

Appeals and Appointed Representative Processing Services (AARPS) User Guide

Appeals and Appointed Representative Processing Services Guide V1 02/2025

SOCIAL SECURITY ADMINISTRATION

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Overview

What is Appeals and Appointed Representative Processing Services (AARPS)?

The new Appeals and Appointed Representative Processing Services (AARPS) complements information in Electronic Services Express (ERE) / Appointed Representative Services (ARS) and consists of two parts:

- A modern portal for representatives to view associated claimant information, business information and fee payment information and
- A new function in the claimant's *mySocialSecurity* account that provides their current representative's information.

The initial release of AARPS is focused on providing a secure, online portal that streamlines the way Appointed Representatives, and the claimants they work on behalf of, conduct their business with Social Security. Subsequent releases will expand online services for Appointment, Registration, Fee Agreement, and Fee Petition, include an option for accessing Electronic Records, and consolidate Fee Processing.

mySocialSecurity will display Current Representative Details and Past Representative Details to claimants about their representative(s), including:

- Name
- Phone Number
- Email Address
- Mailing Address

AARPS continues to develop and improve as the foundation for future self-service options for representatives and the claimants that they represent.

How is AARPS Organized?

The AARPS portal is accessible from the [Representing SSA Claimants | SSA](#) web page of SSA's website.

Social Security Benefits Medicare Card & record Español Account

Representing Claimants

SSA Home > Representing Claimants

AARPS Online Portal **News Update**

 [AARPS Online](#)

Submit your appointment online!

[Begin e1696](#)

Submit your Fee agreement here!

[Begin e1693](#)

Tips and Best Practices for Appointed

2024 New Rule

9/12/24 - We published a final rule in the Federal Register on August 21, 2024: [Changes to the Administrative Rules for Claimant Representation and Provisions for Direct Payment to Entities](#). We revised our regulations consistent with the decision of the United States Court of Appeals for the First Circuit in *Marasco & Nesselbush, LLP v. Collins*, 6 F.4th 150 (1st Cir. 2021). Click [here](#) for more information relating to key features, important dates, and implementation details of the new rule.

10/18/24 - We published a "[Frequently Asked Questions](#)" (FAQs) page for the final rule. We will update the FAQs as needed.

Fee Cap Increase

11/20/2024 - We are pleased to announce that, effective November 30, 2024, we will increase the maximum amount representatives can charge, from \$7,200 to \$9,200, under the fee agreement process. Going forward, we also plan to review the fee cap annually. Along with the increase this

By selecting [AARPS Online](#) , you will be directed to the AARPS **Sign-In Page**. Here you will need to enter your Login.gov, ID.me or Social Security username credentials.

Select the below links for login assistance.

- [Login.gov](#)
- [ID.me](#)

Note: To use AARPS, you must be a registered representative with Social Security. For information on registration see [Social Security Online - SSA-1699 Registration of Individuals and Staff for Appointed Representative Services](#).

Social Security

Create an Account or Sign In

i You only need one Login.gov or ID.me account.
If you already have a Login.gov or ID.me account, do not create a new one. You can use your existing account to access Social Security services.

[Create an account with Login.gov](#)

[Sign in with LOGIN.GOV](#)

[Sign in with ID.me](#)

[Sign in with Social Security Username](#)

For accounts created **before** September 18, 2021

[Sign in Help and Support](#)

[External Site Disclaimer](#)

To access AARPS, you must agree to the **Terms of Service**. You can select “I agree to the Terms of Service” and then select **Next** to access AARPS or select the **Exit** button to return to the login screen.



Terms of Service

The terms of service in this section apply to all Social Security online services. Depending on the specific Social Security online service you access, you may be asked to agree to added terms to use that service.

By checking I agree to the Terms of Service, I acknowledge the following conditions:

- I understand that I am accessing a U.S. Government system.
- I understand that my usage of this system may be monitored, recorded, and subject to audit.
- I understand that unauthorized or improper use of this system is prohibited and may result in administrative, civil, or criminal penalties and/or other actions.
- I understand that it is a federal crime to:
 - Give false or misleading statements to obtain information in Social Security records;
 - Give false or misleading information to obtain or alter Social Security benefits; or
 - Deceive the Social Security Administration about an individual's identity.
- I understand that the Social Security Administration may stop me from using Social Security online services if it finds or suspects fraud or misuse.]
- I accept that I am responsible for properly protecting any information provided to me by the Social Security Administration.
- I agree that the Social Security Administration is not responsible for the improper disclosure of any information that the Social Security Administration has provided to me or any information that is on or from my computer or other device, whether due to my negligence or the wrongful acts of others.

