



SUCCESS WITH TRACS

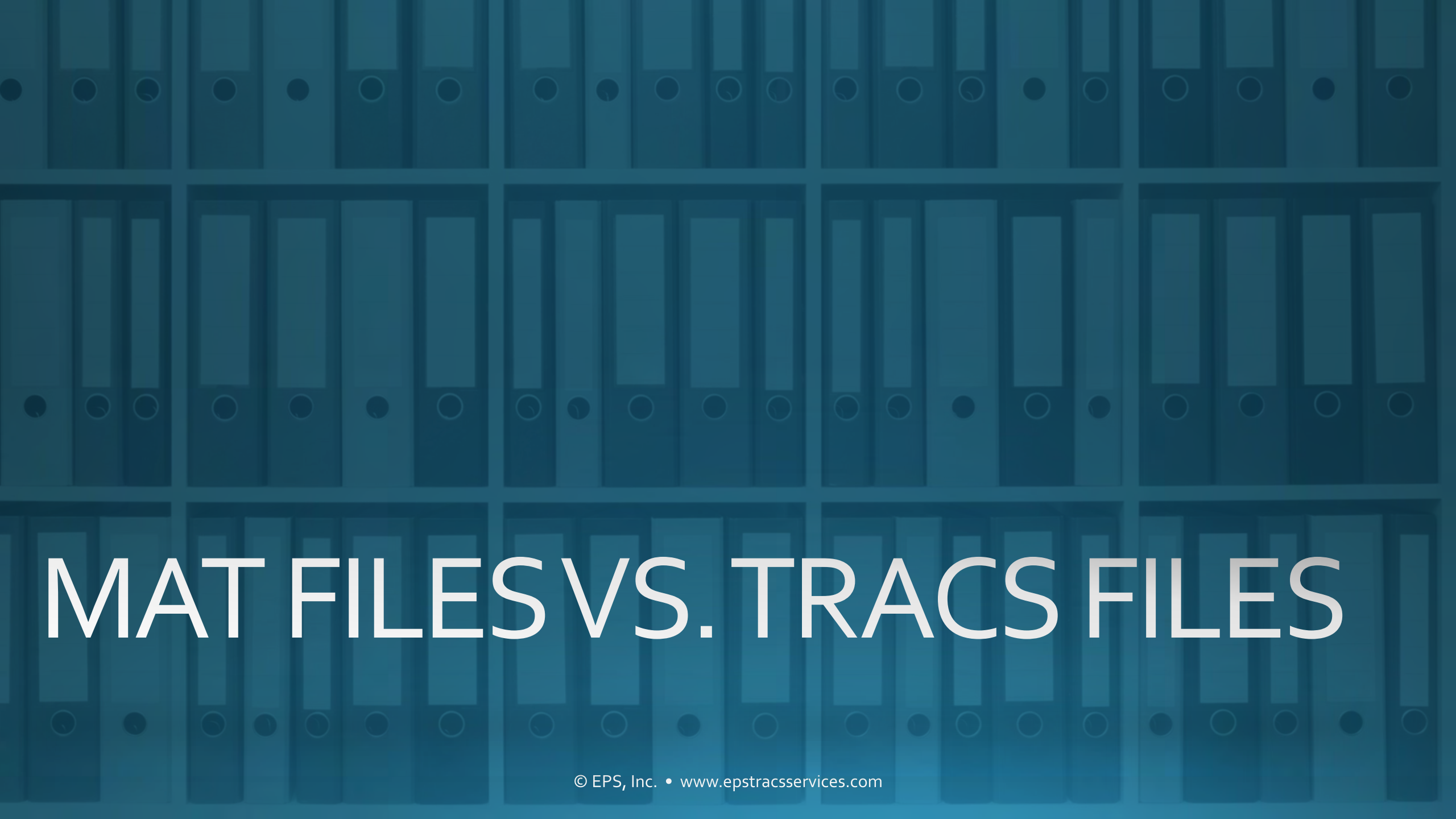
Presented by EPS, Inc.

EPS, Inc shall not be responsible for errors or inaccuracies



Objective:

This session will consist of all things TRACS, some vouchering and a sprinkle of special claims thrown in to round out the session.

The background of the slide features a repeating pattern of blue binder rings and folders, creating a sense of organized storage or data management.

MAT FILES VS. TRACS FILES

What does TRACS stand for?



- Tenant
- Rental
- Assistance
- Certification
- System

Or.....

What does TRACS stand for?



- Totally
- Ridiculous
- Archaic
- Certification
- System

Unfortunately, TRACS has not had the necessary resources to bring it to its full potential, and there are so many generations behind in software programming that this has become a behemoth of a project to maintain, let alone reprogram or restructure. Due to the complexities of this situation, we continue to have to try to work around its limitations.

What is a MAT?

- Monthly Activity Transmission
 - MAT 10 – 50059 information
 - MAT 15 – Unit Address information
 - MAT 30 – HAP Voucher information
 - MAT 40 – Move Out information
 - MAT 65 – Termination of Tenancy
 - MAT 70 – Unit Transfer or Gross Rent Change information



MAT Errors vs. TRACS Errors

- MAT errors – The Monthly Activity Transmission guide or MAT guide outlines the procedures for submitting certs and vouchers electronically to ensure compliance with HUD regulations
- TRACS errors – are specific to the TRACS system and indicate problems with the cert process

MAT Errors

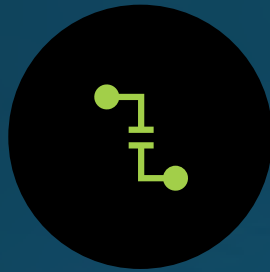


- When data is submitted to TRACS, it first must pass a MAT specification check regarding the file structure. If the file does not pass the MAT spec check, a MAT error is generated and returned to sender.
- If the file passes the MAT spec check, then the TRACS check occurs.

TRACS Errors



THE TRACS CHECK REVIEWS THE FILE FOR ACCURACY AND COMPLIANCE WITH ELIGIBILITY RULES AND RENT CALCULATIONS.



WHEN A PROPERTY SENDS A TRACS FILE TO EPS, THE SAME EXACT ACTIONS OCCUR IN OUR SYSTEMS.



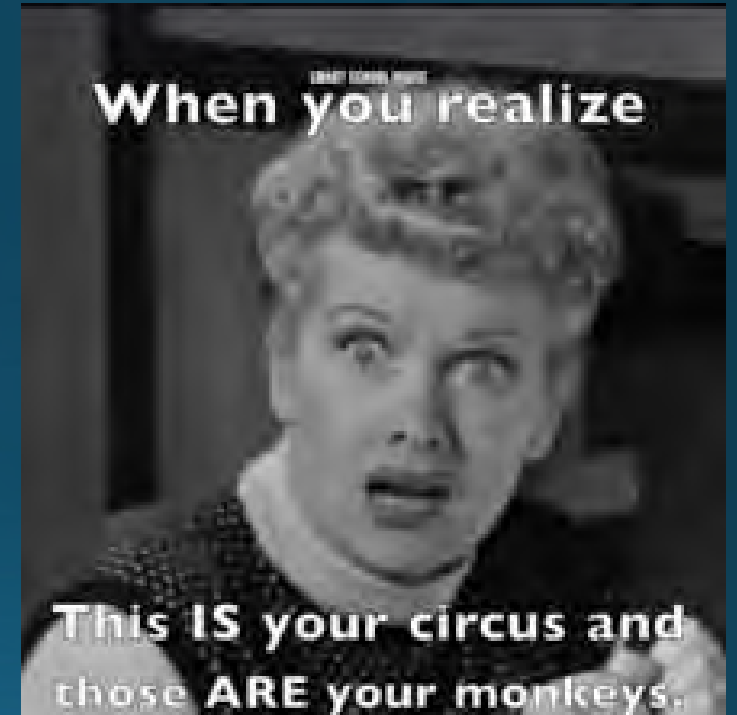
THERE ARE ROUGHLY 750+ POTENTIAL MAT OR TRACS ERRORS BETWEEN BOTH TRACS AND EPS – XC ERRORS ARE FROM OUR SYSTEM



EPS WILL SEND YOU BACK THE ERRORS ON THE CERTS WITHIN A DAY OR TWO FROM WHEN YOU SUBMIT IT, SO YOU CAN PROACTIVELY CHECK TO CORRECT ANY ERRORS YOU MAY HAVE TO AVOID REVISED VOUCHERS!

