment System is not experiencing production problems.

To minimize the confusion created by the TRACS Tenant production problems, the TRACS Team recommends that owners and management agents hold their tenant transactions until TRACS can resume its normal nightly Tenant production schedule.

Voucher data submitted to TRACS will continue to be processed. Priority will be given to "Voucher Only" submissions. Payments will continue to be made on schedule for Voucher Only Submissions. There may be a day or two delay on voucher batches combined with tenant batches in the same submission.

Posted by TRACS on March 15, 2000 at 06:56:06:

On Friday, 03/10/99, the TRACS nightly cycle did not complete successfully. As a result, the Tenant and SSI Data Match sub-systems did not process correctly. However, the Voucher and Contracts sub-systems were not effected. All vouchers submitted on Friday, 03/10/99 and Monday, 03/13/99 were processed successfully. The TRACS team is currently researching the problem and expect to have the system fully operational as soon as possible.

The Tenant data submitted on Friday, 03/10/99 and Monday, 03/13/99 is being accumulated for submission as soon as the Tenant processing problems are resolved.

We are very sorry for the inconvenience.

Posted by TRACS on March 13, 2000 at 09:59:03:

Update's to the MAT USER GUIDE is now available on the HOME Page under TRACS Documents. Last revised date of 3/2000.

Posted by TRACS on March 07, 2000 at 12:43:09:

As many of you have already experienced, TRACS Tenant Release 201A is incorrectly rejecting transactions submitted using the 200A codes. Examples include rejecting certifications with relationship codes that are valid under 200A, rejecting MAT10s submitted, in some cases, without an address, and accepting MAT transmissions with a Release/Version number of 118B. These problems are being addressed by the TRACS Team and the corrected code will be in production soon. TRACS will post a message when the corrected programs are implemented. Although the transactions rejected in error by TRACS Release 201A will have to be resubmitted, the TRACS Team encourages you to hold the re-submission until the corrected code has been implemented. We apologize for this inconvenience.

Voucher transactions can be submitted at any time. They are not affected by the start-up problems experienced by Release 201A.

Posted by TRACS on March 02, 2000 at 14:14:17:

The TRACS Industry meeting will be scheduled around the NAHMA meeting held in June. The exact dates and location will be announced at a later date.

It is anticipated that this meeting will have the TRACS agenda the first day. The second day will be for vendors in the morning and the CAs in the afternoon. Any recommendations for revising the second day scheduling will be welcomed. Send in suggested topics for these agendas to TRACS@hud.gov.

Posted by TRACS on February 28, 2000 at 13:32:00:

Further modifications have been completed to the TRACS Release 201A Industry Specifications document and are NOW posted to the internet web. This is the February 2000 Update, modified February 28th. The website address for the document is: http://www.hud.gov/fha/mfh/trx/pdf/trxspecs.pdf

Any change to an industry specification is marked in bold in the body of the document and the tables.

Thanks!

Posted by TRACS on February 23, 2000 at 10:50:01:

TRACS is experiencing anomolies in production that were not detected in systems test. The TRACS data submitted on 2/18/2000 is still making its way through the Tenant Batch System. The MAT data and the Voucher data submitted on 2/18/2000 has been processed. No MAT data submitted after 2/18/2000 has been submitted for processing. The data are being accumulated for submission as soon as the 2/18/2000 tenant data makes it through the Tenant Batch cycle.

You will not be receiving messages from the MAT process or the Voucher process until the Tenant cycle completes.

Thanks for you patience.

Posted by TRACS on February 22, 2000 at 09:36:22:

TRACS Users who submitted data to TRACS on 2/18/2000 should have received two sets of MAT messages by now. The first set was the product of a production run on 2/19/2000, and all version 200A data was rejected. Due to a migration error, the MAT program that does the 200A to 201A conversion was not invoked. The production run stream was fixed on Monday, 2/21/2000 and the data were resubmitted. The rerun of the MAT cycle was completed and the messages from the rerun have been sent to the user mailboxes.

The 2/18/2000 voucher submissions were successfully run through the voucher batch system. The Tenant data has not been completely processed as this message is being prepared.

Do not resubmit any data that was submitted to TRACS on 2/18/2000.

Posted by TRACS on February 11, 2000 at 09:58:59:

Modifications have been completed to the TRACS Release 201A Industry Specifications document and are NOW posted to the internet web. This is the February 2000 Update. The website address for the document is: http://www.hud.gov/fha/mfh/trx/pdf/trxspecs.pdf

Any change to an industry specification is marked with a vertical line in the left margin of the document. Unfortunately, however, vertical lines are not appearing next to any of the changed message codes and text in the message tables toward the end of the document. We are working on this and hope to have the update lines displayed soon. Other than the lines not being visible, the codes and messages are correct as they appear to you now.

