

# **Ticket Portal Updates**



# Ticket Portal Key Dates (June)

June 2015						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8 What You Can Expect Message	9	10	11	12	13
14	15 Ticket Portal Implementation	16 Cutoff Current Portal Transactions  (Queries and reports available through 6/20)	17 Orientation Session	18	19 Systems Release: Scheduled Downtime Begins 6:00pm ET	20 Systems Release: Scheduled Downtime All Day
21 Systems Release: Scheduled Downtime Ends 8:00pm ET	22	23	24 Orientation Session	25	26	27
28	29	30. ***Cutoff Current Portal Entirely and IVR***	Reminders:  Please check your inbox regularly for important communications and invitations to training opportunities.  <u>Portal Hours of Operation:</u> Monday through Saturday 5:00am through 11:59pm ET and Sunday 8:00am through 11:59pm ET.			



# Ticket Portal Key Dates (July)

July 2015						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 Orientation Session	2	3	4
5	6	7 Ticket Training Tuesdays: Ticket Assignment	8 Orientation Session	9	10	11
12	13	14 Ticket Training Tuesdays: Payment Processing	15 Orientation Session	16	17	18
19	20	21 Ticket Training Tuesdays: Timely Progress Reviews	22 Orientation Session	23	24	25
26	27	28	29 Orientation Session	30	31	Reminder: Orientation and training are great forums to get answers.



# Ticket Portal Process Efficiencies

Function	Portal	Turnaround Time	Manual Process	Turnaround Time
Check Assignability	Enter SSN	< 1 minute	Have beneficiary contact Ticket Helpline  Fax or Email SSN(s) to OSM for a limited time	n/a  7 days
Single Ticket Assignment	Enter SSN, Full Name, and Date	< 1 minute	Fax IWP or IPE	7 days from receipt
Batch Ticket Assignment	Upload .csv file	< 1 minute on average	Upload to Move IT for a limited time	7 days from receipt
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 Email 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	3 days from receipt
Timely Progress Review (TPR)	Select beneficiary with pending TPR and provide assistance	Instantly	Fax or Email SSA-1375 to OSM (If beneficiary requests assistance)	10 days
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