

Staff – Phase 2A – Punch Entry Details Report Guide



Purpose: The purpose of this guide is to demonstrate how to create and download the Punch Entry Details report to find information on entries, hours worked, and miles claimed by a provider.

Outcome: Staff will be able to create, download, and use the Punch Entry Details report.

The Punch Entry Details report is a powerful report that can be used to find detailed information on time and mileage entries created by or on behalf of a provider. This report is one tool staff can use in Phase 2A to determine things like:

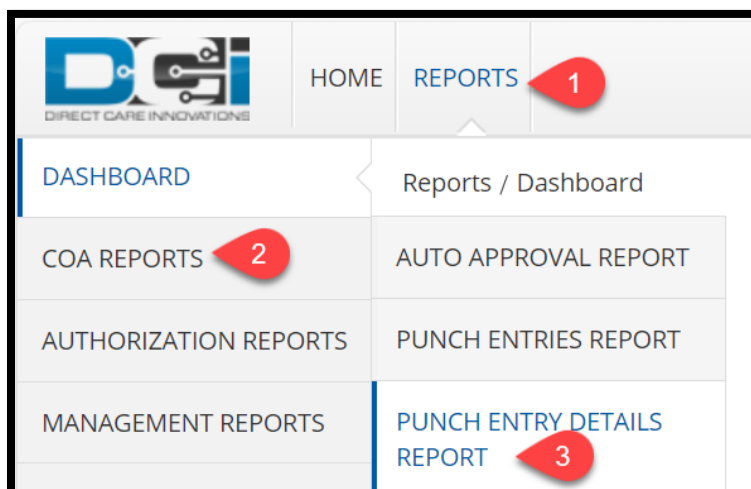
- How many hours were worked by a provider within a pay period,
- The status of a provider’s entries, and
- The date/time the entries were submitted and who submitted them.

In Phase 2A, staff will not have access to look at authorizations directly or to review payroll batches to see entries for consumer/provider pairs. However, staff can use the Punch Entry Details report instead of payroll batch reports to research entry and payment questions.

Locating the Report

To locate the report:

1. Click Reports at the top of the screen.
2. Click COA Reports.
3. Click Punch Entry Details Report.



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Entering the Search Criteria

This report can be used to generate a wide range of information about entries. Below is a summary of the search fields that are the most useful for staff who use OR PTC DCI. None of these fields are required to generate a report. This means the report can be very broad or very specific depending on the search criteria used.

Note: Staff should enter at least one search criteria to limit the amount of data pulled onto the report. Not entering enough data to limit the search, or trying to submit a blank search form, will result in freezing and may cause delays to other users in the system.

- a. *To* and *From* fields: Used to enter a date range for entries you want to pull into the report. Can be a pay period, a specific day or month, or can be left blank.
- b. *Client Name*: The name of the consumer for whom services were being provided for the entries in question.
- c. *Employee Name*: The name of the provider who provided services to the consumer.
- d. *Cost Center*: The cost center (branch) the consumer was assigned to in OR PTC DCI when the entries were being submitted by the provider. On the report, the cost center will be listed with an “-EU” after it, which means External User.
- e. *Status*: The status of the entries you want to pull into the report. (For a definition of entry statuses in OR PTC DCI, see the [Entry Status QRG](#).)
- f. *Payroll Batch Name* and *Payroll Batch ID*: These fields allow you to search for the entries that appeared on a specific payroll batch by name or Batch ID.
- g. *Include Canceled and Rejected Punches*: Checking this box will pull canceled and rejected entries into the report. Select this option if you need to see all entries created, including any canceled or rejected entries.

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A screenshot of the 'CoA Reports - Punch Entry Details Report' form. The form is titled 'CoA Reports - Punch Entry Details Report' and is located under the path 'Reports / CoA Reports / Punch Entry Details Report'. It contains several input fields and dropdown menus. Callouts 'a' through 'g' are placed over various fields: 'a' is over the 'From (MM/DD/YYYY)' date field; 'b' is over the 'Type Client Name' text field; 'c' is over the 'Type Employee Name' text field; 'd' is over the 'Type Cost Center' text field; 'e' is over the 'Select Activity' dropdown menu; 'f' is over the 'Type Payroll Batch Name' text field; and 'g' is over the 'Include Canceled and Rejected Punches' checkbox. At the bottom right, there are 'Reset' and 'Search' buttons.