Please view the record format in Attachment E for the MAT10 Section 3: Family Record to make certain that you have programmed according to its specifications. Thanks!

Posted by TRACS on February 10, 2000 at 09:43:41:

The TRACS Vendor Region was opened for testing on February 4th. We apolgize for the late confirmation of its availabilty. We encourage those using the Vendor Test facility to advise TRACS when a test has been submitted by using the email address: TRACS_SOFTWARE_TEST@hud.gov. This will help us to provide quicker turn-around. We also encourage Vendors to advise TRACS, using the vendor test mailbox. If there are any anomoties detected that appear to be in the TRACS code. In this case, please include a phone number where you can be reached.

TRACS Tenant Release 201A is on schedule for the February 18 release. Just as a reminder, the 201A format will still be accepted until May 1, 2000.

As a reminder, please use the TRACVnnnnn convention as the Mailbox Id for vendor test. If you use your regular TRACSnnnnn Id, the test will not be split off from the production data, and it will be submitted to production system.

Posted by TRACS on February 07, 2000 at 13:11:43:

First of all, modifications have been completed to the TRACS Release 201A Industry Specifications document which is expected to be posted to the internet web at the end of the day on Februray 8th for your viewing. This will be the February 2000 Update. Any change to an industry specification is marked with a vertical line in the left margin of the document.

Secondly, a question arose about the MAT10 Section3: Family Record. Some of you have noticed that the specifications written in the December 1999 Update document text (IV. B.) are different than those in the table record layout in Attachment E at the end of the document. We apologize for the inconsistency. The record format is correct in Attachment E. Please follow the specifications stated in the MAT Field, Field Names, Start Position, Field Length, and Field Type columns of the table record layout in Attachment E at the end of the document. There will be minor changes posted to the Section 3 record for the February 2000 Update but to the Definitions and Edits column only.

Posted by TRACS on January 27, 2000 at 15:14:05:

Several Vendors have been eager to test using the the TRACS Vendor Region, but, unfortunately, the Vendor region is not yet available. Re-establishing the Vendor Region configuration to test 201A is in process. The integration testing of the TRACS Tenant Batch System should begin next week. As soon as the Test Team has confirmed that the Tenant Batch System will successfully run as a job stream, it will be migrated to the Vendor Region and made available to the Industry. The Industry will be notified of the Vendor Region availability, by a notice in this Forum, as soon as it is available. At the moment, February 4 appears to be a likely date.

As a reminder, please use the TRACVnnnnn convention as the Mailbox Id for vendor tests. If you use your regular TRACSnnnnn Id, the test will not be split off from the production data, and it will be submitted to the production system.

[Announcements Forum

Posted by TRACS on December 08, 1997 at 16:41:45:

New TRACS Fatal Errors

New fatal errors have been defined for the tenant certification system, effective December 16, 1997.

TRACS will now match project and contract numbers on tenant certifications against the TRACS Contracts database to ensure that submitted project and contract numbers are valid. Certifications that cannot be matched against current contracts are rejected with fatal error messages.

Listed below are descriptions of the new fatal error codes. They are part of the complete list of TRACS Fatal Error codes found in Appendix E of the TRACS MAT Users Guide.

F0103
Project number is not in TRACS Contracts.
1. Verify that correct project number was submitted on (re)certification.
2. Correct and resubmit, if wrong.
3. If correct, call your Field Office to fix in Contracts. Resubmit the (re)certification after Field Office makes correction.

F0104
Contract number is not accepted for Rent Supplement, RAP, Section 236 or BMIR.
1. Verify that correct subsidy was submitted on(re)certification.
2. Resubmit the (re)certification after removing the contract number or correcting the subsidy type.

F0105
Contract number is not in TRACS Contracts.
1. Verify that correct contract number was submitted on (re)certification.
2. Correct and resubmit, if wrong.
3. If correct, call your Field Office to fix in Contracts. Resubmit (re)certification after Field Office makes correction.

F0106
RAP or Rent Supplement project number not in TRACS Contracts.
1. Verify that correct project number was submitted on (re)certification.
2. Correct and resubmit, if wrong.
3. If correct, call your Field Office to fix in Contracts. Resubmit the (re)certification following correction.

Posted by TRACS on October 22, 1997 at 10:09:26:

A Guide to Understanding and Solving Payments Error Messages

How to Obtain a Copy of the MAT Guide You can download a copy of the MAT Guide from accessing the TRACS Internet page at http://www.hud.gov/fha/mfh/trx/html/trxsum.html. Click the link to TRACS DOCUMENTS and follow the instructions provided. If you have questions or problems, call the TRACS HOTLINE at (800) 767-7588.

