QRG - Correcting a Punch Entry in Processed Status

ⓘ **Purpose:** This QRG covers how state staff can correct punch entries in a processed status.

Outcome: Staff will be able to correct processed entries.

[Staff - Correcting a Punch Entry in Processed Status QRG v2.pdf](#)

Correcting a Punch Entry in Processed Status

An entry in a processed status may need to be edited for one of the following reasons:

- A provider, consumer, or consumer employer representative called to say an entry was made incorrectly.
- A staff member was made aware of a mistake.
- As part of the over/underpayment process (if this is part of an over or underpayment, please follow the [Over and Underpayment Business Process](#)).

To edit a punch entry in a processed status:

1. Click on the Employees tab.
2. Search for the provider via their name or Uni ID.
3. Click on the provider from the search results.
4. From the Employee Details page, click Entries.
5. Locate the punch entry in a Processed status that needs to be updated. To do this, you may choose to use the search filters. Once located, click the entry ID associated with the entry (shown in the left column).
6. From the Punch Detail page, click Actions.
7. Click Edit Entry. (If the provider can edit their time, click Cancel Entry instead and notify the provider that they must create a historical entry for the correct date and time.)
8. Edit the entry with the correct punch details. This may include the service date, the clock in time, or the clock out time.
9. Select EVV Method of Portal Signoff if it was not already selected.
10. Click the blue plus sign to add a Reason Code. (Once clicked, it will be a minus sign.)
11. Click the Reason Code "State-Other-StateO" from the drop-down and enter a note in the notes field explaining why you are updating the entry.
12. Click the larger, blue plus sign to the right of the Add Reason Codes field to save the Reason Code.
13. You will see the Added Reason Code you selected and note populate in the Reason Codes section. If it does not, the Reason Code was not properly added and you must return to step 11.
14. Click Save.
15. An Alert will display, "Are you sure you want to cancel existing punch for…," click Yes.
16. You will be brought back to the Punch Detail page. However, since you have made the update, the entry has a flag of Compensated. This original entry will remain in a status of Processed.
17. If you navigate back to the provider's profile by clicking on their name at the top, you can look at the new updated entries.
18. Scroll down to the entries and you will see two new punch entries were created.
    a. One new punch entry will display with the corrected information. This punch entry starts in a pending status and will go through all normal approvals.
    b. The other new punch entry will display a negative amount. This is the compensating entry and is automatically approved.

Related articles

- [Guide - OR PTC User Settings Guide](#)
- [Staff Learning Materials Catalog](#)
- [Guide - Time Entry Management](#)
- [Online Learning - Recovering a Forgotten Password](#)
- [Business Process - Managing Staff Profiles](#)