**All EN Call**

**3 – 4 p.m. ET**

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Operator: Ladies and gentlemen thank you for standing by and welcome to the Employment Network Conference Call. During the presentation all participants are in "listen-only" mode.
Afterwards we will conduct a question and answer session. At that time if you have a question press star followed by one on your telephone. If you need to reach an operator at any time press star zero. This is recorded Thursday September 3, 2015. I will now turn the conference over to Michelle Laisure.

Michelle Laisure: Thank you. Welcome and we appreciate you dialing in this afternoon and we have a full agenda. I will briefly go through a few of the GovDelivery messages we would like to bring to your attention followed by a brief marketing summit update. Testimonial on users in our ticket portal update and then some ticket portal update issues we would like to bring to your attention.
We also have training now available on the website we would like for you to go out and test and a few other SSA updates before we adjourn our call today. To start off first we will be closed on Monday September 7 in observance of the Labor Day holiday. So again the ticket to work office will be closed on Monday. GovDelivery messages we would like to bring to your attention, um, the f first one was released on august 7 which identified the new email address for ticket portal help.
We talked about this during our last call but we just want to remind you that the ticket portal at SSA.gov address is there for you to use to submit any questions on suitability or concerns that you have with accessing or reactivating your my ssa.gov account or if you have employment status requirements you need to update so that they can be added to the ticket portal. For any other issues related to general questions about the ticket to work program or about your contract or award please send those e-mails to enservice@ssa.gov and we are adding those e mail addresses to the chat line now for you to see. The second announcement we would like to bring to your attention is the manual processes that are still now available. There's actually a document on-line on the ticket website that you can go to that will identify the manual processes that you can still use in the interim of moving towards the ticket portal. It covers the payment requests, the ticket assignability, and Timely Progress review. Again we need for you to note that these processes are not in real-time and you will experience a delay in having these manual hard copied documents worked. So again they're there but we would like to ask you to continue to move forward with getting access to the ticket portal. The third announcement that we would like to remind you of is the bass call held on august 5th we asked for marketing topics to be shared at the upcoming NENA conference and the email address to submit those marketing comments is bass.discussion.group@ssa.gov. I will read that again and this is in your GovDelivery message which was released on august 14th. And that's boss.discussions.group@SSA.gov. In that email announcement there actually was one other topic we wanted to bring to your issue.
We have received comments here at the ticket to work site as well ENSB has received concerns from our employment networks regarding the inconsistency in the information displayed on the choose work.net website. ORS is in the process of transitioning their systems. We're asking for your patience. Those updates will be completed when the new system is fully operational.
And we're hoping that will be during the month of September.
So again we recognize that you are going to see incorrect information possibly on the directory at the choose work site. We are aware of those errors and they will be corrected when the system is fully operational. The last update I would like to share with you and only those of you that have access to the secure portal site would have received this announcement on Friday the 28th. We are pleased to announce there will be two additional training sessions available in September. This announcement was released on Friday august 28th. Again this only went to those individuals that are in the ticket portal, approved to be in the ticket portal and those training dates are Wednesday, September 16th and Wednesday, September 23rd at 3:00. The conference id and all that information is in that announcement. And just to give you heads up we are aware that the access to the secure portal to see this information is currently down at this time and our technicians are working to recover access to that for everyone. So that concludes the
announcements we want to bring to your attention and at this time I would like to turn it over to Gary to give us an update on the marketing summit.

Gary Rauch: Thanks Michelle. We are trying to establish I think a line next week at the conference one working on that has been on the road and as you may know one of our staff in the office -- (inaudible) -- have been on the road recently and will be till the end of this month making state visits. So I don't have the details. I tried but I was unable. So I will try to assure you that we will have something for you by tomorrow and we'll get it out to you at that point. So I’m sorry I don't have more specific details but I’ll turn it back over to you Michelle. Thank you.

