



Comprehensive Unclaimed
Property Compliance

Tracker® PRO

Compliance Challenges



With Tracker PRO You Can:

- ▶ *Consolidate your unclaimed property records through an import process*
- ▶ *Generate due diligence letters*
- ▶ *View state-specific requirements for abandoned property reporting*
- ▶ *Generate state reports in pre-approved formats (printed and electronic)*
- ▶ *Generate valuable internal reports and a transaction log that provides an audit trail with before and after values*
- ▶ *Forecast unclaimed property liability up to six years in advance*
- ▶ *Create custom reports to display data in multiple formats*
- ▶ *Safeguard owner and property data in an encrypted database*

Abandoned Property Alert

Is your organization complying with state regulations on unclaimed property reporting?

When you hold items such as uncashed checks, security deposits, dormant accounts, unclaimed dividends, or benefits, you are legally obligated to return them to the rightful owner. State laws that govern unclaimed property require you to attempt to locate the owner in a defined procedure called due diligence. If the owner can't be found during a specified period of time known as the dormancy period, the property is classified as abandoned, and you must turn it over to the state where the owner last resided.

The Tracker PRO Solution

Ryan offers you a streamlined solution in Tracker PRO, our advanced unclaimed property reporting system. Tracker PRO is a comprehensive, easy to use system that helps you manage the information associated with abandoned property. But most important, the Tracker PRO system is a reporting tool that enables you to comply with critical due diligence and state reporting requirements.

Why Choose Tracker PRO?

Ryan's unclaimed property solutions have been used for over 20 years by more than 4,000 property holders, more than any other competing system. During our annual client satisfaction surveys, more than 95% of users respond with favorable ratings for the software, service, and value. More than 160,000 reports are filed with our solutions each year, with a success factor exceeding 99.9%.

There are many paths to compliance with Ryan's unclaimed property software and services. We have a solution to suit your needs, whether you prefer to license our software, use it over the Internet, or outsource the reporting process entirely. Outsourcing allows you to leverage our extensive compliance expertise, while you focus on your primary business objectives. It enables you to both control costs associated with technology and comply with complex regulatory requirements in a cost-effective manner.

Industry Leadership

Ryan's initial unclaimed property reporting solution was introduced in 1992, and we have held a strong leadership role within the industry since the beginning. We maintain close contact with state officials and the National Association of Unclaimed Property Administrators (NAUPA) to stay current with updated regulations and state reporting format changes as they occur. Our proactive role in the industry helps companies like yours stay on top of their reporting responsibilities in this ever-changing field.

Enforcement is Heating Up

State auditors and agents have the right to enforce strict laws, resulting in steep penalties and interest. The 1995 Uniform Unclaimed Property Act allows fines up to \$25,000 per item, plus 25% of the property value and 12% interest. However, it's important to know that compliance audits can reach back 20 years or more, which means that the penalties can multiply quickly—climbing as high as \$750,000, or even more in some cases. This is clearly an issue you should not ignore.

Revenue shortfalls in state budgets have caused government officials to take a closer look at enforcement of unclaimed property laws. Some states are increasing auditing staff, shortening dormancy periods, and eliminating grace periods. States are also banding together for joint audits, where one visiting auditor can represent five or more states.

If non-compliance is discovered, a single audit can result in penalties from all of the states represented by the auditor.

Why Does Compliance Require Automation?

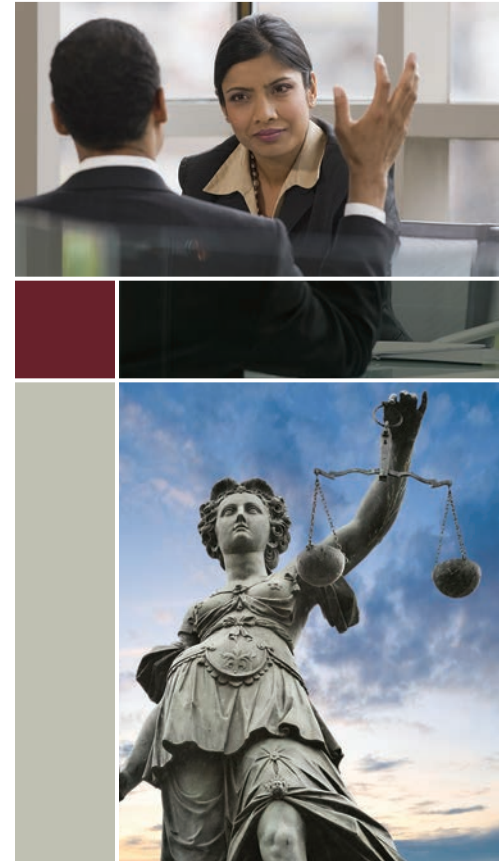
Unclaimed property compliance is a challenge because each of the 54 U.S. states and jurisdictions has the right to determine its own dormancy periods, due diligence requirements, aggregate threshold, filing dates, and report formats—and any of these can change from year to year. On average, there are more than 1,650 changes in filing requirements each season.