HUD Requirement, Are you compliant?

- Owners of properties receiving Project-Based Rental Assistance (PBRA) must check TRACS for certifications to ensure certifications are reflected there and to be compliant with HUD regulations. The process involves comparing the detail information on the most current voucher to the information in TRACS Secure Systems to confirm that all certifications (MI, IC, AR, IR, MO, TM, GR, and UT) transactions have been recorded properly.



Wait, what?

- Also, any discrepancies with the up to 750+ TRACS errors that could occur on any one certification is addressed properly.
- The property Compliance Percentage must be above 90% at all times, as well, or you will not be paid!

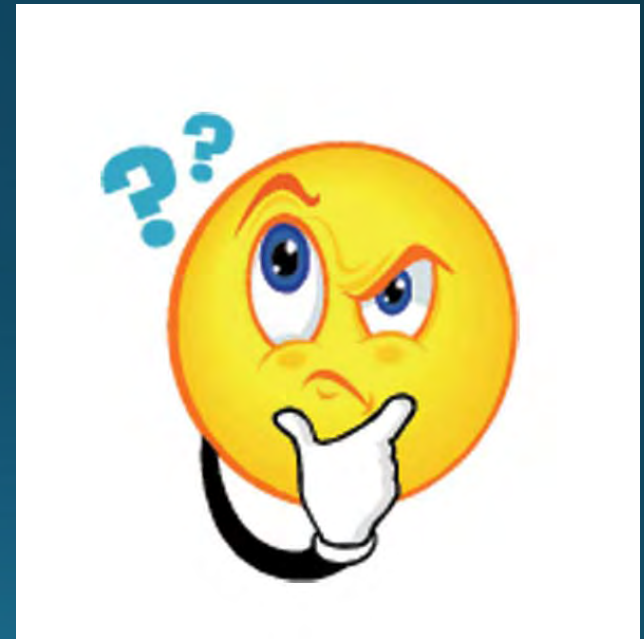


So, yeah, totally compliant....

- Where exactly do I go again?
- Participant User Registration – to sign up as a Multifamily coordinator and User Registration
- https://hudapps.hud.gov/public/wass/public/participant/partreg_page.jsp
- If already have a WASS ID: Tenant Rental Assistance Certification System (TRACS) | HUD.gov / U.S. Department of Housing and Urban Development (HUD)

So here now, what next?

[Tenant Rental Assistance Certification System \(TRACS\) | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)



TRACS User Guides

- Secure Sign-in
- Apply for user ID and Password
- Industry User Guide for TRACS Internet Applications
 - Industry User Guide for TRACS Internet Applications
- TRACS Recertification
- TRACS Re-Certification User's Guide
- Guide to HUD's Online Systems
- iMAX_iMAT_FRD_Appendix_C_iMAT_Processing (11/06/2017)
 - iMAX System - SDM Document Edits Change Control Log
 - iMAX WSDL file in Text format
 - iMAX WSDL file in Text format
- Integrated Multifamily Access eXchange (iMAX) User Guide
 - Industry User Guide for TRACS Internet Applications
 - What's New with TRACS Internet Applications
- TRACS ROB v3 (April 2023)
- TRACS 2017 User Recertification Training Q&A
- TRACS Notification of Transport Layer Security (TLS) Version 1.2 Upgrade

TRACS Documents

TRACS Documents

TRACS ISERS



Sign in, and let's get started!

Numerous Queries at TRACS:



Voucher Queries/Reports:

- This is where you can see your payment status.
- Up to two years of vouchers, if you ever need to grab any previous vouchers for your files

TRACS Voucher Query

Displays past 48 month's Vouchers for selected Project or Contract

Enter the Contract or Project Number.

Contract Number:

--- Select One --- ▼

or Project Number:

--- Select One --- ▼

Submit

Reset

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

Contract/Project Number: [REDACTED]
Project Name: [REDACTED]
Subsidy Type: Section 8
Subsidy Contract Expiration Date: 12/31/2037
Active Tenant Count/Units: 12/13 (92.3%)

[Back to Query](#)
Select a Voucher ID to view additional voucher details.



Voucher ID	Voucher Date	Correction Ind	TRACS Processed Date	Status Code	Status Date	Discrepancy Ind	Approved Voucher Amount	Offset Amount	Amount Paid	Est Pay Date	Payee TIN	LOCCS Payee Name	Action ID	Contract Administrator ID	Compliance Percent	Owner DUNS Number	Owner TIN
2512020271	12/01/2025	N	11/21/2025	P00	11/27/2025		\$4923	\$0	\$4923	12/01/2025	[REDACTED]	[REDACTED]	LOCCS	KS800	100	[REDACTED]	[REDACTED]
2511022499	11/01/2025	N	11/19/2025	P00	11/20/2025		\$5579	\$0	\$5579	11/21/2025	[REDACTED]	[REDACTED]	LOCCS	KS800	100	[REDACTED]	[REDACTED]
2510022710	10/01/2025	N	11/12/2025	P00	11/13/2025		\$5868	\$0	\$5868	11/14/2025	[REDACTED]	[REDACTED]	LOCCS	KS800	100	[REDACTED]	[REDACTED]
2509022831	09/01/2025	N	11/10/2025	P00	11/11/2025		\$5211	\$0	\$5211	11/13/2025	[REDACTED]	[REDACTED]	LOCCS	KS800	100	[REDACTED]	[REDACTED]
2508022868	08/01/2025	N	10/20/2025	P00	10/21/2025		\$4639	\$0	\$4639	10/22/2025	[REDACTED]	[REDACTED]	LOCCS	KS800	100	[REDACTED]	[REDACTED]
2507013292	07/01/2025	N	06/12/2025	P00	06/28/2025		\$6092	\$0	\$6092	07/01/2025	[REDACTED]	[REDACTED]	LOCCS	KS800	100	[REDACTED]	[REDACTED]
2506013300	06/01/2025	N	05/13/2025	P00	05/30/2025		\$6116	\$0	\$6116	06/02/2025	[REDACTED]	[REDACTED]	LOCCS	KS800	100	[REDACTED]	[REDACTED]
2505011500	05/01/2025	N	04/10/2025	P00	04/30/2025		\$6129	\$0	\$6129	05/01/2025	[REDACTED]	[REDACTED]	LOCCS	KS800	100	[REDACTED]	[REDACTED]
2504018646	04/01/2025	N	03/20/2025	P00	03/29/2025		\$5105	\$0	\$5105	04/01/2025	[REDACTED]	[REDACTED]	LOCCS	KS800	100	[REDACTED]	[REDACTED]
2503016497	03/01/2025	N	02/18/2025	P00	02/28/2025		\$6738	\$0	\$6738	03/03/2025	[REDACTED]	[REDACTED]	LOCCS	KS800	100	[REDACTED]	[REDACTED]
2502014011	02/01/2025	N	01/14/2025	P00	01/31/2025		\$6752	\$0	\$6752	02/03/2025	[REDACTED]	[REDACTED]	LOCCS	KS800	100	[REDACTED]	[REDACTED]
2501014341	01/01/2025	N	12/12/2024	P00	12/31/2024		\$7556	\$0	\$7556	01/02/2025	[REDACTED]	[REDACTED]	LOCCS	KS800	100	[REDACTED]	[REDACTED]

VoucherQueries/Reports:

- More detailed information can also be obtained and printed by double clicking on a specific voucher ID for an approved voucher.

