Error Messages potentially seen when submitting an Electronic Timesheet

E-timesheet will reflect a red error message when there is a problem that needs to be resolved before the hours can be paid. Below are some common problems of why an e-timesheet might display an error message and what a user can do or whom they can contact.

An example of an error message:

Below are some of the most common error messages and how a user can fix them in order to successfully submit an e-timesheet:

Error Message	Steps to Fix the Issue
One or more of the days claimed are older than one year. The IP will only be paid for units claimed in the last 365 days.	Delete the dates that are older than one year and resubmit the timesheet or contact the call center if work was provided outside of 365 days.
Time entries are not within the timesheet period.	Delete the dates outside of the pay period. Submit dates for days 1-15 OR 16-31.
Entries cannot be in the future.	Delete dates in the future from the timesheet prior to submission or wait until that day has actually occurred before submitting the timesheet.
You are not authorized to provide <service name> service, please see your Authorization Letter for details.	Review the authorization letter. Contact the case manager if there are any questions.
You have claimed more <hours> than have been authorized.	Review the amount of hours available on the authorization and revise the timesheet hours.
Mileage can only be submitted for days you are providing Personal Care Services.	Remove mileage reimbursement on days the IP did not claim personal care.
You did not check a task for one or more days that you entered units worked.	For services that require a task, enter at least one task for each day worked.

REMINDER, check your timesheet status online and call the IPOne Call Center team if you have questions.