Did you know ...

... that you can resubmit your SD billing entries that may be suspended?

There are times that SD billing entries hit an error when submitted by the PSW for payment processing. A common error that happens is “awaiting client eligibility”. Sometimes an individual’s eligibility has changed between the time the PSW worked & they submitted their billings. Other times, eXPRS is unable to get the eligibility information it needs from other DHS systems. When the SD billings hit this eligibility error, they will suspend, because eXPRS doesn’t have the information it needs to finish the processing.

When SD billings suspend, PSWs can resubmit them again to see if the suspension reason will clear. PSWs can even resubmit their suspended SD billings all at once, instead of one at a time.

How to resubmit your suspended SD billings:
1. Use the menu option View Service Delivered Entries to find your suspended billings.

![View Service Delivered Entries](image)

2. Search for your suspended SD billing entries by the Status = suspended + the pay period date range. Using a status will activate the ability to resubmit the SD billings.
3. From the results list, check the boxes on the far left-hand side, then click **Submit** to resubmit the SD billings.

4. If the eligibility issue has been resolved, your SD billings should now show as **pending** & are ready to be printed on timesheets for signatures.

**Remember …**
- When your SD billings are suspended, wait a bit & then resubmit them to see if the suspension issue clears.