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Introduction

Welcome to the industry's guide for the **Tenant Rental Assistance Certification System (TRACS) Internet Applications.** This guide provides step-by-step instructions on accessing and using the Over/Under Payment Resolution option, Voucher Detail Reports, Voucher Query, and Tenant Unit Address Query applications.

This guide is intended for industry and CAs.

In the introductory chapter, the overview section gives important history and background information. The general information section talks about the process, HUD's initiative and the various contracts and models that support HUD's Management Reform Plan of converting HAP portfolios into ACCs. Section three gives an at-a glance display of what type of information is included in the guide, and where it can be found.

Objectives

By the end of this chapter, you will be able to:

- Understand the different TRACS Internet Applications

- Understand what's in this guide

1.1   General Information

TRACS has made query capabilities available to HUD field and headquarters personnel via the Intranet for the past year. These capabilities are now being offered to the owners and management agents who can submit their query to TRACS via the Internet.

Over/Under Payment Resolution

One of the elements used to evaluate the performance of a Performance-Based Contract Administrator (PBCA) is the prompt resolution of overpayment or underpayment issues between the PBCA and the owner or management agent. The fact that there is an overpayment/underpayment issue is known at the time that the voucher is submitted; however, the date that it is resolved isn't known. This new option provides a vehicle for the PBCA to submit the resolution date via the Internet. Another evaluation element, the date HUD was notified, will be the system date at the time the resolution date is entered.

With the addition of the Over/Under Payment Resolution option, CAs are now able to submit online the date an underpayment/overpayment is resolved. This date and the date it was entered will be stored in the Voucher Summary table and displayed on the Update/View Over/Under Payment Resolution screen and on the Voucher Details screen.

Voucher Summary/Detail Reports

Implemented July 14, 2000, the Voucher Summary/Detail Reports were developed to increase the ease with which Owners, Agents and Contract Administrators are able to retrieve detailed information about the vouchers they have submitted for payment. Owners, Agents and Contract Administrators are able to download two ASCII files for the purpose of creating two voucher reports, the Voucher Summary and the Voucher Detail reports. The reports enable the authorized user to monitor voucher billing submitted to TRACS against the tenant certification data submitted to TRACS. Once downloaded, the reports can be opened and manipulated by using Microsoft Access or Microsoft Excel.

Voucher Query Application

Implemented in September 1997, TRACS Voucher/Payment System added processing and financial controls to the existing system while also establishing an interface with the Line of Credit Control System (LOCCS). Through the interface, TRACS requests payments and LOCCS returns confirmations or rejections.

After implementation of the TRACS Voucher/Payment batch processing system, it became clear that Field Offices, the Voucher Processing Hub, and Headquarters personnel required faster access to Voucher Data. Implementation of the TRACS Voucher Query application provided HUD users with access to detailed voucher information. This enabled HUD users to respond to and resolve owner/agent inquiries and perform the pre-payment validation required for vouchers that fail the threshold tests.

With the introduction of the Voucher Query Internet application, owners and management agents may now also access this information to determine voucher status and to resolve payment issues. It is anticipated that this Internet capability will reduce telephone traffic to Field Offices, the Voucher Processing Hub, and the TRACS Hotline. The main objective of the application is to provide a vehicle for answering status questions concerning a voucher.

Certification Query Application

The Certification Query application was developed to allow the Field Office TRACS user faster access to tenant certification information. This information enables the HUD user to respond to and resolve owner/agent inquiries and perform routine Project/Contract certification searches more quickly and easily.

With the implementation of the Internet applications, owners and management agents are able to access their own data at any time. Owner and management agents may query for a certification list by contract or project and sort it by unit or name. Certifications are retrieved and displayed in groups of twenty-five certifications. The certifications displayed are limited to the most current, and all future certifications. After June 1, 2000, a user may select the *Download* option from the query window to download the queried data into an ASCII file for reporting purposes. Easy-to-print instructions may be accessed by clicking the *Help* icon from the query window.

Move-In/Move Out Query

The Move-In/Move-Out option provides a comprehensive list of all move-ins and move-outs for a specified project or contract.

Multiple Occupancy Query

With Multiple Occupancy, reports can be retrieved to identify units occupied by multiple active heads of households and active heads of households occupying more than one unit.

