

# HRS Pro Web

## Getting Started Guide

May 2019

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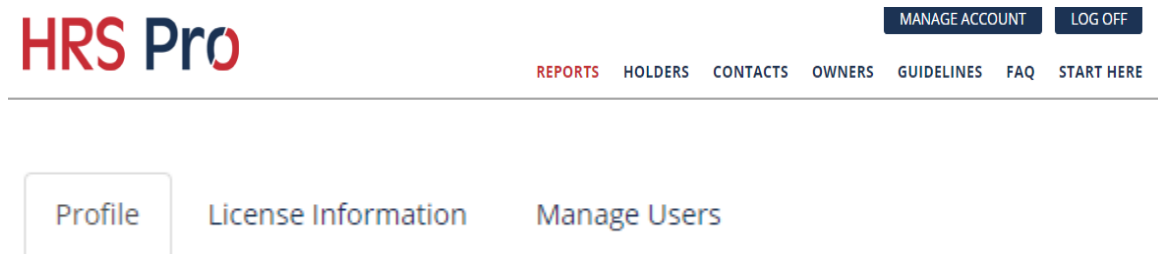
# 1. Getting Started

HRS Pro Web application is a SaaS (software as a Service – hosted by Avenu) there is no download of the application in order to use it. This guide will walk you through the steps in using the application to enter your unclaimed property information. Be sure to read this guide before entering property as there are two ways to do this.

## Account Management

Manage Account allows you to manage your profile, review & manage your license information, and add additional users if using the enterprise edition.

After logging into your account, click on Manage Account link.



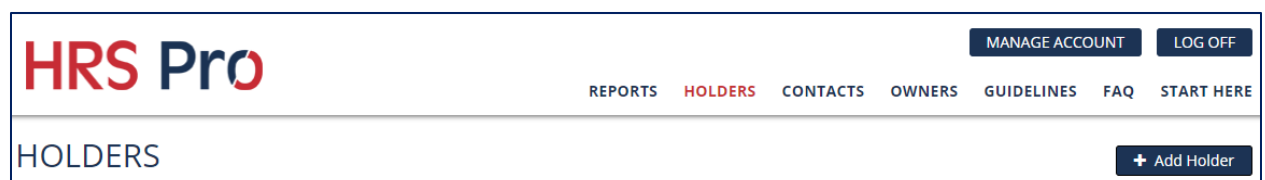
- **Profile tab:** allows you to edit your account profile information. You can also change your password on this tab. If your email address has changed, you will need to send an email to support to have this updated.
- **License Information tab:** will display the edition you are using, your account number, license information if purchased the enterprise edition, and the option to renew your account (which will display a renew button 30 days prior to expiration date) or purchase additional licenses button.
- **Manage Users:** if using the enterprise edition, you can add additional named users from this tab.

## Holders – Your Company

Before you can add state reports you need to add a holder which is your company information that you are reporting on behalf of. For those using the free edition, only one company can be added. Be sure to enter the correct Tax ID as this field cannot be edited once entered.

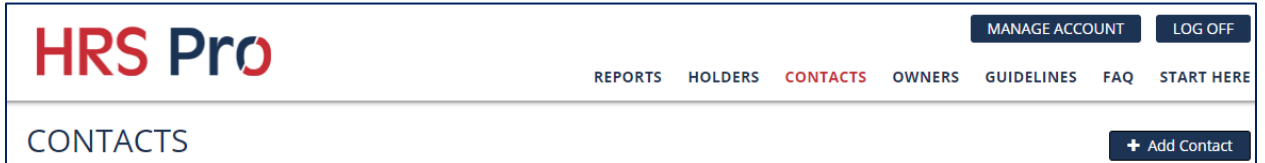
To add a holder, from the main menu bar, click on Holders.

**Note:** asterisks (\*) are required fields.



## Contacts – Claims & Reporting

The user that registered for the account will automatically be set up as a contact. If you need to add additional contacts, click on Contacts on the main menu bar. These contacts are then selected after creating the state report as either the Claims or Reporting Contacts.



