HRS Pro
Holder Reporting Software
How To Guide
Edited 4/30/2019

HRS Pro Overview

The purpose of this document is to assist new holders and their personnel complete their unclaimed property reporting process by utilizing the HRS Pro application.

It is designed to be a step by step process for those who may not be as comfortable or familiar with computers or unclaimed property in general. Another source for detailed explanation is within HRS Pro's HELP accessed from the top menu within HRS Pro.

The general flow of the instructions begins at using the software and ends with the creation of the NAUPA file of unclaimed property to submit to the state unclaimed property office.

The General Flow of the software is:

- Create the User Name, (if it doesn't exist), that is working on the Unclaimed Property Report
- Create the Holder Name or Company Name contact information, (if it doesn't exist), that the Unclaimed Property Report is being submitted for
- Add a Data Set associated with the Holder Name. The Data Set is equivalent to a report which can be one report per year or many reports per year. The Data Set will be the container of all the properties and owner information to go into an unclaimed property report for one or more states.
- Add the unclaimed properties and associated owners of the property to that particular Data Set. This can be done within the screens or using the Excel template import.
- Do owner due diligence letters as required by the state(s). This is another attempt at contacting the owners before turning over the unclaimed property to the state.
- Complete the "holder cover letter" as required by the state and use other reports for totals. If extra exports are needed for internal auditing/tracking, please contact hrsprosupport@unclaimedproperty.com about purchasing the Enterprise version.
- Validate and Finalize the report and fix any errors. Refer to State Guideline codes as needed to fix invalid codes.
- Export to the "Naupa Format" (A format that all states have agreed is the standard to accept).
- Send the Naupa formatted file to the state on CD, or upload the report to the state website. Approximately 14 states have holder report uploads on their state websites and HRS Pro will show you the link at Naupa export time.

Additional Appendix Information

Appendix A at the end of this document, has **detailed INSTALL instructions**, including download instructions from https://hrspro.unclaimedproperty.com/. Downloading and installing the latest version of HRS Pro software:

1. Ensures latest state unclaimed property information and requirements are in the software
2. Ensures latest features as well as dates affecting expiration are updated

To download the latest version of the HRS Pro software use this website link:
https://hrspro.unclaimedproperty.com/hrs/hrs_pro_setup.exe

Appendix B has **common issues / solutions**.

Appendix C has **LOCATION information of Files and Data**

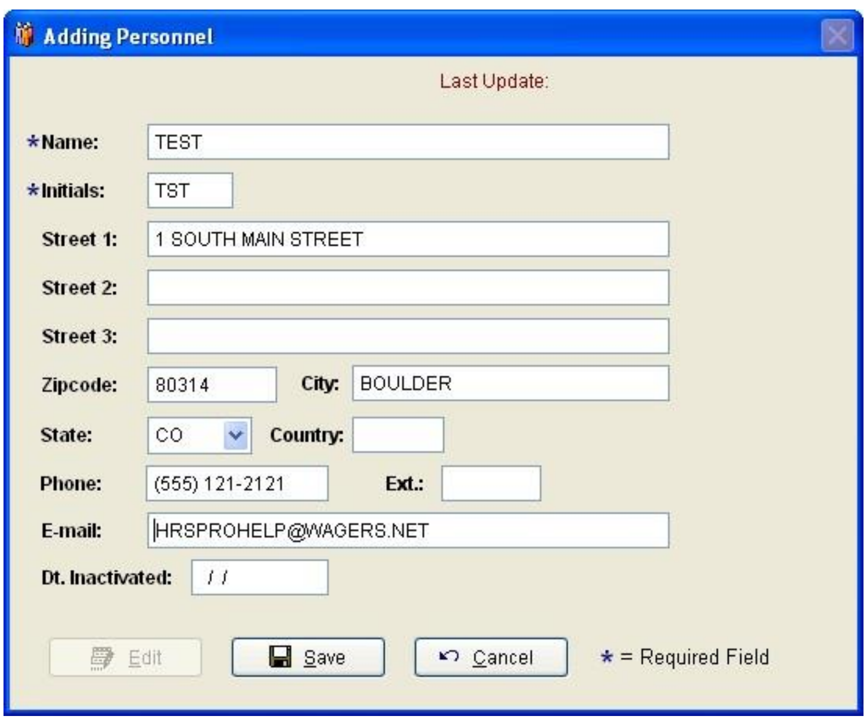
First Time Setup

For a successful update, after install, launch HRS Pro and click on Help/About.
This should display the version that was downloaded.

Adding a User / Holder Personnel

Upon launching HRS Pro after a successful installation the following message will be displayed:

1. Click on OK.
2. Enter the personnel information.



3. Click on Save.
4. Click on Close after saving the information.

Adding a Holder / Company Information

After creating a User, a message will be displayed ‘No Holders Found’:

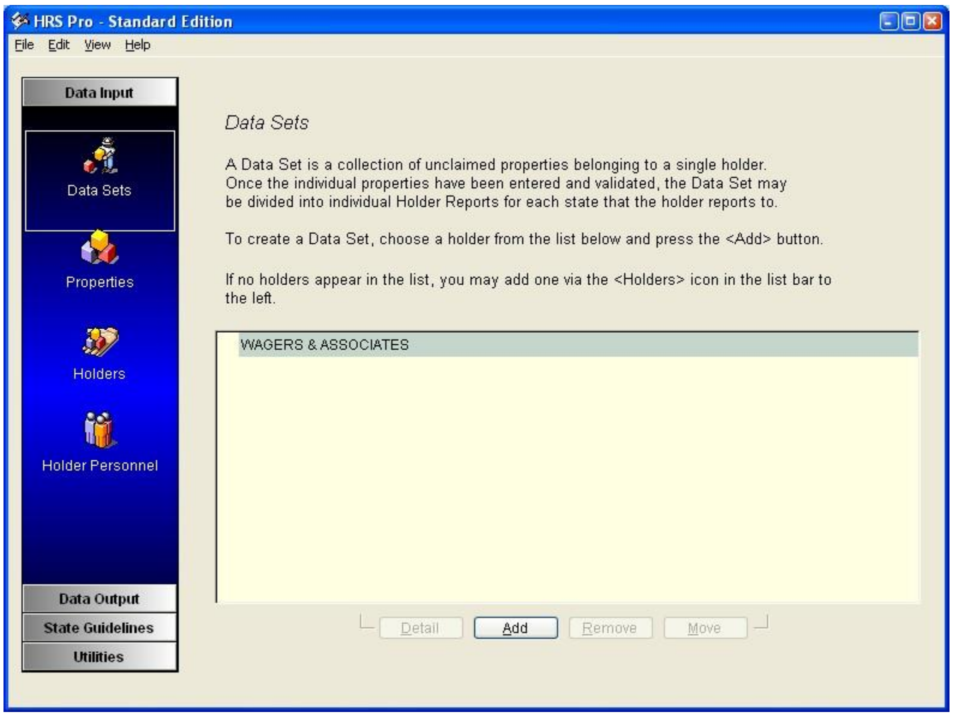
The information required is Tax ID Number (this is the company’s tax identification number) and Holder Name (this is the company name that is reporting the unclaimed property to the state). Even though there are only two required fields, it is best to fill in as much information as possible as this information is what gets sent to the state.

Once the Company information is entered, click on Save, then click on Close.

Selecting the State and Setting the Reporting Year

Adding a Data Set

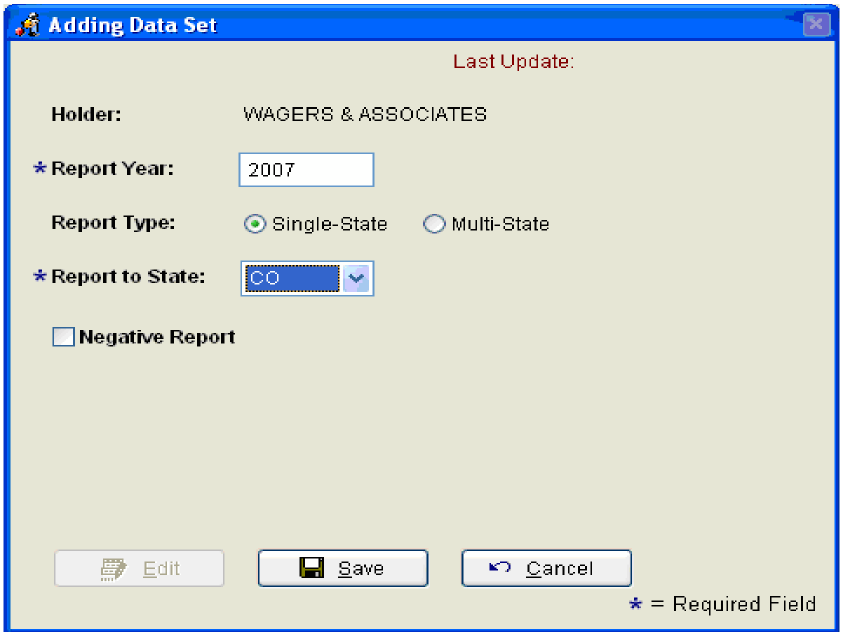
Before adding Data into HRS Pro, a Data Set must be created.



Steps in creating a new Data Set

1. Highlight the Holder and click on Add.
2. Enter the Report Year (this is the year that is being reported to the state).
3. Select the Report Type either Single-State or Multi-State:
   - Single-State: is used if all or most of the owners of the property being reported reside in one state.
   - Multi-State: is used if the owners reside in multiple states. HRS Pro will break the Data Set into multiple Holder Reports (based on the state field of the owner address) when the properties are ready to be submitted.
4. Click on the drop-down arrow to select the state where this report will go to.

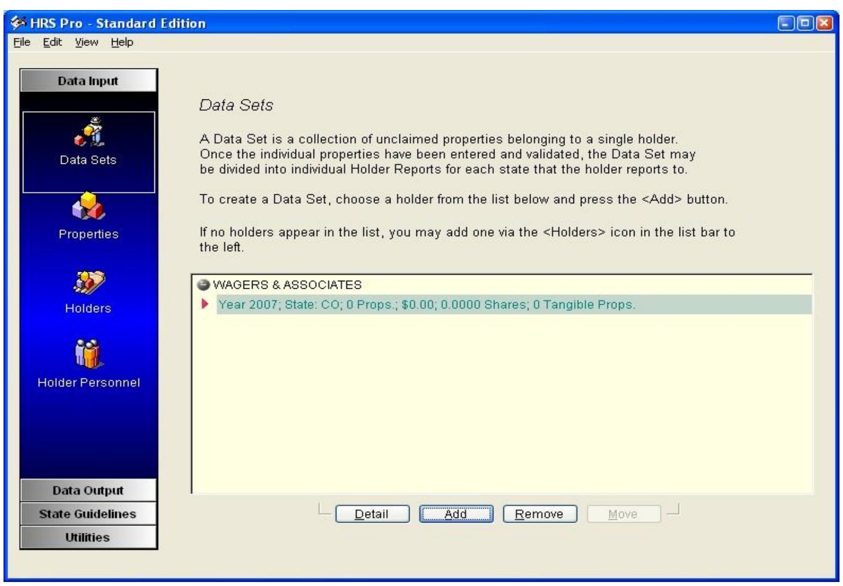
The Negative Report checkbox will only appear for a Single-State Data Set. Check the Negative Report checkbox if there are no unclaimed property to report. HRS Pro will prohibit any properties being added to the Data Set. However, a NAUPA file can still be created to send to the state. Check the State Requirements section under State Guidelines menu for state specific negative reporting requirements.



5. Click on Save.

6. Click on Close.

A blank Data Set will be created. Once this Data Set is created, data can now be entered into the system.



Entering Property Information

There are two ways to enter property information into HRS Pro:

- Importing Data: allows the use of a provided Excel template where the data can be entered and imported into the system all together.
- Manually Entering Data: allows the property information to be entered one by one directly into the system.