Formatting Resources If you need help correctly formatting a MAT record, contact the TRACS HOTLINE at (800) 767-7588. The Field Office can provide procedural help, such as how to submit a correction, deletion, etc. Your software vendor may also be able to help.

Error Message Basics In most cases, the Field Office will instruct you on how to resolve the problem and either resubmit the original voucher or submit a correction to the original voucher. Which one depends on the type of message generated: VF messages are generated from TRACS; you will need to correct the problem and resubmit the original voucher. VS messages are generated from LOCCS. The voucher successfully passed through TRACS but was rejected by LOCCS. In most cases, you will need to resubmit the voucher as correction after the error condition is fixed. Alternatively, you can delete the original voucher and submit the corrected voucher as an original.

TRACS Generated Fatal Error Messages

VF022
Invalid contract number.
1. Verify the contract number against your paperwork, making sure that zeros and the letter "o" are used where appropriate. If incorrect, correct and resubmit the original voucher.
2. If the submitted contract number is correct, contact the Field Office so they can verify the contract number in TRACS. Follow the Field Office’s instructions.

VF023
Invalid project number.
1. Verify the contract number against your paperwork, making sure that zeros and the letter "o" are
used where appropriate. If incorrect, correct and resubmit.
2. If the submitted project number is correct, contact the Field Office. After Field Office staff has notified you that the project number was corrected in TRACS, resubmit the original voucher.

VF024

Deferred payment amount requested is greater than the voucher balance.
The deferral payment amount you requested for that voucher was greater than the voucher balance. You must recalculate your deferment request to be equal or less than the voucher balance and resubmit the voucher.

VF025 -- no longer applicable
Voucher submitted for AHAP, APC, or APRAC. No HAP, PAC, or PRAC in TRACS. This edit was removed from the system and should not be encountered.

VF026
Deferred payment requested exceeds total voucher amount. The payment you requested exceeded the balance of the original deferment amount. TRACS only allows you to request a deferred payment equal to or lesser than the original deferment amount. Recalculate, correct amount, and resubmit the original voucher.

VF027
MAT30 correction submitted after the voucher was paid. A voucher cannot be corrected after it has been paid. You will need to submit an adjustment with the next voucher. The Field Office can provide instructions on how to submit an adjustment; refer to the MAT Guide, MAT30, Section 2, for correct format.

VF028
MAT31 voucher deletion submitted after voucher was paid. A voucher cannot be deleted after it has been paid. Same as VF027 but submit the adjustment with MAT31.

VF029
Claim ID submitted with invalid format.
1. Claim ID’s are not required in version 1.1.8.B but are in version 2.0.0.A. If you are using
1.1.8.B, resubmit the original voucher with that field blank.
2. If you are using 2.0.0.A, you must submit a correctly formatted Special Claim ID. The Claim ID is a nine digit code: the first four is the area/state code, followed by an assigned sequence of five characters. Contact the Field Office to request

Posted by TRACS on September 29, 1997 at 13:46:18:

Automated Payments Phase I functionality has now been installed in the TRACS vendor testing region.

Voucher transactions (MAT 30 and MAT 31) may be submitted for testing under both version 1.1.8.B AND version 2.0.0.A. Test vouchers will be subject to the new voucher edits as outlined in Chapter 6 of the MAT User's Guide, June 1997.

Only TRACS functionality is available for testing. None of the LOCCS confirmation messages will be returned. Tenant certification transactions should be submitted under version 1.1.8.B. only.

Posted by TRACS on September 19, 1997 at 17:18:31:

We have received reports from owner/agents that they are being told that they have to convert to 2.0 software. THIS IS NOT A TRACS REQUIREMENT. TRACS RELEASE 1.1.8.B COMPLIANT SOFTWARE WILL WORK FOR PAYMENTS. TRACS does return some new messages for Payments in the standard message format. If the software vendors have proprietary software that filters all messages returned by TRACS, their clients should be advised that they may not be receiving all TRACS messages. TRACS does not require user software upgrades whenever a new message in the standard format is added to either the Tenant or the Voucher/Payments systems.

Posted by TRACS on September 19, 1997 at 11:54:00:

We would like to reiterate that software used by Owners/Agents for Voucher Summary Transmissions (MAT30) for Release 1.1.8.B will work for Payments Phase I. No change in user software is necessary to format transmissions to TRACS for Payments Phase I. Special Claims records transmitted to TRACS using Release 1.1.8.B software may include a Claim_Id, or the Claim_Id may be blank. If a Claim_Id is submitted it must meet the format specifications for Payments.

Special Claim records transmitted to TRACS using Release 2.0.0.A software must have a Claim_Id meeting the format specifications for Payments or the voucher will be rejected. TRACS now recommends that Owners/Agents DO NOT transmit vouchers to TRACS using Release 2.0.0.A software before the DECEMBER vouchers to make certain that all Special Claims have been approved by the appropriate HUD field office and returned with a Claim Id.

