


# 4

## 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 TRACS Voucher Over/Under Payment Resolution option enables the user to submit the date an overpayment/underpayment is resolved. This option is available from the TRACS Main Menu screen.

From the **Over/Under Payment Resolution Voucher Selection** screen, click on the [TRACS Menu](#) link in the blue side bar to return to the **TRACS Main Menu**.

From the **Over/Under Payment Resolution Voucher Selection** screen, the  displays directly above the [User Guide](#) link as a visual to direct users to the user guide for assistance in using this application.

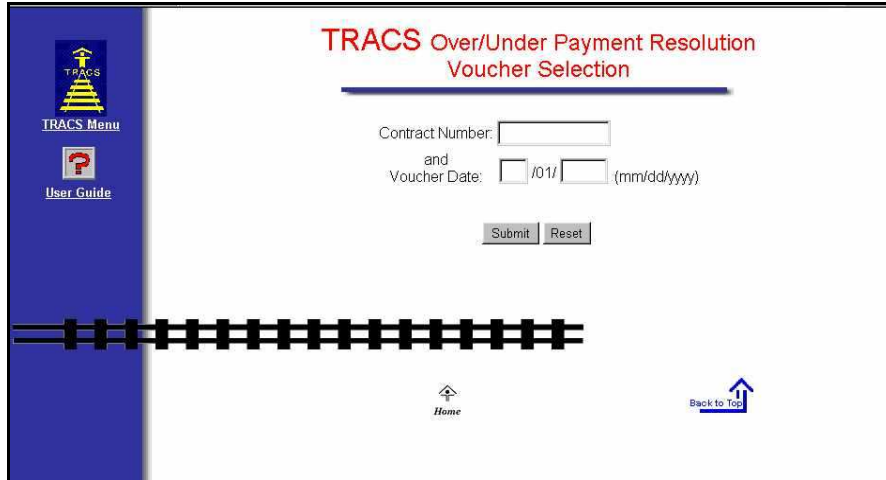
### **Objectives**

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

- Submit the date an overpayment or underpayment is resolved

## 4.1 To access the Over/Under Payment Resolution option:

1. From the TRACS Main Menu, click once on the Over/Under Payment Resolution link, and the **TRACS Over/Under Payment Resolution Voucher Selection** screen (Figure 1) displays.



The screenshot shows the TRACS Over/Under Payment Resolution Voucher Selection screen. On the left is a blue sidebar with a TRACS logo and links for 'TRACS Menu' and 'User Guide'. The main content area is white and features the title 'TRACS Over/Under Payment Resolution Voucher Selection' in red. Below the title, there are two input fields: 'Contract Number:' followed by a text box, and 'and Voucher Date:' followed by a date picker showing '/01/' and '(mm/dd/yyyy)'. Below these fields are 'Submit' and 'Reset' buttons. At the bottom, there are 'Home' and 'Back to Top' links.

**Figure 1. TRACS Over/Under Payment Resolution Voucher Selection Screen**

2. Enter the *Contract Number* and *Voucher Date*.
3. Click  , and the **Update Over/Under Payment Resolution (Edit Mode)** screen (Figure 2) displays.

**OR**

4. Click on  to clear fields and enter different criteria. Then click  , and the **Update Over/Under Payment Resolution (Edit Mode)** screen (Figure 2) displays.

### Update Over/Under Payment Resolution (Edit Mode)

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Contract Number: AL090024011  
 Project Name:  
 Voucher Date: 01/01/2008  
 Last Updated By: C05509  
 Last Update Date: 10/07/2008

Over/Under Payment Resolution Date:  /  /  (mm/dd/yyyy)

Notification To HUD Date: 10/07/2008

Payment Amount:  
 Over(Positive)  Under(Negative)    \$

**Figure 2. Update Over/Under Payment Resolution Screen**

*Note: If no voucher is found for the Contract Number and voucher date entered, a message displays stating, “No voucher was found with the searching criteria entered”.*

4. Enter *Over/Under Payment Resolution* date.
5. Select either *Over (positive)* or *Under (negative)* radio button.
6. Enter *Payment Amount*. You must enter a number higher than “0.”
7. Click on , and the “TRACS Voucher Successfully Updated” message displays.

**OR**

“The Over/Under payment Resolution data was not updated successfully” message displays.

The date displays on the **Voucher Detail** screen.

8. Click on , and you are returned to the **Over/Under Payment Resolution Voucher Selection** screen.
9. Click on the TRACS Menu link in the blue side bar to return to the **TRACS Main Menu**.