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Voucher Query

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

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

With the introduction of the Voucher Query Internet application, owners and management agents may now also access this information to determine voucher status and to resolve payment issues.

The main objective of the application is to provide a vehicle for answering status questions concerning a voucher. It is

anticipated that this Internet capability will reduce telephone traffic to Field Offices, the Voucher Processing Hub, and the TRACS Hotline.

Voucher Query option can be selected from the TRACS Queries Menu.

Objectives

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

- Access Line of Credit Control System (LOCCS) information to determine voucher status and resolve payment issues
- View query data from browser
- Print a Voucher Report

6.1 To submit a voucher query:

1. From the TRACS Queries Menu, click on the Voucher Query link, and the **TRACS Voucher Query** screen (Figure 1) displays.

Figure 1- Voucher Query Window

2. Select a Contract or Project number from the drop down list.

Based on the property assigned to the user ID, associated Contract(s) and Project(s) numbers will be displayed in the drop-down list.

3. Click on **Submit**, and the **Voucher List** screen (Figure 2) displays.
- *Contract Number* is the eleven-character number assigned to HAP, PAC, or PRAC contracts. These are the rental assistance agreements associated with Section 8, Section 202/162, Section 202 Capital Advance, and Section 811 Capital Advance.
 - *Project Number* is the eight-character number assigned to the Rent Supplement or RAP project. The number will be used only when a specific project’s Rent Supplement or RAP Voucher/Payment data is required.

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

Contract/Project Number: KS16T871007
 Project Name: MISSION WOODS
 Subsidy Type: Section 8
 Subsidy Contract Expiration Date: 02/12/2010
 Active Tenant Count/Unit: 2/34 (5.88%)

Select a Voucher ID to view additional certification 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	Scheduled Pay Amount	LOCCS Voucher ID
0909000558	09/01/2009	N	10/07/2009	T53	10/07/2009	Y	\$23359	\$0	\$0	01/01/0001	XXXXX		TRACS	KS800	0.00	\$0	
0909000084	09/01/2009	N	10/07/2009	T53	10/07/2009	Y	\$106332	\$0	\$0	01/01/0001	XXXXX		TRACS	KS800	0.00	\$0	
0909000080	09/01/2009	N	10/07/2009	T53	10/07/2009	Y	\$28160	\$0	\$0	01/01/0001	XXXXX		TRACS	KS800	0.00	\$0	
0909000079	09/01/2009	N	10/07/2009	T53	10/07/2009	Y	\$38173	\$0	\$0	01/01/0001	XXXXX		TRACS	KS800	0.00	\$0	
0909000076	09/01/2009	N	10/07/2009	T53	10/07/2009	Y	\$4256	\$0	\$0	01/01/0001	XXXXX		TRACS	KS800	0.00	\$0	
0909000061	09/01/2009	N	10/07/2009	T53	10/07/2009	Y	\$15815	\$0	\$0	01/01/0001	XXXXX		TRACS	KS800	0.00	\$0	

[Back to Query](#)

Figure 2 - TRACS Voucher List Window

⚡ *Note:* Any vouchers marked T53 status and placed in Pre-Payment Decision (PPD) for payment suspension has the current compliance percentage re-calculated daily. As tenant certifications are updated daily and compared to the Compliance standard percent set by Housing, if the recalculated percent is equal to or greater than the compliance standard percent set by Housing, then those vouchers are automatically approved and released from PPD for payment. The current counts/ratio of tenant certifications to units—as defined for the ratio and current compliance percent for the contract—is recalculated daily and displayed in the header of the *TRACS Voucher Query* screen and the *TRACS Certification Query* screen.

The initial response screen from the query is intended to answer some of the more immediate questions the user may have and provide a base from which additional details can be retrieved for a specific voucher. The **TRACS Voucher List** screen includes the contract/project number submitted by the user, the project name, and the subsidy type.

If a query has been successful, the application will retrieve and provide a list of vouchers received for the previous twelve months. Data is displayed horizontally across the screen with one voucher on each line.

The **TRACS Voucher List** screen displays the Contract/Project Number provided by the user, the Project Name, and the Subsidy Type. The following information is also provided for every voucher retrieved:

- Voucher ID
- Voucher Date
- Correction Indicator
- TRACS Processed Date
- Status Code
- Status Date
- Discrepancy Indicator
- Approved Voucher Amount
- Offset Amount
- Amount Paid
- Est. Pay Date
- Payee TIN

 *Note: The first five characters of the social security number (SSN), taxpayer identification number (TIN), and the date of birth (DOB) display in the following format to protect the privacy of the individual.*

SSN - XXXXXNNNN

TIN – XXXXXNNNN

DOB – XX/XX/NNNN

- LOCCS Payee Name
- Action ID
- Contract Administrator ID
- Compliance Percent
- Scheduled Pay Amount
- LOCCS Voucher ID

 *Note: Definitions for all voucher status codes are provided in Appendix B of this document.*

6.2 Notes and Messages:

1. Click the Internet browser's **Back** button to retry the query.

If there are no vouchers for the project or contract specified, the following screen (Figure 3) will be displayed.

