

# **User Guide for Send Grouped Response**



**Office of Disability Determinations**

**October 2015**

# Electronic Records Express (ERE): Send Grouped Response

## Instructions for Send Grouped Response

Use the **Send Grouped Response** function on the Electronic Records Express website to send multiple files on a single upload. You can use this function by combining the multiple files into a single .zip file.

- You need the SSA/DDS evidence request letter that contains the barcode available to complete the processing steps of **Send Grouped Response**. If you received the request electronically from the DDS, you cannot use “Send Grouped Response” function to respond.
- The barcode sheet must be the topmost (first page) of the record set belonging to one individual. Similarly, a group of files containing the records of many individuals must always have a barcode sheet for each individual when transmitted together as a group of files combined in one file.
- Electronic Records Express only accepts zipped files (.zip) that contain .tif, .tiff, .jpg, .bmp, .mdi or .pdf files. You may use combinations of file types within a single transmission session on the Electronic Records Express website.
- *Each individual's* barcode sheet must be the topmost (first page) of the record. For example, a .zip file containing five record sets for five different individuals must have five barcode sheets. A barcode sheet must be the topmost (first page) of each individual's record.

Under the **Evidence Functions** heading, select **Send Grouped Response**.

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Electronic Records Express (ERE) OMB No. 0960-0753  
[Paperwork Reduction Act](#)

**System Notices(3)** - Updated: 12/30/2014 [What's New?](#) - Updated: 03/15/2015  
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**Help & Support**

Email:  
[EETechSupport@SSA.gov](mailto:EEtechsupport@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.

Please note that you are responsible for information submitted on the ERE website when using your ERE User ID and password. Never share your ERE User ID or password with others. 2

# Electronic Records Express (ERE): Send Grouped Response

## Preparing your files:

Group the records based on whether there is a 2-D/enhanced barcode on the request letter. The barcode should look like the barcode below:



RQID: 123456789012345      SITE: S27      DR: FSSN:  
123456789      DOCTYPE: 001      RF: D      CS: 9be8

You must separate records that have a 2-D barcode from records that do not have a 2-D barcode. Submit records with a 2-D barcode in one upload. The 2-D barcode must be the first page of the file.

**Note:** The **Send Grouped Response** function only accepts .zip files. You must follow the rules listed below or your upload will not process.

- The **.zip** file must not contain directories.
- The **.zip** file must be valid and cannot be empty.
- The **.zip** file must contain only **.tiff, .tif, .pdf, .jpg, .mdi, and .bmp** files.
- The **.zip** file must not contain empty (zero-byte) files.
- The **.zip** file must contain one or more **.tiff, .tif, .pdf, .jpg, .mdi, and .bmp** files with either all enhanced barcodes or no enhanced barcodes.
- Each **.tiff** file within a **.zip** file should follow these specifications:
  - a. One **.tif** file per patient with the request letter on the first page
  - b. **.tiff** version 4, 5, or 6
  - c. Intel format (little-endian byte order)
  - d. CCITT Group 4 Compression
  - e. Black & White color (Bitonal)
  - f. 200x200 dots per inch (DPI) resolution

Note: Do not upload documents containing macros (i.e., a set of instructions or scripts that automates tasks). They may cause system problems, which will require you to re-submit your documents without macros.

# Electronic Records Express (ERE): Send Grouped Response

## Destination and Request Information (Step 1 of 3)

The screenshot shows the Social Security Administration's website interface for the 'ERE: Send Grouped Response' process. At the top, it displays 'CESS User | Sign Out' and 'Text Size | Accessibility Help'. The main header features the Social Security Administration logo and the text 'Social Security - The Official Website of the U.S. Social Security Administration'. Below this, the title 'ERE: Send Grouped Response' is centered. A progress indicator shows three steps: '1 Destination Information', '2 Review & Add Information', and '3 Confirmation', with the first step being active. The main content area is titled 'Destination and Request Information' and includes a 'User Resources' link. The form contains the following fields and options:

- Select destination by:**  More Info
- Site Code  State
- Site Code:** S02
- State:** AK-Alaska
- Destination:** AK - Alaska DDS [S02]
- 
- Does the first page of all the documents contain an enhanced 2-D barcode?**  Yes  No
- More Info

At the bottom of the form, there are 'Next' and 'Cancel' buttons.

### Step 1: Destination and Request Information

- Select the DDS Destination by first selecting the appropriate radio button depending on your desire to search by either Site Code or State
  - Enter the three-character **Site** code from the barcode. The **Site** code begins with a letter, followed by two digits.
- or**
- Select the **State** from the dropdown. After choosing the **State**, the **Destination** list updates with the offices in the State you selected. Select the **Destination** from the dropdown.
  - If the topmost (first page) of each record contains an enhanced 2-D barcode, select “Yes”. Otherwise, select “No”.
  - Select the **Next** button to proceed to **Step 2: Review and Add Information**

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# Electronic Records Express (ERE): Send Grouped Response

## Review and Add Information (Step 2 of

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### ERE: Send Grouped Response

1 ✓ Destination Information | 2 Review & Add Information | 3 Confirmation

#### Review

[User Resources](#)

Destination Information

Destination: **AK - Alaska DDS [S02]**  
Barcode Present? **Yes**

#### Attach and Upload Files

- A maximum of 10 files can be added and all files must total less than 50MB.
- ONLY zipped files can be uploaded. Uploaded zipped files must contain .tif, .tiff, .jpg, .bmp, .mdi or .pdf files.
- Please do not upload password-protected files because they cannot be processed.

