

How to Perform Payments Functions in the new Ticket Portal

The new Ticket Portal's payment request process has been streamlined for faster more efficient submissions enabling faster processing and turnaround time. The documented 14 steps needed to process a payment request using the current Secure Provider Portal have been reduced to 5 steps. Once the request has been submitted, you are given a work case number and it is immediately visible online.

Five Steps to Submitting a Payment Request using the new Ticket Portal.

- From the Main Menu, select the Request Payment by SSN or if you are viewing a beneficiary record, use the Actions menu to Request a payment.
- Enter an SSN if needed then specify the claim month for the request.
- Select the Payment Method if it is not already displayed and add earnings. Enter earnings details in the Ticket Holder Earnings box.
- Add a note to your request if needed.
- Save and Print the Fax Coversheet and transmit or use your e-fax solution.

Checking Payment Request Status in the new Ticket Portal.

- There are two options to view payment status from the main menu.
 - View payments already made to me
 - Includes all payments that are closed:
 - Paid
 - Denied
 - Sent to Treasury
 - View all pending payments for me.
 - Includes all payments that are pending:
 - Diaried
 - Pending
 - The Actions Screen allows you to print additional fax coversheet or move to another area of the portal.
 - Also accessible from other areas of the portal using the Actions Screen.
- You may export your status reports to Excel

Ticket Portal Readiness

- Complete the registration process as soon as possible.
- Review the Phase 1 Milestone criteria so you're familiar with which claim month should be used when submitting payment requests for each phase.
- Ensure that your payments processing staff have access to a fax machine or an e-fax solution and have been trained on how to use it.
- Prepare for a more streamlined process with real-time status!

The full transcript and audio from the All EN Payments Call are available at <https://yourtickettowork.com/web/ttw/events-archive>.

The next All EN Payments Call will be held **Tuesday, June 30th, at 3 pm ET**. Join us for more information about the intricacies of payments in the Ticket to Work Program.