



## Ticket Portal Process Efficiencies for Payments

Function	Portal	Turnaround Time	Manual Process	Turnaround Time
Creating a Payment Request	Enter SSN, Claim Month and payment type Workcase is created in SSA's system when you hit "submit"	Instantly	Fax or Mail the payment request with a fully completed EN payment request form Workcase is created after your fax is downloaded to one system, uploaded to another and is prioritized based on receipt date Fax: 703.893.4020	3 days from receipt to create the work case.  30 days for processing
Reports: - Current Ticket Assignments - Payment Status Report - Pending TPRs	All data is real-time	Instantly	You will have to keep your own records	n/a

### How to Submit a Payment Request Manually

- Obtain a Payment Request Form (Form 1391) from [www.yourtickettowork.com](http://www.yourtickettowork.com) in the Forms section of the Information Center tab.
- Fax a completed payment request form with supporting documents to **703.893.4020**.
- Or Mail a printed payment request form to **Ticket to Work P.O. Box 1433 Alexandria, VA 22313**.

### 6/20 Ticket Portal Release Enhancements to the Payments Section

- Automatic Check for earnings and new messages provided in the Important Information window.
- Request an Additional Fax Coversheet from the More Actions screen.
- Show Fax Status from the More Actions screen.

### E-Pay Update

- The new ePay process will begin at the end of July!
- Will replace the quarterly ePay process.
- June will be the last run of the quarterly process.
- **No sign up is required.** All active tickets will be considered.
- Once per month we will check the system for earnings and create a file of all beneficiaries qualifying you for a payment. We will analyze each case and make daily payments throughout the month as appropriate.
- Since we are offering everyone ePay, we may eliminate certification payments.

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

The next All EN Payments Call will be held **Tuesday, July 28, at 3 pm ET**. Join us for more information about the intricacies of payments in the Ticket to Work Program.