*It will print out each section that you can put in your file, if you need to. If you report to EPS, we also send the electronic MAT 30 back to your TRACSMail ID after it is approved.

*If your software does not allow you to print it, you can do these steps to print for your files.

Voucher Queries/Reports:

TRACS
Voucher Query Detail Options

Contract/Project Number: [REDACTED]
Project Name: [REDACTED]
Voucher Id: 2512020271
Voucher Date: 12/01/2025

*Select an option for more voucher data
To print results of query use letter size paper and select landscape orientation*

1. [Voucher Summary Detail](#)
2. [Miscellaneous Accounting Requests](#)
3. [Special Claims](#)
4. [Voucher Discrepancies](#)
5. [Repayment Agreements](#)
6. [Assistance Payment Detail](#)
7. [Adjustment Payment Detail](#)
8. [LOCCS Offset Details](#)

[Back to Query](#) [Back to Voucher List](#)

A good place to hang out...
at least once a month

Certification Query Status:



Certification Query Status:

- The most recent certifications for a tenant at TRACS is considered Active if it's shown in Blue.

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

Contract/Project Number: [REDACTED]

Subsidy Contract Expiration Date: 04/30/2046

Active Tenant Count/Units: 146/147 (99.3%)

Certifications: Current

90% Compliance of all active certs to get paid!

[Back to Query](#)

Select a Tenant Name to view additional certification details. Highlighted rows correspond to Active Tenant Count.

Tenant Name	SSN	Unit Number	Effective Date	Cert Type	Action Code	Action Effect Date	TRACS Process Date	AP	TTP	Annual Income	Adjusted Income	Gross Rent	Assist Status Code	Project or Contract Number	Subsidy Type	Household Member Count	Next Recert Date
CONFORTI		01-100	11/01/2025	AR	GR	05/01/2026	04/07/2026	\$1312	\$228	\$11580	\$9105	\$1540	E	084EH006	1	1	11/01/2026

90% Compliance of all active
certs to get paid!

I LOVE BLUE!

Certification Query Status:



- If the most recent certification for a tenant at TRACS is considered Inactive, it's shown in White.
- You need a full cert active before you can get a partial to TRACS

Certification Query Status:

Some reasons why it may be inactive:

- double occupancy/subsidy issue –especially for MI/IC
 - a missing correction or certification
 - HQ TM or MO
 - Fatal errors
- Depending on the situation, either EPS can assist, if you are working with a PBCA, or if submitting directly to HUD:
 - **Look into utilizing EPS' TRACS Service Bureau for help with all things TRACS!**
 - Multi-Family Helpdesk to find out why a tenant's status is not active at TRACS in the Certification query.

Click on the name and let's see!



Certifications that show an Asterix (*) next to the certification type at TRACS -

- This means the certifications have either a Type 1, 2, 3 or informational error(s)
- May require a corrected cert

Wait, error levels?

There are 5 different Action Required Codes for TRACS errors:



FATAL – Correct and resubmit



01 - Submit correction within 45 days.



02 - Submit correction on next submission and/or certification.



03 - Informational message; may or may not require correction.



04 - Follow up required (For Field Office Use Only).

TRACS Limitations

Certification
errors

Voucher Errors

Bogus errors

Passbook rate
inconsistencies

Consecutive
Partial certs

Data Dumping

And more.....

A conceptual illustration of a business team navigating through challenges. Several people in business attire are inside a large, white paper boat. One person at the front is using a long telescope, while others are rowing or steering. The boat is on a dark blue sea with white-capped waves. The background is a deep blue sky with soft, white clouds. The overall tone is professional and optimistic, suggesting a journey through uncertainty.

Navigating those Limitations

EPS to the
rescue...we can
help!



Remember those 750+ errors....

- Certification Error Example:

[Back to Query](#)
Select a Head Tenant Name to view additional certification details.

Head Tenant Name	Head SSN	Unit Number	Effective Date	Seq Num	Cert Type	Action Code	Action Effect Date	TRACS Process Date	AP	TTP	Annual Income	Adjusted Income	Gross Rent	Assist Status Code	Project/Contract Number	Subsidy Type	Previous Contract Number	Next Recert Date	Bedroom Count	Over/Under Housed	Move In Date
GARRETT, T. M.		517 B3	03/01/2026	1	*IR*			03/11/2026	\$568	\$722	\$29836	\$28876	\$1290	E	04711058	1		03/01/2027	2		07/23/2024
GARRETT, T. M.		517 B3	11/01/2025	1	AR			01/07/2026	\$456	\$789	\$32512	\$31552	\$1245	E	04711058	1		11/01/2026	2		07/23/2024
GARRETT, T. M.		517 B3	11/01/2024	2	IC	GR	01/01/2025	12/09/2024	\$983	\$262	\$11448	\$10488	\$1245	E	04711058	1		11/01/2025	2		07/23/2024
GARRETT, T. M.		517 B3	11/01/2024	1	IC			11/07/2024	\$584	\$262	\$11448	\$10488	\$846	E	04711058	1		11/01/2025	2		07/23/2024

[Interpreting and printing this page](#)

[Back to Query](#) [Back to Certification Detail Options](#)

This is an IR submitted with * next to it, so indicates there is an issue. Click on Garrett's name

Certification Error:

TRACS
Certification Detail Options

Project/Contract Number: [REDACTED]
Head Tenant SSN: [REDACTED]
Head Tenant Name: [REDACTED]
Effective Date: [REDACTED]

*Select an option for more certification data
To print results of query use letter size paper and select landscape orientation*

1. Certification Discrepancies ←
2. Certification History List

[Back to Query](#) [Back to Certification List](#)

[Back to Query](#)

Select a Head Tenant Name to view additional certification details.

Head Tenant Name	Head SSN	Unit Number	Effective Date	Seq Num	Cert Type	Action Code	Action Effect Date	TRACS Process Date	AP	TTP	Annual Income	Adjusted Income	Gross Rent	Assist Status Code	Project/Contract Number	Subsidy Type	Previous Contract Number	Next Recert Date	Bedroom Count	Over/Under Housed	Move In Date
GARRETT, T. M.		517 B3	03/01/2026	1	*IR*			03/11/2026	\$568	\$722	\$29836	\$28876	\$1290	E	04711058	1		03/01/2027	2		07/23/2024
GARRETT, T. M.		517 B3	11/01/2025	1	AR			01/07/2026	\$456	\$789	\$32512	\$31552	\$1245	E	04711058	1		11/01/2026	2		07/23/2024
GARRETT, T. M.		517 B3	11/01/2024	2	IC	GR	01/01/2025	12/09/2024	\$983	\$262	\$11448	\$10488	\$1245	E	04711058	1		11/01/2025	2		07/23/2024
GARRETT, T. M.		517 B3	11/01/2024	1	IC			11/07/2024	\$584	\$262	\$11448	\$10488	\$846	E	04711058	1		11/01/2025	2		07/23/2024

[Interpreting and printing this page](#)

[Back to Query](#) [Back to Certification Detail Options](#)

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

Head Tenant Name: [REDACTED]

Certification Effective Date: 03/01/2026

Head Tenant SSN: [REDACTED]

Project/Contract Number: [REDACTED]

[Back to Query](#)