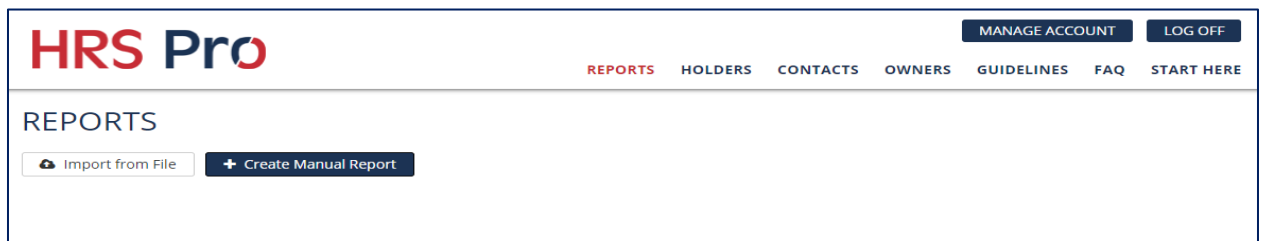
## 2. Adding a State Report

There are two ways to enter data into HRS Pro Web.

1. Manual Entry
2. Import via provided Spreadsheet Template

### Creating a State Report Manually

1. Click on 'Create Manual Report' on the reports screen.



2. Enter the year, select the state you are reporting to (once saved it cannot be changed) and holder (your company that you are reporting on behalf of), add a description to the report (this is a user defined field and does not affect the NAUPA file), and select the report and claims contacts (these fields will default to a contact name if there is only one contact defined in the database).
  - The Status field is a means to control the report status. This field allows you the user to determine if the report is still in progress or if you have completed it. After downloading the NAUPA file you are asked if you want to complete the report. By answering 'Yes' to this question, the status then updates to 'Completed'. To change the status refer to the FAQs under section: REPORTS.
  - The Negative Reporting check box is used to create a zero report. This is when you have no owner properties to submit to the state, but the state requires you to submit a zero (negative) report. This will NOT allow you to enter any owner properties.

Reports >

## CREATE MANUAL REPORT

[Generate Forms](#) Letters, labels, etc.
[Export](#) Excel and CSV
[Download NAUPA File](#)

Year \*  State \*  Holder \*  Report Contact \*  Claims Contact \*

Description  Status

Negative Report

[Save Report](#) [Cancel](#)

3. Click on 'Save Report'.

This will create the report for the state and year specified. At this point, you will be able to add your property details and owner information.

### Adding Property to a State Report

Once you save the report details you will be presented with the option to add owner property information to the report.

Reports >

## REPORT DETAIL

[Generate Forms](#) Letters, labels, etc.
[Export](#) Excel and CSV
[Download NAUPA File](#)

Year \*  State \*  Holder \*  Report Contact \*  Claims Contact \*

Description  Status

[Edit Report Details](#)

Properties [+ Add Owner Property](#)

1. Click on Add Owner Property
2. Select the Property Status

## Add New Property

Property Status \* →

Select...

Property Type \*

Select...

**Reportable** – property that needs to be reported.

**Refunded (Pre-Report)** – after due diligence the property has been returned and will be excluded from the NAUPA file.

**Non-Reportable** – will be excluded from the NAUPA file.

Add Owner Property Cancel

3. Select the Property type - this is the type of property you are reporting. If the code does not appear in the list, then that state doesn't use that particular code you are trying to use. Not all states use the same codes. Refer to the Guidelines tab on the main menu for specific state codes.

