# ACA Batch Frequently Asked Questions (FAQs)

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#### **ACA Batch Frequently Asked Questions (FAQs)**

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#### Q1: What does ftwilliam.com's fulfillment service include for ACA? Top

The service includes the option to have ftwilliam.com E-File the Employer (Company) information with AIR (the IRS's submission site); print and mail Employee copies (1095s); and/or State E-File.

#### Q1a: What States will ftwilliam.com offer for E-File? Top

For the 2024 ACA Forms, ftwilliam.com will State E-File for:

- 1. California, due date of 04/01/2025;
- 2. District of Columbia, due date of 04/30/2025;
- 3. New Jersey, due date of 04/01/2025; and

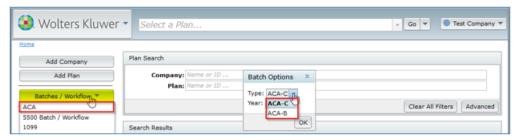
4. Rhode Island, due date of 04/01/2025.

#### Q1b: What is the cost to use ftwilliam.com's services? Top

Click here to view the pricing guide.

#### Q2: How would a user create a batch? Top

The user would navigate from the Home screen > Batches/Workflow > ACA > Select form type > click OK.

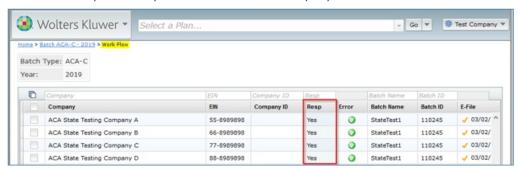


**Note:** The main ACA Batch screen will display the Form Type and Year within the breadcrumb, as well as at the top of the screen.



The user should verify that within the "Work Flow" grid that the Employers (Companies), that will be added to a batch, have "Resp" equal to "Yes". Any Employer that has "Resp" equal to "No" will not be allowed to be added to a batch.

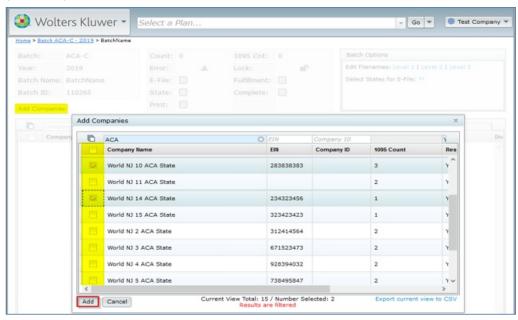
Note: Users are also able to update "Resp" for ACA on the Edit Company screen.



Next, users would click on "Create New Batch" and enter a batch name and click on "OK".



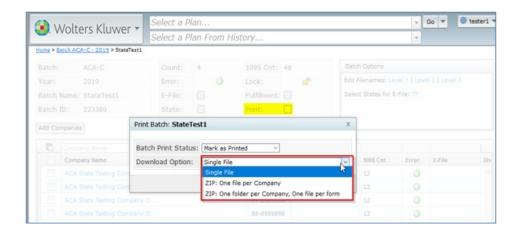
The system will direct the user to the Batch Options screen where users are able to click on "Add Companies" to start adding Employers (Companies) to the batch.



Click "Add" once completed.

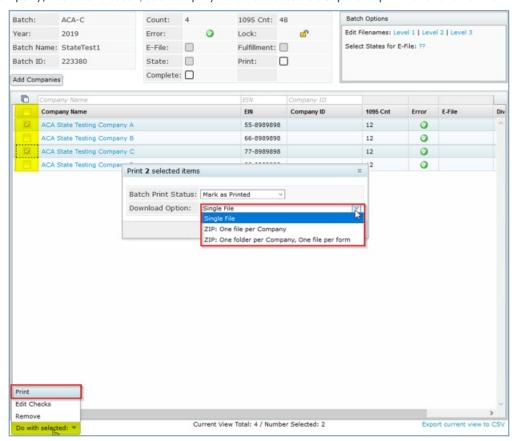
### Q2a: How does the user print the forms for all of their Employers/Employees within the batch? Top

Once the Employers (Companies) have been added to the batch, the user is able to print in bulk by checking the box for "Print" at the top of the screen, which selects all Employers within the batch. The user will need to select the print option of Single File (one .pdf containing all 1094/1095s); ZIP: One file per Company (a ZIP folder that has one .pdf for each Employer (Company) within the batch containing their 1094/1095s); or ZIP: One folder per Company, One file per form (a ZIP folder that has a folder for each Employer (Company) within the batch; each Employer folder contains a separate .pdf file for the 1094 and 1095s).



