

Electronic Records Express (ERE)

User Guide for

Track Status of Submissions



August 2018

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Overview

The Electronic Records Express (ERE) **Track Status of Submissions** feature allows you to view the status of the files you uploaded. ERE can only supply information about uploads within the past 180 days.

ERE Home Page

From the **Electronic Records Express (ERE)** home page, select **Track Status of Submissions** in the **Evidence Functions** section.

JANE DOE : G3HNRYN9M4 Sign Out Text Size Accessibility Help

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Electronic Records Express (ERE) OMB No. 0960-0767 Paperwork Reduction Act

System Notices (1) - System Notice Updated: 07/18/2016 **What's New?** - What's New Updated: 05/16/2015
[Sign Up for Email/Text ERE System Notifications](#)

Electronic Folder Functions Help

- Access Claimant's Electronic Folder
- Pick Up Files
- Get Status Reports

Messaging Functions Help

- Contact OHO Office

Evidence Functions Help

- Send Individual Response
- Track Status of Submissions**

Account Functions Help

- Manage Your Email Notifications

Help & Support
Email: ETechSupport@ssa.gov
Call Us (toll free): **1-866-691-3061**
[User Resources](#)

For your security, please log out and close all Internet windows when you are finished.

[Return to Appointed Representative Services](#)

You can select from multiple search criteria: **Tracking Number, Claimant's SSN, RQID (Request ID), Date/Site/Status.**

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ERE: Track Status of Submissions

Provide Search Criteria
sent within the past 180 days are available.

Search by: ?
Tracking Number
RQID (Request ID)
Claimant's SSN
Date/Status/Site

[Search](#) [Reset](#) [Cancel](#)

Search by Tracking Number

You can search your uploads by the **Tracking Number**. This is a unique number assigned to an upload. When tracking an upload by a **Tracking Number**, all other fields are disabled.

Step 1 – Enter the **Tracking Number**.

Step 2 – Select the **Search** button.

ERE: Track Status of Submissions

Provide Search Criteria

Only Submissions sent within the past 180 days are available. [Customer Status Inquiry](#)

Search by:

Tracking Number ▼

Tracking Number:

Search for a specific submission by entering the Tracking Number

Step 3 - Select the **Tracking Number** link for more details about the submission.

ERE: Track Status of Submissions

Search Results

[User Resources](#)

Display submissions from the past 180 days. Select the Tracking Number to view status.

Tracking Number	Date	Time(ET)	Status	Site Code	SSN(Last 4)	RQID
1435D1569274C5E2	01/04/2014	08:52 AM	Processing	S99	1111	11111111111111111111111111111111

Step 4 – Submission details will display. You may select **Back to Search Results** to return to the **Search Results** screen, or select **New Search** to track other uploads.

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ERE: Track Status of Submissions

Tracking Number: **1435D1569274C5E2** RQID (Request ID): **11111111111111111111111111111111** [? User Resources](#)

Submission Status: **Processing** Site Code: **S99**

SSN (Last 4): **1111** Number of User Uploaded Files: **2**

Submitted On: **01/04/2014 08:52 AM**

File Name	File Status	File Size
freeFormText.txt	Processing	220 bytes
test.wpd	Processing	7 KB

[ERE Home](#) [Back to Search Results](#) [New Search](#)

Search by RQID (Request ID)

You can search your submissions by the **RQID (Request ID)** number. This is a unique number found on the request letter or barcode and is case sensitive. When tracking a submission by a **RQID (Request ID)**, all other fields are disabled.

Step 1- Enter the **RQID** beginning with the **first non-zero number**. For example, if the request letter shows **RQID** as 000000013385, enter 13385.

Step 2 – Select the **Search** button

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ERE: Track Status of Submissions

[? User Resources](#)