Discrepancy Code	Description	Recommendation	Action Required	Member Number	Reported Value	Calculated Value
CE001	EFFECTIVE DATE INCORRECTLY OCCURS AFTER NEXT RECERTIFICATION DATE	VERIFY REPORTED EFFECTIVE DATE AND NEXT RECERTIFICATION DATE	1			

Certification Error:

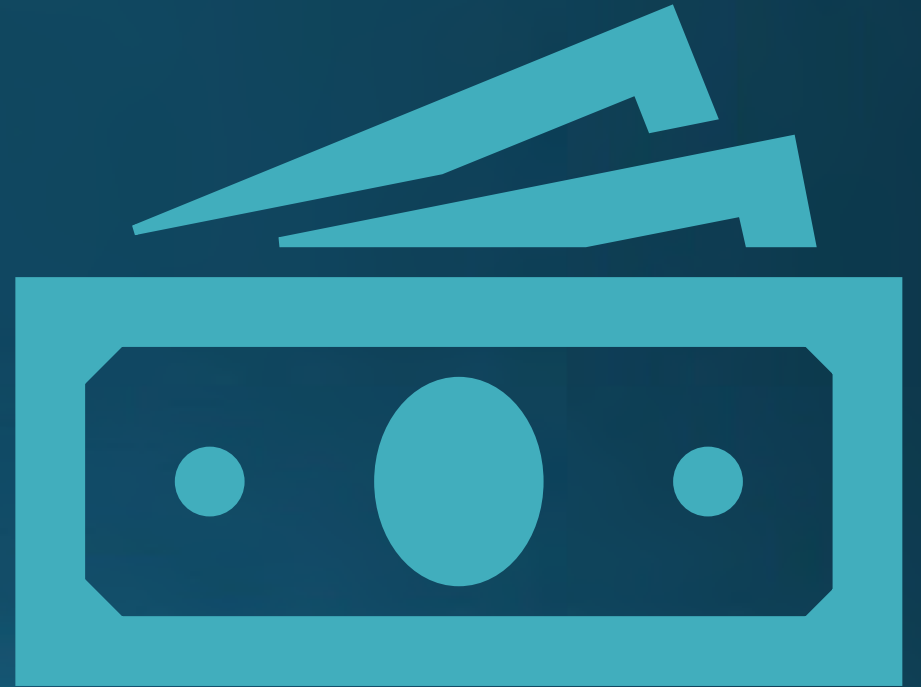
*CE001 discrepancy, which is indicating that the effective date incorrectly occurs after the next Recert Date with recommendation to verify

*IR changed the next AR date which cannot happen.

*The AR is scheduled for 11/1/26. Must do a full financial check once a year, so if you kept the 3/1/27 as the next AR date, you would not be complying with HUD's regulations.

Solution: submit a corrected IR with a next AR date of 11/1/26. This is an Action 1 error that needs to be fixed within 45 days.

Voucher Errors



Most Common Voucher Errors:

VSR26 – No money – Insufficient funds! Either appropriations have not given money to HUD to fulfill the contracts, or you don't have enough money in your contract with HUD:
Contact your PBCA or HUD AE for further assistance

VSR41 – Pmt. on Voucher is pending contract renewal:
Contact office that authorizes payment

VST53 – Voucher failed Compliance Percentage: you are below the required 90%, work with EPS or Multifamily Helpdesk

VSP00 – our favorite! Voucher has been sent to treasury for payment!

Bogus Errors – TRACS is wrong?

- Sometimes, the errors can be bogus and be ignored.
- An example of some of these errors are due to preemptive implementation of the new HOTMA values prior to 203A being implemented (Passbook Rate, Elderly and Dependent Deductions, etc.) which creates cascading Type 1 errors.



DAS NOTICE...

- An owner who implements HOTMA prior to the release of TRACS version 203A must utilize the “rent override” function in TRACS if a family’s HOTMA-calculated tenant rent differs from their pre-HOTMA calculated tenant rent.
- Use of the rent override function may result in the generation of specific, limited discrepancy codes, which owners may disregard.
- HUD has instructed Contract Administrators to process vouchers despite these specific discrepancy codes, after ensuring that all other information is correct. HUD strongly encourages owners to provide their Contract Administrators with notice that they intend to use the rent override function.
- [Rent Override.pdf](https://www.hud.gov/sites/dfiles/Housing/documents/Rent_Override.pdf)
 - https://www.hud.gov/sites/dfiles/Housing/documents/Rent_Override.pdf
- An owner employing the rent override function must:
 1. Submit accurate information in Sections B (Summary) and C (Household Information) of the 50059. Section C must accurately reflect the circumstances of the household so that HUD can continue income data-matching with other agencies;
 2. Enter the data in the remaining sections D (Income Information), E (Asset Information), and F (Allowances & Rent Calculations) of the 50059 from the family’s most recent reexamination (either annual or interim); and
 3. Submit non-interim transactions (see subtopic I.4 in Attachment I of Notice H 2023–10) as interim reexaminations, when applicable.

Passbook Rate Error:

Tenant Name	SSN	Unit Number	Effective Date	Cert Type	Action Code	Action Effect Date	TRACS Process Date	AP	TTP	Annual Income	Adjusted Income	Gross Rent	Assist Status Code
HOUGH,		A-10	12/01/2025	*AR*			11/12/2025	\$69	\$558	\$29868	\$22331	\$627	E



Remember the *? There is one next to the AR

If we click on the name, we can go to Certification Discrepancies to see all the errors attached to this cert at TRACS

Passbook Rate Error:

WOWZER!

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

Head Tenant Name: [REDACTED] Certification Effective Date: 12/01/2025

Head Tenant SSN: XXXXX [REDACTED] Project/Contract Number: [REDACTED]

[Back to Query](#)

