

From Client Care at IPM-Software, Inc.
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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.

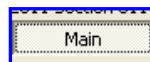
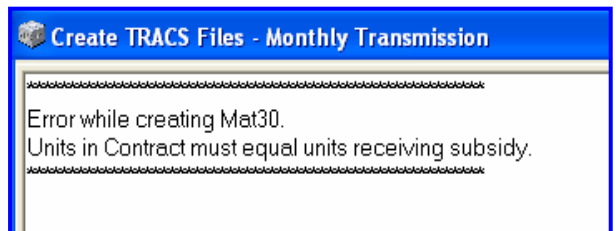
Subject: Number of Units in Contract Error Message

If your CA or HUD says they never received your voucher file, it is possible that you received an error message during the TRACS file creation and the voucher file was never created. When creating TRACS files, please read the messages to avoid delays in file transmission and payment.

If you get this message, it can be corrected easily so you can create your voucher file to send.

- 1) Close out of the error.
- 2) Go to Vouchers inside the HUD module.
- 3) Click on the Main tab of the voucher.
- 4) Make sure Item 7 General Occupancy Information totals up properly.

Units in contract must equal the total of
 Units Receiving Subsidy + Abated Units +
 Vacant Units + Units Occupied By Market Rate
 Tenants.



Contract Signed On or After 10/03/84?	
Item 7 - General Occupancy Information	
Units in Contract	6
Units Receiving Subsidy	5
Abated Units	0
Vacant Units	0
Units Occupied By Market Rate Tenants	0

- 5) Once you edit the information to be correct it should look like this.

(Only Vacant Units and Units Occupied by Market Rate Tenants can be edited. The Units in Contract and Abated Units fields fill based on information located under Property. The Units Receiving Subsidy field fills based on the voucher detail.)

Item 7 - General Occupancy Information	
Units in Contract	6
Units Receiving Subsidy	5
Abated Units	0
Vacant Units	1
Units Occupied By Market Rate Tenants	0

- 6) Click Save at the top toolbar.
- 7) Do not rebuild your Voucher. Go to TRACS/ Create TRACS files and create your TRACS files for the Voucher again. The Voucher should create successfully but you should still read the messages that appear during the creation process. If you see Voucher File YYYY-MM-XXXXXXX.txt written successfully, you are now ready to submit your Voucher to your CA or HUD.

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