

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 your submissions. ERE can only supply information about submissions 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.

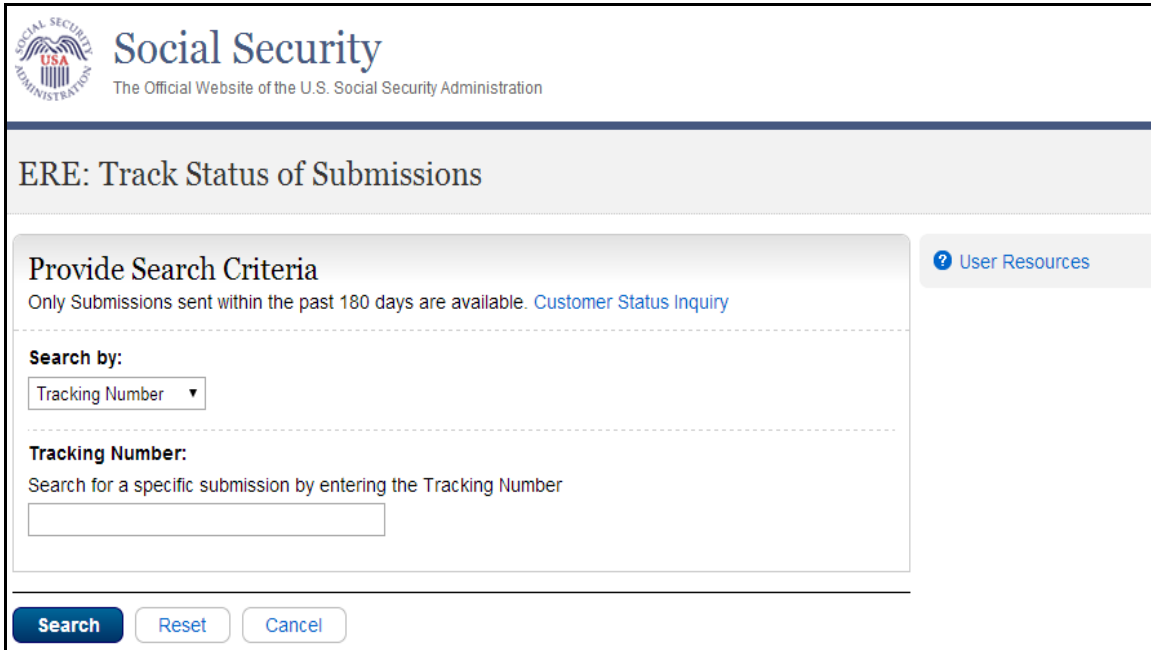
You can select from multiple search criteria: **Tracking Number, RQID (Request ID), Claimant's SSN, Date/Status/Site.**

Search by Tracking Number

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

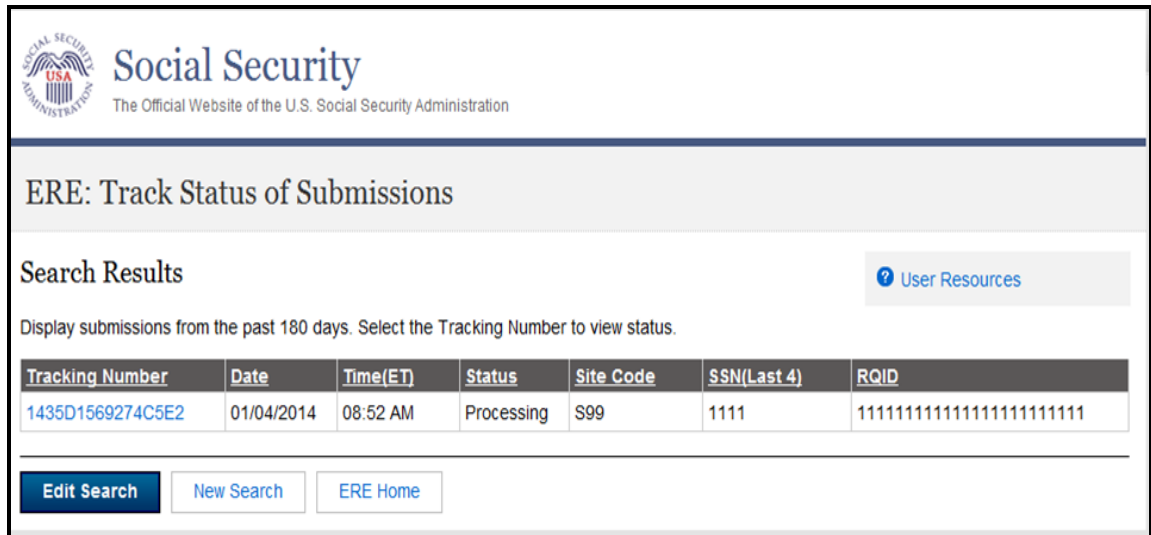
Step 1 – Enter the **Tracking Number**.

