



RETRO-ACTIVE GROSS RENT CHANGES (GRC) NOT PROCESSING IN TRACS AT THIS TIME

1. Issue/Problem

There is a recent system issue where certain retro-active (only) MAT70 GC certifications are submitted, but no fatal errors are returned/generated. Instead, an internal programmatic system error (PSFERR) is issued stating "Occurrence of Certified Household already existed when CREATE attempted. POTENTIAL DATABASE CORRUPTION CONDITION HAS BEEN DETECTED."

2. GRC Problem Resolution

A Change Request (CR) has been created and approved to address the issue, and GRC processing issue will be implemented on May 31, 2019.

3. Recommended Next Steps

Stakeholders should continue to submit retro-active GRCs for TRACS processing.

Beginning June 1, 2019, TRACS users should login to WASS and check the TRACS Certification Query to determine if there are missing GRC transactions for their specific rental assistance contract(s).

TRACS users will need to resubmit any GRCs that failed TRACS processing effective June 1, 2019, in order to be posted to the system.