**All Employment Network Payments Call**

**3 – 4 p.m. EST**

***The OSM provides transcripts in a rough draft format created via Live Captioning which was performed to facilitate Communication Accessibility. These transcripts are not verbatim records of training sessions, webinars or conference calls.***

Operator: Ladies and gentlemen thank you for standing by and welcome to the all en payments conference call. During the presentation all participants will be in a "listen-only" mode.

 Afterwards we will conduct a question and answer session. At that time if you would like to register for an audio question press the one followed by a four. If you require operator assistance press star zero. This conference is recorded today, Tuesday February, 24, 2015. It is now my pleasure to introduce Janet Cousin. You may begin.

Janet Cousin: Thank you. Good afternoon and welcome to the Ticket to Work program monthly Employment Network Payments Call. We do want to welcome our new Employment Networks that are joining us for the first time and thank you for working with
Social Security beneficiaries.

 Thanks also to our returning ENs who join us each month. We do hope this call continues to help you understand the many intricacies of payment processing for the Ticket to Work Program. Again my name is Janet and I am the supervisor for payments helpdesk and the Document Support Services team and I do host this forum each month. Joining me is Debbra Tennessee, manager of the Ticket Operations Department for the program, and Kathy Dyson our consultant and training coordinator with the Ticket Operations team. We also have several members of the Social Security Administration Office of Research Demonstration and Employment Support team. Regina the director is with us, Danielle, Natalie, Janice, Theresa as well as our special guest Cara the chief of the EN Services Branch. Now we'll be using a presentation for today's call and that presentation will be posted on the events page once the call is completed but you can certainly follow along via the web link for the call. This will be an interactive session and you will be invited to ask questions near the end of the presentation.
Please do not provide any information regarding your personal cases when asking questions due to confidentiality concerns. We also have the chat room available for you and if you're not able to -- if we're not able to address all of your questions or concerns we'll certainly follow up with you after the call. So today we will be focusing on how to avoid payment processing delays. And again once we talk through those scenarios we'll provide an update on the new Ticket Portal. So focusing on avoiding payment processing delays let's take a look at three particular areas.

 One is we want to make sure that the registration information that each en is required to provide is direct and updated.
The second item we'll be focusing on is encouraging timely tax filing for self employed Ticket Holders. And then the third item we'll be looking at is making sure that when payment requests are submitted they are complete with all required information.

 Are you ready for the new Ticket portal? This is the portal that will replace the current Secure Provider Portal that you're accessing today and again we'll have an update on the current status of that deployment. All right well let's get started with SAM. SAM is our system for award management and it is a profile that each en is required to set up and ensure is ready and available for use for the Ticket program. Many Employment Networks are experiencing issues with Social Security's inability to process payments due to the expiration of the Employment Network's SAM profile. SAM registrations are active for one year. Employment networks must renew this registration annually via the www.sam.gov website.

 ENs are encouraged to periodically review their account information especially the banking information so that Social Security and the US Treasury is able to process payments. They will be unable to make payments to an EN if the profile is not active or does not have current banking information. Now when this occurs SSA will notify an en if payments are held because its SAM registration has expired however it really is the EN’s responsibility to verify this and ensure that their SAM registration is current. Now if you need to change your banking information and have pending payment requests that are being processed please reach out to the payments helpdesk team to alert us of the change. This way it will allow us to place the payments that are being processed on hold until the banking information is updated throughout the various Social Security Administration systems and ensure that your payment requests are processed with the correct banking information.

 It's a very important step to ensure that payments are made to the correct account. Now each time you submit a payment request via the Secure Provider Portal you are asked to confirm that your bank account information is current. You can see here on the presentation there's a question right there that says is the financial institution and bank account information provided in the system for award management current. And you must answer yes or no. Please do not ignore this important reminder. All right let's take a look at another area where we may be able to avoid payment processing delays. That's related with self employment income beneficiaries. Many employers are hiring increasing numbers of independent contractors. These are employees who receive a 1099 instead of a W2 form. In the circumstance the beneficiary is being paid by an employer but no taxes are being with held and reported to the IRS. It is the beneficiary's responsibility to file their taxes at the end of the year, provide their 1099 from their employer and pay their taxes. The IRS also allows a process for periodic payment of taxes throughout the year. If an en submits a payment request for a SEI beneficiary for milestone claims it will likely take longer to process because payments cannot be made to an EN until Social Security records show monthly earnings reported by the beneficiary have been verified.