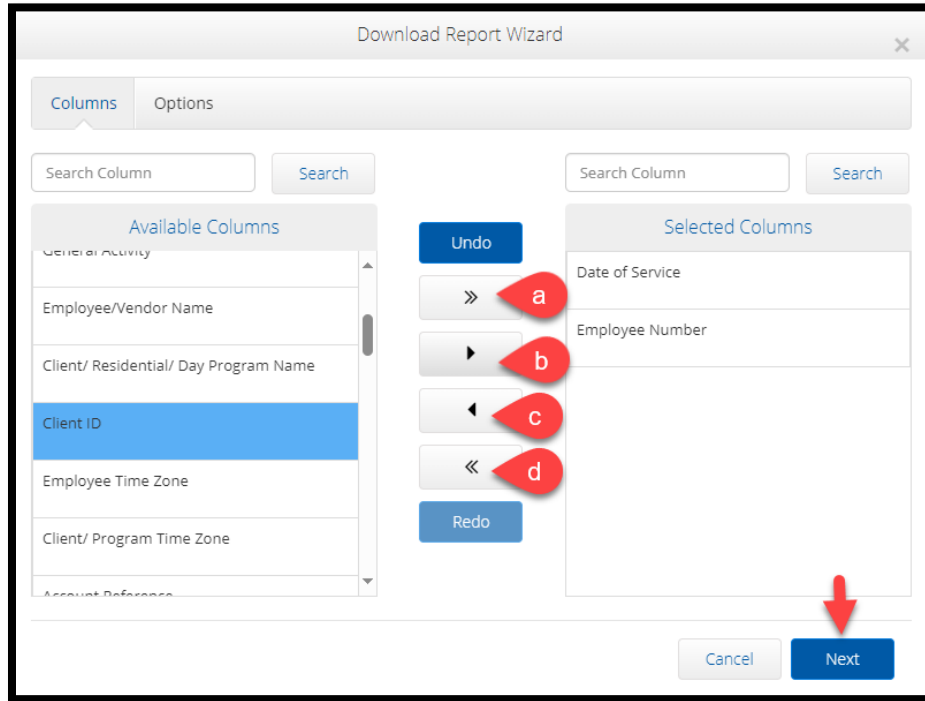
Downloading the Report

Once you've entered your search criteria, click Search. Then, click Download. This will bring up the "Download Report Wizard." The wizard allows you to select the columns you want to appear on the report and the order in which you'd like them to appear. Below is an explanation of the buttons you can use to add or remove columns from the report.

- a. Click the double right-facing arrow to move all the available columns over to the Selected Columns box. All the available columns will appear on the report.
- b. If you only want certain columns to show on your report, click on the columns you want in the Available Columns box. They will highlight blue. Click the solid right-facing arrow. This will move them to the Selected Columns box.
- c. To remove columns from the Selected Columns box, click on the column you wish to remove, highlighting it in blue. Click the solid left-facing arrow to move the column back to the Available Columns box.
- d. To remove all columns from the Selected columns box, click the double left-facing arrow.

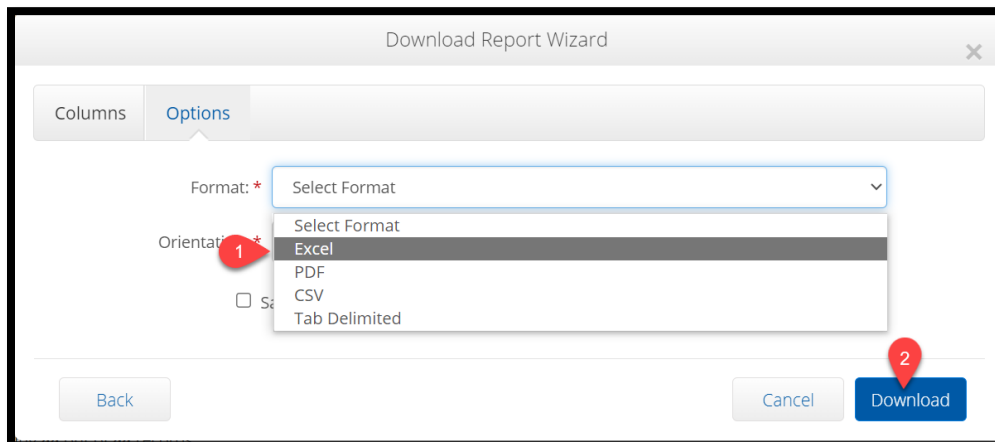
After the columns you want to appear on your report are in the Selected Columns box, click Next.

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Next, you will be prompted to select the format you would like the report to be downloaded in. (Note: Excel is the best option for staff who want to be able to view and format their data.)

1. Under Format, select the format in which you would like to download the report.
2. Click Download.
3. An alert will appear asking if you are sure you want to download the report. Click Yes.



The report will download and be available in the download folder of your web browser and the “Downloads” folder on your PC.

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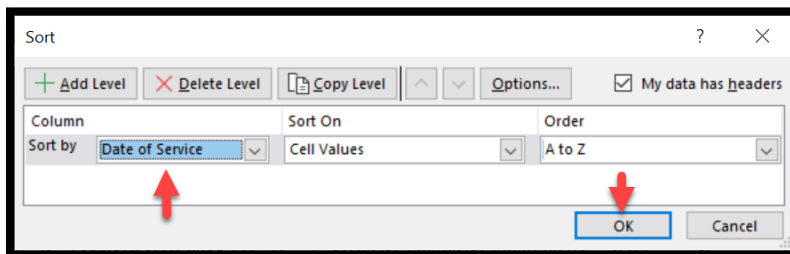
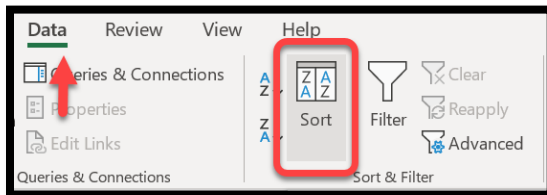
Reviewing the Report

When you download the report and open the Excel file, the entries will likely not appear in order. If you are looking at the entries a provider submitted during a specific time period, it is helpful to sort the entries by date.