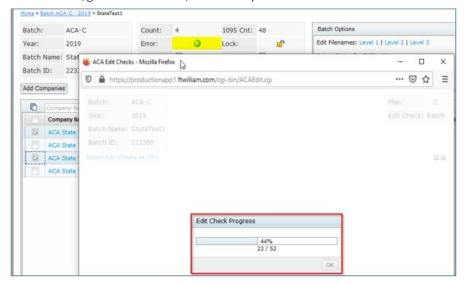
### Q2b: How does a user print the forms for just a few of their Employers/Employees within the batch? Top

If the user only wants to select a few of the Employers/Employees for printing, then they should select those Employers > Do with selected > Print. The user will need to select the print option of Single File (one .pdf containing all 1094/1095s); ZIP: One file per Company (a ZIP folder that has one .pdf for each Employer (Company) within the batch containing their 1094/1095s); or ZIP: One folder per Company, One file per form (a ZIP folder that has a folder for each Employer (Company) within the batch; each Employer folder contains a separate .pdf file for the 1094 and 1095s).

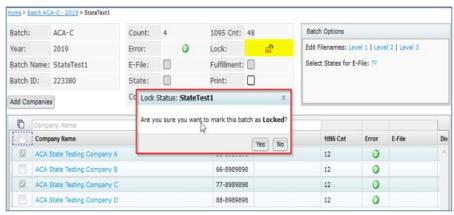


Q2c: How does a user select the options for Federal E-File and/or Fulfillment?

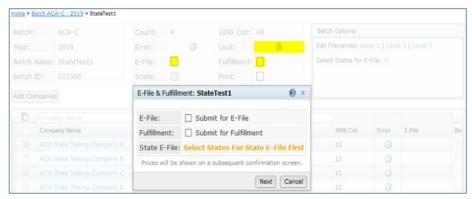
See Q2 on how to create a batch first. Once the batch has been created, the next step is for the user to run edit checks. The batch must pass edit checks, green check mark, in order to proceed.



Once the edit checks have passed, the user should click on the Lock icon to lock the batch. Then, click on "Yes" to proceed.



The user will now have the option to check the box to E-File and/or Fulfillment. **Note:** State E-File will not be enabled until applicable States have been selected; see Q2e and Q2f below.



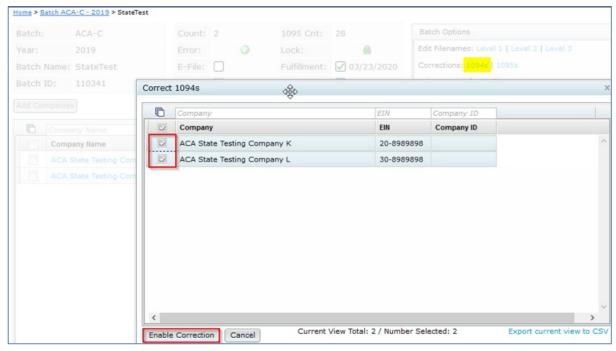
The user should click on "Next" to proceed to the next screen where they will need to click on "Submit".

### Q2d: How does a user select Federal E-File after the batch has been submitted for Fulfillment? Top

If the user submitted the batch first for Fulfillment, then the user does have the option to click on the check box within the batch to submit for Federal E-File if no changes are necessary to the 1094, then "Next to continue through the process.



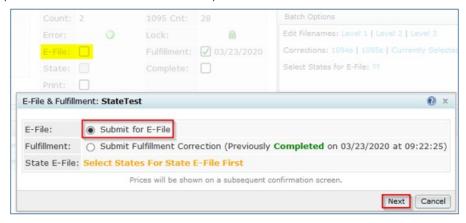
However, if the user needs to make changes to the 1094 before submitting the Federal E-File, then the user will need to click on the 1094 hyperlink that appears under the **Batch Options** box for *Corrections*, even though it may not be a correction if it's the first time being E-Filed.



Once the 1094 has been placed in correction mode, the user is then able to go to the draft 1094 to make manual updates to the form. Note: The 1094 will have the "Corrected" box checked by default.



After the user had updated the 1094 information and returned back to the batch, edit checks must be run again, and passed with the green check mark. Once the E-File box has been enabled, the user should select "Submit for E-File" and click on "Next" to proceed to the next screen where they will need to "Submit" for Federal E-File.



