

Posted December 22, 2008

TRACS 2.0.2.C Updates

The following updated documents have been posted to the TRACS Documents page:

- **43503x9a-for HUD-52670**
(Corrected misspelling – Item 6.A)
(Added statement – Item 6.A.2.b)
(Added note – Item 10)
- **Attachment 1_MAT_Chap04_202C**
(Revised instructions – How to split a household or move a household member to another household)
- **Attachment3_MAT_Chap06_202C**
(Incorporated updated information relative 43503x9a-for HUD-52670)
- **HUD-50059 instructional for TRACS 202C**
(Corrected misspelling – Item 109)
(Corrected spacing issues – Item 32 & Item 44)
- **HUD-50059 A instructional for TRACS 202C**
(Updated instructions – Removed Note in Item 5 regarding full certification requirement for Utility Allowance changes)
(Updated instructions – Modified Note in Item 18 regarding full certification requirement for Utility Allowance changes)
- **SpecialClaimsRounding-TRACS 202C**
(Three versions of the Property Disposition vacancy claim have been added to avoid complex date arithmetic in some of the key cells)

Posted December 18, 2008

The Integrated Multifamily Access eXchange (iMAX) went into production September 29th, 2008. Effective immediately, all problems/questions/request related to iMAX must be sent to the MF Help Desk via phone (1-800-767-7588) or email (TRACS@hud.gov) with the subject line iMAX.

Posted December 9, 2008

Vendor Helpdesk Information for TRACS 202C and iMAX

A list containing vendor's helpdesk information relative to TRACS 202C and iMAX is now posted on the TRACS Documents Page.

Posted December 5, 2008

TRACS

TRACSMAIL went down yesterday afternoon and services were restored last night. As of this morning users are able to connect but files are not being sent or received. We are currently working with the vendor to resolve this problem. We also experienced problems with iMAX on yesterday. As of 9am this morning all iMAX problems were resolved. If you continue to experience problems with iMAX please contact the MF Help Desk on 1-800-767-7588. An update on TRACSMAIL will be provided when the status change.

Thanks in advance for you patience.

Posted December 04, 2008

TRACSMAIL IS CURRENTLY DOWN!!! We will provide an update when the status change.

TRACS October 2008 Industry Meeting Follow-up Items

1. **Next TRACS Industry Meeting Date:** The next TRACS Industry Meeting is tentatively scheduled for March 11-12, 2009.
2. **Mid Month Interim Re-certifications (IR):** HUD Policy will not allow mid month IR's for dual subsidy (DS) situations. Information contained in the TRACS 202C MAT Guide and Industry Specification on the TRACS Document Page regarding mid month IR's for DS situations is incorrect. These documents will be revised to reflect Policy's decision.
3. **TRACS 202C HUD-50059 and HUD 50059-A Instructions:** Industry best practice instructions relative to the HUD-50059 and HUD-50059-A are available on the TRACS Document Page (see 202C Industry Spec Document: HUD-50059 instructional for TRACS 202C and HUD-50059 A instructional for TRACS 202C).
4. **TRACS 202C HUD-52670 Instructions:** Instructions relative to the HUD-52670 are available on the TRACS Document Page (see 202C Industry Spec Document: 43503x9a-for HUD-52670).
5. **HUD Forms Approval Date:** The approval date located in the lower right corner of HUD forms will not change if the only form change involves extending the expiration date.
6. **TRACS 202C and iMAX Implementation Dates:** TRACS 202C and iMAX Implementation dates have not changed (see schedule below). HUD TRACS will hold a conference call February 2009 to assess Industry implementations.

iMAX/202C IMPLEMENTATION Schedule

HUD/TRACS

iMAX Implementation Date: September 29, 2008

202C Implementation Date: September 29, 2008

(Note: Initial 202C install date August 8, 2008)

PBCAs/TCAs

iMAX Implementation Date: December 01, 2008

202C Implementation Date: December 01, 2008

O/As

iMAX Implementation Dates: December 01, 2008 thru February 28, 2009

202C Implementation Dates: December 01, 2008 thru March 31, 2009

TRACSMail Termination Dates

TRACSMail: March 01, 2009

202B: April 01, 2009

On October 24th Housing posted information entitled iMAX Updates on TRACS announcement page. This announcement requested all users to update their TRACSMAIL account user profile in the TRACSMAIL application. It failed to mention that you **MUST** establish a dial-up connection with TRACSMAIL in order to do this. While this may be difficult for users that utilize vendor software we encourage those who can do this to do so as soon as possible. Once TRACSMAIL will be decommissioned 2/28/2009 Housing will allow users the opportunity from 3/1/2009 – 3/31/2009 to update user profiles in iMAX. **Under no circumstances should any user that has not completely converted over to iMAX update their user profiles in iMAX.**

During the pilot and system test for iMAX Housing allowed the usage of WASS I Ids. These Ids were and are intended to allow software vendors the capability to test their software with HUD's infrastructure. Many users have asked if **I Ids** can be used to submit Monthly Activity Transmission to TRACS production environment. In order for TRACS to comply with HUD's security policy along with NIST and FISMA users with I Ids will not be allowed to submit production files to TRACS. Therefore, all users must have a valid WASS M ID and password along with a valid TRACSMAIL Id and password. There will be no exceptions to this rule.

We are aware users are having problems with obtaining a valid WASS M ID. If you have requested an M ID from WASS and still have problems with obtaining it we would like to hear from you. Please send an e-mail to MF_TRACS_TM_WRKGRP@HUD.GOV. Housing will be working with the WASS team to address these problems in an effort to expedite this process in hopes of ensuring all users who have requested an ID can obtain one in a timely manner.

Posted November 25, 2008

iMAX Temporarily Unavailable for System Maintenance

EDS will be performing system maintenance on the iMAX Database Server from 9:00 P.M. until 11:00 P.M. EST on Tuesday, November 25, 2008. During this time iMAX will be temporarily unavailable. We apologize for any inconvenience this may cause. Please contact the MF Help Desk at 1-800-767-7588 if you experience any problems with iMAX after 11:00 P.M., Tuesday, November 25th.

Posted November 13, 2008

**Office of Policy Development & Research and Office of Multifamily Housing
Seeks Participants for Low Income Housing Tax Credit Working Group**

The HUD Office of Policy Development and Research (PD&R), and Office of Multifamily Housing (MFH) are establishing a working group to determine requirements for Low Income Housing Tax Credit (LIHTC) tenant-level data collection. Section 2002 of the Housing Economic Recovery Act (HERA) of 2008 (H.R. 3221) requires HUD to collect data for LIHTC tenants. We are soliciting representatives from our Industry Partner community to participate in the LIHTC Working Group. Representatives will be expected to participate in conference calls, industry meetings, discussion forums and email correspondence.

The working group will be co-chaired by a member of the PD&R staff and a representative from the HUD Industry Partner Community.

HUD will need to: (1) Promulgate a rule to implement the data collection; (2) Clear survey through the Office of Management and Budget (OMB); and (3) design and construct data repository systems for tenant-level and project-level information.

Please go to the following link to register for the working group (under item number 7 only check Low Income Housing Tax Credit) NLT December 4, 2008:

<http://www.surveymonkey.com/s.asp?u=159873210862>

Questions concerning this announcement may be sent to:

MF.LIHTC.WORKING.GROUP@HUD.GOV

Posted October 24, 2008

iMAX Update

The Integrated Access eXchange System (iMAX) was implemented on September 29, 2008. We have noticed user activity daily since implementation. iMAX and TRACSMail will operate concurrently until March 1, 2009. During the transition period we ask all users **NOT** to access the **USER PROFILE** link in iMAX. This link allows users to update profile information and change their password. When accessing this link user accounts are getting corrupted resulting in them not being able to use TRACSMail until the accounts are restored.

One of the reasons TRACSMail accounts is being corrupted is because both TRACSMail and iMAX use the same directory for user authentication. However, each system requires different indicators to operate. When a user updates user information or change their password in iMAX indicators required by TRACSMail are set to default values causing accounts to be corrupted.

Continue to use TRACSMail to maintain your account information and for password resets until you have completely transitioned over to iMAX. To assist in a smooth transition from TRACSMail to iMAX we request each user to verify their account information in TRACSMail and make any updates required. In the future, MFH Help Desk will only talk with the user name in the profile regarding TRACSMail and iMAX issues account problems. These ids are tied to the site and not an individual. However, the individual responsible for submitting certifications and vouchers and maintaining the account must be listed in the profile. To verify and update your profile information please use the following link <http://tracsmail.hud.gov:8080/nda/login.html>

REMINDER: All users must have a valid WASS ID and password to access iMAX along with a valid TRACSMail ID. We strongly encourage each site to have a unique TRACSMail ID. To obtain a WASS ID please use the following link http://www.hud.gov/offices/reac/online/online_registration.cfm

To obtain a TRACSMail ID contact the Multifamily Help Desk 1-800-767-7588 or download the request form from: <http://www.hud.gov/offices/hsg/mfh/trx/trxsum.cfm> Click on the Documents link then on the Tracsmail ID Request and Registration form.

Please Note: Cut and paste or type the above URLs into the address bar on your browser. They are not active links.

Posted October 27, 2008

TRACS Industry Group Meeting Presentations

Presentations from the October 22-23, 2008 TRACS Industry Group Meeting are available for on line viewing at the TRACS Industry Meetings link (<http://www.hud.gov/offices/hsg/mfh/trx/trxmeet.cfm>).

Posted October 17, 2008

The User Guide for iMAX is now posted on TRACS website under the **Documents** link.

Many users have reported that the iMAX web services URL provided in a previous posted message was incomplete. The correct iMAX Web Services URL is:

<https://www21.hud.gov/IMAX-WS/access>

Please report any problems with iMAX to MFH Help Desk on 1-866-767-5758.

Please send all questions regarding iMAX to: MF_TRACS_TM_WRKGRP@Hud.gov.

We look forward to seeing you at the upcoming TRACS Industry Meeting.

Posted October 14, 2008

TRACS INDUSTRY GROUP MEETING INFORMATION

The TRACS Industry Group Meeting will be held on October 22 and 23 at HUD Auditorium Suite C. All meeting attendees should enter the HUD building on the South Visitor's Entrance (near 7th and E Street S.W.).

If you plan to bring any equipment (LAPTOP, etc.), please email MF_TRACS_working_group@hud.gov using the subject "Property Pass" NLT October 17, 2008 to have a property pass created for you. Include the following information in the email:

First and Last Name:

Type of Equipment (LAPTOP, etc):

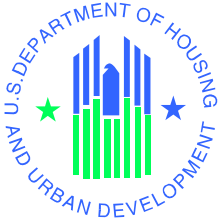
Make:

Model:

Serial Number:

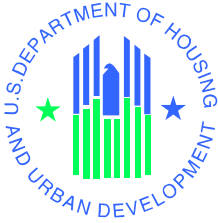
Posted October 10, 2008

(scroll down to see next 2 pages)



TRACS Industry Group Meeting
October 22-23, 2008
HUD Auditorium Suite C
451 7th Street S.W.
Washington DC 20410

Day 1	Wednesday	October 22, 2008
08:30 AM – 09:00 AM	Registration	
09:00 AM – 09:30 AM	Opening Remarks	Lanier Hylton
09:30 AM – 10:30 AM	Low Income Housing Tax Credit	Michael Hollar Kurt Usowski
10:30 AM – 10:45 AM	Break	
10:45 AM – 11:45 AM	iMAX/202C Implementation & TRACS Maintenance Updates	Deatrie Perry Pat Machogu
11:45 AM – 12:30 PM	TRACS 202C Voucher & General Industry Transition Issues	Mary Ross Jed Graef
12:30 PM – 01:30 PM	Lunch iREMS Data Sharing Working Group Breakout Session (HUD RM-6255)	Naseem Saab Wesley McAfee
01:30 PM – 02:45 PM	TRACS 202C Certification	Mary Ross Jed Graef
02:45 PM – 03:00 PM	Break	
03:00 PM – 04:00 PM	HUD Policy Changes	Gail Williamson



TRACS Industry Group Meeting
October 22-23, 2008
HUD Auditorium Suite C
451 7th Street S.W.
Washington DC 20410

Day 2	Thursday	October 23, 2008
09:00 AM – 09:30 AM	Recap Day 1 Session	Lanier Hylton
09:30 AM – 10:00 AM	iREMS – (integrated Real Estate Management System) Data Sharing	Naseem Saab Wesley McAfee
10:00 AM – 10:30 AM	EIV – Enterprise Income Verification	David Sandler Gail Williamson Ladonna Reed-Morton
10:30 AM – 10:45 AM	Break	
10:45 AM – 11:15 AM	APPS (Active Partners Performance System) 2530	William W. Hill
11:15 AM – 11:45 AM	Office of Housing Assistance Contract Administration Oversight Update	Deb Lear
11:45 AM – 12:00 PM	Closeout Activities	Lanier Hylton

Posted October 3, 2008

iMAX Performance

We are currently experiencing slow response time with iMAX web-browser and web services. The TRACS and HITS technical staffs are working diligently to identify and resolve the problem. We will keep you informed of the progress and thank you for your patience.

Posted September 30, 2008

TRACS Integrated Multifamily Access eXchange (iMAX) Implementation

iMAX became operational Monday, September 29, 2008. iMAX users will need a WASS ID and password as well as an iMAX ID and password (previously known as the TRACSMail User ID and Password). You can request an iMAX ID and Password by contacting the:

Multifamily Housing Help Desk @ 1-800-767-7588; or
E-Mail: TRACS@hud.gov

The Web Services URL for iMAX is **<https://www21.hud.gov/IMAX-WS>**

Things to Remember

- To test iMAX, use the iMAX vendor region web service link:
<https://www21.hud.gov/IMAX-WSPILOT/access>
- To test MAT files, use the iMAX production web browser (available through WASS at https://www.hud.gov/HUD_Systems) or production web services (link: **<https://www21.hud.gov/IMAX-WS>** and **send files to TRACMTEST.**
- For production files, use the iMAX production web browser (available through WASS at https://www.hud.gov/HUD_Systems) or production web services (link: **<https://www21.hud.gov/IMAX-WS>** and **send files to TRACMPROD.**

Additional Things to Remember

- A valid WASS ID is required. If you do not currently have a WASS Multifamily (M) ID please use the following link to request one:
https://hudapps.hud.gov/public/wass/public/independent/indreg_page.jsp
- If you currently have a WASS (M) ID and access to TRACS online queries you will automatically be assigned the iMAX role.
- Report all problems and/or questions related to iMAX testing to:
MF_TRACS_TM_WRKGRP@hud.gov
- All new WASS Ids must be added to the LDAP directory for web services. This is handled by another department in HUD which can take up to 3 days to complete.

Performance Based Contract Administrators (PBCAs) and Traditional Contract Administrators (TCAs) must be prepared to use iMAX effective December 1, 2008.

The current TRACSMAIL system will remain up and running until 2/28/2009. TRACSMAIL will accept both 202B and 202C MAT files until 2/28/2009.

Please accept our sincere apology for the delay in disseminating this information.

Posted September 16, 2008

TRACS Industry Meeting

The TRACS Industry Meeting will be held on Wednesday, October 22, 2008 and Thursday, October 23, 2008 at the Department of Housing and Urban Development (HUD) Auditorium on 451 Seventh Street SW, Washington, DC. All meeting attendees should enter the HUD building through the South Visitor's Entrance (near 7th and E Street SW).

To register, please go to the following link:

TRACS Registration:

<https://216.151.253.69/TracsRegistration/survey/registration.asp>

Registration needs to be completed by October 15, 2008.

(Not an active link you must cut and paste or type it into your browser's address bar).

Posted September 8, 2008

Help Desk Voice Mail is down

At the current time the voicemail for the Multifamily Housing Help Desk located the Washington Office Center is not working.

We can not retrieve any messages for technical assistance that may currently be awaiting retrieval. Users also can not leave a voicemail when calling the helpdesk 800 number.

A call has been placed with the telecom group and we are awaiting their response and repair of the problem. As soon as we know that the telephone system is back on-line and I will let you know.

Software Vendor Testing

From September 8th – 28th iMAX development team will be setting up the iMAX production environment. iMAX will be available to the user community on September 29, 2008.

The iMAX vendor region will continue to accept files through web services during the period of September 8th – 28th; however, the files will not be processed by TRACS batch cycle at this time.

Any MAT files for testing in TRACS batch cycle must be submitted via TRACSMail.

From September 29th:

- To test iMAX, use the iMAX vendor region web service link:
<https://www21.hud.gov/IMAX-WSPILLOT/access>.
- To test MAT files, use the iMAX production web browser (available through WASS at https://www.hud.gov/HUD_Systems) or production web services (link to be provided by 9/29/2008) and **send to TRACMTEST**.
- For production files, use the iMAX production web browser (available through WASS at https://www.hud.gov/HUD_Systems) or production web services (link to be provided by 9/29/2008) and **send to TRACMPROD**.

Things to Remember

- A valid WASS ID is required. If you do not currently have a WASS Multifamily (M) ID please use the following link to request one:
https://hudapps.hud.gov/public/wass/public/independent/indreg_page.jsp
- If you currently have a WASS (M) ID and access to TRACS online queries you will automatically be assigned the iMAX role.

- Report all problems and/or questions related to iMAX testing to:
MF_TRACS_TM_WRKGRP@hud.gov
- All new WASS Ids must be added to the LDAP directory for web services. This is handled by another department in HUD which can take up to 3 days to complete.
- The current TRACSMAIL system will remain up and running until 1/30/2009.

Posted August 21, 2008

iMAX Connection Errors

Thank you for your timely response re-testing iMAX. As a result of your testing, HUD discovered you may experience connection errors with the iMAX web services. The HUD infrastructure team is aware of the issue and is currently working to resolve this as quickly as possible. We will notify you when the issue has been resolved. This issue does not affect the iMAX web browser (via WASS) or TRACSMail submissions. Please direct your questions and/or concerns to [TRACS MF TM WRKGRP@Hud.gov](mailto:TRACS_MF_TM_WRKGRP@Hud.gov).

Posted August 19, 2008

The second and final round for software vendor testing of iMAX commences tomorrow 8/20/2008. The new URL for web services is <https://www21.hud.gov/IMAX-WSPILOT/access>. For the web browser users must go through WASS. Any files sent through iMAX from 8/20/2008 through 9/5/2008 will be sent to and processed by TRACS. TRACS will run a batch cycle daily no later than 4pm. Any files sent/received during the previous iMAX test cycle are not available in the new iMAX environment. However, the data from those files previously submitted to and processed in TRACS is still in the TRACS vendor region.

We strongly encourage all software vendors to participate in this round of testing to ensure there are no negative impacts to your software based on the setup and configuration of the new and final iMAX test and production environments.

The new production date for iMAX is 9/26/2008. iMAX test environment will remain open after the implementation of iMAX.

Please direct any questions or concerns to [TRACS MF TM WRKGRP@Hud.gov](mailto:TRACS_MF_TM_WRKGRP@Hud.gov).

Posted August 8, 2008

The implementation of the Integrated Multifamily Access eXchange was pushed back due to circumstances beyond our control. The new date for implementation is 9/26/2008. The iMAX test region will be available for vendor testing from 8/20/2008 through 9/5/2008. We strongly encourage all software vendors to test their software during this timeframe to ensure your software communicates and function with iMAX final setup and configuration prior to implementation. We anticipate a change in the web services URL. This change along with any additional information will be provided no later than COB 8/18/2008.

Please direct all questions to MF_TRACS_TM_WRKGRP@Hud.gov

Posted August 3, 2008

TRACS INDUSTRY MEETING NEWS

The TRACS Industry Meeting will be held on Wednesday, October 22, 2008 and Thursday, October 23, 2008 at the Department of Housing and Urban Development (HUD) Auditorium on 451 Seventh Street SW, Washington, DC. All meeting attendees should enter the HUD building through the South Visitor's Entrance (near 7th and E Street SW). Information regarding Industry Meeting registration and a final agenda will be posted at a later date.

