

How to Close Out Your Ship-Pending Files in eCreds

What are ship-pending files?

Ship-pending files are files that have been shipped to you before the file is fully complete, with any outstanding items to be forwarded to you as they are received, for as long as the file remains open. Any file that has been shipped pending will be indicated by wording next to the DocCode of the practitioner when they are selected:

Doc Code: 39705 **This file has been shipped – pending items will be forwarded on receipt.**

How can you see which files were shipped pending?

Files that have been shipped to you ship-pending are shown on the “Home” page of the customer portal, under the link “Files in Ship Pending Status” as shown below:

Your File Information

Total Files in Process	12	Rush Files in Process	0
Files in Ship Pending Status	2	Total Completed Files (last 30 days)	5
Recrcds due in Next 30 Days	2	Files Over 30 Days Old	9

Click on the “Files in Ship Pending Status” link to view a list of your current ship-pending files.

How can you close out a file which was shipped pending?

If you have successfully taken a practitioner through committee, or have obtained the pending items for a file yourself and no longer require the pending items for a file that was shipped pending, you have the ability to close out these files on the customer portal.

First, select the file that you wish to close by either selecting the practitioner from your roster, or by clicking on the “Files in Ship Pending Status” link and selecting the appropriate practitioner.

Files in Ship Pending Status:

	Practitioner Name	Doc Code	Days in Process
Select	Jane Doe	39705	94

Your Roster Information

Last Name:	<input type="text"/>	<input type="button" value="Select"/>	Last Name	First Name	Doc Code
First Name:	<input type="text"/>		Doe	Jane	39705
SSN:	<input type="text"/>				
Date of Birth:	<input type="text"/>				
NPI:	<input type="text"/>				
Doc Code:	<input type="text" value="39705"/>				
<input type="button" value="Search"/>					

Once you have selected your practitioner, to close out your ship-pending file, click on the “Close the File” link in the box beneath the practitioner contact information. This link will only be visible on ship-pending files.

[Submit a Rush File Request \(click to expand\)](#)

[Print Signature Pages](#)

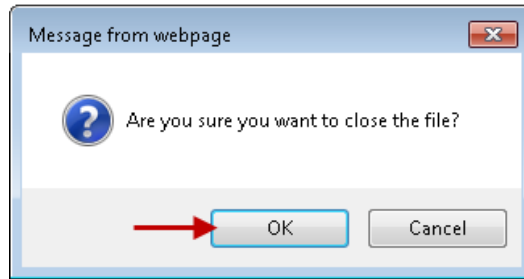
[Print a Pre-Populated Application](#)

[Change File to Ship-As-Is \(click to expand\)](#)

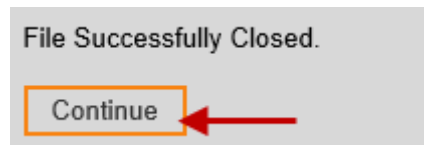
[Close the File](#)

[Change File to Ship-Pending \(click to expand\)](#)

When you click on the “Close the File” link, the following message will be displayed on screen:



To close the file, click “OK”, or click “Cancel” if you do not wish to close the file. If you click “OK” to close the file, a second message will be displayed, confirming that the file has been closed.

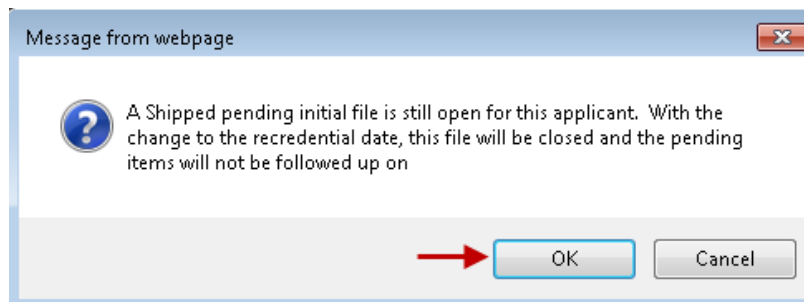


When you return to the “Home” page of the customer portal, the file you just closed will no longer be listed under the “Files in Ship Pending Status”. The completed file will remain in your list of download completed files in case you still need to download the file.

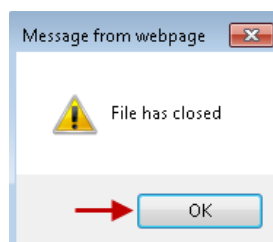
What happens if I update a reappointment date for a practitioner whose file was shipped pending?

Updating the reappointment date for a file that was shipped pending will also cause a ship-pending file to close. If you still require the pending items for a file, please do not update the reappointment date for the practitioner until the file has been completed or until the pending items are no longer needed and the file can close.

If you want to update the reappointment date and close out the ship-pending file, click in the “Recred Date” field on the Practitioner screen and enter the updated reappointment date, then click the “Save” button. The following message will be displayed.



Click “OK” to update the reappointment date and close out the ship-pending file. The following confirmation message will display on screen:



If you do not wish to close out the file, click “Cancel”.