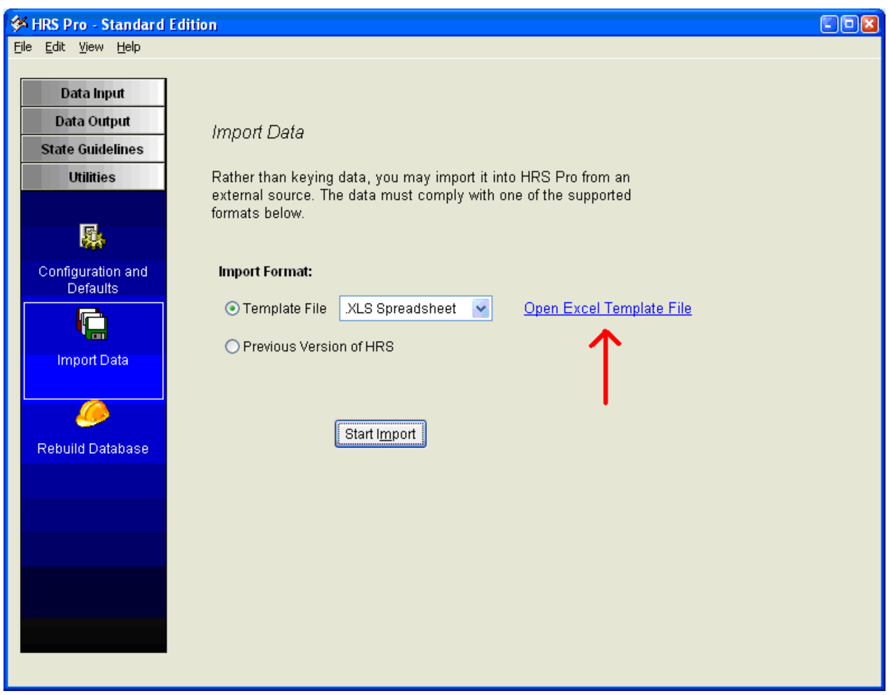
Using the Excel Template

To import property data by using the Excel Template to begin the template needs to be opened.

1. Click on the Utilities menu.

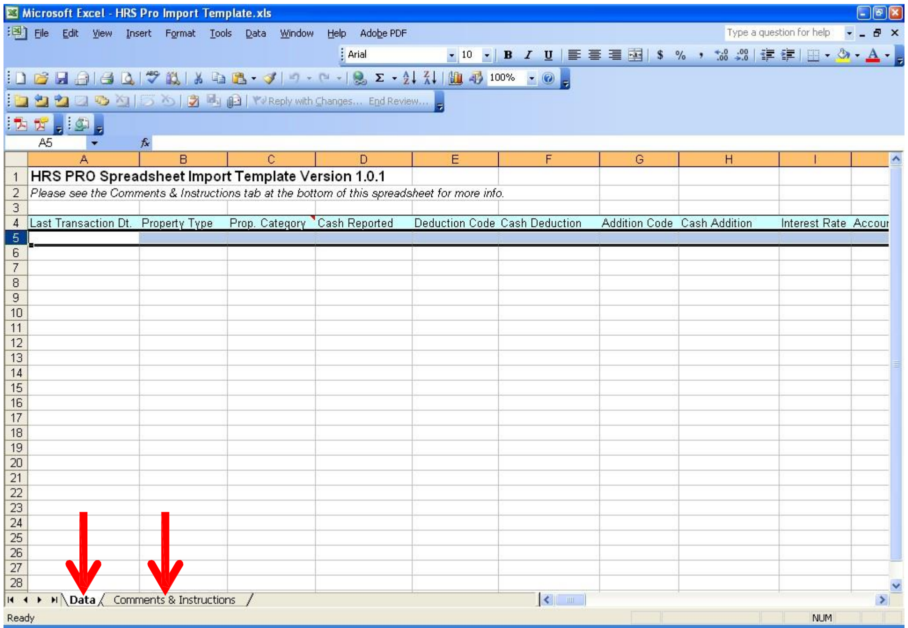
2. Click on the Import Data sub-menu.

3. Click on the Open Excel Template File.



Once the file has been clicked on it will open the Import File in Excel.

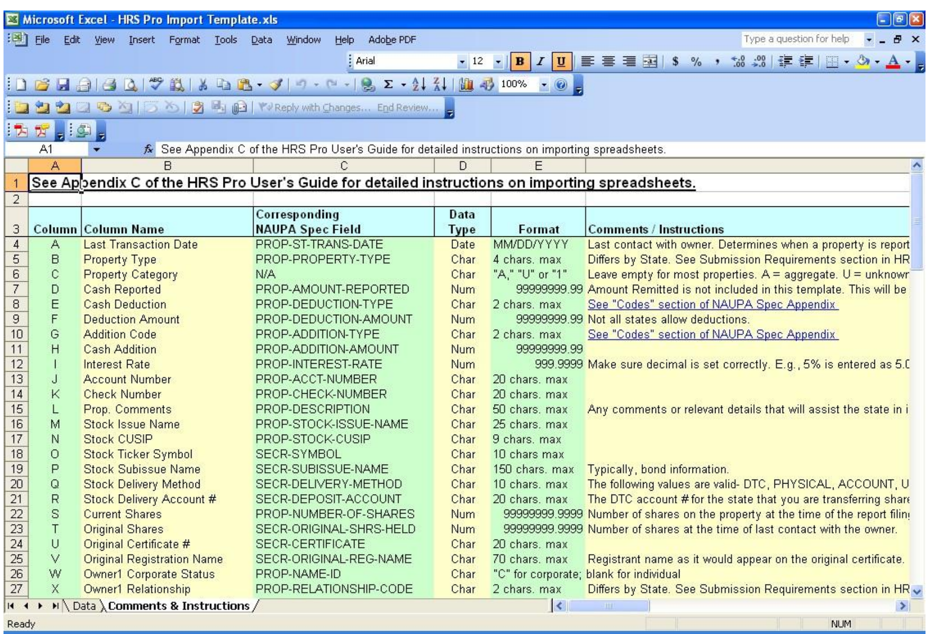
Notice that there are two worksheets in this Excel file.



The first worksheet is where the data will be entered. Data can be copied and pasted from an existing spreadsheet into the Template Spreadsheet.

IMPORTANT: Copy VALUES ONLY and NOT FORMAT.
Columns must remain the same order.
Column formats must remain the same (such as date formats).

The second worksheet has Comments and Instructions for the Data worksheet.



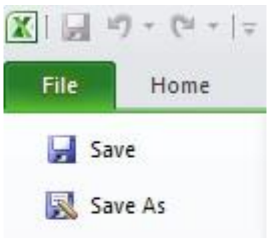
See Appendix C of the HRS Pro User's Guide for detailed instructions on importing spreadsheets.

Column	Column Name	Corresponding NAUPA Spec Field	Data Type	Format	Comments / Instructions
A	Last Transaction Date	PROP-ST-TRANS-DATE	Date	MM/DD/YYYY	Last contact with owner. Determines when a property is report
B	Property Type	PROP-PROPERTY-TYPE	Char	4 chars. max	Differs by State. See Submission Requirements section in HR
C	Property Category	N/A	Char	"A," "U" or "1"	Leave empty for most properties. A = aggregate. U = unknowr
D	Cash Reported	PROP-AMOUNT-REPORTED	Num	99999999.99	Amount Remitted is not included in this template. This will be
E	Cash Deduction	PROP-DEDUCTION-TYPE	Char	2 chars. max	See "Codes" section of NAUPA Spec Appendix
F	Deduction Amount	PROP-DEDUCTION-AMOUNT	Num	99999999.99	Not all states allow deductions.
G	Addition Code	PROP-ADDITION-TYPE	Char	2 chars. max	See "Codes" section of NAUPA Spec Appendix
H	Cash Addition	PROP-ADDITION-AMOUNT	Num	99999999.99	
I	Interest Rate	PROP-INTEREST-RATE	Num	999.9999	Make sure decimal is set correctly. E.g., 5% is entered as 5.(
J	Account Number	PROP-ACCT-NUMBER	Char	20 chars. max	
K	Check Number	PROP-CHECK-NUMBER	Char	20 chars. max	
L	Prop. Comments	PROP-DESCRIPTION	Char	50 chars. max	Any comments or relevant details that will assist the state in i
M	Stock Issue Name	PROP-STOCK-ISSUE-NAME	Char	25 chars. max	
N	Stock CUSIP	PROP-STOCK-CUSIP	Char	9 chars. max	
O	Stock Ticker Symbol	SECR-SYMBOL	Char	10 chars max	
P	Stock Subissue Name	SECR-SUBISSUE-NAME	Char	150 chars. max	Typically, bond information.
Q	Stock Delivery Method	SECR-DELIVERY-METHOD	Char	10 chars. max	The following values are valid- DTC, PHYSICAL, ACCOUNT, U
R	Stock Delivery Account #	SECR-DEPOSIT-ACCOUNT	Char	20 chars. max	The DTC account # for the state that you are transferring share
S	Current Shares	PROP-NUMBER-OF-SHARES	Num	99999999.9999	Number of shares on the property at the time of the report filin
T	Original Shares	SECR-ORIGINAL-SHRS-HELD	Num	99999999.9999	Number of shares at the time of last contact with the owner.
U	Original Certificate #	SECR-CERTIFICATE	Char	20 chars. max	
V	Original Registration Name	SECR-ORIGINAL-REG-NAME	Char	70 chars. max	Registrant name as it would appear on the original certificate.
W	Owner1 Corporate Status	PROP-NAME-ID	Char	"C" for corporate; blank for individual	
X	Owner1 Relationship	PROP-RELATIONSHIP-CODE	Char	2 chars. max	Differs by State. See Submission Requirements section in HR

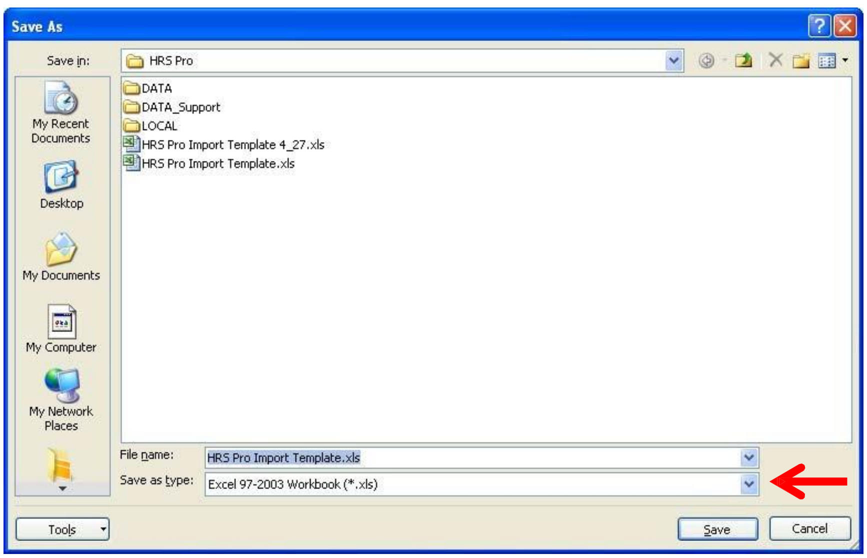
Saving the entered information in the template

Once the data has been entered into the spreadsheet, in order to import it into HRS Pro, the spreadsheet needs to be saved as an **Excel .XLS spreadsheet template of Version's …97-2003 or … 5.0/95**.

1. Within the Excel spreadsheet, click on File.



2. Click on SAVE AS and locate to a writeable area.



3. Enter a new file name associated with your import data.

4. Click on the drop-down arrow next to 'Save as Type' and select a description of a version that contains **… 97-2003** or … **5.0/95** (*.xls) from the list. These may start with "Microsoft" or "Excel" depending on your Excel version.