 SEI earnings information provided by the IRS is usually posted in the Social Security database up to six to eight months after the beneficiary files their annual tax return or periodic tax report with the IRS. Now all claims are paid based on information supplied on the payment request or the form. The ENs do take a risk submitting these claims because beneficiaries may report greater dollar amounts for expenses when they file their income taxes in order to reduce their income in tax liability. So when this is later recorded to the Social Security records the EN may be charged an overpayment if the earnings do not meet the qualified amount for SGA. When submitting a payment request for a self employed beneficiary an employment network should include and indicate that the Ticket holder is self employed in section two of the payment request form. They must also provide at least one form of evidence. The first form is completing the recent contact section of the payment request form which is referred to as section seven and is shown here on the slide. Be sure to include the gross earnings, expenses and net income in the description area of the form.
You can see the red arrow indicating where that can be defined.

 The second form of evidence is you can actually complete the self employment information form. That's SSA Form 1368. It is accessible via the website under the information resources section in the forms link. Another option is you can simply write a statement or provide an invoice from the Ticket Holder that has the gross earnings, expenses, net earnings and specifies the month or years the Ticket Holder was actively involved. When submitting a payment request for a self employed beneficiary the SEI form here does ask for the same information as indicated on the previous page. You would fill in the beneficiary information, again the gross income, gross expenses, net income, indicating the months that this is being reported as indicated here. All right let's look at the third area that we want to make sure that it's complete and accurate when submitting payment requests. So again you're entitled to receive payments for services you provide that help beneficiaries along the path to self sufficiency. In order to receive these payments you do need to complete and submit the payment request form. And this starts by determining whether a payment is available. We do have a detailed training presentation available as part of our Ticket Training Tuesday series and it explains the Ticket assignment requirements, choosing the Ticket payment method and the various requirements for the milestone outcome or the outcome payment method. And you can find that presentation on our website by clicking on the information resources and the training tabs.

 So let's just move forward with the idea that you've signed your Ticket and now you're submitting your payment request. So for our purposes today we're going to use the Secure Provider Portal process to submit that request. So once in the portal you'll click on the payment request link under the payment section of the website as indicated by the red arrow here.
And it also gives you an option to upload a completed payment request form via an upload link that you'll have available to you. All right so once you submit that link and you're ready to complete the information again we've seen this page before and the payment request form does automatically include your Employment Network name and DUNS number based on your log in and you will want to state whether your bank information is correct or not as we mentioned before. You'll enter the beneficiary SSN, the employer name and address and the payment method for Ticket assignments then move on to the next page. Next you'll be prompted for the claim months that you're requesting. Claim months should fall between the assignment date and the current date. Please enter applicable claim months in the month and year format. You can add multiple claim months by clicking on the small green plus sign in order to add another row. And you can include up to three ranges in a single submission in the current portal today. Remember if you're submitting phase one payments select the appropriate milestones under payment type or stage and the portal will expand the page allowing you to enter and submit phase one smile stone one earnings information and the en services details as applicable. Remember if you're submitting a form that you are completing yourself then this same information needs to be provided in that form before you upload it through the Portal, mail it into us or fax it into us. If you're submitting the payment request for phase one milestone one please select the users’ earnings information from the drop down. And that's what this is showing here. En service details, again when submitting the payment request for phase one milestone one, two or three we do need to have the en service details completed.
Only list services offered between the assignment date and the last claim month you have cited. You can add additional lines on a different date range and again click the small green plus sign to add another row.

