



## Understanding the *Entry Status Report*

### 1.0 What is the status of my entry?

This report helps you track your entries and understand which ones are paid, processing, or still waiting for approval. The table below outlines what each punch status means and how to take action when needed.

Status	What it means	What to do
<b>Pending</b>	The entry passed basic checks and is waiting for the participant or their authorized representative to review and approve.	<ul style="list-style-type: none"> <li>Review your pending entries regularly.</li> <li>For long-outstanding items, contact the participant or authorized representative to request approval.</li> <li>If the participant cannot access the portal, use the <a href="#">Alternative Entry Sign-Off Form</a> provided in the email.</li> <li>Cancel the current entry and recreate it with the completed invoice form attached. Once that's done, we can process it right away.</li> </ul>
<b>Rejected (by "Business Rule")</b>	The entry was stopped because it did not meet one of DCI's system rules (for example: expired authorization, no pay rate, too many hours, late submission).	<ul style="list-style-type: none"> <li>Review Business Rules table (next slide) to find the specific issue.</li> <li>Correct the entry as instructed.</li> <li>Contact your VRS agent if you need help understanding the rule.</li> </ul>
<b>Rejected (by authorized representative)</b>	The participant or their authorized representative rejected the entry. This typically happens when the hours don't look correct or the service wasn't recognized.	<ul style="list-style-type: none"> <li>Contact the participant or authorized representative to understand the reason for the rejection.</li> <li>Make corrections and resubmit if appropriate.</li> </ul>
<b>Approved</b>	All required reviews are complete and the entry is ready for payroll processing.	No action needed. The entry will move forward automatically.
<b>Batched</b>	The entry has been included in a payroll batch. This means payroll processing is underway, and payment should move to Paid within about 24–48 hours.	No action needed.
<b>Paid</b>	Payment has been processed and the vendor has been issued funds.	No action needed — use these entries to reconcile deposits.
<b>Canceled</b>	The entry was voided. When multiple entries were submitted together, they may show individually but were canceled as a group.	No action needed unless you need to resubmit corrected hours.



## 2.0 My entry was rejected by a “Business Rule”—why?

Some entries are rejected because they don’t meet specific DCI business rules—like expired authorizations or missing pay rates. This table breaks down each rule in plain language and shows you what to do next.

<b>Business Rule name</b>	<b>What it means</b>	<b>What to do</b>
<b>Authorization Remaining Balance</b>	The client does not have enough authorized funds left to cover the hours submitted.	The punch cannot be saved. Contact the client or their authorized representative to confirm available hours or adjust the entry.
<b>No valid pay rate punch entry</b>	There is no pay rate set up for this service on the date of service you selected.	Double-check the service code and date. If correct, contact the client or their authorized representative to update their service details.
<b>Timely Filing Employees Punch Entry</b>	The punch was submitted too late based on the program’s timely filing rules.	This cannot be corrected. Future time must be submitted on time to be paid.
<b>Employee service account start date punch entry</b>	The date of service is earlier than the approved start date for that service.	Review the date entered. If correct, contact the client or their authorized representative.
<b>Employee service account end date punch entry</b>	The date of service is after the approved end date for that service.	Review the date entered. If correct, contact the client or their authorized representative.
<b>Authorization Expiration Date</b>	The date of service is after the authorization has expired.	The punch cannot be saved. Contact the client or their authorized representative to confirm authorization dates.
<b>Authorization Weekly Max</b>	The hours submitted exceed the weekly maximum allowed in the authorization. Vendors will see a “rejected punch” when reviewing entries.	Open the rejected punch → go to the Business Rules tab → review the message. Contact the client or authorized representative if the hours are correct.
<b>Timely Filing Employee Punch Approval</b>	The punch was approved too late based on timely filing rules.	This cannot be corrected. Future approvals must be done on time to be paid.

**For further assistance feel free to reach out to your assigned VRS agent:**

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