#### Q2e: How does a user select State E-File for an existing batch? Top

To select States for an existing batch that was already completed for E-File and Fulfillment, the user would navigate into a batch to click on "Select States for E-File" in the **Batch Options** box.

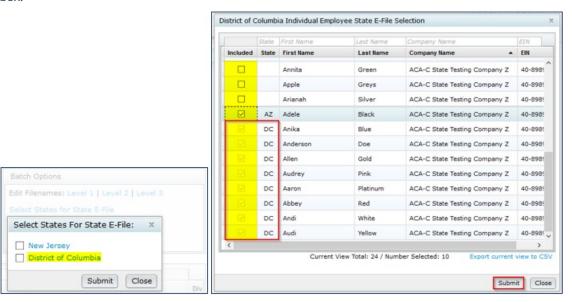


Once the user clicks on "Select States for E-File", a pop-up will appear with the available States listed. The user would check the applicable box, to auto-select any Employee living within the state, then click on "Submit" followed by "Close". **Note:** The system is looking at the Employee (1095) address to determine the selectable State.

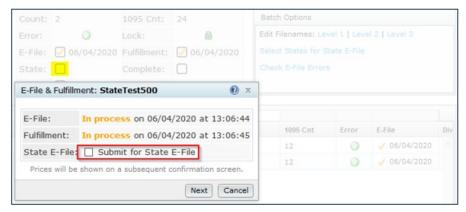


To select other Employees outside of the selected state, the user would need to click on the state's hyperlink to add those additional Employees for the Individual Employee State E-File Selection (the *Number Selected* count should increase) and click on "Submit", then "Close". The user should see the screen refresh. Click on "Close" for the state

selector box.



The user should now notice that the State check box has enabled. When the user is ready to submit State for E-File, the user would click on the State check box. The E-File & Fulfillment pop-up will display for the user to select the State E-File option and click "Next".



The next screen will provide the pricing details, along with a summary of how many State employees are being submitted for each State. After reading the verbiage and the user is ready to finalize the State E-File submission, the user would click on Submit.

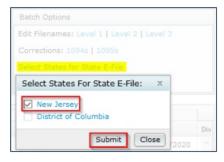


#### Q2f: How does a user select State E-File for a second state for an existing batch? Top

To select States for an existing batch that was already completed for E-File and Fulfillment, the user would navigate into a batch to click on "Select States for E-File" in the **Batch Options** box.



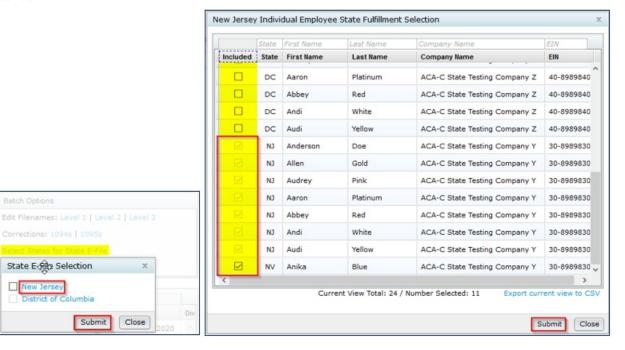
Once the user clicks on "Select States for E-File", a pop-up will appear with the available States listed. The user would check the applicable box, to auto-select any Employee living within the state, then click on "Submit" followed by "Close". Note: The state that has already been submitted will have a disabled checkbox.



To select other Employees outside of the selected state, the user would need to click on the state's hyperlink to add those additional Employees for the Individual Employee State E-File Selection (the Number Selected count should increase) and click on "Submit", then "Close". The user should see the screen refresh. Click on "Close" for the state selector box.

State E Selection

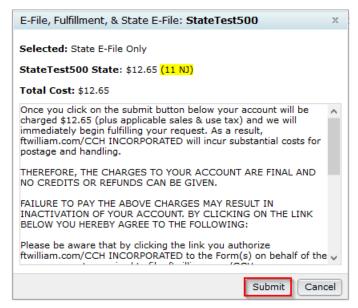
Submit



When the user is ready to submit for State E-File, the user would click on the State check box. The E-File & Fulfillment pop-up will display for the user to select the State E-File option and click "Next".



The next screen will provide the pricing details, along with a summary of how many State employees are being submitted for each State. After reading the verbiage and the user is ready to finalize the State E-File submission, the user would click on Submit.