If Special Claims with the Claim_Id are submitted for November vouchers using Release 1.1.8.B software, that's fine. However, if Special Claims are submitted without Claim_Ids using Release 2.0.0.A software, the voucher will be rejected. We feel that it would be prudent to continue using the Release 1.1.8.B software for TRACS transmission at least through the month of November.

Posted by TRACS on September 15, 1997 at 17:11:24:

Invalid Project Number error messages from MAT30 submissions

Since the implementation of the Automated Payments Phase I software, many MAT30's have been rejected because of project number errors. Here are some guidelines which may help avoid MAT30 rejections, or at least uncover the reasons behind them: VF023 Invalid project number. This fatal error indicates that the project number submitted on the voucher does not match the project number stored in TRACS. Contact your field office to find out which project number is correct. The field office can take steps to correct the project number in TRACS if it is wrong. IF your MAT 30 is a payment request for a Section 8 contract, you may resubmit the MAT 30 with a blank project number. The project number field is optional for Section 8 HAP requests. The field must be blank; if the field is zero-filled, the MAT30 will be rejected.

VSR22 Project/contract number is not in LOCCS.

This status message indicates that LOCCS (HUD's disbursement system) has no active project/contract number which matches the one submitted on the voucher. It is possible that the project/contract is not in LOCCS at all; it is also possible that the contract is not active because it has expired. Contact the HUD office that authorizes your payment for details.

VSR024 Period covered by this voucher is invalid.

This status message indicates that a voucher for this period has already been entered manually by the FAD and has either been paid or marked for payment. Assuming that a paper voucher was sent to HUD's Field Accounting Division in addition to your TRACS electronic request, there should be no further action necessary on your part. For future submissions, be certain to clearly mark "Copy of Electronic Submission" on the paper copies of the voucher before sending them to HUD.

Posted by TRACS on September 12, 1997 at 14:36:03:

Instructions for Obtaining, Installing, and using the free PDF Reader
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Obtaining the Reader

1. From the TRACS Internet page(http://www.hud.gov/fha/mfh/trx/html/trxsum.html), click the link to TRACS DOCUMENTS. From either the MAT Guide, Yellowbook, or PC Sprintmail documents pages click the link: 'Click here to download a reader and view detailed instructions on its use:'
2. From the 'HUD Home Page: PDF Reader' page click the link 'free PDF reader.' Then click the link: http://www.adobe.com/prodindex/acrobat/readstep.html
3. After clicking the link, you will see the free reader's download page. The page describes the two step process to obtain software. These steps are 1) Registering the software (optional) and 2) Choosing the reader.

1) Registering (optional) If you do not wish to register, skip this step. Otherwise, click the 'registering' link under step 1 and fill out the form. Then click SUBMIT REGISTRATION. Continue with step 2.

2) Choose the reader version (Acrobat Reader), platform version (Windows 95, Windows 3.1, etc.), and language (English, Spanish, etc.) you need from the pop-up lists.

* Once you have chosen the appropriate parameters, click the DOWNLOAD button.
* On the next screen, scroll down to the 'Download links' heading. It will give you a list of multiple sites from which to download the file. Click the file name corresponding to the site closest to you.
* The browser will prompt you to choose a destination directory. Choose the directory, and click SAVE. The file will then be saved to the specified directory.
* Below are instructions for installing the reader on Windows 95 and Windows 3.1. Users with other platforms should consult the installation information displayed prior to downloading that particular platform's file.

Installing the Reader (Windows 95 and Windows 3.1)
****

1) Open Windows Explorer (Windows 95) or Program Manager (Windows 3.1) and locate the file you downloaded. It should be named something like ar32e301.exe.
2) Double-click on the filename. The program will then prompt you to proceed with the installation. Click YES when it asks if you would like to continue.
3) Once the Install Shield Wizard completes its task, the Welcome screen

will appear. At this point, it is advisable to close all other Windows programs running in the background.
4) Then click NEXT in the Welcome window.
5) After reading the software licensing agreement, click YES
6) Then choose the destination directory. If the default directory is acceptable, click NEXT. If not, click BROWSE and select another directory,
then click NEXT. The installation program will then extract the reader program to the designated directory.
7) When the installation is complete, click FINISH in the Setup Complete window.
You now have everything you need to download and view PDF files. You may click on PDF files in a Web page, save them to your PC, and then open them in the reader.