5. NOTE: use the arrow key to scroll down until the correct version of Excel is located.

Importing Data into HRS Pro

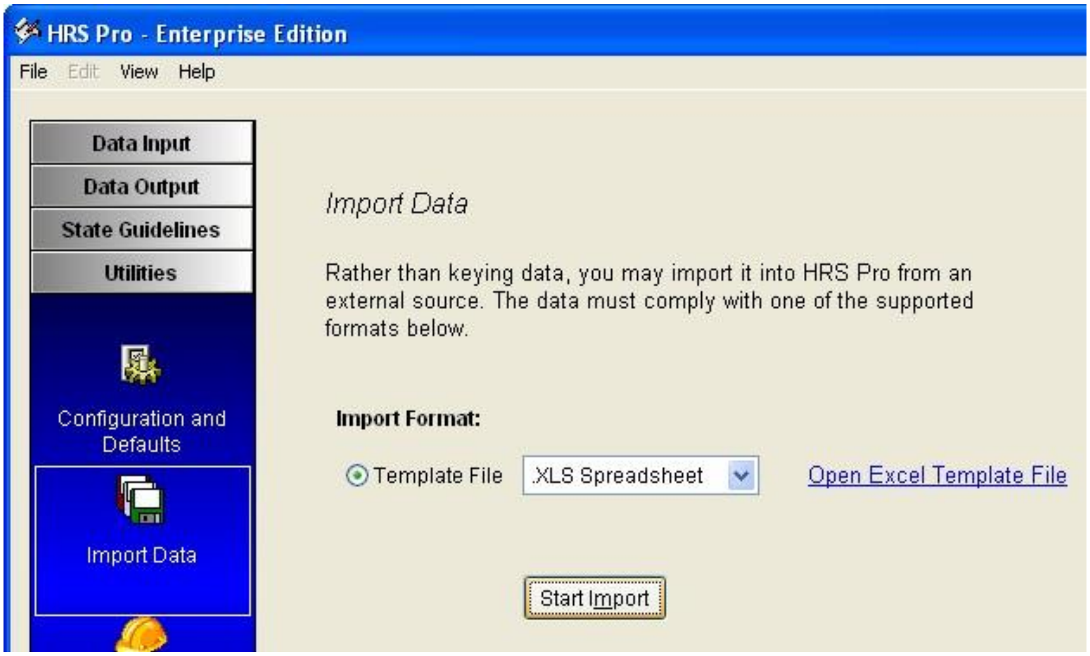
Once the information has been entered into the Excel template and saved as …97-2003 or … 5.0/95 it is now time to import the data into HRS Pro.

NOTE: data can only be imported into an EMPTY DATA SET .

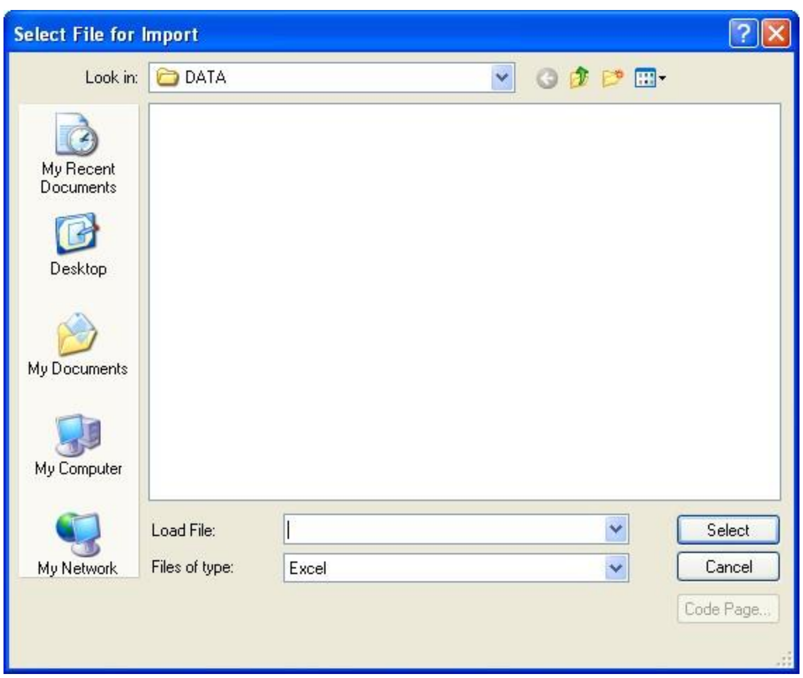
1. Click on the Utilities menu.

2. Click on the Import Data sub-menu.

3. Click on Start Import.



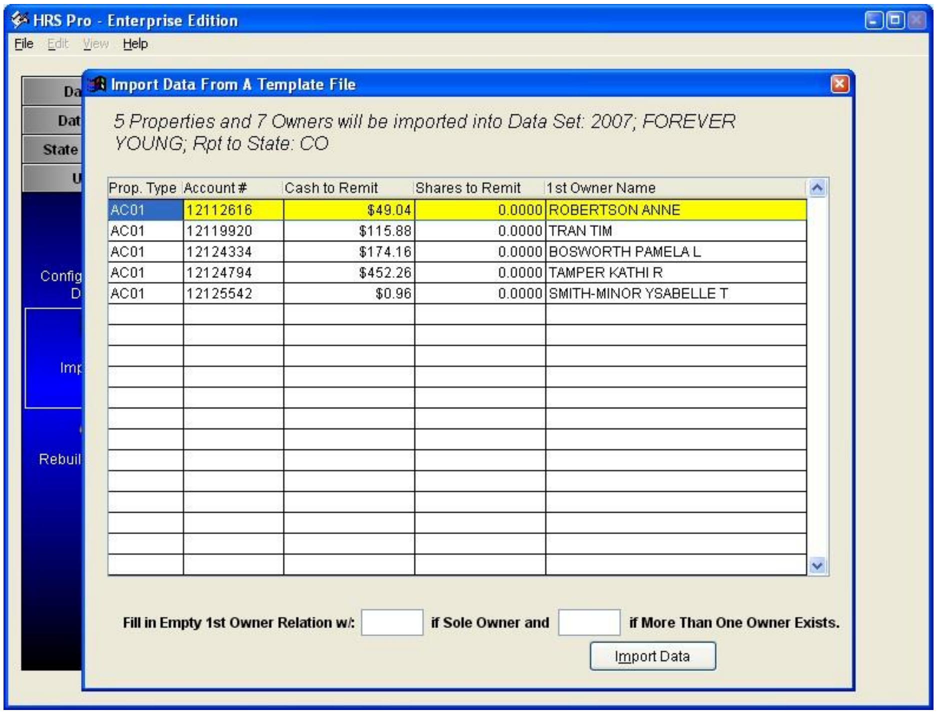
The following window will display:



4. Select the location where the Excel spreadsheet was saved at.

5. Click on Select.

The information in the Excel spreadsheet will be populated in a new “preview” window.



The lower portion of the screen gives the option to auto-populate the Owner Relation field if it was not entered on the template. This allows for one owner relation type to be the designated code for a sole owner and an additional owner relation code for a second owner if they exist. This is not a requirement. If the spreadsheet contains this information, leave this blank.

6. Click on Import Data.

If there are no problems found, the following “Totals” message will display:

If an error is displayed, read the error and fix the information on the spreadsheet. Then try the import process again following the steps above.

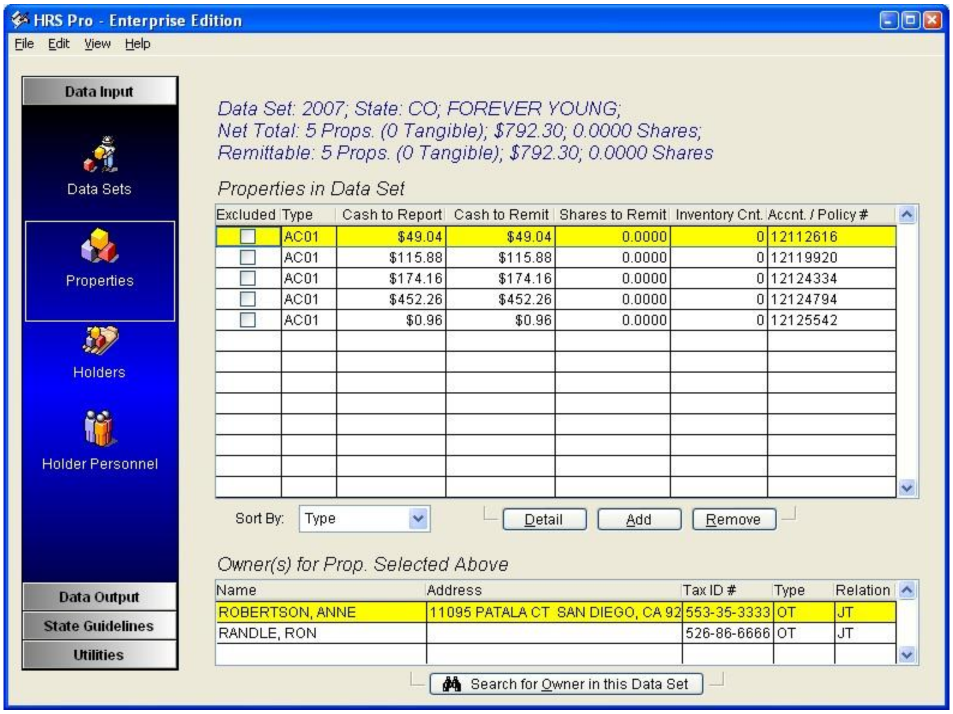
See the FAQ (Frequently Asked Questions) at the link below for more details and helpful suggestions on resolving issues with importing:

http://www.wagers.net/hrs/importingfaq.php

Verifying Imported Data

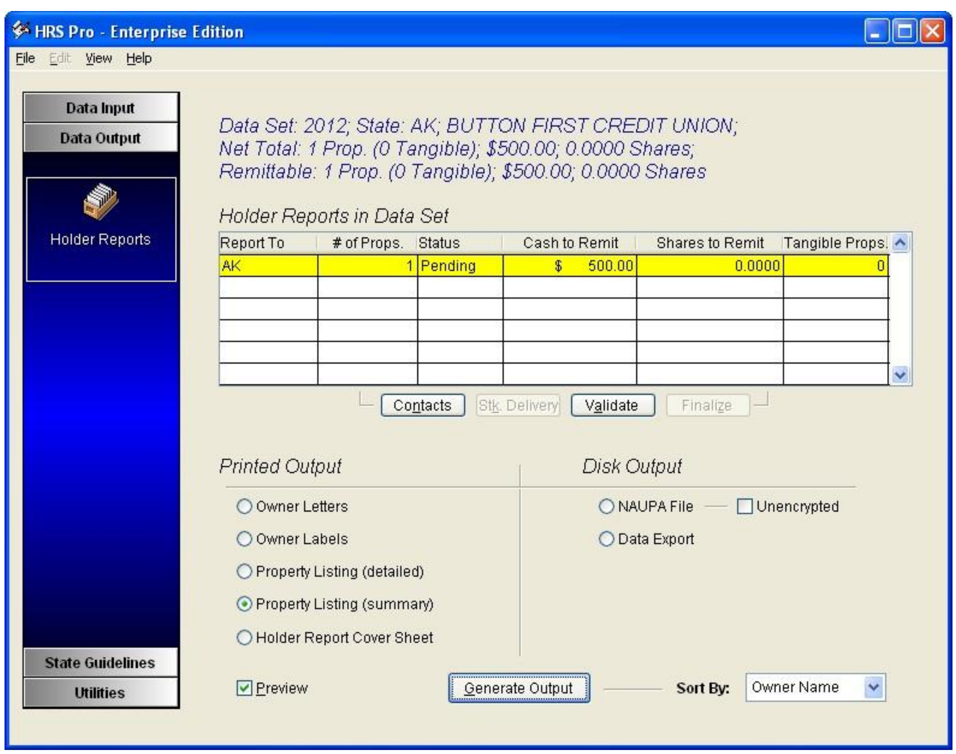
There are a few ways to verify the data that was imported.

1. Through the Properties menu > highlight each record and view:



2. Data Output > Holder Reports > Printed Output > Preview Summary or Detailed Property Listing.

3. Once the selection is made, click on the Preview checkbox and then click on Generate Output.



If there are no further edits that need to be made to the properties, continue to the Validation process in this guide. If edits need to be made to some properties, please review the Manually Entering Data section.

