



# Unclaimed Property Report It TN **User Manual**

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State of Tennessee

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[reportittn.gov](http://reportittn.gov)



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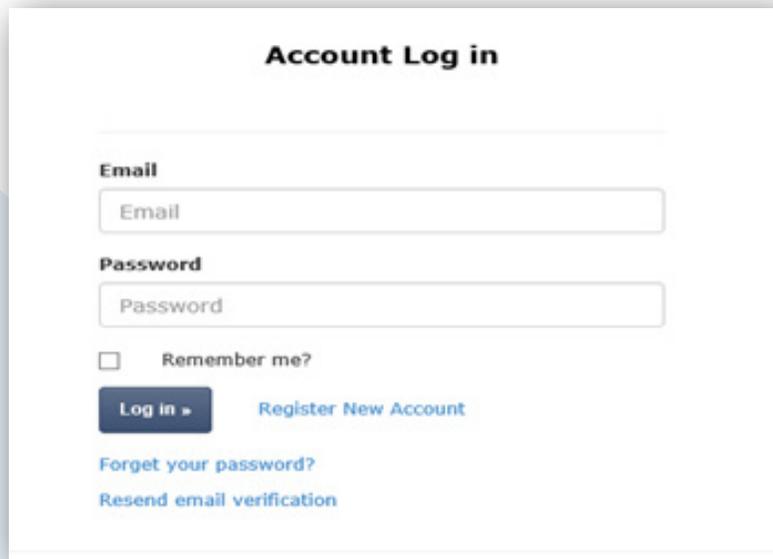
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# User Account

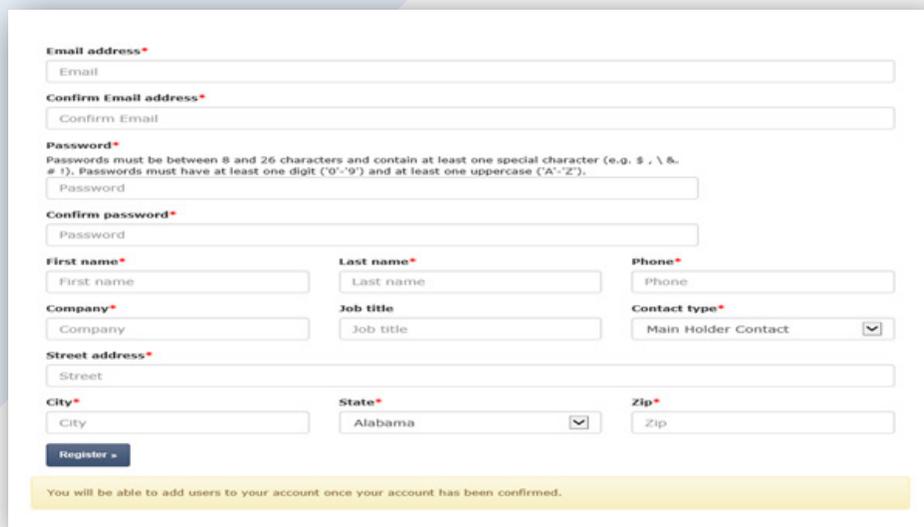
## Register

1. Select "Register New Account." You will only need to register once, regardless of how many submissions you plan to make.



The screenshot shows the "Account Log in" page. It features a search bar at the top. Below it are two input fields: "Email" and "Password". There is a checkbox labeled "Remember me?". At the bottom, there is a dark blue "Log in" button and a blue "Register New Account" link. Below the button are two more blue links: "Forgot your password?" and "Resend email verification".

