# How to Resubmit Suspended Service Delivered Billing Entries

Some Service Delivered Billing Entries (SDs) encounter errors when you submit them for payment processing. Common errors occur when an individual's eligibility changes between the time you worked and when you submitted the SD, or when eXPRS is unable to communicate with other ODHS systems to get eligibility information. When this occurs, the SDs will move to **Suspended** status.

When SDs suspend, you can submit them again to see if the reason has resolved. You can also resubmit multiple suspended SDs at once, instead of one at a time.

How to Resubmit your Suspended SDs

1) On the eXPRS Desktop Site, select **View Service Delivered Entries**.
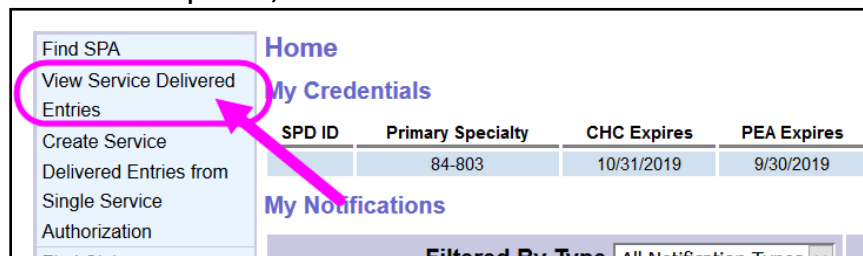
2) Search for your suspended SDs by entering the following search criteria:
   - **Status[1]:** Suspended
   - **Begin Date:** The start date of the pay period the Suspended SD is in.
   - **End Date:** The end date of the pay period the Suspended SD is in.

---

[1] 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.