1. Click the green triangle in the upper left-hand corner of the sheet. This will highlight the whole sheet.

	A	B	C
1	Punch ID	Date of Service	Empl
2	5686	02/22/2024	John

2. Click on the Data tab, then click Sort. From the Sort dropdown menu, choose Date of Service. Then, click OK. Your entries will be sorted by date.



Understanding Information on the Report

There are many columns on this report that have the potential to provide a lot of data. We will highlight some useful columns here and what they mean.

- **Punch ID** – The identification number associated with the individual entry.
- **Date of Service** – The date services were provided to the consumer.
- **Employee Name** and **Employee Number** – The name and provider number for the provider who is providing services to the consumer.
- **Client Name** and **Client ID** – The name and prime number of the consumer to whom services are being provided.

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- **Cost Center** – The branch number the consumer was assigned to when the entry was submitted.
- **Start Date** and **End Date** – The date of the entry, including the exact start and end time.
- **Hours** - The length of the entry in Day:Hour:Minute format.
- **Amount** - The length of time entries in decimal format and mileage entries in number format.
- **Status** - The status of the entry. Possible entry statuses are Open, Unverified, Pending, Approved, Batched, Processed, Rejected and Canceled.
- **Created By** and **Created Date** - Tells you who created the entry and when. The Created Date will show you if the provider submitted the entry by the deadline.
- **Input Method** - Shows what method was used to submit the entry. Possible input methods are:
 - **EVV Phone** – the entry was created using the Landline option.
 - **Mobile App** – the entry was created using the mobile app.
 - **Mobile App-Offline** – the entry was created using the mobile app while it was in offline mode.
 - **Mobile Web** – the entry was created by logging into the web portal using the web browser on a smart device.
 - **Web Portal** – the entry was created by logging into the web portal on a computer or by using the “Full Site” option on a smart device.

Note: An unverified entry is an entry that was entered by a staff member, but *not* verified. Entries with this status will not pull into the payroll batch to be paid. Staff should take the steps to verify these entries, so that they can go through auto-approval to be paid. (See the [Entry Status QRG](#) for more information on statuses. For information on how to verify an entry, see the [Time Entry Management](#) guide.)

Practical Application

One practical use for this report is to help staff answer questions from providers about their hours and pay. For example, when a provider wants to know why they were underpaid on their most recent paycheck. Here are the steps you would take to troubleshoot this issue using the Punch Entry Details Report:

1. Navigate to the Punch Entry Details Report
2. Enter the following search criteria:
 - a. In the From and To fields, enter the start date and end date of the pay period.

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- b. In the Employee Name field, start typing the provider's name. Multiple names may populate in the dropdown menu. Click on the row containing the provider's full name.
- c. Click the box for "Include canceled and rejected punches." This will show canceled and rejected entries on the report and will include information on who canceled or rejected the punch and when.
- d. Click Search.

Reports / CoA Reports / Punch Entry Details Report

CoA Reports - Punch Entry Details Report

02/11/2024 02/24/2024 Select Account Type

Type Client Name Type Service Code

Type Cost Center Type Status

Type Payroll Batch Name Select Entry Type

Include Canceled and Rejected Punches

George Harrison
Georgia George

Reset Search

3. Download and review the report. Here are some things to look for:
 - a. Did the provider submit entries that exceeded authorized hours?
Sometimes providers are not aware of how many hours they have remaining on an authorization and work over their authorized hours. If the provider exceeded their authorized hours, the entries that went over hours will have been automatically rejected by the system.

Note: The entries that exceeded authorized hours will show as being rejected by the provider, have an amount of 0.0 hours and nothing listed in the End Date column.

J	K	L	M	T	U
Start Date	End Date	Hours	Amount	Status	Created By
02/22/2024 08:48:00 AM			0.00	Rejected	John Lennon

Review the HINQ screen in Mainframe to see how many hours the provider is authorized for the pay period. Compare the number of authorized hours to the number of hours in a processed status on your report.

- b. What is the status of the entries? Review the Status column on the report.

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Entries in a **processed** status have been pulled into a payroll batch to be processed for payment.

Entries in an **approved** status are ready to be pulled into a payroll batch.

Entries in a **rejected, cancelled, or unverified** status will not be paid.

- c. When was the entry created? Review the Created Date column on the report. If the entry was created after the Submission Deadline, the provider can expect to be paid late – after the Pay Processing date.

References

[OR PTC DCI Troubleshooting Guide: Provider Cannot Claim Time or Provider Reports Incorrect Pay](#) – Guide for staff to work through steps to take when a provider reports they cannot claim time or have been paid incorrectly.

[Entry Status QRG](#) – Guide for staff explaining the different entry statuses a time entry can have in OR PTC DCI.

[Time Entry Management Guide](#) – Guide explaining time entry management, adjustments, over/underpayments, and historical entries.