Michelle Laisure: Thank you Gary. And we will definitely get those questions to you following the call today and tomorrow. Moving on to our next topic. We are really pleased to have two of our employment networks share with us this afternoon their experience in the ticket portal.
First up is Kevin Nickerson who is the co-director of the American dream employment network division of the national disability institute and Doug Keast ticket coordinator with the DEI technical assistance team from the national disability institute. Kevin has actually been part of our testing team in the portal since about I guess march or April and Doug is new to the ticket portal but has a lot of good information to share with us as he's experienced other ENs part of the DEI grant. So at this time I would like to -- I want to welcome both of them and I’ll turn it over to Kevin first. Kevin.

Kevin Nickerson: Thanks Michelle and thanks for letting me join you today.
So what I did was just jotted down things over the last week or so that I was noticing in the portal that I thought some of you may know and those that haven't used it as much may not have seen these things show up.
But right off the top one of the things I like is that when you assign a ticket it shows up immediately in your list of assigned tickets. Now that is not something that was -- you know that wasn't part of the functionality in the old portal that we used. Of course it shows the ticket history which we could get before but it also includes who the ticket was assigned to and the period of assignment which I like. Some other things here. Provides information on the recent number of months the earnings were over trial work level in SGA and if you look in the manual that's based on the last 24 months and I think it shows it on that screen and I like that because the way I use this a lot is when folks call the toll free line we have set up, you know, if we get to a point where, you know, we're considering working together I can pull this up and get this information while time talking to them. That shows them pretty quickly if they've had recent work history. This is I think quite sure and unique to the new portal is it shows the impairment group the person is in. I wouldn't say that's necessarily hugely critical but does give us perspective and shows the ticket eligibility date including in use dates and pay history. What that means is when the beneficiary was receiving cash benefits at periods of time from the period they became eligible. So that's also useful. One thing that I found out more recently I think this is really awesome and I think I had known this from the testing group but had forgotten but VR has real-time access too.
So if there's in the past we had to wait a period of time for them to send in the closure letter and forms. They don't need to now. They have real-time access to this and they can close the ticket immediately and release it so it can be reassigned to the EN if that's the person's choice.
Again the VR history and whether it was a successful closure or not. That's useful information.
We did have that I think before too. I think the last thing I’ve been using a little bit and experimenting a little bit is the case notes that we can put in here. If you've seen that and you're not sure if you want to put anything in there that's really just for us as operators.
That's not for Social Security to see. So if you have a note you want to put with a record, reminder, you know, request a payment on such and such a date or whatever note you want to put in there you can and you can query that later and I have been starting to use that as a way to keep myself organized. So I really like that feature. So those are just a few things.
You know I can't really speak to payments yet. We're not at that stage yet with the network but I’m looking forward to that and from talking to others have heard that's working well too.
So those are just a few thoughts and notes I have and with that I’ll pass it along to Doug.

Doug Keast: Well thanks Kevin and thank you too Michelle. I really appreciate the opportunity to share a little bit of what I’ve heard and seen and I wanted to mention I am a long time user of the old portal and as an employment network coordinator in the past. Recently I’ve taken on a new role working with networks that are involved with the disability employment initiative and have had a lot of chances, great opportunities to visit with work force employment network folks across the country and as we were approaching the shift from the old portal to the new portal we recognized that this was going to be a pretty sizable change for us, for everybody that we're working with. And there were a lot of concerns going into this and one of the things I wanted to mention was after the change I followed up with a lot of the work force folks and people seemed for the most part pretty comfortable. If they weren't into the portal yet through the support and contact with their EN specialist and the support with the OSM folks they pretty much knew what their next steps were and they were taking advantage of that support which to me indicated that those folks were really doing a good job of following up with everybody with the employment networks. And secondly the thing I wanted to share was, um, one of our EN folks in Massachusetts had some concerns with a number of the folks that he was working with.
Many of you now are working with the e-pay system and he had folks that he knew were engaged in work activity over a period of time but the e-pay wasn't capturing their earnings and generating payments to his employment network. And what he discovered was if you went into the new portal and went to manually enter a payment it triggered something that c paused payment. I can't explain what happened but something magical or something but just be aware going in and requesting a payment he got reply that he didn't need to provide evidence, it was available and checking the payment status the next day he could see the pending payments that were going to be generated for that individual.
And he shared that with me and I’m going to make this just a little bit longer. I’ve been working with another EN from the state of Maine and she had a group of about 20 some folks that she had -- she was able to identify through the unemployment insurance database that they had significant work activity, some of them going back to 2011. So I talked to her about what we had learned from Richard. She went in with three of her folks and three people off that list and requested a payment for each of those three and discovered within three days for those three it was generating about $38,000 in ticket payments going back to 2011. So it was pretty significant and I know that for many of you if you're working with folks and you know that they are involved in some significant work activity this is something that you can do in the new portal. Go ahead and access the payment requests for them and hopefully that will trigger something. Now if it doesn't certainly you'll want to call your EN specialist but I was pretty excited to hear about both those situations and hopefully that's something that will help a lot of you folks too. And with that I think I’ve come to the end of my little story so thanks very much Michelle.