### Add New Property ✕

Property Status \*

Property Type \*

- Select...
- AC01 | CHECKING ACCOUNTS
- AC02 | SAVINGS ACCOUNTS
- AC03 | MATURE CD SAVE CERT
- AC04 | CHRISTMAS CLUB ACCT
- AC05 | SECURED FUND DEPOSIT
- AC06 | SECURITY DEPOSIT
- AC07 | UNIDENTIFIED DEPOSIT
- AC08 | SUSPENSE ACCOUNTS
- AC99 | AGGREGATE LESS THAN \$50
- CK01 | CASHIERS CHECKS
- CK02 | CERTIFIED CHECKS
- CK03 | REGISTERED CHECKS
- CK04 | TREASURER'S CHECKS
- CK05 | DRAFTS
- CK06 | WARRANTS
- CK07 | MONEY ORDERS
- CK08 | TRAVELER'S CHECKS
- CK09 | FOREIGN EXCHANGE CHECKS
- CK10 | EXPENSE CHECKS

4. Once you have the Property Status and Property type code selected, click on “Add Owner Property”.



This will take you to the Edit Property page for the property type you just entered. You can enter the account number, check number, last activity date, and comments for this property. Some states may require data in these fields, but is not marked as required as not all states require the information.

Depending on the state you are reporting to and the property code selected, there may be certain property asset options that will display allowing you to enter the value for the property.

Property Assets:

Cash	<a href="#">+ Add Cash</a>
Shares	<a href="#">+ Add Shares</a>
Mineral Interest	<a href="#">+ Add Mineral Interest</a>
Tangibles	<a href="#">+ Add Tangible</a>

To add property assets click on the "Add x" button next to the area in which you need to add details. For instance, to add Cash, click on "Add Cash". Each screen will allow you to enter the required information for the property code entered.

Be sure to check the state specific guidelines by clicking on the 'Report Property To' or 'State Website' links.

Reports > Report Detail >

## EDIT PROPERTY

Report Property To: AL | Alabama | State Website

Property Status: Reportable

Property Type: AC01 | CHECKING ACCOUNTS

Account Number:

Check Number:

Last Activity Date:

Comments:

**CASH** + Add Cash

---

**SHARES** + Add Shares

---

**OWNERS** + Add New Owner + Link Existing Owner

No owners have been added yet.

### Adding Owner Information to the Property Record

Once you have entered the property detail, click on either 'Add New Owner' (allows you to enter a new owner record) or 'Link Existing Owner' (allows you to link an already existing owner in the database).

**Note:** the first owner entered will automatically be set as the primary owner. To change the primary owner review the FAQ section: **Owners: How do I change the primary owner.**

↓ ↓

**OWNERS** + Add New Owner + Link Existing Owner

No owners have been added yet.

---

+ Add Property Copy Save Property Back to Report Details

### Adding a New Owner:

↓

**OWNERS** + Add New Owner + Link Existing Owner

No owners have been added yet.

---

+ Add Property Copy Save Property Back to Report Details

1. Select the Owner Type and Relation to 1st Owner. Each state has specific codes, if you aren't sure what to use, you will need to contact the state or visit their website to determine which codes need to be used. Not all states use the same codes, so be sure to review the Guidelines tab from the main menu.

**Relation to 1st Owner and Owner Type** ✕

Owner Type  
99 | ALL OTHER ▼

Relation to 1st Owner  
PA | PAYEE ▼

Continue Cancel

2. Click on Continue.
3. Select either "Individual" or "Business" for what type of owner this property is.

**ADD OWNER**

Category  
 Individual  Business

Tax ID  D.O.B.

Prefix  Title  Last Name \*  First Name  Middle Name  Suffix

Address  
 Line 1   
 Line 2   
 Line 3

City  State  Zip Code

County  Country  3 Letter country Codes only. [unstats.un.org/unsd/methods/m49/m49alpha.htm](http://unstats.un.org/unsd/methods/m49/m49alpha.htm)

Date of Death ⓘ  Driver's License ⓘ  Driver's License State ⓘ  Email ⓘ

Save Cancel

4. Enter the desired information. Last Name is the only required field on the owner screen. This is either the last name of the owner or the company name if a business.

**\*\*Take note of the "i" - icon next to the Date of Death, Driver's License, DL State, and Email. There are certain states that do not accept these details\*\***

5. Once done, click on 'Save'.

### Linking an Existing Owner:

OWNERS

No owners have been added yet.

+ Add New Owner + Link Existing Owner

+ Add Property Copy Save Property Back to Report Details

1. Click on 'Link an Existing Owner'.
2. Select the Owner Type and Relation to 1st Owner.
3. Click on Continue.
4. The Search for existing owners screen appears. All owners entered into the database will appear. You can sort by any of the 3 fields: Name, Tax Id, or Address.