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



The screenshot shows the Social Security Administration website header with the logo and text "Social Security The Official Website of the U.S. Social Security Administration". Below the header is a section titled "ERE: Track Status of Submissions". Underneath, there is a "Provide Search Criteria" section with a "User Resources" link. The search criteria section includes a "Search by:" dropdown menu set to "Tracking Number", a "Tracking Number:" label, and a text input field. Below the input field are "Search", "Reset", and "Cancel" buttons.

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



The screenshot shows the Social Security Administration website header with the logo and text "Social Security The Official Website of the U.S. Social Security Administration". Below the header is a section titled "ERE: Track Status of Submissions". Underneath, there is a "Search Results" section with a "User Resources" link. The search results section includes a text input field and a table of results. Below the table are "Edit Search", "New Search", and "ERE Home" buttons.

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 begin a new search for submissions.

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 the page title 'ERE: Track Status of Submissions'. On the right side, there is a 'User Resources' link with a question mark icon. The main content area displays 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. Below this, the submission date is 'Submitted On: 01/04/2014 08:52 AM'. A table lists the files: 'freeFormText.txt' (Processing, 220 bytes) and 'test.wpd' (Processing, 7 KB). At the bottom, there are three buttons: 'ERE Home', 'Back to Search Results', and 'New Search'.

Search by RQID (Request ID)

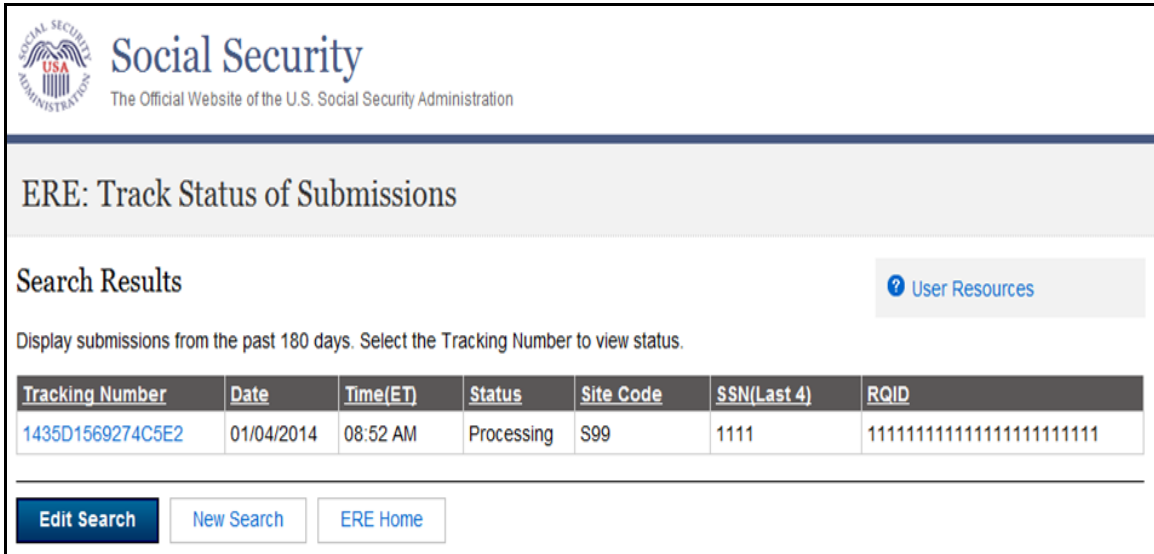
You can search your submissions by the **RQID (Request ID)** number. This is a unique number found on the request letter or barcode and is case sensitive. When tracking a submission by a **RQID (Request ID)**, all other fields are disabled.

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

The screenshot shows the 'ERE: Track Status of Submissions' page with the search criteria form. 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 the page title 'ERE: Track Status of Submissions'. On the right side, there is a 'User Resources' link with a question mark icon. The main content area is titled 'Provide Search Criteria'. It contains a 'Search by:' dropdown menu with 'RQID (Request ID)' selected. Below this is a text input field for the RQID (Request ID) with the value 'L000000180000'. At the bottom, there are three buttons: 'Search', 'Reset', and 'Cancel'.