Meeting Times

Wednesday October 22, 2008

9:00 AM Opening Remarks

4:00 PM Conclude Day 1

Thursday October 23, 2008

9:00 AM Opening

12:00 Noon Conclude Day 2

Tentative Meeting Agenda Items

- TRACS 202C and iMAX
- HUD Policy Changes
- Funding Issues
- Electronic Signature
- iREMS Data Sharing and Auto Operation Cost Adjustment Factor (OCAF)
- Error Tracking Log
- EIV
- WASS
- APPS 2530

Posted July 10, 2008

TRACS Release 2.0.2.C Update (Correction)

The updates described below have been made and the updated documents posted to the TRACS Documents page:

- **Attachment 2_MAT_Chap05_202C**
Modified the description of the MAT10, Section 3, MAT field 24, "Race – Declined to Report" to define the letter designations to be used in the Race fields on the **50059**.

Posted July 7, 2008

**ATTENTION: ENTERPRISE INCOME VERIFICATION (EIV) SYSTEM
WEBCAST**

SCHEDULED FOR JULY 8-9, 2008 IS CANCELLED

The webcast scheduled for July 8-9, 2009, is cancelled. We apologize for any inconvenience this has caused and will send out another listserv message as soon as the webcast is rescheduled.

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TRACS Release 2.0.2.C Update

The updates described below have been made and the updated documents posted to the TRACS Documents page:

- **Attachment 2_MAT_Chap05_202C**
Modified the description of the MAT10, Section 3, MAT field 24, "Race – Declined to Report" to define the letter designations to be used in the Race fields on the 50059.
- **Calculating Tenant Rent -TRACS 202C**
Updated the spreadsheet to resolve and issue concerning Section 236 rent calculations and utility allowances.

Posted July 3, 2008

Vendor Testing

Please be advised that the Vendor region has now been made available. All database enhancements have been installed to facilitate 202C specifications, as well as all tenant data has been cleared in preparation for new 202C testing. You may begin submitting 202C data to the Vendor region via TRACSMail (TRACMTEST) or iMAX, and you may also continue submitting 202B data however it will be converted to 202C format as previously stated. If you experience any problems, or have any questions, please contact the TRACS Hotline at (800) 767-7588.

Posted June 27, 2008

Software Vendors and In-house Developers Joint 202C Testing

HUD TRACS is facilitating 202C Testing amongst Software Vendors and In-House Developers. Site Vendors or Owner/Agent (OA) In-house Developers that would like to test their 202C Software with Contract Administrator (CA) Vendors or In-house CA Developers 202C Software should email the information below to MF_TRACS_Working_Group@hud.gov using the subject "Site Vendor 202C Testing". You will receive information relative to CA Vendors and In-house CA Developers participating in 202C testing that you may contact to initiate the process.

For Site Vendor/In-House OA Developer provide the following information in an email message:

Contact Name, Email Address, Telephone Number, Company/Product Name(s) and Software Version

CA Vendors or In-house CA Developers that would like their 202C Software tested by Site Vendors or In-house OA Developers should email the information below to MF_TRACS_Working_Group@hud.gov using the subject "CA Vendor 202C Testing". Your information will be shared with Site Vendors and In-house OA Developers that will contact you to initiate the process.

For CA Vendor/In-house CA Developer provide the following information in an email message:

Contact Name, Email Address, Telephone Number, Company/Product Name(s), Software Version, *plus*

*Transmission Option(s) (i.e. TRACSMAIL/iMAX/eMail)
and Available 202C Testing Dates (Ex. 9/1/08 through 9/26/08)*

Posted June 26, 2008

TRACS 202C VENDOR TESTING *CORRECTION******

The TRACS processing address listed in #5 of the June 24, 2008 posting for “TRACS 202C VENDOR TESTING” is incorrect. The correct address is TRACMTEST@tracsmail.hud.gov.

We apologize for any inconvenience that this may have caused.

Posted June 24, 2008

TRACS 202C VENDOR TESTING

Software Vendor Testing for TRACS Release 202C begins July 1, 2008 through July 31, 2008. The TRACS Vendor Test Region will be unavailable for Vendor testing from June 26, 2008 through June 30, 2008 to allow for 202C installs.

See the information below regarding 202C Testing Requirements:

1. Each Vendor or In-House Developer must have a Telecom Address and password. If using iMAX, a WASS ID and password is also needed.
2. If you are a site vendor, use contract numbers and project numbers associated with HUD administered properties. You can obtain the numbers from your Owner/Agent client. The contract numbers and project numbers will be loaded in the TRACS Vendor Test Region. Using HUD administered numbers eliminates the CA-ID requirement on TRACS submissions.
3. If you are a Contract Administrator (CA) Vendor, use contract numbers and project numbers that your CA client manages on behalf of HUD. You can obtain the numbers from your CA client. The contract numbers and project numbers will be loaded in the TRACS Vendor Test Region.
4. Use TRACSMAIL or iMAX for transmissions.
5. Send all 202C test submissions for TRACS processing to TRACSMTEST@tracsmail.hud.gov
6. TRACS MAT and batch cycles will be run at least once a day depending on the volume of data.
7. Report all problems with 202C TRACS Testing to MF_TRACS_Working_Group@HUD.gov using the subject "202C TRACS Testing".

Posted June 18, 2008

TRACS Release 2.0.2.C Update

The updates described below have been made and the updated documents posted to the TRACS Documents page:

- **Attachment 2_MAT_Chap05_202C**
Modified the description of "DS = Double Subsidy" in the MAT65 Termination Record to allow the TM-DS to follow either an IC (market rent tenant moved to subsidy with an IC prior to MO from old property) or a MI.
- **TRACS 202C Discrepancies and Fatal Errors**
Updated the "Recommended Solution" statement for fatal error F0242 to reference the date the tenant began receiving subsidy with an IC prior to the move-out from the old property.
- **SpecialClaimsRounding-TRACS 202C**
Updated 52671-A and 52671-C to resolve issues.

Posted June 16, 2008

MF Helpdesk Phone Operational

The MF Helpdesk Phone is now operational. Please resume using the MF Helpdesk phone number 800-767-7588 for assistance with MF systems.

Posted June 13, 2008

MF Housing System Help Desk Phone Outage

We are currently having telephone problems at the Washington Office Center building.

Although the MF Housing System Help Desk staff can make outside telephone calls, Help Desk staff cannot receive any calls either directly or thru our 800-767-7588.

Help Desk staff have contacted the telecom group and they are currently looking into the problem.

We will post an announcement when the problem is resolved.

Posted June 9, 2008

Welcome to Software Vendor Testing

Software Vendor testing for iMAX begins June 9, 2008 through June 30, 2008. During this period software vendors will use the current MAT 2.0.2.B format for testing with iMAX.

Beginning July 1, 2008 through July 31, 2008 Software Vendor testing for 2.0.2.C will begin. Additional information on 2.0.2.C testing is forthcoming.

Things to Know

- A valid WASS ID is required. If you do not currently have a WASS Independent (I) or Multifamily (M) ID please request an (I) ID via the following link:
https://hudapps.hud.gov/public/wass/public/independent/indreg_page.jsp
- If you currently have a WASS (M) ID and access to TRACS online queries you will automatically be assigned the iMAX role.
- If you have received your WASS (I) and requested the assignment of the iMAX role your role will be assigned by 9am on Monday June 9th.
- iMAX link for web services: <https://www11.hud.gov/IMAX-WS/access>
- iMAX Web Browser access is through WASS:
https://hudapps.hud.gov/HUD_Systems
- Send all data submission for TRACS processing to destination:
TRACMTEST@Tracsmail.hud.gov
- Report all problems related to iMAX during Software Vendor testing to: MF_TM_WRKGRP@hud.gov

- If you are not ready to begin software vendor testing but still need to pre-test your software without a WASS ID iMAX web service development environment is available via the link below. Please note that files uploaded through the development link will not be available/viewable through the Vendor Testing link. TRACS responses will be available through both links:
<https://www11.hud.gov/IMAX-WS-T/access>
- For iMAX Vendor Testing, TRACS MAT and batch cycles will be run at least once a day depending on the volume of data. More or less frequent cycles can be requested.

NOTE: If you requested a new WASS ID within the last week or two and are using iMAX Web Services you may experience an authentication failure. All WASS Ids must be loaded into the LDAP database. We are working to ensure all Ids are loaded within the next day or two. We apologize for any inconvenience and thank you in advance for your patience.

Posted June 4, 2008

TRACS INDUSTRY MEETING NEWS

The TRACS Industry Meeting will be held on Wednesday, October 22, 2008 and Thursday, October 23, 2008 at the HUD Auditorium on 451 7th Street, SW Washington, DC 20410. Information on the Industry Meeting registration and agenda will be posted at a later date.

Posted June 2, 2008

TRACS Tenant/Voucher Query Enhancement

On June 27, 2008, in an effort to comply with the Office of Inspector General in protecting the privacy of each individual, TRACS will implement an enhanced version of Tenant and Voucher queries. Social security number (SSN), taxpayer identification number (TIN), and date of birth (DOB), currently displayed in full format on both the web query page and the download file, will now be partially blocked from view through use of the display format below:

SSN - XXXXXNNNN

TIN - XXXXXNNNN

DOB - XX/XX/NNNN

Queries and associated downloads affected by the enhancement include:

- Assistance Payment Query
- Certification Query
- Certification with Discrepancies Query
- Late Recertification Query
- Move-In/Move-Out Query
- Multiple Occupancy Query
- Project Evaluation Query
- Tenant Unit Address Query
- Verification Query
- Voucher Detail/ Summary Reports

Questions concerning the enhancement may be directed to the TRACS Helpdesk at 1-800-767-7588.

Posted May 30, 2008

Industry iMAX/202C Implementation

Assumption:

The Office of Management and Budget (OMB) approves the TRACS 202C versions of the HUD-50059, HUD-50059-A, HUD-52670-A Part 1, Part 3, Part 4 and Part 5 on or about July 1, 2008.

Implementation Schedule:

The Site Software Vendors, Contract Administrator (CA) Software Vendors and In-house Software Developers schedule for the Integrated Multifamily Access Exchange (iMAX) and TRACS 202C implementation is listed below:

<u>Software Development</u>	<u>TRACSMAIL/iMAX TRACS 202B/202C Transition</u>
07/01/2008 – 10/10/2008	10/13/2008 – 01/31/2009

TRACS 202B/202C Concurrent Processing Requirements:

Performance Based Contract Administrators (PBCAs) and Traditional Contract Administrators (TCAs) must be ready to accept both TRACS 202B and 202C Monthly Activity Transmissions (MAT) through TRACSMAIL and iMAX commencing October 13, 2008.

PBCAs, TCAs and TRACS will discontinue accepting TRACS 202B and TRACSMAIL after January 31, 2009.

Questions concerning this announcement can be sent to mf_TRACS_working_group@hud.gov.

Posted May 23, 2008

SOFTWARE VENDOR TESTING for iMAX IS ON THE HORIZON

Requirements for vendor testing:

Software Vendor testing for TRACS iMAX will begin June 9, 2008. Vendors are required to have a valid WASS ID to participate in vendor testing.

All software vendors are required to apply for an Independent (I) WASS ID.

To apply for an (I) WASS ID please click on the following link:

http://www.hud.gov/offices/reac/online/online_registration.cfm

Select "Independent User" link for Independent user ids.

Your ID will be sent to you via email. Please be sure your email address is correct on the registration form. Once you have obtained your WASS ID please send an email to MF_TRACS_TM_WRKGRP@Hud.gov requesting the assignment of the iMAX role to your WASS ID. Please provide your name, company name, phone number and WASS ID.

From June 9, 2008 through June 30, 2008 vendors will be able to test iMAX with 2.0.2.B.

NOTE: Testing with 2.0.2.B will not be available for vendors after June 30th.

From July 1, 2008 through July 31, 2008 vendors will be able to test iMAX with 2.0.2.C.

The link to test web services in the vendor environment will be provided at a later date prior to June 9th, 2008.

The link to test web browser in the vendor environment is:
https://hudapps.hud.gov/HUD_Systems

The iMAX development environment will remain available for software vendors who are not ready or would like to continue software testing after July 31st. The iMAX team will provide a test WASS Id for the development environment.

Reporting iMAX Problems/Issues:

During vendor testing please direct all issues, problems and/or questions to MF_TRACS_TM_WRKGRP@Hud.gov. We will respond to all emails in a timely manner. There will be no direct contact to the iMAX development team during software vendor testing.

Posted May 20, 2008

TRACS Release 2.0.2.C Updates

The following new and/or updated documents have been posted to the TRACS Documents page:

- **Appendix 10. Regular Assistance Payments**
(Revised instructions for the HUD-52670-A Part 1)
- **Appendix 10a. Adjustments**
(Revised instructions for the HUD-52670-A Part 3)
- **Attachment 1_MAT_Chap04_202C**
(Added paragraph – Printing Vendor Information on HUD Forms)
(Updated paragraph – Submitting Data for Market Rent Tenants)
- **Attachment 4_MAT_App_H_202C**
(Updates on adjustments, etc)
- **H59202C-Rev5**
(50059 Certification form – Cleared Policy and sent to OMB)
- **H59A202C-Rev7**
(50059- A – Cleared Policy and sent to OMB)
- **TRACS 202C Discrepancies and Fatal Errors**
(New and updated discrepancy/fatal error messages)

Posted May 9, 2008

**Attention TRACS 202C/iMAX Software Vendors and In-house
Developers**

A conference call is scheduled for May 15, 2008 at 2:30 PM eastern to discuss the status of iMAX, Certification Forms and Voucher Forms relative to TRACS Release 202C. See call-in information and agenda below:

Call-in Information

Chairperson/Leader Name: Lanier Hylton
Conference Topic: iMAX, 202C Certification and Voucher Forms
Conference ID: 47263961
Dial-in #: (866) 367-9821

Agenda

Background

iMAX

Certifications Forms (HUD-50059/50059-A)

Voucher Forms (HUD-52670-A part 1/part 3/part 4/part 5)

Options

Posted April 17, 2008

IMPORTANT REMINDER
ECONOMIC STIMULUS PAYMENTS (TAX REBATES) EXCLUDED FROM INCOME

The Economic Stimulus payments (tax rebates) received by applicants applying for assisted housing and by tenants participating in HUD's rental assistance programs are excluded from income for the purposes of determining eligibility and rent. The Economic Stimulus Act of 2008 requires this exclusion and the payments are an income exclusion under 24 CFR 5.609(c)(17) of HUD's regulations.

TREATMENT OF MEDICARE PREMIUM

When an applicant's/tenant's Medicare premium is paid by the State or some other entity, the Medicare premium is not included in annual income nor is it included as a medical expense.

The Medicare premium is excluded income under 24 CFR 5.609(c)(4) of HUD's regulations.

This is a change to guidance issued during the EIV training session in June 2007.

Owners/agents who have processed certifications/re-certifications for elderly or disabled tenants that include the Medicare premium as income should process corrections to the certifications/re-certifications.

Posted April 4, 2008

Multifamily Housing Seeks Participants For iREMS Data Sharing Working Group

Multifamily Housing (MFH) is establishing a working group to map out future requirements for sharing data files between the PBCA organizations and HUD's Integrated Real Estate Management System (iREMS). We are soliciting representatives from our Business Partner community to participate in the iREMS Data Sharing Working Group. Representatives will be expected to participate in conference calls, industry meetings, discussion forums and email correspondence.

The Director of the Office of Program Systems Management will select a participant to chair/lead the working group. The Working Group Chair from Multifamily Housing Field Staff will be paired with an individual from the Business Partners for communication and logistic purposes.

Our vision is to expand on the current capability of allowing PBCA users to download data files created using the extended markup language (XML). Currently, we create an XML file with some basic property information and make this single file available for download. MFH could expand this file or create additional files to share additional business data on the contracts administered by the PBCA organization.

Additionally, MFH will expand this concept further by providing an XML template allowing organizations to create data files (via automation) and upload them into the iREMS database. This process would provide feedback to the PBCA organizations to report success or failures in the data updates.

Please go to the following link to register for the working group (under item number 7 only check iREMS Data Sharing):

<http://www.surveymonkey.com/s.asp?u=159873210862>

Questions concerning this announcement may be sent to:
MF.IREMS.WORKING.GROUP@HUD.GOV

Posted April 3, 2008

TRACSMAIL IS DOWN:

It has come to our attention that TRACSMail is down. Currently, HUD technical staff is working with VeriCenter/Sprint to resolve the issue as soon a possible. Further postings will be prepared as updates become available.

Posted March 31, 2008

TRACSMail IS NOW UP AND RUNNING:

The issue with TRACSMail has been resolved. Data files have been received, so if you are experiencing any further problems, please contact the Helpdesk immediately.

Posted March 31, 2008

TRACSMAIL IS DOWN:

It has come to our attention that TRACSMail is down. Currently, HUD technical staff is working with VeriCenter/Sprint to resolve the issue as soon a possible. Further postings will be prepared as updates become available.

Posted March 31, 2008

TRACS Release 2.0.2.C Update

TRACS 202C Industry Specification:

The description of field 10, Special Status Codes J, K, and C has been updated to more explicitly conform to the descriptions stated in Chapter 5 of the 202C MAT Guide.

Specifically, the special status code J must be paired with a K. Special status code C may or may not be paired with a K.

Posted March 21, 2008

Error Tracking Log & TRACS Industry Meeting Presentations

Presentations from the March 12-13, 2008 Error Tracking Log and TRACS Industry Meeting are available for on line viewing at the TRACS Industry Meetings link
(<http://www.hud.gov/offices/hsg/mfh/trx/trxmeet.cfm>).

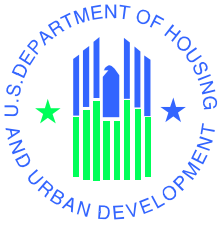
Posted March 19, 2008

TRACS Release 2.0.2.C Update

The Special Claims for Regular Vacancies spreadsheet has been updated. An anomaly in the formula that allowed a number to become negative has now been corrected to allow zero (0) as the minimum number.

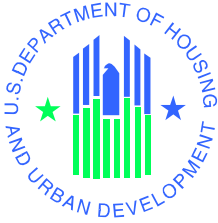
Posted February 29, 2008

(scroll down to see next 2 pages)



Error Tracking Log & TRACS Industry Group Meeting
March 12-13, 2008
GSA Auditorium
301 7th Street S.W.
Washington DC 20407

Day 1 – March 12, 2008		Error Tracking Log/iREMS Meeting
08:00 AM – 08:30 AM	Registration	
08:30 AM – 09:00 AM	Opening Remarks	John Garvin Lanier Hylton
09:00 AM – 09:30 AM	Error Tracking Log (ETL) Initiative & OMB Reporting of MOR Results	John Curry
09:30 AM – 09:45 AM	Open Discussion/O&A	
09:45 AM – 10:00 AM	Break	
10:00 AM – 11:00 AM	Updates to Rent and Income Determination Quality Control Monitoring Guide	Drayton, Drayton & Lamar (DDL)
11:00 AM – 11:30 AM	Open Discussion/O&A	
11:30 AM – 12:30 PM	Lunch	
12:30 PM – 01:30 PM	The ETL “To Be” Model Overview/Next Steps	DDL
01:30 PM. – 02:00 PM	Open Discussion/Q&A	
02:00 PM – 02:15 PM	Break	
02:15 PM – 03:00 PM	iREMS (integrated Real Estate Management System)	Zuleka Abdul
03:00 PM – 03:30 PM	New PBCA Working Group (establish iREMS data updates)	Lanier Hylton Wes McAfee
03:30 PM – 04:00 PM	Open Discussion/Q&A	



Error Tracking Log & TRACS Industry Group Meeting
March 12-13, 2008
GSA Auditorium
301 7th Street S.W.
Washington DC 20407

Day 2 - March 13, 2008 TRACS Industry Group Meeting

08:00 AM – 08:30 AM	Registration	
08:30 AM – 09:45 AM	iMAX - integrated Multifamily Access eXchange (TRACSMail Replacement), TRACS 202C/iMAX Implementation	Deatrie Perry Yasmin Rashid
09:45 AM.- 10:00 AM	Break	
10:00 AM – 11:00 AM	TRACS 202C Revised 50059 and 52670	Jenny Dyer
11:00 AM – 12:00 PM	Status of Funding Subsidy Contracts	Eileen Walker
12:00 PM – 01:30 PM	Lunch	
01:30 PM – 02:30 PM	EIV – Enterprise Income Verification	David Sandler Gail Williamson
02:30 PM – 02:45 PM	Break	
02:45 PM – 03:30 PM	Section 8 Portfolio Review	DDL
03:30 PM – 04:00 PM	Closeout Activities	Lanier Hylton

Posted February 22, 2008

TRACS Release 2.0.2.C Updates

The updates described below have been made to the following documents:

- **Attachment2_MAT_Chap05_202C**

Ethnicity (field # 17) has been corrected to begin in position 99 of the MAT10, Section 3, Family Record. Subsequent Race fields (18 – 24) have been moved one (1) position to the right to accommodate the change.