SEARCH FOR EXISTING OWNERS

All Owners Advanced Search

Name Tax Id Address

5. To search by a specific field, click on 'Advanced Search'. Enter the criteria wanting to search on in the appropriate field. **Note:** the Last Name and Business Name is the same field.
6. Click on Search.

SEARCH FOR EXISTING OWNERS

All Owners Advanced Search

Tax ID Tax ID Ext. Search with numbers only in the Tax Id, this search will return both individuals and businesses

Last Name or Business Name First Name Middle Name

Address

Line 1 Line 2 Line 3

City State Zip Code

Select... Search

Name Tax Id Address

7. Select the owner and click on the '+ Link' option.

**SEARCH FOR EXISTING OWNERS**

All Owners    **Advanced Search**

---

Tax ID     Tax ID Ext.     Search with numbers only in the Tax Id, this search will return both individuals and businesses

---

Last Name or Business Name     First Name     Middle Name

---

Address

Line 1

Line 2

Line 3

---

City     State     Zip Code

**Search**    Cancel

---

Name	Tax Id	Address	
Test, Larry	N/A	AL	+ Link
test, test	N/A	AL	+ Link

8. You will be brought back to the Edit Property page, click on 'Save Property'.

To continue adding more owner properties to this report you can click on one of the following options:

**+ Add Property**
**Copy**
**Copy With Owners**
**Save Property**
Back to Report Details

**Add Property** – will allow you to add a new property record only.

**Copy** – will copy the property details including property code, account number, comments, last activity date, check number, and the asset (cash/stock/mineral interest/tangible item).

**Copy With Owners** – will copy all of the property details and the owner details.

9. When you have finished entering all of your owner property records, click on 'Back to Report Details' link. The system will automatically save the report information entered.

↓

**Save Property**
Back to Report Details

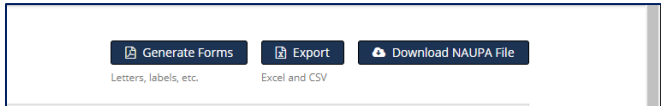
**Generate Forms, Export & Download NAUPA File**

After all owner property has been entered, you can review reports, export the report as a CSV or Excel file (only if using enterprise edition), and Download the NAUPA File which is what gets manually sent to the state. We do NOT send the NAUPA file to the state.

While on the Report Details page and as long as there are no validation errors (if there are validation errors they will be displayed in the red box with a hyperlink to record that is throwing the validation error, click on the link and fix the issue), you will see the 'Generate Forms' button where

you will be able to view/print are the following reports (for further details see the GENERATE FORMS FAQs):

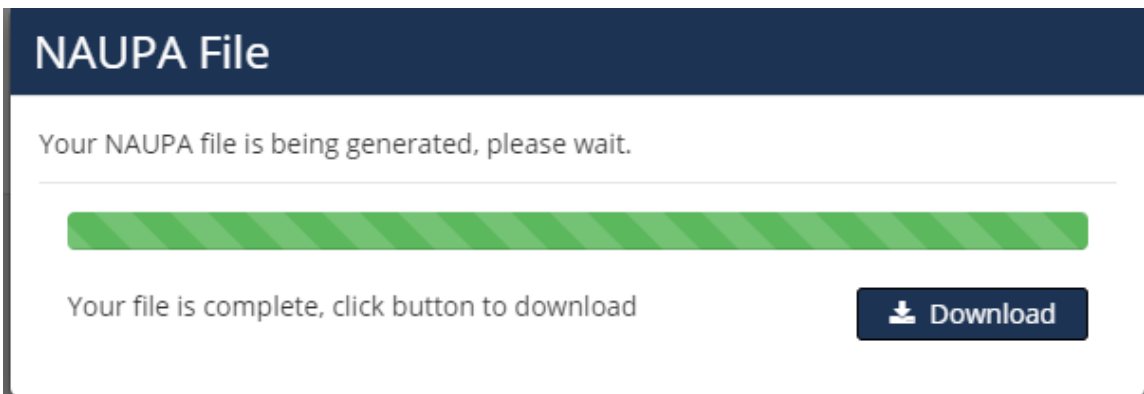
- Coversheets – if a state doesn't have a coversheet/UP1 form, then that state no longer requires one.
- Detail Report
- Summary Report
- Owner Letters
- Owner Labels



### Download NAUPA File

By clicking on the Download NAUPA File button the system will gather the report details and compile the information so you can download the file and **manually send** to the state based on the state requirements.

