

## SCBOS Blue Status and History FAQs

### **Q1 -- How do I delete an incomplete application?**

On the Status & History page, note the business name, filing, and period of interest. Select the down arrow on the specific business dropdown and then select “Delete”. Only filings with a filing status of “Paused”, “In Progress” or “in Shopping Cart”, can be deleted. Completed filings/payments cannot be deleted. Scheduled filings/payments can be rescheduled if the due date has not passed.

### **Q2 -- Where can I locate my receipt?**

Log in to SCBOS. Using the MySCBOS menu at the top of the page, select SCBOS Blue. This will direct you to the Status & History screen. On the Status & History page, note the business name, filing, and period of interest. Select the down arrow on the specific business dropdown and then select Print Receipt. The receipt is a PDF document. If you have many businesses, you can reduce the number of business displayed on the screen by selecting “Completed” filings only.

### **Q3 -- Can I view the activity for a filing/payment?**

On the Status & History page, note the business name, filing, and period of interest. Select the down arrow to the left of the specific business name. You will notice an activity log. The activity log lists each pause, submission date, scheduled payment date, and other relevant information.

### **Q4 -- Where can I view my scheduled filings/payments?**

On the Status & History page, note the business name, filings and period of interest with a status of “Scheduled.” You can also reduce the number of filings/payments to only Scheduled items by selecting Scheduled on the left side of the Status & History page.

### **Q5 -- Will I be notified when the receipt is generated?**

Yes. You will receive an email from SCBOS when the receipt is generated. Normally this occurs seconds after checkout. The email will be from scbos.scbos.sc.gov. If you don’t find the email in your regular email, check your Junk and Trash folders.

## Q6 -- How do I return to an incomplete application?

Log in to SCBOS. Using the MySCBOS menu at the top of the page, select SCBOS Blue. This will direct you to the Status & History screen. On the Status & History page, note the business name, filing and period of interest with a status of “In Progress” or “Paused.” Select the down arrow on the specific business dropdown and then select Resume. If the status of the filing is “In Shopping Cart”, you can go to the Shopping Cart and check out by selecting the Shopping Cart icon at the top of the screen.

## Q7 -- What are the valid statuses for filings on the Status & History page?

**Paused** – The User has directed the filing to be paused. This is normally in anticipation of the User returning and resuming the filing at a later time.

**In Progress** – SCBOS has paused the filing due to one of a number of conditions, for example, the browser was shut down or there was no user activity for 20 minutes.

**In Shopping Cart** – The filing is stored in the Shopping Cart waiting to be checked out. At this point, the filing has not been sent to the agency; thus, requiring additional user action.

**Filing Submitted** – The filing (s) and perhaps the payment have been submitted but the agency has not acknowledged receipt. The average submission will only have this status for a few seconds.

**Deleted** – A filing with a status of “In Progress” or “In Shopping Cart”, or “Paused” was deleted.

**Cancelled** – Filing(s) and payment that were scheduled were cancelled, i.e., no longer scheduled. As a result, filing(s) were put placed into the Shopping Cart and normally will need to be checked out again. Be aware that if there are multiple filings in a checkout, all filings will be placed back into the shopping cart.