2. Enter the information in the boxes and select Register. An automated email will be sent to confirm the account.

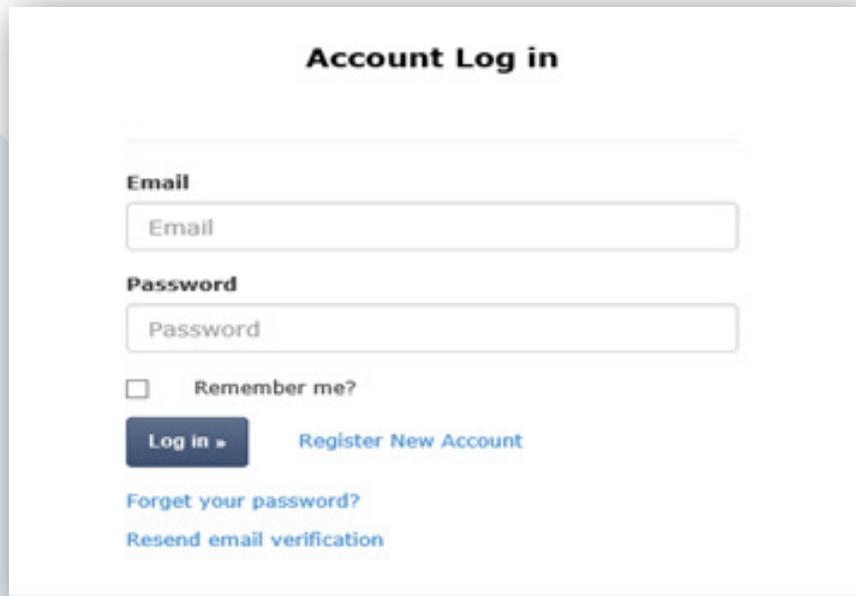


The screenshot shows the "Register" page. It has several input fields: "Email address\*", "Confirm Email address\*", "Password\*", and "Confirm password\*". Below the password fields is a note: "Passwords must be between 8 and 26 characters and contain at least one special character (e.g. \$, \, &, # !). Passwords must have at least one digit ('0'-'9') and at least one uppercase ('A'-'Z')." There are also fields for "First name\*", "Last name\*", "Phone\*", "Company\*", "Job title", "Contact type\*" (with a dropdown menu), "Street address\*", "City\*", "State\*" (with a dropdown menu), and "Zip\*". At the bottom is a "Register" button and a yellow banner that says "You will be able to add users to your account once your account has been confirmed."

**TIP:** Check your "spam" or "junk" folders if you don't see it right away. If you fail to receive the email; contact [ucp.holders@tn.gov](mailto:ucp.holders@tn.gov).

## Existing User

- If you already have an account, select “Log in” to continue.
- Enter the email address and password then select “Log in”.



The screenshot shows a web form titled "Account Log in". It features two input fields: "Email" and "Password". Below the password field is a checkbox labeled "Remember me?". There are two buttons: a dark blue "Log in »" button and a blue "Register New Account" link. At the bottom, there are two blue links: "Forget your password?" and "Resend email verification".



There can only be one “valid” primary user. If you are the valid primary, you can edit information and add secondary users as needed. The valid primary is the individual who registered first.

**TIP:** If the Primary User is no longer available, contact Unclaimed Property Department at [UCP.holders@tn.gov](mailto:UCP.holders@tn.gov) so that his/her profile can be converted to a secondary user.

## Edit Information

1. Click on your account email address in the upper right-hand corner of the screen.

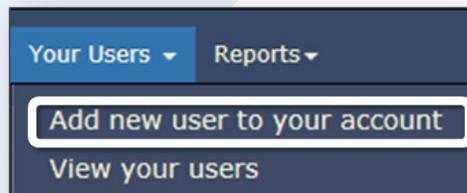


2. Enter the information you would like to change; select "Save."

A screenshot of the "Edit your profile" form. It contains several input fields: First name (John), Last name (Doe), Phone, Company (ABC Company), Job title, Contact type (Main Holder Contact), Street address (1952 Alphabet Street), City (Nashville), State (Tennessee), and Zip (37206). At the bottom are three buttons: Save, Change password, and Change email address.

## Add New User

1. Select "Add new user to your account" from the "Your Users" tab, OR select "Add a New User" after clicking on "View your users" from the same tab.



2. Enter information and confirm account via email.

A screenshot of the "Register New Sub Account within your reporting entity" form. It contains an "Email address" field, "First name" and "Last name" fields, and an "Add New User" button.

**TIP:** Check your "spam" or "junk" folders if you don't see it right away. If you fail to receive the email; contact [ucp.holders@tn.gov](mailto:ucp.holders@tn.gov).