1. Click on Download – this will download to what folder is defined in your web browser settings for all downloads. **DO NOT OPEN THIS FILE.** If you want to review the details, run a report under the Generate Forms button. HRS Pro knows what type of file this should be based on the state requirements. It will generate either of the 2 file types: .hde which is an encrypted file and cannot be read, the state has the software to unencrypt these files. The other file type is .hrs which is a text file and can be read by selecting NotePad to view the file, but do not select the option to always use this program or set the file extension to this type when doing so.



2. Once you click on download the follow message appears with instructions on what to do. Those states that have the ability for you to upload the NAUPA file directly to their site will have a link. For those that do not have the ability to upload directly to the state will not display a link and it will be your responsibility to determine how the state requires you to send them the file. **THE NAUPA FILE DOES NOT GET SENT TO THE STATE AUTOMATICALLY – THIS IS YOUR RESPONSIBILITY TO SEND TO THE STATE YOU ARE REPORTING TO. EACH STATE IS DIFFERENT, DON'T ASSUME JUST BECAUSE ONE STATE ACCEPTS THE FILE ONE WAY THAT ANOTHER WILL AS WELL.**

## NAUPA File

**A download with your NAUPA file was initiated. Depending on your web browser and your settings, you will either need to save the file to a location on your desktop when prompted or it will automatically be saved in your downloads folder.**

**File Name:** NaupaExport Holder Inc AL 2019-04-30.hrs

You have the option to leave your report status as-is, or set the status to "Complete". When your report is marked as completed no further edits can be made to the report and property records including: deleting, editing, and adding.

Alabama permits holders to submit their NAUPA file through their state website.

[Click here](#) if you wish to submit your NAUPA file now. (Please contact the state directly with questions about the state specific website).

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Would you like to set report to complete? Close ✓ Complete Report

3. Clicking on the 'Complete Report' will mark the report complete where no further edits can be made. This is for your purposes only. To edit the report once it has been marked as complete, see the FAQs under the REPORTS section.

## Adding a State Report using the Spreadsheet Template

You can use the provided spreadsheet template to enter your owner property information on and then import this file to create one or many state reports. Below are some tips in using the spreadsheet template:

1. The only template that can be used to import is the one we provide for you under the Reports menu > Import from file button. You will see a 'Download Excel Template' link.
2. DO NOT override the formatting as the template is formatted to import into the database. If you override this formatting, it may cause issues with the import and not import.
3. When copying data from another source and pasting them into the template, be sure to right click and select PASTE **VALUES ONLY**. This will ensure the formatting does not get overridden.
4. Some states require additional fields that are not marked as required on the template such as: Last Activity Date and Account Number.
5. Each owner requires an Owner Relationship and Owner Type codes. If you have more than one owner make sure you enter codes for both owners as the first owner is the only one marked as being required.
6. Do not assume each state uses the same codes, they don't. Review the Guidelines tab from the main menu bar. If you get an error that you cannot import because the owner

type or relationship code is incorrect, make sure you have the correct code entered and that they are in the right column.