* To download a PDF file, click on the link for that file. When the Unknown File Type box appears, click SAVE FILE. Then choose a destination directory and click SAVE. The download will complete automatically.
* To load the reader, click on its icon (under Windows 3.1) or name under Program group in Windows 95]. The reader application will then appear.
* From this point, opening a file in the PDF reader is exactly like opening a word p

Posted by TRACS on August 28, 1997 at 09:05:49:

TRACS Payments Phase 1 will be implemented for October
HAP, PAC and PRAC vouchers and September Rent Supplement and RAP vouchers. Vouchers submitted to TRACS prior to August 29 will not be included in the October 1 payments through TRACS. They will precede the cutover to production.

Software used by Owners/Agents for Voucher Summary Transmissions (MAT30) for Release 1.1.8.B will work for Payments Phase I. No change in user software is necessary to format transmissions to TRACS for Payments Phase I.

Special Claims records transmitted to TRACS using Release 1.1.8.B software may include a Claim_Id, or the Claim_Id may be blank. If a Claim_Id is submitted it must meet the format specifications for Payments. Special Claim records transmitted to TRACS using Release 2.0.0.A software must have a Claim_Id meeting the format specifications for Payments or the voucher will be rejected.

TRACS recommends that Owners/Agents DO NOT transmit vouchers to TRACS using Release 2.0.0.A software before the November vouchers to make certain that all Special Claims have been approved by the appropriate HUD field office and returned with a Claim Id. If Special Claims with the Claim_Id are submitted for October vouchers using Release 1.1.8.B software, that's fine. However, if Special Claims are submitted without Claim_Ids using Release 2.0.0.A software, the voucher will be rejected. We feel that it would be prudent to continue using the Release 1.1.8.B software for TRACS transmission at least through the month of September.

Posted by TRACS on August 27, 1997 at 17:06:40:

There are several companies which have developed software to interface with TRACS in the electronic submission of tenant data on form HUD-50059. HUD does not endorse any individual software developer or service bureau.

You may obtain a listing of software companies from the National Leased Housing Association, tel. (202)785-8888. You may also find additional information by browsing the TRACS Discussion Forum on this website.

Posted by TRACS on August 27, 1997 at 10:09:25:

********** SPECIAL BULLETIN **********

The next TRACS Industry Meeting will take place on Thursday, October 16. The meeting will be held in the TRACS large conference room and begin at 10 a.m.

Due to requests from the Housing Finance Agencies (HFA), we will hold an additional meeting on Friday, October 17. This meeting is only open to HFAs to address their issues. The meeting will begin at 9 a.m. in the TRACS large conference room. Both meetings will adjourn at 3 p.m. each day. If you have any questions, please send an email to 'TRACS@hud.gov'. Please see below for the address.

Building 490, L'Enfant Plaza East, S.W.
Suite 2206
Washington, D.C. 20024

Posted by TRACS on August 08, 1997 at 14:15:34:

IMPORTANT NOTICE
The TRACS/Industry meeting scheduled for August 14 and 15, 1997, is being postponed.

With Departmental restructuring underway, we are unsure of its effects on current TRACS plans. However, TRACS will begin processing subsidy payments through the Automated Payments System on September 1, 1997 for the October 1, 1997 voucher payments. We anticipate rescheduling this meeting in September. We are sorry for the disruption of everyone's schedules.

Posted by TRACS on July 30, 1997 at 12:56:09:

********** SPECIAL BULLETIN
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The next TRACS Industry Meeting will take place as scheduled on Thursday, August 14. The meeting will be held in the TRACS large conference room and begin at 10 a.m. Due to requests from the Housing Finance Agencies (HFA), we will hold an additional meeting on Friday, August 15. This meeting is only open to HFAs to address their issues. The meeting will begin at 9 a.m. in the TRACS large conference room. Both meetings will adjourn at 3 p.m. each day. If you have any questions, please send an email to 'TRACS@hud.gov'. Please see below for the address.

Building 490, L'Enfant Plaza East, S.W.
Suite 2206
Washington, D.C. 20024

Posted by TRACS on July 15, 1997 at 15:16:58:

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As discussed during the latest TRACS/Industry meeting, TRACS is developing a registry of software developers and service bureaus. This information will be used to trouble shoot future problems, deliver specification changes and provide a registry to owners & agents. If you are a developer or a service bureau, please send the following information to our Internet email address (tracs@hud.gov) with the subject line 'Registry' so we may add you to the list:

Company
Name:_____

Point of
Contact:_____

Address:_____
_____

Phone
Number:_____

Fax
Number:_____

Internet Email
Address:_____

TRACS Production ID: TRACS_____

TRACS Vendor ID: TRACV_____

Best way for you to receive TRACS communications:
TRACS Announcements Page___ PC SprintMail ___

Posted by TRACS on July 01, 1997 at 10:01:09:

The Automated Payments Phase I specifications and schedule have now been posted to the TRACS Documents and TRACS Announcements pages respectively. You may now download the new TRACS MAT Guide whichcontains the specifications.