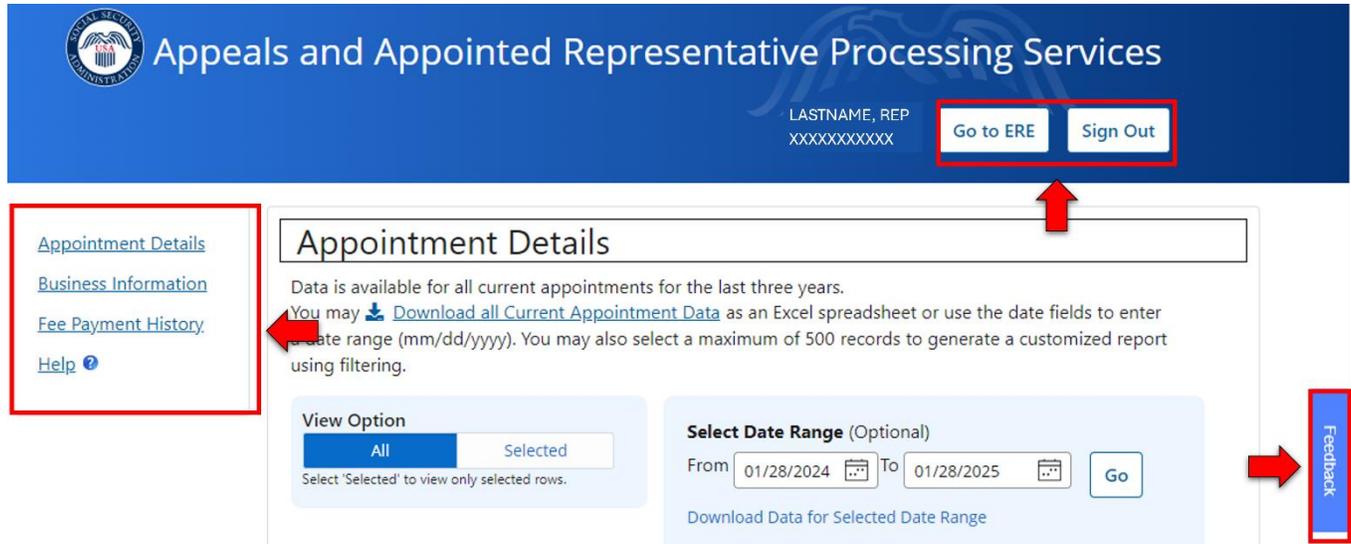
I agree to the Terms of Service.

Next

Exit

Once you have signed in, you will be directed to the AARPS **Landing Page**. Key features of the AARPS landing page are the:

- Header
- Site Contents Menu
- Feedback Tool



The **Header** of the AARPS page displays your last name and Rep ID and two single selection options.

Options include:

- **Go to ERE/ARS:** Allows you to log out of AARPS and log into Electronic Records Express.
- **Sign Out:** Allows you to log out of your account and return to the login screen.

These options remain persistent at the top of each page for ease of access and can be selected at any time throughout the application to return to the Landing Page.



LASTNAME, REP
XXXXXXXXXX

Go to ERE

Sign Out



[Appointment Details](#)

[Business Information](#)

[Fee Payment History](#)

[Help](#)

Appointment Details

Data is available for all current appointments for the last three years.

You may [Download all Current Appointment Data](#) as an Excel spreadsheet or use the date fields to enter a date range (mm/dd/yyyy). You may also select a maximum of 500 records to generate a customized report using filtering.

View Option

All

Selected

Select 'Selected' to view only selected rows.

Select Date Range (Optional)

From To

[Download Data for Selected Date Range](#)

The **Site Contents Menu** displays a list of several options for you to receive pertinent information.

Selections include:

- **Appointment Details:** Allows you to view current and past claimants whom you represent or have represented.
- **Business Information:** Allows you to view your contact, direct deposit, and tax information. This information can be updated by submitting an SSA-1699.
- **Fee Payment History:** Allows you to view detailed information including fee payment date, fee amount, and the entities/firm(s) affiliation, if applicable.
- **Help:** Allows you to view frequently asked questions and ask a question for assistance (see note below for more information).

Note: You are currently unable to access the Help link due to a network security issue on the www.ssa.gov website. This issue is expected to be resolved by April 2025. See information on page 20 for more information on the help link.



LASTNAME, REP
XXXXXXXXXX

Go to ERE

Sign Out



- [Appointment Details](#)
- [Business Information](#)
- [Fee Payment History](#)
- [Help ?](#)

Appointment Details

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View Option

All Selected

Select 'Selected' to view only selected rows.

Select Date Range (Optional)

From To

[Download Data for Selected Date Range](#)

Showing 1 - 10 of 92

Page 1 of 10

<input checked="" type="checkbox"/>	Appt Start Date ▼	Claimant SSN ▼	Claimant Name ▼	Claim Type ▼	Details
<input type="checkbox"/>	12/11/2024	XXX-XX-XXXX	LASTNAME, FIRST	Social Security Benefit	Details

Selecting **Feedback** on the right allows you to provide feedback about your user experience.



REP LASTNAME
XXXXXXXXXX

Go to ERE

Sign Out



Feedback

- [Appointment Details](#)
- [Business Information](#)
- [Fee Payment History](#)
- [Help ?](#)