# Creating NAUPA Files

Once you have located property to report, gather all necessary information in order to create your NAUPA-approved file.

For a few suggestions of available software to use, please refer to the list on Tennessee's unclaimed property website.

**NOTE: Tennessee requires all reports to be submitted in the NAUPA electronic format.**



National Association of Unclaimed Property Administrators®

## NAUPA Specifications

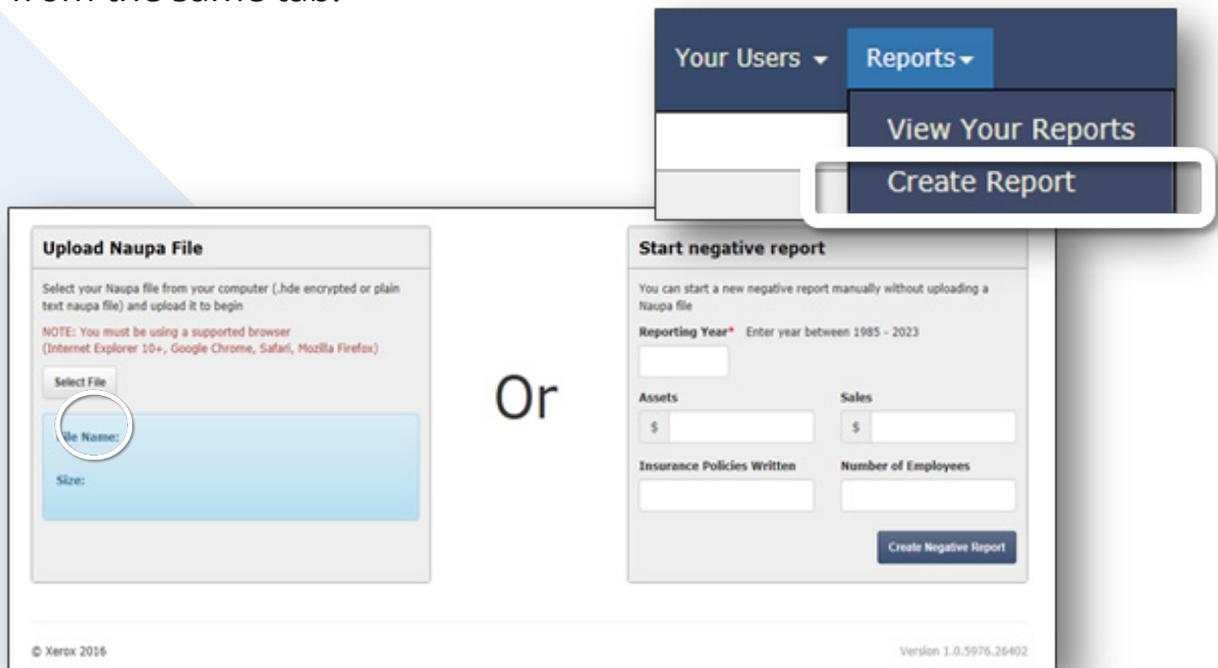
For more information, please refer to:

<https://unclaimed.org/reporting-software-and-naupa-file-format/>

# Uploading Files

## Create a Report

1. Select "Create Report" from the "Reports" tab OR select "Create new report" after selecting "View Your Reports" from the same tab.



2. Click the "Select File" button.
3. Browse to locate your file on your PC.
4. Select "Upload" in order to import the file. The name of the file will appear in the blue box.

\*A progress bar will then appear. If the file upload is successful, a property list will replace the progress bar. You can then either submit the report to the state or continue to the file's details.



## Uploading Files continued

- From the property list select "Continue to file details" to navigate through all Property, Securities, and Tangibles on the file.

