# Error Messages You May See When Submitting Your Electronic Timesheet

There are times when your e-timesheet will reflect a red error message. This means there is a problem that needs that needs to be resolved before the hours can be paid. Below are some common problems of why your e-timesheet might display an error message and what to do or who to contact.

Here's a screen shot of what an error message would look like:
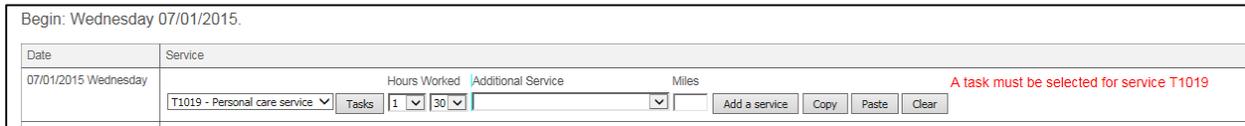
Begin: Wednesday 07/01/2015.		
Date	Service	
07/01/2015 Wednesday	T1019 - Personal care service ∨ Tasks 1 ∨ 30 ∨ Hours Worked Additional Service ∨ Miles Add a service Copy Paste Clear	A task must be selected for service T1019

Below are some of the most common red error messages and how you can fix them so you can successfully submit your e-timesheet:

Error Message	Steps to Fix the Issue
One or more of the days you claimed are older than one year. You 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.
Your time entries are not within the timesheet period.	Delete the dates outside of the pay period. You can only 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 your authorization letter for the services you are able to provide. If you have any questions, please contact the case manager.
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 for any non-Personal Care Services you provided.
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 that day you worked.

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

When you contact the call center, the recording will provide you with a timesheet status update on your most recent timesheet submittal.