Project Evaluation Query

Project Evaluation provides a valuable risk management reporting tool to asset managers to use when reviewing projects and/or specific households. The summary data included in this report can be helpful in identifying potential problem projects and specifically help locate problem units

Tenant Unit Address Query Application

The gathering of Tenant Unit Addresses by the TRACS system began with the implementation of TRACS Tenant Release 2.0.1.A. Owner/Agents were required to submit MAT 15's, supplying tenant unit and mailing addresses to the TRACS database. The Tenant Unit Address Query allows authorized users access to their previously submitted unit address data. Owner and management agents may query for tenant unit addresses by submitting either a contract or project number, and sort the results by either unit number or SSN. The application also permits the user to view the data in their browser or download it to an ASCII file. If the browser option is selected, retrieved addresses are displayed in groups of twenty-five. Selecting the Download option from the main query screen results in the creation of an ASCII file, which the user may then retrieve and customize according to their specific needs.

Verification Query

Verification Query can assist in determining whether owners and agents are using the approved passbook rates, income limits, contract rents, utility allowances, gross rents, and 236/BMIR

market rents.   Once current information is available, the report is used to quickly review the list of values as they were submitted on the project's certifications.

1.2   In This Guide

The TRACS Internet Application User Guide provides the procedures and reference information for researching summary and status data on vouchers submitted for a contract or project number for the 12-month period prior to the date of query submission. The chapters are arranged sequentially and document the process of accessing information available in the TRACS Intranet Application system.

In this guide, you will find the following information:

Table of Contents	The master *Table of Contents* is located at the front of the guide. It is a high-level summary of the topics in all chapters.
Chapter 1	*Introduction* explains the purpose and benefits of TRACS Internet Applications.
Chapter 2	*Getting Started* shows you how to access TRACS Internet Applications, change your password, and explains how to get an ID. It also describes the process of accessing the TRACS application system.
Chapter 3	The Contract & Project Based Voucher Summary Report provides information derived from Form HUD-52670 within a specified date range. Grouped by project or contract, the report provides information on the total number of subsidized and non-subsidized units submitted on the voucher, as well as assistance payment information including total assistance payments, adjustments, and debt service.
Chapter 4	The *Over/Under Payment Resolution* option enables the user to submit the date an overpayment/underpayment is resolved.
Chapter 5	The downloadable *Voucher Detail/Summary Reports* enable authorized users to monitor voucher billing submitted to TRACS against the tenant certification data submitted to TRACS by the owner/agents.
Chapter 6	The *Voucher Query* application provides HUD users with access to detailed voucher information.
Chapter 7	The *Manual Voucher Submission application* enables use of HUD's Internet to submit voucher summaries to TRACS

when the facility for submitting this information using the regular batch process is unavailable.

Chapter 8   The *Assistance Payment Report* lists all certification transactions within a contract or project and shows assistance payment amounts within a specific date range or voucher date.

Chapter 9   The *Certification Query* application was developed to allow TRACS users faster access to tenant certification information. This information enables the HUD user to respond to and resolve owner/agent inquiries and perform routine Project/Contract certification searches quickly and easily.

Chapter 10   The *Certifications with Discrepancies Report* provides owners and agent with easy access to certifications containing discrepancies and facilitates making corrections.

Chapter 11   The *Late Recertification Report* lists households within a contract or project that are late in recertifying. Users may specify whether the report will include all certifications, exclude terminations, list HQ terminations only, or only list terminations.

Chapter 12   The *Move-In/Move-Out* option provides a comprehensive list of all move-ins and move-outs for a specified project or contract.

Chapter 13   With *Multiple Occupancy*, reports can be retrieved to identify units occupied by multiple active heads of households and active heads of households occupying more than one unit.

Chapter 14   *Project Evaluation* provides a valuable risk management reporting tool to asset managers to use when reviewing projects and/or specific households. The summary data included in this report can be helpful in identifying potential problem projects and specifically help locate problem units.

Chapter 15   The *Tenant Unit Address* application provides users with quick access to unit address data for a project or contract, enabling them to respond to and resolve owner/agent inquiries.

Chapter 16   The *Verification Query* can assist in determining whether owners and agents are using the approved passbook rates, income limits, contract rents, utility allowances, gross rents, and 236/BMIR market rents.   Once current information is available, the report is used to quickly review the list of values as they were submitted on the project's certifications.

Chapter 17   The *Voucher Tenant Compliance Query* enables authorized users to view the latest compliance information at the contract or project level. Voucher funds may be released or denied based on the information supplied.

Appendices   *Appendices* provides reference code and description information detailing action, status, and other code functionality.