

# Checking on your fulfillment - Completion Dates

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Once a batch has been sent for fulfillment, users can view the completion status from the "Show Batches" screen. See below for information related to each heading on that page:

- **Payer Completion Date**
    - This column will update to "Pending" when the Payer Only option is selected for fulfillment.
    - During busy seasons, the batch will update from pending to "In Process" within 1-2 business days.
    - A completion date will be entered once all Payers within the batch have been printed and mailed. This typically takes 4-5 business days.
  - **Payee Completion Date**
    - This column will update to "Pending" when any one of the Payee options has been selected for fulfillment.
    - During busy seasons, the batch will update from pending to "In Process" within 1-2 business days.
    - A completion date will be entered once all Payees within the batch have been printed and mailed. This typically takes 4-5 business days.
  - **E-File Completion Date**
    - This column will update to "Pending" when any one of the Federal/State options has been selected for fulfillment.
    - During busy seasons, the batch will update from pending to "In Process" within 1-2 business days.
    - A completion date will be entered once all Federal/State data within the batch has been given a "GOOD" status from the IRS. This typically takes 4-5 business days.
  - **Quick Reference - What do the colors mean?**
    - **Pending:** We have received your request for fulfillment.
    - **In process:** Your batch has been submitted to the IRS. Note: It is normal for a batch to still be 'In process' after the filing deadline while the IRS examines all submissions.
    - **Rejected:** This is a rare occurrence and you will need to contact [support@ftwilliam.com](mailto:support@ftwilliam.com) to check on your batch status.
    - **Completed:** We have received confirmation from the IRS that all submissions are 'GOOD'.
      - **Completed:** There are rare occasions when a filing marked for Federal and State fulfillment receives a rejection from the state. In this case the batch has completed and has made its way to both the IRS and the individual state, but the state has found an issue that needs to be resolved. Contact [support@ftwilliam.com](mailto:support@ftwilliam.com) to gain additional details.
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