**Dow Jones Market**  
Tax ID: 13-2640046  
Nashville , TN

**Reporting Year: 2020**  
**Amount Reported: \$10,197.43**

**Property list** Only first 10 are displayed

Type	Description	Owner	Shares	Amount
AC04		Johnson , Geraldine	0	\$4,520.75
AC01		Smith , Willow	0	\$253.68
AC02		Smith , John	0	\$5,423.00

[Continue to file details](#) [Submit Report to State](#)

**Report Details**

Summary						
# of properties	# of shares	Amount reported	Amount remitted	Amount advertised	Additional amount	Software/version
3	0.0000	\$10,197.43	\$10,197.43	\$0.00	\$0.00	1.0.120.10

**Holder Information**

Holder name:	Dow Jones Market
Tax ID:	13-2640046
Incorporated Date:	01/01/1975

[Submit to State](#) [Delete](#)

## Delete a Report

To delete the report that you made before submitting, select "Delete."

Once you submit the file to the state, all corrections will need to be handled through direct contact with the Unclaimed Property Department.

## Submit a Report

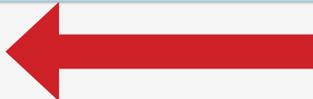
1. Review the file.
2. Confirm your verification and affidavit by checking the box.
3. Enter the stock deposit date (if applicable).
4. Submit Report to the State.

File Summary	
File Name:	UCP 2020 TN 2020-02-18.hde
Date Uploaded:	2/20/2020 1:53:44 PM
Tax Year:	2020
Number of reports in file:	1
Holder Name:	Dow Jones Market
Tax ID:	13-2640046

In accordance with T.C.A. 66-29-124(a), I declare under penalty of perjury, that, to the best of my knowledge, the foregoing report contains a full, true, and complete report of unclaimed property now in the possession or under the control of the holder. In addition to the foregoing, I declare that I have complied with the due diligence and notice requirements set forth in T.C.A. 66-29-128 and 66-29-129. I understand that payment must be made through an electronic funds transfer (ACH Debit or ACH Credit) as prescribed by the Treasurer of the State of Tennessee pursuant to T.C.A. 66-29-134(a). I am duly authorized to attest to this. Our reporting deadline has changed from May 1st to November 1st. Your report should contain properties with a last activity date between 1/1/2015 and 6/30/2016 for properties with a 3 year dormancy period and 1/1/2017 thur 6/30/2018 for properties with a 1 year dormancy period. If your report does not contain properties for the entire date ranges, you will be responsible for submitting those properties by November 1, 2019.

Verification and Affidavit

[Submit Report to State](#)



File Summary	
File Name:	UCP 2020 TN 2020-02-18.hde
Date Uploaded:	2/20/2020 1:53:44 PM
Tax Year:	2020
Number of reports in file:	1
Holder Name:	Dow Jones Market
Tax ID:	13-2640046

**Successful!**

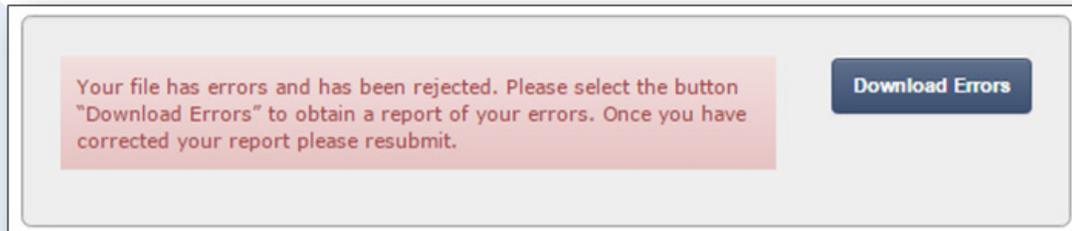


[ACH Debit Payment](#) [ACH Credit Payment](#)

**TIP:** If your file contains stocks, a message will appear on the Verification and Affidavit screen. Enter the date the stock was delivered to our custodian. If the stock has not yet been delivered please do so prior to submitting your report.

## Error Message

If a file fails to upload, an error message will appear. When this happens, select “Download Errors” in order to see the mistakes in the file chosen.



If your file contains multiple reports, you can extract the report with errors and submit the reports that are error free. However, you must correct the errors in the bad report if you wish to submit the file altogether, or correct the errors in the bad report and submit it separately after the errors are corrected.