Michelle Laisure: Thank you Doug and Kevin so much for giving us those tidbits of just experience and opportunity for success. We definitely -- that's the purpose of having ENs come forward and share their experience with the ticket portal so thank you both for taking your time to be on the call today and share your experience with them. Actually the work history feature that's one of the new testimonial pieces I’ll have to add to the list because it sounds like it's something definitely worth exploring and as Kevin was sharing with me early on in the call just getting into the ticket portal and exploring all the options you don't have to actually be there to try and assign a ticket or just to make a payment. But just to see all the other features that are there available to the employment network is worth the time and effort. So thank you both very much for joining us today. Now I would like to move
onward to Katie Striebinger who works with SSA and is our lead on the iTOPSS project. Katie.

Katie Striebinger: Hi. Thank you. Good afternoon everyone. As you've just heard the ticket portal is a great tool for your business.
If you haven't signed up yet we encourage you to do so and I just want to remind you of the steps you need to take. You need to have completed the suitability process and received a favorable determination. You need to go to the SSA.gov/my account. You need to create a my SSA account from my social security and you need to create an account with extra security enabled, that extra step of security needs to be enabled on your account. Once you've completed that you send an email at ticket portal@s.gov to let them know you're ready to enroll in the portal and with that you need to attach a completed security awareness personnel certification form. That form is available on the ticket to work website. Then you need not send any information about your SSN or username through the email. Just give an indication you're ready to be enrolled and from there on it should be a couple quick steps and you will be enrolled in the portal and take advantage of all the features we have. I do want to give you an update for the current portal users. The portal is going to be unavailable this upcoming Saturday the 12th, not the Saturday coming up but two Saturdays from now we will have a systems upgrade so the portal will not be available all day Saturday. It will be available starting on Sunday. We're going to be updating a ticket user portal guide with that release and you will see that starting Monday the 14th. I do want to add a reminder that when you log into the portal the first screen that does come up is the announcements screen. We use that screen to give you information about important updates that you may need. I know that there is a couple of
consistent announcements you're used to but take a moment to glance because we are adding information on there when something has been changed. If something changed during the release we need to inform you of that would be there so you would see it first thing Monday morning. This is how we will alert you through things real-time is through the announcements. And you can also at any time check on the announcements, the bottom link of the website. If you weren't sure did I click past that or something you didn't see you can go back and see the announcements at any time when you're in the portal so we're hoping you can rely on that for useful information about the tool and as some of you may have noticed timely progress review information has been starting to trickle in about your beneficiaries. The information should be complete with the release this weekend.
Everything you see in the portal is the updated complete information you have for all your beneficiaries. We are not starting new selection for TPRs yet. That will be coming soon but we will give you heads up and instructions on how to follow through the ticket portal, the steps you need to take so we will be giving you instructions in advance of that happening but please do click around there, get used to the screens, get used to navigation and what you can do so that when there are TPRs for you to respond to you know where you're going. And I think that's all I have at this time. We will obviously have questions at the end if you have anything about the ticket portal please do take the opportunity to either put something in the chat now so we can have a response ready for you at the end or do please chime in. So we are here to answer your questions and I will send it back to Michelle.