 Once this has all been input then you can click next. The next step here is to indicate whether this is evidentiary evidence or certification payment requests or both in the respective sections as indicated by the red arrows here on the presentation. The system will process the request based on your choices and the payment request type check. Now you must check the repayment agreement as indicated by the red arrow in the upper left hand corner of the second screen shot here before proceeding to submit. The system will then electronically sign on your behalf and the portal will populate contact information if available but please make sure the phone and fax numbers are correct. These are mandatory fields. So that if we need to -- operation support manager or Social Security needs to reach you we have the correct information. There's also another option through the current portal that allows you to upload additional supporting documents as necessary. You will need to scan any documents and the preference is to save them as a PDF format and once those are scanned the documents you would select choose file and go ahead and upload the documents using the upload button there.

 The last step here is to review the summary that's provided for you. Make sure it is accurate. If there's any errors you can click the return button and go back to the previous screen. If it is correct and everything is ready for submission click the next button to complete the request.

 The Portal also provides this confirmation page. And at this point it has been submitted and it would be helpful for you to print this page if you would like to save as part of your records. The confirmation number that is referenced there is something that is always helpful to reference if you do have a follow up question and need to reach out to our payments helpdesk team. The portal also allows you to upload additional forms. So there may be times when the payment processing team will ask you to provide additional supporting documentation once you submit the payment request form or if you have additional documents that you would like to include with your request there is this feature to upload forms. So again you'll scan and save the documents and then follow this process to upload those forms into the portal by choosing on the left hand side there -- choose the document type that you're going to upload and in our case of course you'll be choosing the payment request form as the document type and then submit the document. It is helpful if you can ensure that when you're uploading documents you submit separate uploads for each beneficiary at a time.
Okay well that covers the three bullets focused on avoiding payment processing delays. There's some key information there. We're kind of focused in on those three points because we have had a number of requests come in where we've had to reach out or follow up or payments have been delayed for one of those three reasons. What I would like to do is take a few minutes to open up the phone lines and see if we have any questions associated with these three topics at this time.

Operator: Thank you. Ladies and gentlemen if you would like to register for a question please press the one followed by the four on your telephone. You'll hear a three tone prompt to acknowledge your request. If your question has been answered and you would like to withdrawal your registration you may press the one and the three. Once again to register you may press the one followed by the four.

Natalie Sendldorfer: This is Natalie from SSA; I want to add one correction. For self-employment it only goes by the taxes on the beneficiary file not by what they report to the field office.

Janet Cousin: Okay. Thank you for that clarification. Maybe I misspoke on something. But thank you for that clarification.

Natalie Sendldorfer: You're welcome.

Debbra Tennessee: The IRS shows confirmed taxes not necessarily based on what the beneficiary may report to the local field office.

Natalie Sendldorfer: Correct.

Operator: And Ms. Cousins we have a question from the line of Mark Marsh. You may begin.

Mark Marsh: Good afternoon and thank you for allowing me the opportunity to ask this question. This is in regards to self-employment income. I have a beneficiary in the month of January actually had her first month of self employment income. She went to the local field office, submitted copies of the checks that she received. This is going to be a 1099. At the end of the year her accountant had suggested they really didn't need to have the taxes set s up and with held given she just started off but what I'm hearing now is that even though she's reported it to social security and copies of the payments that she received have been submitted that until those taxes are with held and set up in a separate account for that purpose for the IRS then until that happens there would be no payment request to be submitted? And secondly the form 1398 which is your self-employment income the SEI form it looks like it requires a beneficiary signature in addition to the address and telephone number and that kind of thing. So does the beneficiary signature need to be on this form if you're submitting it through the portal?

Debbra Tennessee: This is Debbra Tennessee. No it does not. We created the form to make it easier for whoever's reporting SEI information to make sure that they fill out all the fields that it's gross income, expenses and net as well as the period. But the SEI form is not really required as long as the en reports those three items, the gross, the expense and the net amount for each month, that's fine. But the form does not have to be signed.