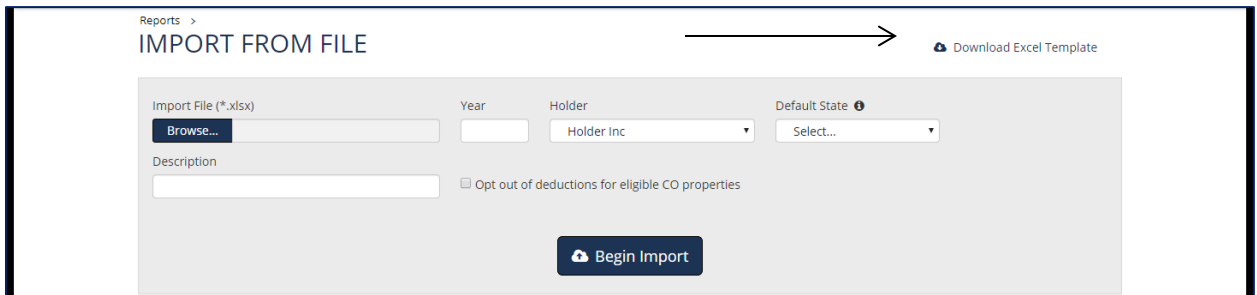
7. To create reports for multiple states, you can enter the state abbreviation code in column c. This will create a report for that owner property record. If you have multiple states being the same state, all the owner property records in the template will be placed in that one state report when column c is defined. If you have only one state you are using the template for, you do not need to enter anything in column c, as you will select the default state upon import.
8. Review the Comments and Instructions worksheet tab on the use of each field. We do not know what specific state codes you should use, you will need to contact the state directly for those types of questions.

### Steps to Import the Spreadsheet Template

1. From the Reports menu, click on 'Import from File'.



2. Be sure to use the spreadsheet template that is provided for you ([Download Excel Template](#)). Click on 'Browse' and locate the template file on your hard drive.



3. Enter the year of the report.
4. Select your holder – company (if you only have one company it will default to that company).
5. Select a default state (if there is no state specified in the template (Column C) the properties will default to the state specified here).
6. You have the option to label this report by adding a user defined description of the report.
7. Opt out of deductions for eligible CO properties – is for Colorado only. If you check this box, the system will not take the deductions on each property record entered.
8. Click on 'Begin Import'. You will be prompted with import successful or validation errors that need to be resolved before importing the data. Refer to FAQs for other tips under the

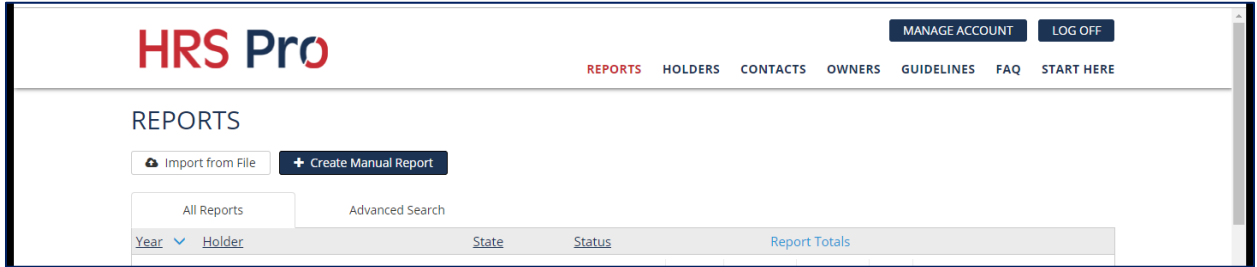


IMPORTING FROM FILE section.

