

TRACS Tip Sheet

TRACS Toolkit:

for owners of properties that have converted through RAD to PBRA

U.S. Department of Housing and Urban Development
Office of Multifamily Housing Programs



Introduction

Owners whose properties have recently converted through the Rental Assistance Demonstration (RAD) Program from public housing to PBRA must adhere to unique policies and procedures for getting their properties set up and operational in TRACS ***within 90 days of conversion.***

This guide describes:

- Getting Access to TRACS
- Setting up Tenant Files in TRACS
- Processing Vouchers for Newly Converted Properties
- Reviewing Tenant Files and Vouchers

1 – Getting Access to TRACS

To gain initial access to TRACS, the owner must obtain register their entity in Business Partner Registration HUD Multifamily, and individuals must obtain a WASS ID. Information on how to do this is contained in the **Guide to [HUD Secure Systems Access](#)**. Once these steps are completed, do the following:

- Complete a [registration form](#) to request a TRACSMail ID and TRACSMail password and fax it to the TRACS Multifamily Helpdesk



- Install TRACS compatible software that is updated to the current version of TRACS as described in **Choosing TRACS-Compliant Software** Tool Kit
- Download the [Industry User Guide for TRACS Internet Applications](#)

2 – Setting up Tenant Files in TRACS

The owner and/or property manager, or site staff will develop initial tenant certifications (ICs) using HUD form 50059 for all residents. For properties that have converted through RAD, the owner will:

- Convert the tenant data from the most recent HUD form 50058
- Retain the tenant’s original annual recertification date
- Retain the tenant’s original Move-in date
- Have the IC effective the HAP contract effective date
- Ensure the TTP on the TRACS 50059 matches the TTP on the PIC 50058
- Have the site manager and tenant sign the 50059 and attach it to the lease
- **NOTE: For ICs, tenant income does not need to be re-verified at conversion**

3 – Processing Vouchers for Newly Converted Properties

3.1 – Component 1 Conversions

- Property staff will create an electronic baseline submission file for tenant certifications (50059s) and transmit it to the TRACS production server TRACMPROD to populate the TRACS database for voucher submission.
 - Any fatal errors must be corrected prior to submission of the first voucher. Any error descriptions will be returned to the property via iMAX the day *after* transmission
- The first and all subsequent vouchers (MAT 30 files) must be transmitted electronically through iMAX to TRACS.
- **During the conversion year** (from the effective date of the HAP Contract), property staff will submit vouchers for zero dollars to establish the property in TRACS, as PIH will continue to pay assistance through the end of the year.
 - Property staff will use an OARQ to reverse out the subsidy payment portion (refer to the Industry User Guide to TRACS noted above for OARQ adjustments).



- Before transmitting, property staff must email the voucher to the Multifamily Account Executive (AE) for a cursory review and approval prior to transmitting the voucher MAT 30 to TRACS
- Once the AE approves the voucher for transmission, property staff transmit the voucher through iMAX.
- ***In January following the conversion year***, the owner will start submitting vouchers for payment.
 - The owner will prepare the voucher without zeroing out the subsidy request.
 - The owner will however zero out any adjustments on the adjustment section of the voucher that are from the prior year with an OARQ.
 - Before transmitting, the owner must email the voucher to the HUD Account Executive (AE) for a cursory review.
 - Once the AE approves the voucher for transmission, property staff transmit the voucher through iMAX.
 - Once the voucher has been transmitted, property staff must wait until the next business day to view the voucher in TRACS under the Voucher Query. Until TRACS has established the threshold for vouchering for the property, the voucher will likely be flagged with a T31 requesting the property staff immediately email a scanned, signed copy of the voucher to HUD's Voucher Processing at Voucherprocessing@HUD.gov. **Note: Voucher Processing has a 21-business day manual review process.**
 - This process must be followed for several months until Voucher Processing discontinues its review process and begins funding the vouchers automatically.