Appointment Details

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View Option

All Selected

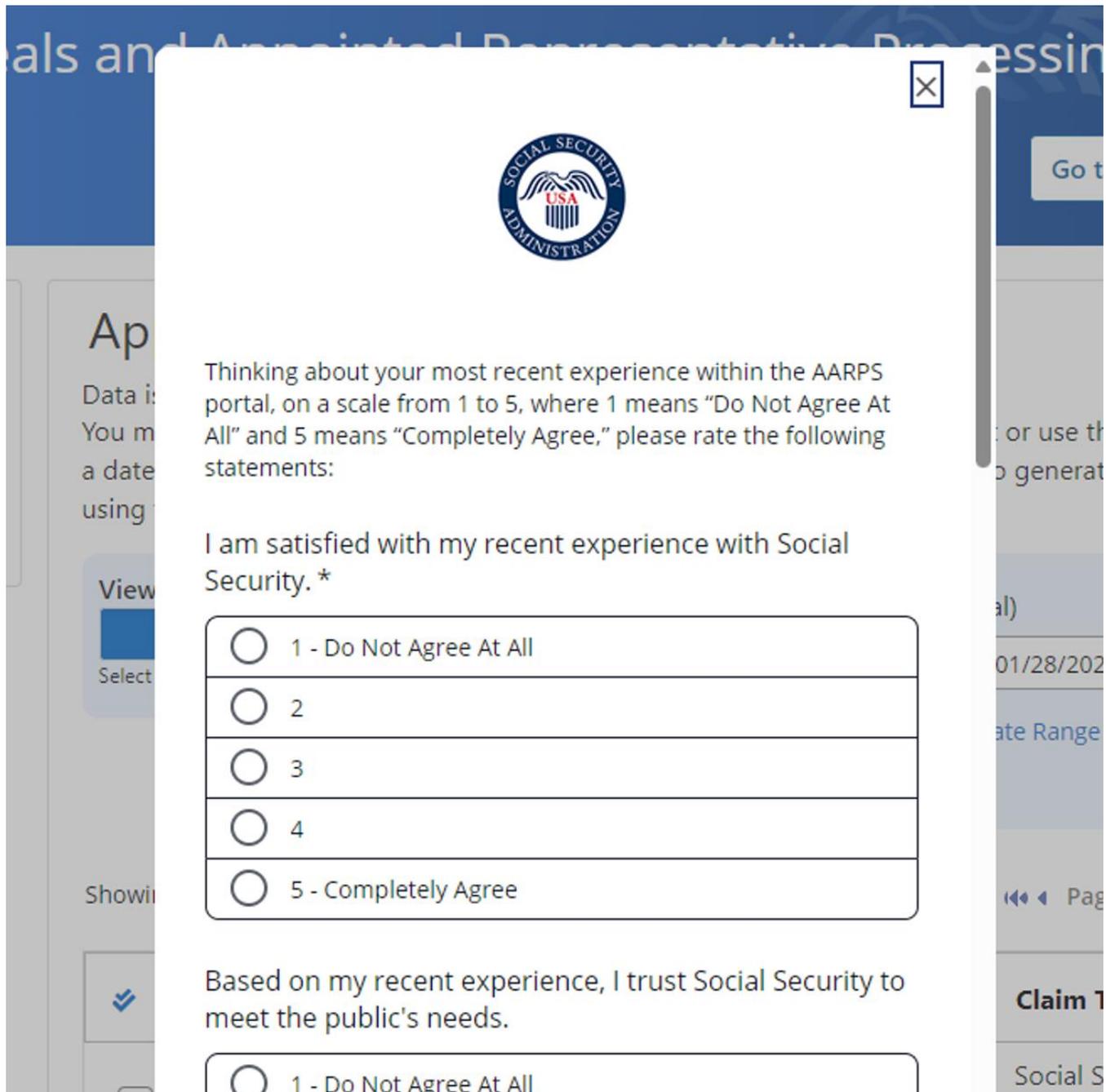
Select 'Selected' to view only selected rows.

Select Date Range (Optional)

From To

[Download Data for Selected Date Range](#)

Selecting **Feedback** will generate a survey for you to rate a series of questions and provide additional information or suggestions for improvement.





Thinking about your most recent experience within the AARPS portal, on a scale from 1 to 5, where 1 means "Do Not Agree At All" and 5 means "Completely Agree," please rate the following statements:

I am satisfied with my recent experience with Social Security. *

<input type="radio"/> 1 - Do Not Agree At All
<input type="radio"/> 2
<input type="radio"/> 3
<input type="radio"/> 4
<input type="radio"/> 5 - Completely Agree

Based on my recent experience, I trust Social Security to meet the public's needs.

<input type="radio"/> 1 - Do Not Agree At All

[Appointment Details](#)

AARPS is used to view and download a list of claimants to which you are appointed. Once you have signed in, you will land on the **Appointment Details** page by default. You can return to this screen by selecting the “Appointments Details” hyperlink at any time.

Viewable appointment information includes:

- Appt Start Date
- Claimant Name
- Claimant SSN
- Numberholder Name
- Claim Level
- Claim Status
- Claim Type
- Fee Amount
- Fee Payment Date
- Fee Arrangement
- Firm Name

 Appeals and Appointed Representative Processing Services

LASTNAME, REP
XXXXXXXXXX [Go to ERE](#) [Sign Out](#)

[Appointment Details](#)  Appointment Details

[Business Information](#)

[Fee Payment History](#)

[Help ?](#)

Data is available for all current appointments for the last three years.
You may [Download all Current Appointment Data](#) as an Excel spreadsheet or use the date fields to enter a date range (mm/dd/yyyy). You may also select a maximum of 500 records to generate a customized report using filtering.

View Option

All Selected

Select 'Selected' to view only selected rows.

Select Date Range (Optional)

From To [Go](#)

[Download Data for Selected Date Range](#)

Showing 1 - 10 of 92 Page 1 of 10

[How can I view and print all of my appointment data?](#)

You can select the **Download all Current Appointment Data** hyperlink at the top, or the “Download All” button to retrieve and export up to 500 records at a time via a Microsoft Excel spreadsheet.