Manually Entering/Editing Property Data

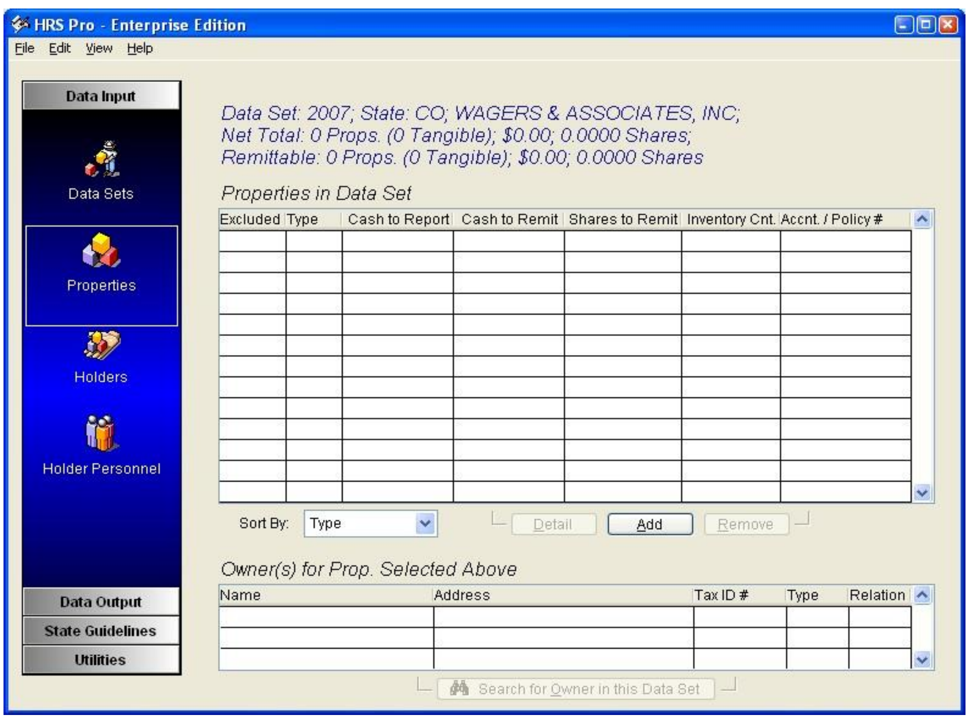
If you find you cannot edit properties, check that you have a Data Set highlighted.

Not everyone uses the Excel Template as a means of getting the data into HRS Pro. Some people will choose to manually entering the property information directly into the Property window. In order to enter data manually an empty Data Set must be added. See section 'Adding a Data Set' at the beginning of this guide.

The following example shows a basic process for reporting cash to a single state. It should help to understand the basics in creating and editing property information including owner information.

1. Click on Data Input menu.

2. Click on the Properties sub-menu. The following screen appears:

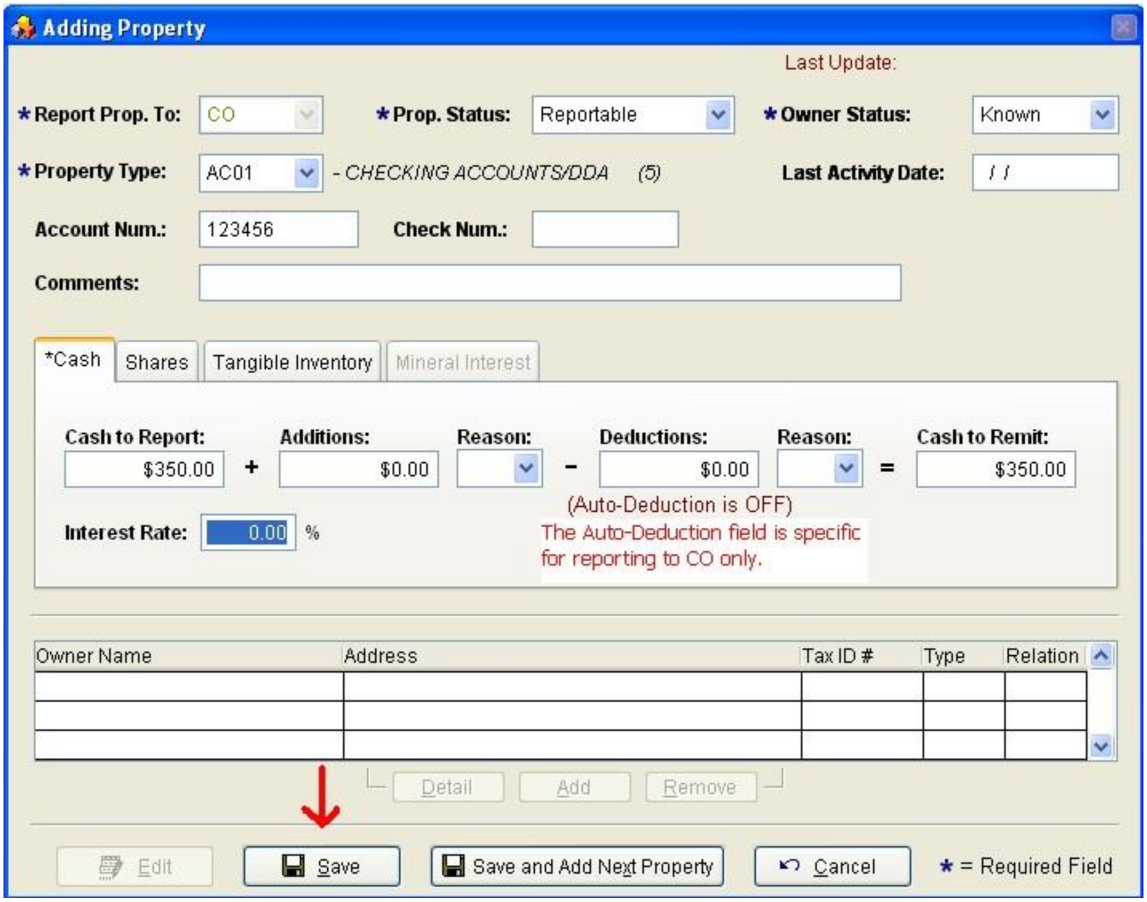


3. Click on Add. This will add a new record to the Data Set.

The Adding Property Screen will display. Use the TAB button to navigate through each field. All fields with (*) asterisks are required fields. Other fields about the property may or may not apply depending on what type of property is being reported. It is best to fill in as much information as possible.

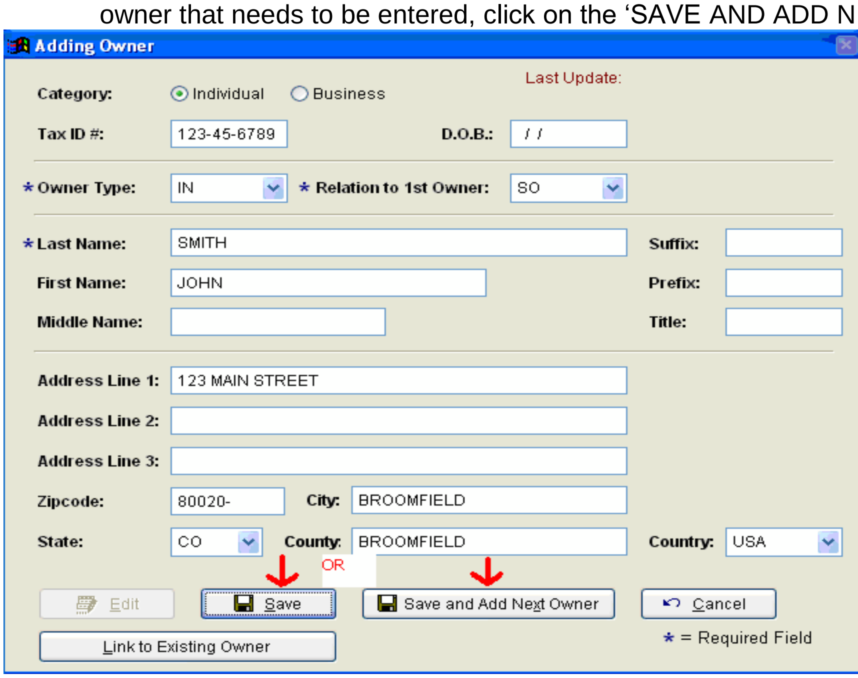
NOTE: For state specific question, please contact the state. Contact information can be found under the State Guidelines Menu > Contact Information sub-menu.

4. After completing the information about the property click on the SAVE button.

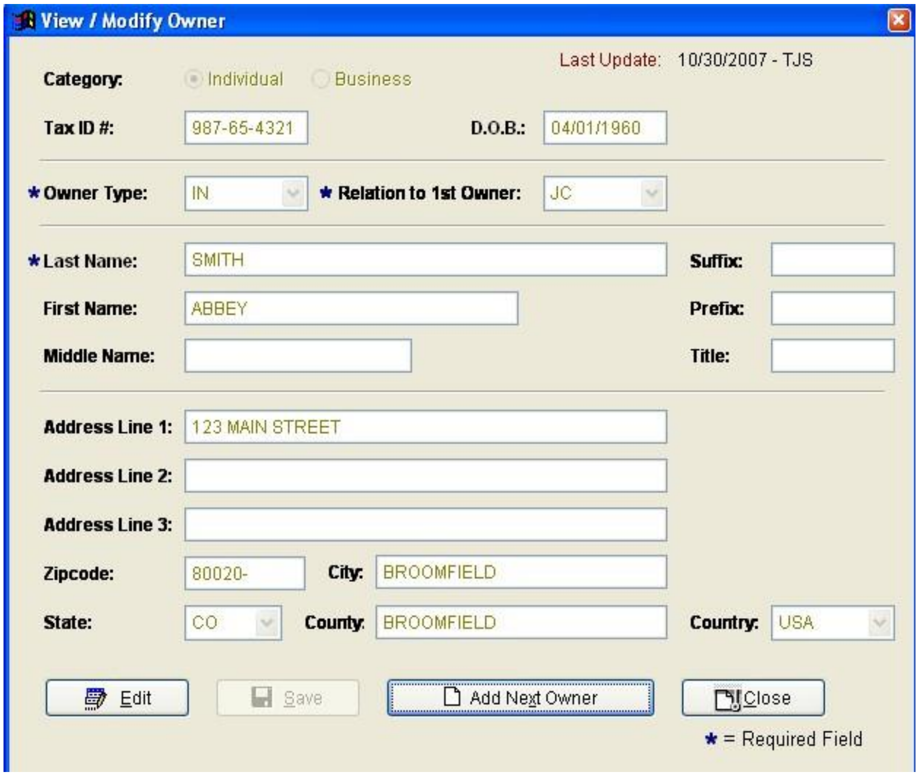


Once clicking on Save, the Adding Owner Screen will display allowing the owner information to be entered. This first screen should contain the information for the first owner. Use the TAB button to navigate through each field. All fields with asterisks (*) are required fields. Fill in as much information about the owner as possible.

5. After completing the information about the owner click on the SAVE button or if a second owner that needs to be entered, click on the 'SAVE AND ADD NEXT OWNER' button.

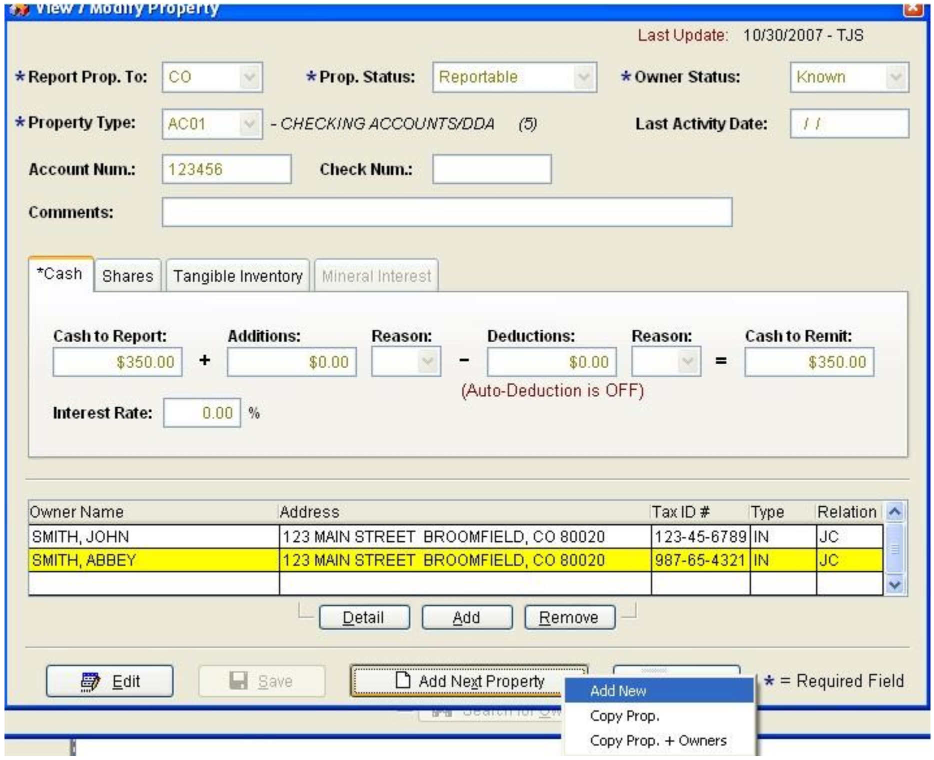


If Save was accidently clicked on rather than Save and Add Next Owner button, the following screen displays after clicking on Save and gives the option to Add Next Owner.



