



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

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State of Tennessee

*Updated April 2021*

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



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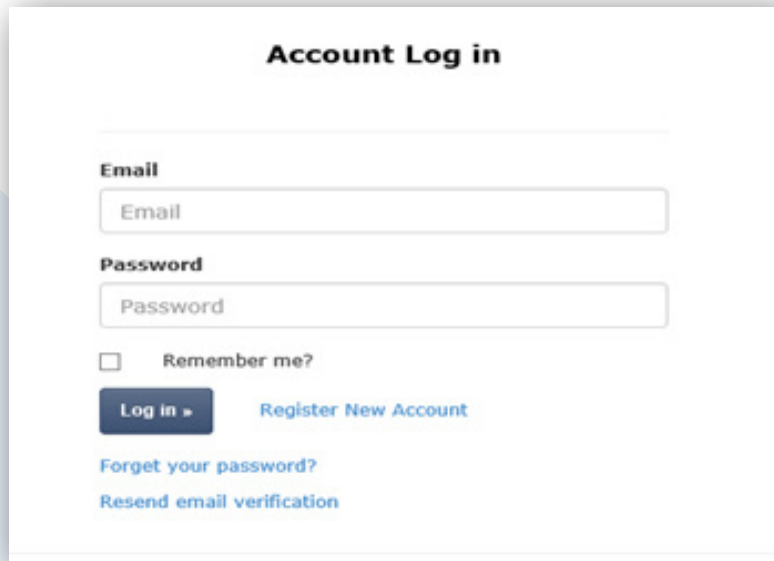
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# User Account

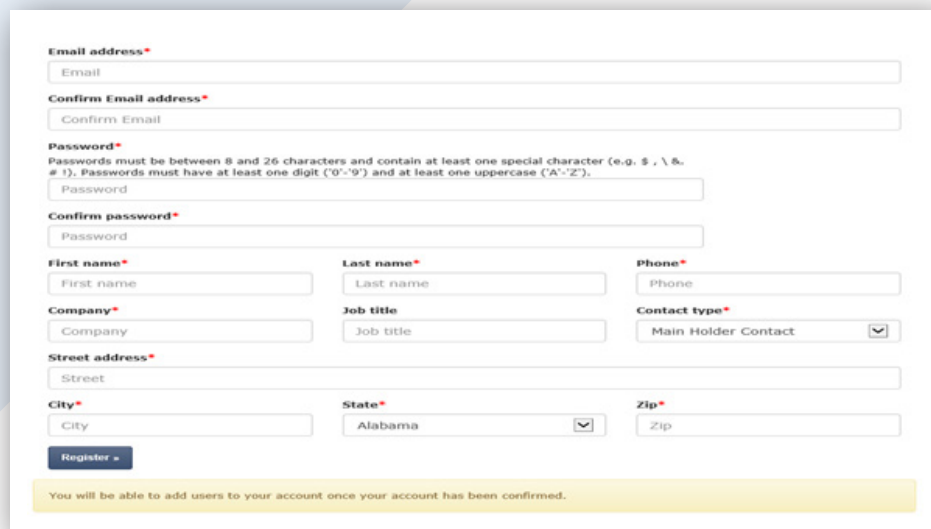
## Register

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



The image shows a web form titled "Account Log in". It contains two input fields: "Email" and "Password". Below these fields is a checkbox labeled "Remember me?". At the bottom of the form are two buttons: "Log in »" and "Register New Account". Below the buttons are two 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 image shows a registration form with the following fields and sections:

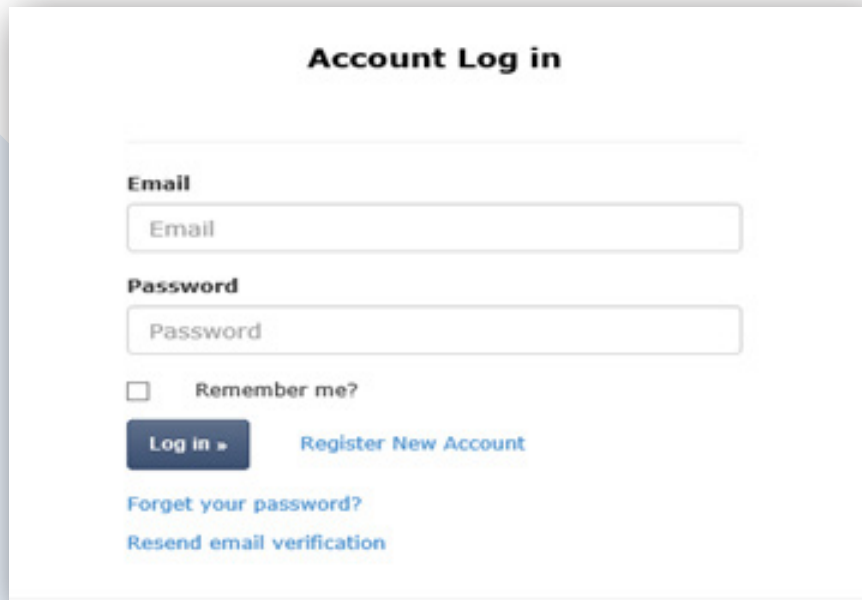
- Email address\***: Input field for email.
- Confirm Email address\***: Input field for confirming email.
- Password\***: Input field for password. Below it is a note: "Passwords must be between 8 and 26 characters and contain at least one special character (e.g. \$, %, \, &, # !). Passwords must have at least one digit ('0'-'9') and at least one uppercase ('A'-'Z')." Below the note is another input field for password.
- Confirm password\***: Input field for confirming password.
- First name\***: Input field for first name.
- Last name\***: Input field for last name.
- Phone\***: Input field for phone number.
- Company\***: Input field for company name.
- Job title**: Input field for job title.
- Contact type\***: Dropdown menu with "Main Holder Contact" selected.
- Street address\***: Input field for street address.
- City\***: Input field for city.
- State\***: Dropdown menu with "Alabama" selected.
- Zip\***: Input field for zip code.

At the bottom of the form is a "Register »" button. Below the button is a yellow banner with the text: "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”.

A screenshot of a web form titled "Account Log in". It features two input fields: "Email" and "Password", each with a placeholder text of the same name. Below the password field is a checkbox labeled "Remember me?". At the bottom of the form are two links: "Log in »" (a dark blue button) and "Register New Account" (a blue text link). Below these are two more blue text links: "Forget your password?" and "Resend email verification".

**Account Log in**

Email

Password

☐ Remember me?

[Log in »](#) [Register New Account](#)

[Forget your password?](#)

[Resend email verification](#)

[Log in »](#)

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** 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 form titled "Edit your profile" with fields for First name, Last name, Phone, Company, Job title, Contact type, Street address, City, State, and Zip. The "Save" button is highlighted.

**Edit your profile**

First name\* John Last name\* Doe Phone\* Phone

Company\* ABC Company Job title Job title Contact type\* Main Holder Contact

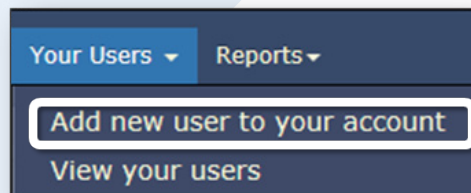
Street address\* 1952 Alphabet Street

City\* Nashville State\* Tennessee Zip\* 37206

Save Change password 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 form titled "Register New Sub Account within your reporting entity" with fields for Email address, First name, and Last name. The "Add New User" button is highlighted.

