



Time Entry Errors	
Error Text	Action Needed
“There is no active authorization for this account. Please contact your supervisor.”	<ul style="list-style-type: none"> This is equal to not receiving a voucher in the mail using the paper voucher system. The consumer’s authorization is not up to date. Contact your Local Office to resolve as soon as possible to ensure you are authorized to work.
“You are attempting to enter a punch for a date of service that is beyond the client's discharge date. Please contact your supervisor.”	<ul style="list-style-type: none"> The consumer is not authorized to receive services on the date entered. Contact your Local Office to resolve.
“You already have a duplicate or overlapping punch in the system for this date and time. (Duplicated/Overlapping Punch ID: xxx) Please choose another date/time or contact your supervisor.”	<ul style="list-style-type: none"> Review your existing entries to determine the overlap and adjust the necessary entry. If an entry is in “Approved” or “Processed” status and needs to be corrected, please contact your Local Office for help.
"FOB start and end tokens are invalid. Do you want to continue with Portal Sign Off?"	<ul style="list-style-type: none"> Check to make sure the fob codes were entered correctly. If the fob codes match what you have written and you continue to receive this error, click Yes to continue with “Portal Sign Off.” The entry will be recorded as a non-EVV compliant entry.
“Please enter a valid date.”	<ul style="list-style-type: none"> You cannot enter a date in the future. Ensure date is today’s date or a previous date.
“Time cannot be greater than current time.”	<ul style="list-style-type: none"> You cannot enter a future time. Ensure the time is current or past.
"Please select at least one Canned Statement."	<ul style="list-style-type: none"> You need to select the attestation in the “Canned Statements” section prior to confirming clock-out.
“The total punch amount cannot be greater than xxx. You have entered xxx.” “The entry ID xxx has been rejected.”	<ul style="list-style-type: none"> Entries cannot be larger than the Max Units Per Punch. Your entry is rejected. You will need to create a historical entry to report your correct time.

Business Rule Violations

“Your punch has one or more violations. Please verify the results below and select ‘Acknowledge.’ If this was a mistake, please cancel and edit your entry.”

- The specific rule violated will display below this text.
- You will receive a message in the OR PTC DCI Messaging Module telling you which rule was violated. Depending on your account preferences you may also receive a text message and email telling you a business rule was violated and directing you to check the OR PTC DCI Message Portal for detailed information.
- You (Provider) are responsible for editing your time to make sure you are within your authorized hours. If you need help, please contact your Local Office.

Business Rule	Action Needed
Authorization Remaining Balance	<ul style="list-style-type: none"> • Your hourly entry has gone above the authorized number of hours on the consumer’s service plan/authorization. • You will need to correct the time entry so that you are not over your authorized hours. Contact your Local Office if you need assistance. • A mileage entry that is greater than the number of miles allowed will not be saved. You will need to adjust the miles before saving the entry.
Timely Filing Employee Punch Entry	<ul style="list-style-type: none"> • You can only enter time/mileage up to 365 days past the date of service. • Please note, historical entries are not EVV compliant.
Employee Service Account Begin Date Punch Entry or Employee Service Account End Date Punch Entry	<ul style="list-style-type: none"> • You are not authorized to provide services to this consumer on this date. • Your entry is rejected. • The date you started or stopped working for the consumer may have been entered incorrectly and you will need to contact your Local Office to resolve.
Client Discharge Punch Entry Business Rule	<ul style="list-style-type: none"> • The consumer was not authorized services on this date. • Your entry is rejected. • The date the consumer stopped receiving services may have been entered incorrectly and you will need to contact your Local Office to resolve.
Employee Termination Date Punch Entry	<ul style="list-style-type: none"> • You are not authorized to provide services on this date. • Your entry is rejected. • The date you stopped providing services may have been entered incorrect and you will need to contact your Local Office to resolve.