



Common Fixes for Tenant Submissions

in Procorem

Upload Messages

Message: “Root element is missing”

Fix: The xml file is missing, or you chose the wrong file type. Click *Choose File* and select a valid xml file.

Message: “Validation errors for schema version 5.0” or “Validation errors for schema version 4.0”

Fix: There is something wrong with how the submission file was created. Please check with your software vendor. They will likely need a copy of the file and a copy of the message from Procorem.

Message: “Property name in imported file does not match the property for this Compliance Review.”

Fix: The property name in your software needs to exactly match the property name in Procorem. You can also use the file “BINs and Addresses by HFA.pdf” to look up the building address.

Message: “No building found with an address of...”

Fix: “The building address in your software needs to exactly match the building address in Procorem. Use the file “BINs and Addresses by HFA.pdf” to look up the building address.

Message: “No unit found with a unit # of...”

Fix: The unit numbers in your software needs to exactly match the unit number in Procorem. To verify the unit numbers, go to your Procorem Workcenter > Unit Status Report > View Events.

Message: “Cannot convert this event to a Transfer Out event type; the 'transfer to' building cannot be found.”

Fix: The unit numbers in your software needs to exactly match the unit number in Procorem. To verify the unit numbers, go to your Procorem Workcenter > Unit Status Report > View Events.

Message: “Cannot convert this event to a Transfer In event type; the 'transfer from' building cannot be found.”

Fix: The unit numbers in your software needs to exactly match the unit number in Procorem. To verify the unit numbers, go to your Procorem Workcenter > Unit Status Report > View Events.

Message “LIHTC building (address of...) has unmatched BIN...”

Fix: The BIN in your software needs to exactly match the BIN in Procorem. To verify the BIN, go to your Procorem Workcenter > Unit Status Report > View Events.

Message: “Information: 0 tenant events were imported.”

Fix: Check the other messages in this import submission for details on why no tenant events were imported.



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Validation Errors

Message: A Household member record is required for this event.

Fix: Click the Unit # link to open Tenant Events. Make sure each Household Member has a relationship.

Message: This Unit has an invalid Move In or Transfer In event. Move In or Transfer In events can only follow a Move Out or a Transfer Out event.

Fix: Click the Unit# to open Tenant Events. Review the events and look for a Move In or Transfer In following a Move In, Transfer In, or Recertification event.

Example: The 03/22/2020 Move In event should follow a Transfer Out or Move Out event.

Tenant Events	
Event Type	Event Date
Transfer In	09/11/2020
Move Out	08/28/2020
Move In	03/22/2020
Recertification	01/01/2019
Move In	12/31/2018