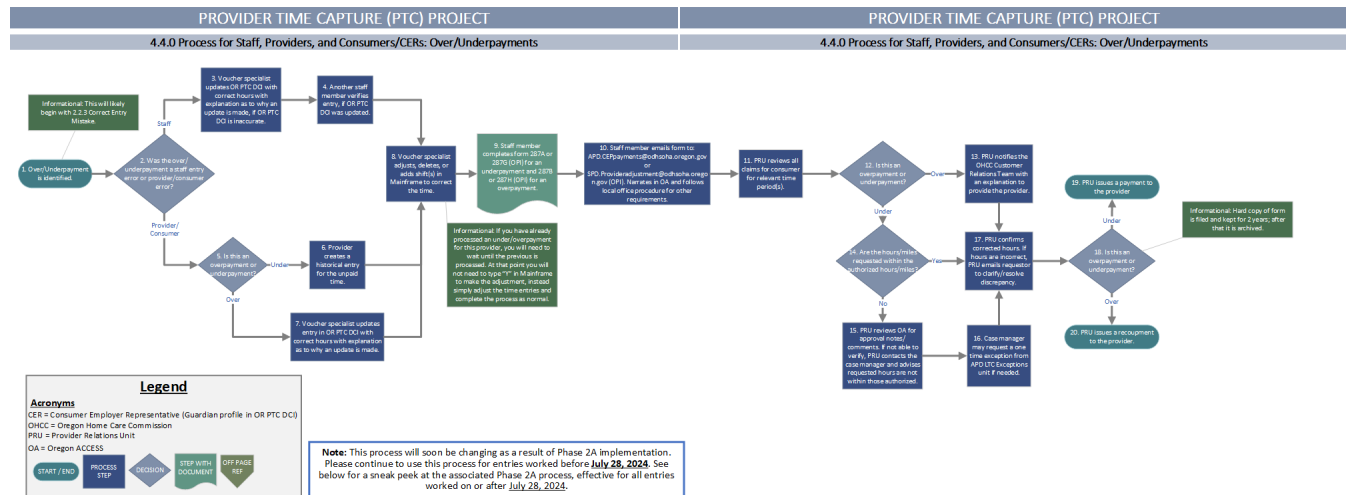
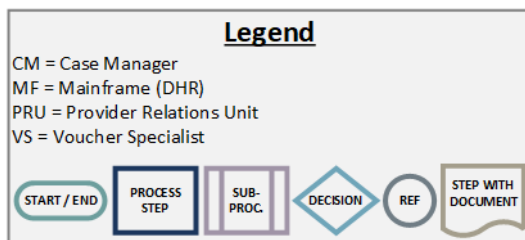
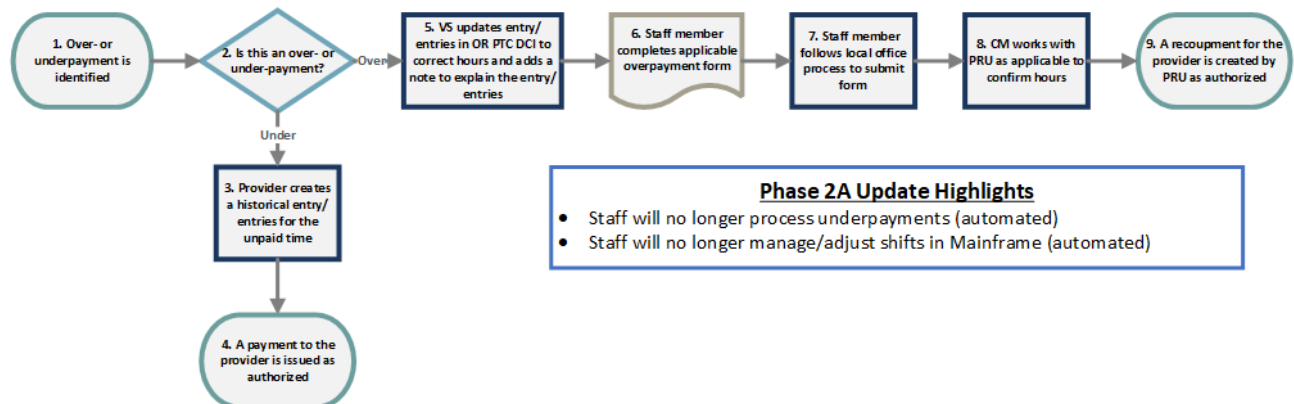


Business Process - Over and Underpayments



Phase 2A Sneak Peek



Note: This process was updated as a result of Phase 2A implementation. The Phase 2A process outlined is effective for all entries worked **on or after July 28, 2024**. Please continue to follow the current process above for all entries worked before July 28, 2024.

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**



**2.2.3 Correct
Entry Mistake**



**AAA/APD
CEP Payments
Email**



**OPI (SPD)
Provider
Adjustments Email**



**Time Entry
Management
Guide**

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](#)