- **TRACS 202C Discrepancies and Fatal Errors**

Existing discrepancies CE076, CE089, and CE223 have been updated to include the new code(s) associated with each discrepancy.

Posted February 14, 2008

Congress and HUD Act to Address Subsidy Funding Needs

Congress has completed its appropriations action for FY 2008, and HUD now has enough money available to cover all anticipated payment needs for its Project-Based rental subsidy programs through the end of FY 2008. Now that we have our full appropriations, we are dealing with the most immediate renewal and amendment needs on hand, and expect to have the backlog of unpaid vouchers funded by the end of next week. We will then address future renewal and amendment needs expected during the balance of FY 2008. We apologize for the inconvenience caused by any missed payments and are committed to minimizing the volume of such problems in the future.

Posted February 12, 2008

TRACS Release 2.0.2.C Industry Specification Updates

Updates to the following 202C documents have been posted to the TRACS Documents page:

- Attachment1_MAT_Chap04_202C
- Attachment2_MAT_Chap05_202C
- Attachment3_MAT_Chap06_202C
- Attachment4_MAT_App_H_202C
- SpecialClaimsRounding-TRACS 202C
- TRACS 202C Industry Specification
- TRACS 202C Discrepancies and Fatal Errors

Posted February 4, 2008

ERROR TRACKING LOG AND TRACS INDUSTRY MEETING NEWS

The Error Tracking Log and TRACS Industry Meeting will be held on Wednesday, March 12, 2008 and Thursday, March 13, 2008 at the GSA Auditorium on 301 7th Street, SW Washington, DC 20407. March 12, 2008 will focus primarily on the Error Tracking Log. March 13, 2008 will focus on the TRACS Industry Meeting. Information regarding a final agenda will be posted at a later date.

Meeting Times

Wednesday, March 12, 2008, Error Tracking Log (ETL)

8:00 AM Eastern Registration

4:00 PM Eastern Conclude Day 1

Thursday, March 13, 2008, TRACS Industry Meeting

8:00 AM Eastern Registration

4:00 PM Eastern Conclude Day 2

Tentative Meeting Agenda Items

ETL Initiative

ETL "To-Be" Model Overview

ETL "To-Be" Model Next Steps

Updated Rent and Income Determination Quality Control Monitoring Guide

OMB Reporting on Management Occupancy Review (MOR) Results

iREMS (new Integrated Real Estate Management System)

Form New PBCA Working Group (determine iREMS data transfer requirements)

iMAX (new Integrated Multifamily Access eXchange, TRACSMail Replacement)

202C/iMAX Implementation

EIV (Enterprise Income Verification)

Revised HUD 50059 and HUD 52670

Status of Funding Subsidy Contracts

To register, please go to the following link:

TRACS Registration:

<https://216.151.253.69/TracsRegistration/survey/registration.asp>

Registration needs to be completed by February 25, 2008.

(Not an active link you must cut and paste or type it into your browser's address bar.)

See table below for List of Hotels:

Name of Hotel	Rate	Distance From HUD Offices
Embassy Suites Washington D.C. - Convention Center	339.00	1.52 miles
900 10th Street, NW		
Washington, District of Columbia 20001		

1-202-739-2001		
Sheraton Crystal City		
1800 Jefferson Davis Highway	314.00	2.95 miles
Arlington, Virginia 22202		
Phone (703) 486-1111 · Fax (703) 769-3970		
Holiday Inn WASHINGTON-ON THE HILL	399.00	.76 miles
415 NEW JERSEY AVE., NW		
WASHINGTON, DC 20001		
UNITED STATES		
Holiday Inn WASHINGTON-CENTRAL/WHITE HOUSE	220.99	1.72 miles
1501 RHODE ISLAND AVE NW		
WASHINGTON, DC 20005		
UNITED STATES		
Raddisson Crystal City	202.00	1.5 blocks from the metro
Radisson Hotel Reagan National Airport		2.95 miles from HUD
2020 JEFFERSON DAVIS HIGHWAY		
ARLINGTON, VA 22202		
703-920-8600		
Sheraton National Hotel	205.00	4 miles from HUD
900 South Orme Street · Arlington, Virginia 22204		close to metro
Phone (703) 521-1900 · Fax (703) 271-6626		
State Plaza Hotel	219.00	1.58 miles to HUD
2117 E Street, N.W. Washington D.C. 20037		3 blocks from metro
202-861-8200 800-424-2859		
Virginia Suites	215.00	2.79 miles to HUD
1500 Arlington Boulevard	201 govt rate	7 minute walk to metro
Arlington, VA 22209		
866-371-1446		
Hampton Inn Washington	249.00	1.17 miles to HUD
901 6th Street, NW		
Washington, District of Columbia, USA, 20001		
1-202-842-2500		
Sheraton Suites - Alexandria	249.00	5.06 miles to HUD
801 North Saint Asaph Street · Alexandria, Virginia 22314		

Phone: (703) 836-4700 ·		
Georgetown Suites	255.00	2.44 miles to HUD
1000 29th Street		
Georgetown Suites Harbour	255.00	2.33 miles to HUD
1111 30th Street		
Washington, DC 20007		
800-348-7203		
Arlington Residence Court	283.00	3.33 miles to HUD
1200 N. Courthouse Rd. , Arlington, VA, US, 22201	329.00	2 blocks from metro
Phone: (703) 524-4000 Fax: (703) 522- 6814		
St. Gregory Hotel and Suites	289.00	3 miles from HUD
2033 M Street, NW, Washington, DC 20036-3305 ▪		
(202) 530-3600 Phone ▪ (800) 829-5034 Reservations ▪ (202) 466-6770 Fax		
Doubletree Washington DC	297.00	1.78 miles from HUD
1515 Rhode Island Avenue NW, Washington, District of Columbia 20005	329.00	
Tel: 1-202-232-7000 Fax: 1-202-521-7103		
Savoy Suites	306.00	5 miles from HUD
2505 Wisconsin Avenue	259.00	
Washington, DC 20007		
202-905-0019		
Residence Inn by Marriott - Rosslyn	309.00	5 miles from HUD
1651 North Oak Street		2 blocks from metro
Arlington, Virginia 22209 USA		
Phone: 1-703-812-8400		
Fax: 1-703-812-8516		

Posted January 28, 2008

TRACS Release 2.0.2.C Industry Specification Notice

The mf_tracs_working_group@hud.gov email address may have been inoperative for external partners during the January 4th – January 18th 2008 Industry Specification and supporting documents review period. Comments sent to the above address during the review period were not received by the TRACS Team. Your comments are valuable to us. Therefore, we are extending the review period through February 1st 2008. Please send your comments to the above address. We apologize for any inconvenience that this may have caused.

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TRACSMail Replacement

The TRACSMail system replacement, Integrated Multifamily Access eXchange (iMAX), is currently being developed. The new system will be web based and will be accessed through the Web Access Secure Systems (WASS) portal at HUD. All iMAX users will require a WASS ID and password. WASS Registration information is available online at http://www.hud.gov/offices/reac/online/online_registration.cfm. In addition to the WASS ID and password, iMAX users will also require their current TRACSMail ID and password.

iMAX will be available for Vendor Testing with 202B format Monthly Activity Transmission (MAT) files from 6/9/2008 to 6/29/2008. Starting 6/30/2008, iMAX will be available for Vendor Testing with 202C format MAT files, as noted in the announcement on 1/07/2008. iMAX will be put into production on 8/8/2008 and run parallel with TRACSMail until 11/21/2008. During this time, both TRACSMail and iMAX will be available for use. After 11/21/2008, TRACSMail will be discontinued and all submissions to TRACS must be made through the iMAX system.

The iMAX Industry Specifications for software vendors are now available under the documents link. These specifications allow for software modifications to vendor software to interface with iMAX. For more information about your software changes, please contact your software vendor. More information regarding iMAX, including a User's Guide, will be made available in the coming months.

Posted January 7, 2008

TRACS Release 2.0.2.C Industry Specification Update

The updated TRACS 2.0.2.C Industry Specification and supporting documents are now posted to the TRACS Documents page. The documents, contained within a zip file, include a ReadMeFirst file that lists all associated files and an explanation of each. Included for your review and comments are four forms proposed for use in reporting HAP voucher adjustments, claims and requests. During the two week review period, January 4th – January 18th, 2008, please email comments concerning the proposed forms or other documents to: mf_tracs_working_group@hud.gov using the subject “202C Zip File Responses”.

Implementation/Transition:

TRACS 2.0.2.C will be implemented into production on August 8, 2008. During the three month transition period, August 8th - November 21st, 2008, the Industry may submit both 2.0.2.B and 2.0.2.C formats to TRACS for processing. Beginning November 22nd, 2008, 2.0.2.B/TRACSMAIL will be de-implemented and only 2.0.2.C/iMAX submissions will be accepted by TRACS.

Vendor Region:

Beginning June 30 through July 22, 2008, the Vendor region will be open for 2.0.2.C processing in preparation for the upcoming production release.

MAT Voucher System Formats:

Voucher functionality for TRACS 2.0.2.C will not require modifications to the Voucher process. However, in order to maintain consistency between the Tenant and Voucher release versions, TRACS will update the release version of the MAT Voucher System Formats to 2.0.2.C.

Posted December 19, 2007

Office Closings

The President has issued an Executive Order stating that all government offices will be closed on December 24, 2007 in observance of the Christmas Holiday. The TRACS system, however, will still be available although batch processing will begin five(5) hours earlier than the usual time. Please send any Monthly Activity Transmission (MAT) records five(5) hours earlier than normal on the 24th in order to ensure processing that day. Also in accordance with this order, the Multifamily Helpdesk will be closed on December 24 & December 25, 2007 and will reopen on December 26, 2007 at 9:00 am. During their absence you may leave a voicemail message or send an email so that they can respond to your issue upon return.

Happy Holidays!

Posted December 17, 2007

Discontinuing SSA Data Matching through TRACS

!!!! FINAL NOTIFICATION !!!! The SSA Data Matching process through the TRACS system will be discontinued in less than 10 business days. The process will be shut down December 31st, 2007. After that date, income verification will ONLY be available through the EIV system. If you have not done so already, you must obtain access to EIV immediately and become familiar with the system's functionality. Contact your Helpdesk personnel immediately for assistance at (800) 767-7588 if you have not yet begun using the EIV system.

Posted December 10, 2007

Discontinuing SSA Data Matching through TRACS

!!!! ATTENTION !!!! The SSA Data Matching process through the TRACS system will be discontinued in less than 20 days. The process will be shut down at the end of December 2007 and after that date, income verification will ONLY be available through the EIV system. If you have not done so already, obtain an EIV user-id immediately and become familiar with the system's functionality. Contact your Helpdesk personnel immediately for assistance at (800) 767-7588 if you have not yet begun using the EIV system.

Posted December 4, 2007

Discontinuing SSA Data Matching through TRACS

!!!! ATTENTION !!!! The SSA Data Matching process through the TRACS system will be discontinued in less than 30 days. The process will be shut down at the end of December 2007 and after that date, income verification will ONLY be available through the EIV system. You must obtain EIV access immediately and become familiar with its functionality. Contact your Helpdesk personnel immediately for assistance at (800) 767-7588 if you have not yet begun using the EIV system.

Posted November 9, 2007

Continuing Resolution

Under the current Continuing Resolution, the Department of Housing and Urban Development (HUD) received funding for Section 8 Project-based Housing Assistance Payment (HAP) contracts. The Department's first priority is to fund renewal contracts that have not received payments under an active HAP contract. As an equal priority, HUD is expeditiously funding contracts with annual renewal dates in the first quarter, and owners will begin renewing October, November, and December 2007 HAP contracts within the next two weeks.

HUD anticipates funding for all First Quarter Fiscal Year 2008 renewal contracts will be in place no later than November 14, 2007. Additionally, HAP contracts that need additional funds for an increment (in order to pay currently suspended vouchers) will be funded no later than November 14, 2007.

Please Note: The December 2007 renewal contracts may experience delayed payments because the renewal process is not completed. Timely payment of suspended vouchers for renewal contracts is contingent upon the owner's timely execution of the HAP contract document. With the holidays upon us, please ensure someone on your staff is available with appropriate authority to execute these renewals.

Thanks to all for your assistance.

Posted November 5, 2007

TRACS SSA Data Matching is switching to EIV system

The SSA Data Matching process through the TRACS system will be discontinued at the end of calendar year 2007. After that date, income verification will ONLY be available through the EIV system. You must obtain EIV access as soon as possible to become familiar with its functionality. If you are experiencing any difficulties with the EIV system or need to obtain access to EIV, please contact your Helpdesk personnel for assistance at (800) 767-7588.

Posted November 2, 2007

TRACS 202C Draft Industry Specification

A zip file containing TRACS 202C Industry Specification draft documents has been posted to the TRACS Document Page. A ReadThisFirst file is included that list all of the files and indicates what they are. Comments concerning the draft documents should be emailed to mf_tracs_working_group@hud.gov no later than November 16, 2007 using the subject "202C Industry Spec Comments".

Posted October 18, 2007

**TRACS Industry Group Meeting
GSA Auditorium
7th and D Street
Washington, DC 20407**

Day 1 – Wednesday, October 31, 2007

8:30 AM -- 9:00 AM	Registration	
9:00 AM -- 9:30 AM	Opening Remarks	Lanier M. Hylton,
9:30 AM -- 10:45 AM	TRACSMail Replacement Integrated Multifamily Access eXchange (iMAX)	Lanier Hylton
10:45 AM – 11:00 AM	Break	
11:00 AM – 12:00 AM	TRACS 202C Changes	Jed Graef
12:00 PM -- 1:30 PM	Lunch	
1:30 PM -- 2:30 PM	Error Tracking Log Initiative	John Curry
2:30 PM -- 3:30 PM	Section 8 Portfolio Review	Drayton, Drayton, and Lamar (Susan Kidd and staff).
3:30 PM -- 3:45 PM	Break	
3:45 PM -- 4:15 PM	Enterprise Income Verification	Joint Panel of HUD Staff David Sandler Gail Williamson Khevin Johnson
4:15 PM -- 5:00 PM	Chg 2 to Handbook 4350.3 Rev 1	Gail Williamson

Day 2 – Thursday, November 1, 2007

9:00 AM -- 10:00 AM	REMS to iREMS	Steve Martin Provide Status of the Initiative
10:00 AM -- 11:15 AM	Funding Issues/ Contract Re-Engineering	Eileen Walker
11:15 PM -- 11:30 PM	Break	
11:30 PM -- 12:30 PM	WASS Enhancements	Dallas Blair
12:30 PM -- 1:00 PM	Close-Out Activities	Lanier M. Hylton

Posted October 18, 2007

Attention Enterprise Income Verification (EIV) System Coordinators

- The first annual re-certification of an EIV Coordinator's contract(s) and/or property(ies) within EIV is due by **October 31, 2007**.
- EIV Coordinators must complete an updated Coordinator Access Authorization Form (CAAF) requesting re-certification of their contract(s) and/or property(ies) and submit it to HUD's Multifamily Help Desk according to the following schedule which is based upon when they submitted their initial CAAF for access to EIV.
 - If the initial CAAF was sent between **July 21, 2006** and **November 30, 2006**, the re-certification CAAF request must be sent **before October 31, 2007** to avoid a possible interruption in service after this date.
 - If the initial CAAF was sent between **December 1, 2006** and **December 31, 2006**, the re-certification CAAF request must be sent between **November 16, 2007** and **December 14, 2007** to avoid a possible interruption in service after December 31, 2007.
- If you are an EIV Coordinator and **are not due for recertification between these dates, please do not submit your CAAF re-certification request to the Multifamily Help Desk at this time.** If you are unsure of when to submit your recertification CAAF, you may contact the Multifamily Help Desk for that information. The telephone number is: 1-800-767-7588.
- As the initial deadline of October 31, 2007 is fast approaching, EIV Coordinators who, based upon the above schedule, must submit their re-certification CAAF request by October 31, 2007, should do so as soon as possible because if it is submitted shortly before or after **October 31, 2007**, they are likely to experience a temporary interruption in service. HUD's Multifamily Help Desk will process these and all requests as quickly as possible.
- The updated CAAF is available on Multifamily Housing's Enterprise Income Verification (EIV) System webpage at <http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivhome.cfm> under Helpful Tools.
- The completed CAAF requesting recertification must be submitted to HUD's Multifamily Help Desk according to the above schedule via fax at 202/401-7984 or by email at: Mf_Eiv@hud.gov. If at all possible, EIV Coordinators should submit their recertification CAAF to the Multifamily Help Desk by email at Mf_Eiv@hud.gov because, at the present time, the fax machine is out of service. It is hoped that the fax machine will be back on line soon but, in the meantime, submitting your CAAF recertification request by email will help to ensure that it is processed more timely.
- When submitting the recertification CAAF to the Multifamily Help Desk:
 - Do **not** include a cover sheet;
 - Do **not** include the instructions; and
 - Only submit one recertification CAAF for all properties/contracts that require recertification between October 31, 2007 and December 31, 2007. If there is not enough room to list all such properties/contracts, a separate sheet may be attached.

Thank you for your cooperation in following the above instructions.

Posted October 15, 2007

SSA Data Matching to be discontinued

The SSA Data Matching process through the TRACS system will be discontinued at the end of calendar year 2007. After that date, income verification will only be available through the EIV system. You must obtain an EIV ID to gain access to this system. If you are experiencing any difficulties with the EIV system, please contact your Helpdesk personnel for assistance at (800) 767-7588.

Posted October 10, 2007

TRACS Industry Meeting Information

The TRACS Industry Meeting will be held from October 31 through November 1, 2007 at the GSA Auditorium, 301 7th Street, SW, Washington, DC 20407.

To register, please go to the following link:

TRACS Registration: <https://216.151.253.69/TracsRegistration/survey/registration.asp>

Registration needs to be completed by October 25, 2007.

(Not an active link you must cut and paste or type it into your browser's address bar.)

Posted October 1, 2007

TRACS NOTICE

It is advised that TRACS should only be accessed through Internet Explorer 6.0.

A number of tickets have been opened over the last few months with problems executing TRACS Web queries (Voucher Query, Certification Query, etc). Usually the issue has been that IE 7.0 was installed. The current HUD/TRACS standard is IE 6.0.

Once IE 7.0 is uninstalled, and the PC is running IE 6.0 the problem is usually resolved.