#### Q2g: How does a user select State E-File for a new batch? Top

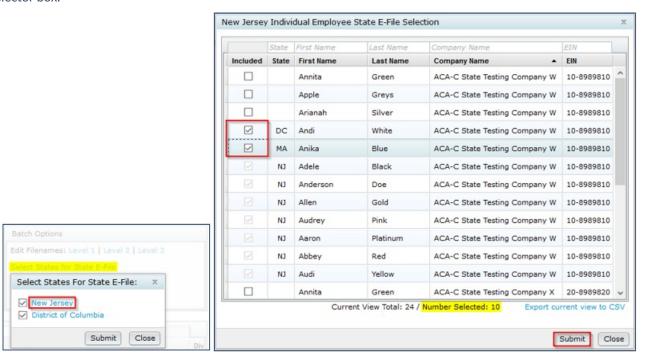
To select a State(s) for a batch that has not been submitted for E-File and/or Fulfillment, the user would navigate into the batch to click on "Select States for E-File" in the **Batch Options** box.



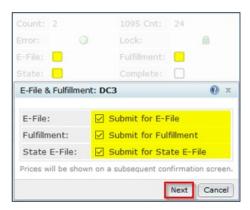
Once the user clicks on "Select States for E-File", a pop-up will appear with the available States listed. The user would check the applicable box, to auto-select any Employee living within the state, then click on "Submit" followed by "Close". **Note:** The system is looking at the Employee (1095) address to determine the selectable State.



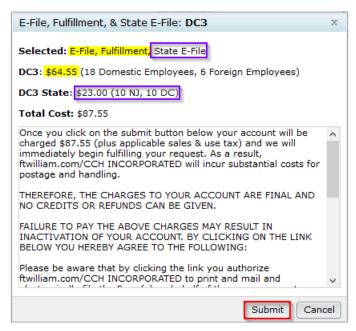
To select other Employees outside of the selected state, the user would need to click on the state's hyperlink to add those additional Employees for the Individual Employee State E-File Selection (the *Number Selected* count should increase) and click on "Submit", then "Close". The user should see the screen refresh. Click on "Close" for the state selector box.



Until the batch is locked, that is as far as the user can go. After the batch is locked, the user will be able to click on any one of the three submission options to be directed to the E-File and Fulfillment pop-up. It is up to the user to select what options they choose to submit, whether it is E-File and State E-File; Fulfillment and State E-File; E-File and Fulfillment; or E-File, Fulfillment and State E-File. The user will need to click on Next once the submission options are chosen.



The next screen will provide the pricing details, along with a summary of how many State employees are being submitted for each State. After reading the verbiage and the user is ready to finalize the submission, the user would click on Submit.



### Q3: What do the different statuses mean once the batches have been submitted? Top

Batches that are submitted to ftwilliam.com for Federal E-File, Fulfillment and/or State E-File will display a series of statuses.



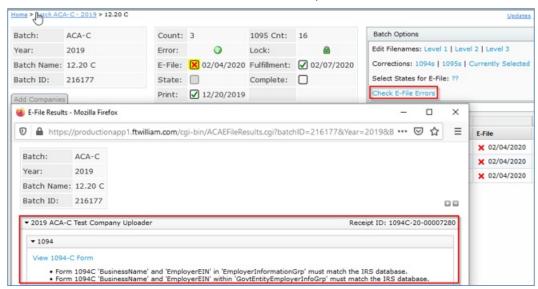
Statuses	Federal E-File	Fulfillment	State E-File
Pending	ftwilliam.com has received the submission	ftwilliam.com has received the submission	ftwilliam.com has received the submission
In Process	ftwilliam.com has submitted files with the IRS	ftwilliam.com has started the printing/mailing process	ftwilliam.com has submitted files with the State(s)
Submitted	NA	NA	The State has received the State E-File submission
Completed	The IRS has completed the processing of the E-File submission	ftwilliam.com has finalized the printing/mailing of the Employee copies	NA

**Note:** The entire process for your batch to change from "Pending" to "Completed" should be around 5-7 business days.

However, it can take longer during peak filing deadlines depending on IRS processing times.

#### Q4: What does it mean when the user sees a x or ✓? Top

A user may come back to check on the status of a submission only to see different icons. The user should go into the batch to click on "Check E-File Errors" to view a list of items the IRS provided as errors.



#### Q4a: What do the E-File error icons actually mean? Top

The following chart can be referenced as a guide on what each E-File error icon means.

Icon	Meaning	Actions Needed
•	Completed with errors	Received timely by the IRS, but may need to be corrected, depending on the errors received
х	Errors (Rejected)	IRS has not received the filing and a correction needs to be made as soon as possible
✓ or	No errors provided	Allow roughly 5-7 business days for the errors to appear. We are consistently resubmitting to the IRS to try and get the error list. If by 7th business days no errors appear, please contact support with the batch name and batch ID in question.