Michelle Laisure: Thank you Katie. That was quite a list. Just want to say thank you for all that you're doing on the project too. We are getting more and more of our employment networks into the portal and at some point we'll all be able to say we're at 100 percent. I know that's going to happen. Moving on to our next agenda topic, ticket portal training. A GovDelivery message released on August 25th we just would like to remind you that during the month of September we will not be holding, conducting Ticket Training Tuesdays webinars.
However we would like your feedback on a new training video that features the ticket portal.
This video looks at the steps for ticket assignment and payment request process. And that we're going to put it on our chat line but to get to the videos again this is on the ticket website and you go to the training page which will then take you to the information center. We're looking for your feedback and there are two links that are available for you to let us know your thoughts. One link is for the ticket assignment. It's on the payment request process. Again these are two new videos we just posted and we're looking for your feedback through September the 18th. And at this time I would like to -- we have a few updates from Desiree Fitzgerald. Desiree.

Desiree Fitzgerald: Thanks Michelle. Actually I just have one update. I thought y' all would like to know how we're coming along with E-PAY.
You may know that we began in August, I think it was August 10th and we've been making payments along the way.
We did encounter a delay that cost us a few days but we are on track and making payments daily.
So if you haven't seen a payment then there's a good chance that you may still see one or some because we have a lot of payments left to make. We think that we're about halfway through the file at this point and Debbra Tennessee the payments manager is working towards trying to complete the file by middle of September. But we're still going to run a file for September even though this file is large, the first file and it's taking us a while to work through it. But we are running another file later this month and we look forward to giving you an update. I’m sure Debbra will give you all the stats as usual when we have a new process like this and just so you can see how things worked out in the end. But we're excited to be making a lot of payments. I would just make one caveat that even though we're doing e-pay and e-pay is, you know, SSA initiating the payment to you when we have earnings in our records we would also say that despite that if you have evidence of beneficiary's earnings that qualify you for a payment you don't have to wait on e-pay because as you know our sources have lag time and so if you think you can get a payment sooner than that would be a good reason to submit the claim if you need to get your money sooner and also submitting the evidence sooner would also in some instances could help a beneficiary prevent an over payment or not amass a large over payment. So while this is certainly going to be a convenience especially in instance where is you can't get the evidence of earnings, you know, evidence of earnings is still going to always probably be king. But we eventually get earnings and we will eventually pay based on them. So we just wanted to let you know that.
But look for payments -- if you are expecting payments then if you're in the portal you know that you can check. You can see when the payments -- whether they were paid, whether they were denied. You can tell whether they have gone through treasury or whether they've been allowed which means they're just pending for treasury. So if you're in the portal then you can find out, you can check on a regular basis to see where things stand.

Michelle Laisure: Thank you Desiree for that update on e-pay. We have gotten calls and questions about that so I’m glad you were able to provide information today on that topic.
That concludes our agenda for today. We do have some questions in the chat. Actually I know a few are for Katie.
Operator let's open our line and while we're doing that and waiting for a call our first question is concerning how to look for SSI and SSDI beneficiaries. Would you like to read the question for Katie?

Keitra Hill: Yes. The question is how I find if the beneficiary is SSI or SSDI in the Ticket Portal.

Katie Striebinger: That information is not in the portal at this time. If you don't see that information when you check the ticket assignability then that is not information we have for you.

Michelle Laisure: Okay thank you Katie. Next question, um, is concerning the directory. Can we go back to that one?

Keitra Hill: The question in reference to the directory is when will the new system be fully operational and the comment is that they're having a difficult time with their marketing. It's really
hurting their marketing.