Posted September 28, 2007

TRACS INDUSTRY MEETING NEWS

The TRACS Industry Meeting will be held on Wednesday, October 31, 2007 and Thursday, November 1, 2007 at the GSA Auditorium on 7th and D Street SW Washington, DC. Information regarding Industry Meeting registration and a final agenda will be posted shortly.

Meeting Times

Wednesday, October 31, 2007

9:00 AM Opening Remarks

5:00 PM Conclude Day 1

Thursday, November 01, 2007

9:00 AM Opening

1:00 PM Conclude Day 2

Tentative Meeting Agenda Items

REM to iREMS

Funding Issues

Error Tracking Log

Section 8 Portfolio Review

Enterprise Income Verification

Change 2 Handbook 4350.3

TRACSMAIL Replacement

TRACS 202C Changes

APPS 2530

WASS Enhancements

Posted September 20, 2007

SSA Data Matching

The SSA Data Matching process through the TRACS system is scheduled for shut-down at the end of calendar year 2007. After that date, all income verification will only be obtained through the EIV system. You are encouraged to obtain EIV access and become comfortable with the EIV system as soon as possible. If you are experiencing any difficulties with the EIV system, please contact your Helpdesk personnel for assistance at (800) 767-7588.

Posted September 6, 2007

TRACS Release 202B Industry Specification Update

The Final TRACS 202B Update Industry Specification for the HUDCAPS Conversion Initiative is now posted to the TRACS Documents Page. The update contains a new error message for the discontinued use of "1299" in the first positions of the Claim ID on the MAT30 Section 5 Approved Special Claim Record. Error messages relative to TRACS automation of Traditional Contract Administrator (TCA) Fee Vouchers and their submission for payment through the Letter of Credit Control System (LOCCS) are also included.

Use of "1299" will cease with the TRACS Release scheduled for October 01, 2007. Automation of TCA Fee Vouchers will commence with the TRACS Release scheduled for October 26, 2007.

New, deleted and revised Error Messages are listed below:

NEW

VSR29 TCA FEE VOUCHER REJECTED: CONTRACT IS NOT TCA ADMINISTERED IN LOCCS

VF051 CORRECTION REJECTED: TCA FEE VOUCHER CANNOT BE CORRECTED

VF052 DELETION REJECTED: TCA FEE VOUCHER CANNOT BE DELETED

VF055 CANNOT USE 1299 AS 1ST 4 DIGITS OF THE SPECIAL CLAIM ID FOR THE CONTRACT

DELETED

VF067 Contract of type – ACC must use prefix 1299 for special claims submission

REVISED RECOMMENDED ACTIONS

VST03 Voucher referred to HUD FMC. FAX signed voucher to FMC (816) 426-6174.

VST91 For TCA administered contracts, voucher referred to HUD FMC. FAX signed voucher to FMC (816) 426-6174.

VST92 For TCA administered contracts, voucher referred to HUD FMC. FAX signed voucher to FMC (816) 426-6174.

VST93 For direction, contact your HUD Financial Analyst.

Posted August 20, 2007

De-implementation of MAT40 Move-Out Discrepancy CE242

Effective August 17, 2007 a modification to the Tenant MAT40 Move-Out module will be implemented into TRACS to clarify the reporting of unit availability following the “death of sole family member”. The modification will:

- 1) De-implement the discrepancy CE242, “Move out date is greater than 14 days following the Date of Death”.

Since removing the tenant’s possessions and actually vacating the premise may take longer than 14 days, this will enable the Industry to submit the move-out when appropriate without regard for a timeframe.

- 2) Update the MAT40 Move-Out Record, field 14, Definitions and Edits to read:

MMDDYYYY: Required if the Move-Out code is “4” (death of the sole family member). Based on the HUD 4350.3 Handbook, assistance must be prorated to the earlier of 14 days after the tenant’s death; or the day the unit was vacated.

Submit a move out when the unit has been vacated.

Posted August 14, 2007

TRACS SSI Discontinuation

While the implementation of Electronic Income Verification (EIV) continues, it has been decided that the SSA Data Matching process through the TRACS system will be continued through the end of calendar year 2007. All income verification now being gathered through the SSA will ultimately be obtained through the EIV system. If you are not yet set-up to utilize the EIV, or are experiencing difficulties with the EIV system, please contact your Helpdesk personnel for assistance at (800) 767-7588.

Posted July 23, 2007

Notice to Property Owners, Management Agents and Contract Administrators

RE: Section 8 Project Based Subsidy Payments

Effective July 16th, the Department began processing funding actions for subsidy contract amendments and renewals. Owners should begin to see their payments by the end of the month. The Department is in the process of assessing its funding requirements for the remainder of FY 2007. In the interim, however, for those owners needing money, the Department has provided guidance for expediting releases from their residual receipt and/or reserve for replacement accounts. Field offices have been directed to process these types of requests within one day.

The Department will continue to provide the owners with updates on the status of payments for the 4th quarter of FY 2007.

Posted July 2, 2007

TRACS Queries Down

The TRACS Voucher and Certification Queries are currently down due to server connection problems. HUD is working to resolve the problem as soon as possible. Thank you for your patience.□□

Posted June29, 2007

NOTICE TO PROPERTY OWNERS, MANAGEMENT AGENTS AND CONTRACT ADMINISTRATORS:

RE: Anticipated Delays in Project-Based Subsidy Payment

HUD expects delayed [payments for a number of Project-based Section 8 Housing Assistance Payments \(HAP\) contracts for](#) the month of July 2007.

If your subsidy payment is not received on the first business day of the month-- Monday, July, 2, 2007--the status of payments can be checked via WASS Secure Systems by selecting the TRACS system, and then Voucher Query.

Posted June13, 2007

Mark Your Calendar for an Important EIV Event

On **Wednesday, June 27, 2007 and Thursday, June 28, 2007**, HUD's Office of Housing Assistance and Grant Administration will present an informational course via webcast on the 7.0 Enterprise Income Verification (EIV) system for Multifamily. The two-day presentation will be conducted each day from 11:00 to 4:00 Eastern Daylight Savings Time. The course is targeted for HUD staff, property owners, management gents, and contract administrators. Topics that will be addressed are:

- Background of RHIIP
- Role of EIV in the Overall RHIIP Initiative
- Getting Access to EIV
- EIV Security Measures
- Using the EIV System
- EIV User Administration

The webcast link for the impending course can be found on the Multifamily EIV homepage at: www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivhome.cfm.

If you have any further questions, please call Kevin Garner, at 202-708-3000 x2057.

Thank you for your interest in HUD's EIV system for Multifamily Housing Programs.

Posted June 11, 2007

Volunteers Needed for TRACSMAIL Working Group

The Office of Multifamily Housing (MFH) has established a Working Group for the replacement of TRACSMAIL. MFH is seeking volunteers from our Business Partners to participate in this Working Group. We strongly encourage the participation of Information Technology professionals from our Business Partner community with experience in Infrastructure Architect, System Analysis, System Design and, System Development.

Effective December 2008 the current TRACSMAIL system will no longer be supported by the GSA FTS2000 Contract. As a result, it is paramount that MFH development and implement a new Electronic Data Interface (EDI). The objective of the TRACSMAIL Replacement Working Group is to assist HUD with establishing standards and requirements for the new EDI system. This initiative is a critical part of TRACS OMB 300 Business Case for Information Technology.

To register for the TRACSMAIL Replacement Working Group go to the following link:
<http://www.surveymonkey.com/s.asp?u=159873210862>

Please send all questions regarding this Working Group to
MF_TRACS_TM_WRKGRP@HUD.GOV

Posted June 7, 2007

HUDCAPS CONVERSION WEBCAST

A WEBCAST providing information regarding the HUDCAPS to TRACS/PAS/LOCCS Conversion is now available for viewing at the following URL. When the web page appears, go to **TRACS/eLOCCS, May 17, 2007 (1 hour) WEBCAST** and view by selecting without captions or with captions.

www.hud.gov/webcasts/archives/multifamily.cfm

Posted May 23, 2007

CA SOFTWARE VENDORS
RULES FOR HUDCAPS TO TRACS/PAS/LOCCS CONVERSION *UPDATE*

The table below summarizes the rules that will be enforced as of the June 8, 2007 TRACS Release to handle the HUDCAPS to TRACS/PAS/LOCCS conversion.

Contract Type	TCA Requirements	PBCA Requirements
TCA—No change in status. The TCA is the same as it has been in the past.	<p>All vouchers dated 7/1/07 or later will be paid by LOCCS. The CA ID must be populated in the Header record for all Section 8 Contracts for both cert and voucher records. No ID is defined for Non-Section 8 Contracts and the field should be left blank for them.</p> <p>The CA fields in the MAT30, Section 2 record (34-42) must be populated for Section 8 as payment is based on these amounts--not the amounts that the owner/agent submits. For non-Section 8 contracts, if the voucher is submitted by the CA, the CA fields should be blank. The voucher is paid based on the OA amounts. If the CA amounts are filled, TRACS will issue a VF070 error.</p> <p>Any vouchers sent after June 8 for earlier voucher months will be held and will NOT be paid by LOCCS. The CA ID and CA fields should still be populated, however.</p> <p>TRACS will accept either 1299 or the CA ID in the first positions of a special claim ID through the end of September. After that, the claim ID must begin with the CA ID.</p>	NA

<p>PBCA—No change in status. The PBCA is the same as it has been in the past.</p> <p>Section 8 only.</p>	<p>NA</p>	<p>No change from existing processing standards for vouchers. The CA ID must be filled in the header record and the CA fields must be populated in the Section 2 record as usual.</p> <p>For certifications, there is a change. The CA ID has not been required in the header record for the past two years. Starting with this TRACS release, the CA ID is mandatory.</p>
<p>PBCA—Change in status. The PBCA is in the three-month acquisition process and is not yet responsible for paying the voucher. This case is for HUD Administered paid contracts moving to a PBCA.</p>	<p>NA</p>	<p>Voucher Records for vouchers effective prior to the HUD cutover date (the date the CA starts paying the vouchers): Fill the PBCA ID in the header record. The CA fields (34-42) in the Section 2 record can either be 0-filled or filled with other numbers as these fields are ignored pre-cutover. The voucher is paid based on the owner/agent values.</p> <p>Voucher Records for vouchers effective on a date greater than equal to the HUD cutover date: See the PBCA-No change in status case above.</p> <p>Cert records: Fill the CA ID in the header record.</p>
<p>Newly Converted to PBCA from TCA. The PBCA is in the three-month acquisition process and is responsible for paying the voucher. PBCA will be held</p>	<p>NA</p>	<p>All vouchers dated 7/1/07 or later will be paid by LOCCS. The CA ID must be populated with the PBCA CA ID in the Header record for all Section 8 Contracts for both cert and voucher records.</p> <p>The CA fields in the MAT30, Section 2 record (34-42) must be populated as payment is based on these amounts—not the amounts that the owner/agent submits.</p>

<p>harmless and not be required to certify and verify vouchers during this period.</p> <p>Section 8 only.</p>		<p>NOTE: This represents a change from past practice where the CA fields did not need to be filled on vouchers during the three-month transition process.</p> <p>Any vouchers sent after June 8 for earlier voucher months will be held and will NOT be paid by LOCCS. The CA ID and CA fields should still be populated, however.</p> <p>TRACS will accept either 1299 or the CA ID in the first positions of a special claim ID through the end of September. After that, the claim ID must begin with the CA ID.</p>
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Posted April 23, 2007

TRACS Queries Back Up

The TRACS Queries are back up. The problem was caused by a corrupted file on the application server. We apologize for any inconvenience.□□□□

TRACS Release 202B Industry Specification Update

The Draft TRACS 202B Update Industry Specification for the HUDCAPS Conversion initiative is now posted to the TRACS Documents Page. The changes for this release are scheduled to be implemented on June 8, 2007. The TRACS Vendor Region to support vendor testing will be available starting May 14, 2007.

TRACS Queries Down□

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Customers are receiving an error when accessing the TRACS Queries through Secure Systems. A master ticket, P142981, has been opened for this issue. HUD is working to resolve the problem as soon as possible. Thank you for your patience.□□

Posted April 10, 2007

TRACS Industry Meeting

There is a change to the instructions for entering the HUD Building. All TRACS Industry Meeting participants should enter the HUD HQ Building from the **North** Visitors entrance (on 7th Street). Please make note of the change.

Posted April 9, 2007

TRACS Industry Meeting Information

The TRACS Industry Meeting will be held on April 11 and 12, 2007 at the HUD HQ. All meeting attendees should enter the HUD building on the **South** Visitor's Entrance (on 7th Street S.W.).

If you plan to bring any equipment, (laptop, etc.), please email Cherri_L._Mizelle@hud.gov or Theresa_D._Fields@hud.gov to have a property pass created for you.

Also, if you have not yet registered, please do so using the following link:

TRACS Registration: <http://www.psi-it.com/TracsRegistration>

(Not an active link you must cut and paste or type it into your browser's address bar.)

Posted March 22, 2007

TRACS Industry Meeting Registration

TRACS Industry Meeting will be held on April 11 and 12, 2007.

Please go to the link below for registration.

TRACS Registration: <http://www.psi-it.com/TracsRegistration/survey/registration.asp>

(Not an active link you must cut and paste or type it into your browser's address bar.)

TRACS Industry Group Meeting HUD Headquarters Events Room 7th and D Street Washington, DC 20407

Day 1 - Wednesday, April 11, 2007

8:30 AM -- 9:00 AM	Registration	
9:00 AM -- 9:30 AM	Opening Remarks	Lanier M. Hylton, Charles H. Williams, Deputy Assistant Secretary, Multifamily Housing Programs
9:30 AM -- 9:45 AM	Introduction of New Staff	John Curry
9:45 AM -- 10:45 AM	HUDCAPS Conversion	Eileen Walker Provide status of the Initiative, establish draft outline of major milestones
10:45 AM -- 11:00 AM	Break	
11:00 AM -- 11:30 AM	Funding Issues	Eileen Walker
11:30 AM -- 12:00 PM	Electronic Signature	Lanier Hylton
12:00 PM -- 1:30 PM	Lunch	
1:30 PM -- 2:30 PM	Error Tracking Log Initiative	Introduce Drayton, Drayton, and Lamar (Susan Kidd and staff).

		Provide overview of the initiative, establish draft outline of major milestones, establish Error Tracking Working Group
2:30 PM -- 3:30 PM	Section 8 Portfolio Review	Drayton, Drayton, and Lamar (Susan Kidd and staff). Provide overview of the initiative, establish draft outline of major milestones
3:30 PM -- 3:45 PM	Break	
3:45 PM -- 4:15 PM	Enterprise Income Verification	Joint Panel of HUD Staff David Sandler Gail Williamson Khevin Johnson
4:15 PM -- 5:00 PM	4350.3 Handbook updates	Gail Williamson

Day 2 - Thursday, April 12, 2007

9:00 AM -- 9:30 AM	Limited English Proficiency	Pamela Walsh
9:30 AM -- 10:30 AM	TRACS 202C Changes	Introduce Jed Graf Recap status of the Working Group, re-establish Working Group, establish draft outline of major milestones
10:30 AM -- 10:45 AM	Break	
10:45 AM -- 12:00 PM	APPS 2530	William W. Hill
12:00 PM -- 1:30 PM	Lunch	
1:30 PM -- 2:30 PM	TRACSMail Replacement	Lanier M. Hylton
2:30 PM -- 3:00 PM	Close-Out Activities	Lanier M. Hylton

Posted March 20, 2007

SSA Data Matching Update

While the implementation of Electronic Income Verification (EIV) continues, it has been decided that the SSA Data Matching process through the TRACS system will be continued through the end of fiscal year 2007. All income verification now being gathered through the SSA will ultimately be obtained through the EIV system. If you are not yet set-up to utilize the EIV, or are experiencing difficulties with the EIV system, please contact your Helpdesk personnel for assistance at (800) 767-7588.

Posted March 12, 2007

**TRACS Industry Group Meeting
HUD Headquarters Events Room
7th and D Street
Washington, DC 20407**

Day 1 – Wednesday, April 11, 2007

8:30 AM -- 9:00 AM Registration

9:00 AM -- 9:30 AM	Opening Remarks	Lanier M. Hylton, Charles H. Williams-Deputy Assistant Secretary, Multifamily Housing Programs
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9:30 AM -- 9:45 AM	Introduction of New Staff	John Curry
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9:45 AM -- 10:45 AM	HUDCAPS Conversion	Eileen Walker Provide status of the Initiative, establish draft outline of major milestones
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10:45 AM -- 11:00 AM	Break	
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11:00 AM -- 12:00 PM	Funding Issues	Eileen Walker
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12:00 PM -- 1:30 PM	Lunch	
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1:30 PM -- 2:30 PM	Error Tracking Log Initiative	Introduce Drayton, Drayton, and Lamar (Susan Kidd and staff). Provide overview of the initiative, establish draft outline of major milestones, establish Error Tracking Working Group
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2:30 PM -- 3:30 PM	Section 8 Portfolio Review	Drayton, Drayton, and Lamar (Susan Kidd and staff). Provide overview of the initiative, establish draft outline of major milestones
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3:30 PM -- 3:45 PM	Break	
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3:45 PM -- 4:15 PM	Enterprise Income Verification	Joint Panel of HUD Staff David Sandler Gail Williamson Khevin Johnson Deborah Lear
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4:15 PM -- 5:00 PM	APPS 2530	William W. Hill
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Day 2 – Thursday, April 12, 2007

9:00 AM -- 9:30 AM	Long Term Plan to Integrate Multifamily Systems	Lanier M. Hylton
9:30 AM -- 10:30 AM	TRACS 202C Changes	Introduce Jed Graf Recap status of the Working Group, re-establish Working Group, establish draft outline of major milestones
10:30 AM -- 10:45 AM	Break	
10:45 AM -- 11:30 AM	TRACSMail Replacement	Lanier M. Hylton
11:30 AM -- 12:00 PM	Close-Out Activities	Lanier M. Hylton

Posted March 5, 2007

SSA Data Matching Update

With the implementation of Electronic Income Verification (EIV), the SSA Data Matching process through the TRACS system will be discontinued on March 30th, 2007. All income verification now being gathered through the SSA process should be obtained through the EIV system. If you are not yet set-up to utilize the EIV, or are experiencing difficulties with the EIV system, please contact your Helpdesk personnel as soon as possible.

Posted February 27, 2007

Secure Systems URL Change

With the March 2nd 2007 release of Secure Systems, we are implementing an upgraded program for security, and have changed our URL for logging in. Please update all bookmarks to use the Secure System - Online Systems web page after 3/2/2007.

Internal Url: <https://hudapps.hud.gov/ssmaster>

External Url: https://hudapps.hud.gov/HUD_Systems

Posted February 23, 2007

With the implementation of Electronic Income Verification (EIV), the need to continue the SSA Data Matching process becomes obsolete. Research has already begun to discontinue SSA processing, and it is expected to be phased out on or before March 30th, 2007. After that date, incoming transmissions and outgoing messages will no longer be processed. Please take the necessary steps as soon as possible to ensure your functionality with EIV is acceptable and functioning properly.

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TRACS Industry Meeting

The TRACS Industry Meeting will be held on Wednesday, April 11, 2007 and Thursday, April 12, 2007 at the HUD Headquarters Events Room in Washington, DC. Information on the Industry Meeting registration and agenda will be posted on this Announcement page shortly.

Posted February 16,2006

Multifamily Housing Seeks Volunteers for Working Groups

Multifamily Housing (MFH) will soon be establishing working groups to address issues and concerns involving several MFH initiatives. We are asking representatives from our Business Partner community to volunteer as participants in the various working groups. Representatives may volunteer for more than one working group. Representatives will be expected to participate in conference calls, industry meetings, industry meeting breakout sessions, discussion forums and email correspondence. As working groups are formed, the Director of the Office of Housing Assistance Contract Administration and Oversight will select a member to lead each working group. Each group leader will be paired with an individual from the MFH staff for communication and logistics purposes.