Mark Marsh: Okay but -- then the first question related to -- thank you for that. The first question however relates to the fact that there's no payment that would be made to the en for self employment until the IRS verifies that the taxes have been paid or with held for anticipated payment?

Debbra Tennessee: It depends on the type of payment.

Danielle Armstrong: This is Danielle you want me to answer?

Debbra Tennessee: Go ahead Danielle.

Danielle Armstrong: This is Danielle Armstrong from SSA. Your question is twofold.
If the beneficiary has gone into the field office and they've reported earnings and the field office has verified and posted those earnings as verified to the SSA record yes we can make you a payment. Generally that doesn't always happen for self employment. So the most common practice is once they have filed taxes and we see what's been with held and we get the end result because they could have deductions and different things.
Now if they do that and they do verify it but then they go back and they do reductions and then the earnings change that are posted that could also affect the payment as well.

Debbra Tennessee: One other point for that. We're talking about verified earnings as it relates to milestone payment. We need to have verified earnings for milestone payments. However for outcomes payment requests we do not have to have it for SEI information. But the en is taking a risk because as Janet mentioned and Danielle just mentioned this information that is reported on the payment request if the en decides to decrease the amount of expenses -- excuse me increase the amount of expenses when they go file their income tax so their net income is less for them to pay less taxes that net income may be below SGA which is the requirement on outcome payment and at that point when we get the information from IRS it's possible that there would be an over payment. So there's some risk there.

Mark Marsh: And does trial work also come into play initially?

Debbra Tennessee: You still have to meet the requirements for earnings. So gross minus expenses. If it's a milestone payment phase one the net amount has to be Trial Work Level or above if it's for phase one milestone claim. If it's a phase two milestone claim gross minus expenses must be at the net income must be at SGA level.
But the criteria for earnings doesn't change at all. Okay?

Mark Marsh: Okay. I got it. And one last thing on that. Number of hours. If in a particular month on self employment the earnings are pretty low but they spent, you know, 25, 100 hours working with no income to show for it do hours come into play on self employment as well?

Debbra Tennessee: Is that something SSA can answer?

Danielle Armstrong: Sure this is Danielle. We don't use hours. The bottom line of your payment is based on the beneficiary's actual wages.

Mark Marsh: Okay. Very good. Thank you.

Janet Cousin: Thank you Mark. Great questions.

Operator: Once again as a reminder to register you may press the 14h the next question is from Steve. Please go ahead.

Steve: Hi. Just a couple questions. Number one in terms of evidentiary information once you have submitted a payment request via the portal I assume you're scanning in your pay stubs, you didn't mention anything about doing that but I assume there's a step in there for that? I don't know.

Janet Cousin: Yes Steve. If you have pay stubs you want to include as part of your evidentiary documents that is an option through the portal experience to upload and include with your payment requests.

Steve: And another question I had was regarding self employment again. I have one individual I'm working with in this situation so I'm going to be confronting this here soon. In any case in terms of someone getting -- submitting their taxes, you know, in terms of Trial Work Level the IRS is going to indicate, you know, what their income is. So the only way you can identify I assume Trial Work Level's being achieved is by those -- by something like the form the 1368 form. Is that correct?

Debbra Tennessee: You mean how do we determine monthly earnings?

Steve: In terms of achieving Trial Work Level. You know I assume you're using those quarterly income statements from the client submitted in or submitted by the employment network to indicate that they achieved those Trial Work Levels.
Because the IRS is only goes to send the gross income.

Debbra Tennessee: Normally Social Security looks at annual income based on what IRS supplies Social Security with. Normally what happens is that gross amount is divided by 12 to come up with an estimated monthly amount.

Steve: Oh really? Okay.

Debbra Tennessee: There's really no way we can verify what each monthly amount is especially when the beneficiary the time they file their taxes changes that was initially on the quarterly report. Again they can increase their expenses, decrease the gross. Any of that can happen.

Steve: I see. So income after expenses is divided by 12?

Debbra Tennessee: Uh-huh. Yes.

Steve: Not the gross income? The net income.