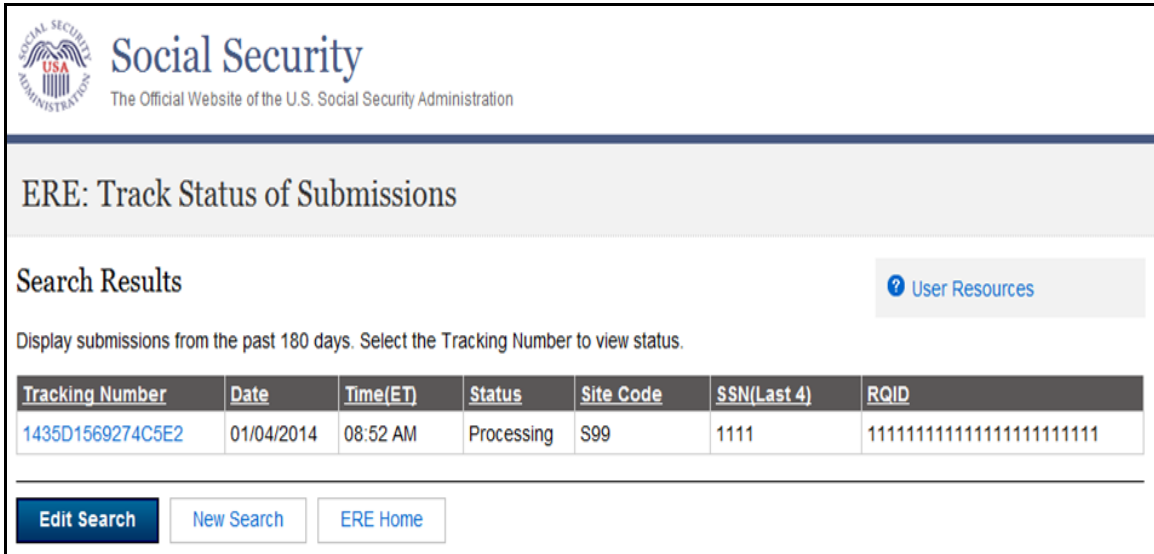
Provide Search Criteria

Search by:

RQID (Request ID):
 Search for a specific submission by entering the RQID (Request ID) found on the request letter or barcode (case sensitive).

[Search](#) [Reset](#) [Cancel](#)

Step 3 – Select the **Tracking Number** link to obtain details about the submission.



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ERE: Track Status of Submissions

Search Results [? User Resources](#)

Display submissions from the past 180 days. Select the Tracking Number to view status.

Tracking Number	Date	Time(ET)	Status	Site Code	SSN(Last 4)	RQID
1435D1569274C5E2	01/04/2014	08:52 AM	Processing	S99	1111	11111111111111111111111111111111

[Edit Search](#)
[New Search](#)
[ERE Home](#)

Step 4 – Submission details will display. You may select **Back to Search Results** to return to the **Search Results** screen, or select **New Search** to begin a new search for submissions.



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ERE: Track Status of Submissions

Tracking Number: **1435D1569274C5E2** RQID (Request ID): **11111111111111111111111111111111** [? User Resources](#)
 Submission Status: **Processing** Site Code: **S99**
 SSN (Last 4): **1111** Number of User Uploaded Files: **2**
 Submitted On: **01/04/2014 08:52 AM**

File Name	File Status	File Size
freeFormText.txt	Processing	220 bytes
test.wpd	Processing	7 KB

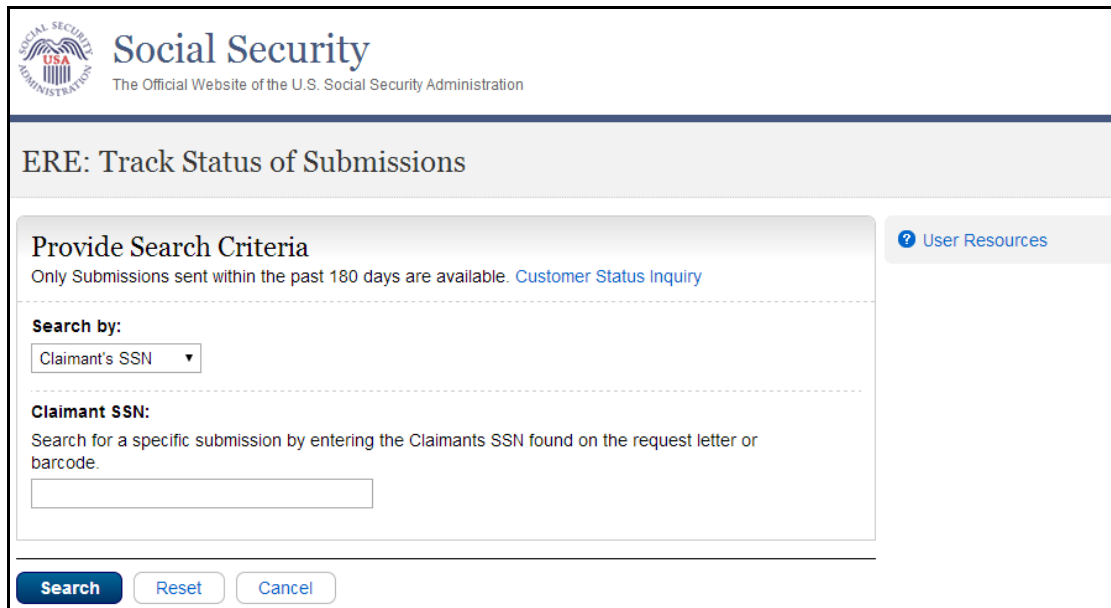
[ERE Home](#)
[Back to Search Results](#)
[New Search](#)