**Register New Sub Account within your reporting entity**

Email address\*

First name\* Last name\*

First name Last name

Add New User

**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**.

# 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.

The screenshot shows a web interface with a top navigation bar containing "Your Users" and "Reports" dropdown menus. A sub-menu is open under "Reports", showing "View Your Reports" and "Create Report" (which is highlighted with a white border). Below the navigation bar, there are two main panels. The left panel is titled "Upload Naupa File" and contains instructions to select a file from the computer, a "Select File" button, and a blue box for the file name. The right panel is titled "Start negative report" and contains fields for "Reporting Year", "Assets", "Sales", "Insurance Policies Written", and "Number of Employees", along with a "Create Negative Report" button. The word "Or" is placed between the two panels. At the bottom of the interface, there is a copyright notice "© Xerox 2016" and a version number "Version 1.0.5976.26402".

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

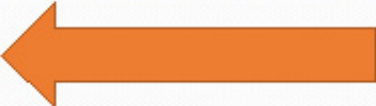
1. Review the file.
2. Confirm your verification and affidavit by checking the box.
3. Enter the stock deposit date (if applicable).
4. Submit Report to the State.

File Summary	
File Name:	NaupaEncrypted Test File TN 2021-03-22.hde
Date Uploaded:	3/22/2021 7:12:37 AM
Tax Year:	2021
Number of reports in file:	1
Holder Name:	Test File
Tax ID:	00-0000000

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 Treasury 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 is now November 1st of each year.

☐ 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

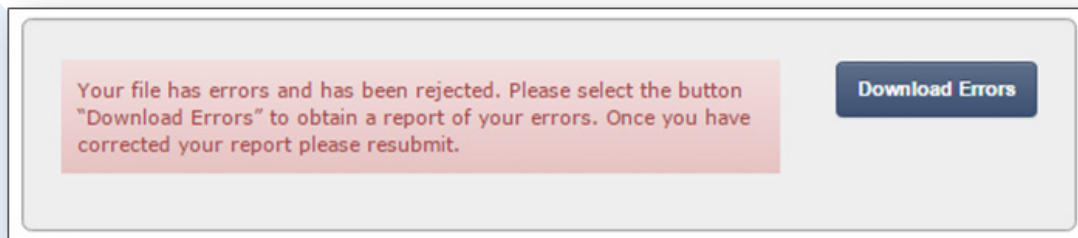
**Successful!**

[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\***

**Bank Routing Number\***

**Bank Account Number\***

**Confirm Account Number\***

**Account Type\***  
Checking ☐

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

☐ Confirm release of funds to the state?



**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!**

ACH Debit Payment

ACH Credit Payment

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

Pay with ACH Credit

Continue and pay with ACH Credit

Pay with ACH Debit

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.

**Tennessee Department of Treasury**  
*Unclaimed Property*

State Holder Reporting Help Your Users Reports

amanda.davis@tn.gov Log off

Please include your reference #:  
**W37586**

Total Payment Due:  
**\$66.60**

**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	75730901001W37586
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 "Wxxxxx" 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 [ucp.holders@tn.gov](mailto:ucp.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