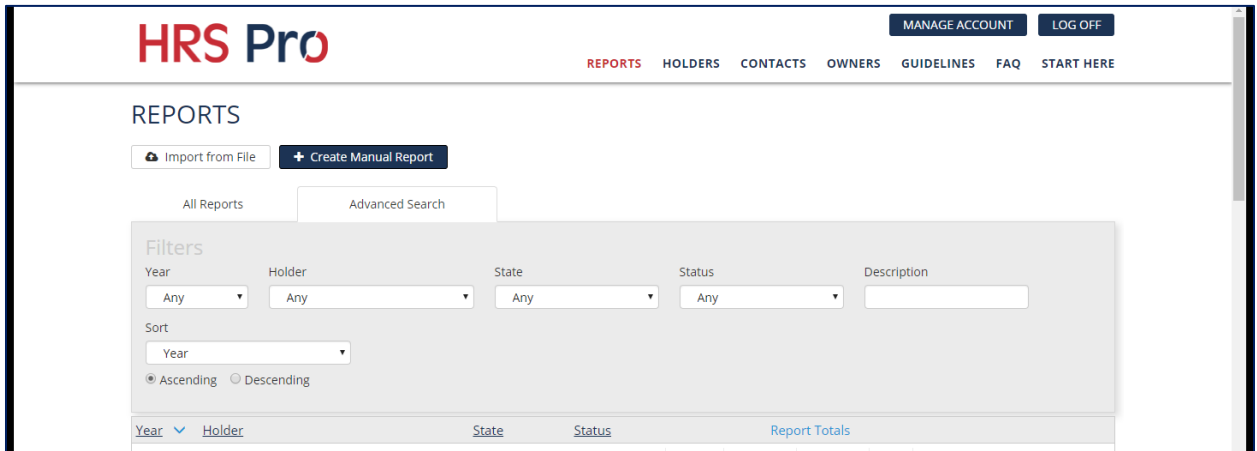
If successful, at this point you will see the newly created reports from the import.

## Viewing a State Report & Owner Property Records

You can view any report that has been manually created or uploaded via the spreadsheet template. Click on the Reports tab from the main menu.



On the All Reports tab you will see every report created in the system. You have the option to sort by Year, Holder, State, and Status. If you want to narrow down your results, you can use the Advanced Search tab.



You can enter the value into any of these fields to narrow down what reports display. For example, if you only wanted to see a specific state, you would click on the State drop-down and select that state from the list. Only states that have reports created will display in the state drop-down. You have the option of sorting ascending or descending, and applying additional sort by Year, Holder, State, or Status.

Both tab option displays the state reports that have been created and each report will have a View or Delete button next to the report:

Year	Holder	State	Status	Report Totals				
2018	HOLDER INC	ALABAMA	IN PROGRESS	1	\$525.00	0.0000	0	View
				Properties	Cash	Shares	Tangibles	
2018	HOLDER INC	ALABAMA	IN PROGRESS	1	\$525.32	0.0000	0	View
				Properties	Cash	Shares	Tangibles	
2018	HOLDER INC	ALABAMA	IN PROGRESS	2	\$854.21	0.0000	0	View
				Properties	Cash	Shares	Tangibles	



1. Click on View to view that specific report.
2. The Report Details page displays where you can edit the report details by clicking on Edit Report Details and change the year, holder, contacts, status, and description. If you had entered the wrong state, you will need to delete the report and redo it as the state cannot be edited. If you have created the NAUPA file and marked the report complete, the status will turn to Complete from In Progress. Here is where you would edit the status if you had to edit, delete, or add additional owner property records.

Reports >

## REPORT DETAIL

1 PROPERTIES | \$525.00 CASH | 0.0000 SHARES | 0 TANGIBLES

Generate Forms | Export | Download NAUPA File

Letters, labels, etc. | Excel and CSV

Year \* 2018 | State \* Alabama | Holder \* Holder Inc | Report Contact \* Betty | Claims Contact \* Betty

