

# PIC Error Resolution Guide

## For Section 8 (HCV) Programs

### Introduction

This document is a guide on how to clean up your PIC records and create what we call a “Record Match Baseline” for your Section 8 households. By Record Match Baseline we mean a PIC status in which your PHA has a correct, current record in PIC for every Section 8 household that is currently assisted by you. Once you achieve this status in PIC, you will be at 100% submission rate and you can easily add 50058 records to PIC without errors caused by having an inaccurate “match” record in PIC.

Follow the procedure in this Guide one time to achieve a Record Match Baseline status in PIC. Once the Record Match Baseline is established, each subsequent submission of valid 50058 records simply maintains the baseline.

*Note: Part of this reconciliation procedure may require that you create and submit records to PIC that will correct an existing record match error. For that reason, we strongly recommend that once you start this procedure you do not create any new 50058 records in your software system (other than the corrective records) until you have completed the procedure.*

## Reconcile the Household Records in Your System with PIC

Reconciling the household records in your system with the household records in PIC is a four step procedure. Each step is detailed below.

### Step 1 – Print the MTCS Transaction Report From PIC

Log on to PIC. At the PIC main menu, select the Form – 50058 module and click on the Viewer sub-module from the popup menu. When the Viewer submodule appears, click on the Reports tab and the following screen will appear.

Search Household Members Rent FSS/WtW Iss/Exp Of Vouchers Reports

MTCS Transaction Report MTCS HA Query Report MTCS VO Iss/Exp Report

Select View: Field Office HA  
Field Office: 3FPH RICHMOND PROGRAM CENTER  
Housing Authority: VA024 Wise County RHA

Database  MTCS Current  
Program type  All  Public Housing  Section 8

**Section 8**

All  
 S8 Certificate  
 S8 Voucher  
 S8 Moderate Rehabilitation

Type of Action: ALL




Effective Date From: 01/01/1999 \* MM/DD/YYYY Effective Date To: 09/30/2003 \* MM/DD/YYYY  
 Update Date From: \* MM/DD/YYYY Update Date To: \* MM/DD/YYYY

Select Report Type:  Detailed

Generate Report

On the Transaction Report selection screen, select the Section 8 Program Type. Then click on the Effective Date option and enter 01/01/1999 as the “From” date and enter a date that is three months in the future as the “To” date. Once you have completed those selections, click the Generate Report button and the following MTCS Transaction Report will appear.

## MTCS Transaction Report

Hub:	3HBLT Baltimore Hub			
FieldOffice:	3FPH RICHMOND PROGRAM CENTER ?			
Field Office HA:	VA024 ?			
?	? ? ? ?			
Database:	MTCS Current ?			
Program Type:	Section 8	Total No.Of Records:1163		
Effective Date From:	01/01/1999	Effective Date To: 10/31/2003		
		Section 8: <span style="border: 1px solid black; padding: 2px;">Certificate</span> ▼		

Select Page Set?:?? 1-2 ▼

**Program Type ? ? ? : Certificates**

Type Of Action ▲▼	SSN ▲▼	First Name ▲▼	Middle Initial ▲▼	Last Name ▲▼	Eff. Date ▲▼	Bed Room Size ▲▼	Tot. Ann. Inc. (\$) ▲▼	Adj. Ann. Inc. (\$) ▲▼	Tnt. Rent (\$) ▲▼
2?	229359092?	ANGELA?	R?	BARNETTE?	10/01/1999?	2?	11,310?	10,830?	176?
2?	230369335?	HAPPY?	?	HIXON?	07/01/2000?	1?	6,384?	5,984?	150?
2?	231377600?	CRYSTAL?	L?	BARNES?	05/01/1999?	3?	4,476?	3,516?	-64?
2?	231922256?	SHERRY?	A?	COOKE?	10/01/1999?	2?	6,500?	5,540?	73?

When the report first appears, the records in the report are grouped by Action Type. Change the order of the report so that it is the same order as the tenant list you print from your software system in Step 2 below. (Change the order by clicking on the arrows below the names of each column. For example, clicking the up arrow in the Last Name column will change the order of the report to alphabetical by last name (A to Z)). Then click the Print button at the top of the screen. (You can also download the report to an Excel spreadsheet by clicking the Excel button.)

When you have finished printing the Report for all required developments, proceed to Step 2 of this procedure.

## **Step 2 – Print a Tenant List From Your Software**

Print a list of your current Section 8 households from your software system. The list should be in the same order as the MTCS Transaction Report you printed in Step 1 above. Once you have printed the household list from your system, proceed to Step 3.

