

# **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 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 criteria form. The form has a title 'Provide Search Criteria' and 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. The 'Search by:' dropdown menu is set to 'Tracking Number'. Below that, the 'Tracking Number:' label is followed by a text input field and a description: 'Search for a specific submission by entering the Tracking Number'. At the bottom of the form are three buttons: 'Search', 'Reset', and 'Cancel'.

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

The screenshot shows the same Social Security Administration website header. Below the header is a section titled 'ERE: Track Status of Submissions'. Underneath, there is a 'Search Results' section. It has a 'User Resources' link with a question mark icon. Below the link is a note: 'Display submissions from the past 180 days. Select the Tracking Number to view status.' Below the note is a table with the following data:

Tracking Number	Date	Time(ET)	Status	Site Code	SSN(Last 4)	RQID
<a href="#">1435D1569274C5E2</a>	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.

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

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

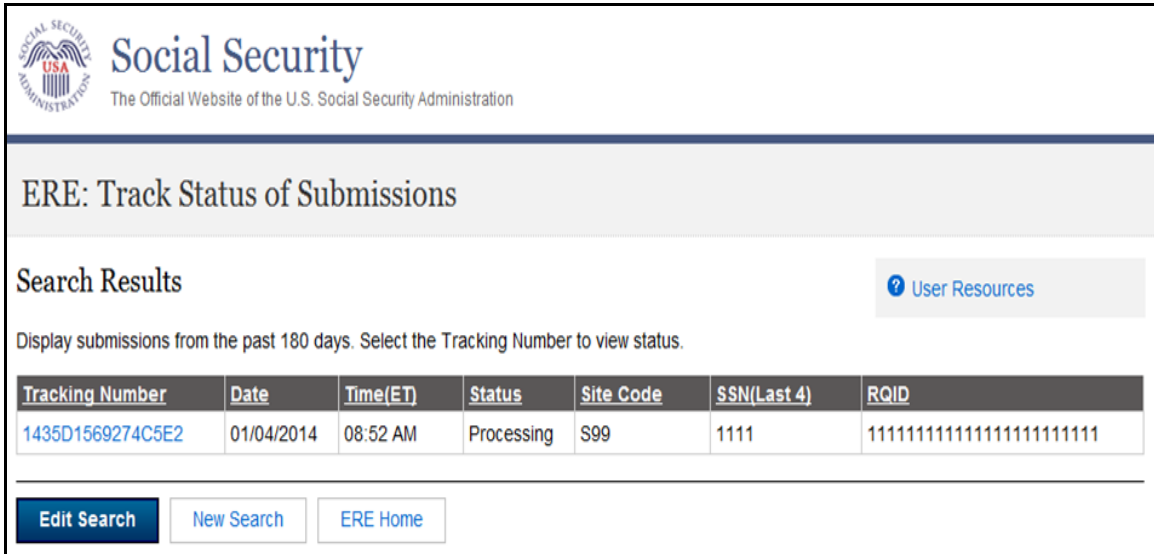
Provide Search Criteria      [User Resources](#)

**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
<a href="#">1435D1569274C5E2</a>	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](#)



**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. The page title is 'Social Security' with the subtitle 'The Official Website of the U.S. Social Security Administration'. Below the title is the heading 'ERE: Track Status of Submissions'. The main content area displays submission details: Tracking Number: 1435D1669274C5E2, RQID (Request ID): 11111111111111111111111111111111, Submission Status: Processing, Site Code: S99, SSN (Last 4): 1111, and Number of User Uploaded Files: 2. It also shows the submission date: Submitted On: 01/04/2014 08:52 AM. A 'User Resources' link is visible in the top right. Below the details is a table with columns 'File Name', 'File Status', and 'File Size'. The table contains two rows: '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 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 'ERE: Track Status of Submissions' page with a search criteria form. At the top left is the Social Security Administration logo. The page title is 'Social Security' with the subtitle 'The Official Website of the U.S. Social Security Administration'. Below the title is the heading 'ERE: Track Status of Submissions'. The main content area displays the heading 'Provide Search Criteria' and a note: 'Only Submissions sent within the past 180 days are available. Customer Status Inquiry'. A 'User Resources' link is visible in the top right. Below the heading is a dropdown menu labeled 'Search by:' with 'Date/Status/Site' selected. Below the dropdown is the heading 'Date/Status/Site:' and the instruction 'Search for a specific submission by using the following options.'. There are three sections of radio button options: 'Date:' with 'Last 45 Days' selected, 'Status:' with 'All' selected, and 'Site:' with 'All' selected. 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.

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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.

<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>
<a href="#">1435D1569274C5E2</a>	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: **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**

<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/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.