Posted by TRACS on June 13, 1997 at 11:00:49:

For some time owners/agents have had to resubmit some MAT30s multiple times before TRACS acknowledged their receipt. This was an elusive bug in TRACS that has finally been positively identified. The fix is scheduled to go into production Friday, June 13, 1997.

Posted by TRACS on June 13, 1997 at 10:01:53:

Posted: Thu, Jun 12, 1997 2:51 PM EDT Msg: AMJH-1717-3039
From: TRACS.MMCOUT
To: TRACS00002
Subj: HUD CFS TRACS DATA 970612 152850

@*@ TRACS00002TRACS00002
Transmission Date/Time: 1997-05-12/ : :
Project Name :
Project No. :
Contract No. :
Voucher (yr-mo) : -

TRANSACTIONS PROCESSED FOR TRACS00002
TRANSMISSION DATE 05/12/1997

ORIGINAL MAT30s PASSING MAT EDIT 000000000000001
ORIGINAL MAT30s SENT FOR PAYMENT 000000000000001
ORIGINAL INFORMATION MAT30s ACCEPTED 000000000000000
ORIGINAL MAT30s WITH FATAL ERRORS 000000000000000

CORRECTION MAT30s PASSING MAT EDIT 000000000000000
CORRECTION MAT30s SENT FOR PAYMENT 000000000000000
CORRECTIONS TO INFORMATION MAT30s 000000000000000
CORRECTION MAT30s WITH FATAL ERRORS 000000000000000

MAT31s PASSING MAT EDIT 000000000000000
MAT31s CANCEL PAYMENTS SENT TO LOCCS 000000000000000
MAT31s ACCEPTED FOR INFORMATION MAT30s 000000000000000
MAT31s WITH FATAL ERRORS 000000000000000
@*@ TRACS00002TRACS00002
Transmission Date/Time: 1997-05-12/17:14:01
Project Name : 123456789012345678901234567890123 45
Project No. : 012NI348
Contract No. : RQ46A001001
Voucher (yr-mo) : 1997-03
THE GENERATED VOUCHER ID FOR (yr-mo): 9703000079
VOUCHER AMOUNT SUBMITTED FOR PAYMENT : 000000080010000
Discrepancy: VE005
Action Required: 2
RPTD TOT UNITS IN CNTRCT NOT= RPTD SUM OF NUM OF UNITS REC SBSDY,VCNT,MKT RENT
REPORTED CONTRACT UNITS = 000000000005000
REPORTED SUBSIDIZED UNITS = 000000000002000
REPORTED VACANT UNITS = 000000000003000

REPORTED MARKET RENT UNITS = 000000000001500
VERIFY UNITS IN CONTRACT AND SUM OF ALL UNITS
Discrepancy: VE016
Action Required: 2
HAP CONTRACT SIGNED 0N/AFTER 10/3/84 INDICATOR NOT REQUIRED
REPORTED SUBSIDY TYPE = 1
REPORTED SECTION 8 TYPE = 1
HAP SIGNED ON/AFT 10/3/84 IND = Y
VERIFY/CORRECT SECTION 8 TYPE OR HAP CONTRACT SIGNED ON/AFTER 10/3/84 IND.
Discrepancy: VE017
Action Required: 2
REPTD TOT EXCEPTIONS NOT = TO SUM OF TENANT AND ALLOC PROJ BASED EXCEPTIONS.
REPORTED TOTAL EXCEPTIONS = 000000000011000
REPORTED USED TENANT EXCEPTION= 000000000009000
REPORTED ALLOC PROJ BASED EXCP= 000000000001000
VERIFY TOTAL EXCEPTIONS
Discrepancy: VE020
Action Required: 2
NUMBER OF SUBSIDIZED UNITS IS GREATER THAN THE TOTAL AUTHORIZED UNITS.
REPORTED SUBSIDIZED UNITS = 000000000002000
AUTHORIZED UNITS = 000000000000025
VERIFY THE SUBSIDIZED UNITS.
Discrepancy: VE021
Action Required: 2
NUMBER OF SUBSIDIZED UNITS IN BILLING > THE TOTAL AUTHORIZED UNITS.
REPORTED BILLED UNITS = 000000000001500
AUTHORIZED UNITS = 000000000000025
VERIFY THE SUBSIDIZED UNITS.
Discrepancy: VE022
Action Required: 2
REPORTED CONTRACT UNITS IS GREATER THAN TOTAL AUTHORIZED UNITS.
REPORTED CONTRACT UNITS = 000000000005000
TRACS TOTAL UNITS IN CONTRACT = 000000000000025
VERIFY CONTRACT UNITS.