3.2 – Component 2 Conversions

The process for transmitting vouchers through iMAX to TRACS is the same as for Component 1 except that the owner will submit vouchers for payment immediately following conversion. The steps to be taken are those described above under ***“In January following the conversion year...”***

Note: No prior adjustments may be made to vouchers transmitted as of the effective date of the new HAP contract.

3.3 – Rehab Assistance Payments

Rehab Assistance Payments are established and approved in Part II, Section 2 of the executed HAP contract. If the property is receiving Rehab Assistance Payments:

- Property staff must use the rehab assistance payment invoice template provided by HUD monthly to itemize which units are receiving assistance.



- Rehab Assistance Payments are vouchered for as OARQ requests.
- Should the voucher have to go to Voucher Processing for review, the RAP invoice must accompany the paper voucher.

4 – Reviewing Tenant Files and Vouchers

Once having entered the TRACS Subsystem, to access information about tenant files and vouchers, choose “Voucher/Tenant Queries.” Several options are available under both “Voucher” and “Tenant,” as shown below.

TRACS

Tenant Rental Assistance Certification System
HUD web

TRACS Menu

Queries/Reports

Voucher	Tenant
<ul style="list-style-type: none">• Contract/Project Based Voucher Summary Query• Voucher Detail/Summary Reports• Voucher Query• Voucher Tenant Compliance Query	<ul style="list-style-type: none">• Assistance Payment Query• Certification Query• Certifications with Discrepancies Query• Late Recertification Query• Move-In/Move-Out Query• Multiple Occupancy Query• Project Evaluation Query• Tenant Unit Address Query• Verification Query

4.1 – TRACS Certification Queries/Reports

The Certification Query is used to view all current certifications in TRACS under the HAP contract and identify which ones are missing or incorrect. This is a reminder to the owner that annual recertifications need to be submitted to maintain the required compliance percentage.

- Compare the Active Tenants (in blue) with the list of tenants on the current voucher
- Send (or re-send) missing certifications to TRACS



- Click on any tenant name to view:
 - Discrepancies (TRACS error messages)
 - Certification History List (summary of each cert in TRACS)

U.S. Department of Housing and Urban Development
TRACS Certification List

Contract/Project Number: CA16R 1
Subsidy Contract Expiration Date: 06/30/2042
Active Tenant Count/Units: 62/62 (100%)

[Back to Query](#)
Select a Tenant Name to view additional certification details. *Highlighted rows correspond to Active Tenant Count.*