#### Q4b: What should the user do if the Errors are not applicable? Top

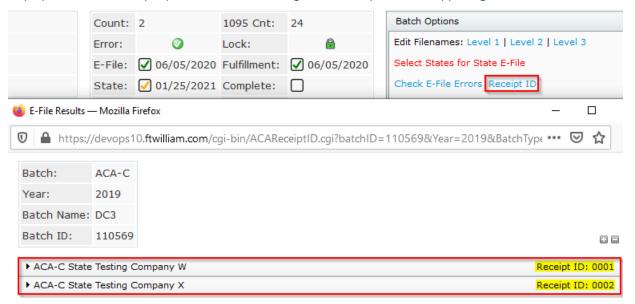
There may be instances when the user may not agree with the errors in their batch (for example, TIN validation error, but the user knows the social security numbers and names are all correct). The user would not need to submit any corrections. The IRS has stated that it is up to the individual to determine what corrections are needed. If the user has

done their best to submit accurate information, there should not be any penalties.

See the following video at the 21:00 min. mark.

### Q4c: Where would a user find the Receipt ID in order to communicate with the IRS? Top

After a batch has been submitted, a Receipt ID link should appear, regardless of the filing status. Clickin gon the status will display a list of each company within the batch, along with a Receipt ID in the upper-right.



#### Q5: What type of corrections incur charges? Top

A batch will incur charges for corrections when a user creates and submits corrections for E-File, Fulfillment, and/or State E-File. There are a few scenarios where a change on one form will result in changes to another form. For example, making changes to the 1094 could result in changes needed to the 1095s, which means that not only would the batch need to be re-submitted for E-File, but also Fulfillment.

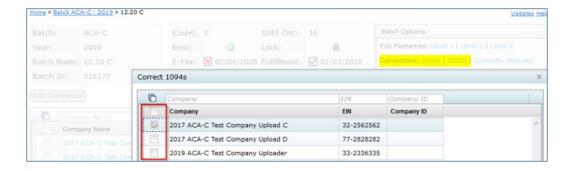
\*Note: Correcting anything on the 1095-B typically incurs a charge, except for any 1095-B that has the Policy Origin code "E" or Policy Origin code "B" marked as "Self-Insured".

#### Q5a: What are the correction costs? Top

The costs are the same as if the batch were an original. Click here to view the pricing guide.

#### Q6: How do users create corrections for E-File and/or Fulfillment? Top

First, users would need to navigate into their batch to click on the 1094 and/or 1095 hyperlinks within the Batch Options box to select the Employer (Company) and/or Employees, depending on what's being corrected. Please review the IRS Instructions for the ACA-B or ACA-C series in regards to corrections. Then, the user would navigate to the Employer (Company) being corrected to make any necessary updates. See Q6a and Q6b below.



### Q6a: Are users able to make corrections to a .csv file to upload Employer/Employee corrections? Top

No, the .csv uploader for ACA is disabled for corrections; please make any corrections manually through the batch grid interface or by navigating to the Employer (Company) within the batch being corrected.

#### Q6b: Can I add or delete employees from a correction batch? Top

No, you may not delete any employees from a correction batch. If you need to list an employee under a different company, simply add them to the correct company and do not correct them in the old company.

You also may not add any employees to a corrective batch. If you need to add an employee, please set up a new "dummy" company, add the employee and create a new batch.

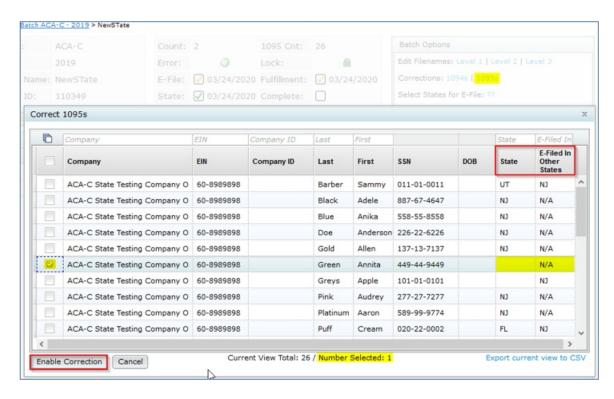
**Note:** If you wish to use the .csv uploader to add many employees, within your "dummy" company, please use a fake EIN at first; so that the employees will be uploaded to that EIN, then simply change the EIN to the correct one on the 1094 form manually before locking the new batch.