[Appointment Details](#)
[Business Information](#)
[Fee Payment History](#)
[Help](#)

Appointment Details

Data is available for all current appointments for the last three years. You may [Download all Current Appointment Data](#) as a spreadsheet or use the date fields to enter a date range (mm/dd/yyyy). You may also select a maximum of 500 records to generate a customized report using filtering.

View Option

All Selected

Select "Selected" to view only selected rows.

Select Date Range (Optional)

From To

[Download Data for Selected Date Range](#)

<input checked="" type="checkbox"/>	Appt Start Date ▼	Claimant SSN ▼	Claimant Name ▼	Claim Type ▼	Details
<input type="checkbox"/>	11/22/2024	XXX-XX-XXXX	LASTNAME, FIRST	Social Security Benefit	Details
<input type="checkbox"/>	11/22/2024	XXX-XX-XXXX	LASTNAME, FIRST	Supplemental Security Income	Details
<input type="checkbox"/>	11/22/2024	XXX-XX-XXXX	LASTNAME, FIRST	Social Security Benefit	Details
<input type="checkbox"/>	11/19/2024	XXX-XX-XXXX	LASTNAME, FIRST	Social Security Benefit	Details
<input type="checkbox"/>	11/18/2024	XXX-XX-XXXX	LASTNAME, FIRST	Social Security Benefit	Details

The downloaded spreadsheet will display all current appointments dating back three years, in order from the newest appointment to the oldest. You can use the various Excel functions to further filter, organize, and print the information.

Downloaded excel report

	A	B	C	D	E	F	G	H	I	J	K
1	Appt Start Date	Claimant Name	Claimant SSN	Number Holder Name	Claim Level	Claim Status	Claim Type	Fee Amount	Fee Payment Date	Fee Arrangement	Firm Name
2	11/25/2024	LASTNAME, FIRST	XXX-XX-XXXX	Not Available	Initial	Decision made	Social Security Benefit	Not Available	Not Available	Charging a Fee	A FIRM NAME LLC
3	11/22/2024	LASTNAME, FIRST	XXX-XX-XXXX	LASTNAME, FIRST	Initial	Decision made	Social Security Benefit	Not Available	Not Available	Charging a Fee	A FIRM NAME LLC
4	11/22/2024	LASTNAME, FIRST	XXX-XX-XXXX	Not Available	Not Available	Not Available	Supplemental Security Income	Not Available	Not Available	Charging a Fee	A FIRM NAME LLC
5	11/22/2024	LASTNAME, FIRST	XXX-XX-XXXX	Not Available	Not Available	Not Available	Social Security Benefit	Not Available	Not Available	Charging a Fee	A FIRM NAME LLC

How can I view appointments between specific dates?

You can customize how appointment history is displayed in several ways. The “Select Date Range” feature allows you to filter the results for a defined period. You can type the date in the fields or use the calendar date picker to specify your view below.


Appeals and Appointed Representative Processing Services

REP LASTNAME
 XXXXXXXXXXXX

[Go to ERE](#)
[Sign Out](#)

- [Appointment Details](#)
- [Business Information](#)
- [Fee Payment History](#)
- [Help](#)

Appointment Details

Data is available for all current appointments for the last three years. You may [Download all Current Appointment Data](#) as an Excel spreadsheet or use the date fields to enter a date range (mm/dd/yyyy). You may also select a maximum of 500 records to generate a customized report using filtering.

View Option

All
 Selected

Select 'Selected' to view only selected rows.

Select Date Range (Optional)

From To

[Download Data for Selected Date Range](#)

Showing 1 - 10 of 92 Page 1 of 10

<input checked="" type="checkbox"/>	Appt Start Date ▼	Claimant SSN ▼	Claimant Name ▼	Claim Type ▼	Details
<input type="checkbox"/>	12/11/2024	XXX-XX-XXXX	LASTNAME, FIRST	Social Security Benefit	Details



[How can I view more information about an appointment?](#)

You may also select one, or multiple, checkboxes to create a report that shows additional information about the selected cases.

The screenshot shows the 'Appeals and Appointed Representative Processing Services' interface. At the top, there is a header with the Social Security Administration logo and the text 'Appeals and Appointed Representative Processing Services'. Below the header, there is a user profile section with 'LASTNAME, REP' and 'XXXXXXXXXXXX', and two buttons: 'Go to ERE' and 'Sign Out'.

The main content area is titled 'Appointment Details'. It includes a sidebar with links for 'Appointment Details', 'Business Information', 'Fee Payment History', and 'Help'. The main text states: 'Data is available for all current appointments for the last three years. You may [Download all Current Appointment Data](#) as an Excel spreadsheet or use the date fields to enter a date range (mm/dd/yyyy). You may also select a maximum of 500 records to generate a customized report using filtering.'

Below the text, there is a 'View Option' section with 'All' selected. To the right, there is a 'Select Date Range (Optional)' section with 'From' and 'To' date pickers set to '01/27/2024' and '01/27/2025' respectively, and a 'Go' button. Below this is a link: 'Download Data for Selected Date Range'.

The interface shows 'Showing 1 - 10 of 92' records. A table displays the first record with columns: 'Appt Start Date', 'Claim', 'Claimant Name', 'Claim Type', and 'Details'. The first row has a checkbox, '12/11/2024', 'xxx-xx', 'LASTNAME, FIRST', 'Social Security Benefit', and a 'Details' link. A red arrow points to the checkbox.

Below the table, there is a 'Showing 1 - 10 of 92' indicator and a 'Page 1 of 10' navigation. A red box highlights a button that says 'Create Report with (0) Selected Records'. A red arrow points to this button. To its right is a 'Download All' button.