Posted by TRACS on June 11, 1997 at 16:08:55:

*** Important Notice Concerning Automated Payments ***

TRACS will begin processing automated payments for HUD-administered subsidy contracts on September 1 for the October 1, 1997 voucher payments.

All requests for Rent Supplement, RAP, Section 8, PAC and PRAC payments MUST be transmitted electronically through TRACS on the MAT 30.

Failure to make subsidy requests through TRACS may cause payments to be delayed significantly. Under the planned Automated Payments procedure, paper voucher submissions to the respective HUD field office or the Voucher Processing Hub in Kansas City and to the HUD Financial Accounting Division continue to be required until further notice.

Although contracts administered under an ACC will NOT be paid through the TRACS Voucher Processing/Automated Payments System at this time, these voucher summaries (MAT 30s) should continue to be transmitted to TRACS for budget forecasting purposes. These transmissions will continue to be made by your Contract Administrator.

We strongly encourage all owners/agents who are not currently transmitting MAT 30s to acquire the necessary software and services immediately and to begin transmitting MAT 30s well before the anticipated September 1, 1997 deadline. This will help to ensure a smooth transition to Automated Payments.

For additional information regarding Automated Payments, please check this Announcements Board frequently. If you have questions, please post them to the TRACS Forum.

Posted by TRACS on May 20, 1997 at 14:16:06:

PC SprintMail
How to Determine Nearest
Access Number

To determine the telephone number of the Sprintnet Access Center nearest to your location, call Sprint's "Automated Access Number Delivery System." From your voice telephone, dial: 1-800-473-7983

Follow the voice prompts to derive the nearest telephone number.

NOTE: Always consult your local telephone company concerning your location and whether additional local or long distance charges apply when dialing the SprintNet Access Center.

Posted by TRACS on May 09, 1997 at 11:38:36:

TRACS is aware that some of the new 'Plug N' Play' modems for Windows 95 are not compatible with SprintMail for DOS. If you have purchased one of these modems, you must do one of two things to communicate with TRACS. You may either buy a new modem which supports DOS SprintMail (some 'Plug N' Play modems may be configured to work with DOS SprintMail) or you may purchase SprintMail for Windows. The cost for those users who opt to purchase SprintMail for Windows is $99, and the phone number to order the software is 1-800-736-1130.

If you decide to use SprintMail for Windows, please be advised that the TRACS Hotline does not support this software and you will need to contact the Sprint technical support desk if you require assistance.

Posted by TRACS on May 07, 1997 at 12:19:43:

********** SPECIAL BULLETIN **********

ALERT -- TO ALL SUBMITTING TRACS DATA VIA SPRINT MAIL

As Housing Authorities submit data to both MTCS and TRACS, mix ups can occur. We have discovered that some Housing Authorities are submitting TRACS data with MTCS address information in the Sprint Header record. When transmitting data to TRACS, please ensure that the 'From:' field in the Sprint Header contains the correct TRACS Mailbox ID (i.e. TRACSnnnnn) and the 'To:' field in the Sprint Header contains TRACS.NCS(REC).

At the present time, MTCS and TRACS do not communicate with one another. Therefore, data submitted to the incorrect system is not being forwarded to the correct system.

Posted by TRACS on April 30, 1997 at 16:49:05:

The next TRACS Industry Meeting will take place Thursday May 15 and Friday May 16. The meetings will be held in the TRACS large conference room. Thursday's meeting will only cover Automated Payments and will begin at 10 a.m. Friday's meeting, the regular TRACS/Industry date, covers the other aspects of TRACS and also begins at 10 a.m. We will adjourn at 3 p.m. on Friday. If you have any questions, please send an email to 'TRACS@hud.gov'. Please see below for the address and agenda.

Building 490, L'Enfant Plaza East, S.W.
Suite 2206
Washington, D.C. 20024

AGENDA

May 15, 1997

Introduction
Automated Payments Phase I
- Scope
- Schedule
- Impact
- Issues

Lunch
Automated Payments Phase II
May 16, 1997

Introduction
Update Since February 6, 1997 Meeting
- Voucher Processing HUB
- Computer Income Matching
- Status of 4350.3 Change 27
- Missing Voucher Issue
- Priority 4 Messages
- MAT70 Sender Defined Data
- TRACS SprintMail Address

Automated Payments Phases I and II
Lunch Industry Discussion

Posted by TRACS on April 23, 1997 at 10:26:56:

We do not have an implementation date yet for Chg-27. As you may remember, last year's TRACS funding was cut from $10 million to $3.5 million. CHG-27 was one of the major pieces delayed by that funding cut. We anticipate implementing the CHG-27 relationship codes as well as income codes as part of Payments Phase 2 during calendar 1998. We hope to include even more pieces of CHG-27 as well.