Search by Claimant's SSN

You can search your submissions by the **Claimant's SSN**. When tracking a submission by a **Claimant's SSN** all other fields are disabled.

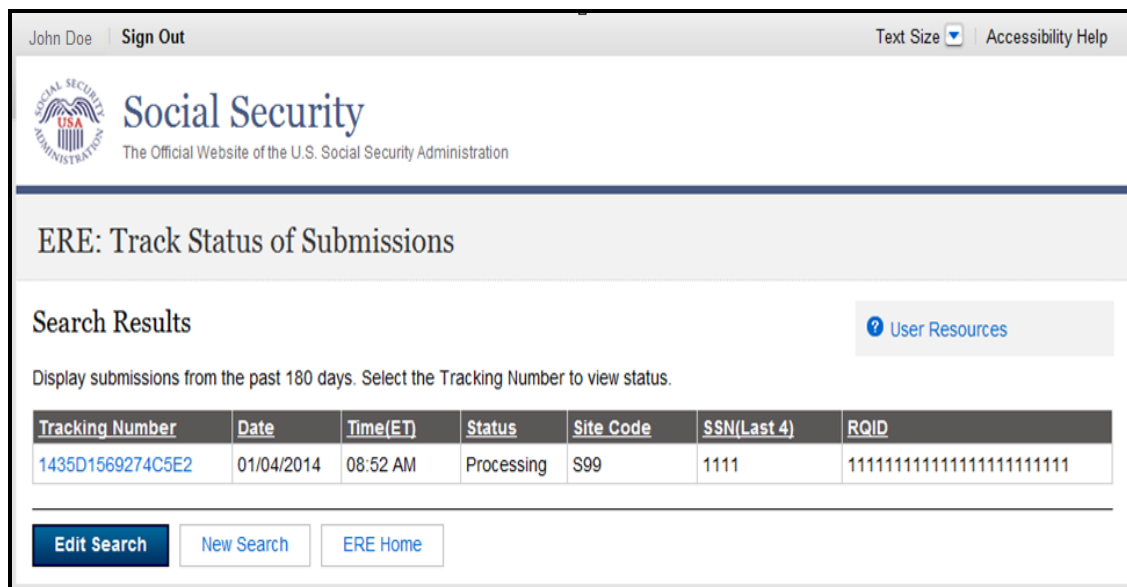
Step 1 – Enter the **Claimant SSN** found on the request letter or barcode.

Step 2 – Select the **Search** button.



The screenshot shows the 'ERE: Track Status of Submissions' page. At the top left is the Social Security Administration logo and the text 'Social Security The Official Website of the U.S. Social Security Administration'. Below this is a header 'ERE: Track Status of Submissions'. The main content area is titled 'Provide Search Criteria' and includes a note: 'Only Submissions sent within the past 180 days are available. [Customer Status Inquiry](#)'. There is a 'User Resources' link with a question mark icon. Under 'Search by:', a dropdown menu is set to 'Claimant's SSN'. Below that, under 'Claimant SSN:', there is a text input field and a note: 'Search for a specific submission by entering the Claimants SSN found on the request letter or barcode.' At the bottom are three buttons: 'Search', 'Reset', and 'Cancel'.

Step 3 – Select the **Tracking Number** link to obtain details about the submission.