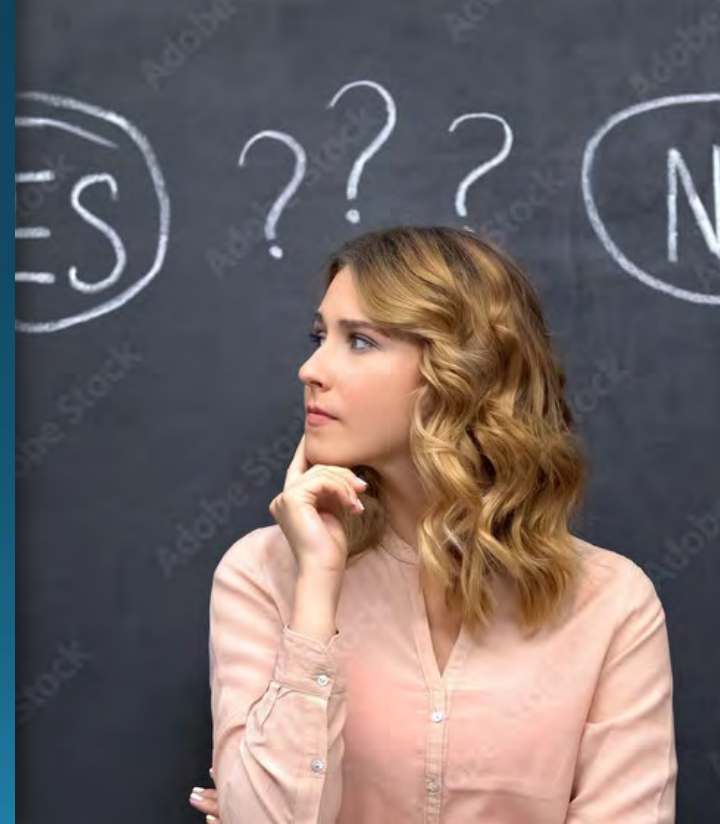
Discrepancy Code	Description	Recommendation	Action Required	Member Number	Reported Value	Calculated Value
ASI	TRACS CALCULATED INCOME FROM ASSETS DIFFERS FROM REPORTED VALUE	CHOOSE GREATER OF IMPUTED INC FROM ASSETS OR ACTUAL YEARLY INC FROM ASSETS	1		529	71
IIA	TRACS CALCULATED IMPUTED INCOME FROM ASSETS DIFFERS FROM REPORTED VALUE	VERIFY PASSBOOK RATE; RECALCULATE IMPUTED INCOME FROM ASSETS	1		529	71
ANI	TRACS CALCULATED ANNUAL INCOME DIFFERS FROM REPORTED VALUE	RECALCULATE MEMBER INCOMES, INCOME FROM ASSETS, AND ANNUAL INCOME	1		30,326	29,868
PAI	TRACS CALCULATED 3% OF ANNUAL INCOME DIFFERS FROM REPORTED VALUE	RECALCULATE ANNUAL INCOME AND 3% OF ANNUAL INCOME	1		910	896
AME	TRACS CALCULATED ALLOWANCE FOR MEDICAL EXPENSES DIFFERS FROM REPORTED VALUE	VERIFY HEAD/SPOUSE/ADULT CO-TENANT WITH E/H SPEC STATUS CODE; RECALCULATE.	1		7,123	7,137
TA	TRACS CALCULATED TOTAL ALLOWANCE DIFFERS FROM REPORTED VALUE	VERIFY ALL ALLOWANCES, CARE CODES AND/OR SPECIAL STATUS CODES; RECALCULATE	1		7,523	7,537
ADI	TRACS CALCULATED ADJUSTED INCOME DIFFERS FROM REPORTED VALUE	VERIFY CARE/SPEC STATUS CODES; RECALCULATE TOTAL ALLOWANCE & ANNUAL INCOME	1		22,803	22,331
TTP	TRACS CALCULATED TTP DIFFERS FROM REPORTED VALUE. NO OVERRIDE SET.	RECALCULATE TOTAL TENANT PAYMENT OR ENTER THE APPROPRIATE OVERRIDE.	1		570	558
TR	TRACS CALCULATED TR DIFFERS FROM REPORTED RENT. NO OVERRIDE SET.	RECALCULATE TENANT RENT OR ENTER THE APPROPRIATE OVERRIDE.	1		570	558
AP	TRACS CALCULATED AP DIFFERS FROM REPORTED VALUE. NO OVERRIDE SET.	RECALC. GROSS RENT, TTP, & ASST. PAYMENT OR ENTER APPROPRIATE OVERRIDE.	1		57	69

10 cascading errors all related to doing that passbook change on someone that has assets over 5K!

Since those 10 errors are associated with the Passbook Rate, and since HUD has not indicated in any notices whether passbook rate is a HOTMA issue or just a normal change that can occur from year to year, there is the internal question of should you change to .40%, or do what TRACS accepts without errors and do .06%?

It is up to you, but these errors can be ignored for pre-HOTMA implementation, but just makes things more complicated.

Passbook Rate Error:



Pre-HOTMA: **RENT OVERRIDE**

***NEW HUD released the 2026 Inflationary Adjustments** - [Annual Inflationary Adjustments and Passbook Rate | HUD USER](#)

- **Eligibility restriction on net family assets will increase from \$103,200 to \$105,574. Asset limitations for Section 8 PBRA, 202/8, HCV, Public Housing, Section 8 Mod Rehab, Section 8 Mod Rehab SRO, HOPWA**
- **Threshold for cash value of non-necessary personal property to be included in net assets will increase from \$51,600 to \$52,787. Annual income for Section 8 PBRA, 202/8, 202/811 PRAC, 236 IRP, 811 PRA, SPRAC, HCV, Public Housing, Section 8 Mod Rehab, Section 8 Mod Rehab SRO, HOPWA, HOME, HTF**
- **Deduction for each dependent will increase from \$480 to \$500. Adjusted income for Section 8 PBRA, 202/8, 202/811 PRAC, 236 IRP, 811 PRA, SPRAC, HCV, Public Housing, Section 8 Mod Rehab, Section 8 Mod Rehab SRO, HOPWA, HOME**
- **Income exclusion for earned income of dependent full-time students will increase from \$480 to \$500. Annual income for Section 8 PBRA, 202/8, 202/811 PRAC, 236 IRP, 811 PRA, SPRAC, HCV, Public Housing, Section 8 Mod Rehab, Section 8 Mod Rehab SRO, HOPWA, HOME, HTF**
- **Income exclusion for adoption assistance payments will increase from \$480 to \$500. Annual income for Section 8 PBRA, 202/8, 202/811 PRAC, 236 IRP, 811 PRA, SPRAC, HCV, Public Housing, Section 8 Mod Rehab, Section 8 Mod Rehab SRO, HOPWA, HOME, HTF**
- **Deduction for elderly and disabled households will increase from \$525 to \$550. Adjusted income for Section 8 PBRA, 202/8, 202/811 PRAC, 236 IRP, 811 PRA, SPRAC, HCV, Public Housing, Section 8 Mod Rehab, Section 8 Mod Rehab SRO, HOPWA, HOME**
- **The HUD Passbook Savings Rate will adjust from 0.45% back to 0.40% as of January 1, 2026. Passbook savings rate for Section 8 PBRA, 202/8, 202/811 PRAC, 236 IRP, 811 PRA, SPRAC, HCV, Public Housing, Section 8 Mod Rehab, Section 8 Mod Rehab SRO, HOPWA, HOME, HTF**

*****If you utilize the 2026 elderly deductions, childcare deductions, or asset limitations, you will need to use the rent override function on the 50059*****

Consecutive Partial Certs...

Consecutive Partial Certs:

What is a MAT?

- Monthly Activity Transmission
 - MAT 10 – 50059 information
 - MAT 15 – Unit Address information
 - MAT 30 – HAP Voucher information
 - MAT 40 – Move Out information
 - MAT 65 – Termination of Tenancy
 - MAT 70 – Unit Transfer or Gross Rent Change information



© EPS, Inc. • www.epstracsservices.com

- MAT 70 – Unit Transfer or Gross Rent Change information

Since a UT and a GR are the same cert type, it can be challenging to get them to TRACS in order especially if you already have a GR on file!

Consecutive Partial Certs:

Example 1:

- 2/1/26 GR on the 2/26 voucher
- Retro 1/15/26 UT on the 3/26

Since GR is already at TRACS, this is an issue to get the UT there:

1. Send IR/UT to have a full cert be the linebacker to get to TRACS, then send corr. GR in new unit, or
2. Send last full cert in old unit as a correction to wipe out the GR, then send UT, followed by a corr. GR in the new unit