If finished adding owners to the property, press the Close button to return to adding more properties.

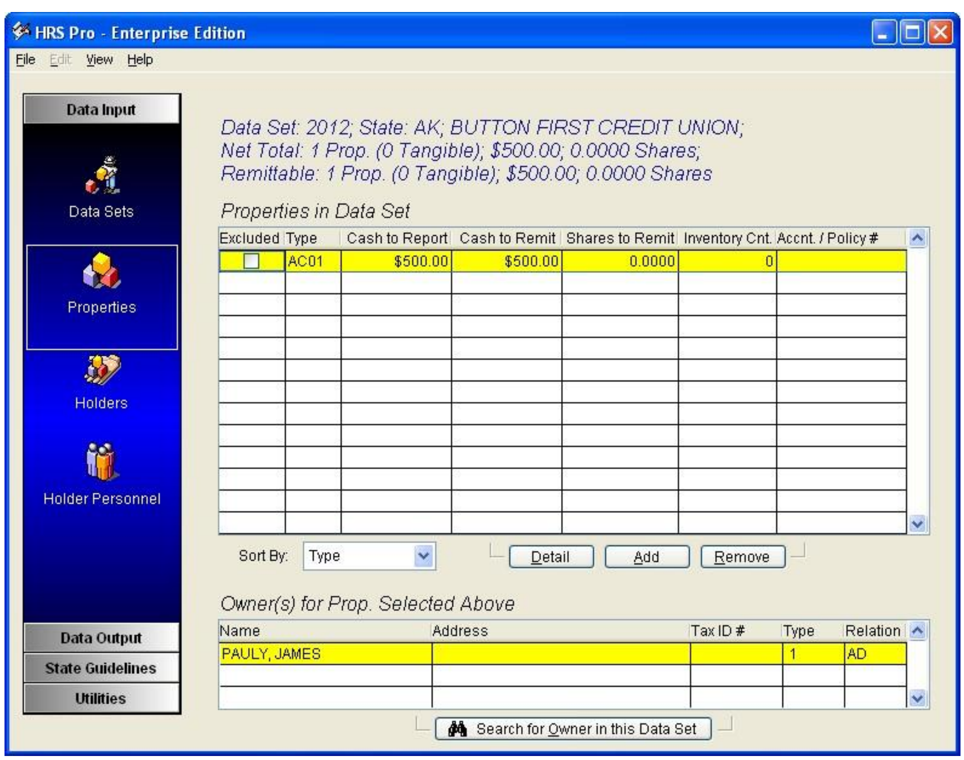
When the current property information including the owners has been entered, click on the Add Next Property button to proceed with inputting the remaining properties.



Options are:

- Add New – this option brings up a blank property window requiring new information to be entered.
- Copy Prop. – this option will copy the property information only.
- Copy Prop + Owners – this option will copy both the property and owner information.

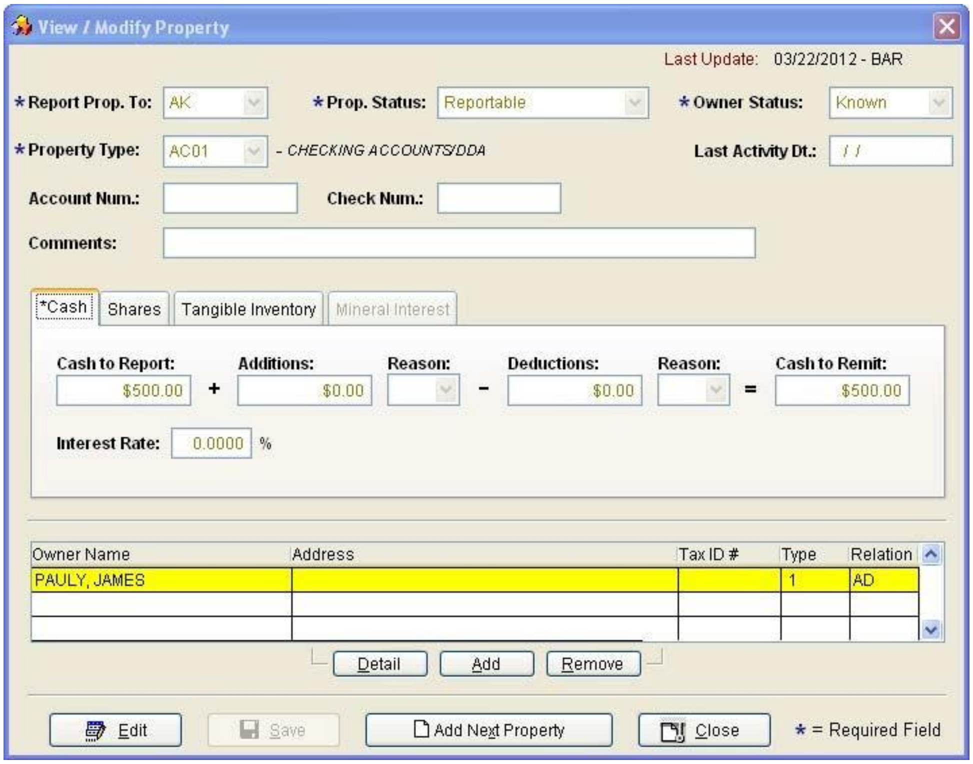
Once all the property/owner information has been entered the Property window will look like the following:



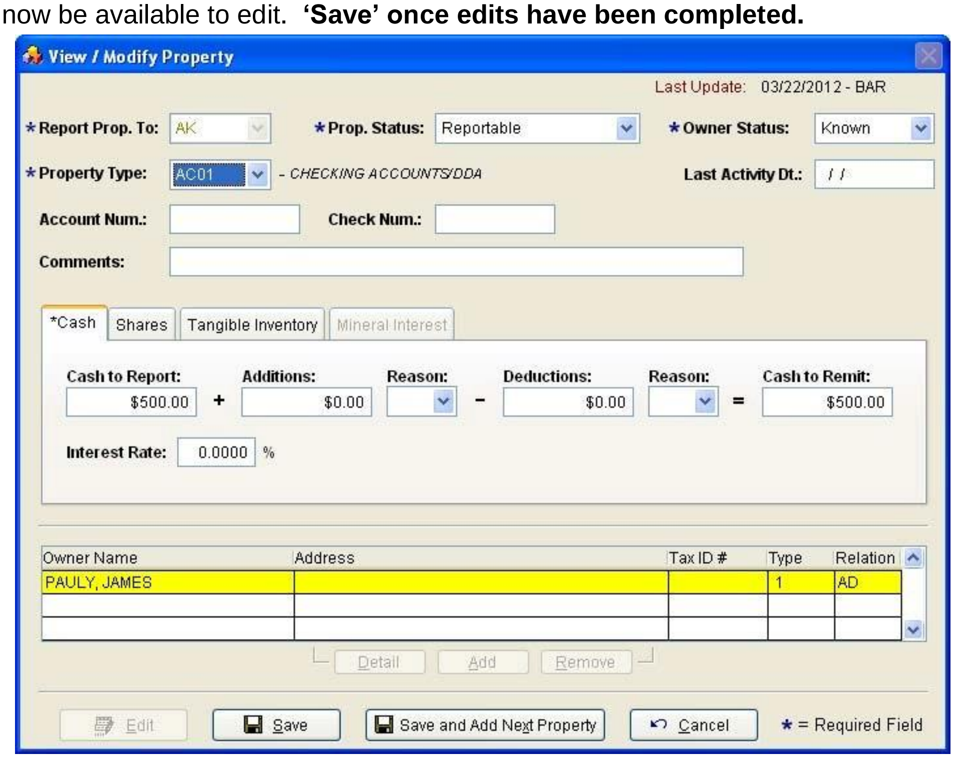
Editing a Property Record

Occasionally, a property has a wrong dollar amount or wrong code and needs to be edited before sending the information to the state. Below are the steps in editing the property record.

1. Select the Data Set from the Data Input menu that contains the information that needs to be edited.
2. Click on the Properties sub-menu.
3. Find the property in the list and highlight that line.
4. Click on the Detail button.
5. Click on the Edit button.



The property will now be available to edit. **'Save' once edits have been completed.**

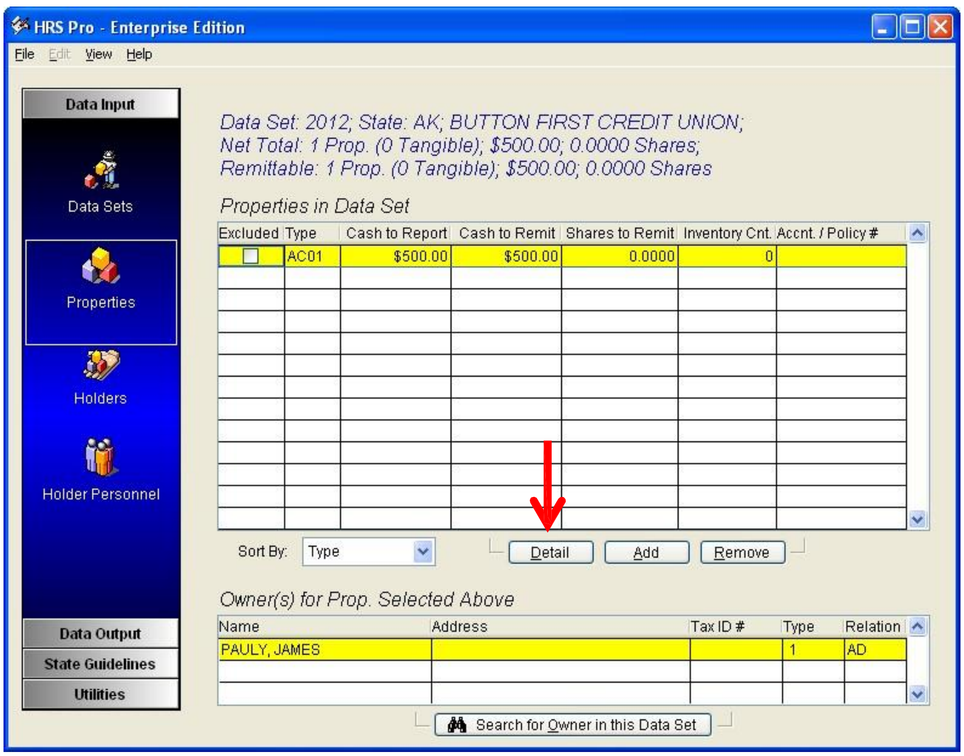


Editing an Owner Record

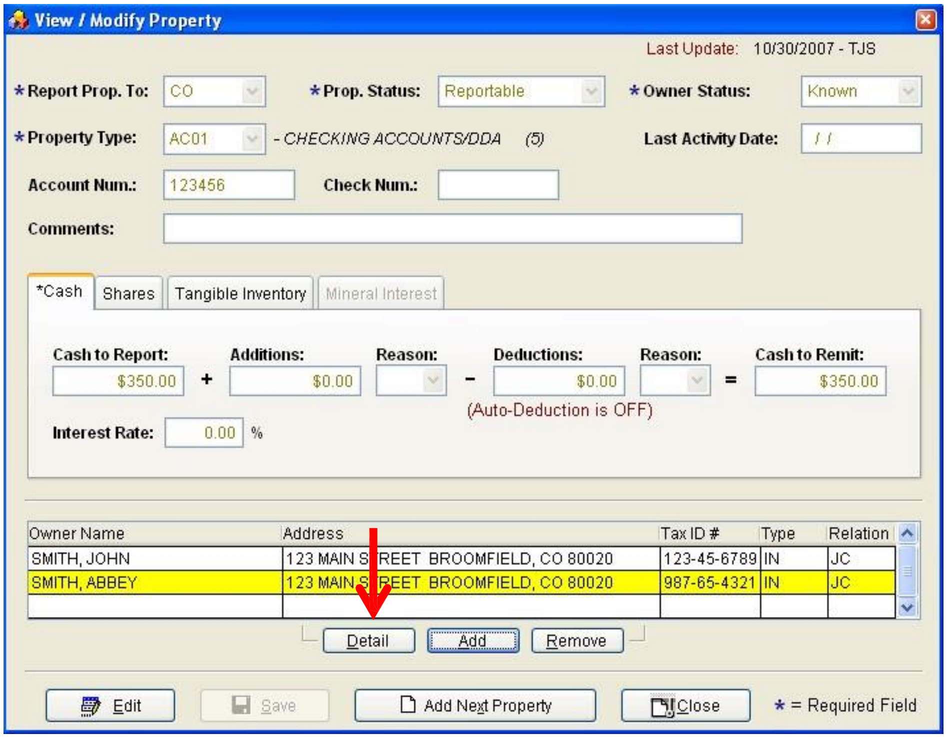
If you find you cannot edit an Owner Record, make sure the Property record has been saved.