In the meantime, you may continue to use the old codes which follow:

Relationship Code Values:

H - Head
S - Spouse
A - Adult Co-Tenant
C - Child
L - Live-in caretaker
O - Other family members
F - Foster child(ren)
N - None of the above

Comments:

Any age is valid for Relationship Codes 'H', 'S', or 'A'. However, a discrepancy is generated if age is
< 15.

The Head, Spouse, or Adult Co-Tenant with age < 18 cannot be the qualifying household member on a Move-in or Initial Certification for Section 202 PRAC, Section 811 PRAC or Section 202/162 PAC.

Relationship codes 'C' and 'F' can be applied only to children < age 18.

A certified household must have one and only one Head. A Head and an Adult Co-Tenant may comprise a certified household but a certified household can never have an Adult Co-Tenant without one designated Head.

Posted by TRACS on April 22, 1997 at 09:45:33:

Minimum Rent Specs:

The minimum TTP of $25 applies to Section 8 and Section 202/162 (re)certifications. The enforcement date for Move In and Inital Certifications is 7/01/96. The enforcement date for all (re)certifications is 10/01/96.

The exemption from the minimum rent was effective 12/01/96, and the TRACS changes to enforce this were implemented on the weekend of Feb. 1, 1997. The conditions to qualify for the exemption from the minimum rent are:

1. Must be a Section 8 or Section 202/162 subsidy type, AND
2. The family must have an adjusted monthly income of $75 or less, AND
3. The certification effective date (transaction effective date on a MAT 70 with a rent change) is 12/01/96 or later, AND
4. One or more of the following conditions is true:
    a. Any family member has business or employment income,
       OR
    b. The Head, Spouse or Co-Head has a special status code of "E" or "H",
       OR
    c. The family receives an allowance for handicapped/disabled assistance.

Posted by TRACS on February 26, 1997 at 15:58:41:

TRACS Tenant transactions contain a field for submitting the date of the Voucher on which the effect of the transaction is reported. The implementation of the optional Voucher Date was announced in early August of 1994 and began with Release 1.1.7's implementation in mid-August of that year. At the October 1996 Industry Meeting, it was announced that the currently optional Voucher Date would become mandatory 1/01/97. As there have been delays in publishing specifications for the Industry, the mandatory voucher date implementation has been deferred to 3/01/97. The transactions requiring the Voucher Date are:

MAT 10, Certifications
MAT 40, Move-Outs
MAT 65, Terminations
MAT 70, Unit Transfer/Gross Rent Change

The date entered depends upon the subsidy type.

Section 8 ->Payment Month of HUD-52670
Rent Supplement ->Payment Month of HUD-52670
RAP ->Payment Month of HUD-52670
Section 202 PRAC ->Payment Month of HUD-52670
Section 811 PRAC ->Payment Month of HUD-52670
Section 202/162PAC->Payment Month of HUD-52670
Section 236 ->Transaction Effective Month & Year
BMIR ->Transaction Effective Month & Year

The Voucher Date, as a mandatory field, will be enforced as a MAT edit. Tenant transactions submitted on or after 03/01/97 must have the Voucher Date populated. Transactions submitted without a Voucher Date, in the MMYYYY format, will be rejected as MAT Error Code "D" (FIELD IS NOT A VALID DATE/TIME). This is an existing MAT error that will now include the Voucher Date.

There are no changes in the MAT formats submitted to TRACS via SprintMail, nor are there format changes to the data returned via SprintMail. What will be different is the MATER (MAT Error Record) will now include the Voucher Date as a field in error.

Posted by TRACS on February 26, 1997 at 15:53:58:

Effective 10/21/1996 TRACS will accept multiple certifications for the same tenant in the same TRACS processing cycle. They will have to be different transactions for the tenant. Multiple certifications for the same tenant with different effective dates will be processed. Multiple certifications for the same tenant with the same effective date will also be processed as long as the matching certifications are corrections (action processed code "1"). Duplicate transmissions will continue to be rejected.

Posted by TRACS on January 27, 2000 at 15:14:05:

Several Vendors have been eager to test using the TRACS Vendor Region, but, unfortunately, the Vendor region is not yet available. Re-establishing the Vendor Region configuration to test 201A is in process. The integration testing of the TRACS Tenant Batch System should begin next week. As soon as the Test Team has confirmed that the Tenant Batch System will successfully run as a job stream, it will be migrated to the Vendor Region and made available to the Industry. The Industry will be notified of the Vendor Region availability, by a notice in this Forum, as soon as it is available. At the moment, February 4 appears to be a likely date.

As a reminder, please use the TRACVnnnnn convention as the Mailbox Id for vendor tests. If you use your regular TRACSnnnnn Id, the test will not be split off from the production data, and it will be submitted to the production system.