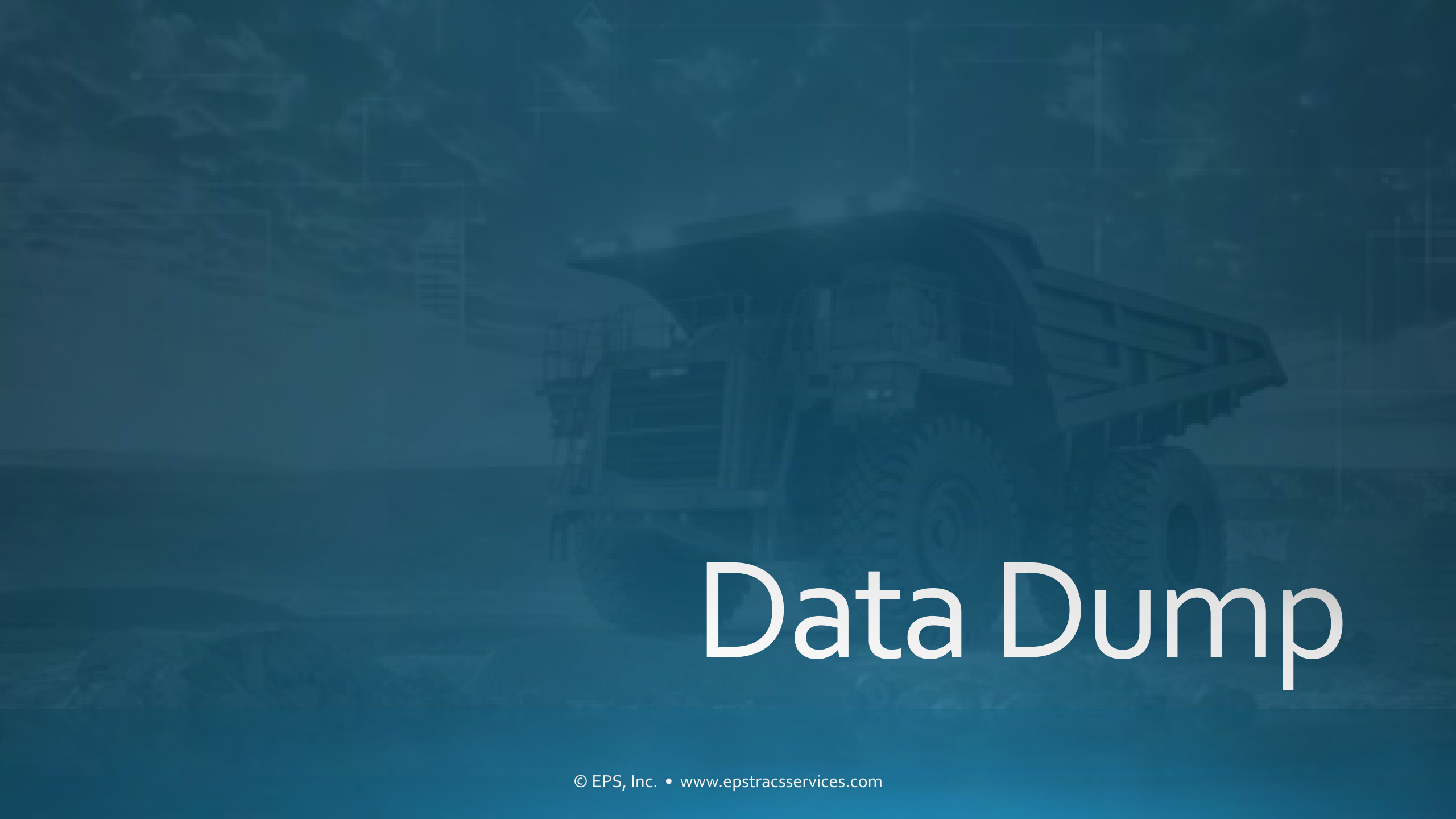
Consecutive Partial Certs:

Example 2:

- Two GR changes at the same time with no full certs in between

How to get into TRACS in the right order?

- Send the first GR file, if it is not at TRACS
- If Second GR is there, and first is not, send the last full cert as a correction, then send the first GR cert, followed by the second GR cert the next day



Data Dump



Data Dump

- Every January, TRACS does a data dump to minimize the number of certs visually seen on the Secure System
- This means you won't be able to see all historical certs for a tenant
- Historical certs are at TRACS, you just can't see them, but the MI and about 2 years of data

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

Head Tenant Name: MELTON, S. A.

Head Tenant SSN: [REDACTED]

Project/Contract Number: [REDACTED]

Sorted By: Effective Date

[Back to Query](#)

Select a Head Tenant Name to view additional certification details.

Head Tenant Name	Head SSN	Unit Number	Effective Date	Seq Num	Cert Type	Action Code	Action Effect Date	TRACS Process Date	AP	TTP	Annual Income	Adjusted Income	Gross Rent	Assist Status Code	Project/Contract Number	Subsidy Type	Previous Contract Number	Next Recert Date	Bedroom Count	Over/Under Housed	Move In Date
MELTON, S. A.	[REDACTED]	1135 C	08/01/2025	2	AR	GR	01/01/2026	12/11/2025	\$1013	\$310	[REDACTED]	[REDACTED]	\$1323	E		1		08/01/2026	3	O	08/01/2017
MELTON, S. A.	[REDACTED]	1135 C	08/01/2025	1	*AR*			08/11/2025	\$985	\$310	[REDACTED]	[REDACTED]	\$1295	E		1		08/01/2026	3	O	08/01/2017
MELTON, S. A.	[REDACTED]	1135 C	08/01/2024	2	AR	GR	01/01/2025	12/11/2024	\$963	\$332	[REDACTED]	[REDACTED]	\$1295	E		1		08/01/2025	3	O	08/01/2017
MELTON, S. A.	[REDACTED]	1135 C	08/01/2024	1	*AR*			07/08/2024	\$751	\$332	[REDACTED]	[REDACTED]	\$1083	E		1		08/01/2025	3	O	08/01/2017
MELTON, S. A.	[REDACTED]	1135 C	08/01/2017	1	MI			08/09/2017	\$371	\$530	[REDACTED]	[REDACTED]	\$901	E		1		08/01/2018	3	O	08/01/2017

[Interpreting and printing this page](#)

[Back to Query](#) [Back to Certification Detail Options](#)

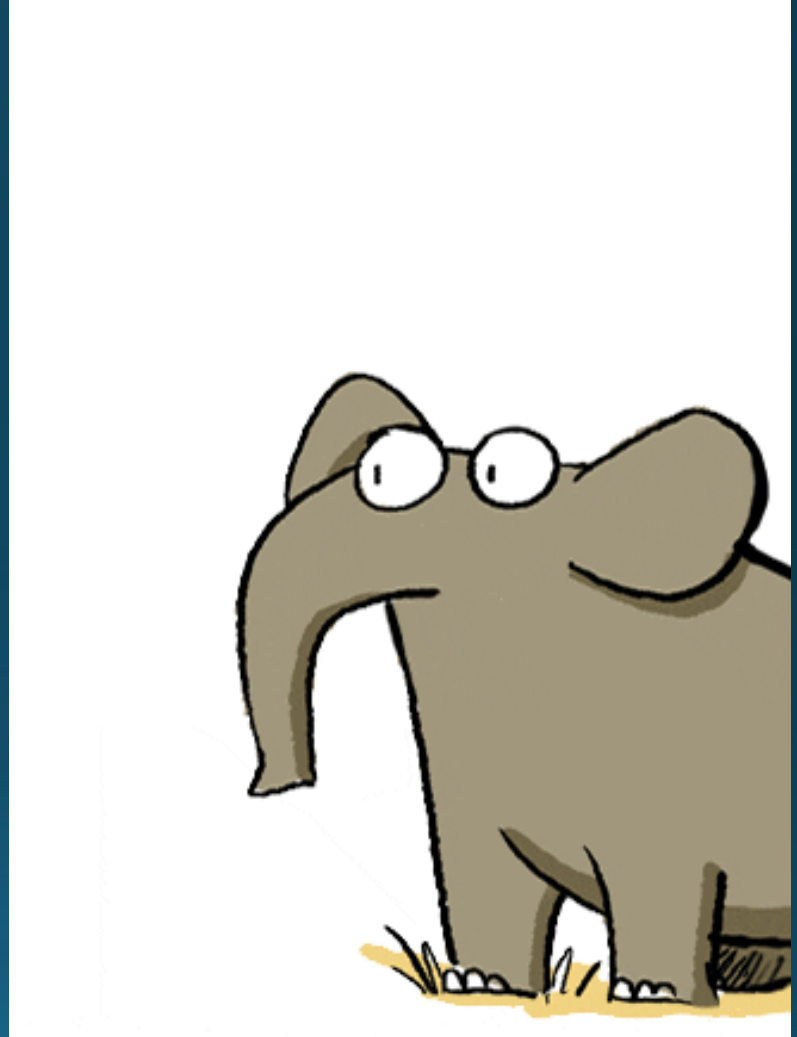
*Melton here moved into the property in 2017, but we only see the MI, and two years of data.

