

Electronic Records Express (ERE)

User Guide for

Track Status of Submissions



October 2015

Table of Contents

Overview.....	3
<u>ERE Home Page</u>	3
Search by Tracking Number	4
Search by RQID (Request ID)	5
Search by Claimant's SSN	8
Search by Date/ Status/ Site - Default	9
Search by Date/ Status/ Site - Custom	11
Access Keys	11

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.

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

Electronic Records Express (ERE)

OMB No. 0960-0618
Paperwork Reduction Act

System Notices (3) - Updated: 07/11/2012 **What's New?** - Updated: 03/15/2015
[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 ODAR Office](#)

Evidence Functions ? Help
• [Send Individual Response](#)
• [Track Status of Submissions](#)

Account Functions ? Help
• [Manage Your Email Notifications](#)

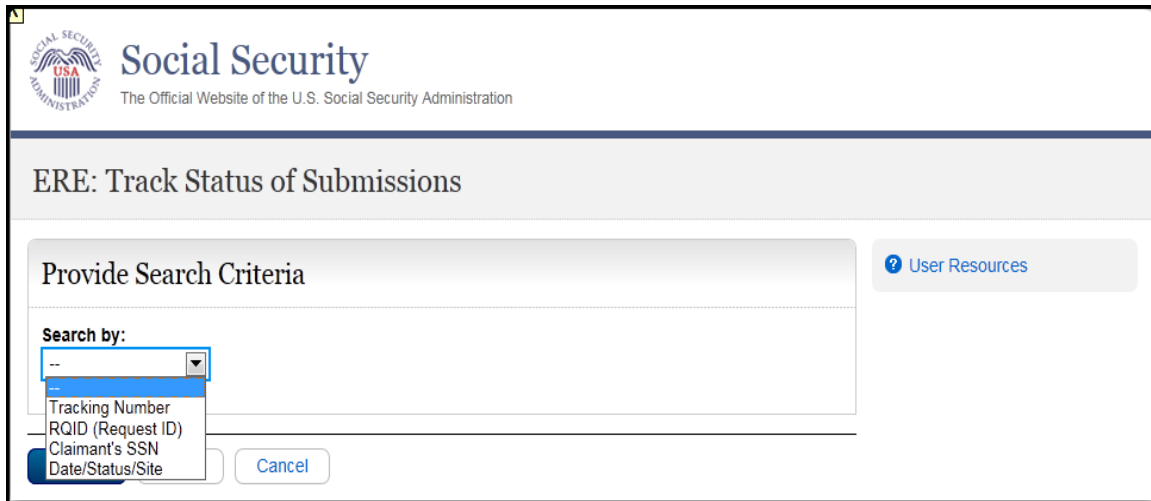
Help & Support
Email: EETechSupport@SSA.gov
Call Us (toll free): **1-866-691-3061**

? [User Resources](#)

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

[Return to Appointed Representative Services](#)

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



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

ERE: Track Status of Submissions

Provide Search Criteria

[? User Resources](#)

Search by:

- Tracking Number
- RQID (Request ID)
- Claimant's SSN
- Date/Status/Site

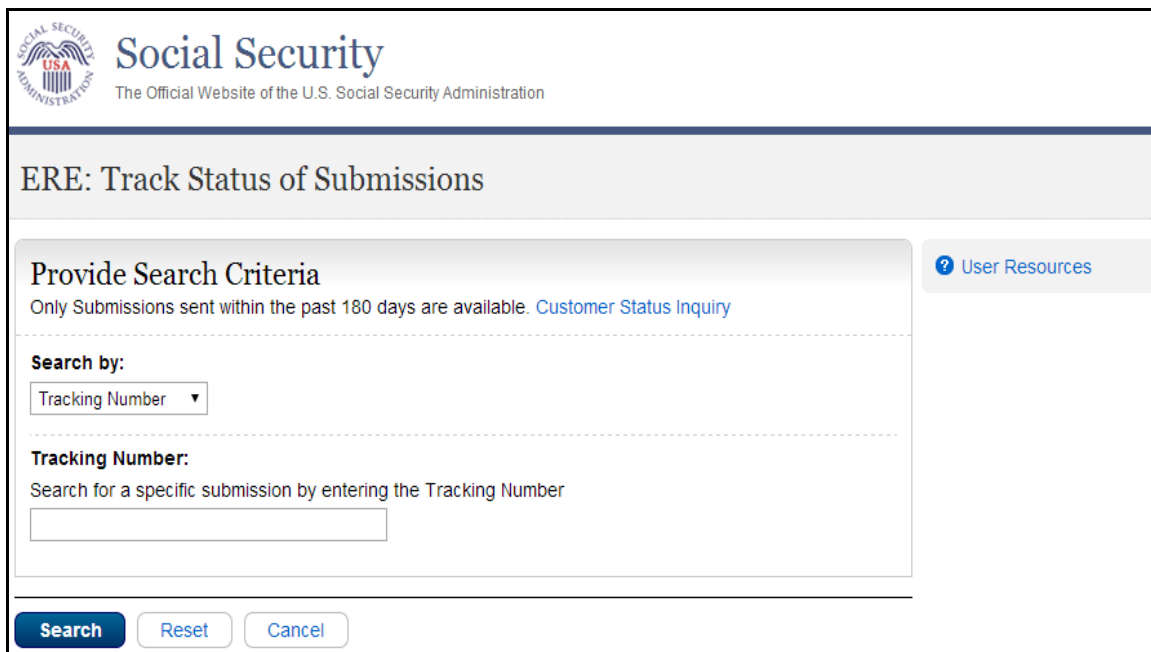
Cancel

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.



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

ERE: Track Status of Submissions

Provide Search Criteria

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

[? User Resources](#)

Search by:

Tracking Number

Tracking Number:

Search for a specific submission by entering the Tracking Number

Search Reset Cancel

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



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](#)
[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.



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

ERE: Track Status of Submissions

Tracking Number: **1435D1569274C5E2**
 RQID (Request ID): **111111111111111111111111**
[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



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

ERE: Track Status of Submissions

Provide Search Criteria

[? User Resources](#)

Search by:
 RQID (Request ID) ▼

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

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



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	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.



Social Security

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

ERE: Track Status of Submissions

Tracking Number: **1435D1569274C5E2**

RQID (Request ID): **111111111111111111111111**

Submission Status: **Processing**

Site Code: **S99**

SSN (Last 4): **1111**

Number of User Uploaded Files: **2**

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

[? User Resources](#)

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.

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

ERE: Track Status of Submissions

Provide Search Criteria
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 **Reset** **Cancel**

[? User Resources](#)

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
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**

[? User Resources](#)

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.



Social Security

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

ERE: Track Status of Submissions

Tracking Number: **1435D1569274C5E2**

Submission Status: **Processing**

SSN (Last 4): **1111**

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

RQID (Request ID): **11111111111111111111111111111111**

Site Code: **\$99**

Number of User Uploaded Files: **2**

[? User Resources](#)

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/ 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.



Social Security

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

ERE: Track Status of Submissions

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

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.



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.

<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	111111111111111111111111

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.



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

ERE: Track Status of Submissions

Tracking Number: **14AAB9876A0F8E41N**

Submission Status: **Sent**

SSN (Last 4): **6106**

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

RQID (Request ID): **111111111**

Site Code: **T21**

Number of User Uploaded Files: **1**

[? User Resources](#)

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

ERE Home

Back to Search Results

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	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.