After creating a report, you will receive the “Appointment Details Report” screen at which point you will be able to select the download button. This will also generate a copy of the appointment information into a Microsoft Excel format.

The screenshot shows the 'Appointment Details Report' screen. It features a table with the following columns: 'Appt Start Date', 'Claimant Name', 'Claimant SSN', 'Number Holder Name', 'Claim Level', 'Claim Status', 'Claim Type', 'Fee Amount', 'Fee Payment Date', 'Fee Arrangement', and 'Firm Name'. The table contains two rows of data.

Appt Start Date	Claimant Name	Claimant SSN	Number Holder Name	Claim Level	Claim Status	Claim Type	Fee Amount	Fee Payment Date	Fee Arrangement	Firm Name
11/22/2024	LASTNAME, FIRST	N XXX-XX-XXXX	LASTNAME, FIRST	Not Available	Not Available	Social Security Benefit	Not Available	Not Available	Charging a Fee	FIRM NAME LLC
11/22/2024	LASTNAME, FIRST	XXX-XX-XXXX	Not Available	Not Available	Not Available	Supplemental Security Income	Not Available	Not Available	Charging a Fee	FIRM NAME LLC

Below the table, there is a 'Download' button highlighted with a red box and a red arrow pointing to it, and a 'Close' button.

The **Details** link provides a snapshot summary of the specific claim.



Appeals and Appointed Representative Processing Services

REP. LASTNAME XXXXXXXXXXXX [Go to ERE](#) [Sign Out](#)

- [Appointment Details](#)
- [Business Information](#)
- [Fee Payment History](#)
- [Help](#)

Appointment Details

Data is available for all current appointments for the last three years. You may [Download all Current Appointment Data](#) as an Excel spreadsheet or use the date fields to enter a date range (mm/dd/yyyy). You may also select a maximum of 500 records to generate a customized report using filtering.

View Option
 All Selected
Select 'Selected' to view only selected rows.

Select Date Range (Optional)
From To [Go](#)
[Download Data for Selected Date Range](#)

<input checked="" type="checkbox"/>	Appt Start Date ▼	Claimant SSN ▼	Claimant Name ▼	Claim Type ▼	Details
<input type="checkbox"/>	11/25/2024	XXX-XX-XXXX	LASTNAME, FIRST	Social Security Benefit	Details
<input type="checkbox"/>	11/22/2024	XXX-XX-XXXX	LASTNAME, FIRST	Social Security Benefit	Details

[Feedback](#)

When claims are pending without a determination, the **Details** link will display the claim level and status as processing. Payment information will be unavailable.

Claimant Details

Claim Information
Level: **Initial**
Status: **Processing**

Payment Information
No results are available at this time. Please check again later.

[Close](#)

On closed claims, the **Details** link will display the claim level and status as Decision made with the fee amount, date paid, and the entities/firm(s) affiliation, if applicable.

If you click on the blue text within the **Details** link which says, "See the Fee Payment History for this Claimant", the page will be routed to the **Fee Payment History** page.

Claimant Details



Claim Information

Level: **Initial**

Status: **Decision made**

Most Recent Fee Payment Information

Amount:

\$2,237.50

Date:

11/05/2024

Firm Name:

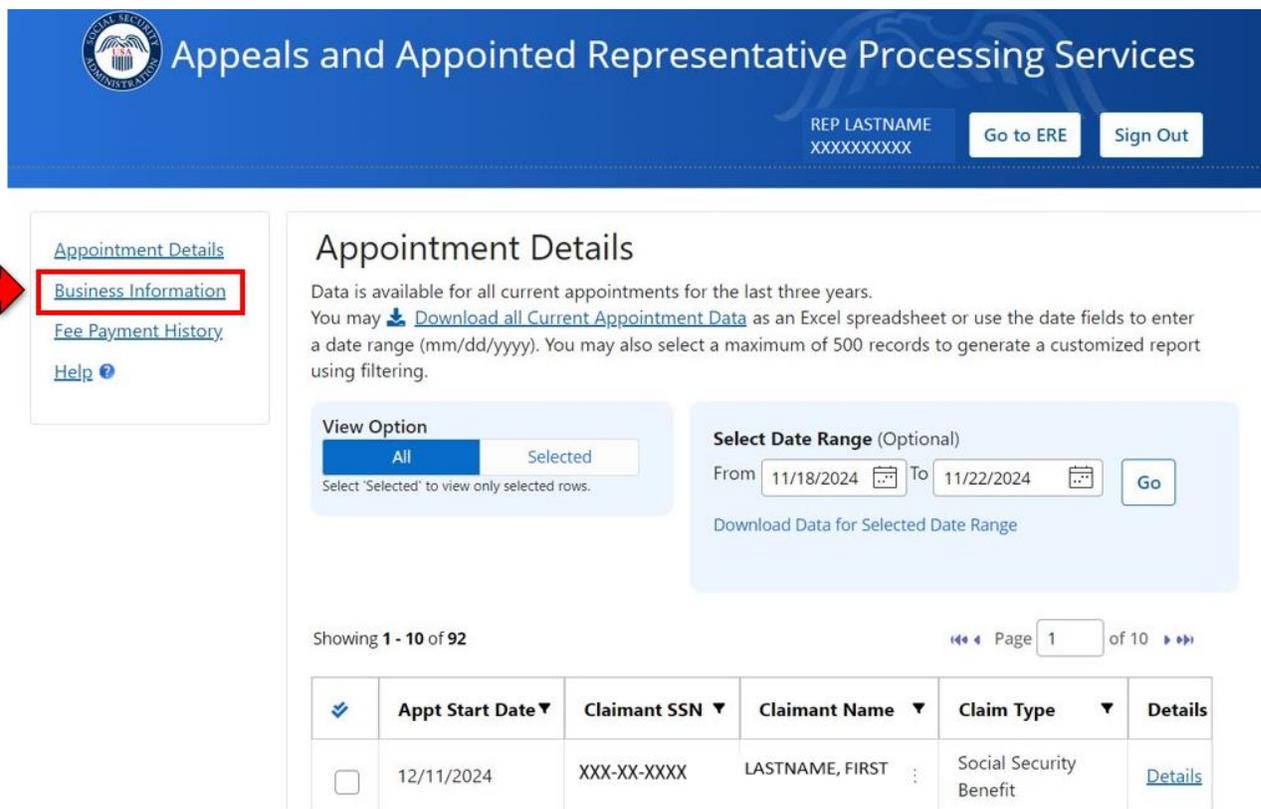
FIRM NAME LLC

[See the Fee Payment History for this Claimant](#) →

Close

[Business Information](#)

From the main menu, you will be able to select **Business Information**.



Appeals and Appointed Representative Processing Services

REP LASTNAME
XXXXXXXXXX

[Go to ERE](#) [Sign Out](#)

[Appointment Details](#)
[Business Information](#)
[Fee Payment History](#)
[Help](#)

Appointment Details

Data is available for all current appointments for the last three years. You may [Download all Current Appointment Data](#) as an Excel spreadsheet or use the date fields to enter a date range (mm/dd/yyyy). You may also select a maximum of 500 records to generate a customized report using filtering.

View Option

All Selected
Select 'Selected' to view only selected rows.

Select Date Range (Optional)

From To [Go](#)

[Download Data for Selected Date Range](#)

Showing 1 - 10 of 92 Page 1 of 10

<input checked="" type="checkbox"/>	Appt Start Date ▼	Claimant SSN ▼	Claimant Name ▼	Claim Type ▼	Details
<input type="checkbox"/>	12/11/2024	XXX-XX-XXXX	LASTNAME, FIRST	Social Security Benefit	Details

The business information landing page displays representative information.

Appointed Representative information includes:

- Business name
- Tax address
- Business phone number
- Business email address
- Payment method
- EIN if applicable

[Appointment Details](#)

[Business Information](#)

[Fee Payment History](#)

[Help ?](#)

Business Information

Information on Record

Name as it appears in our records

LASTNAME, REP

Representative identification number as it appears in our records.

A123AB2345

These are the firms we have on record for you. If any information is missing or incorrect, submit Form SSA-1699 in order to add or correct the information.

Sole Proprietor

Representative Information

Address for Receipt of Notice

123 ANY STREET
ANYTOWN USA

Tax Address

123 ANY STREET
ANYTOWN USA

Business Phone Number

(XXX)XXX-XXXX

Payment Method

No Direct Pay

Business Email Address

REP@FIRM.COM

Social Security Law

A123AB2345

Representative Information

Business Information

Address for Receipt of Notice

123 ANY STREET
ANYTOWN USA

Tax Address

123 ANY STREET
ANYTOWN USA

Business Phone Number

(XXX)XXX-XXXX

Payment Method

Direct Pay

Business Email Address

REP@FIRM.COM

[Can I view information about my firm or business?](#)

Selecting the business information link will display contact information about your firm or business, which includes the address for receipt of notice, business phone number, business email address and payment method.



REP LASTNAME
XXXXXXXXXX

Go to ERE

Sign Out

[Appointment Details](#)

[Business Information](#)

[Fee Payment History](#)

[Help](#)

Business Information

Information on Record

Name as it appears in our records

LASTNAME, REP

Representative identification number as it appears in our records.

A123AB2345

These are the firms we have on record for you. If any information is missing or incorrect, submit Form SSA-1699 in order to add or correct the information.

Sole Proprietor

Representative Information

Address for Receipt of Notice

123 ANY STREET
ANYTOWN USA

Business Phone Number

{XXX}XXX-XXXX

Business Email Address

REP@FIRM.COM

Tax Address

123 ANY STREET
ANYTOWN USA

Payment Method

No Direct Pay

FIRM NAME LLC

A123AB2345

[Representative Information](#)

Business Information



Address for Receipt of Notice

123 ANY STREET
ANYTOWN USA

Payment Method

Direct Pay

Business Phone Number

{XXX}XXX-XXXX

Business Email Address

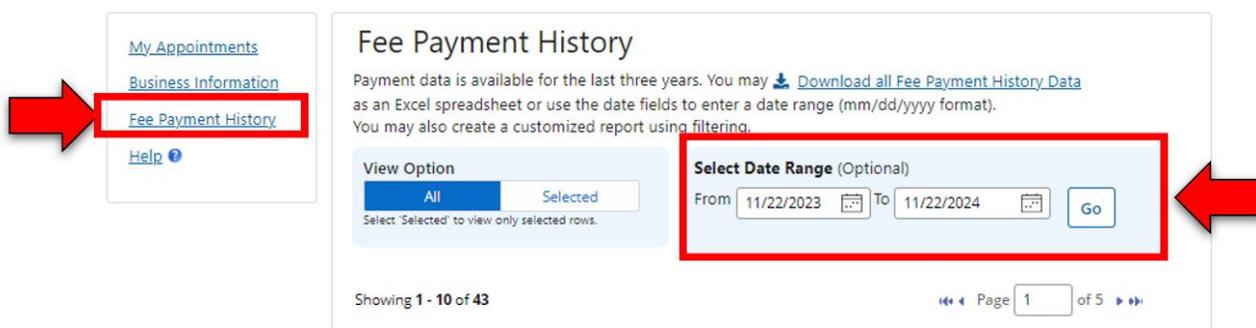
REP@FIRM.COM

[Fee Payment History](#)

Selecting **Fee Payment History** will display payment history for up to 3 years.