Debbra Tennessee: Yes the net amount that's reported as income. Yes.

Steve: Then that's what you use to identify whether Trial Work Level has been achieved?

Debbra Tennessee: Trial Work Level whether or not if the beneficiary is in a phase two milestone even for SGA or for outcomes for SGA, yes.

Operator: We have another -- our next question from the line of Janet.
Please go ahead.

Janet: Hi, I just wanted to follow up on that question. As I understood it for beneficiaries in terms of figuring out when they've used their trial work periods and what not with self employment isn't during the trial work period actually for that month considered versus average?

Debbra Tennessee: There is no way for us to figure, verify monthly income based on what is reported to us up front versus what goes with IRS. Since IRS earnings are annual. We cannot tell whether or not what the beneficiary or the en submitted on behalf of the beneficiary for January is the same amount that the en considers for the month of January when they complete their total net amount and report it to SSA. So this is one way of coming up with a monthly earnings other than what Danielle mentioned before if the beneficiary goes into the field office and at that time the field office can verify or confirm those monthly earnings as it occurs then we can use a monthly amount.

Janet: So if we filled out called the SEI form, you know because based on I'm thinking had of somebody from last year I submitted payment requests on where he had certain months where he was over the Trial Work Level. But probably on the average if you averaged it out he was probably under Trial Work Level.

Debbra Tennessee: For the year?

Janet: Yeah.

Debbra Tennessee: It could have been. We look at some other information too we have available in trying to determine whether the amount -- monthly amount is. But most of the time for SEI all we have is unless the beneficiary went to the field office and had those earnings verified on a monthly basis normally all we have is the annual earnings that are reported to the IRS.

Janet: So would the information that I submit that he signed be verification?

Debbra Tennessee: That's not a verification. You said what you report on SEI form?

Janet: Uh-huh.

Debbra Tennessee: That's not a verification.
Normally what happens we get no other income or earnings information from SEI until the IRS submits to us the earnings information that the beneficiary has reported on their IRS. So normally if it's a milestone request and this is -- if it's SEI -- if they're SEI earnings if the beneficiary has not gone into the field office to report those earnings and the field office has not verified a monthly amount we are going to hold that request until we receive earnings from the IRS.
Then we look at those annual earnings. Because we do know that dollar amount is correct.
At least what the IRS is sending to us based on what the beneficiary has r reported. But this is self reporting in a sense.

Janet: Tight. How does that affect Timely Progress Reviews for that person?

Debbra Tennessee: Well Timely Progress Review isn't that after -- that's going to be a year or more after this.
Right?

Janet: Yeah but for instance he really has hit over trial work in certain months. But if you average it out if you're basing it on averages then it won't go up.

Debbra Tennessee: I really can't answer any questions because that's not our area here but I think a lot of that PPR is even self reporting.

Janet: Yeah. Okay. Thank you.

Janet Cousin: Thank you Janet. Good question.

Operator: We have no further questions at this time.

Janet Cousin: Excellent. Now Kathy you -- there's a couple of questions in the chat room.

Kathy Dyson: Yes actually I'm going to actually ask the questions in order which they came in but the third question it's kind of ongoing so I'm going to leave that one for last so that's a good around the table discussion. The first question came from Spencer and Spencer asked does a SAM annual renewal is it required for the Workforce EN even though they are enrolled in the auto pay? Is that something you can answer Natalie?

Natalie Sendldorfer: Yes everyone needs to be enrolled in the SAM.

Kathy Dyson: The next question came from Mai. She asked does SSI and SSDI receive 1099s. I'm going to leave that open to SSA to respond.

Debbra Tennessee: I think they do receive 1099s. This is Debbra. I know SSDI does receive a 1099. I'm not too sure about SSI to say it 100 percent but I know SSDI beneficiaries do.

Kathy Dyson: Okay. Thank you. So now we have here from Mindy, if I may just get back to her original concern. She has a lot of input from the other ENs that are on the chat. She wanted to know basically why is it that for self employed beneficiaries that we have to look at the net?
What does taxes have to do with it? With the regular wage and beneficiaries we look at their gross versus the net.