## **Step 3 – Compare the Household Records In PIC to Your Household Records**

Lay the MTCS Transaction Report you printed in Step 1 next to the tenant list you printed from your software system in Step 2 and compare the records. The possible results of the comparison are as follows:

- Result 1: Records match (same household and same effective date)
- Result 2: PIC contains household record that is not in your system
- Result 3: Your system contains a household record that is not in PIC
- Result 4: The household appears in both PIC and your system, but the Action Type and Effective Date of the records are different
- Result 5: The record in PIC matches the record in your system but the records are incorrect

## **Step 4 – Solve Conflicts Between PIC Data and Your Data**

The following material describes the comparison cases listed above and a solution to correct the situation.

### **Result 1 – In Sync**

In Result 1, you have achieved your objective: the records are in sync. Celebrate!

### **Result 2 – PIC contains household that is not in your system**

The Solution to Result 2 is to use the Online EOP function in the PIC Viewer to end participation of the household in PIC. (For instruction on using the Online EOP function, see Appendix A of this Guide.)

### **Result 3 – Your System Contains Household Record Not In PIC**

The Solution to Result 3 is to submit a move in record to PIC for the missing household. If the household was a portability move-in and the Initial PHA submitted a Portability Move-out to PIC, submit a Portability Move-in. (To determine what record the Initial PHA submitted to PIC, search for the head of household using the HA Query tool in the PIC Viewer. For instructions using the HA Query, see Appendix B of this Guide.)

If it was not a portability move-in, submit a New Admission record to PIC as long as the admission date is less than 12 months old. If the admission date is more than 12 months old, submit a Historical Adjustment record (Action Code 14) to PIC with a current Effective Date.

### **Result 4 – The Action Type and Effective Dates are Different in PIC and Your System**

The Solution to Result 4 is to submit the current household record to PIC.

### **Result 5 – The Record In PIC Is Incorrect**

The Solution to Result 5 is to submit a Void (Action Code 15) record to PIC which will delete the current (incorrect) record in PIC. Then submit the correct record to replace it.

## **Achieving Record Match Baseline**

If you reconciled the household records in your system with the household records in PIC as outlined in this Guide, you will have achieved a Record Match Baseline for your Section 8 households. To confirm the Record Match Baseline once you have completed this procedure, print another copy of the MTCS Transaction Report and compare it to a tenant list from your system. They will match, thereby confirming that you have achieved a PIC Record Match Baseline.

## Appendix A – PIC Online EOP

The PIC Online EOP function allows you to end participation on any household that has a 50058 record in the current PIC database. This function has the same effect as if you submitted an End of Participation record to PIC, but it is simpler and more direct. Be careful with this function since, like any End of Participation, it will terminate the subsidy status for the household in the PIC system. If you make a mistake, you will have to submit a New Admission record to move the family back into PIC.

Online EOP is found in the PIC Viewer sub-module. To access Online EOP, log on to PIC. Select the Form – 50058 module from the main menu, click on the Viewer option from the popup menu and the following screen will appear.

**Search** Household Members Rent FSS/WtW Iss/Exp Of Vouchers Reports

Select View: Field Office HA  
Field Office: 3FPH RICHMOND PROGRAM CENTER  
Housing Authority: VA024 Wise County RHA

**Housing Authorities Search Filters**

Historical Database  Current Database

SSN:   
First Name   
Last Name

Search

Entering the SSN for the outgoing head of household in the SSN field, click the Search button at the bottom of the screen and the following Search results screen appears.

[Search](#)
[Household](#)
[Members](#)
[Rent](#)
[FSS/WtW](#)
[Iss/Exp Of Vouchers](#)
[Reports](#)

Select View: Field Office HA  
 Field Office: 3FPH RICHMOND PROGRAM CENTER  
 Housing Authority: VA024 Wise County RHA

**Tenant Search Results**

Search Results 1-1 of 1

SSN	First Name	Last Name	Middle Initial	Relation	Date Of Birth	Sex	Update date	Online EOP
<a href="#">230-29-0537</a>	BOBBI	LAWSON	J	H	10/24/1967	F	05/28/2003	<a href="#">Online EOP</a>

In the household record at the bottom of the Viewer screen, you will note that the link at the far right labeled "Online EOP." To perform an Online EOP, click the Online EOP link and the following confirmation screen will appear.