The working groups are listed below:

A. TRACS Working Group for 202C

The objective of TRACS Working Group for 202C is to clarify and finalize requirements for inclusion in TRACS Release 202C. The TRACS Release 202C Industry Specification will be the focal point for the group. The group will ensure issues surrounding the document are addressed. A copy of the document can be obtained from the TRACS document page using the following link:
<http://www.hud.gov/offices/hsg/mfh/trx/trxdocs.cfm>

B. Electronic Record Management and Document Storage

The Electronic Record Management and Document Storage Working Group will help develop a common policy for Performance Based Contract Administrators and Traditional Contract Administrators to maintain and store documents (vouchers, rent schedules, HAP contracts, etc.) on electronic media. The policy must comply with 36 Code of Federal Regulations (CFR) 1234 Electronic Records Management. This effort aligns with TRACS OMB Exhibit 300 Business Case to “increase efficiency, reduce storage and paper handling”.

C. Financial Operations

The Financial Operations Working Group provides assistance in the development and modification of procedures and requirements for systems support related to the obligation of appropriations for Multifamily Housing rental assistance programs and distribution of monthly housing assistance payments under rental assistance contracts with property owners or annual contributions contracts with non-HUD contract administrators. The working group relies on the involvement of

representatives from a variety of participant groups, including HUD Headquarters and field staff, Performance Based Contract Administrators (PBCA), traditional contract administrators, project owners, property management agents, software vendors, and other interested parties. As future initiatives occur, MFH will request assistance/input from this group to help ensure successful implementations. Currently, there are no specific initiatives identified as program initiatives.

D. Error Tracking Log

In June 2001, HUD's Office of Policy Development and Research (PD&R) issued the **Quality Control for Rental Housing Assistance Subsidies Determinations** study. This study provides national estimates of the extent, severity, costs and sources of rent errors for Public Housing and Section 8 Programs. In response to the study, HUD initiated the Rental Housing Integrity Improvement Program (RHIIP) effort. This HUD-wide effort will reduce income and rent errors, and improper payments in the administration of both the Public Housing and Section 8 Programs. As part of the RHIIP corrective action effort, an Error Tracking Log initiative is being launched to establish whether and to what extent owners accurately, thoroughly and clearly determine family income in the Office of Housing Rental Subsidy Programs. The Error Tracking Log Working Group will assist Multifamily Housing in identifying best practices for detecting, tracking and reducing errors in the Office of Housing Rental Subsidy Programs.

E. Electronic Signature

The Electronic Signature Working Group objectives are to establish **standards-based** electronic signature solution/requirements/standards for occupancy software to sign certifications, vouchers, Special Claims, etc. **Signing & sealing** electronic documents will immediately **expedite** business processes, **reduce costs**, increase **security** and help organizations comply with HUD's **regulations**. The working group will be addressing electronic signatures based on **standard** PKI technology, guaranteeing signer **authenticity**, data **integrity** and the **non-repudiation** of electronic documents.

The registration process is simple and self-explanatory. Please go to the following link for working group registration: <http://www.surveymonkey.com/s.asp?u=159873210862>

Questions concerning this announcement may be sent to:
MF_TRACS_Working_Group@hud.gov

Once registration is complete, we will be contacting volunteers with dates and times of working group activities. We look forward to working with you as we move forward with MFH initiatives.

Thanks for your participation!

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Posted February 9, 2007

*****Notice of Closure of the Special Claims Comment Box*****

This is notification that due to the diminishing number of questions and comments being received, the Special Claims Comment box will no longer be available as of **February 17, 2007**. Since the box was opened in August 2006, receipt of questions and comments have been substantial and have helped the Department make improvements to the Guide as well as prepare and release Frequently Asked Questions (FAQs).

The Special Claims Guide has been developed to assist in the reduction of errors in the administration of HUD's rental housing assistance programs. The Special Claims Guide provides detailed guidance for the processing of Special Claim requests and is intended for use by HUD staff, Contract Administrators and Owners and Management Agents of Section 8 properties. This Guide expands on the guidance provided in Chapter 9 of HUD Handbook 4350.3 REV-1, *Occupancy Requirements of Subsidized Multifamily Housing Programs*. Your input through your questions and comments has helped improve the Guide. While the FAQs can serve as a resource the Department encourages the users of the Special Claims Guide to become more familiar with it rather than rely on the FAQs alone.

Posted February 7, 2007

NOTICE!!!!!!! NOTICE!!!!!!!!!!!!!! NOTICE!!!!!!!

TRACSMail Server Down For Emergency Maintenance

Sprint Vericenter will be performing emergency maintenance on the Storage Area Network (SAN) infrastructure switches and disk arrays on Saturday February 10th from 12:00 A.M. until 4:00A.M. This maintenance procedure will require that all customer servers be shut down during the 4 hours needed to complete this maintenance update. HUD and Contractor staff will check the system Saturday morning after 10 A.M. to ensure services are back on-line and data files are being sent and received by HUD. Please contact the MF Help Desk at 1-800-767-7588 if you experience any problems with TRACSMail after 10:00 A.M., Saturday, February 10th.

Posted January 23, 2007

TRACSMail IS UP AND RUNNING!

TRACSMail was down from 5:30 P.M. on 1/17/2007 until 1: P.M. on 1/22/2007 due to a major file corruption on the Storage Area Network (SAN). All data received up until 5 P.M. on 1/17/2007 should have been received and processed by TRACS nightly production cycle on 1/17/2007.

Due to the file corruption on the SAN, TRACSMail response messages from the production cycle on 1/17/2007 were not disseminated to user mailboxes.

The TRACS team is currently looking into restoring those files and sending all messages out over the next two days.

TRACSMail has experienced several failures over the last few months. The replacement of TRACSMail is one of Housing major priorities for FY 2007.

Thank you for your patience during this time and your continued support of Housing subsidy programs.

Posted January 19, 2007

Update to TRACSMail Issue

HUD is working with Vericenter in resolving the TRACSMail issue. The problem is expected to be resolved in the next few hours. When the issue is resolved, an updated message will be posted on the TRACS Announcement page. We apologize for the inconvenience and thank you for your patience.

Posted January 18, 2007

TRACSMail Server Down

There is a known issue logging into the TRACSMail server on IPlanet. HUD is currently investigating this issue and is working quickly to get it resolved. There is a master ticket open with the Multifamily Helpdesk regarding this issue, P101855. As soon as the issue is resolved, a message will be posted on the announcement page. We apologize for the inconvenience.

Posted December 22, 2006

Funding for Section 8 project-based contracts

Last week, under the current Continuing Resolution, the Department of Housing and Urban Development received funding for Section 8 project-based contracts. The Department's first priority is to fund renewal contracts that have not received payments since October 1, 2006.

We are expeditiously funding these contracts and owners will begin receiving payments within the next two weeks.

We anticipate that all funding for renewal contracts will be in place no later than January 3, 2007. Remaining contracts, that need additional funds in order to pay currently suspended vouchers, will be funded no later than January 5, 2007.

Please note: Timely funding of the renewal contracts is contingent upon the owner's timely execution of the contract document. With the holidays upon us, please ensure someone is available with appropriate authority to execute these renewals.

Thanks to all for your assistance.

Lanier M. Hylton
Director, Office of Housing Assistance and Contract Administration Oversight

Posted December 14, 2006

TRACSMail Back Up

All TRACSMail services are back up. We apologize for the inconvenience.

Posted December 14, 2006

TRACSMail Down

HUD is currently investigating problems with TRACSMail. Customers are reporting errors logging into TRACSMail. We are working as quickly as possible to resolve this issue and will post a message on the announcement page when the problem has been fixed. We apologize for the inconvenience.

Posted December 5, 2006

TRACSMail Back Up

The problems with TRACSMail have been resolved. Thank you for your patience.□□

Posted December 4, 2006

TRACSMail Down

HUD is currently investigating problems with TRACSMail. No input data from TRACSMail has been received since Friday, December 1st. TRACS has not processed the Tenant and Voucher cycles; however the Contracts cycle was processed successfully. We are working to get this resolved as soon as possible and will post a message on the announcement page when the problem has been resolved. We apologize for the inconvenience.

Posted October 10, 2006

TRACS Industry Meeting Feedback

The TRACS team would like to request your feedback for the last TRACS Industry Meeting held on September 21 and 22, 2006. Please sign on to the following webpage:

<http://tracs.psi-it.com>

user name: tracs

password: tracsusers

We appreciate your feedback and comments to help us improve the next meetings.

Posted October 3, 2006

TRACSMail connection problem

The TRACSMail connection problem has been resolved.

Posted October 2, 2006

TRACSMail connection problem

HUD is currently investigating a problem with connecting to TRACSMail. Users are receiving the message "cannot establish a dial-up connection; verify password..." when trying to send or receive mail. A master ticket, P65671, has been opened for this issue. We are working to get this resolved as soon as possible. An announcement will be posted on the TRACS Announcement page when the problem is resolved. We are sorry for the inconvenience.

Posted September 7, 2006 (Revised 9/8/2006)

TRACS Industry Meeting Registration

TRACS Industry Meeting will be held on September 21 and 22, 2006.
Please go to the link below for registration.

"TRACS Registration": <http://www.psi-it.com/TracsRegistration/survey/registration.asp>

(Not an active link you must cut and paste or type it into your browser's address bar.)

TRACS Industry Meeting Agenda

Day 1 – Thursday, September 21, 2006

8:00 AM – 9:00 AM	Registration
9:00 AM – 9:30 AM	Opening Remarks (A76/BPR/Etc.)
9:30 AM – 10:30 AM	Funding Issues
10:30 AM – 10:45 AM	Break
10:45 AM – 12:00 PM	TRACS Changes
12:00 PM – 1:30 PM	Lunch
1:30 PM – 2:00 PM	Section 8 Portfolio Review
2:00 PM – 4:00 PM	Occupancy Handbook 4350.3 Update
4:00 – 5:00	Introduction of New TRACS Contractor

Day 2 – Friday, September 22, 2006

8:30 AM – 9:30 AM	WASS/EIV
9:30 AM – 10:15 AM	HUDCAPS Conversion of Traditional Contract Administrators
10:15 AM – 10:30 AM	Break
10:30 AM – 11:40 AM	HUDCAPS Conversion of Traditional Contract Administrators Continued
11:30 AM – 12:00 PM	Closing Remarks/Review of Action Items - Lanier Hylton

Posted August 16, 2006

TRACS Full Certification Processing Request

A "glitch" in TRACS processing between August 1st and August 10th, 2006 has caused some full certifications to be omitted.

Please look through your portfolio and resubmit full certification you submitted to TRACS between those dates that were not processed. TRACS apologizes for the inconvenience.

Posted August 3, 2006

Impacted Certifications from 8/1/2006

On 8/1/2006, one TRACS nightly process, which activates future certifications and deactivates the certifications that will be superseded, failed in the cycle.

This failure impacted 104,019 certifications that have transaction effective date of 8/1/2006, and were submitted to TRACS prior to 8/1/2006, and have been staged in TRACS for activation. TRACS team is working on isolating the bad records that are causing the cycle to fail. TRACS staff will look into ways to activate the impacted future certifications as soon as possible. The MF Help Desk is aware of the problem and has opened a master Service Desk ticket, I44466, for this issue.

Posted August 3, 2006

TRACS Industry Meeting Rescheduled

The TRACS Industry Meeting has been rescheduled for September 21 & 22, 2006 at the GSA auditorium in Washington, DC. The meeting agenda will be provided prior to the meeting. TRACS apologizes for the delay between meetings.

Posted July 26, 2006

TRACSMail Return Message Problem Resolved

The TRACSMail problem associated with not returning messages to a limited number of TRACS users has been resolved. Please contact the MF Help Desk at 800-767-7588 if there are questions. TRACS apologizes for the inconvenience.

Posted July 21, 2006

TRACS Industry Meeting Scheduled

TRACS is scheduling to have an Industry Meeting on August 23 & 24, 2006 at HUD in the Event Room. The agenda will be provided prior to the meeting.

Posted May 9, 2006

TRACS CERTIFICATION QUERY SCREEN UNAVAILABLE

The TRACS Development Team is currently investigating a problem with the TRACS Certification Query screen. The team is working diligently to resolve this problem as quickly as possible. An announcement will be posted on the TRACS Announcement Page and the Discussion Forum when the problem is resolved. We are sorry for the inconvenience.

Posted May 4, 2006

TRACS Discussion Forum Notice

Many TRACS users are experiencing problems accessing the new TRACS Discussion Forum. When trying to access the forum site, some users are receiving an "Error Occurred While Processing Request" message. HUD Web developers have determined that the issue is related to a global database problem. Several emergency releases are scheduled for implementation tonight and tomorrow night, which will hopefully resolve this issue. We regret that several of you have not been able to access the new forum. Hopefully, this problem will be resolved quickly. Thank you for your patience.

Posted April 25, 2006

Multifamily Housing Help Desk Phone System Problem Resolved

The Multifamily Housing Help Desk has notified TRACS that their phone system at the Washington Office Center is functioning correctly again. TRACS apologizes for any inconvenience associated with this problem.

Posted April 24, 2006

Multifamily Housing Help Desk Phone System Problem

The Multifamily Housing Help Desk has notified TRACS that their phone system at the Washington Office Center isn't functioning correctly. The 800 number does ring but if a Help Desk assistant doesn't answer the phone call, unfortunately, the system doesn't allow the caller to leave a message. HUD support staff has been notified. TRACS apologizes for the inconvenience.

Posted April 14, 2006

Multifamily Housing Help Desk Phone System Problem Resolved

The Multifamily Housing Help Desk has notified TRACS that their phone system at the Washington Office Center is functioning correctly again. TRACS apologizes for any inconvenience associated with this problem.

Posted April 11, 2006

Multifamily Housing Help Desk Phone System Problem

The Multifamily Housing Help Desk has notified TRACS that their phone system at the Washington Office Center isn't functioning correctly. The 800 number does ring but if a Help Desk assistant doesn't answer the phone call, unfortunately, the system doesn't allow the caller to leave a message. HUD support staff have been notified. TRACS apologizes for the inconvenience.

Posted March 28, 2006

THE TRACS DISCUSSION FORUM WILL BE MOVING

The TRACS Discussion Forum is moving to a new platform. HUD's "Let's Talk" Discussions allow people across the country to talk in one of HUD's online forums. The facility was created to allow interested people to talk with others about national or local public policies as it pertains to HUD's business. There are two types of forums: those that require a password and those that are open or unmoderated.

The new TRACS Discussion Forum, which will be a part of the "Let's Talk" Discussions, is a password forum with a moderator ready to interject or respond to issues and questions when necessary. The intent of this new forum has not changed. This new TRACS Discussion Forum is designed to facilitate communications between the industry and TRACS.

The new TRACS Discussion is ready for immediate use. To facilitate in the transition from the old to the new forum, the old forum will remain available from Tuesday, March 28, to Friday, March 31, 2006. As of April 3, the old TRACS Discussion Forum will no longer be available. Unfortunately, because of the differences in technology, postings from the old TRACS Discussion Forum cannot be transferred to the new discussion forum. If there is some information that you wish to retain, either print the needed information or download the information to a personal medium.

If there are any issues or questions pertaining to the new forum, please email them to TRACS_HELP@hud.gov.

ACCESSING the new TRACS DISCUSSION FORUM

To access the new TRACS Discussion forum:

1. As done in the past, click on the Discussion Forum link on the TRACS main page at <http://www.hud.gov/offices/hsg/mfh/trx/trxsum.cfm>. The HUD's Discussion Group main page lists a variety of existing HUD system forums. To access the TRACS forum, cursor down the discussion forum list and click on the TRACS link. The HUD's Discussion Group user registration login screen should appear.

2: At the HUD's Discussion Groups user registration page for:

a. First Time User

- Enter your full name and current E-mail address
- Enter a Username and password of your choosing and click on "OK".

Note: There's no limitation on formatting or number of characters for your password.

- The system will ask you to confirm your password by entering it again.
- At the HUD's Discussion Groups screen for TRACS, please re-enter your user name and password and click on "OK".
- You are now at the TRACS Discussion Forum main page.

b. Already Registered User

- Click on the Login page link.
- Enter your Username and password and click on "OK".
- You are now at the TRACS Discussion Forum main page.

Posted March 13, 2006

TRACS Error Message Problem is Resolved

The problem concerning TRACS not sending Tenant error messages back to the user under certain conditions was resolved on March 10, 2006. The problem only involved Tenant error messages and only occurred when more than 1000 MAT40 transactions were received. MAT and Voucher error messages were not impacted by this problem.

Posted March 6, 2006

TRACS Error Message Problem

TRACS staff have been notified that the TRACS application is not sending Tenant error messages back to the user under certain conditions. This problem appears to only involve Tenant error messages. MAT and Voucher error messages are not impacted. TRACS staff are working to resolve the problem, as soon as possible.

Posted February 14, 2006

TRACS Compliance Percentage Increase is Forthcoming

The TRACS Tenant Compliance Percentage Standard, currently at 85%, will be raised to 90%, effective April 1, 2006. The new increase will affect any voucher submitted on or after April 1, 2006. Any questions regarding the new 90% Standard should be directed to the Multifamily Help Desk.

Posted February 14, 2006

TRACS INDUSTRY MEETING POSTPONED

The TRACS Industry Meeting planned for March 9 & 10, 2006 has been postponed due to a scheduling conflict with Field Office Conferences. A new date for the TRACS Industry Meeting is TBD. We apologize for any inconvenience caused by this change.

Posted December 27, 2005

TRACS Industry Meeting Proposed Date

The next TRACS Industry Meeting is tentatively scheduled to be held on Thursday, 3/ 9/06 , and Friday, 3/10/06, at the General Services Administration (GSA) Auditorium.

The address is:
301 7th Street SW (Please enter through the D Street entrance)
Washington, DC 20407
(202) 708-5020

Posted December 19, 2005

MAT 30 Section 2 Field 16 Problem Resolved

TRACS Staff have resolved the problem first reported by the Industry on December 5, 2005 involving the MAT 30 Section 2 Field 16 (Project-Based Exceptions – Date Last Changed). As of December 14, 2005, users will NOT encounter fatal error messages when submitting blanks, spaces or zeroes in Field 16. We appreciate your patience and apologize for this inconvenience.

Posted December 14, 2005

New TRACS Fatal Error

On a MAT10 certification submitted to change the head of household, all relevant 'previous' fields must be populated with valid values that match the tenant's most current certification. To maintain the accuracy of the compliance percentage and ensure that only the new head of household is counted, TRACS uses the 'previous' values submitted on the MAT10 transaction to locate and deactivate the certification for the 'old' head of household.

Beginning December 9, 2005, TRACS will require all significant 'previous' fields (MAT field #5 - previous effective date, MAT field #6 - previous head last name, MAT field #7 - previous first name, and MAT field #9 - previous head birth date) to be populated with a valid value when a MAT10 transaction requesting a change in the head of household (MAT field #4 - previous head id populated) is submitted.

MAT10 transactions submitted with the previous head id populated will generate the fatal error below unless **all significant** 'previous' fields are also populated with valid values.

F013 MAT10 not processed.
0 When previous head id is populated for a head change, previous effective date, last name, first name, and birth date must be populated and valid.

The submitted 'previous' head values must match the values that currently exist in TRACS for the head of household being changed. Verify the data and resubmit the certification with a valid value in each of the 'previous' fields.