# Making Payments

## IMPORTANT INFORMATION ABOUT ACH DEBIT PAYMENTS:

If you have not already done so, contact your bank now and request to allow ACH debit authorization from the State Treasurer's Office, ACH Company ID Number: U626001445. This could take several days to become active.

To comply with Tennessee regulations, all payments must be made through this web application.

There are two payment options: ACH Debit and ACH Credit.

- ACH Debit grants the State of Tennessee access to pull the funds from your bank account
- ACH Credit allows you the ability to push funds from your bank account to the State of Tennessee

## Pay with ACH Debit

1. Select the "ACH Debit" button to utilize this payment option and finish the reporting process.

### Submit to state

File Summary	
File Name:	UCP 2020 TN 2020-02-18.hde
Date Uploaded:	2/20/2020 1:53:44 PM
Tax Year:	2020
Number of reports in file:	1
Holder Name:	Dow Jones Market
Tax ID:	13-2640046

**Successful!**

ACH Debit Payment  ACH Credit Payment

## Making Payments continued

2. Enter Payor Name, Bank Routing Number and Bank Account Number.

**Make a Payment**  
Payment for submitted file UCP 2020 TN 2020-02-18.hde

**Total Amount Due\***  
\$ 10197.43

**Payor Name\***  
[Text Field]

**Bank Routing Number\***  
[Text Field]

**Bank Account Number\***  
[Text Field]

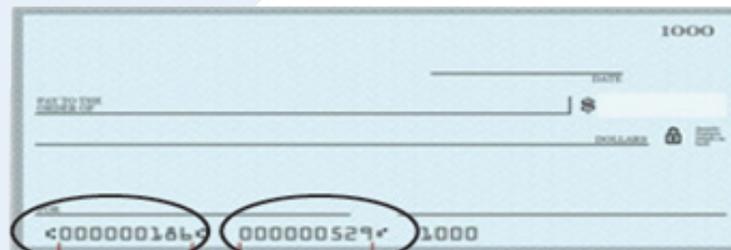
**Confirm Account Number\***  
[Text Field]

**Account Type\***  
Checking [Dropdown Arrow]

**Warning:** Payment cannot be made from a foreign bank.

Confirm release of funds to the state?

[Back](#) [Submit Payment Information](#)



**Routing Number**

**Account Number**

3. Select the Account Type.
4. Confirm the release of funds to the state by checking the appropriate box and select "Submit Payment Information."

## Pay with ACH Credit

1. Select the “ACH Credit” button to utilize this payment option and finish the reporting process.

### Submit to state

File Summary	
File Name:	UCP 2020 TN 2020-02-18.hde
Date Uploaded:	2/20/2020 1:53:44 PM
Tax Year:	2020
Number of reports in file:	1
Holder Name:	Dow Jones Market
Tax ID:	13-2640046

**Successful!**

2. You will have another opportunity to choose between an ACH Credit and an ACH Debit payment. An ACH Debit is the preferred method of payment and requires no further action after submitting your banking information.

If you choose ACH Credit you will receive The State of Tennessee, Treasury Department banking information and a reference number. Once you receive the ach credit information you will take that to your financial institution to submit your payment. Your payment will be rejected from the State if it doesn't include the reference number in the addenda.

Payment for NAUPA file: UCP 2020 TN 2020-02-18.hde

Continue and pay with ACH Credit

Pay with ACH Debit

## Making Payments continued

3. If you proceed with an ACH Credit Payment, print the following screen containing the State of Tennessee's banking information and submit to your financial entity or employee over ACH Payments when you request Payment be made to the State to Tennessee.

Please include your reference #: **W30487W**

Total Payment Due: **\$10,197.43**

**Critical:**  
If you choose to make payment by ACH Credit instead of ACH Debit, please include your Reference number in the ADDENDA Record on the ACH NACHA file. Do not include any other information besides your Reference number in the Payment Related Information field on the ADDENDA record but your Reference number. You must make a separate ACH payment for each Reference number. You cannot combine payments.

