

From Client Care at IPM-Software, Inc.
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 Email Support@ipm-software.net

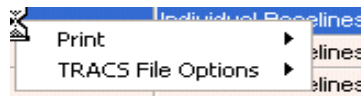
To _____

Fax Back Answers to Frequently Asked Questions

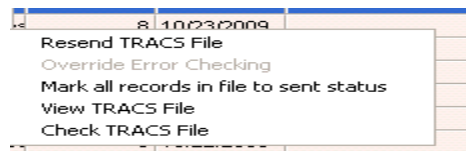
From our initial contact, we believe your situation can be resolved with a few standard directions. As there is sometimes a delay speaking with a Client Care Associate, we hope this document will provide the directions you need to resolve your problem. Please consider these directions as our first attempt to answer your need for assistance. Once you have followed the steps listed here we trust your problem will be resolved.

Subject: Using the MAT file Checker in CornerStone

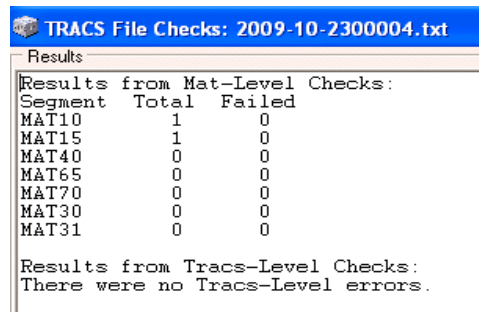
1. Create TRACS files according to your monthly steps or create TRACS for individual certifications.
2. Right click on the TRACS file that you want to check for MAT errors.
3. Click on TRACS File Options.



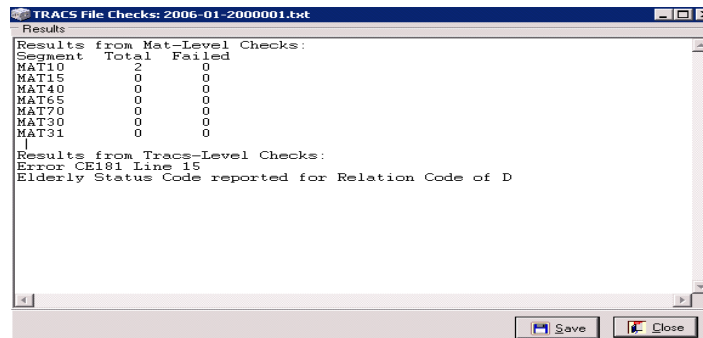
4. Click on Check TRACS file.



5. If you see the message as follows: There were no Tracs-Level errors. There are no errors in the file. The screen may look something like this.

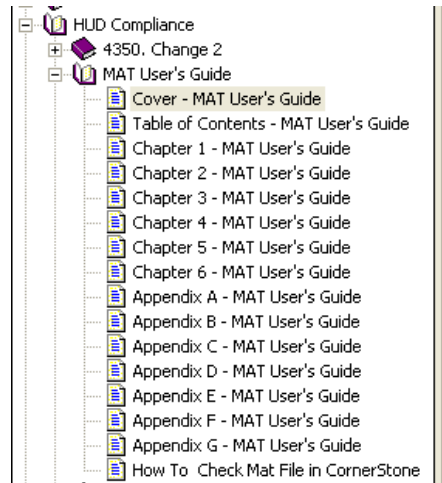


6. If you check your MAT file and do receive an error message you have the option to export/save the error. Click on the SAVE button and save to any location of your choice. The file will be saved as a TXT file and can be opened with notepad.



NOTE: If the solution above solves the issue you are encountering, please e-mail the Client Care Dept. at support@ipm-software.net. If there is another issue please call 1-800-944-5572 or check out our Web site at www.IPM-Software.net for other Frequently Asked Questions

- You will then need to reference the MAT user's guide to interpret the error. The MAT guide can be accessed through the Cornerstone Program Help Files.



- For example in the error above it is telling you that Error CE181 is the error to reference in your mat guide, but on this file you will want to also reference Line 15 and you do this by the View TRACS file option. Right click on the TRACS file. Go to TRACS file options, than click on view TRACS files. Once you open the TRACS file through View TRACS file you will look for Line 15.

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1 TENHR2.0.2.B00001012020061315542006-01-2000001.txt PRACTICE PROP. 1234 Fifth Street ORANGE
2 MAT102.0.2.B0000210001000400010001
3 20000310002323 00000000 00000000 0101200
4 30000401COLANGELO MIKE HMO7311952 108754665EC PAINTER
5 30000502ERMAX PETE DMO7081997 108543266EC
6 30000603INCHY DAVE DMO7011994 108542323EC
7 30000704LEE DOLL KFO7071953 241542664EC NA
8 40000801W 008200
9 50000901CHECKING C00010000000200000000
10 MAT102.0.2.B0001010001000400020001
11 20001110002324 00000000 00000000 0101200
12 30001201GRAHAM TEDDY HMO6151935E 999999999EC NA
13 30001302GRAHAM ANNA SFO7231941E 999999999EC CLERK
14 30001403GRAHAM HONEY DFO8121969H 999999999EC NA
15 30001504NERVE LOTTA RFO6041909EH 999999999EC NA
16 40001601SS 009787
17 40001704PE 002700
18 50001801CD C02200000044000000000
19 TENND2.0.2.B00019
    
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- In this particular case it appears that on Line 15 Lotta Nerve is showing an Elderly Status Code but is marked as Dependent. You will now want to go back to this household and correct the errors.
- After the errors have been corrected you will want to delete the original TRACS file. If this TRACS file has not been sent, go to the HUD Module>TRACS>double click on the mat file that was printed above and click the delete button. If the file has already been sent you do not need to delete the file.
- You will now want to recreate the TRACS file to send to HUD.

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