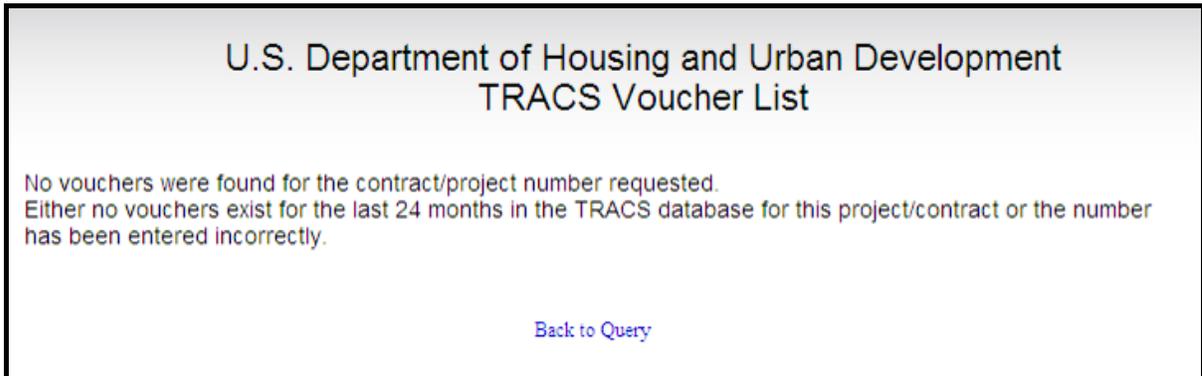


Figure 3 - Voucher Query - No Vouchers Were Found

2. Click on the Back to Query link to retry the query on another contract/project, or contact your Coordinator.

Now that you have the desired voucher information, the next step in the process is printing the results. The TRACS Voucher List screen needs to be in landscape orientation. This is noted on the initial TRACS Voucher Query application screen (see instruction item #3, left column).

3. After selecting the Internet browser's Print button, click on the Preferences.

The next screen (Figure 4) allows the user to change the settings from portrait to landscape orientation. This change is necessary to print the voucher query results page.