[Print Page](#) [Save and pay with ACH Credit](#)

Bank Name and Address	First Horizon Bank National Association 511 Union Street Nashville, TN 37219
Depositor Account Title	Tennessee State Treasurer Unclaimed Property TN
RTN Number	064107091
Account Number	75730901001W30487
Type of Account	Checking

The ACH Format CCD+ provides one addenda record of 80 characters in the Payment Related Information field.

[Print Page](#) [Save and pay with ACH Credit](#)

4. Select "Save and Pay with ACH Credit".

[Save and pay with ACH Credit](#)

**TIP:** Your reference number "WxxxxxW" has been added to the end of our account number to insure your payment is associated with your file. You can also add the reference number to the addendum section of your ACH.

## IMPORTANT INFORMATION:

Your only options for payment outside of Report IT TN is Fed Wire. You may request those instructions by submitting an email to [upc.holders@tn.gov](mailto:upc.holders@tn.gov).

# Negative Report

Two options are available on the screen, Upload NAUPA file or Start Negative Report. You will start a negative report.

**Upload Naupa File**

Select your Naupa file from your computer (.hde encrypted or plain text naupa file) and upload it to begin

**NOTE:** You must be using a supported browser (Internet Explorer 10+, Google Chrome, Safari, Mozilla Firefox)

Select File

File Name:

Size:

Or

**Start negative report**

You can start a new negative report manually without uploading a Naupa file.

2021 Reporting Year\*

Assets \$

Sales \$

Insurance Policies Written

Number of Employees

Create Negative Report

1. Enter the requested information and Select "Create Negative Report" and enter the requested information.

**Start negative report**

You can start a new negative report manually without uploading a Naupa file.