Posted December 2, 2005

TO: Owners and Agents O/A's

SUBJECT: SS/SSI DATA MATCH DISCREPANCIES

The attached web links and telephone numbers are being provided to you as a follow-up to our telephone conversation regarding the Social Security Error Reports that you submitted to REAC-TASS. The following resources are important tools for conducting tenant income verification

URLs

TRACS: www.hud.gov/offices/hsg/mfh/trx/trxdocs.cfm

TASS: www.hud.gov/offices/reac/online/reasys.cfm

SSA: www.socialsecurity.gov/onlineservices

Telephone Numbers

Tenant Rental Assistance Certification System (TRACS) Hotline: 800-767-7588

TASS Technical Assistance Center (TAC): 888-245-4860

Social Security Administration: 800-772-1213

Please use the above the Internet addresses and telephone number for TRACS, TASS, and Social Security Administration guidance and assistance.

If you have not registered to use TASS online to access tenants' SS/SSI monthly income benefits, HUD encourages you to register and use TASS online when performing annual re-certifications.

Posted November 22, 2005

TRACSMail Access Problem Resolved

The HUD MF Help Desk reports that the problem with accessing TRACSMail has been resolved. TRACSMail users should not encounter busy signals when trying to access TRACSMail. The system is correctly receiving, processing and forwarding data to TRACS, as well as sending return messages back to users.

Posted November 14, 2005

TRACSMail Access Problem Reoccurs

It has been reported to the HUD MF Help Desk that the problem with accessing TRACSMail has reoccurred. TRACSMail users are encountering busy signals when trying to access TRACSMail. Sprint technical assistance has been requested by HUD to address and resolve the problem. The system, once accessed, is correctly receiving, processing and forwarding data to TRACS, as well as sending return messages back to users.

Posted November 10, 2005

TRACSMail Access Problem Resolved

It has been reported to HUD that the problem with accessing TRACSMail has been resolved. TRACSMail users should no longer encounter numerous busy signals when trying to access TRACSMail. The system is correctly receiving, processing and forwarding data to TRACS, as well as sending return messages back to users.

Posted November 7, 2005

Vendor Testing

Effective November 10th, TRACS will no longer accept 201B transmissions in the Vendor Region. Only 202B transmissions will be accepted in the Vendor Region starting on November 10, 2005. This change is being made in anticipation of the upcoming TRACS December 1, 2005 Production Release which mandates all MAT transmissions be in 202B format.

Posted November 2, 2005

TRACSMail Access Problem

It has been reported to HUD that there are problems accessing TRACSMail. The system is receiving, processing and forwarding data to TRACS, as well as sending return messages back to users. Unfortunately, it appears there are a limited number of available lines for people to dial into and as a result people are receiving busy signals. TRACS is working with it's support contractors to identify and resolve the problem as soon as possible.

Posted October 20, 2005

Draft Special Claims Processing Guide

The Office of Housing Assistance Contract Administration Oversight is posting the ***Draft Special Claims Processing Guide*** for public comment at the following address under “What’s Hot”:

<http://www.hud.gov/offices/hsg/mfh/rfp/sec8rfp.cfm>

Interested persons are invited to submit comments via email to Arthur Goldstein (Arthur_D._Goldstein@hud.gov).

NOTE: Email comments must have “Special Claim Guide Comments” as the subject line.
Comments must be received by close of business Monday November 7, 2005

Posted October 12, 2005

TRACS INDUSTRY MEETING NEWS

The TRACS Industry Meeting will be held on Thursday, October 27th and Friday, October 28th at the General Services Administration Auditorium. The address for the building is:

301 7th Street SW (Please enter through the D Street entrance)
Washington, DC 20407
(202) 708-5020

Registration

Pre-registration is required. Please FAX confirmation of your participation in the TRACS Industry Meeting to (703) 528-4685. Attention: Zuleika Abdul. Include the following:

1. Participant Name
2. Company
3. Email address
4. Phone number
5. **Last four digits of participant's SSN**

Meeting Times

Thursday, October 27th

9:00 AM Opening Remarks
4:00 PM Conclude Day 1

Friday, October 28th

9:00 AM Opening
12:00 Noon Conclude Day 2

Tentative Meeting Agenda Items

- Displaced Katrina Tenants
- Approved 50059 Form
- APPS – 2530 Form
- BPR
- TASS
- EIV
- RHIP Initiative

Posted September 9, 2005

At the present time we are experiencing intermittent problems with our phone system. When dialing the Multi-Family Helpdesk at 800-767-7588 you may receive a busy signal. At this time the problem is being looked into and we hope to have an answer or resolution soon. In the interim you may send an email to

tracs_hotline@hud.gov.

Please be sure to include your telephone number in your message and someone will contact you as soon as possible.

Posted September 2, 2005

TRACS INDUSTRY MEETING NEWS

The TRACS Industry Meeting will be held on Thursday and Friday, October 27, 2005 and October 28, 2005 at the General Services Administration (GSA) Auditorium. The address is:

301 7th Street SW (Please enter through the D Street entrance)
Washington, DC 20407
(202) 708-5020

Registration information and agenda items will be posted as soon as possible.

Special Note:

There are no food or drinks allowed in the auditorium. However, there are other facilities on-site, such as a cafeteria on the 5th floor for snacks and lunch.

Posted August 16, 2005

**TRACS Will Extend the Active Tenant Count Period
Used for Compliance Purposes**

Under an upcoming software release, TRACS is changing the Tenant Compliance methodology used to identify and count "Active Tenants". This change will bring the tenant compliance rules in line with other TRACS business rules governing active certifications and households.

Currently, any active household certification that became effective within the past 13 months is considered an "Active Tenant". With the new release **effective August 19, 2005**, the Tenant Count period will be expanded. For those households receiving assistance, the most recent TRACS certification will be counted as "Active" if the ***Certification Effective Date falls within the past 15 months*** (retroactive from Current System Date). This enhancement will provide more consistency with the Active Tenants displayed within the TRACS Certification Query.

TRACS will continue to perform the Active Tenant Count process every business day in order to provide current compliance "snapshots", regardless of voucher submission timing or Subsidy Type.

Questions concerning this change should be directed to the TRACS Helpdesk at 1-800-767-7588.

Posted August 16, 2005

TRACS is Enhancing the Certification Query

On **August 29, 2005**, TRACS will release a new version of the Certification Query that will indicate those certifications that are counted as “Active Tenants” for compliance purposes. The enhanced Certification List “highlights” all certification records that are counted as Active Tenants and included in the Compliance Percentage calculation, for any selected contract. This improvement will help eliminate confusion over which certifications are counted as “Active”, and allow TRACS users to reconcile their portfolio with the official Active Tenant Count in TRACS.

Questions concerning this change may be directed to the TRACS Helpdesk at 1-800-767-7588.

Posted July 8, 2005

TRACS INDUSTRY MEETING NEWS

A PDF entitled "Enterprise Income Verification (EIV) System" has been posted to the TRACS Industry Meeting link under June 22, 2005.

The following URL below can be used to obtain the EIV User Manual and PHA Guide.

<http://www.hud.gov/offices/pih/programs/ph/rhiip/uivsystem.cfm>

Posted June 6, 2005

TRACS INDUSTRY MEETING NEWS

The TRACS Industry Meeting will be held on Wednesday, June 22nd and Thursday, June 23rd at the General Services Administration Auditorium. The address is for the building is:

301 7th Street SW (Please enter through the D Street entrance)
Washington, DC 20407
(202) 708-5020

Registration

Pre-registration is required. Please FAX confirmation of your participation in the TRACS Industry Meeting to (703) 528-4685. Attention: Zuleika Abdul. Include the following:

1. Participant Name
2. Company
3. Email address
4. Phone number
5. **Last four digits of participant's SSN**

Meeting Times

Wednesday June 22nd

9:00 AM Opening Remarks
4:00 PM Conclude Day 1

Thursday June 23rd

9:00 AM Opening
12:00 Noon Conclude Day 2

Tentative Meeting Agenda Items

- Compliance Methodology
- Double Occupancy Issue
- SSN Data Quality Initiative
- New OMB Approved 50059 Form
- Revised Voucher Detail Form
- 202B Implementation Timetable
- BPR
- TASS
- EIV

Posted May 25, 2005

Industry Group Meeting

The TRACS Industry Group Meeting will be held Wednesday, June 22 and Thursday, June 23, 2005, at the General Services Administration Auditorium conference room. The address for the building is:

301 7th St. SW (the Cross Street is D St. - please enter through the D Street entrance)
Washington, DC 20407
Phone: (202) 708-5020

All persons attending the meeting must have a picture ID with an expiration date (preferably a state issued driver's license) to gain access.

Posted April 29, 2005

Tenant Compliance Issue Fixed

On April 6th, TRACS was informed of a problem with the compliance percentage drastically dropping. Because of the seriousness of the problem, the TRACS team realized the need to expeditiously research, identify and resolve the issue with minimal impact to the users. However, due to transition of HUD's computer facility over the last three weekends, TRACS was unable to implement the fix earlier. On Thursday, April 28th, the compliance percentage fix was implemented into production. As of Friday, April 29th, TRACS staff continues to review "cleanup" on those contracts receiving the T53 code in error. TRACS anticipates that all contract percentage issues relevant to this problem should be resolved by Monday, May 2nd.

Posted April 14, 2005

HITS Transition

TRACS Off line 3 days
Thursday, April 14 – Wednesday, April 20, 2005

The final scheduled move of HUD's computer equipment from the Lanham, MD location to West Virginia will occur on the weekend of April 15th. This move will impact TRACS user access to the Web queries and the submission of Tenant and Voucher data to TRACS for batch processing.

Web On-line Queries

TRACS internal and external users will not be able to use the TRACS Web Application after 6:00 PM EST on Thursday, April 14. It is anticipated that this service will return on Wednesday, April 20 at 7:00 AM.

Tenant and Voucher Submissions

The last nightly batch cycle is scheduled to run on Thursday night, April 14. The cut off time for submitting data to TRACSMail is Thursday at 4:00 PM EST. TRACS is scheduled to resume batch processing on Tuesday, April 19.

Posted March 31, 2005

Ability to Login to Secure Systems

On the weekend of April 2, HUD will be moving several ADP data processing machines from the Lanham, MD site to the West Virginia location. Because of this move, Users will not be able to login into Secure Systems to use the TRACS Web or ARAMS applications from COB Friday April 1 until 7:00 AM EST on Tuesday April 5.

Starting Thursday, March 31 after 5:00 PM EST, the HUD Reporting Server (HUDDW) will not be available. It is anticipated that the HUD Reporting Server (HUDDW) will be back in service on Tuesday, April 5.

Posted March 24, 2005

MULTI-FAMILY HELPDESK

On March 22, 2005 the Multi-Family Helpdesk expanded its phone system from 3 lines to 8 lines. Consequently, more calls will be answered live by helpdesk staff members, thus reducing the need for leaving voicemail messages.

Posted March 8, 2005

Unlocking the Secure Systems login IDs

As a result of the WASS Security Upgrade, the TRACS Security Administrators have lost functionality to unlock/reset passwords for user IDs. Currently, there is no option on the National Help Desk Line for unlocking the Secure Systems login IDs. However, there is a Lotus Notes mailbox address that the users can send a message with a turnaround of approximately one (1) day at the most. If you receive any calls or inquiries from HUD Employees or Contractor personnel regarding not being able to access Secure Systems or TRACS (except new users or those who have never had access), please instruct them with the following information:

- 1) Please send an email through Lotus Notes by typing in "REAC_TAC/ADMIN/HHQ/HUD" in the "To:" box.
- 2) Please use the following "Reset Password for Secure Login" in the "Subject:" box.
- 3) In the body of the email, provide the following information:

Name
H or C ID
Supv. Name
Supv Number

- 4) It takes up to one (1) day for a formal response from REAC with instructions.

Posted March 1, 2005

User Access to TRACS thru Secure Connection (For Internet/External Users)

On February 22nd, HUD implemented a new security package for Multifamily Housing Applications. There will be minimal impacts on system users, but there are some things you need to be aware of:

- 1) The URL for Secure Systems will change:

From: https://hudapps.hud.gov/HUD_Systems/index.cfm

To: https://www11.hud.gov/HUD_Systems/index.cfm

You must delete any browser bookmarks (created by selecting 'Favorites') that you have created for the old URL and start using the new URL.

- 2) HUD has implemented "Strong" password requirements for Multifamily Housing applications. When prompted to change your password, these rules will apply. **Passwords must be changed every 60 days.** All new passwords must:
 - a. Be at least 6 characters long
 - b. Not be longer than 8 characters long
 - c. Must contain at least 1 UPPER CASE letter
 - d. Must contain at least 1 lower case letter
 - e. Must contain as least 1 number or special character

Posted February 16, 2005

TRACS INDUSTRY MEETING NEWS

The TRACS Industry Meeting will be held on Thursday, March 3rd and Friday, March 4th, 2005 at the Department of Housing & Urban Development on 451 Seventh St. SW, Washington, DC.

Registration:

Pre-registration is required. Please FAX confirmation of your participation in the TRACS Industry Meeting to (202) 708-3985 **Attention:** Marinda Parkins. Include the following:

1. Participant Name
2. Company
3. Email address
4. Phone number

Meeting Times

Thursday, March 3rd

9:00 AM	Opening Remarks
4:00 PM	Conclude Day 1

Friday, March 4th

9:00 AM	Opening
12:00 Noon	Conclude Day 2

Tentative Meeting Agenda Items

- Business Process Reengineering (BPR)
- Security Deposit Logic
- Dual Subsidy
- Special Claims Guide
- Release 202B Edits
- Funding Issues
- Action Items from the October 20th, 2004 meeting



Frequently Asked Questions

Tenant Errors

1. QUESTION: I received the error message: **UA005; No unit address found in TRACS for the MAT 10 Submitted.** How do I correct it?

ANSWER: Submit a MAT 15 unit address record for the household.

2. QUESTION: I received the error message: **TA001; Tenant terminated for failure to recertify on time; certification expired: (next recertification date).** How do I correct it?

ANSWER: Submit MAT10 initial certification (IC) or annual recertification (AR) if Household needs to be subsidized.

3. QUESTION: How can I correct an incorrect Social Security Number in TRACS?

ANSWER: Submit an interim recertification (IR) with the effective date being the same as the last recertification date with the correct SSN.

4. QUESTION: How far in advance can an Annual Recertification be submitted?

ANSWER: The Annual Recertification can be submitted up to 90 days prior to the tenant's recertification date.

5. QUESTION: I received the error message: **CE131; Security deposit is now being collected by TRACS.** How do I correct it?

ANSWER: Enter the security deposit amount and resubmit the transaction as a correction.

6. QUESTION: I received the error message: **TR; TRACS calculated tenant rent differs from the reported value.** How do I correct it?

ANSWER: Recalculate tenant rent using the appropriate worksheet.

7. QUESTION: I received the error message: **SS002; SSA unable to verify SS/SSI income; birth date differs.** How do I correct it?

ANSWER: Owner/Agent must verify reported SSN information with Tenant to determine if there is a discrepancy between the information reported and their documents. If there is a discrepancy between what the SSA and the Tenant have, the Tenant must go in person to their local SSA Office and have the information corrected. The Owner/Agent must then submit a correction.

8. QUESTION: I received the error message: **SS005, Invalid birth date submitted by SSA:** How do I correct it?

ANSWER: Verify the birthday submitted to TRACS from the HUD 50059. The birth date submitted to TRACS for the tenant by SSA is an impossible date.

9. QUESTION: I received the error message: **F0218, Transaction type code is invalid.** How do I correct it?

ANSWER: Resubmit the MAT10 with one of the following valid codes: AR, CR, CS, IC, IR or MI.



Frequently Asked Questions

Voucher

1. QUESTION: I received the error message: **VST41; Payment on voucher is pending payment due to contract renewal in TRACS.** How do I correct it?

ANSWER: For information concerning the renewal of the contract the local HUD Office will need to be notified. You can locate the HUD office in your state by going to:
<http://www.hud.gov/directory/ascdir3.cfm>

2. QUESTION: If a special claim was issued for a HAP that has already been submitted to TRACS and I would like for the claim to reflect the recently submitted voucher month. How will I go about making the change?

ANSWER: If the voucher has not been processed for payment, a MAT31 “Delete Voucher Record” can be submitted along with the voucher ID number, which will indicate the month that you would like to delete. Once the deletion record has been submitted and received. Submit the voucher along with the special claim number. You can view the status of your voucher on line by going to:
https://hudapps.hud.gov:80/wass/login/login_page.jsp

3. QUESTION: I received the error message: **VF040; cannot process submission without the CA-ID number.** How do I correct it?

ANSWER: Resubmit the MAT30 with the CA id for the Contract Administrator in charge of the Voucher’s contract .

4. QUESTION: I received the error message: **VF008; Voucher month or project/contract does not exist in TRACS for correction.** How do I correct it?

ANSWER: The voucher, as described in the correction submitted, doesn’t exist in TRACS. Confirm that the correction transaction, as submitted to TRACS, has the correct project and /or contract number, voucher month and voucher ID.

5. QUESTION: My HAP that was submitted has not yet been paid. What needs to be done?

ANSWER: Contact the Multifamily Helpdesk to check the status of voucher rejections or errors that you may have received. You can also check the status of the HAP online at https://hudapps.hud.gov:80/wass/login/login_page.jsp The TRACS online system requires you to have a password/id number to sign in. You can obtain a user ID and password by calling the REAC Helpdesk at 888-245-4860.

6. QUESTION: I have a new contract that I submitted to TRACS, I received the error message: **VF050, No contract established for submitted contract number.** How do I correct it?

ANSWER: Contract information needs to be established in the RAC table in TRACS. Contact the Local HUD Office to verify if the contract information has been established in TRACS. You can locate the HUD office in your state by going to:
<http://www.hud.gov/directory/ascdir3.cfm>



Frequently Asked Questions

Voucher con't

7. QUESTION: My payment has been returned by treasury, due to error: **VSR35; Payment request returned by treasury. Verify bank information with HUD account office.** What needs to be done?

ANSWER: Contact the HUD office that authorizes your payment. Resubmit voucher as a correction after resolving the issue that caused the rejection.



Frequently Asked Questions

Secure Systems

1. QUESTION: How long do I have to wait to receive my Secure Systems user ID and password?

ANSWER: The ID and password is usually received within 7 -10-business days from the date of your original request. To check on the status of your request please contact the REAC helpdesk at 1-888-245-4860

2. QUESTION: What is an **Activation Key Code** and what is it used for? If I am requesting more than one relationship with a property, will I receive more than one activation key code?

ANSWER: An Activation Key Code is used to activate the relationship between the "User" ID and the property/properties. You must receive an Activation Key Code for each property that you request.

3. QUESTION: What is the difference between a 'Coordinator ID' and a 'User ID'?

ANSWER: The 'Coordinator' has full administration rights. A 'User' only has access to the rights the Coordinator assigns to them.

4. QUESTION: As a Coordinator how do I get rights to Secure Systems?

ANSWER: There are a few steps when assigning rights to yourself or a 'User'. The 'Coordinator will have to log in to the Secure Systems and perform the following steps:

- Go to '**User Maintenance**' and enter '**Coordinator ID**' and click on submit.
- Next go under "**Choose a Function**" and highlight "**Maintain User Profile – Actions**" and click **SUBMIT**.
- Select "**Coordinator**" for the roles that are needed
- Click Assign/Unassigned Actions (located at the bottom of the screen)
- Select under "**Choose a Function**" again and highlight "**Maintain User Roles**"
- Click **SUBMIT**. At this point you will choose the roles for each sub-system as needed. Once this step is completed click **Assign/ Unassign Actions** and Click **OK**.
- On the left side under "**System Administration**" click on "**Property Assignment Maintenance**"
- Enter your "Coordinator ID" and click **SUBMIT**. On the next screen you will see "**Role Description**"
- On your keyboard, hold down the "**shift**" key and click on each role that is listed.
- Repeat the above step under the "Property ID" section and select the property/properties that are listed.
- Click **Confirm** and **OK**
- Log out of and then back in to Secure Systems



Frequently Asked Questions

Secure Systems con't

5. QUESTION: How do I request a new relationship with a new property/properties?

ANSWER: You need to be the "Coordinator". When you log into Secure Systems.