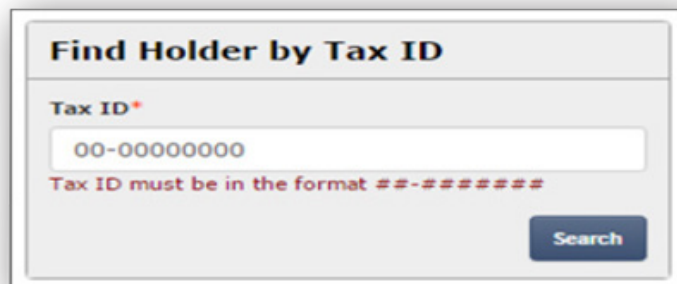
Number of Employees 2

Create Negative Report



## Negative Report continued

2. Enter your Tax ID Number.



**Find Holder by Tax ID**

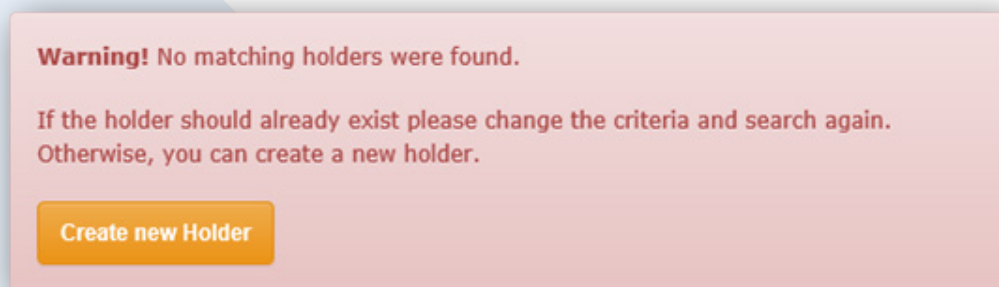
**Tax ID\***

00-00000000

Tax ID must be in the format ##-#####

Search

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

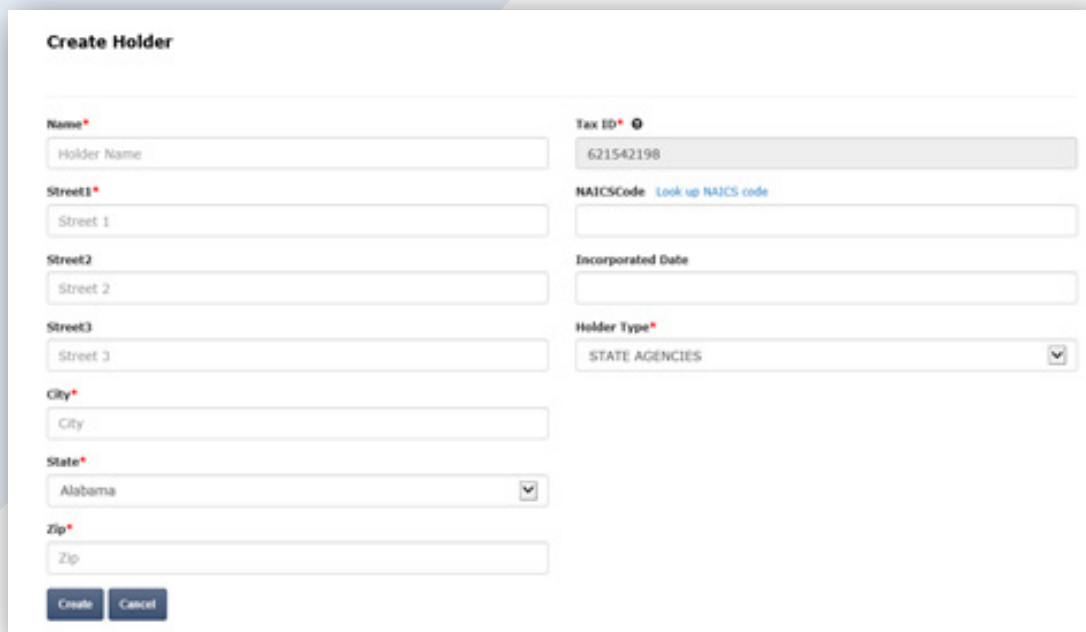


**Warning! No matching holders were found.**

If the holder should already exist please change the criteria and search again. Otherwise, you can create a new holder.

Create new Holder

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



**Create Holder**

**Name\***

Holder Name

**Street1\***

Street 1

**Street2**

Street 2

**Street3**

Street 3

**City\***

City

**State\***

Alabama

**Zip\***

Zip

**Tax ID\***

621542198

**NAICSCode** [Look up NAICS code](#)

**Incorporated Date**

**Holder Type\***


STATE AGENCIES

Create Cancel

## Negative Report continued

5. 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

6. 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.

**How do I determine if a security is worthless?**

A security becomes totally worthless when it has no value or no potential value. Evidence of worthlessness must clearly indicate no probability of realizing anything of value for the security from a sale, liquidation or otherwise. A security is considered worthless if the cost of selling or disposing the security is greater than the value of the security.