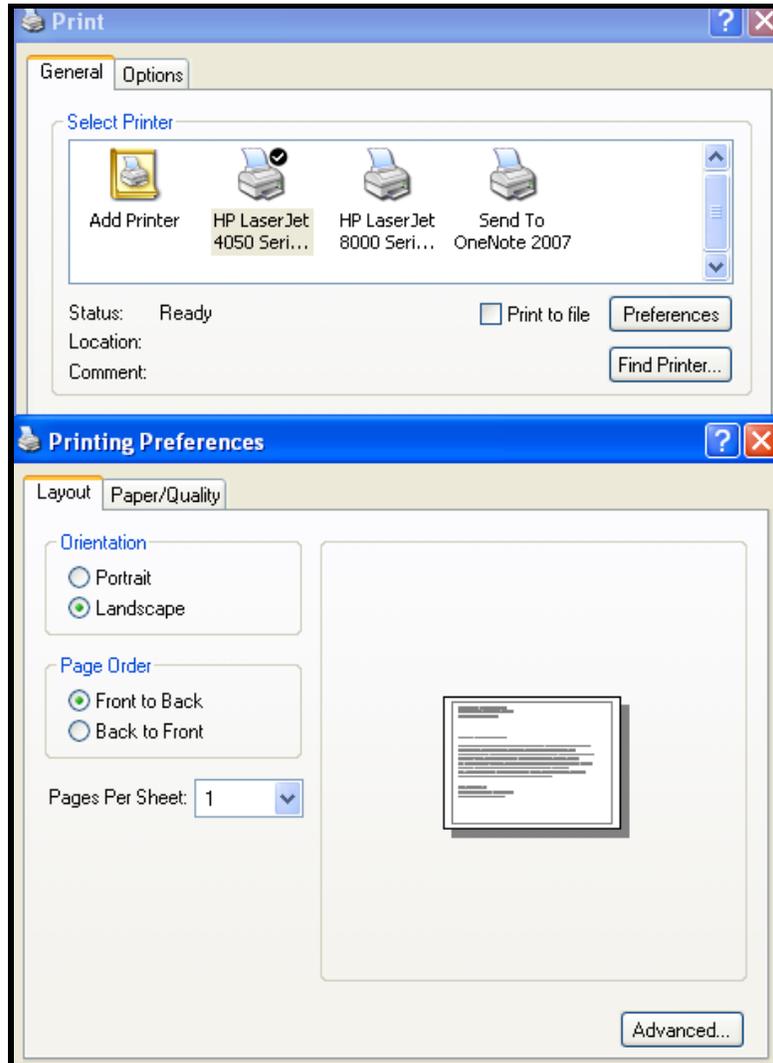


Figure 4 – Print Set-up – Printing Preferences

The Voucher Query application also enables the user to access more detailed voucher information with the selection of the Voucher Summary Detail, Miscellaneous Accounting Requests, Special Claims and/or Voucher Discrepancies options.

These options are available to the user from the **TRACS Voucher List** screen.

6.3 To access the Voucher Query Detail Options screen and view summary details:

1. From the **TRACS Voucher List** screen, click on the desired *Voucher ID*, and the **TRACS Voucher Query Detail Options** screen (Figure 5) displays.



Figure 5 – TRACS Voucher Query Detail Options Window

2. Click the [Voucher Summary Detail](#) link, and the **TRACS Voucher Detail** screen (Figure 6 and Figure 7) will be displayed.

U.S. Department of Housing and Urban Development TRACS Voucher Detail	
Contract/Project Number: KS16T871007 Project Name: MISSION WOODS Voucher Id: 0909000558 Voucher Date: 09/01/2009	
<i>Transmission Details</i>	
Mailbox ID	TRACM27175TRACM22061
Transmission Date	08/19/2009
<i>Payment Requested</i>	
Total Regular Payment Amount: \$	22548
Total Adjusted Payment Amount: \$	811
Voucher Unrequested Amount: \$	0
Total Miscellaneous Request Amount: \$	0
Total Special Claims Amount: \$	0
Total Voucher Amount: \$	23359
<i>Payment Approved</i>	
CA Approved Total Regular Payment Amount: \$	22548
CA Approved Total Adjusted Payment Amount: \$	811
CA Approved Voucher Unrequested Amount: \$	0
CA Approved Total Miscellaneous Request Amount: \$	0
CA Approved Total Special Claims Amount: \$	0
CA Approved Total Voucher Amount: \$	23359

Figure 6 - Voucher Summary Detail Window

<i>Over/Under Payment Resolution</i>	
Over/Under Payment Resolution Date:	01/01/0001
Over/Under Payment: \$	0.00
Notification to HUD:	01/01/0001
<i>Owner/Management Details</i>	
Owner Name:	MISSION WOODS APTS.
Owner Signed Name:	KIMBERLY SMITH
Owner Signed Title:	SITE MANAGER
Owner Signed Phone:	316-264-1866
Owner Signed Date:	08/10/2009
Management Agent Name:	KEY MANAGEMENT COMPANY
Management Agent EIN:	-
<i>Project/Contract Details</i>	
Section 8 Type:	
HAP Effective 10/1/81:	
HAP Signed 10/3/84:	
AHAP Signed 10/1/81:	
<i>Units</i>	
Total Units in Contract:	36
Units Occupied By Lower Income Tenants:	0
Units Occupied By Market Rent Tenants:	0
Units Receiving Subsidy Under Contract:	36
Units In Regular Billing:	36
Units In Adjusted Billing:	22
Units Vacant Under Contract:	0
<i>Exceptions</i>	
Project-Based Exceptions In Use:	0
Project-Based Exceptions Allocated:	0
Tenant-Based Exceptions In Use:	0
Total Exceptions:	0
Exceptions Allocation Last Changed:	01/01/0001

Figure 7 – Voucher Summary Detail Window (Bottom)

The Voucher **Summary Detail** screen is read-only, and provides additional voucher data. The information retrieved identifies the *Contract/Project Number*, the *Project Name*, the *Voucher ID*, and *Voucher Date*. The summary detail information is grouped in the following headings:

- Transmission Details
- Payment Requested
- Owner/Management Details
- Project/Contract Details
- Units
- Exceptions

3. Click the Internet browser’s **Back** button to return to the **TRACS Voucher Query Detail Options** screen.

6.4 To view Miscellaneous Accounting Requests:

1. From the **TRACS Voucher Query Detail Options** screen, click the Miscellaneous Accounting Requests link, and the **Miscellaneous Accounting**

Requests screen (Figure 8) displays.