*Note: If you see a message that reads "No matches for the specified search," and you already confirmed that the head of household appears in the PIC Unit file, the PIC 50058 file is in conflict with the PIC unit file. You CANNOT correct this conflict. Only HUD can correct this problem. Call your Field Office and ask them to vacate the unit record.*

## Online EOP



Head of household name: BOBBI LAWSON J  
 Social Security Number: 230-29-0537  
 Date Updated(mm/dd/yyyy): 05/28/2003



**Action**  
 2a. Type of action: New Admission  
 2b. Effective date (mm/dd/yyyy) of action:  \*(MM/DD/YYYY)  
 2c. Correction? (Y or N): N

Once you are satisfied that this is the correct head of household, enter the Effective Date for the EOP in the Effective Date of Action field. (This should be the date that the program assistance ended.) Once the Effective Date is entered, print this screen and place a copy of the Online EOP confirmation in the household file as a record of the manner of the EOP. Once you print a copy of the confirmation screen, click the Save button and the Online EOP is complete. (If you decide not to proceed with the EOP, you can click the Close button at the bottom of the screen and the EOP will not be performed.) The Online EOP is not instantaneous but the EOP usually occurs within a day of time you click the Save button. You can confirm that it occurred by searching for

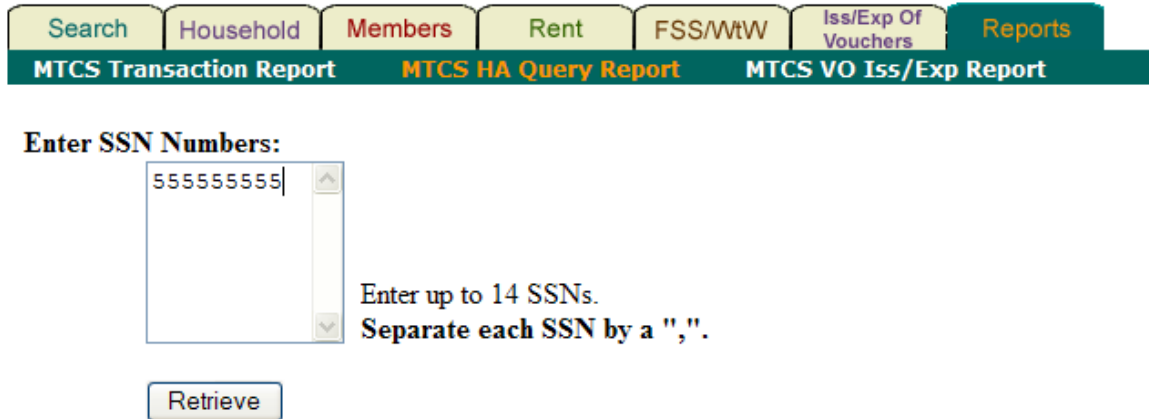
that head of household in the Viewer the following day – the household record should not be found in the current PIC database.

To perform another Online EOP, click on the Search tab to refresh the search screen. When the Search screen appears, enter the SSN of the head of household for the next household for which you want to end participation and repeat the process described above. Don't forget to enter the Effective Date, print the confirmation screen and click the Save button to complete the transaction.

## Appendix B – PIC HA Query Tool

The PIC HA Query function allows you to identify the PHA in which a head of household is listed in PIC as currently assisted or last having been assisted.

HA Query is found in the PIC Viewer sub-module. To access HA Query, log on to PIC. Select the Form – 50058 module from the main menu and click on the Viewer option from the popup menu. Once the Viewer sub-module appears, click on the Reports tab, click on the MTCS HA Query link below the tabs and the following screen will appear.



Enter SSN Numbers:

55555555

Enter up to 14 SSNs.  
Separate each SSN by a ",".

Retrieve

Enter the SSN of the head of household you are attempting to find in PIC. Then click the Search button and the following Query Report will appear.

## HA Query Report



Print  
Download in Excel.  
Page.

SSN Number	Program Type	Participant Code	Participant Name	Type of Action	Effective Date
230290537	S8 Voucher	VA024	Wise County RHA	1 - New Admission	04/01/2003

The HA Query Report lists the PHA in which the head of household is or was assisted according to the existing PIC record.

*Note: HA Query was a particularly useful tool when PIC was not accepting a New Admission or Port In record if the head of household had a 50058 record in another PHA in PIC. Since the release of PIC version 4.1, PIC will accept the New Admission and Port In records even though the head of household is listed in PIC at another PHA. In essence, PIC now automatically ends participation at the initial PHA and stores the new record in the current database.*