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



The screenshot shows the Social Security Administration website header with the logo and the text "Social Security The Official Website of the U.S. Social Security Administration". Below the header is a section titled "ERE: Track Status of Submissions". Underneath, there is a "Search Results" section with a "User Resources" link. A message states: "Display submissions from the past 180 days. Select the Tracking Number to view status." A table with 7 columns is displayed: Tracking Number, Date, Time(ET), Status, Site Code, SSN(Last 4), and RQID. The first row contains the following data: 1435D1569274C5E2, 01/04/2014, 08:52 AM, Processing, S99, 1111, and 11111111111111111111111111111111. At the bottom of the search results, there are three buttons: "Edit Search", "New Search", and "ERE Home".

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 begin a new search for submissions.



The screenshot shows the Social Security Administration website header with the logo and the text "Social Security The Official Website of the U.S. Social Security Administration". Below the header is a section titled "ERE: Track Status of Submissions". Underneath, there is a "User Resources" link. The submission details are displayed in a grey box: Tracking Number: 1435D1569274C5E2, RQID (Request ID): 11111111111111111111111111111111, Submission Status: Processing, Site Code: S99, SSN (Last 4): 1111, Number of User Uploaded Files: 2, Submitted On: 01/04/2014 08:52 AM. Below the details is a table with 3 columns: File Name, File Status, and File Size. The first row contains: freeFormText.txt, Processing, 220 bytes. The second row contains: test.wpd, Processing, 7 KB. At the bottom of the submission details, there are three buttons: "ERE Home", "Back to Search Results", and "New Search".

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

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.

Social Security
The Official Website of the U.S. Social Security Administration

ERE: Track Status of Submissions

Provide Search Criteria [User Resources](#)

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

Search by:
 Claimant's SSN

Claimant SSN:
 Search for a specific submission by entering the Claimants SSN found on the request letter or barcode.

Search

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

John Doe | [Sign Out](#) | Text Size | [Accessibility Help](#)

Social Security
The Official Website of the U.S. Social Security Administration

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	111111111111111111111111

Edit Search

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 shows the 'Social Security' logo and 'The Official Website of the U.S. Social Security Administration' at the top. Below the header, the page title is 'ERE: Track Status of Submissions'. The main content area displays submission details:

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

There is a 'User Resources' link in the top right. Below the details is a table of uploaded files:

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

At the bottom, there are three buttons: 'ERE Home', 'Back to Search Results', and 'New Search'.

Search by Date/ Status/ Site - Default

You can search your submissions by the **Date/ Status/ Site**. 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 'Social Security' logo and 'The Official Website of the U.S. Social Security Administration' at the top. Below the header, the page title is 'ERE: Track Status of Submissions'. The main content area displays search criteria options:

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

Search by:
Date/Status/Site

Date/Status/Site:
Search for a specific submission by using the following options.

Date:

- Last 45 Days
- Single Day
- Date Range:

Status:

- All
- Sent
- Error
- Contacted

Site:

- All
- State
- Site Code

At the bottom, there are three buttons: 'Search', '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 Social Security Administration's website. At the top left is the SSA logo. The main heading is "Social Security" with the subtitle "The Official Website of the U.S. Social Security Administration". Below this is a section titled "ERE: Track Status of Submissions". Underneath is a "Search Results" section with a "User Resources" link. A message states: "Display submissions from the past 180 days. Select the Tracking Number to view status." Below this 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 of the search results section 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 shows the Social Security Administration's website. At the top left is the SSA logo. The main heading is "Social Security" with the subtitle "The Official Website of the U.S. Social Security Administration". Below this is a section titled "ERE: Track Status of Submissions". Underneath is a "User Resources" link. The submission details are displayed as follows:

Tracking Number: **14AAB9876A0F8E41N** RQID (Request ID): **111111111**
 Submission Status: **Sent** Site Code: **T21**
 SSN (Last 4): **6106** Number of User Uploaded Files: **1**
 Submitted On: **01/02/2015 12:01**

Below the details is a table with the following data:

<u>File Name</u>	<u>File Status</u>	<u>File Size</u>
80-20 Rule.doc	Sent	24 KB

At the bottom of the submission details section are three buttons: "ERE Home", "Back to Search Results", and "New Search".

Search by Date/ Status/ Site - 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 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.

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.

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/Link	Access Key
User Resources	u

Other keyboard commands, hotkeys or access keys will vary based upon browser and the version of the browser that you are using. A list of these commands can be found in the Help section of your browser. The Help feature can be located on the Menu bar of your browser or by using the F1 function key on the keyboard. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

Note: To use these keys select the “Alt” or “Ctrl” button on your keyboard and the access key simultaneously.