2021 Reporting Year\*

Assets \$ 1000

Sales \$ 2000

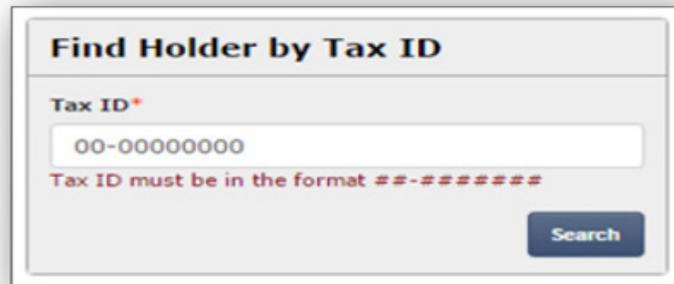
Insurance Policies Written 10

Number of Employees 2

Create Negative Report

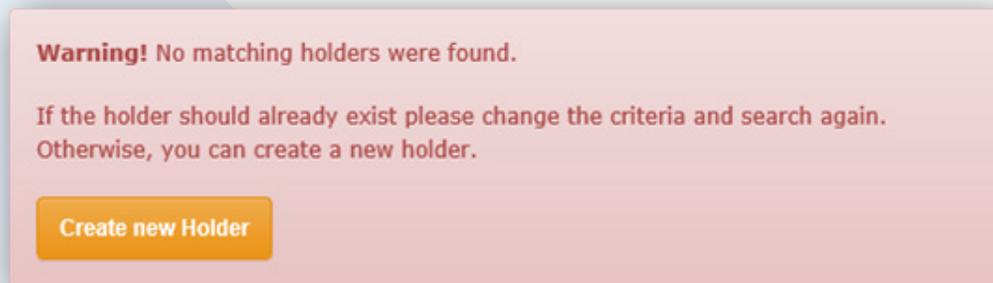
## Negative Report continued

2. Enter your Tax ID Number.



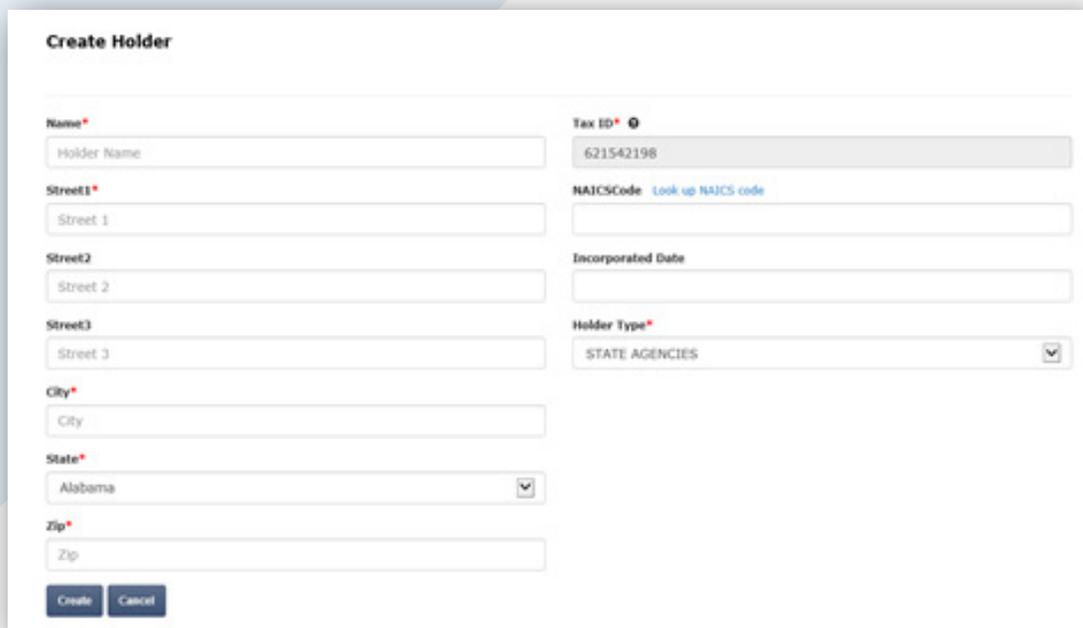
The screenshot shows a form titled "Find Holder by Tax ID". It has a text input field for "Tax ID\*" containing "00-00000000". Below the input field is a red error message: "Tax ID must be in the format ##-#####". A blue "Search" button is located at the bottom right of the form.

3. If your Tax Id number cannot be located in our database, you will need to create a new holder.



A red warning box with the following text: "Warning! No matching holders were found. If the holder should already exist please change the criteria and search again. Otherwise, you can create a new holder." Below the text is an orange button labeled "Create new Holder".

4. To create a new holder, enter your company's information and select Create.



The screenshot shows a form titled "Create Holder". It has two columns of input fields. The left column contains: "Name\*" (Holder Name), "Street1\*" (Street 1), "Street2" (Street 2), "Street3" (Street 3), "City\*" (City), "State\*" (Alabama), and "Zip\*" (Zip). The right column contains: "Tax ID\*" (621542198), "NAICSCode" (with a link "Look up NAICS code"), "Incorporated Date", and "Holder Type\*" (STATE AGENCIES). At the bottom left are "Create" and "Cancel" buttons.

## Negative Report continued

- If your Tax ID number is in our database, you will have the opportunity to select that holder or create a new holder.

### Matching Holders

Select a Holder ▼

**Warning!** 2 matching holders were found.

Please select the correct holder before you continue.  
You can also change the criteria and search again.

[Continue with selected Holder](#)

- After selecting your holder by the Tax ID, you may now Submit to State, Edit or Delete the report.

### Negative Report Detail

Holder Information	
Holder name:	XYZ WIDGET CO
Tax ID:	00-0000000
Holder ID:	58809
Reporting Year:	2021
Assets:	\$1,000.00
Sales:	\$2,000.00
Insurance Policies Written:	10
Number of Employees:	2

I declare under penalty of perjury, that, to the best of my knowledge, the foregoing Negative Report contains a full true and complete report of unclaimed property now in the possession or under the control of the holder, in accordance with the provisions of Tennessee Code Annotated, Sections 66-29-101. ET SEQ. I am duly authorized to attest to this.

Verification and Affidavit

[Submit Report to State»](#) [Edit](#) [Delete](#)

## Negative Report continued

7. A message will appear to let you know that the report was submitted successfully.

### Submit Negative Report to State

Your negative report has been submitted successfully

Your report has been submitted to the state, you may check the report dashboard for further status updates and changes.

[View Your Reports »](#)

# More Information

## Frequently Asked Questions

### **At what times will I receive emails?**

Emails are sent to confirm your account and when payment is received and processed.

