

PIC Error 5280: Voucher Record Does Not Exist

A voucher record for this head of household in a different PHA does not exist. Portability move-in cannot be accepted. Use new admission.

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.

Form Number : 74

Last Name
SSN
Program Type VC
Effective Date 10-01-2021
PHA USE ONLY

Error Number: 1 Field Number: 3n

Error Message FATAL: 4374 - This is a new submitted first

Rec Nbr in Error	Section
000323	B

Form Number : 78

50058 Submissions that we				
Ticket Number	Unique ID	Form Number	Error Number	Error Field Data
61	49	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 Determine if this is a **port-in for an applicant** who has not leased up with the initial housing authority (IHA) or a **port-in for an existing participant** of the IHA.

If it is an existing participant, talk to the IHA to ensure a code 6 was not processed.

If it is a port-out for an applicant:

1. Change the action type 4 to an action type 1 (new admission).

2. Ensure to mark line 12d on the 50058 as “yes” to indicate that the family is porting into the jurisdiction.

12. Housing Choice Vouchers: Tenant Based Vouchers

12a. Number of bedrooms on Voucher		12a.
12b. Is family now moving to this unit? (Y or N)		12b.
12c. Does the family qualify as a Hard to House family? (Y or N)		12c.
12d. Did family move into your PHA jurisdiction under portability? (Y or N) (if no, skip to 12g)	Y	12d.

- 5 Submit correction 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.

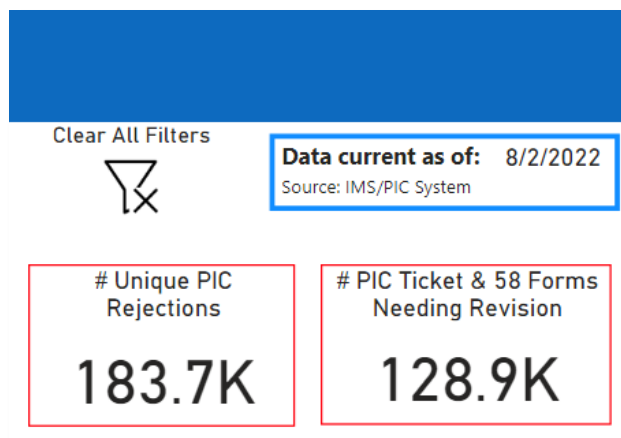
2. Action

2a. Type of action		2a.
2b. Effective date (mm/dd/yyyy) of action		2b.
2c. Correction? (Y <input type="checkbox"/> or <input type="checkbox"/> N)		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)

- 6 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.



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