Michelle Laisure: Desiree or Gary. I don't know if Gary is there to address the marketing issue with the directory.

Desiree Fitzgerald: Actually we don't have -- Gary is not on there. We're not abreast of what's happening with the marketing but in terms of the portal being fully operational we consider it just about fully operational now.
The TPR selections, the new TPRs have not begun yet as we reported in the past we think that we'll be at the end of the calendar year before we're selecting new TPRs, although there's information being loaded constantly on TPR so the portal will have present at this of TPR information that you can see and review but we haven't started to make new selections yet. But the other features are in place and

Michelle Laisure: Desiree my mistake. The question is no in direct to their phone number is not showing correctly or the names are not showing correctly on the directory. And I know that in the GovDelivery message August 14th we did share that we knew there were inconsistencies in the display on the choose work net and the transitional systems were in the process and not fully operational yet. So I guess the question is when do we think choose work net website with the directory information will be showing the information correctly.

Katie Striebinger: This is Katie. I know we're, you know, still working on trying to fix everything. You know we're trying to fix things as quickly as possible. You know working through converting the data over so... I would just say we're making a concerted effort to fix this as soon as possible. We know it's a problem and we are working towards a solution. I don't have a date and if Gary didn't give one then we don't have anything further than that.

Gary Rauch: This is Gary. I can’t add much to Katie’s response. I know it is in process and we are trying to get it done as quickly as possible. I can't give you a date yet. But as soon as we possibly can. We are working on it.

Michelle Laisure: Alright. Thank you. Operator do we have any callers that have called in?

Operator: We have a question from the line of Pam.

Michelle Laisure: Hello Pam.

Pam: Good morning. I don't know if I can ask this question now but I was wondering on the portal it says -- well I was notified there was this e-pay coming up. Is that going to take the place of the UAP, the automated pay that we had before this new portal?

Desiree Fitzgerald: Yes. We've been mentioning over time that we were going to stop the existing files where we initiated payment and UAP was one of those processes.
We realize it was different in that the payments were given to you in advance but now we're going to this method where we're only paying when the earnings are in our system. So we don't have those files running anymore. But e-pay is looking at over -- I’m sorry. I’m sorry. Not just outcome payments but milestones and outcomes and so we're looking to see how this first file performs and it looks like it's performing well. The UAP that was just for outcomes but we're making plenty of outcomes under this file as well. So, you know, this process will consume all of those other processes that we had. We tried to take the best features of everything that we had for this particular run or this particular new e-pay we're calling it.

Pam: Okay. So as the other program -- how that worked nothing needed to be submitted. Is the e-pay the same?

Desiree Fitzgerald: Yes. SSA is initiating based on earnings in our system. As I mentioned before we don't want to tell people not to submit anything if you have something that you think can get you a payment sooner. But yes. In essence that's what it is. In the absence of evidence we would still make a payment to you based on information in our records.

Pam: Okay. Because, you know, I stopped getting the payments and I’m wondering because I just finally got hooked up to the ticket portal. Is -- do you think that could be the reason?

Desiree Fitzgerald: No. Whether or not you were in the portal previously or just getting in there has nothing to do with e-pay itself. We're just going through this large file and we haven't made payments to all the ENs that the file will allow us to make payments to.

Pam: Oh, okay. That makes sense.

Michelle Laisure: Thank you pam. Operator do we have another call?

Operator: Your next question comes from the line of Tim Gibson.

Tim Gibson: So I will say the cross roads of this process I’m in so I’m getting through the suitability.
So I heard a few things and I will add to my question later.
But the first -- I think Katie was running through the criteria in order to be approved for the new ticket portal. And I was just -- she mentioned one form in particular and I was trying to make sure that I have that because on my end I have completed the first half of it and I’ve gotten the e-quip application approval. I hope I’m saying it right. So now I’m just waiting to hear back.
First question if anyone knows is what's the duration time normally when you do receive -- let me see what's it called?
You have to go through the questionnaire. Let me see if I can find it. Yeah it's electronic questionnaire for investigation processing. Like you would go on to the website.
After that point do you guys know like an eta of usually how long it takes to get to next stage of this portal process?