Occasionally, an owner record may have a wrong address or the name is misspelled. In this case, the owner record needs to be edited before sending the information to the state. Below are the steps in editing an owner record.

1. Select the Data Set from the Data Input menu that contains the information that needs to be edited.
2. Click on the Properties sub-menu.
3. Find the property in the list and highlight that line.
4. Click on the Detail button.



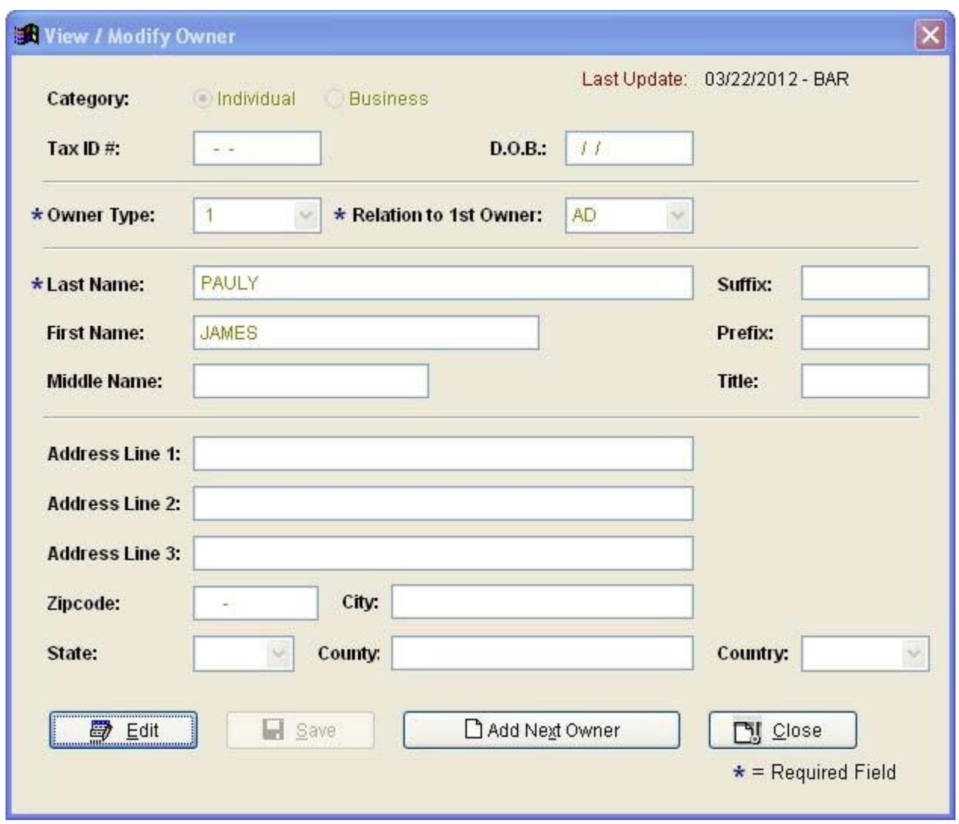
The property record will display along with the owner name(s) in the grid underneath the property information.



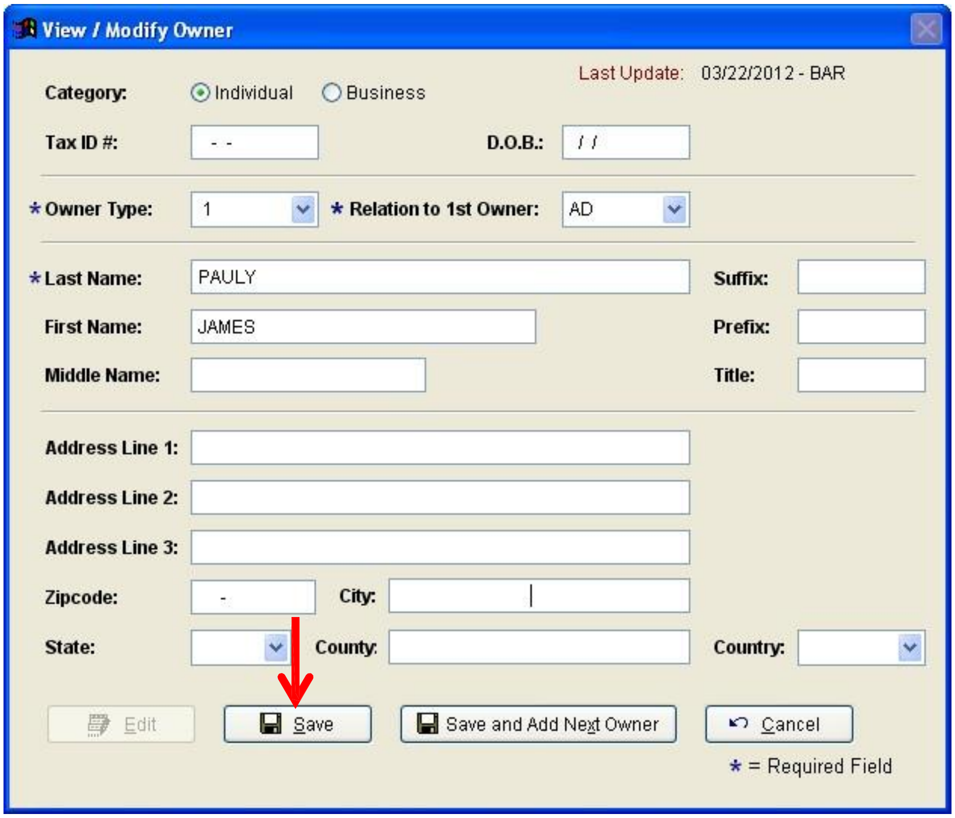
5. Highlight the owner that needs to be edited.

6. Click on the Detail button directly under the grid for the owner. The View / Modify Owner screen will display.

7. Click on the Edit button.



The screen will turn into edit mode allowing the owner information to be edited. Save Changes.

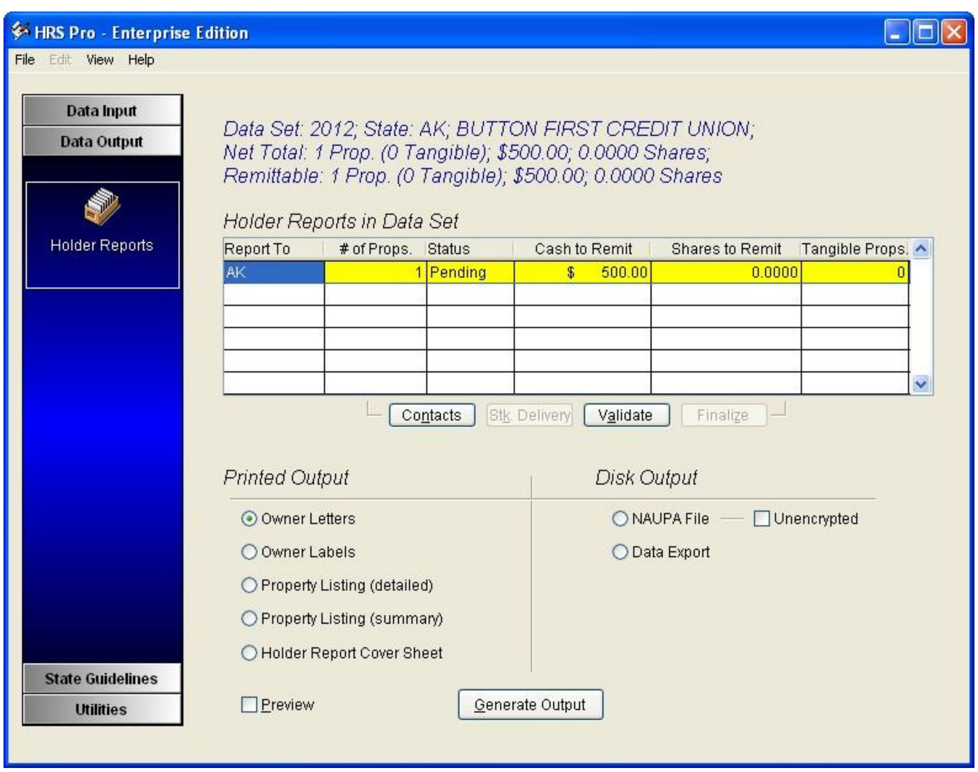


Validation Process

Once all property and owner records have been entered and/or edited it is time to validate the entered information.

1. From the menu, select Data Output.
2. Click on Holder Reports sub-menu.

The following screen will appear allowing the option to add Holder Contact information to this Data Set, Validate, and Finalize the information.

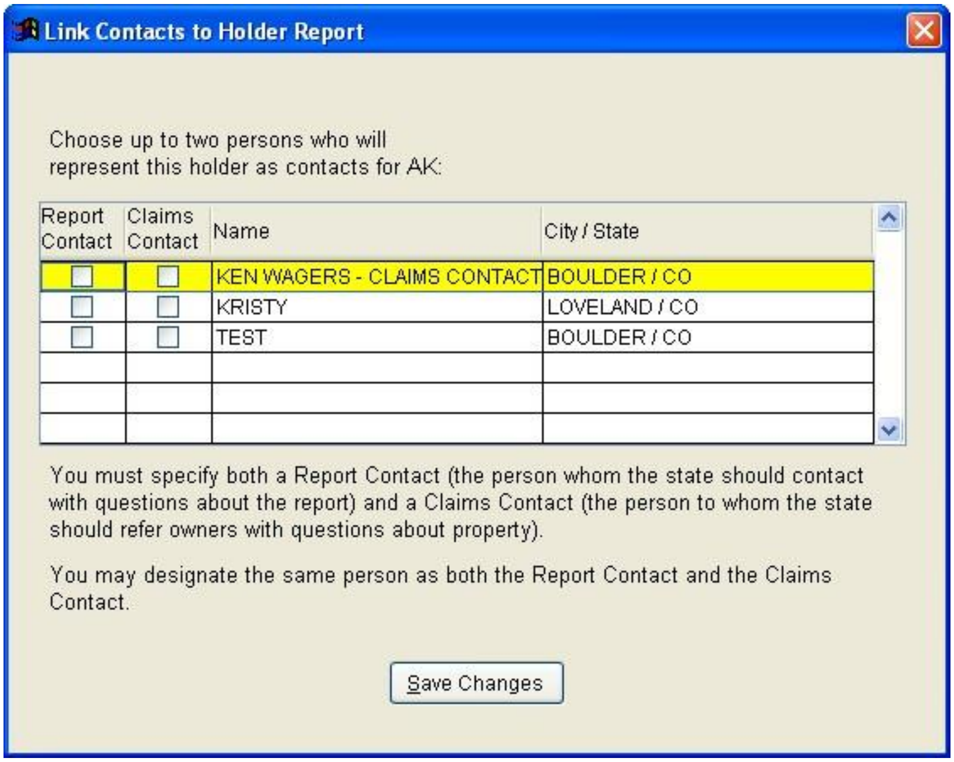


Adding a Holder Contact Personnel to the Report

In order to Validate and Finalize the Data Set a Contact person needs to be selected that will be listed on the Holder Report Cover Sheet when submitting the Report to the state.