## Q6c: The user navigated to an Employer (Company) that needed corrections on several of the 1095s, but the user is only able to edit some of them. How does the user edit all applicable forms? Top

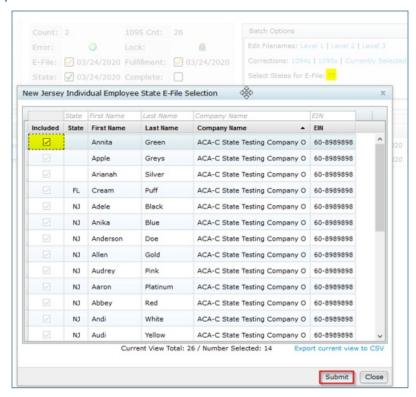
Only those 1094s/1095s which were selected through the batch grid interface (see Q6) will be editable. Navigate back to the batch to select the 1094/1095, as applicable.

#### Q7: How do users create corrections for State E-File? Top

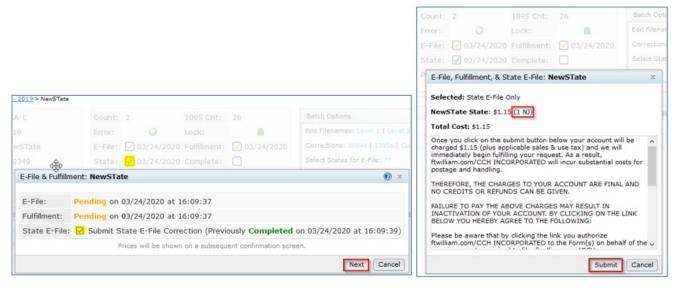
If at least the State E-File status has been updated to "Submitted", then the user can proceed with State corrections by clicking on the 1095 hyperlink that appears under the **Batch Options** box for *Corrections*. Next, the user can select as many Employees that need to be corrected and click on "Enable Correction". **Note:** The "State" column is the State that appears on the Employee's 1095. If the Employee lives outside of the selected State, but was E-Filed, that State will appear under "E-Filed In Other States".



Once corrections have been enabled, the user will also need to click on "Select States for E-File" to select the Employee(s) for the applicable State.



After the user has prepared the State corrections, the user can check the "State" check box, which will direct the user to check the box to "Submit State E-File Correction". The user should click "Next" to proceed to the "E-File, Fulfillment, & State E-File" box to review the number of Employees selected and review the verbiage before clicking on "Submit".



The user is able to hover over the "State" check box to review the History of when batch submissions were made.



#### **Q8: What Foreign Country Codes are Available? Top**

If you have a foreign address, the following are acceptable country codes:

CODE	COUNTRY
AF	Afghanistan
AX	Aland Islands
AL	Albania
DZ	Algeria
AS	American Samoa
AD	Andorra
AO	Angola
Al	Anguilla
AQ	Antarctica
AG	Antigua and Barbuda
AR	Argentina
AM	Armenia
AW	Aruba
AU	Australia
AT	Austria
AZ	Azerbaijan
BS	Bahamas
ВН	Bahrain

BD	Bangladesh
BB	Barbados
ВУ	Belarus
BE	Belgium
BZ	Belize
BJ	Benin
BM	Bermuda
BT	Bhutan
ВО	Bolivia
BQ	Bonaire, Saint Eustatius and Saba
BA	Bosnia and Herzegovina
BW	Botswana
BV	Bouvet Island
BR	Brazil
Ю	British Indian Ocean Territory
BN	Brunei Darussalam
BG	Bulgaria
BF	Burkina Faso
BI	Burundi
KH	Cambodia
CM	Cameroon
CA	Canada
CV	Cape Verde
KY	Cayman Islands
CF	Central African Republic
TD	Chad
CL	Chile
CN	China
CX	Christmas Island
CC	Cocos (Keeling) Islands
СО	Colombia
KM	Comoros
CG	Congo
CD	Congo, Democratic Republic of the
CK	Cook Islands
CR	Costa Rica
CI	Cote D'Ivoire (Ivory Coast)
HR	Croatia
CU	Cuba
CW	Curacao
CY	Cyprus
CZ	Czech Republic
DK	Denmark
DJ	Djibouti
D)	Djibouti