Michelle Laisure: Katie are you still there?

Katie Striebinger: Yeah but we don't have our suitability expert here. We can try to grab her.

Michelle Laisure: Tim are you on the chat line? If you can give us your contact information we can get back with you after the call.

Tim Gibson: I couldn't get on the chat line. I’m a mac user and for some reason it wasn't working so I couldn't get on. Yeah I was trying to get on before.

Michelle Laisure: That's fine. Do you want to give us the name of your agency?

Tim Gibson: Absolutely. ABC solutions. North Carolina.

Operator: Your next question comes from the line of Howard Westblade.

Howard Westblade: Good afternoon this is Howard. I was very complementary on the portal and now I have a couple more questions. I have (sound echoing) -- his income for two weeks was 3 3958.33. It will not fit on the portal. I left out the dollar sign and comma and it still wouldn't work. The last time I complained because when -- if you make a mistake in entering dates you can't back up. You have to reach your mouse and click it back over there and also there should be the slashes between the dates would be convenient if that would be a macro. Other than that I’m happy.

Michelle Laisure: Thank you for your comments. Katie did you want to make any comments on those topics?

Katie Striebinger: I was going to ask if the previous caller could call back in. We have our suitability expert here.

Michelle Laisure: Oh Tim from ABC solutions?

Katie Striebinger: Yeah.

Michelle Laisure: Okay. We'll have him call back in. In the meantime we will take another question. Operator?

Operator: Your next question comes from Paula.

Paula: Hi everyone. It's just more of a comment. Well I do have one question. We think the new portal is going great. We really like using it a lot. We have been noticing some we think our e-pays coming in but are not really able to identify that on the portal. Is that -- is there going to be something or am I missing?

Desiree Fitzgerald: If you didn't request it that's what it is. If you went to the portal and requested it or faxed something to MAXMUS requesting payment then -- but if it's more than what you requested then that's what it would be.

Paula: I think what I’m referring to is just that it tells us it's an e payment.

Desiree Fitzgerald: No.

Paula: Okay so it won't ever tell us the payment is in e-pay. We're supposed to figure it out then? Which is fine we can.

Debbra Tennessee: Yeah. Paula this is Debbra Tennessee. This issue came up on the EN payments call as well and EN had that same question.
What we have tried to do is the portal is a wonderful tool as everyone has reported so far and we are making some enhancements to the portal. Right now not many but that was one issue that we did submit to our system staff to include and in the payments already made to me on that screen an extra column for comments so we can insert e-pay or something there to identify the type of payment.

Paula: Oh that would be fantastic.

Debbra Tennessee: It may not happen but we did ask for that. Okay?

Paula: Yeah, yeah. I understand. I think we try to ask for everything we can but we may miss something sometimes.

Debbra Tennessee: Okay.

Paula: Thank you.

Debbra Tennessee: You're welcome.

Paula: And just I guess the directory problems like everybody's aware of and good luck.

Michelle Laisure: Thank you Paula. Our next question?

Operator: From Natalie.

Michelle Laisure: Hi Natalie.

Operator: Natalie your line is open.

Katie Striebinger: Actually no.

Desiree Fitzgerald: Natalie is here in the room with us.

Michelle Laisure: Operator do we have Tim from ABC Solutions North Carolina?

Operator: We do. His line is open.

Tim: Okay thank you. I’m back.

Michelle Laisure: You want to ask your question again? We do have our expert in the room.

Tim: Absolutely. Yes. So I was just wanting to get an ETA of when an e-quip application that was completed on-line, when is the turnaround time once that stage is completed?

Natalie Sendldorfer: You completed the first process, you faxed in your applicant list with your information or did you?