- Select "**Business Partners Maintenance**"
- Enter your Coordinator ID
- Under "**Please enter a function**" choose "**Request New/Delete Existing Relationship**" and click **SUBMIT**.
- Under "**Relationship to Request**" enter the corresponding "**Tax ID Number**" (TIN). Then click **SUBMIT**.
- Confirm the property's information.
- Click **Confirm** and **OK**
- After following these steps you should receive your "Activation Key Code" within 7 to 10 business days via US Mail.

6. QUESTION: I am set up as a 'user' how do I go about viewing my tenant information in TRACS?

ANSWER: The Coordinator must assign the TRACS read-only rights for tenant and/or voucher information for the contract or project number that you are assigned to.



Frequently Asked Questions

Outlook Express

1. QUESTION: How do I set up an Outlook Express profile?

ANSWER: To create an Outlook Express email account profile, please do the following:

- Open Outlook Express
- Click on **Tools, Accounts** to launch the account setup process.
- Once the Internet Accounts window opens, click on the **MAIL** tab.
- Click **ADD** and enter **TRACSMAIL Account settings**.
- **TRACSMAIL ID** (ex. Tracm12345@tracsmail.hud.gov), click **NEXT**
- On the tab labeled **SERVERS**, a pull-down menu provides the selection for either the IMAP or the POP3 incoming mail protocol. **Select IMAP**.
- Type **TRACSMAIL.HUD.GOV** in the incoming and outgoing mail servers section, then click **NEXT**
- Type your correct **TRACSMAIL ID** in the Account Name text area:
- **DO NOT** enter your password, and **UNCHECK** the **Remember Password box**.
- Next, set the connection type to "**Connect using my phone line**". Click **NEXT**
- You will now be prompted to select the dial-up connection to use to connect when using this email profile.
- Select the previously created TRACSMAIL dialup profile, by choosing to "**Use an existing dialup connection**".
- Select the correct TRACSMAIL profile.
- After selecting the **existing dial-up networking profile**, click **NEXT**
- Click **Finish** to end the account creation process.
- The screen will return you to the Internet Accounts menu.

2. QUESTION: What is the meaning of the error message: **OE (Outlook Express) removed access to the following attachments in your e-mail?**

ANSWER: In this case, you want to make sure that the "**check**" is removed from the option: "**Do not allow attachments to be saved or opened that could potentially be a virus.**" To remove this option you must do the following:

- Go into Outlook Express
- Click on **TOOLS**
- Click on **OPTIONS**
- Click the **SECURITY** tab
- Remove the "**check**"

Click **APPY** and **OK** to exit. You should now be able to receive all attachments in your Outlook Express.



Frequently Asked Questions

Outlook Express con't

3. QUESTION: I received an error message that says “**Unable to locate POP3 server**”?

ANSWER: Your incoming e-mail server should be set to ‘IMAP’ server. Please check your settings.

- Click on **TOOLS**
- Scroll down to **ACCOUNTS**, under the **MAIL** tab
- **Highlight your tracsmail account** and select **PROPERTIES** to the left.
- Click on the **SERVERS** tab
- Make certain that **IMAP** is selected in the section that says, “My incoming mail server is a **IMAP** server”.

4. QUESTION: My items will not leave the Outbox when trying to send my messages through Outlook Express. What’s the problem?

ANSWER: Your problem could be associated with one of the following conditions:

- The recipient or target address you are sending to could be incorrect. Please verify and note that TRACSMail will only send and receive messages from another TRACSMail account.
- Your workstation may not be connecting to the TRACSMail server. Please be sure that you have dialed into and connected to the TRACSMail server.
- Your workstation is attached to a network, cable or DSL connection. You cannot connect to TRACSMail under these conditions. Please contact your local IT person for assistance.
- TRACSMail may be temporarily down or all available lines could be in use. Please call the Multifamily Helpdesk to verify at 1-800-767-7588
- If you have tried all of the above options, you can attempt to recreate your TRACSMail profile and dial the server again.
- If all of the above have been attempted and you are still unable to connect please call the Multifamily Helpdesk at 1-800-767-7588.

For a more detailed explanation of TRACSMail please see the TRACSMail users guide located at:
<http://www.hud.gov/utilities/intercept.cfm?/offices/hsg/mfh/trx/pdf/tracsmailusermanual.pdf>

Posted February 15, 2005

**TRACS 202B Implementation of Temporary Deferral of Termination
(T) Code Functionality**

With the implementation of TRACS Release 202B, TRACS will **reject** MAT10 certifications submitted after March 1, 2005 with the Household Assistance Status Code “T”.

To allow the Industry to maintain certifications submitted to TRACS with a “T” code prior to March 1, 2005, the following exceptions will be applied:

- MAT10 correction transactions may be submitted to TRACS to correct a “T” code certification with a transaction effective date prior to the March 1, 2005 cut-off date. The certification’s transaction effective date/ “T” code combination must match a certification already in TRACS.
- MAT10 retroactive transactions may be submitted to store a “T” code certification with a transaction effective date prior to the March 1, 2005 cut-off date. The household must have a history of a deferral (“T” code).

January 28, 2005

TRACS VENDOR REGION - 202B

Just a reminder that the TRACS Vendor Region is currently running 202B.

Posted January 27, 2005

WEBTHORITY TIMEOUT SETTINGS

On February 18th, Webthority will be implemented for all HUD systems. Time out settings apply to both application inactivity and session timeout.

Inactivity - When the Webthority proxy receives no requests. (i.e. if you don't hit submit or click on a link that requires receipt of information from the server.)

Session timeout - The time that Webthority holds a session as valid before re-authentication. Once the session timeout expires, users are required to re-authenticate. Example, if a user is connected to a HUD systems and working consistently in that application, after 2 hours when they click on a link or submit button, they will be presented with a Webthority authentication screen. When successfully authenticated, they will be returned to their application from where they were previously. This will not end their application session as long as it is not within the session time out settings within the applications.

Production will be set at 30 minutes inactivity timeout and 240 minutes for session timeout.

* * * * *

STRONG PASSWORD ANNOUNCEMENT UPDATE AND REMINDER

On December 29, 2004, a

TRACS Announcement was posted notifying users of the requirement to use “strong passwords” when their existing passwords expire. Please note that the date for this to occur has been changed to February 18th.

Implementation of strong passwords is another part of Housing’s continuing effort to further improve HUD’s system security. Strong passwords must be at least six characters in length, contain at least one upper case and one lower case letter, and contain at least one symbol or number. Password can be changed at anytime so you don’t have to wait until after February 18th, 2005. Your cooperation is greatly appreciated.

Posted January 19, 2005

TRACS Tenant Cycle Processing Available

The TRACS Tenant nightly batch processing has resumed. All data from the Friday, January 14th cycle has been processed. TRACS will process Monday and Tuesday's data in tonight's cycle. If you have not received your cycle messages today, please do not resubmit. Your data may be included in the data waiting to be processed since the Friday cycle. If you have specific questions concerning your data, please call the TRACS Helpdesk at 1-800-767-7588.

TRACS Helpdesk Operations

Due to the Presidential Inauguration activities in the Washington DC area, the TRACS Helpdesk will not be available from 2:00 PM Wednesday, January 19th thru Thursday, January 20th. The Helpdesk will resume operations on Friday, January 21.

January 18, 2005

TRACS Cycle Process Failure

TRACS encountered a processing problem in the Tenant batch cycle on Friday night, January 14th. TRACS discovered several records that caused the batch process to fail. As a result, data transmissions from that day have not been processed. TRACS Developers have determined the cause of the problem and are currently preparing an emergency code change. The plan is complete Friday nights Tenant's cycle by COB today.

Input received from Monday and today will be processed as soon as possible.

Posted January 13, 2005

TRACS Tenant Processing

Due to the Tenant Compliance Rule, many TRACS users are now submitting large volumes of tenant certification data to TRACS for nightly batch processing. As a result, there may be a delay in processing your data on the day it is submitted. There is a possibility that your data will be included in the next night's processing cycle. If you do not receive cycle messages the day after you have submitted, please do not immediately resubmit. Your data may have been in the "roll over" batch for the second night's processing. If you have any questions concerning your submissions, please call the TRACS Helpdesk at 1-800-767-7588. Thank you for your cooperation.

TRACSMIAL System Maintenance

TRACSMail System Maintenance is scheduled for Saturday, January 15th, 2005 between the hours of 12 midnight and 1:00 AM.

Posted January 12, 2005

TRACS Phone Service Operational

The TRACS Phone service is now operational. Please resume using the TRACS Helpdesk phone number 1-800-767-7588 for contacting TRACS.

Posted January 10, 2005

TRACS Phone Service Unavailable

This is to alert you that the TRACS staff and the TRACS Multifamily Helpdesk is experiencing telephone problems and at this point no calls can be made into or out of the office. The telephone company has been notified and help is on the way. In the interim, if you wish to communicate with TRACS or the Helpdesk, please email your communication to tracs_hotline@hud.gov or via fax at 202-401-7984. We will keep you posted as to when service will return. We are sorry for the inconvenience.

Posted January 7, 2005

*** * * * ATTENTION * * * ***

TRACS INDUSTRY MEETING DATE CHANGE

The TRACS Industry Meeting date has been changed to Thursday, March 3, 2005 and Friday, March 4, 2005. Information on the location and times will be forth coming.

Posted December 29, 2004

STRONG PASSWORD ANNOUNCEMENT

In order to access Multifamily Housing Secure Systems after February 11, 2005, TRACS users will be required to use "strong" passwords when their existing passwords expire. Implementation of strong passwords is another part of Housing's continuing effort to further improve HUD's system security. Strong passwords must be at least six characters in length, contain at least one upper case and one lower case letter, and contain at least one symbol or number. Passwords can be changed at anytime so you don't have to wait until after February 11, 2005. Your cooperation is greatly appreciated.

Posted November 29, 2004

On November 19th, 2004, TRACS implemented procedures to accomplish the compliance enforcement and voucher suspension. All vouchers, with the exception of vouchers with unit counts of 10 or below, that do not meet the Compliance Standard will be suspended.

Posted November 29, 2004

TRACS Voucher Suspension

As requested by Housing, TRACS will begin suspending vouchers that do not meet the Tenant Compliance Standard. The only exception to the Tenant Compliance Standard will be those Contracts whose unit counts fall below the **Unit in Contract Standard** of 10. Consistent with prior communications with Industry, TRACS will tentatively plan to incrementally increase the Compliance Standard percentage over a period time, thus meeting the 85% Compliancy Rule by April 1, 2005.

Posted October 15, 2004

TRACS Industry Meeting Agenda

Wednesday, October 20th and Thursday, October 21, 2004

HUD

451 Seventh Street, SW
Washington, DC

Wednesday, October 20th

9:00 Registration

9:30 Opening Remarks Lanier Hylton
Rental Housing Assistance BPR

9:45 Tenant Optimum Compliance Bob Barrick

10:30 - 10:45 Break

10:45 PBCA MAT Messages Jed Graef

12:00 - 1:00 Lunch

1:00 Security Deposit Logic Jerry Ledbetter

1:30 Funding Issues Eileen Walker

2:15 - 2:30 Break

2:30 TRACS System Modifications Pat Machogu

3:30 Questions and Answers

TRACS Industry Meeting Agenda

Agenda (continued)

Thursday, October 21

9:00	Opening Remarks	Lanier Hylton
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9:15	Auditing Your Voucher	Mary Ross
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10:15 - 10:30 Break

10:30	4350.3 Revision 1 Change 1	Willy Spearman
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11:30	TRACS Multifamily Helpdesk	Khevin Johnson/MBI
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11:45	WASS Discussion	James Washington
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12:00	TASS Discussion	Elking Tarver
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12:15	Questions and Answers	Industry
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1:00	Conclude Day 2	
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Posted September 30, 2004

Consistency in TRACS Version Release Numbers

The Tenant functionality for TRACS release 2.0.2.B scheduled for implementation on March 1, 2005, will not require modifications to the Tenant process. However, in order for the version numbers of the various TRACS releases to become consistent, ultimately eliminating confusion in release versions, TRACS will be modifying the version release of the MAT Tenant System Record. Please visit the TRACS Documents page for more detail.

Posted September 20, 2004

TRACS INDUSTRY MEETING NEWS

The TRACS Industry Meeting will be held on Wednesday, October 20th and Thursday, October 21st at the Department of Housing & Urban Development on 451 Seventh St. SW, Washington, DC.

Registration:

There will be no registration fee for this meeting. However, you will need to pre-register. An advanced list of participants will be provided to the HUD Security office. Please FAX confirmation of your participation in the TRACS Industry Meeting to (202) 708-3985 **Attention:** Marinda Parkins. Include the following:

1. Participant Name
2. Company
3. Email address
4. Phone number

Meeting Times

Wednesday, October 20th

9:00 AM	Opening Remarks
4:30 PM	Conclude Day 1

Thursday, October 21st

9:00 AM	Opening
1:00 Noon	Conclude Day 2

Tentative Meeting Agenda Items

Tenant Optimum Compliance
Funding Issues
Security Deposit Logic
202B and 202C TRACS Modifications
New Voucher Form
4350.3 Revision 1 Change 1
Rental Housing Assistance Business Process Re-engineering (BPR)

Posted September 1, 2004

**TRACS Release 202B Industry Specification
Updates**

Updates to the TRACS Release 202B Industry Specification have now been posted to the TRACS Documents page.

Posted July 30, 2004

November 2004 TRACS Release

A list of items for the November 2004 TRACS release has been posted to the TRACS Documents page.

Posted July 30, 2004

TRACS Release 202B Industry Specification

The DRAFT TRACS Release 202B Industry Specification document outlining TRACS activities for a February 2005 implementation is now posted to the TRACS Documents Page.

Posted July 23, 2004

TRACS Industry Specification Questions and Responses

Questions and Responses regarding the Draft June 2004 TRACS Industry Specification document have been posted to the TRACS Document Page.

Posted July 15, 2004

On Friday July 16, 2004, some of our TRACS users may experience problems accessing the WASS application. The Real Estate Assessment Center (REAC) is planning to shutdown hudapps. Consequently, on-line systems will not be unavailable from 8:00pm to 11:00pm. As a result, ARAMS and the TRACS Queries will not be available during the shutdown.

Posted July 7, 2004

New TRACS Fatal Error

Beginning July 6, 2004, TRACS will only accept 14-digit Special Claim IDs created by the Special Claim Approval application. Vouchers submitted with Special Claims (MAT 30 Section 5) having less than 14 digits will produce the following new fatal error:

Code	Description	Recommended Action
VF079	The Special Claim ID submitted in MAT 30 Section 5 has to have 14-digits.	Resubmit the voucher with Special Claim that has 14-digit Special Claim ID.

Appendix E of the TRACS MAT User Guide has been updated to reflect the new message. An updated version of Appendix E will be posted to the TRACS Documents page.

Posted July 2, 2004

TRACS Industry Specification

The TRACS Industry Specification is available on the TRACS Documents Page. Comments concerning the TRACS Industry Specification should be emailed to TRACS_HOTLINE@HUD.GOV using the subject "TRACS Industry Spec".

Posted June 29, 2004

TRACSMAIL Transmission Problem

On June 28, 2004, TRACS encountered a problem receiving transmissions during the hours of 10:58 A.M. through 02:03 P.M. EST. The problem has been corrected. Any transmissions that were not processed on June 28, 2004 will be processed on June 29, 2004. We apologize for any inconvenience this issue may have caused.

Posted June 23, 2004

Comparative Analysis Matrix

There is a new link on the TRACS Home Page for the Comparative Analysis Matrix that is part of the pre-BPR (Business Process Reengineering) effort. Most of the items in the current TRACS Industry Specification came from recommendations in this document.

For Vendors, of particular interest will be Chapters 14 and 15 that detail many TRACS processing rules not available elsewhere. In addition, most of the rules in the document are accompanied by a description of what TRACS does to enforce the rules.

For individuals with Handbook interest, the Handbook quotes are accompanied by requests for clarification from HUD.

The current link takes you direct to the PDF file--you don't go through the usual intercept page. That being the case, you can simply right click on the link and save the file. It is approximately 3 megs in size.

Posted May 28, 2004

TRACS INDUSTRY MEETING

The TRACS Industry Meeting will be held on Wednesday, June 16th and Thursday, June 17th at the Department of Housing & Urban Development on 451 Seventh St. SW, Washington, DC.

Registration:

There will be no registration fee for this meeting. However, you will need to pre-register. An advanced list of participants will be provided to the HUD Security office. Please FAX confirmation of your participation in the TRACS Industry Meeting to (202) 708-3985 **Attention:** Marinda Parkins. Include the following:

1. Participant Name
2. Company
3. Email address
4. Phone number

Meeting Agenda

A meeting agenda will be posted at a later date. At this time, there will not be a satellite broadcast held at this Industry Meeting.

Posted May 17, 2004

TRACS Industry Meeting

The TRACS Industry Meeting will be held on June 16th and 17th 2004 at HUD Headquarters, 451 Seventh Street, SW, Washington DC. The time and room number for the meeting, and agenda will be posted at a later date.

Posted April 22, 2004

Attention all Secure Systems Users

INCREASED SECURITY!!!

Effective 8:00 PM on August 13, 2004, additional security measures will be implemented. Multifamily Housing applications (TRACS, REMS, and LOCCS) will only be accessible using a version of the Microsoft Internet Explorer browser that supports 128 Bit encryption and SSL3.

To determine whether your current browser supports 128 bit encryption

Log onto Secure Systems using **Microsoft Internet Explorer:**

- On the menu bar, choose File / Properties.
- The pop up window should read:

“Connection: SSL 3.0, RC4 with 128 bit encryption (High);
RSA with 1024 bit exchange”

If your current browser does not support 128 bit encryption and SSL3, you can download a browser that supports this using the following link.

<http://www.microsoft.com/ie>

Please contact the Multifamily Systems Help Desk (1-800-767-7588) if you have any questions.

Posted April 15, 2004

TRACSMail Funding Notification Messages

I. BACKGROUND INFORMATION

Beginning in May 2004 a new subject line message will be sent to the TRACSMail ID that last submitted a voucher request. The message will list contract number(s) that received additional amendment budget authority (+) or contracts with decreased budget authority (-) and the funding amounts (+ or -). A decrease in old year funding typically occurs after a contract has terminated or after current year funding is in place for payments.

II. FUNDING NOTIFICATION MESSAGE INSTRUCTIONS

1. Requirements:

- a. All FUNDING NOTIFICATION messages will have a “from” address of: TRACMBROAD@TRACSMAIL.HUD.GOV
- b. Replies to this mailbox “TRACMBROAD” are not read, please DO NOT do a “reply”. See step #4 for email contact information
- c. All messages will have the “subject” line of: FUNDING NOTIFICATION
- d. All messages will be sent as an attachment in each email message
- e. The following text will be utilized.....

S8 Budget Authority Change

Attn: S8 Contract Administrator / Owner / Agent

This message serves as notification of a change in the available budget authority for the Section 8 Housing Assistance Payments (HAP) contracts listed below. The funding change may result from budget authority increase (amendment) or decrease (recapture of prior year funds). Contract Administrators may notify owners or retain the details in the contract document files and contact their CAOM with questions. Owner/Agents may contact their Field Office Asset Manager with further questions.

***** CONTRACT AND FUNDING REFERENCES *****

Sincerely,

HUD Financial Operations Division

2. The text: ***** CONTRACT AND FUNDING REFERENCES ***** will be replaced by an applicable Contract Number and Funding Dollar change; one per line
3. Vendor testing has been scheduled to begin Wednesday April 14th 2004 and is scheduled to end Thursday April 22nd
4. In order to receive a FUNDING NOTIFICATION while in test mode, you will need to send an email to TRACS_HOTLINE@HUD.GOV and include the following information:

The TRACSMail user id you want the message to be sent
The CONTRACT number(s) you want included in the message
The corresponding DOLLAR amount(s) you want to show as a change

Posted April 8, 2004

TRACS Late Recertification Query Update

Several users have experience a situation when using the TRACS Late Recertification Query web application where certifications that have already moved out of the unit were being displayed on the query screen. This display was incorrect. Tenants that have moved out of the units in the project should not be displayed on the Late Recertification Query screen. The issue has been **corrected**. TRACS apologizes for any inconvenience and or confusion.