Requirements Vary from State to State

For example, checking accounts are considered abandoned after five years in Florida but only three years in California. If you are reporting for a bank, final reports are due on October 31 in Louisiana, April 30 in Florida, and March 30 in Connecticut. Certain states require an additional preliminary report six months prior to the final report. Most states require electronic reports, but a few still accept paper.

Furthermore, the definitions and requirements for compliance can change depending on the type and value of the property. The dormancy period for uncashed payroll checks is often different than for accounts payable checks. And, if the total value of the property exceeds the state's aggregate threshold, more detail will be reported for each individual item. Once again, the aggregate threshold can vary from state to state.

When you consider the number of variables involved, it's easy to see that companies with property owners scattered over multiple states face a tedious and time-consuming task in tracking and reporting unclaimed property.



TRACKER PRO comes with a pre-loaded database of all the state-specific deadlines, requirements, and procedures related to the management of unclaimed property. These can be updated automatically from our website to ensure you always have current information.

Tracker PRO: The Most Advanced Solution Available



Who Has Unclaimed Property?

Corporations, banks, insurance companies, and securities houses often deal with unclaimed property, but other less obvious holders include mail-order merchants, utility companies, and temporary employment agencies. Virtually any company that deals with stale dated checks, security deposits, overpayments, a revolving workforce, or stock distribution is directly affected. Industry experts estimate that the \$2 billion remitted to the states each year is only a small percentage of the actual property classified as abandoned.

Benefits of Consolidation

Companies typically collect unclaimed property in different formats and in multiple departments such as payroll, accounts payable, and accounts receivable. Consolidating all records into one central database streamlines and simplifies management of the unclaimed property process. In addition, having all the current state requirements and report formats in a single database saves a tremendous amount of administrative time.

Easy Import and Export

Data can be imported from an Excel spreadsheet, or any application such as accounts payable or payroll that is capable of exporting an ASCII, CSV, or XML file. Tracker PRO's custom one-step file mapping utility lets you "associate" the corresponding fields for import without programming a custom interface. The same maps can be used to export data, such as a remittance check number, back to the source systems. During import, Tracker PRO validates your source data to prevent non-compliant records from entering the database. Tracker PRO's custom staging tables hold non-compliant records, allowing users to easily identify the data issues and quickly update and revalidate the data for a clean import. Additionally, Tracker PRO's import options allow users to import just new records, import new records and update existing records simultaneously, or simply update existing records depending on the data in your import file.

Added Value

Tracker PRO's import utility can save you thousands of dollars by detecting duplicate records during the import process. You can also use the system's Unique Fields option to create a user-defined key during the import process to further aid in duplicate detection. After an import is completed, Tracker PRO's import report verifies that key information on all records is imported correctly. The import utility also features an option to update specific fields in existing records.

Strong Security

Tracker PRO's security helps maintain data integrity by controlling who enters the system and what functions they can use. This module provides holder-specific security for each menu option, field-level security for browse-only access, and user-defined passwords. Default security settings can be established for each user, and an audit trail for each user is stored within the system.

With Tracker PRO's role-based security, users are not assigned permissions directly, but acquire them through roles. Management of the individual user rights becomes a matter of simply assigning the appropriate role.

Managing Owner and Property Data

Tracker PRO stores detailed information on each item of unclaimed property and makes it simple to enter or edit data and navigate to other records. The system displays only the panels that are relevant to the current record, based on the property type ID. For example, stock-related fields are only displayed for stock properties. This removes unnecessary screen clutter and guides you toward the appropriate data fields for each record. Unlike other systems, Tracker PRO lists the owner information just once for owners with multiple properties.

Tracker PRO has the ability to add any number of adjustments (additions/deductions/deletions) to the property value and automatically calculates the updated Amount Due.

Tracker PRO provides an unlimited number of user-defined fields to collect information that's unique to the management needs of your organization. Examples include company code, division code, etc. Additional information can also be annotated in the Property Comments area.

Once you locate a lost property owner in the system, Tracker PRO clearly lists any additional property in your database that belongs to the same owner.

Search Letters

Tracker PRO offers you a simple and streamlined method of generating letters to fulfill state-specific due diligence requirements. Tracker PRO comes with three due diligence letter templates, but allows you to generate any number of customized letter templates to meet their needs. The system makes it easy to control the selection criteria for your letters. For example, you might select dormant properties for specific states and a certain period-ending date. Tracker PRO compares all the records with individual state requirements to determine which items require due diligence action. The system retains the dates of the letters you've sent to help you monitor your current level of compliance with due diligence requirements. Tracker PRO allows you to flag addresses that are non-deliverable to avoid wasted postage.