[How do I select a specific date?](#)

The **Select Date Range** box allows you to filter the results to a defined period. The timeframe can be narrowed or expanded when you manually enter the date or quickly select dates from the calendar date picker in the “Select Date Range Field”. Selecting the “Go” button will display the filtered results below.



[Can I create a report for specific cases?](#)

Selecting **Fee Payment History** will display all Claimants with paid fees. After checking boxes on specific cases, you can create a report to show specific case information, just as in the Appointment Details section. Additionally, by selecting “Download All”, the information will export to an Excel spreadsheet.

[Appointment Details](#)

[Business Information](#)

[Fee Payment History](#)

[Help](#)

Appointment Details

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View Option

All Selected
Select 'Selected' to view only selected rows.

Select Date Range (Optional)

From To

[Download Data for Selected Date Range](#)

<input checked="" type="checkbox"/>	Appt Start Date	Claimant SSN	Claimant Name	Claim Type	Details
<input checked="" type="checkbox"/>	11/22/2024	XXX-XX-XXXX	LASTNAME, FIRST	Social Security Benefit	Details
<input checked="" type="checkbox"/>	11/22/2024	XXX-XX-XXXX	LASTNAME, FIRST	Supplemental Security Income	Details
<input checked="" type="checkbox"/>	11/22/2024	XXX-XX-XXXX	LASTNAME, FIRST	Social Security Benefit	Details
<input checked="" type="checkbox"/>	11/19/2024	XXX-XX-XXXX	LASTNAME, FIRST	Social Security Benefit	Details

When you click on Fee Payment History and select one or more cases, the Fee Payment History Report will display. The Fee Payment History report makes viewable, the claimant's name, SSN, claim type, fee payment date, fee amount, and the entities/firm(s) affiliation, if applicable. Here you have the option to download the history reports. This information is exported to an Excel spreadsheet, where the information can be filtered, organized, or saved.

If you have questions about the fee payment information displayed, please contact the SSA Teleservice Center at 1-800-772-1213.

Fee Payment History Report

Claimant Name	Claimant SSN	Claim Type	Fee Payment Date	Fee Amount	Firm Name
LASTNAME, FIRST	XXX-XX-XXXX	Social Security Benefit	11/05/2024	\$2,237.50	Fun in the Sun Firm
LASTNAME, FIRST	XXX-XX-XXXX	Social Security Benefit	10/22/2024	\$5,896.50	Rolling in the Dough