Posted March 9, 2004

TRACS Industry Meeting Agenda

Wednesday, March 10th and Thursday, March 11th, 2004
HUD
451 Seventh Street, SW
Washington, DC

Wednesday, March 10th

9:00 Registration

9:30 Opening Remarks Lanier Hylton

9:45 Voucher and Tenant Query Screens Bob Barrick

10:30 – 10:45 Break

10:45 Industry Specifications for New Voucher Form Eileen Walker

12:00 – 1:00 Lunch

1:00 - 3:30	Industry Webcast	Lanier Hylton
	➤ Earned Income Tax Credit	Gregory Ford
	➤ PBCA Awards	Lanier Hylton
	➤ Special Claims	Lanier Hylton
	➤ Optimum Compliance Phase II	Lanier Hylton
	➤ Reports	Denny Saulman
	➤ Mass Conversion	Lanier Hylton
	➤ TASS	Elking Tarver
	➤ Income Matching	Lanier Hylton

TRACS Industry Meeting Agenda (continued)

Thursday , March 11th

9:00	Opening Remarks	Lanier Hylton
9:15	4350.3 Occupancy Handbook - Q & A	Bob Wislon/Jed Graef Group Discussion
10:15 – 10:30 <i>Break</i>		
10:30	4350.3 Occupancy Handbook - Q & A (continuation)	Bob Wilson/Jed Graef Group Discussion
11:00	TRACS Multifamily Helpdesk	Caitlin Shea/MBI
11:30	WASS Discussion	James Washington
12:00	Q & A	Industry
12:30	Conclude Day 2	

Posted February 27, 2004

TRACS INDUSTRY MEETING NEWS

The TRACS Industry Meeting will be held on Wednesday, March 10th and Thursday, March 11th at the Department of Housing & Urban Development on 451 Seventh St. SW, Washington, DC.

Registration:

There will be no registration fee for this meeting. However, you will need to pre-register. An advanced list of participants will be provided to the HUD Security office. Please FAX confirmation of your participation in the TRACS Industry Meeting to (202) 708-3985 **Attention:** Marinda Parkins. Include the following:

1. Participant Name
2. Company
3. Email address
4. Phone number

Meeting Times

Wednesday, March 10th

9:00 AM	Opening Remarks
3:30 PM	Conclude Day 1

Thursday, March 11th

9:00 AM	Opening
12:30 Noon	Conclude Day 2

Tentative Meeting Agenda Items

Voucher and Tenant Query Screens
New Voucher Form
Earned Income Tax Credit
Special Claims
Optimum Tenant Compliance
4350.3 Occupancy Handbook
Income Matching

February 26, 2004

TRACS On-line Query Access

On Friday, February 27th, two of the TRACS on-line queries will be unavailable for use from 7:00 AM until approximately 9:00 AM EST due to system maintenance. If you are an internal HUD user (i.e. HUD Field Office) you will **not** be able to access the Voucher Query or the Pre-Payment Decision applications. If you are an external HUD user, you will **not** be able to access the Voucher Query. No other on-line TRACS queries will be affected. All other TRACS queries will be available as normal. If you have any questions or concerns, notify the TRACS Multifamily Helpdesk at 1-800-767-7588.

February 25, 2004

TRACSMail Server Issue

On Tuesday, February 24th, a problem receiving input data from the Industry via the Sprint TRACSMail server was reported. On Tuesday afternoon, February 24th, the server problems were resolved and the Sprint TRACSMail server became operable. The morning of February 25th, TRACS was notified that Sprint appeared to restore and retransmitted old backup files from February 17th up to the 23rd with current data from the February 24th and 25th. Unfortunately, there is no way to segregate this old data from the new current data. Consequently, the next few nights batch cycle will include input data from February 17th to the current day. As a result, you may receive confusing error messages. Please review your messages closely as many of the messages may be related to previous processing. If any you have any questions or concerns, notify the TRACS Multifamily Helpdesk at 1-800-767-7588.

February 17, 2004

SSI Data Match Service Temporarily Interrupted

Unfortunately, the SSI Data Match process has been temporarily interrupted. As a result, you will not be receiving Social Security processing error messages from the TRACS nightly batch process. We regret the inconvenience and hope to resume processing as soon as possible.

Posted February 10, 2004

TRACS Industry Meeting

The TRACS Industry Meeting has been rescheduled for March 10th and 11th, 2004. The location of the meeting will be at HUD Headquarters, 451 Seventh Street, SW, Washington, DC. The time and room number for the meeting, and agenda will be posted at a later date.

TRACS Internet Queries

TRACS Users have been experiencing difficulty accessing TRACS Query Screen via Internet Explorer. This is due to a new security patch for Internet Explorer released by Microsoft. Other systems affected by this security patch were M2M, APPS and LOCCS. As of 02/10/03, the Web Application group has implemented code changes that will allow our users access to the Web query screens using Internet Explorer. We apologize for your inconvenience.

Posted February 10, 2004

*** * *Attention TRACS Users * * ***

MAT40 Update

Currently, the TRACS nightly batch cycle process allows for the transmission and processing of MAT40 Tenant Move-Out records. However, some TRACS users are experiencing an inability to successfully submit Move-Out records to TRACS for processing. TRACS has developed an alternative method designed specifically for those users who are not able to transmit move out information to TRACS. The TRACSMultifamily Move-Out Request form is to be used by those who are unable to transmit move-out information to TRACS using their software. This form is available on the TRACS Documents page located on the same menu as this TRACS Announcement. Use this form **only** if you cannot submit a MAT40 Move-Out record. Any form submitted will be reviewed and approved by Housing. Complete the TRACS Multi-Family Move-out Request Form and fax the completed form to the TRACS Multi-Family Helpdesk at 202-401-7984, where a TRACS Helpdesk staff member will initiate the HQ move-out process.

This procedure will be implemented on March 1, 2004. The TRACS Multi-Family Helpdesk will accept these forms on or after the March 1, 2004 implementation date. Please note that this procedure will **NOT** replace the submission of the MAT40 records for those users who are able to use the MAT transmission process.

Posted January 23, 2004

TRACS Updating the Vendor Region

The TRACS Vendor Region will not be available from January 26th through January 30th. During that time, the region will be updated with the Tenant Reporting Optimum Compliance Phase II Release software. The Vendor Region will be available beginning on February 2nd and will include the new software. The Compliance Percent rate will be set to 10% in the Vendor Region to allow vendors to test both positive and negative cases without going through the extra exercise of creating a high volume of tenant data in the Vendor database. Please note that the new software for Tenant Reporting Optimum Compliance is planned for release into production on February 27, 2004.

December 12, 2003

Delegated Administrator Update

The goal of this announcement is to verify the usage of your TRACSMail account. Due to the current configuration of the TRACSMail system we are unable to determine if your account is in use.

We also need to either update and/or identify the owner of this account within Delegated Administrator. As security is a high priority, we are requesting your assistance in providing contact information in order to maintain TRACS as a secure system. The information we are requesting is your first and last name, TRACMail ID #, Contract/Project Number, organization name, organization type, telephone and fax number, complete mailing address and alternative contact email address if applicable.

We would like for you to respond this message promptly by sending an email to tracmhelp1@tracsmail.hud.gov acknowledging that you have received this message and that your account is in use. If your current email or software configuration does not allow you to respond to this message via your TRACMail account you may send an email to tracs_hotline@hud.gov or by faxing a document to 202-401-7984 containing the aforementioned information.

We have allowed until February 27, 2004 to receive your response. If we have not received a reply by February 27th we will deactivate this TRACSMail ID. If your account does become deactivated you will need to request a new account.

We thank you in advance for your promptness and cooperation. If you have any questions or concerns please call the TRACS Multi-Family Help Desk at 1-800-767-7588.

December 10, 2003

Non-Compliance Broadcast Messages

TRACS will be implementing a monthly broadcast message that will be distributed to those entities submitting vouchers for contract(s)/project(s) that are NON-COMPLIANT in submitting tenant data to TRACS. The broadcast message is generated by TRACS and sent to the appropriate TRACSMail address of the entity submitting a voucher for payment. The following message will be distributed as a text attachment:

BROADCAST MESSAGE

A review of your contract portfolio indicates that one or more contract/project number(s) are NON-COMPLIANT with respect to Tenant Certification Reporting to TRACS. Effective for the April 2004 Voucher, payments will be subject to suspension for any contract/project number(s) within your portfolio identified as NON-COMPLIANT. The following contract/project number(s) is/are currently identified as NON-COMPLIANT:

REFERENCE

Please review your portfolio using the TRACS Voucher Query function to research your NON-COMPLIANT contracts, and update your TRACS Tenant Certification data accordingly. Questions concerning this notice should be directed to the TRACS Helpdesk at 1-800-767-7588.

Posted December 10, 2003

TRACS Industry Meeting
December 11th and 12th, 2003

7915 Jones Branch Drive
McLean, Virginia 22102

Agenda

DAY 1 Thursday, December 11th

8:00	Registration	
8:30	Welcome Opening Remarks	Lanier Hylton Stillman Knight
9:00	Office of Housing Assistance Updates * BPR (Business Process Reengineering) * Re-procurement (new TRACS contract) * HITS (HUD Information Technology Service) * CA Quarterly Meetings * Special Claims Guide * RHIIP (Rental Housing Improvement Initiative Program) and Training CAs and PBCAs * New Voucher Forms 52670 and 52671 * Tenant Optimum Compliance	Lanier Hylton
10:15-10:30	Break	
10:30	New TRACS Tenant Web Reports	Denny Saulman
11:15	Move-out Request Application	Denny Saulman
11:30 – 1:00	Lunch (ATS Conference Area)	
1:00	TRACS Tenant Batch Changes	Denny Saulman
2:00	TRACS Voucher Changes * Tenant Reporting Compliance Enforcement * New and Modified Voucher Batch Edits * New TRACS Voucher Web Report	Bob Barrick Denny Saulman
3:00 – 3:15	Break	
3:15	Proposed Voucher Changes for ACC Conversions	Eileen Walker
3:30	Q & A	
4:00	Conclude Day 1	

**TRACS Industry Meeting
December 2003**

Agenda (continued)

DAY 2 Friday, December 12th

- | | | |
|---------------|---|---------------------------------|
| 8:30 | Gathering Time | |
| 9:00 | Opening Remarks | Lanier Hylton |
| 9:15 | 4350.3 Occupancy Handbook requirements | Lanier Hylton |
| | ★ PRAC Group Homes and Vouchers | |
| | ★ Race and Ethnicity | |
| | ★ Unborn Child Reporting Issue | |
| | ★ Joint Custody | |
| | ★ Calculating Adjustments Using Number of Days in a Month | |
| | ★ Handbook and TRACS Implementation Schedule | |
| 10:15 | TRACS Multifamily Helpdesk Update | Caitlin Clark
Khevin Johnson |
| 10:30 – 10:45 | Break | |
| 10:45 | WASS Update | Lanier Hylton |
| | ★ Traditional CAs and Access to WASS | |
| 11:30 | TASS Update | Elking Tarver |
| 12:00 - 1:00 | Lunch (ATS Conference Area) | |
| 1:00 | Conclude Day 2 | |

Posted November 20, 2003

TRACS INDUSTRY MEETING NEWS

~ update~

The TRACS Industry Meeting will be held on Thursday and Friday, December 11th and 12th at the Advanced Technology Systems (ATS) Conference Center, at 7915 Jones Branch Drive, McLean, Virginia 22102.

Hotel Accommodations:

The Holiday Inn at Tysons Corner (703) 893-2100 and the Best Western Tysons West Park Hotel (703) 734-2800 has reserved rooms for over night stay on Wednesday, December 10th and Thursday, December 11th. When making reservations at either location, please let them know that you will be attending the TRACS/HUD Industry Meeting. The room rates for the Holiday Inn are \$150 per night plus tax and include a full buffet breakfast and \$15 food coupon. The room rates for the Best Western are \$129 per night and include breakfast and a complimentary drink in the evening.

Registration:

A food and meeting room fee of \$30 will be collected when you register. Please have cash available.

Confirmation:

An advanced list of participants must be provided to ATS Security. Please FAX confirmation of your participation in the TRACS Industry Meeting to (202) 708-3985

Attention: Marinda Parkins. Include the following:

1. Participant Name
2. Company
3. Email address
4. Phone number

Meeting News Update – 11/19/03

There will not be a satellite broadcast as originally suggested. The meeting will begin with registration on Thursday, December 11th at 8:30 AM. The conclusion of the meeting on Friday, December 12th will occur at approximately 3:00 PM. A very rough draft of an agenda is currently being prepared. Listed below are some of the topics of discussion:

- CA Quarterly Meetings
- Special Claims Guide
- New Voucher Forms 52670 and 52671
- Conversion of ACCs
- RHIPP and Training
- Best Practices and Consistency Guidance for CAs
- CAs request for monthly paper reports without OMB approval

- Multifamily Housing Policy
- 4350.3 Handbook Requirements
- TRACS Tenant Changes
- TRACS Voucher Changes

Posted 11/19/02

TRACS INDUSTRY MEETING NEWS

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Attention: Marinda Parkins. Include the following:

1. Participant Name
2. Company
3. Email address
4. Phone number

Posted October 28, 2003

TRACS Mail problems

Over the past several weeks, the TRACSMail transmission process has experienced technical problems. Our HUD technicians have worked closely with Sprint on this issue. To date, the problems appear to have been corrected. If you have recently submitted data to TRACS and have not received a TRACS processing message/acknowledgement, please resubmit your transmission.

Posted October 8, 2003

TRACS Discussion Forum

The TRACS Discussion Forum is now up and functioning properly. Also, the messages that were posted to it through Friday September 12th, have been restored. We apologize for the inconvenience of it not being available from September 15th, until October 3, 2003.

Posted October 3, 2003

TRACS Helpdesk

The TRACS Helpdesk 1-800 phone number is now operational. For assistance with TRACS related issues, please call 1-800-767-7588.

We thank you for your patience!

Posted September 22, 2003

TRACS Discussion Forum Unavailable

The TRACS Discussion Forum is temporarily unavailable for use. However, the TRACS Announcement Forum is up and running. We are currently working with the WEB department to have the Discussion Forum service restored as quickly as possible. TRACS will keep you posted via the TRACS Announcement Forum.

We are sorry for your inconvenience.

Posted September 17, 2003

TRACS Helpdesk

At the present time we are experiencing problems with the TRACS helpdesk phone lines. You may receive a busy signal or no answer. We are working to get this problem repaired as soon as possible. In the interim you may send an email containing your name, project or contract number, TRACSMail ID, telephone number and the problem you are having to tracshotline@hud.gov. The helpdesk staff will be monitoring the email and will return your call promptly.

Thank you for your patience.

Posted September 12, 2003

TRACS move

Due to the physical relocation of the TRACS Development/Maintenance Team and the TRACS Multifamily Help Desk, there may be an interruption of services from September 12-15. All telephone, fax, and network connectivity will not be operable during the scheduled move. If you call or submit a request during this time and it has not been responded to by Tuesday, September 16, please call again or resubmit your request.

Thank you in advance for your patience and cooperation.

Posted July 11, 2003

TRACS Voucher Detail/Summary Query Not Available This Weekend

Several systems are being moved to a new server this weekend. As a result, production access to the Voucher Summary/Detail Report will not be available to TRACS users beginning Friday at 8:00 PM through Monday at 7:00 AM (EDT). This activity may possibly affect other Secure Connection applications.

TRACS Industry Meeting Information

Hotel Accommodations:

The Holiday Inn at Tysons Corner (703) 893-2100 and the Best Western Tysons West Park Hotel (703) 734-2800 have reserved rooms for the conference.

NOTE: Please contact the hotels prior to July 12th because the 40 rooms reserved at these two hotels will be released to the public.

Confirmation:

Please fax confirmation of your participation in the TRACS Industry Group Meeting to (202) 619-8321:

1. An advance list of participants must be provided to ATS security
 2. Fax should provide participant name, company, e-mail address, and phone number.
- NOTE: completing and submitting confirmation will ensure timely access into the ATS Headquarters building on July 28th and 29th

June 26, 2003

TRACS Industry News Alert

Occupancy Handbook 4350.3

Revisions to the Occupancy Handbook, HUD 4350.3, for Multifamily Housing's rental assistance programs has been published for effect and is now available on the HUD Clips Website:

<http://www.hudclips.org/cgi/index.cgi> under the Section titled "What's New!"

System development enhancements for the Tenant Rental Assistance Certification System (TRACS) to implement the changes listed in the newly published Occupancy Handbook will take approximately 18 months. As a result, participants are directed to disregard matters requiring system enhancements, which effect contract renewals or the payment process. Specifically, participants are directed to continue using existing data formats under the existing 201B requirements to submit data to TRACS until further notice.

The Office of Housing will hold a TRACS Industry meeting on July 28th and 29th 2003. At that time, potential system changes/revisions and future impacts will be discussed with Industry partners along with a proposed timetable for implementing Occupancy Handbook changes.

June 18, 2003

Changes to Download Option for TRACS On-line Web Applications

Effective June 18, 2003, a minor change has been implemented affecting the Download option for various TRACS On-line Web Applications. Please note that when using this option, the delimiter has been changed from a comma (,) to a semi-colon (;). These changes affect the download option for the following TRACS Internet Web Applications:

- TRACS Certification Query
- TRACS Move-in/Move-Out Query
- TRACS Project Evaluation Query
- TRACS Tenant Unit Address Query
- TRACS Verification Query.

This fix was implemented to correct the dynamic display of the 'Tenant Name' column for applicable web queries when the selected data contained a comma.

Posted May 9, 2003

Announcement

“Expired Baselines Permitted”

TRACS has removed the fatal edit, F0161. You may now submit baseline certifications having effective dates greater than 15 months and TRACS will store them with a new discrepancy.

The new discrepancy, CE262, will replace F0161. When generated, the message will read: “Baseline cert with an effect date more than 15 mos old was stored in TRACS.” Since it is assigned a priority code “3”, it is an “informational” message only and no correction or further action is required. This new discrepancy will be added later to the TRACS Mat User Guide.

The intent of this change is to enable delinquent projects to submit and store certifications in TRACS so that their associated vouchers may be paid more expeditiously.

Posted May 5, 2003

TRACS INDUSTRY MEETING TENTATIVE SCHEDULE

The next TRACS Industry Meeting is tentatively scheduled for July 14th and 15th, 2003. Once a location is confirmed, this notice will be revised. .

Posted April 15, 2003

HOTLINE

Hotline service has been temporarily discontinued but will be restored as soon as possible. Please fax TRACS critical issues to (202) 708-3985 and include your name, daytime phone number, and a detail description of the problem.

Posted March 31, 2003

Revised TRACS Voucher Fatal Error Message

On 3/28/2003, a revised Voucher fatal error, **VF002**, was implemented in production. At the direction of Housing, this edit was modified to validate the submitted VCHHR -Voucher Header Record Subsidy Type against subsidy contract information in TRACS. The revised VF002 message is, "**Submitted Subsidy Type is inconsistent with the subsidy contract**".

If your voucher was rejected with this error, then please verify the Subsidy Type submitted (**VCHHR – Voucher Header Record - Field 17**) is consistent with the subsidy contract that covers the voucher, and resubmit the voucher with the correct Subsidy Type.

For additional information, please refer the TRACS MAT Guide.

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 through 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.

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.