We will not accept worthless, restricted or nontransferable securities. Hold these securities until they either have value or can be delivered.

**Are physical certificates accepted?**

Physical certificates are accepted only if they cannot be sent DTC, DWAC or DRS. Our custodian must be notified two (2) business days prior to sending. Certificates received without proper notification will be returned. No Certificates will be accepted that require fees to be paid for by the State of Tennessee.

**How do I deliver non-publicly traded securities?**

Non-publicly traded securities can be managed by our custodian. We will work directly with the reporting company to process transfers and claims. Understand that if multiple owners are being reported, and one comes forward to claim their shares - that owners portion will have to be completely detached from the escheated number of shares and returned to claimant.

The State does offer a buy back after 36 months of reporting. If your security cannot be purchased by the entity or publicly sold we will have to be the custodians until the securities are claimed. This does cause our interests to become greater as the securities are reported.

Contact **UPCH.Custody@avenuinsights.com** for guidance delivering non-publicly traded securities.



**Do I need to set up another account for the Holding Company and report unclaimed property, which will be stock, under the Holding Company rather than the bank?**

It does not matter where the account resides as long as it is related to the Unclaimed Property for the State of Tennessee.

If the shares can easily be transferred and/or liquidated once in the State's name we can register the security under the State's nominee name and book the shares as (NIB) Not In Bank. This way the State has a record of receiving the shares and can easily transact when authorization to do so is received.

**Since we are not publicly traded and cannot deliver shares through DTC, do we need to follow the instructions for delivering as Book Entry?**

- a) With Book Entry – do you refer that shares resides in the books of the company and you can issue a statement or are they going to be held with the Transfer Agent? (The answer to this question will determine how to deliver)
- b) If they are going to be held with the Transfer Agent, please provide the name of the Transfer Agent.
- c) **There is a physical certificate issued. Do we need to cancel that certificate and issue it in the name of Music City & Co. C/O Avenu Insights & Analytics?**

If the shares can easily be transferred and/or liquidated once in the State's name we can register the security under the State's nominee name and book the shares as (NIB) Not In Bank. This way the State has a record of receiving the shares and can easily transact when authorization to do so is received.

- d) Provide the cusip # if there is one assigned to the stock
- e) Provide the market value/per share price for the stock

## **How do I report withholding from IRAs?**

### **NAUPA Holder Reporting Recommendations for Unclaimed IRAs**

*On January 1, 2020, The Internal Revenue Service's Revenue Ruling 2018-17 went into effect concerning withholding and reporting taxes with respect to payments from Individual Retirement Accounts ("IRAs") to state unclaimed property programs. Holders reporting these properties should make use of the NAUPA Standard Deduction and Withholding code "TW" to represent "Income Tax Withheld."*

For more information related to the NAUPA reporting standard, please visit: **<https://unclaimed.org/wp-content/uploads/NAUPAStandardElectronicFileFormat-11.20.19.pdf>**

## **How do I submit/report a certificate that cannot be registered to your nominee name?**

The securities that have no value and/or cannot be registered to our FEIN should not be reported or delivered to the State. If the restrictions are lifted and the security restores its value then it should be reported on the next submitted report.

If you need clarification that the security is non-reportable a list of questionable securities can be emailed to [ucp.mutualfunds@tn.gov](mailto:ucp.mutualfunds@tn.gov). The email response can be used for auditors and the Broker will not be penalized for not reporting.

## **How do I report securities that cannot be held or managed by your custodian?**

All reported securities must be held or managed by our custodian. Exceptions are only considered if given direct approval prior to reporting by our office. A monthly or no less than quarterly statement for all securities is a requirement to this exception. Any securities reported without prior approval will be refused and returned to the custody of the Reporting Holder.

## **When should I deliver the reported securities?**

When your report is complete you should deliver the securities. Upload the report through ReportItTN after receiving confirmation that the securities have been approved. You will be asked to enter the deposit date in order to upload your completed report.

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**