### **Forms for Requesting a Refund, Common Property Types and more:**

<http://treasury.tn.gov>

### **When is the report and remittance due?**

November 1st of each year.

### **Can I report and deliver property before the prescribed dormancy period has elapsed?**

Yes, Statute 66-29-138(b) allows a holder to report before the statutory due date if due diligence requirements have been met.

### **What do I do if I forgot my password?**

From the Log In page, select “Forget your password?” After you enter your email address you will receive a security code to reset your password.

### **What are Primary and Secondary users?**

A Primary user manages the group of users, but all users (Primary and Secondary) are able to review and select files that have been submitted (completed or incomplete), create a new report (Positive or Negative), and make payments on any existing file.

### **What should I do if the Primary user leaves the company?**

Contact the Unclaimed Property Department at [ucp.holders@tn.gov](mailto:ucp.holders@tn.gov) so that the Primary user can be switched from the inactive user to a Secondary user.

### **How can someone else with my company make payments?**

Once the person is registered as a Secondary user, they can make payments on any file.

**What is the difference between a Positive and Negative Report?**

A Positive Report has a value greater than \$0.00 and a Negative Report is a \$0.00 report.

**Are negative reports required?**

No. Effective with the 2006 Annual Reporting Period, Negative Reports have not been required.

**What file formats are accepted? Can my file be encrypted?**

The file you use to report unclaimed property on the web application should be in one of the following formats: .txt, .hde or .rpt. Use the .hde format for encrypted files.

**What does it mean if the file selected to submit is rejected?**

**What do the errors in the Error Report mean?**

The system either accepts the entire file or rejects it. If the file is rejected, there is an error and the Error Report will detail the specific errors on each line inside the file.

**What do I do now that I received errors after my file was rejected?**

Once you have reviewed the errors in the Error Report, correct the mistakes if you can or contact the creator of the file in order to resolve all issues and then resubmit. After trying this and using the Complete Reporting Guide as a reference, you may contact the Unclaimed Property Department if you are having trouble uploading the file.

**Be Cautious with Error Reports**

There may be sensitive PII on the downloaded Error Report; so proceed with necessary measures.

**Can a file have multiple reports?**

Yes, the file can have multiple reports.

**What if only one report in my file has errors? How do I submit the rest of the reports?**

You can extract the clean reports from the file and submit them in a separate file; but you will need to correct the error in the bad report if you try to submit the file altogether.

**How do I know which Holder to choose when submitting a negative report?**

Locate the Holder by Name and Tax ID. You can delete the report if you happen to select the wrong Holder.

**How can I make payments? What are ACH payments?**

All remitted funds should be made online by ACH (Automated Clearing House) payments.

**What if I can't pay online?**

If for some reason you cannot pay online, please contact the Unclaimed Property Department immediately.

**What are the most common errors when making an ACH Debit payment?**

A debit-block may be placed on your account when the Treasury attempts to pull the remitted funds, rejecting the transaction as an unauthorized debit. Contact your financial institution prior to making payments to approve the upcoming transactions.

**Why is my reference number important when making an ACH Credit Payment?**

The reference number given when you submit your report is important because it identifies your payment. Without this information your payment can not be linked to your report.

**What do I do if I have no addenda field in my payment screen?**

If you normally upload a report to your Accounts Payable System when submitting ACH Payments, you may need to try to use your payment interface's "Manual Information Entry" option. If this option is not available in your interface, it is recommended that you please use the "ACH Debit" function to avoid your payment being returned.

**How long does it take to process payments?**

Normally, payments should be processed within three to five business days of the transaction.

**What if I make a duplicate payment?**

If you are unsure whether your payment has been received, please contact our office before resubmitting an additional payment.

**How should securities and tangibles be remitted and what information is required?**

Please refer to the Complete Reporting Guide to remit all other property.

For more material about holder responsibilities, quick tips and more, please refer to the Complete Reporting Guide:

**<http://treasury.tn.gov>**

**Contact:**

 **ucp.holders@tn.gov**

 **615.253.5362**