*This is due to that January data dump, so that is also why it can be challenging to figure out why a cert did not get to TRACS, and why we sometimes must refer to the Multifamily Helpdesk for assistance.

*We simply cannot see all the information we need.

Data Dump

Questions?



VOUCHERING EPS'





Number 1 issue...Annual Recerts!

ANNUAL RECERTS:

- Are you doing them timely?
 - One of the biggest misconceptions for doing an AR is what is the responsibility of both the Owner and the tenant. The distinction is very important as the difference impacts payments
- Did the tenant come in by the first?
 - If an OA does the required notices for next AR dates times, so you are hitting those 120-, 90-and 60-day notices, it is up to every eligible tenant who can sign the 50059 to sign it by the day before the next AR is due.
- What code are you using?
 - If it is owner's fault, use "Other" as your TM code until you get it caught up,
 - Or use the appropriate extenuating circumstance code
- Do you have blanket recerts?
 - They need to happen the same month for everyone regardless of MI date



ANNUAL RECERTS:

- Remember, if you use the termination code of “did not recertify on time” you are saying that the tenant did not come in by their Anniversary Date, and therefore, is not eligible to receive subsidy for a least a month, so they **MUST** come on with an IC.
- For example, if AR is due on September 1st, and one tenant comes in on August 31st, and the others on September 9th, the earliest they can come on to subsidy is with a **10/1 IC**.
- They are not eligible for subsidy in September, and they must pay Market Rent.

ANNUAL RECERTS:

EXTENUATING CIRCUMSTANCE CODES:

Leave blank if any tenant has signed this (re)certification. If the tenant has not signed this (re)certification, this Item must be filled in with one of the following codes.

- 1 = Medical
- 2 = Late annual (re)certification due to accommodation or extenuating circumstances.
- **3 = Late annual (re)certification due to owner/agent delay**
- **4 = Late annual (re)certification due to third party delay (For example a Guardian)**
- 5 = Military Deployment
- 6 = Eviction In Progress. Must be for a valid HUD Handbook reason.
- 7 = Court order
- 8 = No Signature Required (Retroactive GR done after a MO or a GR correction to a previously transmitted 50059 where the only change is the GR modification of the contract rent and where none of the TTP, Tenant Rent, or Utility Allowance changes). See 202D MAT Guide: Chapter 7, Paragraph 9-8
- 9 = No signature required for 60 days (based on anticipated voucher reported on date). An example would be a retroactive GR causing a correction to a previously transmitted 50059 and where any of the TTP, Tenant Rent or Utility Allowance changes. A signature is required but the cert may be transmitted immediately and the signature collected within 60 days.
- 10 = Other

ANNUAL RECERTS:



- If you sent out all your notices timely, but are waiting on third-party verifications, what should you do?
- Create an AR with an extenuating circumstance code of 3 or 4
 - **3 = Late annual certification due to owner/agent delay (Must eventually obtain tenant signature unless tenant passes or skips before signature can be obtained)**
 - **4 = Late annual certification due to third party delay (For example a Guardian)**
 - **Must eventually obtain tenant signature unless tenant passes or skips before signature can be obtained**
- Once you get a signature, send a correction, but don't wait for us to put the tenant on hold.

ANNUAL RECERTS:



- If you have blanket recertifications every August, and a tenant moves in on July 29th, then their next AR effective date will be 8/1, and you will have to do an 8/1 AR. The bonus is that you can use all the same information.
- Remember, most terminations are on the last day of the month, not the first!! The only terms that would not be the last day would be a result of a Natural Disaster, Double subsidy, or NS – not eligible for subsidy at MI/IC.

Number 2 issue...
GR After Retro Cert!



GR After Retro Cert

- Do I need a new Gross Rent Certification submitted after I send a corrected/retroactive cert?

Why, Yes!



GR After Retro Cert

- If you are submitting either a retroactive cert or correcting any full cert prior to the GR, you knock that GR out of TRACS.
 - Partial's are attached to full certs. Send a new GR with the corrections on retros.
 - Your software should ask if you want to correct the partials, say yes!
- Make sure the GR's TTP matches the last full cert prior.
 - Double check to ensure you are creating a GR off the last full cert, since the TTP should not change.
 - If you do an AR or IR at the same time, and ran the GR first before you entered the AR/IR info, your TTP is now incorrect, and we will revise your voucher.
 - Always try to enter all your 59s for the month first, then do the GR certs

GR After Retro Cert

- Special Claims: if you do a retroactive GR, and the tenant has moved out, submit a corrected MO with the new CR and UA, so you can ensure that your Special Claims are calculated correctly from your software!





Number 3 issue...Renumber!

Renumber

- Call or email if you **REALLY** need to renumber
 - Software may require it
 - Contract Combination
- Renumber is messy if not done correctly
- Could take months to get paid
- Software support can give you incorrect info. on how to successfully renumber



