

# TRACS Notification of System Rollover

## Large Volume of Transaction Cause Nightly Production Rollover

The TRACS mainframe received an unusually large volume of data over the last couple of days transactions (over 1,000,000 k yesterday) – much of it duplicate data already submitted in the same day (please do not resubmit the same data multiple times in one day – it will not be processed.) This large volume of transactions cannot be processed within the normal nightly production cycle; thus, any TRACS transactions that were/cannot be processed during the normal nightly production process were/are being rolled over to the next TRACS nightly production cycle.

## Users Experiencing Delays in Transaction Processing

If you have not received a rejection error from the nightly batch process and only submitted the voucher one time, please do not resubmit the data and/or transaction files.

HUD is monitoring the roll-over, and will determine the next steps if this significant increase of data continues.

## Multifamily Housing Help Desk

We apologize for any inconvenience that might be caused and sincerely thank you for your support and understanding which will assist in making the system resolution process as smooth as possible.

TRACS users experiencing technical issues will be able to reach a Help Desk Analyst during normal business hours or you can leave a voicemail requesting technical assistance:

Monday through Friday - 7:00 AM EST to 8:00 PM EST

1-800-767-7588

1-888-297-8689 option 5

1-202-217-2008 FAX Number

Email: Help Desk Hotline at [tracs@hud.gov](mailto:tracs@hud.gov)

Lanier M. Hylton