DO Dominican Republic  EC Ecuador  EG Egypt  SV El Salvador  GQ Equatorial Guinea  ER Eritrea  EE Estonia  ET Ethiopia  FK Falkland Islands (Malvinas)  FO Faroe Islands  FM Federated States of Micronesia  FJ Fiji  FI Finland  FR France  GF French Guiana  PF French Polynesia  TF French Southern Territories  GA Gabon  GM Gambia  GE Georgia  DE Germany  GH Ghana  GI Gibraltar  GR Greece  GL Greenland  GD Grenada  GP Guadeloupe  GU Guam  GT Guatemala  GG Guernsey  GN Guinea  GW Guinea  GW Guinea  GW Guyana  HT Haiti  HM Heard Island and McDonald Islands  VA Holy See (Vatican City State)  HN Honduras  HK Hong Kong  HU Hungary	DM	Dominica
EC Ecuador  EG Egypt  SV El Salvador  GQ Equatorial Guinea  ER Eritrea  EE Estonia  ET Ethiopia  FK Falkland Islands (Malvinas)  FO Faroe Islands  FM Federated States of Micronesia  FJ Fiji  FI Finland  FR France  GF French Guiana  PF French Polynesia  TF French Southern Territories  GA Gabon  GM Gambia  GE Georgia  DE Germany  GH Ghana  GI Gibraltar  GR Greece  GL Greenland  GD Grenada  GP Guadeloupe  GU Guam  GT Guatemala  GG Guernsey  GN Guinea  GW Guinea-Bissau  GY Guyana  HT Haiti  HM Heard Island and McDonald Islands  VA Holy See (Vatican City State)  HN Honduras  HK Hong Kong		
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TF French Southern Territories  GA Gabon  GM Gambia  GE Georgia  DE Germany  GH Ghana  GI Gibraltar  GR Greece  GL Greenland  GD Grenada  GP Guadeloupe  GU Guam  GT Guatemala  GG Guernsey  GN Guinea  GW Guinea-Bissau  GY Guyana  HT Haiti  HM Heard Island and McDonald Islands  VA Holy See (Vatican City State)  HN Honduras  HK Hong Kong	GF	French Guiana
TF French Southern Territories GA Gabon GM Gambia GE Georgia DE Germany GH Ghana GI Gibraltar GR Greece GL Greenland GD Grenada GP Guadeloupe GU Guam GT Guatemala GG Guernsey GN Guinea GW Guinea-Bissau GY Guyana HT Haiti HM Heard Island and McDonald Islands VA Holy See (Vatican City State) HN Honduras HK Hong Kong	PF	
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GE Georgia  DE Germany  GH Ghana  GI Gibraltar  GR Greece  GL Greenland  GP Guadeloupe  GU Guam  GT Guatemala  GG Guernsey  GN Guinea  GW Guinea-Bissau  GY Guyana  HT Haiti  HM Heard Island and McDonald Islands  VA Holy See (Vatican City State)  HN Honduras  HK Hong Kong	GA	Gabon
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GD Grenada GP Guadeloupe GU Guam GT Guatemala GG Guernsey GN Guinea GW Guinea-Bissau GY Guyana HT Haiti HM Heard Island and McDonald Islands VA Holy See (Vatican City State) HN Honduras HK Hong Kong	GR	Greece
GP Guadeloupe GU Guam GT Guatemala GG Guernsey GN Guinea GW Guinea-Bissau GY Guyana HT Haiti HM Heard Island and McDonald Islands VA Holy See (Vatican City State) HN Honduras HK Hong Kong	GL	Greenland
GU Guam GT Guatemala GG Guernsey GN Guinea GW Guinea-Bissau GY Guyana HT Haiti HM Heard Island and McDonald Islands VA Holy See (Vatican City State) HN Honduras HK Hong Kong	GD	Grenada
GU Guam GT Guatemala GG Guernsey GN Guinea GW Guinea-Bissau GY Guyana HT Haiti HM Heard Island and McDonald Islands VA Holy See (Vatican City State) HN Honduras HK Hong Kong	GP	Guadeloupe
GG Guernsey GN Guinea GW Guinea-Bissau GY Guyana HT Haiti HM Heard Island and McDonald Islands VA Holy See (Vatican City State) HN Honduras HK Hong Kong	GU	
GN Guinea GW Guinea-Bissau GY Guyana HT Haiti HM Heard Island and McDonald Islands VA Holy See (Vatican City State) HN Honduras HK Hong Kong	GT	Guatemala
GW Guinea-Bissau GY Guyana HT Haiti HM Heard Island and McDonald Islands VA Holy See (Vatican City State) HN Honduras HK Hong Kong	GG	Guernsey
GY Guyana HT Haiti HM Heard Island and McDonald Islands VA Holy See (Vatican City State) HN Honduras HK Hong Kong	GN	Guinea
HT Haiti HM Heard Island and McDonald Islands VA Holy See (Vatican City State) HN Honduras HK Hong Kong	GW	Guinea-Bissau
HM Heard Island and McDonald Islands  VA Holy See (Vatican City State)  HN Honduras  HK Hong Kong	GY	Guyana
VA Holy See (Vatican City State) HN Honduras HK Hong Kong	HT	Haiti
HN Honduras HK Hong Kong	НМ	Heard Island and McDonald Islands
HK Hong Kong	VA	Holy See (Vatican City State)
	HN	Honduras
HU Hungary	НК	Hong Kong
	HU	Hungary
IS Iceland	IS	Iceland
IN India	IN	India
ID Indonesia	ID	Indonesia
IR Iran	IR	Iran
IQ Iraq	IQ	Iraq