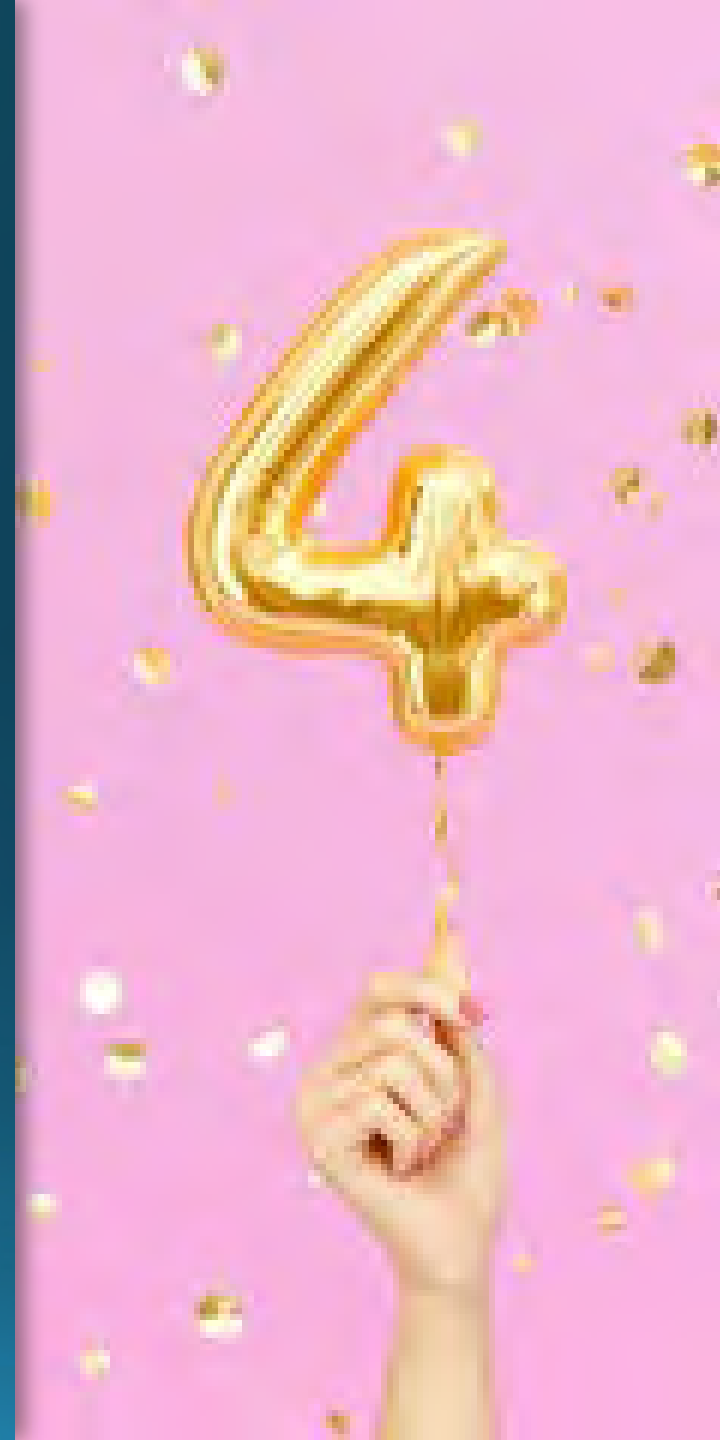
Renumber

- EPS will send out instructions on the correct way to do the renumber steps in order
- You will need to go on to HUD's Secure Systems – Tenant/Unit Address Query and ensure all “old” unit numbers are present
 - Send U2 Add/Load for “old” unit numbers, if not there
 - **Do NOT send for the new unit numbers YET!**
- Then once all the old units are present on the query, then you will do U3 – Renumber to change old unit to the new one
 - Will combine the tenant history together in TRACS too!

Renumber

- NEVER –
- Do a U2 Add/Load for new unit attempting to process a renumber versus the required steps
 - Units will not link in TRACS
 - You will have two sets of units under the Tenant/Unit Address Query
- Do a renumber because you don't like the unit numbers!
 - It so is not worth your time and aggravation!

Number 4 issue... Repayment Agreements!



Repayment Agreements:

- This has definitely been on the top 10 list since its inception!
- It is only going to get more challenging once 203A is final released!
- If you have repays, send them proactively to the dropbox (<https://www.dropbox.com/request/Sm5ibNd0L0hYwsLL9jcq>)
- Please ensure that a contract number is visible on the top of the form.
 - We do over 1700+ properties a month with many of the same names.
 - We even get repayments on management company letterhead with no idea what property it is, but even worse, we don't even know what state it is for, since there are many Rivers, Lake, and other natural elements in the same nomenclature of properties across states!

Repayment Agreements:

- Also, show us how you produced the repayment amount you are requesting. It is incredibly helpful to receive an accounting of how you produced the amount you are requesting for a repayment, and by doing this step, it can help in the continuous questions back and forth.
- Remember the repayment agreement for a voucher is to assist a property, so they are not burdened with the adjustment givebacks. Once the tenant repays the property, the property then must repay HUD on the next voucher month. You cannot hold for quarterly payments!
- You must collect the payment, as considered Unpaid Rent. Grounds for eviction if tenant does not pay!
- The only item to be used in figuring out the repayment agreement amount is based off Assistance Payment. Anything else the tenant may owe the property is between the owner and the tenant, and not included on the voucher, so do not include any fees.



Number 5 issue...Voucher Dates!

Voucher Dates:

- A considerable number of revisions are due to incorrect voucher dates being used. An incorrect voucher date one month can have a domino effect, causing monetary differences on future vouchers.
- Anticipated Voucher Date fields:
 - item 13 on the 50059
 - item 16 on the 50059a
- MAT Guide Appendix H - [Tenant Rental Assistance Certification System \(TRACS\) | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

Voucher Dates:

- Before you submit your monthly information, preview your TRACS files to ensure that the voucher date corresponds with the month you are working on.
- If we send a request of information, and are working on the June voucher, then the certs should all have June anticipated voucher dates.



Voucher Dates:

Future Voucher Dates:

- Retroactive certification: Anticipated Voucher Date must be for the current voucher month:
 - TRACS does not store voucher dates, so if it is sent to TRACS it is being reported
 - If you keep the future AVD, then it **WILL** impact your Compliance Percentage
- Don't send future MO's or TM's, as that will also impact your Compliance Percentage!

The Future
is calling...





*If you submit certs with retroactive effective dates, and future anticipated voucher dates, they will appear at TRACS, and your compliance percentage will go down.

*Below 90%, and you won't get paid at all until you are back over the required percentage.

Voucher Dates:

Questions?





Special Claims!

Special Claims...



What are these special claims you speak of?

- HUD recognizes the financial risks owners undertake in their efforts to provide affordable housing.
- The special claims process is one tool that owners can use to be reimbursed for their financial loss.

Special Claims...

Free Money!

- For when you can't fill the unit
- For when a tenant skips out on rent
- For when a tenant damages the unit
- For when you could default on your mortgage trying to fill vacant units



Downside!

- Lots of paperwork
- Lots of regulations



Special Claims...

- Why are my claims denied or adjusted?



Special Claims...Denials!



- No signatures!
- MI/MO/UT not viewable in TRACS
- Vacancy being submitted prior to 60-days (if no new MI)
- New resident is a Market Renter or 236 Resident
- Submitting claims that are over 180 days from RFO dates
- Claiming Market Rent as Unpaid Rent
 - If tenant was a MR at MO and eligible, must use proration to figure out days that they were eligible.
 - You only get Unpaid Rent when they were eligible for subsidy

Special Claims...Adjusted!

- Unclear Ready for Occupancy Dates!
 - Number 1 issue!
 - Use the first day after work is completed, not the day it was completed!
- Incorrect Contract Rent at MO
 - Remember that retro GR spoken about previously...
 - If you have a GR change prior to the MO, send a corrected MO w/ the updated rents!
- Security Deposit interest not claimed
 - Required to have Security Deposit collected to receive Sp. Claims
- Not utilizing the 52670-A Part 2 to its fullest capability
 - List all units on one form

Special Claims...Paperwork Preference

Regular Vacancy

- Waiting List (1 copy per package)
- HUD 52671-C
- Checklist
- RFO Log
- Security Deposit Disposition
- Lease
- Move-In HUD-50059
- MI/MO/UT TRACS Queries

Unpaid Rent and Damages

- HUD 52671-A
- Completed Checklist
- TRACS Queries
- Security Deposit Disposition
- Copy of Certified Letter to Resident
- Collection Agency letter
- Lease
- Move-In HUD-50059
- Move-In/Move-Out Inspection Reports

HUD 52670-A Part 2 -TRACS Queries (1 list per package for all units listed)

Special Claim ...Submission

- Please submit your claims as you do them! Don't wait till the last day of the month or send them en masse!
- No time to correct, will be denied!
- Some PBCA's do audit the special claims after approval from EPS
- When sent the last day of the month, it creates havoc as we must get those sent the last day out that day for review, so it will not impact your next voucher, if you add the claim





Questions?



Helpful Information!

- <https://www.hud.gov/hud-partners/multifamily-tracs>
- https://hudapps.hud.gov/public/wass/public/participant/partreg_page.jsp
- [The Housing Opportunity Through Modernization Act of 2016 \(HOTMA\) | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)
- Multi-Family Helpdesk, tracs@hud.gov, 800-767-7588
- www.epstracsservices.com

Presenter Information

- EPS, Inc. : 802-660-2800
- Hilary Crowell, Director of PBCA Programs:
hilary.c@epstracsservices.com - 802-800-1871
- Richard Crowell, General Manager aka. Special Claims Master!:
Richard.c@epstracsservices.com - 802-800-1849
- Check out our website for important information, and our Messages of the Month!
- <http://www.epstracsservices.com>