The screenshot shows the 'ERE: Track Status of Submissions' page with search results. At the top left is the Social Security Administration logo and the text 'Social Security The Official Website of the U.S. Social Security Administration'. At the top right, there is a user profile 'John Doe' with a 'Sign Out' link, and links for 'Text Size' and 'Accessibility Help'. Below this is a header 'ERE: Track Status of Submissions'. The main content area is titled 'Search Results' and includes a note: 'Display submissions from the past 180 days. Select the Tracking Number to view status.' There is a 'User Resources' link with a question mark icon. Below the note is a table with the following data:

Tracking Number	Date	Time(ET)	Status	Site Code	SSN(Last 4)	RQID
1435D1569274C5E2	01/04/2014	08:52 AM	Processing	S99	1111	11111111111111111111111111111111

At the bottom are three buttons: 'Edit Search', 'New Search', and 'ERE Home'.

Step 4 – Submission details will display. You may select **Back to Search Results** to return to the **Search Results** screen, or select **New Search** to begin a new search for submissions.



The screenshot displays the 'Social Security' website header with the logo and tagline 'The Official Website of the U.S. Social Security Administration'. Below the header is a section titled 'ERE: Track Status of Submissions'. This section contains a summary of submission details: Tracking Number: 1435D1569274C5E2, RQID (Request ID): 11111111111111111111111111111111, Submission Status: Processing, Site Code: S99, SSN (Last 4): 1111, and Number of User Uploaded Files: 2. The submission was submitted on 01/04/2014 at 08:52 AM. A 'User Resources' link is visible on the right. Below the summary is a table with three columns: File Name, File Status, and File Size. The table lists two files: 'freeFormText.txt' (Processing, 220 bytes) and 'test.wpd' (Processing, 7 KB). At the bottom of the page are three buttons: 'ERE Home', 'Back to Search Results', and 'New Search'.

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ERE: Track Status of Submissions

Tracking Number: **1435D1569274C5E2** RQID (Request ID): **11111111111111111111111111111111** [User Resources](#)

Submission Status: **Processing** Site Code: **S99**

SSN (Last 4): **1111** Number of User Uploaded Files: **2**

Submitted On: **01/04/2014 08:52 AM**

File Name	File Status	File Size
freeFormText.txt	Processing	220 bytes
test.wpd	Processing	7 KB

[ERE Home](#) [Back to Search Results](#) [New Search](#)

Search by Date/Site/Status - Default

You can search your submissions by the **Date/Site/Status**. The **Last 45 Days** and **All** buttons are automatically selected by default.

Step 1 –To search all submissions in the last 45 days, simply select the **Search** button.



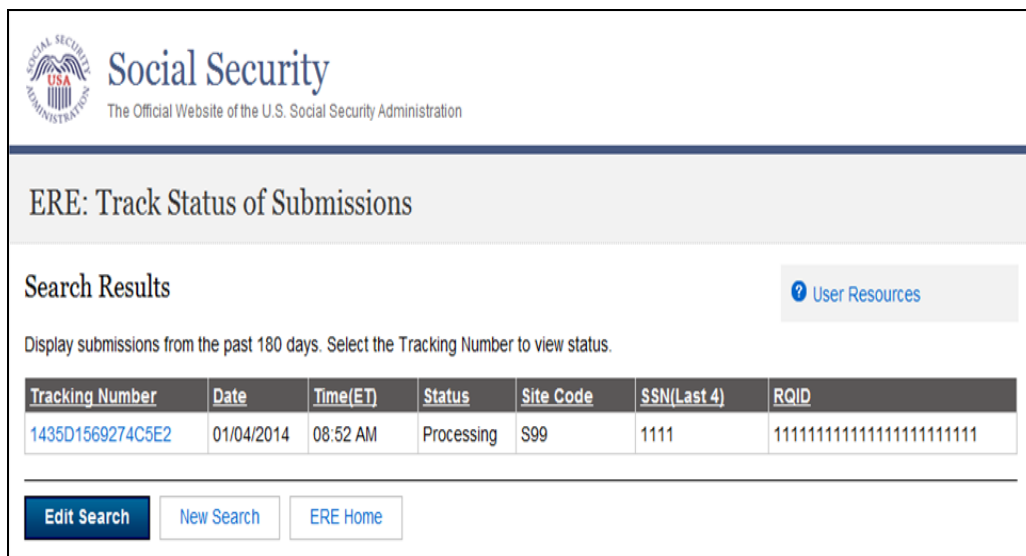
The screenshot shows the 'ERE: Track Status of Submissions' page. At the top left is the Social Security Administration logo and the text 'Social Security The Official Website of the U.S. Social Security Administration'. Below this is a header 'ERE: Track Status of Submissions'. The main content area is titled 'Provide Search Criteria' and includes a note: 'Only Submissions sent within the past 180 days are available. [Customer Status Inquiry](#)'. There is a 'User Resources' link on the right. The search criteria are as follows:

- Search by:** A dropdown menu set to 'Date/Status/Site'.
- Date/Status/Site:** Search for a specific submission by using the following options.
- Date:** Radio buttons for 'Last 45 Days' (selected), 'Single Day', and 'Date Range'.
- Status:** Radio buttons for 'All' (selected), 'Sent', 'Error', and 'Contacted'.
- Site:** Radio buttons for 'All' (selected), 'State', and 'Site Code'.

At the bottom are three buttons: 'Search' (highlighted in blue), 'Reset', and 'Cancel'.

Step 2 – All the submissions in the Last 45 Days are displayed. You may sort the results in ascending or descending order by selecting the underlined column headings.

Step 3 – Select the **Tracking Number** link to view the details of the submission.




The screenshot shows the 'ERE: Track Status of Submissions' page with search results. At the top left is the Social Security Administration logo and the text 'Social Security The Official Website of the U.S. Social Security Administration'. Below this is a header 'ERE: Track Status of Submissions'. The main content area is titled 'Search Results' and includes a note: 'Display submissions from the past 180 days. Select the Tracking Number to view status.' There is a 'User Resources' link on the right. Below the note is a table with the following data:

<u>Tracking Number</u>	<u>Date</u>	<u>Time(ET)</u>	<u>Status</u>	<u>Site Code</u>	<u>SSN(Last 4)</u>	<u>RQID</u>
1435D1569274C5E2	01/04/2014	08:52 AM	Processing	S99	1111	11111111111111111111111111111111

At the bottom are three buttons: 'Edit Search' (highlighted in blue), 'New Search', and 'ERE Home'.

Step 4 – Submission details will display. You may select **Back to Search Results** to return to the **Search Results** screen, or select **New Search** to begin a new search for submissions.

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ERE: Track Status of Submissions

Tracking Number: **14AAB9876A0F8E41N** RQID (Request ID): **111111111** [? User Resources](#)

Submission Status: **Sent** Site Code: **T21**

SSN (Last 4): **6106** Number of User Uploaded Files: **1**

Submitted On: **01/02/2015 12:01**

File Name	File Status	File Size
80-20 Rule.doc	Sent	24 KB

[ERE Home](#) [Back to Search Results](#) [New Search](#)

Search by Date/Site/Status - Custom

When searching by submission date, status, and site, you may choose any combination of searches by selecting a button next to each option.

Search by Date:

- **Last 45 Days** – Searches all submissions made in the last 45 days.
- **Single Day** – If you choose **Single Day**, you must enter the **Date of Submission** (mm/dd/yyyy). It must be within the past 180 calendar days.
- **Date Range** - If you choose the **Date Range** button, you must enter the **Start** date (mm/dd/yyyy) and **End** date (mm/dd/yyyy). Both dates must be within the past 180 calendar days.

Search by Site:

- **All** – Searches all submissions at all sites within the past 180 days.
- **State** – Searches all submissions for a specific State within the past 180 days.
- **Site Code** – Searches all submissions for a specific Site Code within the past 180 days.

Search by Status:

- **All** – Searches all status options within the past 180 days.
- **Sent** – Searches your successful submissions within the past 180 days.
- **Error** – Searches all your failed submissions within the past 180 days.
- **Contacted** – Searches all submissions that required ERE Tech Support contact within the past 180 days.

Access Keys

This application contains access keys to improve navigation and provide information. You will find a list of these keys in the table below:

Button	Access Key
Cancel	n
Log Out	l
Prior Page	p
Reset to Default	r
Search	s
Start New Search	s
User Resources	u

NOTE:

1. To use these keys on Windows-based browsers select the **Alt** button on your keyboard and the access key simultaneously. On the Mac, use the **Ctrl** key.
2. **Internet Explorer Browser Users Only:** In order to trigger the **Browse** button on the Electronic Records Express Submission pages you will need to use the space bar if you are using keyboard access.