Tenant Name	SSN	Unit Number	Effective Date	Cert Type	Action Code	Action Effect Date	TRACS Process Date	AP	TTP	Annual Income	Adjusted Income	Gross Rent	Assist Status Code	Project or Contract Number	Subsidy Type	Household Member Count	Next Recert Date	Bedroom Count	Over/Under Housed	Move In Date	
	XC	10	1 102	07/01/2022	IC		11/03/2022	\$1102	\$404	\$16570	\$16170	\$1506	E		1	1	01/01/2023	1		01/24/2008	
	XC	70	1 103	07/01/2022	IC		11/03/2022	\$1193	\$313	\$12929	\$12529	\$1506	E		1	1	02/01/2023	1		02/13/2020	
	XC	12	1 104	07/01/2022	IC		11/03/2022	\$970	\$536	\$23603	\$21436	\$1506	E		1	1	03/01/2023	1		03/15/2012	
	XC	17	1 105	09/01/2022	AR		11/10/2022	\$1201	\$305	\$12598	\$12198	\$1506	E		1	1	09/01/2023	1		09/16/2011	
	XC	17	1 106	07/01/2022	IC		11/03/2022	\$1203	\$303	\$12536	\$12136	\$1506	E		1	1	02/01/2023	1		02/14/2011	
	XC	33	1 107	09/01/2022	AR		11/10/2022	\$1195	\$311	\$12838	\$12438	\$1506	E		1	1	09/01/2023	1		09/07/2016	
El	B	XC	70	1 108	07/01/2022	IC		11/03/2022	\$1164	\$342	\$14086	\$13686	\$1506	E		1	1	06/01/2023	1		06/10/2011
A	B	XC	12	1 114	07/01/2022	IC		11/03/2022	\$1185	\$321	\$13250	\$12850	\$1506	E		1	1	03/01/2023	1		03/14/2015
	XC	30	1 115	07/01/2022	IC		11/03/2022	\$1203	\$303	\$12536	\$12136	\$1506	E		1	1	05/01/2023	1		05/22/2014	
	XC	17	1 116	07/01/2022	*IC*		11/03/2022	\$1222	\$284	\$11782	\$11382	\$1506	E		1	1	12/01/2022	1		12/09/1996	
	XC	35	1 117	09/01/2022	AR		11/10/2022	\$1136	\$370	\$15202	\$14802	\$1506	E		1	1	09/01/2023	1		09/01/2015	
S	Z	XC	14	1 118	07/01/2022	IC		11/03/2022	\$1196	\$310	\$12798	\$12398	\$1506	E		1	1	12/01/2022	1		12/19/2016
V	A	XC	14	1 119	08/01/2022	AR		11/10/2022	\$1243	\$263	\$12838	\$10531	\$1506	E		1	1	08/01/2023	1		08/01/2018
	XC	33	1 120	07/01/2022	IC		11/03/2022	\$1195	\$311	\$12843	\$12443	\$1506	E		1	1	06/01/2023	1		06/03/2022	
BAU	D. A.	XC	14	1 121	07/01/2022	IC		11/03/2022	\$398	\$1108	\$44700	\$44300	\$1506	E		1	2	04/01/2023	1	U	04/05/2021
	XC	18	1 122	09/01/2022	IR		11/10/2022	\$1222	\$284	\$11360	\$11360	\$1506	E		1	1	11/01/2022	1		11/23/2020	
H	J	XC	17	1 200	09/01/2022	AR		11/10/2022	\$1190	\$316	\$14639	\$12638	\$1506	E		1	1	09/01/2023	1		09/11/2020
	XC	19	1 201	07/01/2022	IC		11/03/2022	\$1202	\$304	\$12550	\$12150	\$1506	E		1	1	02/01/2023	1		02/23/1999	

4.2 – Voucher Queries/Reports

- Voucher Query can be accessed by entering the project’s HAP contract number.
- Voucher Query shows 24 months of vouchers in descending voucher date order (with the most recent on top) and the details and status of each submission.



**Tenant Rental Assistance
Certification System**

HUD web

U.S. Department of Housing and Urban Development
TRACS Voucher List

Contract/Project Number: MI28 9
Project Name: F WEST
Subsidy Type: Section 8
Subsidy Contract Expiration Date: 03/31/2041
Active Tenant Count/Units: 48/48 (100%)

Back to Query
Select a Voucher ID to view additional voucher details:

Voucher ID	Voucher Date	Correction Ind	TRACS Processed Date	Status Code	Status Date	Discrepancy Ind	Approved Voucher Amount	Offset Amount	Amount Paid	Est Pay Date	Payee TIN	LOCCS Payee Name	Action ID	Contract Administrator ID	Compliance Percent
2301000915	01/01/2023	N	12/01/2022	P10	12/02/2022		\$15544	\$0	\$0						98
2212000988	12/01/2022	N	11/01/2022	P00	11/30/2022		\$16497	\$0	\$16497	12/01/2022	X	AM	LOCCS		98
2211002088	11/01/2022	N	10/04/2022	P00	10/29/2022		\$15699	\$0	\$15699	11/01/2022	X	AM	LOCCS		100
2210010451	10/01/2022	N	09/12/2022	P00	09/30/2022		\$15295	\$0	\$15295	10/03/2022	X	AM	LOCCS		100
2209005853	09/01/2022	N	08/05/2022	P00	09/09/2022		\$15440	\$0	\$15440	09/12/2022	X	AM	LOCCS		100
2208007029	08/01/2022	N	07/08/2022	P00	09/09/2022	Y	\$14645	\$0	\$14645	09/12/2022	X	AM	LOCCS		100
2207011860	07/01/2022	N	06/13/2022	P00	06/30/2022	Y	\$15783	\$0	\$15783	07/01/2022	X	AM	LOCCS		100
2206006124	06/01/2022	N	05/06/2022	P00	05/28/2022	Y	\$14832	\$0	\$14832	06/01/2022	X	AM	LOCCS		102
2205012572	05/01/2022	N	04/12/2022	P00	05/03/2022	Y	\$15717	\$0	\$15717	05/04/2022	X	AM	LOCCS		102
2204021716	04/01/2022	N	03/28/2022	P00	04/12/2022	Y	\$15195	\$0	\$15195	04/13/2022	X	AM	LOCCS		102
2203022764	03/01/2022	N	03/09/2022	P00	04/02/2022	Y	\$13681	\$0	\$13681	04/05/2022	X	AM	LOCCS		107
2202011677	02/01/2022	Y	02/09/2022	P00	04/02/2022	Y	\$14862	\$0	\$14862	04/05/2022	X	AM	LOCCS		102
2201007187	01/01/2022	N	12/07/2021	P00	02/04/2022	Y	\$14297	\$0	\$14297	02/07/2022	X	AM	LOCCS		102
2112016282	12/01/2021	N	11/17/2021	P00	11/30/2021		\$0	\$0	\$0				LOCCS		102
2111022879	11/01/2021	N	11/17/2021	P00	11/18/2021		\$0	\$0	\$0				LOCCS		109
2110023135	10/01/2021	N	11/17/2021	P00	11/18/2021		\$0	\$0	\$0				LOCCS		107
2109023198	09/01/2021	N	11/17/2021	P00	11/18/2021		\$0	\$0	\$0				LOCCS		109
2108023243	08/01/2021	N	11/17/2021	P00	11/18/2021		\$0	\$0	\$0				LOCCS		107
2107023262	07/01/2021	N	11/17/2021	P00	11/18/2021		\$0	\$0	\$0				LOCCS		102
2106023288	06/01/2021	N	11/16/2021	P00	11/17/2021		\$0	\$0	\$0				LOCCS		94

4.3 – Helpful Resources

4.3.1 – Multifamily Help Desk

- Phone: 1-800-767-7588 Email: TRACS@hud.gov
- Help Desk handles password resets, manual move-outs, re-baselines, questions about certs transmitted and items in the TRACS Secure System. Your HUD Account Executive will be able to assist you in the early months of conversion.

4.3.2 – Issues with Secure Systems (WASS) Passwords

- Don't know your password? Was it deactivated or expired?
 - Reset it online at <https://hudapps.hud.gov/react/wass/resetPwd.html> and the new password will be emailed to the email address in Secure Systems, or
 - Contact the REAC TAC at 888-245-4860 or react_tac@hud.gov



- Need to upgrade your role from User to Coordinator?
 - Submit an official letter as an attachment in an email to: reac_tac@hud.gov
 - The request must contain the following:
 1. Owner's letterhead or if the request is from Management company
 2. Owner's Tax ID#, FHA number or contract number or project number
 3. Name of the entity and signature and title of the Owner, President, CEO, or Board member

4.3.3 – TRACS Home Page

<http://www.hud.gov/offices/hsg/mfh/trx/trxsum.cfm>

From this page, you can:

- Obtain the Industry User Guide for TRACS Internet Applications
- Find documents, such as:
 - iMAX and MAT User Guides
 - TRACS Certification Re-baseline Request
 - TRACSMail ID Request and Registration Form
 - TRACS Multifamily Move-Out Request Form
 - TRACS Industry Meeting information/handout