U.S. Department of Housing and Urban Development TRACS Miscellaneous Accounting Requests			
Contract/Project Number: KS16T871007		Project Name: MISSION WOODS	
Voucher Id: 0909000558		Voucher Date: 09/01/2009	
Sequence Number	Request Code	Request Amount	Request Comment
1	OARQ	3861.00	#12 FIERRO, PLACED ON PMT PLN FOR UNREPTED INCOME
2	OARQ	1885.00	#2 BOJORGUEZ, PLACED ON PMT PLN 4 UNREPTED INCOME
3	OARQ	-1900.00	#12 FIERO, DOWN PMT ON PYMT PLAN

[Back to Query](#)

Figure 8- Miscellaneous Accounting Requests Window

The **TRACS Miscellaneous Accounting Requests** screen is read-only, and provides information on requests made against that specific voucher that effect the voucher amount. The information retrieved identifies the *Contract/Project Number*, the *Project Name*, the *Voucher ID* and *Voucher Date*. The miscellaneous accounting request data is displayed in a table format:

- *Sequence Number*: Number of miscellaneous accounting requests on the voucher. (The list starts with number 1).
- *Accounting Request Code*: A list of Accounting Request codes can be found in Appendix B.
- *Request Amount*: Amount requested for adjustment.
- *Request Comment*: Comment recorded at time of voucher submission.

If there are no Miscellaneous Accounting Requests for this voucher, an Error message screen (Figure 9) will be displayed.

U.S. Department of Housing and Urban Development TRACS Miscellaneous Accounting Requests	
No miscellaneous accounting requests were found for the voucher requested.	
Choose one of the three following options:	
1. Click the Back to Query link and begin another query.	
2. Click the Back button to go back one window and select another Voucher Detail option.	
3. Click the Back button twice to review Voucher List and select another voucher.	
Back to Query	

Figure 9- Error Message Window

2. Click the Internet browser’s **Back** button to return to the **TRACS Voucher Query Detail Options** screen.

6.5 To view Special Claims:

1. From the **TRACS Voucher Query Detail Options** screen, click the Special Claims link, and the **Voucher Special Claims** screen (Figure 10) displays.

U.S. Department of Housing and Urban Development
TRACS Voucher Special Claims

Contract/Project Number: **KS16T871007** Project Name: **MISSION WOODS**
 Voucher Id: **0909000558** Voucher Date: **09/01/2009**

Sequence Number	Claim ID	Claim Amount	Claim Type
1	06160000000003	200.00	
2	03150000000001	600.00	
3	09300000000001	444.00	
4	09200000000433	777.00	
5	03150000000004	888.00	

[Back to Query](#)

Figure 10 - Voucher Special Claims Window

The **TRACS Voucher Special Claims** screen is read-only, and displays detailed information on any special claims reported for the voucher. The information retrieved identifies the *Contract/Project Number*, the *Project Name*, the *Voucher ID*, and *Voucher Date*.

The special claim data is displayed in table format:

- *Sequence Number*: Number of special claims on the voucher. (The list starts with number 1).
- *Claim ID*: A 9-digit control code assigned to the special claim at the time it is approved by the field office.
- *Claim Amount*: Amount requested for payment by HUD.
- *Claim Type*: Unpaid Rent, Tenant Damages, Vacancy Loss, Regular Vacancy

If there are no special claims for this voucher the Error Message screen (Figure 11) displays.