IE	Ireland
IM	Isle of Man
IL	Israel
IT	Italy
JM	Jamaica
JP	Japan
JE	Jersey
JO	Jordan
KZ	Kazakhstan
KE	Kenya
KI	Kiribati
KP	Korea, Democratic People's Republic of (North)
KR	Korea, Republic of (South)
KW	Kuwait
KG	Kyrgyzstan
LA	Lao People's Democratic Republic
LV	Latvia
LB	Lebanon
LS	Lesotho
LR	Liberia
LY	Libyan Arab Jamahiriya
LI	Liechtenstein
LT	Lithuania
LU	Luxembourg
МО	Macao
MK	Macedonia
MG	Madagascar
MW	Malawi
MY	Malaysia
MV	Maldives
ML	Mali
MT	Malta
MH	Marshall Islands
MQ	Martinique
MR	Mauritania
MU	Mauritius
YT	Mayotte
MX	Mexico
MD	Moldova
MC	Monaco
MN	Mongolia
ME	Montenegro
MS	Montserrat
MA	Morocco
MZ	Mozambique

MM	Myanmar
NA	Namibia
NR	Nauru
NP	Nepal
NL	Netherlands
NC	New Caledonia
NZ	New Zealand
NI	Nicaragua
NE	Niger
NG	Nigeria
NU	Niue
NF	Norfolk Island
MP	Northern Mariana Islands
NO	Norway
OM	Oman
PK	Pakistan
PS	Palestinian Territory, Occupied
PW	Palau
PA	Panama
PG	Papua New Guinea
PY	Paraguay
PE	Peru
PH	Philippines
PN	Pitcairn
PL	Poland
PT	Portugal
PR	Puerto Rico
QA	Qatar
RE	Reunion
RO	Romania
RU	Russian Federation
RW	Rwanda
BL	St. Barthelemy
SH	St. Helena, Ascension, and Tristan da Cunha
KN	St. Kitts and Nevis
LC	St. Lucia Island
MF	St. Martin (French)
PM	St. Pierre and Miquelon
VC	St. Vincent and the Grenadines
WS	Samoa and Western Samoa
SM	San Marino
ST	Sao Tome and Principe
SA	Saudi Arabia
SN	Senegal

RS	Serbia
SC	Seychelles
SL	Sierra Leone
SG	
SX	Singapore Sint Magneton (Dutch)
SK	Sint Maarten (Dutch) Slovakia
SI	Slovenia
SB	Solomon Islands Somalia
SO	
ZA	South Africa
GS	South Georgia and the South Sandwich Islands
SS	South Sudan
ES	Spain
LK	Sri Lanka
SD	Sudan
SR	Suriname
SJ	Svalbard and Jan Mayen
SZ	Swaziland
SE	Sweden
СН	Switzerland
SY	Syrian Arab Republic
TW	Taiwan
TJ	Tajikistan
TZ	Tanzania
TH	Thailand
TL	Timor-Leste
TG	Togo
TK	Tokelau
TO	Tonga
TT	Trinidad and Tobago
TN	Tunisia
TR	Turkey
TM	Turkmenistan
TC	Turks and Caicos Islands
TV	Tuvalu
UG	Uganda
UA	Ukraine
AE	United Arab Emirates
GB	United Kingdom
US	United States
UM	United States Minor Outlying Islands
UY	Uruguay
UZ	Uzbekistan
VU	Vanuatu

VE	Venezuela
VN	Vietnam
VG	Virgin Islands, British
VI	Virgin Islands, US
WF	Wallis and Futuna
EH	Western Sahara
YE	Yemen
ZM	Zambia
ZW	Zimbabwe