**File 1:**  No file chosen

3)

## Step 2: Review and Add Information

- Review the Destination and Request Information and verify the accuracy of the information selected in Step 1. If any of the information is incorrect, make the corrections by selecting the **Edit** button.
  - Select the button to identify a file to send. (Do not send files that are password protected.) The **Choose file** window appears on your screen.
  - Locate the file you wish to send and highlight the file name. The document's file name moves into the **File name** box at the bottom of the **Choose file** window.
  - Select the **Open** button. The **Choose file** window closes and the file name displays. If you have chosen the incorrect file, select the **Delete** button to clear the field.
  - Select the **Add File** button to send additional zipped files.

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# Electronic Records Express (ERE): Send Grouped Response

- Select the **Submit** button to forward the information to the Destination selected in Step 1.

## Confirmation (Step 3 of 3)

The screenshot shows the 'ERE: Send Grouped Response' confirmation page on the Social Security Administration website. At the top, it says 'CESS User | Sign Out' and 'Text Size | Accessibility Help'. The main heading is 'ERE: Send Grouped Response'. Below this, there are three steps: 1. Destination Information (checked), 2. Review & Add Information (checked), and 3. Confirmation (active). A green box contains a 'Thank you for your submission' message with a tracking number '14AD11CC3E8A47C4N' and submission time '01/09/2015 at 06:52 PM EST'. A 'Print this page' link is below the message. To the right is a 'User Resources' link. Below the message is a 'Submission Summary' section with 'Tracking Information'. It includes 'Destination Information' (AK - Alaska DDS [S02], Barcode Present? Yes) and 'Uploaded File(s)'. A table shows one file: 'ERE\_AR\_HomePage.zip' (103 KB). At the bottom are 'Send Another Response' and 'ERE Home' buttons.

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### ERE: Send Grouped Response

1 ✓ Destination Information 2 ✓ Review & Add Information 3 Confirmation

✓ Thank you for your submission

Grouped Response Submission - Tracking Information

Tracking Number: **14AD11CC3E8A47C4N**

Submitted on: **01/09/2015 at 06:52 PM EST**

Please retain your tracking number in case there are errors or problems that prevent us from processing your submission.

[Print this page](#)

[User Resources](#)

### Submission Summary

Tracking Information

#### Destination Information

Destination: **AK - Alaska DDS [S02]**

Barcode Present? **Yes**

#### Uploaded File(s)

File Name	File Size
ERE_AR_HomePage.zip	103 KB
<b>Total File Size:</b>	<b>103 KB</b>

[Send Another Response](#) [ERE Home](#)

## Step 3: Confirmation

After your submission uploads, Electronic Records Express provides a **Confirmation** page. The **Confirmation** page provides a tracking number for you to keep and use if you want to check on the status of your submission.

- If you do not receive the **Confirmation** page, you should resubmit the materials.
- If you continue to have transmitting problems, contact the Electronic Records Express Website Help Desk at [EEtechSupport@ssa.gov](mailto:EEtechSupport@ssa.gov) or 1-866-691-3061.
- To respond to another request, select the **Send Another Response** button.

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## Electronic Records Express (ERE): Send Grouped Response

**NOTE:** We **strongly recommended** that you print or take a screenshot of the **Confirmation** page for your documentation. To do this, simply select **Print this page** located at the bottom of the green box. This print link works the same as if you selected File and Print from your browser's menu. You cannot bookmark and save a **Confirmation** page, and you will not be able to retrieve it later once you exit the webpage.

# Electronic Records Express (ERE): Send Grouped Response

## 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
Next	n
Submit	p
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.

## Electronic Records Express (ERE): Send Grouped Response

### How to Get Important Information about Electronic Records Express Website Availability

You may subscribe to receive ERE website availability notifications through the GovDelivery services on the Social Security Administration's Electronic Records Express internet website: [Social Security Online: Electronic Records Express](#). Please see the following website for GovDelivery FAQs: <https://subscriberhelp.govdelivery.com/hc/en-us>

To subscribe to the ERE website availability notification, follow these instructions:

- Click “**Sign Up for Email/Text ERE System Notifications**” on the Electronic Records Express Home Page,
- Type your email address and select **Submit**
- Confirm your email address
- Select “Send updates immediately by email.”
- Choose an optional password
- Select **Submit**  
**You will receive a “Success” confirmation.**
- Select **Close** to exit.

**\*\*Once you have subscribed, you will receive a Subscription Acknowledgement e-mail with instructions on how to update your user profile\*\***