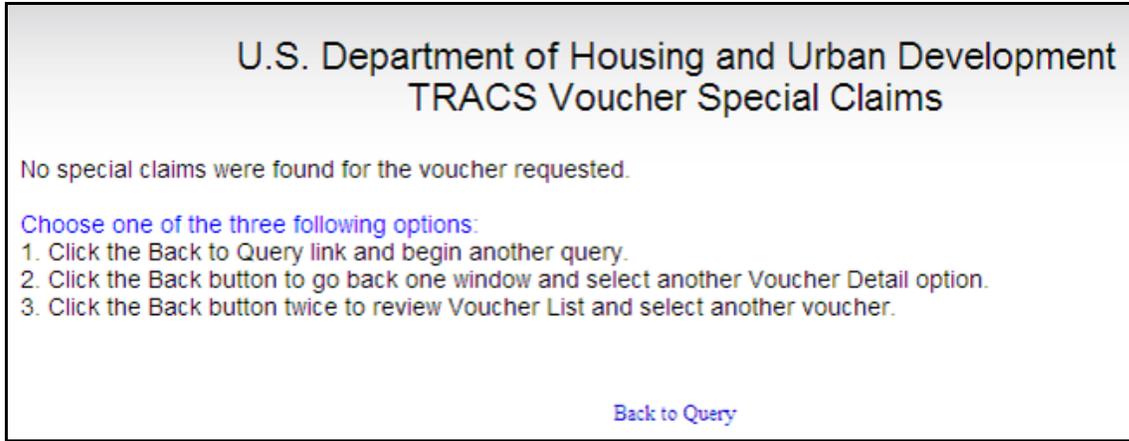


Figure 11- No Claims Found Error Message

2. Click the Internet browser’s **Back** button to return to the **TRACS Voucher Query Detail Options** screen.

6.6 To view Voucher Discrepancies:

1. From the **TRACS Voucher Query Detail Options** screen, click the Voucher Discrepancies link, the **Voucher Discrepancies** screen (Figure 12) displays.

Discrepancy Code	Description	Recommendation	Action Required	Discrepancy Detail Indicator
VST53	VOUCHER FAILED COMPLIANCE PERCENTAGE STANDARD FOR REVIEW.	FOR DIRECTION, CONTACT THE TRACS HELPDESK AT 1-800-767-7588.	3	N
VE020	NUMBER OF SUBSIDIZED UNITS IS GREATER THAN THE TOTAL AUTHORIZED UNITS.	VERIFY THE SUBSIDIZED UNITS.	2	Y
VE021	NUMBER OF SUBSIDIZED UNITS IN BILLING > THE TOTAL AUTHORIZED UNITS.	VERIFY THE SUBSIDIZED UNITS.	2	Y
VE022	REPORTED CONTRACT UNITS IS GREATER THAN TOTAL AUTHORIZED UNITS.	VERIFY CONTRACT UNITS.	2	Y

Figure 12- Voucher Discrepancies Window

The **TRACS Voucher Discrepancies** screen is read-only, and displays detailed information about any discrepancies that exist on that voucher. The information retrieved identifies the *Contract/Project Number*, the *Project Name*, the *Voucher ID* and *Voucher Date*. Click on it to view any discrepancy details. The voucher discrepancy data is displayed in table format:

- *Discrepancy Code*: An active link. Select the code to view any available discrepancy details (associated with an Action Required code of 5 only). Actual discrepancy codes are described in the *TRACS MAT User Guide, Appendix D: TRACS Discrepancy Code Tables*.
- *Description*: Discrepancy descriptions are described in the *TRACS MAT User Guide, Appendix D: TRACS Discrepancy Code Tables*.
- *Recommendation*: Recommended solutions are described in the *TRACS MAT User Guide, Appendix D: TRACS Discrepancy Code Tables*.

- *Action Required*: Action Required codes are listed in Appendix B.
- *Discrepancy Detail Indicator*: Indicates if any discrepancy details exist for this discrepancy.

If no discrepancies exist on that voucher, the Error Message screen (Figure 13) will be displayed.

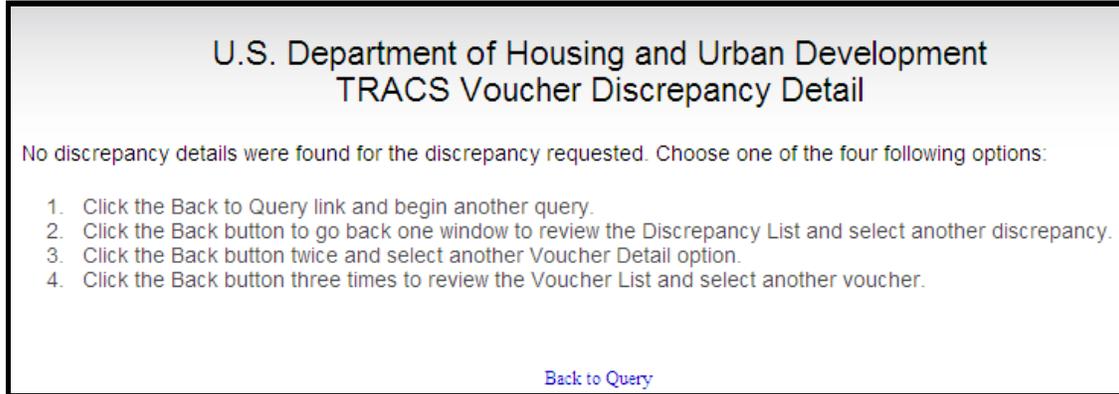


Figure 13 - No Discrepancies Error Message Window

2. Click the Internet browser's **Back** button to return to the **TRACS Voucher Query Detail Options** screen.