

PIC Error 4174: New Tenant

This is a new tenant in IMS-PIC. No 50058 data for the head of household exists. At least one new admission or historical adjustment record must be submitted first.

1 Identify error in the PIC Error Dashboard. Assess the reason for the error.

2 Locate the error in PIC by cross referencing the **Ticket Number, Form Number, Error Number, and Field Number** from the dashboard.

The screenshot shows a PIC Error Dashboard entry for Form Number 74. The error message is "FATAL: 4174 - This is a new tenant submitted first". The error number is 1 and the field number is 3n. A table below the error message shows the record number in error (000323) and the section (B).

Rec Nbr in Error	Section
000323	B

The screenshot shows a table titled "50058 Submissions that we" with columns for Ticket Number, Unique ID, Form Number, Error Number, and Error Field Data. The row for Authority 14026361 shows a Unique ID of 140263449, Form Number of 74, Error Number of 1, and Error Field Data of 3n.

	Ticket Number	Unique ID	Form Number	Error Number	Error Field Data
Authority	14026361	140263449	74	1	3n

3 Use the information in PIC to locate that error for the head of household (HoH) in the system of record (SoR).

4 Make the necessary correction(s) in the SoR. Errors may not be present on a 1 or 4 until you attempt to submit another 50058.

a. If a 1 or 4 action type is present, determine if it was transmitted to PIC. If it was not, transmit to PIC and verify successful transmission.

b1. Using the ticket number of the upload, check the PIC system for any fatal errors on the household Form Number of the 1 or 4 action type that may not be displayed on the dashboard due to more current fatal errors.

1. If a fatal error occurred, correct the error in the SoR.

2. Resubmit the affected 50058 and verify the submission was accepted.

b2. If a fatal error did not occur, review the **Invalid Tenant ID Report** in PIC or the **Identity Verification Report: SSA Screening Deficiencies** in EIV and identify any discrepancies.

1. If the deficiency is attached to the HoH, correct in PIC under **Tenant ID Management**. If it is not the HoH, proceed to Step 2.
2. Make the correction in the SoR.
3. Resubmit to PIC and verify successful transmission.

c. If a type 1 or 4 is not present, add the applicable action type.*

*Based on the setup of your SoR, you may need to talk to your software provider about the best way to correct 50058 transactions.

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Resubmit original action to PIC. Verify successful transmission.

NOTE: If correcting a current record **already accepted** by PIC, mark fields 2c as a correction and indicate the correction type in 2d on the 50058.

Depending on the issue, you may not need to mark these fields when addressing a fatal error that was not accepted by PIC.

2. Action

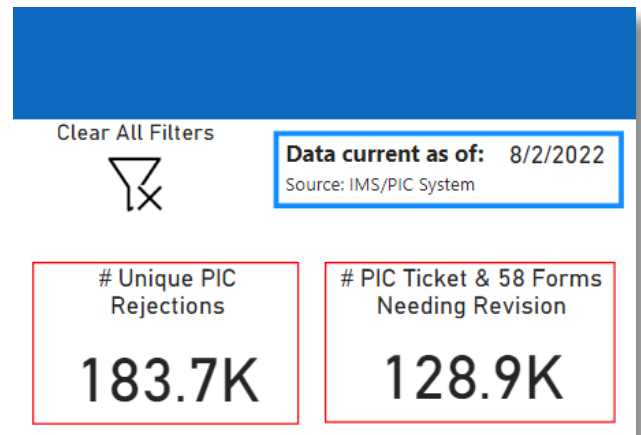
2a. Type of action		2a.
2b. Effective date (mm/dd/yyyy) of action		2b.
2c. Correction? (Y <input type="checkbox"/> or N <input type="checkbox"/>)		2c.
2d. If correction: (check primary reason)	<input type="checkbox"/> Family correction of income <input type="checkbox"/> Family correction (non-income)	<input type="checkbox"/> PHA correction of family income <input type="checkbox"/> PHA correction (non-income)

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Check the PIC Error Dashboard on a weekly basis to ensure the error dropped off. The **Data current as of** box displays the most recent update date.

If the error is still present after the weekly update, drill-down to view the error and open the corresponding ticket in PIC/IMS to verify whether the resubmitted file reported any additional errors. If no errors are present, try retransmitting the 50058 to PIC.

If the error still appears, you may need to contact your PIC coach.



NOTE: If the error for action types 2, 3, or 13 reflects the error, “A record with a later effective date,” please see the **PIC Error 4080 Later Effective Date** job aid.

You can find a video walkthrough of these steps [here](#) on HUD Exchange.