Debbra Tennessee: Because -- well if somebody at SSA if they want to take that they can. If not I'll handle it. Anybody at SSA want to take that? Okay.

Kathy Dyson: The question was -- why do we look at net income instead of gross whereas regular employers we look at gross income and they want to do what do taxes and that have to do with anything.

Debbra Tennessee: The reason why we look at the net is because anybody who is SEI pays taxes on their net income. Whereas for anybody else who works under what we call regular where the employer takes out withholdings for whatever reason they are taxed on the gross amount meaning there are no expenses or none of that involved in a regular worker. But taxes are paid on gross for regular. Taxes are paid on net income for SEI.

Janet Cousin: Just to clarify that employees who receive a w2 form from an employer that income is taxed based on gross income.
Whereas self employed individuals who receive 1099s they are taxed based on their net income which is gross minus expenses. I hope that clarifies the question for the person who submitted that through the chat.
Well those are some great questions. A lot of good interaction. Thanks everyone for your participation in that.
We would like to take the last few minutes of the call to now turn our attention to the new Ticket Portal that's coming pretty soon. It's very excited stuff and we wanted to give you an update on the progress of the portal transition. So I do have one slide here that I'm sharing for those that are following along on-line that kind of speaks to high level time line of activities and events that are going on. This week and actually just before the call began there was an announcement that was sent out and it is related to a new web page that operations support manager has launched with information and that's on the link and it's accessible through our ticket to work website under the information center link. It includes information about the browser requirements for the new portal, Ticket Portal access readiness information. It has instructions on how to request access to the new system and it also provides links to suitability requirements and information. So check your email for that announcement and take some time to go out to the website to look at the information there. In march we will have presentations during all of the All EN Calls beginning with the all employment network call on Thursday March 5. That's a call you should definitely plan to attend and receive more information with some samples of what the new portal will look like. And then just take some time to review the materials on the web page and there's a document that was included with the announcement today that you should also review. Kara again thanks for joining us on the call today and for being patient as we talked through the payment information. I would love to have you share additional information for the employment networks on the new ticket portal time line and roll out preparations.

Cara Caplan: Good afternoon. I don't have any real new news but as you know the portal is going to go live the end of March. ENSB is working to get everybody enrolled. If you have not enrolled in the portal yet it is very important that you do so.
You must sign up for a my ssa.gov account with extra security. You will then need to contact your ENSB specialist with your user id, your social security number. We must have a copy of your security awareness training and your suitability we can check ourselves. If you're not signed up for the portal you will lose some functionality that you currently have in the
MAXIMUS portal. Basically all you will be able to do is put in ticket assignments and payments through paper and you will lose everything else you now have through the MAXIMUS portal. The MAXIMUS portal is going away so please sign up for the SSA portal as soon as you possibly can. And that is it.

Janet Cousin: Great, thank you for that update. We do have a few more minutes. France if you can open up the lines and see if we have any additional follow up questions whether it's about the presentation or the new ticket portal time line.

Operator: Absolutely. Ladies and gentlemen press the one followed by the four to register for questions. And we do have a few questions and first one is from Kenisha. Go ahead.

Kenisha: Hi, I do have a question.
We're actually going through the process of becoming an EN and I wanted to know can the port alb accessed if you're not an active en as of yet?

Debbra Tennessee: No it can't. You must be an active EN with Suitability clearance.

Kenisha: Okay. And I know that you're going to be doing away with the MAXIMUS portal.

Cara Caplan: I don't believe you can go in the MAXIMUS [portal] unless you're an EN either.

Janet Cousin: No you can't. Both the current and the future portal does require Suitability clearance.

Kenisha: Okay. And once we're finished with our suitability clearance then we'll be able to access the portal, correct?

Cara Caplan: Well you need the other things I mentioned and my suggestion is that you do all of the other stuff now. Because any citizen of the united states can do that. So that way you will be prepared sooner than later. So I would go into the my ssa.gov and get your account with extra security. Then when -- do you have a proposal in the process now or?