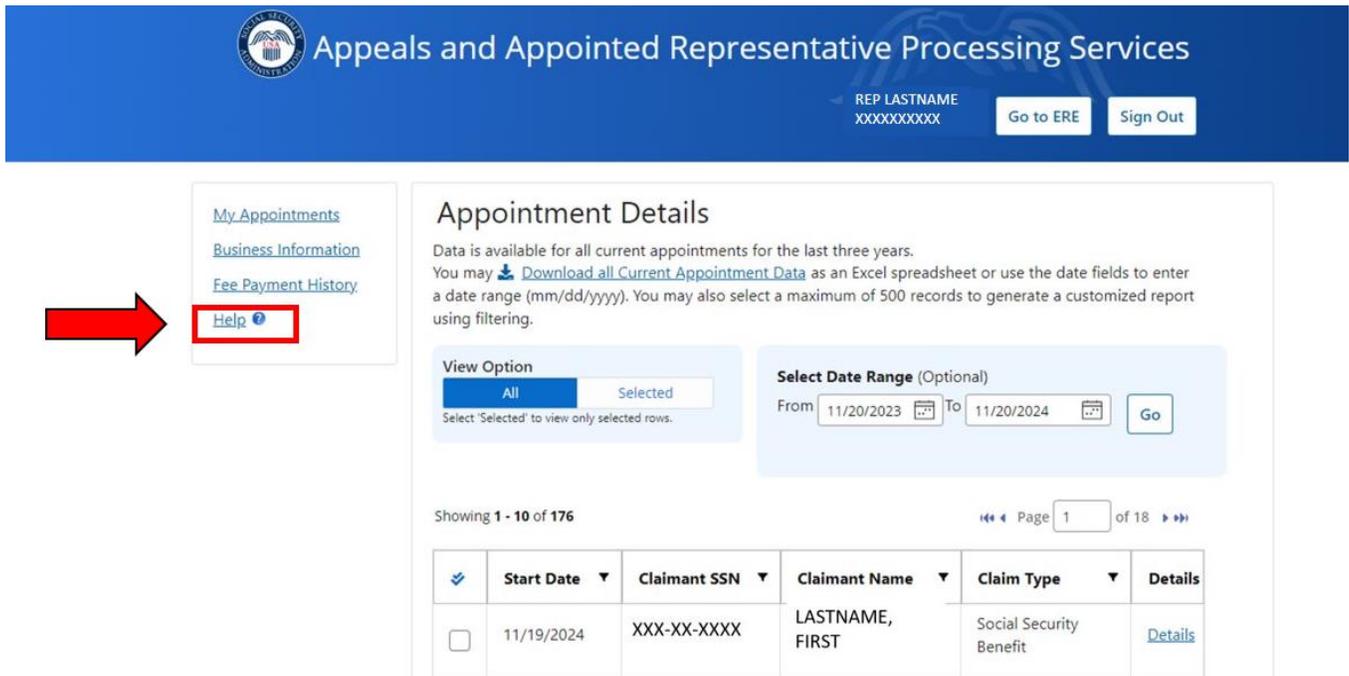


Feedback

[Help](#)

You can select [Help](#) from the site contents menu to view answers to popular questions or ask your own questions.

Note: You are currently unable to access the Help link due to a network security issue on the www.ssa.gov website. This issue is expected to be resolved by April 2025.



Appointment Details

Data is available for all current appointments for the last three years. You may [Download all Current Appointment Data](#) as an Excel spreadsheet or use the date fields to enter a date range (mm/dd/yyyy). You may also select a maximum of 500 records to generate a customized report using filtering.

View Option

All Selected
Select 'Selected' to view only selected rows.

Select Date Range (Optional)

From To

Showing 1 - 10 of 176 Page 1 of 18

<input checked="" type="checkbox"/>	Start Date	Claimant SSN	Claimant Name	Claim Type	Details
<input type="checkbox"/>	11/19/2024	XXX-XX-XXXX	LASTNAME, FIRST	Social Security Benefit	Details

How to troubleshoot problems with AARPS:

The Help feature can be used to troubleshoot by viewing questions that have already been asked or ask new questions. These screens will appear in a separate window outside AARPS.

Get Help

Popular Questions

- How can I update my business, firm or affiliation...
- How can I withdraw as appointed representative f...
- Why don't I see a claimant that I represent list...

Next >

Ask a Question

Get Help

Popular Questions

- How can I inquire about a missing or incorrect f...

< Previous

Ask a Question

Get Help



Hello Daniel!
How can I help you?

Question:
Type your question here (Max 160 Characters)

Characters remaining: 160

Send

Get Help

<Back

How can I update my business, firm or affiliation, or my tax information as an appointed representative?

To update this information, please submit Form SSA-1699.

For more information about this form, visit:

Social Security Online - SSA-1699 Registration of Individuals and Staff for Appointed Representative Services.

Get Help

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How can I withdraw as appointed representative for someone I no longer represent?

Representatives should withdraw representation only at a time and in a manner that does not disrupt the processing or decision on a claim and allows the claimant adequate time to find new representation, if desired.

To withdraw representation, please submit Form

SSA-1696 SUP-2 Representative's Withdrawal of an Acceptance of an Appointment.

For more information about this form, visit our webpage: [Representing SSA Claimants.](#)

Get Help

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Why don't I see a claimant that I represent listed?

Please refer to the Appointment of Representative section here for related information:

[Tips and Best Practices for Appointed Representatives \(ssa.gov\).](#)

Get Help

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How can I inquire about a missing or incorrect fee payment for a representative?

Please refer to these links regarding fee payment issues:

[Representing Social Security Claimants - Processing Center Telephone Contact Information for Claimants Under Age 54 \(ssa.gov\).](#)

[Representing Social Security Claimants - Processing Center Telephone Contact Information for Claimants Age 54 & Older \(ssa.gov\).](#)

Frequently Asked Questions

How can I access the ERE/ARS?

Selecting the **ERE Button** will route your session to the ERE portal www.ssa.gov/ar, where you can sign in using your user ID and password.

Appointment Details

Data is available for all current appointments for the last three years. You may [Download all Current Appointment Data](#) as an Excel spreadsheet or use the date fields to enter a date range (mm/dd/yyyy). You may also select a maximum of 500 records to generate a customized report using filtering.

View Option

All Selected

Select 'Selected' to view only selected rows.

Select Date Range (Optional)

From 01/28/2024 To 01/28/2025 Go

Download Data for Selected Date Range

AARPS allows all reps, both principal and non-principal access. ERE/ARS allows access to the principal rep only.

Business Services Online

BSO Welcome | BSO Information | Keyboard Navigation

HELP

Log In to Online Services

For your security, please log out of the application and close all Internet windows when you are finished.

New User?
You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

To create new account you will need to:

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Did you register with SSA by [phone or paper form](#) and need to create a password?

Existing User?
Please log in below.

User ID:

Password:

[Forgot user ID?](#)

[Forgot your password?](#)

User Certification:

I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files.

I have read & agree to these terms.

Log In

[How do I sign out?](#)

When all actions are completed, selecting the **Sign Out Button** will end your session and sign you out of the program.



Appeals and Appointed Representative Processing Services

LASTNAME, REP
XXXXXXXXXX

Go to ERE Sign Out

- [Appointment Details](#)
- [Business Information](#)
- [Fee Payment History](#)
- [Help ?](#)

Appointment Details

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View Option

All Selected

Select 'Selected' to view only selected rows.

Select Date Range (Optional)

From 01/27/2024 To 01/27/2025 Go

[Download Data for Selected Date Range](#)