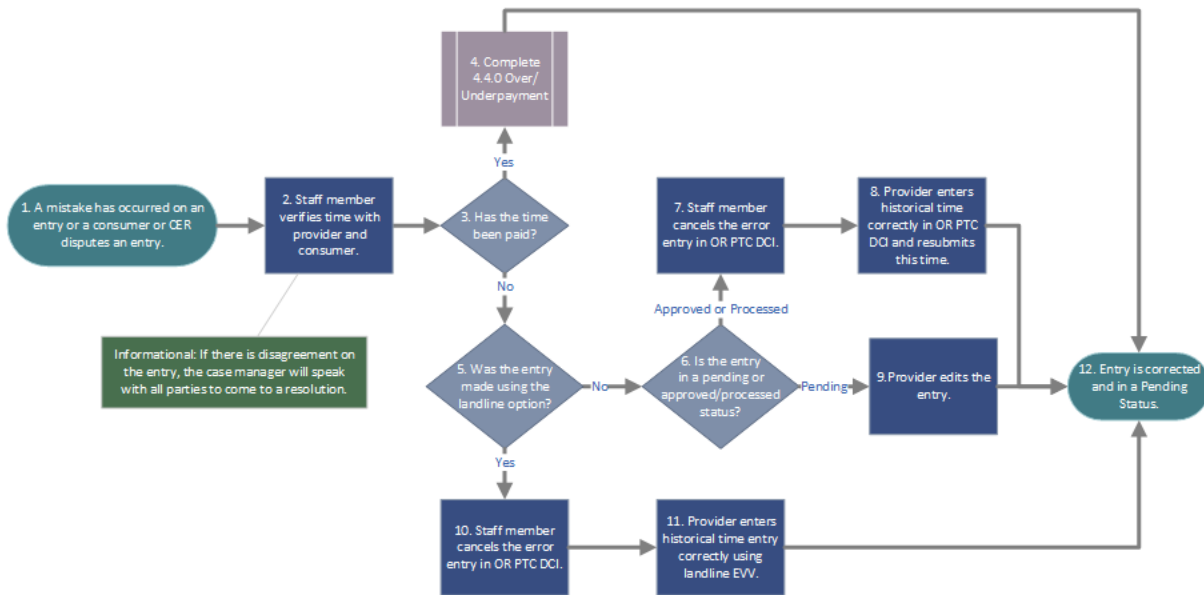


Business Process - Correct Entry Mistake

PROVIDER TIME CAPTURE (PTC) PROJECT

2.2.3 Process for Staff, Provider, and Consumer/CER: Correct Entry Mistake



Legend

Acronyms

CER = Consumer Employer Representative (Guardian profile in OR PTC DCI)

START / END

PROCESS STEP

SUB-PROC.

DECISION

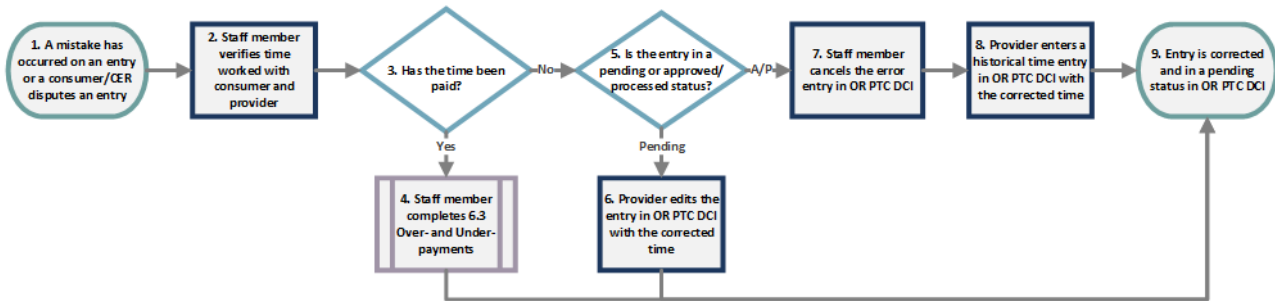
Note: This process will soon be changing as a result of Phase 2A implementation. Please continue to use this process through **July 19, 2024**. See below for a sneak peek at the associated Phase 2A process, effective **July 22, 2024**.

Phase 2A Sneak Peek



6.1 Correct Entry Mistake

PTC.Oregon.Gov



Legend

CER = Consumer Employer Representative
CM = Case Manager
VS = Voucher Specialist



Note: This process was updated as a result of Phase 2A implementation. The Phase 2A process outlined will be effective **July 22, 2024**, at which time current processes will be removed. Please continue to follow the current process above in the interim.

Note this process outlines process steps as they directly relate to and impact OR PTC DCI. If you have any questions regarding accompanying local office processes or procedures, please refer to your local office leadership, the CEP Manual, or Staff Tools page.

Links + Resources



**PTC Support
Team Email**



**Time Entry
Management
Guide**



**Correcting an
Entry in
Approved Status
QRG**



**Correcting an
Entry in
Processed Status
QRG**



**Entry Status
QRG**



**4.4.0
Over and Under-
payments**

Related articles

- [Business Process - Over and Underpayments](#)
- [Staff Learning Materials Catalog](#)
- [QRG - Resetting Passwords in OR PTC DCI](#)
- [Guide - Profile Management](#)
- [QRG - Profile Requests for OR PTC DCI](#)

Related issues