Electronic Records Express (ERE)

User Guide for

Track Status of Submissions



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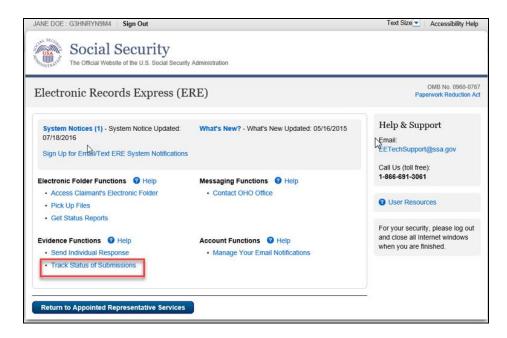
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Overview

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.



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

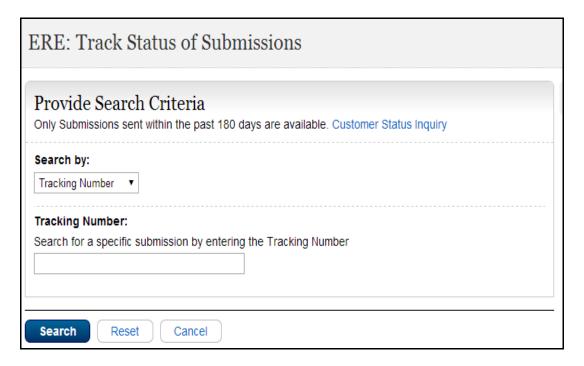


Search by Tracking Number

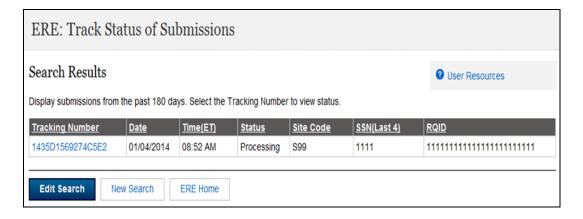
You can search your uploads by the **Tracking Number**. This is a unique number assigned to an upload. When tracking an upload by a **Tracking Number**, all other fields are disabled.

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

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



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



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.

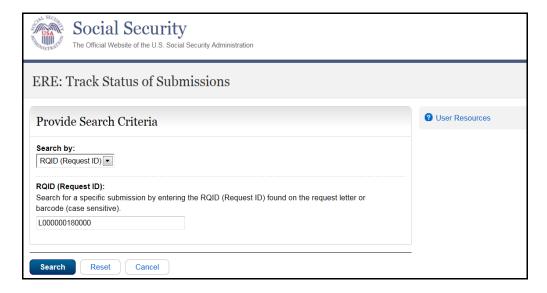


Search by RQID (Request ID)

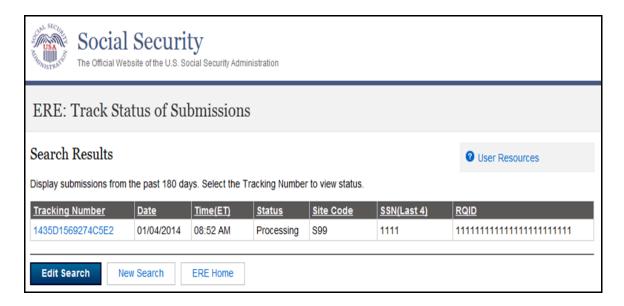
You can search your submissions by the **RQID** (**Request ID**) number. This is a unique number found on the request letter or barcode and is case sensitive. When tracking a submission by a **RQID** (**Request ID**), all other fields are disabled.

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

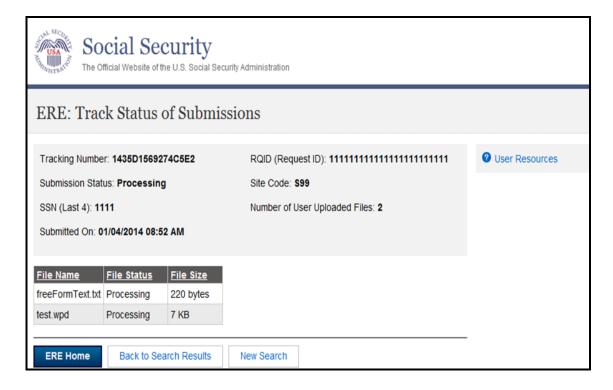
Step 2 – Select the Search button



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



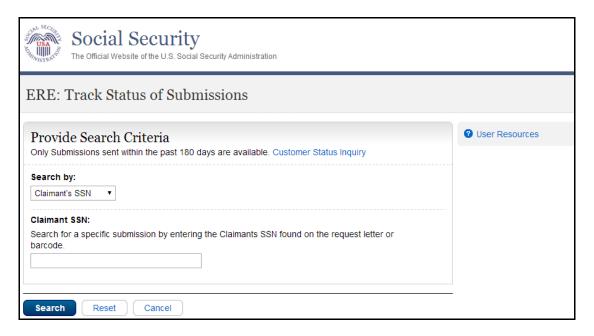
Step 4 – Submission details will display. You may select **Back to Search Results** to return to the **Search Results** screen, or select **New Search** to begin a new search for submissions.



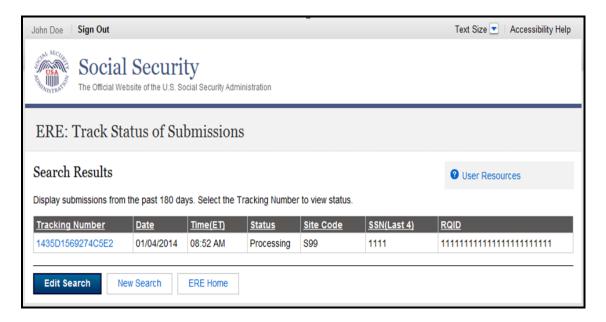
Search by Claimant's SSN

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.



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



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.



Search by Date/Site/Status - Default

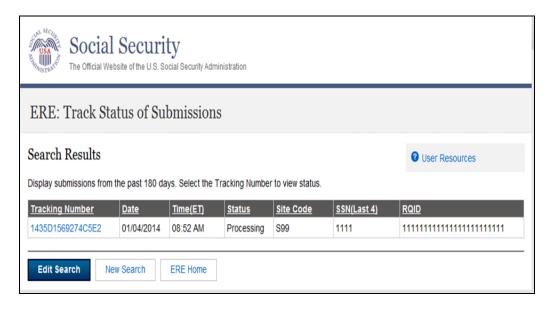
You can search your submissions by the **Date/Site/Status**. The **Last 45 Days** and **All** buttons are automatically selected by default.

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



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.



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.



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	I	
Prior Page	р	
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.