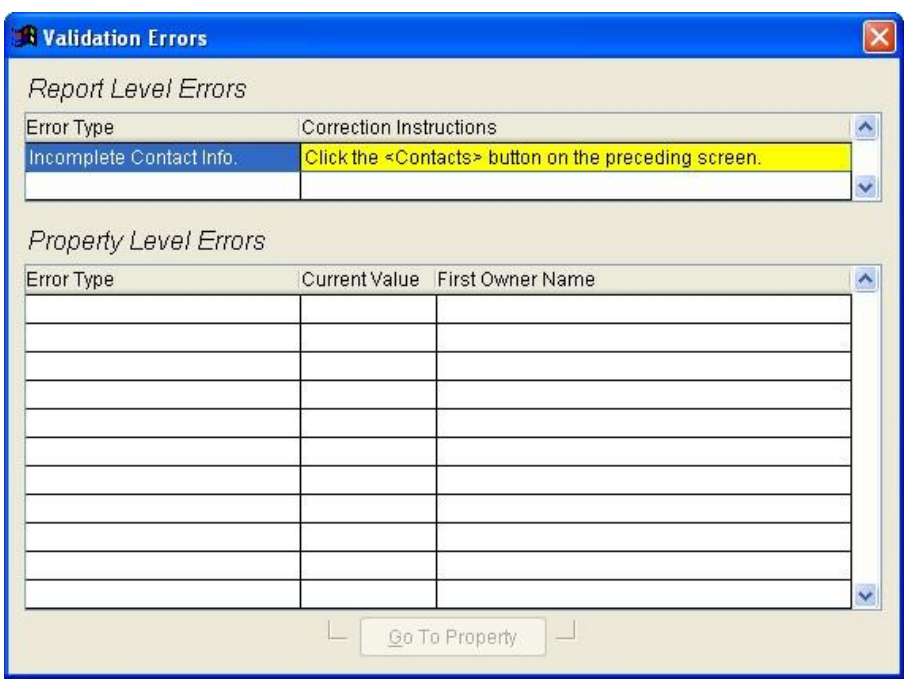
1. Click on the Contacts button.

The following screen will display:



2. Find the name that needs to be selected for the Report Contact and Claims Contact and click on the boxes for each. This information goes to the state in the file, if the state needs to contact you.
3. Click on Save Changes when done.

NOTE: if this step was missed and the Validate button was selected first, the following error will be displayed:



Validating the Data Set

Once the Contact information has been selected, click on the Validate button.

If there is no validation errors the following message will display:

Finalize the Data Set

Once the Contact information has been added and the report validated, click on the Finalize button to ensure the integrity of the report. ***NOTE: this should be done when no more edits need to be made and the data is ready to be sent to the state.*** Click on Yes to mark the report as Finalized.

Note:

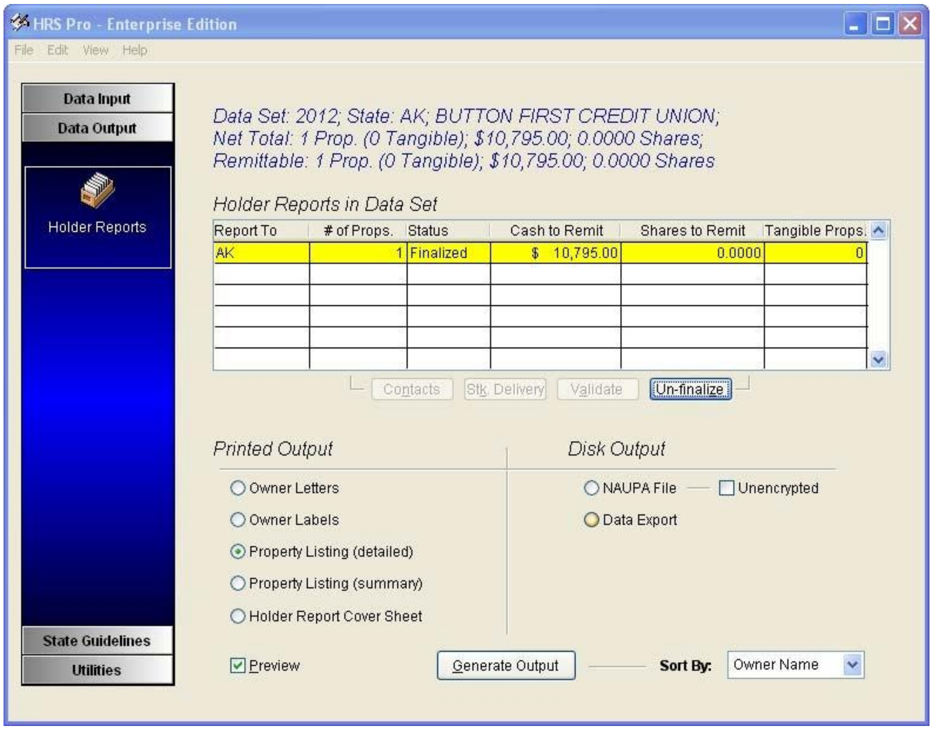
The report can be “Unfinalized” as needed for fixes and resubmission to the state, etc.

The Finalize mode is to remind you and others, that an export has been completed and assumed to be completed (exported to Naupa format and sent to the state unclaimed property office).

Doing a Finalize will also show a list of items that need to be fixed and assist putting you at the property needing to fix.

Printing Reports

There are a few reports that can be viewed or printed.



To view the reports make sure the Preview checkbox is checked, otherwise when clicking on the Generate Output button a printer option will display.

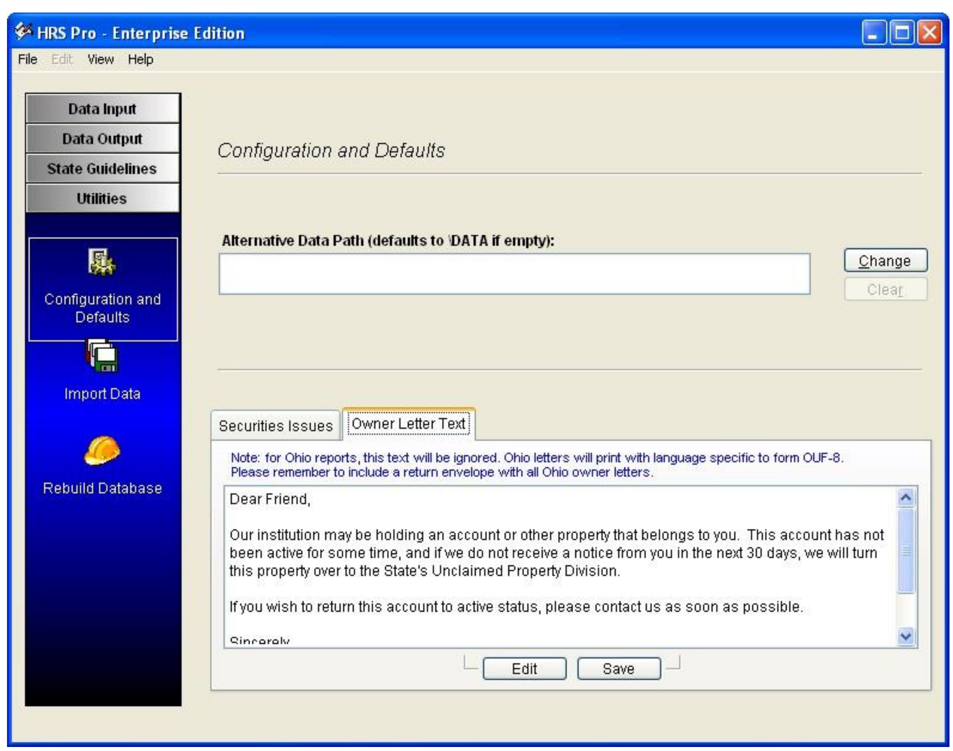
Printing Property Listing (detailed or summary) will print information pertaining to the property and owner records that have been entered into the Data Set that is selected.

Holder Report Cover Sheet can only be printed once the Data Set has been finalized. Some states may require a Cover Sheet. When in doubt, click on the State Guidelines menu, and select State Requirements sub-menu.

Owner Letters and Labels can be printed out for due diligence purposes; before sending to the state.

How To Edit Owner Letter information:

1. Select Utilities.
2. Select Configuration and Defaults sub-menu.
3. Click on the Owner Letter Text tab.
4. Click on Edit to edit the text for the Owner Letters.



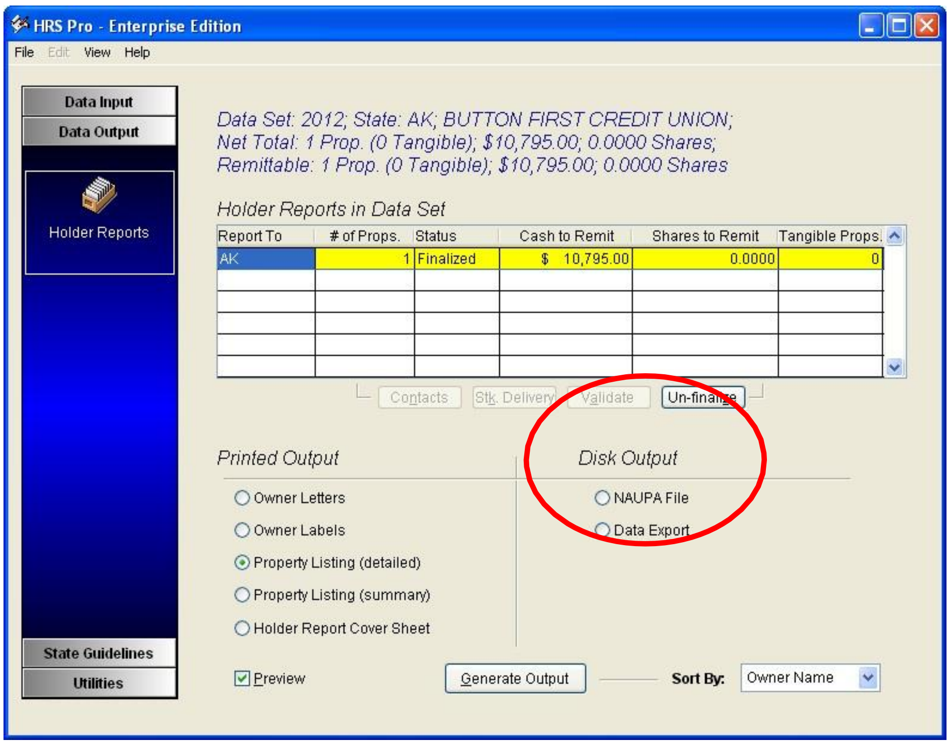
Creating the NAUPA File

The Data Set has been finalized, reports printed, so now it's time to create the NAUPA formatted file that needs to be sent to the state. States have agreed on the NAUPA FORMAT.

1. Click on **NAUPA File** under the Disk Output section

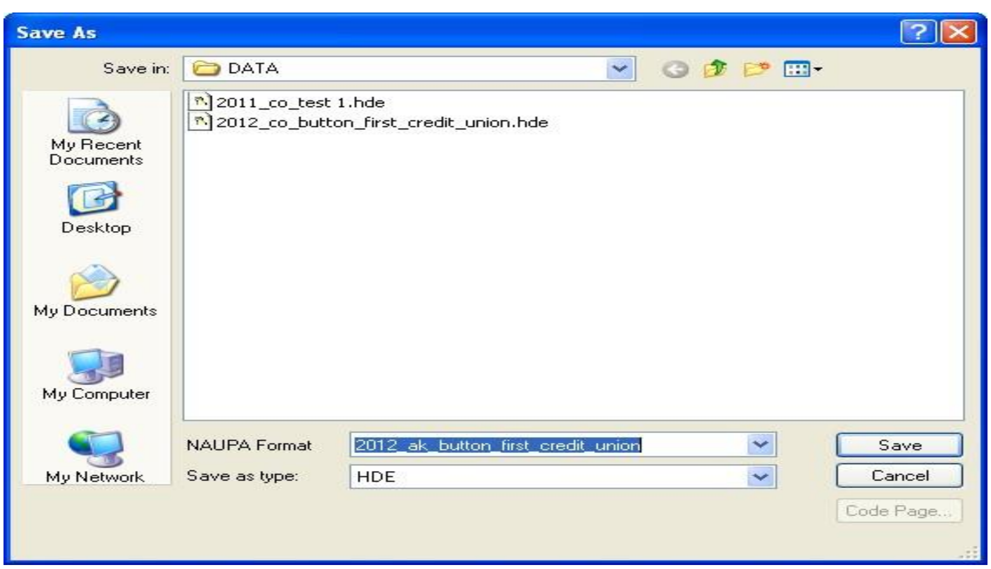
   NOTE: Data Export option gives various other types of export and is only available if the Enterprise Edition has been purchased. The Naupa File is the only format accepted by the states.

2. Click on the Generate Output button.



3. Select the location where the file should be saved at, somewhere you have RIGHTS.

The default location may be: C:\Program Files\Wagers and Associates\HRS Pro\Data.