Tim: Okay. I’ll pull the check list together because I did more than just that. So yes the first step was to sign and date the e-quip forms, credit reporting authorization form, declaration of federal employment, the fingerprinting and work authorization form.
All those items were completed.
I then received an email that was a link to a website which I thought I was calling it the invitation to e-qui opinion and my contract number. So I completed that. That was done the week of august the 19th I believe. But it was completed, you know, back in mid -- the mid-august time frame. So now we're in September and I’m just trying to get just an update and it's been a little challenging so I just thought maybe this would be a good resource. You know you guys do this on a global perspective so you guys have like a general ETA from that point?

Natalie Sendldorfer: I do know they're a little backed up because e-quip online was down for a few weeks but now it's back up again. I would give it another week and if you don't hear anything if you would like to give me a call I can check on the progress. My number is -- you have a pen? It's 410-656.

Michelle Laisure: Thank you Natalie. We do have a question on the chat line regarding beneficiary information. Do you want to read the question, please?

Keitra Hill: The question is does the Ticket Portal allocate if a beneficiary has a representative payee.

Katie Striebinger: This is Katie. No it does not.

Michelle Laisure: Okay thank you. Do we have another question? I thought there was another question on the chat line.

Operator: You do have another audio question. Sabrina.

Michelle Laisure: Hi Sabrina. Yes please.

Sabrina: It's actually coming from my partner. Hold on one second.

Unknown: How you doing guys in I’m new to the e-pay and I’m trying to get a clear understanding. With the e-pay will ENs be compensated for beneficiaries that were assigned to us that we were assisting with employment and was never able to collect on payments from that particular because we c couldn't make contact with them.

Desiree Fitzgerald: That's what it's used for.
You assisted the beneficiary and they have earned at the levels that qualify you for payments in the payment schedule and you have not been able to get the evidence of earnings. That's, you know, you basically described the essence of e-pay and why we are doing this. So yes.

Unknown: Yes ma'am. Great.

Desiree Fitzgerald: No I’m saying, yeah that's it. That's when we will

Unknown: Let me ask you. I have a question. In the portal will we be able to go on the portal today or whenever and identify which consumers that have been identified as an e-pay?

Desiree Fitzgerald: No. Any client could potentially be part of the e-pay file, you know, file would have the SSNs. Any of your clients could end up in that file. If you have not requested a payment before the earnings hit our system then we would make the payment to you once it hits our system. So w we're not designating some under e-pay, the whole entire program will work in such a way that any client of yours for the most part could end up in this file.
Now we're new with this and this is our first month and we will be looking at policies and procedures relating to it and we will be looking at the dynamics of the file. So if there's anything that changes about what we're doing we would let you know but we're sweeping, you know, across the board for the most part. And we should be -- yeah, your clients -- if you don't request a payment and go to the portal and request it or if you're not in the portal if you don't fax in a payment request to us then eventually when we get the earnings we would make the payment.

Unknown: Okay. Wonderful. Thank you very much. That was very informative. Thank you.

Desiree Fitzgerald: You're welcome.

Michelle Laisure: We have no further questions on the chat line. So I will go to the operator. We have about five more minutes.

Operator: There are no further audio questions.

Michelle Laisure: Oh, all right. Um, to our speakers at the Social Security Administration do you have any closing remarks?

SSA: No we don't.

Michelle Laisure: Okay. Again operator do we have any calls?

Operator: No audio questions.

Michelle Laisure: Alright. I would like to thank everyone who attended our call today. This was excellent questions, a lot of good information on e-pay and the portal and to our speakers on their testimonial outlining their success with the ticket portal. We really do appreciate you participating in our call.
Please remember that the ticket office will be closed on Monday due to Labor Day and in recognition of Labor Day we would like to thank each of you as a day set aside for the workers in our country. Thank you for your dedication and your work in the ticket to work program. We appreciate you and have a safe and wonderful Labor Day. That concludes our September All EN Call. Thank you.

Operator: Ladies and gentlemen that does conclude the conference call for today. We thank you for your participation and ask you please disconnect your lines.

[CALL ENDED]