Description  | Status In Progress

Edit Report Details

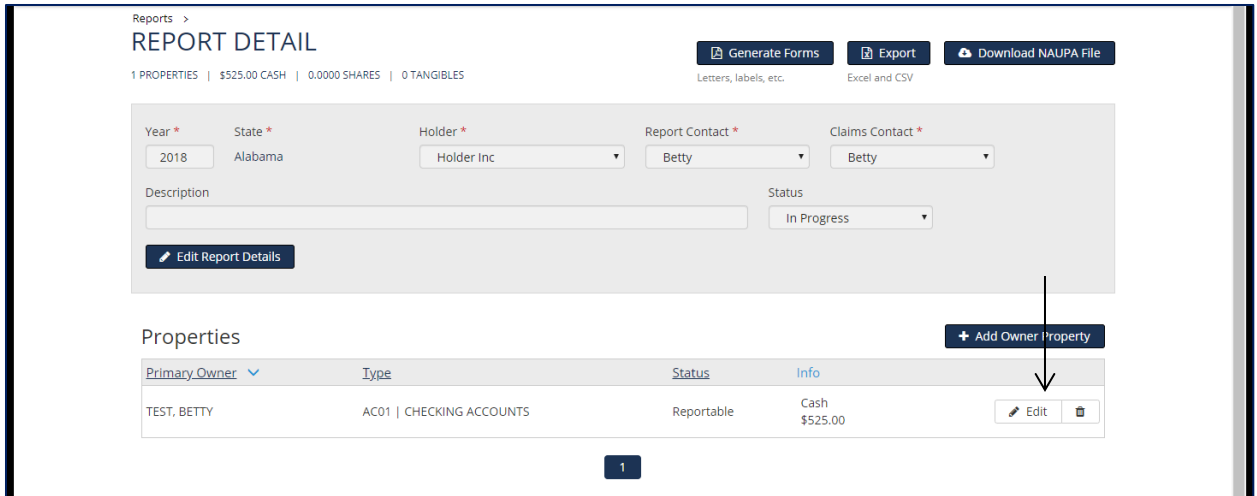
Properties + Add Owner Property

Primary Owner	Type	Status	Info	
TEST, BETTY	AC01   CHECKING ACCOUNTS	Reportable	Cash \$525.00	Edit

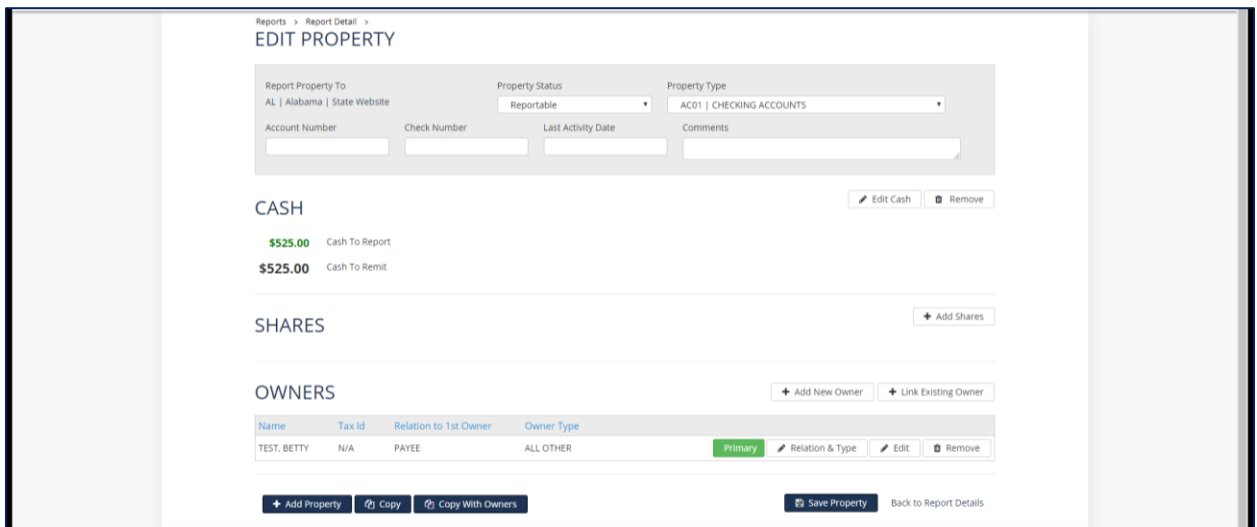


### Viewing the Property & Owner Information

To view owner property details, you first would have to select the report to view. When you are on the Report Details page you can view the owner property by selecting the Edit button next to the record wanting to view. If the Status is marked as Complete you will not be able to view details, edit or add. You will need to change the status back to In Progress first.



Once clicked on Edit, you will be able to view the property details on the top half of the screen and then the owner information on the bottom half of the screen.



Throughout the screen you will see an 'Edit' button allowing you to edit that portion of the record. To go back to the Report Details page, click on 'Back to Report Details' link or the Report Details breadcrumb:



Please refer to the FAQs for further detailed items on using the Web Application.