Do NOT choose a CD/DVD drive directly to save the file. The encryption process is a 2-part process and may fail on a CD/DVD drive chosen as a location First **save the file to the local or network hard drive** where you know you have rights to save. If the state has specified CD or DVD is appropriate to send in the "State Guidelines" - "Submission Requirements" area, then **copy that file to CD or DVD**. Be sure the file can be seen on the CD or DVD on another computer before physically mailing it to the state. If the file cannot be seen, make sure the "closure step" for the CD/DVD software has been completed.

If the state accepts reports from a website submission, that information and link should show.

If successful the following message will display. ***NOTE: the extension of .HDE is an encrypted file that the system generates when reporting to a Wagers state.***

If reporting to a non-Wagers state the following message will display:

A **.HRS** file is **NOT encrypted**. Most states will NOT accept a non-encrypted file.
Check with the state on how they would like the file transferred.
Some states accept non-encrypted files uploaded to a HTTPS secure website.
If sending a non-encrypted file thru US Postal service, zipping with password protection is recommended, however the state should be contacted for best process.

If you receive a message that indicates encryption should have occurred but it has not, you may need to reinstall the full version with ADMIN rights for the encryption libraries to register in your computer's registry. Please advise with your IT department or power users after reading Appendix B of this document.

Submit your report to the State

Submission process to each state varies due to different state requirements.

Some states may want upload to a state website after acquiring login, some may want a CD or DVD sent via postal service to the state.

Submission of documents, notarization requirements, and how cash is transferred to the state varies.

It is recommended that you send postal packages certified to ensure record of delivery to the state. Some states have penalties for not having a listing of unclaimed property sent by a certain timeframe and certification is your record of sending it to the state.

Be sure to view the State Requirements sub-menu under the State Information menu in HRS Pro and do a final check with the State to see if preferences have changed. HRS Pro asks the states once a year, in the springtime, for their information; however laws and other changes can occur in the meantime. It is recommended that you review requirements directly on the state's website in the unclaimed property "Holder Reporting area" (if the state has a website, or contact the state directly).

▶ **All state requirements questions should be directed to the state.**
Contact information for the state can be found under the State Information menu, Contact sub-menu within HRS Pro. MissingMoney.com also lists State contact information on the state map page. (click on the state map on the first page of MissingMoney.com and then scroll down).

▶ **All questions regarding property types, owner types, safekeeping types or how to report certain types of property should be directed to the state.**

Help with HRS Pro software

For fastest response for help with issues with the HRS Pro software:

Review Appendix A and Appendix B of this document

Review FAQs on wagers.net, HRS Pro tab, left side links

Email hrsprosupport@unclaimedproperty.com
Be prepared to give the following information:
You name, phone, email address
Build Date (look in Help, About in the Top Menu of HRS Pro)
Your operating system (XP, Vista, Windows 7, Windows 8)
(look in Control Panel, System on your computer)
A description of the error, or the issue and what you were currently doing.

Thank you for choosing HRS Pro for your unclaimed property reporting.

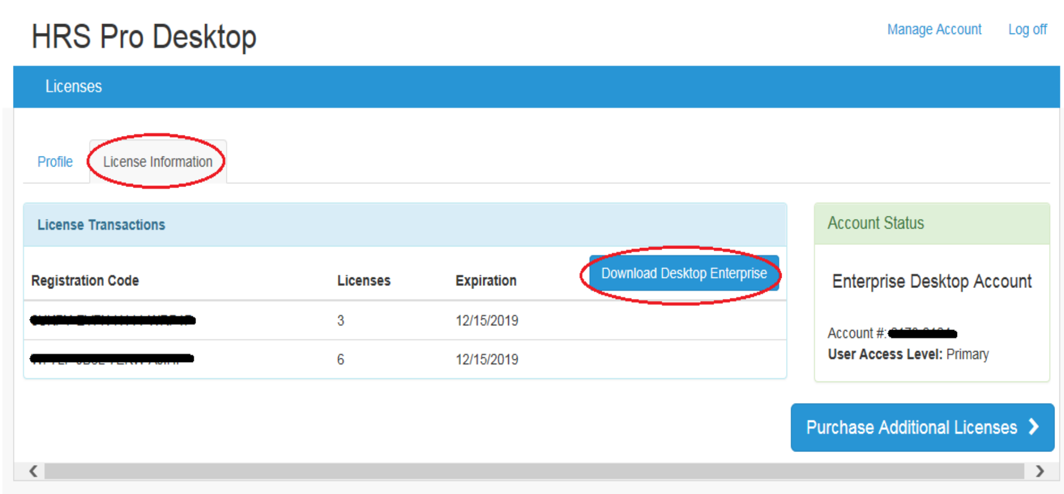
Appendix A – Installation Details

Installing HRS Pro

NOTE: Before asking for support, see the posted FAQs (Frequently Asked Questions) for installation errors or issues located at

https://hrspro.unclaimedproperty.com/home/faq

1. Go to: https://hrspro.unclaimedproperty.com/ Log into your account and click on **License Information** then **Download Desktop Enterprise**:

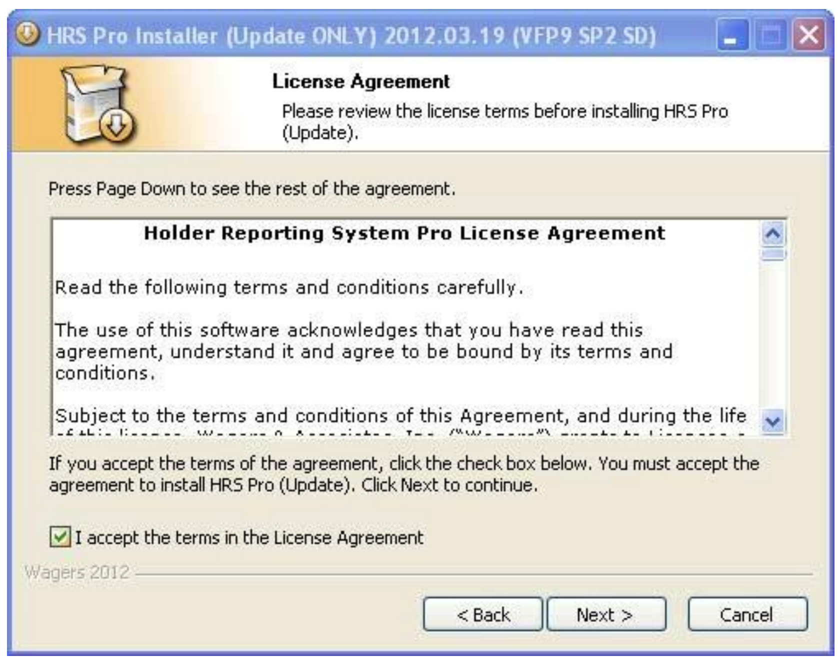


2. Depending on the browser being used, the setup may appear at the bottom of the screen. Click on Run / Open or Save (to install at a later time) to proceed with the set up.

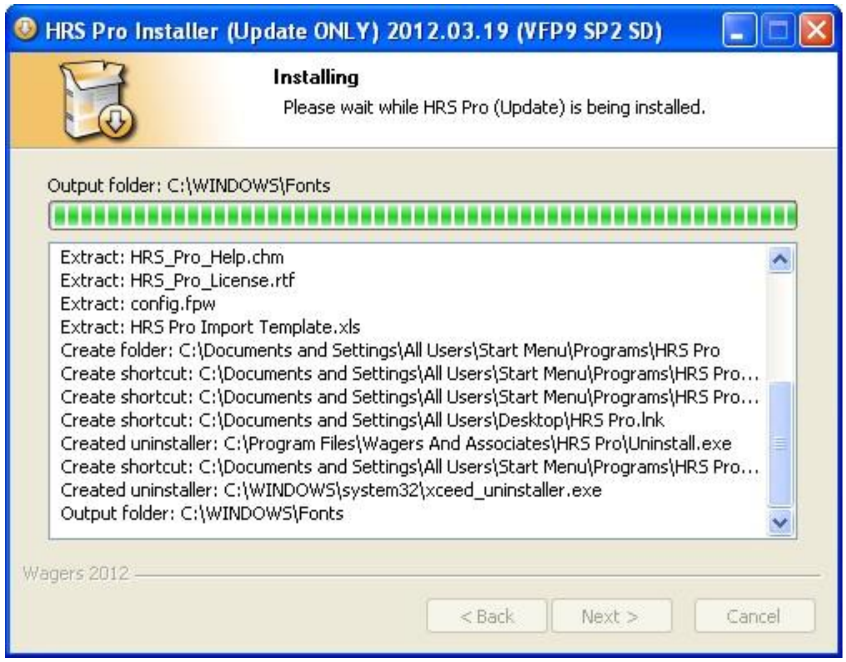
3. Click on Run / Yes

4. Click on Next.

5. Read and Click on the Acceptance check box and then click on Next.



6. The default location of install can be changed, however it is not advisable due to needing to remember, in the future, where to install the next updates. The default is: C:\Program Files\Wagers and Associates\HRS Pro. Click on Install.



7. Click on Next, Then Finish

8. Exit and have the **user who is going to run the program open the program on a FIRST INSTALL.** This helps in determining DATA areas are more correct for that user's editing rights.

9. 

Notice the HRS Pro icon on your desktop.

Appendix B – List of Issues / Solutions

NEW SPREADSHEET TEMPLATE

There is a NEW SPREADSHEET TEMPLATE as of June 2012.
HRS Pro Import Template.xls
A link to the spreadsheet, for your convenience, is in the Utilities, Import Data area of HRS Pro. If the link does not work, it may be that Excel is not installed, and you can locate the file in the install subdirectory where hrs_pro.exe is.
The default install location is C:\Program Files\Wagers And Associates\HRS Pro

If the spreadsheet template is used, it MUST BE "File Saved" as
…97-2003 or …. 5.0/95 Workbook (*.xls)
If NOT saved as one of the 2 versions, you may see various error messagess.

As of 5/8/2014, the Spreadsheet Template is READ/ONLY and File Save to another area where "write rights" are known is needed. This keeps the template clean to use for a future import.

Note: …**97-2003 has a limitation of 65,536 rows**,
…5.0/95 has a limitation of about 16,384 records.
If your data is larger than that, consider splitting up into multiple spreadsheets/datasets imports to report.

Spreadsheet import message: "empty LastName" or "Amounts are empty"

This can be caused by one or more of the following:

- There are **values entered in Column C**. Try leaving Column C blank.
- Comments column has extra **long entries** and/or **multiple lines**.
- Property Type codes (specific per state) are indicating **Aggregate or Unknown**
- There is a **totaled amount** on the last row of the spreadsheet. Remove this total.

Appendix C – Locations – Files and Data

Where is my data located in case I need to move it or back it up ?

The data is in a set of files called relational tables. These files need to remain together and the records or rows in the tables match up by ID values to other tables.

The data is also in a container file which is unique to HRS Pro and provides security. To find your data, you can search for the container file of HRS.DBC on your local drive or network.

STANDARD CONFIGURATION

If you are on Vista, Windows 7, or Windows 8 and have a newly installed version as of 5/8/2014, your data will be installed in your localapps directory. This may be hidden from view but can be opened up and viewed accessed by typing in **%localappdata%** in the Start box. Look for an **HRSPro** subdirectory in that area and a **DATA** subdirectory underneath. The DATA subdirectory contains all the files that are needed, for something like a move to another computer.

If on **XP or a previous install before 5/8/2014**, the data will be installed in a **DATA** subdirectory **underneath c:\program files\wagers and associates\hrs pro** (the default install subdirectory) or if another area was chosen to install into, a DATA subdirectory underneath that area. A word of caution: if another area is chosen to install into, it is best to write this down for future installs to be the same, or it may seem like your data has been lost.

It is recommended that you backup data existing on a local c: drive as hard drives have certain lifespans of around 3-5 years. This information could be very important to your company under audit circumstances or if a state later needs a resubmission of an unclaimed property report. One way to do this is to have your IT department assist making a batch file that can be run after long edit sessions and copies all the files from DATA up to a network drive.

NETWORK CONFIGURATION

The data path will initially be similar to the standard configuration, but the data can also be directed by entry of a network path to another shared location for multi-user editing. This avoids the vulnerability of the local hard drive dying without an adequate safety backup of the data. Typically the shared location will be on a network with tape or other type of backups ensuring safety. This “path” to the data is put into the Utilities, Configuration screen after the purchased registration code has been entered in the menu item of Help, Registration.