Due diligence letters can be run across multiple holders during the same process, saving you time from generating the letters one holder at a time. Tables and logos can easily be added to the letter to make the letters look more professional.

A unique Tracker PRO feature allows you to bar code search letters. Letters that are returned to the sender unopened can be quickly scanned to update the status code in Tracker PRO, saving hours of time.





Unclaimed Property Reporting

The system's most valuable benefit is its ability to generate preapproved state reports for printed or electronic submission. Filing requirements vary widely from state to state, and our Compliance Officer stays in close contact with state officials to ensure the Tracker PRO system is fully compliant. The system searches the database for records that match state-specific criteria regarding dormancy, filing dates, and aggregate amounts. It automatically selects only records classified as dormant by the appropriate state's definition. Tracker PRO also accommodates consolidated electronic reports for multiple holders.

We've worked closely with current clients to develop a wide selection of internal reports that allows you to:

- Verify data prior to filing
- Create internal audit trails

All reports, including Internal Reports, can easily be converted and saved into XLS, CSV, or PDF formats.

Time-Saving Features

In Tracker PRO, multiple processes can be run at the same time. For example, an import can be started, and you can then move on to creating a new due diligence letter template. A Rollback feature makes it easy to reverse or undo an import or a state report, if you find it necessary.

Flexibility

If your office reports for more than one entity, you'll be glad to know that Tracker PRO can manage abandoned property records for multiple companies and multiple types of companies. The system allows you to store separate addresses, contact information, and default report formats for each. Tracker PRO even allows company data to be imported, which can save you time when setting up your company information.

Training

Training is offered to provide hands-on experience with the Tracker PRO system. Our professional trainers are also available for onsite training and consulting to facilitate system implementation.

eDocumentation

Tracker PRO's Online Help provides detailed information about each state's unclaimed property requirements, as well as the Tracker PRO system itself. The electronic format makes it easy to provide current, searchable system, and compliance information to multiple users across your network.

Tracker PRO provides a contact name, address, phone number, and website address for each state's unclaimed property office. It also includes state-specific codes, electronic filing information, penalties, and a detailed listing of recognized state exemptions to help you from over-reporting to many jurisdictions.

Comprehensive Consulting Services

Our specialists can come to your workplace and provide onsite guidance on a variety of technical and procedural issues. Choose from the services listed below, or work with us to develop a custom agenda for specific needs.

- **Onsite operations survey** – Covers topics such as explaining holder requirements, identifying data sources, assigning departmental responsibility, search letter distribution practices, state reporting procedures, and data archiving.
- **Property and jurisdictional assessment** – Helps you select and assign the appropriate property type code classifications and review state-by-state requirements.
- **Best practices and process improvement** – Recommends practical and efficient pre-escheat measures, and proposes effective use of Tracker PRO in your workplace.
- **System analysis and data interfaces** – Identifies various data resources, and analyzes the best methods of extracting data for import into Tracker PRO.
- **Product implementation and configuration** – Helps you determine the most efficient way to install Tracker PRO based on your technical environment and the distribution of your users.
- **Training and ongoing mentoring services** – Focuses on needs and challenges that are specific to your organization.

Outsourcing Option

If you'd like to outsource the technology associated with Tracker PRO software, we can host your application on Ryan servers. Under this arrangement, your staff will access and operate Tracker PRO over the Internet, and our team will maintain the servers and apply all periodic system updates.

Another outsourcing alternative relieves your compliance burden even further. Our Business Process Outsourcing service allows you to delegate the compliance process. Simply provide us with the appropriate property records, and our unclaimed property experts will prepare all the necessary due diligence letters and state reports at the correct intervals and dates.

Client Service

Our web-based service puts a variety of technical support features at your fingertips around the clock. You can search frequently asked questions (FAQs), read technical documents, download upgrades, and submit support requests directly to Tracker PRO support staff—all from one convenient location. You can reach us by phone if you need direct interaction. Our toll-free service provides direct access to experienced support personnel during regular business hours.



About Ryan

Ryan, an award-winning global tax services and software provider, is the largest firm in the world dedicated exclusively to business taxes. With global headquarters in Dallas, Texas, the Firm provides an integrated suite of federal, state, local, and international tax services on a multi-jurisdictional basis, including tax recovery, consulting, advocacy, compliance, and technology services. Ryan is a five-time recipient of the International Service Excellence Award from the Customer Service Institute of America (CSIA) for its commitment to world-class client service.

Empowered by the dynamic *myRyan* work environment, which is widely recognized as the most innovative in the tax services industry, Ryan's multi-disciplinary team of more than 2,100 professionals and associates serves over 14,000 clients in more than 45 countries, including many of the world's most prominent Global 5000 companies. More information about Ryan can be found at ryan.com.



Award-Winning Tax Services

For additional information

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