Kenisha: Um I believe our company has the proposal and I know that -- I believe they faxed our information to Social Security for the equip but we're waiting to get a response on whether to go through the next step.

Cara Caplan: Then if you already have got the stuff for the equip you should be an awarded en. You should already be an EN.

Kenisha: Oh, okay. Okay. So I can go under the myssa and sign up for that, correct?

Cara Caplan: Yeah.

Kenisha: Okay. Okay. No I believe we do –

Cara Caplan: What state are you located in?

Kenisha: We're located in California. I believe we're awarded. We just haven't finished the Suitability requirements yet.

Cara Caplan: And what is the name of your organization?

Kenisha: Selico.

Cara Caplan: Okay. Because as soon as you have Suitability clearance and you should get a letter from Social Security saying you have that. I would contact -- you can contact en service at ssa.gov and they can register you into the portal. You need your myssa.gov account information as well but they can register you in the portal right then and there. So sign up for your myssa.gov as soon as possible.

Operator: We do have another question from the line of Diane. Please go ahead. Your line is open you may go ahead with your question.

Diane: I just want to clarify really quick for the new portal we need to contact our ENSB with our username. Did you say our Social Security Number and security form?

Cara Caplan: Yeah you need your user id, your Social Security Number and your security awareness training letter. And I know you already have suitability clearance so...

Diane: Right. Right. And we just include that in the body of the email?

Cara Caplan: You don't want to send that in an email because you don't want to send your Social Security Number in an email. So you can either fax it to us or you can call your EN Service Representative.

Diane: Okay. All right. Great.

Operator: And we have no further questions at this time.

Janet Cousin: Great. Well thanks Diane for those questions and Kara for providing great answers. Kathy let's just check once more to see if there's additional questions in the chat room. I see LaTasha actually had an opportunity to chime in and answer the questions on the chat. But let me verbalize it for those not on the chat.
Currently the website is down for those that have been trying to access the PowerPoint presentation. So once it's back up then that will be made available. Also there will be a transcript available as well. So that's an update.

Debbra Tennessee: Excellent. Any additional questions?

Kathy Dyson: I have one from Judy and Judy is asking will we still be able to fax in payment requests or will it be mandatory to use the new portal only? Good question.

Cara Caplan: Current -- right now you will be able to fax it in. In the future that may change.

Janet Cousin: Great thanks Cara for that response. Was that all the questions Kathy in the chat room?

Kathy Dyson: And I believe the question here is will we be able to upload the beneficiary's information through -- maybe she's asking the portal? Meaning the payment request, IWPs, et cetera? So I believe she's asking through the new portal will there be other opportunities other than submitting payment requests?

Cara Caplan: There will be. Yes.

Janet Cousin: Yeah again for everyone listening please mark your calendars for Thursday, March 5 and do plan to participate in the All Employment Network Call.

 Actually all of the All Calls for the month of March will provide additional information and details about the new ticket portal, the time lines, the requirements that Cara mentioned and in preparation and prior to those calls again we invite you to go out to the website, click on the information resource section and look at the new link there that was announced this afternoon that has a lot of documentation and information there about what preparations you should be taking place right now. France one last check for my questions through the phone.

Operator: We have none at this time however as a last reminder to register you may press 14. And we have no registrants at this time. Back to you.

Janet Cousin: Excellent. Thank you France. And again thanks to all of you on the phone, our wonderful SSA partners as well as all of the ENs that called in or joined us from the chat today. We do hope that the information shared was helpful for you and if you have any follow up questions or any suggestions for future topics for this forum please send them to our en payments helpdesk at yourtickettowork.com and we'll be happy to ensure we follow up with you. Again our meetings occur the last Tuesday of each month and next month will be meeting on I think it's March 20; I'm sorry I don't have the date in front of me. Last Tuesday of the month. 3:00 p.m. eastern time. Have a great day and again thanks for your participation. Bye-bye.

[Call Ended]