***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 national vocational rehabilitation call. During the presentation all participants will be in "listen-only" mode.   
Afterwards we will conduct a question and answer session. At that time if you have a question please press star followed by the one on your telephone. If you need to reach an operator at any time please press star zero.   
As a reminder this conference is recorded Tuesday, October 6, 2015. I would now like to turn the conference over to Michelle Laisure. Please go ahead.

Michelle Laisure: Good afternoon everyone and thank you for joining our October call and this afternoon I will have the welcoming comments by Regina Bowden with the Social Security Administration.

Regina Bowden: Thanks Michelle. Hello everyone and welcome to our monthly VR cost reimbursement national conference call. We appreciate everyone joining us today and we have a full agenda with a lot of good information to share and then we'll open up the lines for your questions.   
But before we get started I just want to share some information with you. Effective October 1, SSA awarded the new Ticket Program Manager contract to MAXIMUS. It was our old contractor also but the new contract combines and expands upon the duties of the beneficiary access and support services contract that was former bass contract in our operation support manager contract. We're going to begin today with Jamie who will talk about the virtual job fair then we're going to talk about the good year that we had for VR cost reimbursements and Danielle will share some of that data with you. Just to demonstrate how good a year we really did.   
Then we will -- Katie will come and talk to reminders about the portal and the user guide and she's also here to answer any questions that you might have today. But before Danielle and the others come on today i want to introduce key staff to you.   
We have a VR helpdesk and our VR helpdesk -- and we'll have all this information in the meeting notes too. The email address is VR.helpdesk.SSA.gov. I just want to introduce those people to you today and we have Linda and Linda handles the enrollment of the medical CDR issues and 301 case inquiries. Katie Streibinger and Katie handles all the general portal issues, having to do with assistance, navigation and so on and general questions about the portal.   
Latoya handles the contact information and the website updates. We have Shada and she handles questions about VR payments and Raquel handles questions about VR payments.   
Our helpdesk staff are here to answer your questions today also at the end of this presentation today we'll open up for questions. So feel free to ask questions today but if we don't get to your questions today you can always contact our helpdesk and again it's VR.helpdesk@SSA.gov and now I will turn the floor over to Jamie to talk about the virtual job fair. Thank you.

Jamie: Thank you so much. My name is Jamie. I'm part of the BASS team and I'm pleased to announce to all of you that we've set a date for the ticket to work virtual job fair. The job fair will be two day event. It will be the afternoon of November 18th and the morning of November 19th. So an eight hour event over two days to help connect beneficiaries that are ready to work with federal contractors who are looking to hire due to the section 503 requirements. We're currently working on the recruitment of the federal contractors to participate and we're aiming for approximately ten organizations to share their positions and engage with our beneficiaries.   
When we have information about the companies that will be participating and the specific jobs they're recruiting for we will share that with all of you via email and it will also be in the virtual job fair environment as soon as it's ready. To be eligible to participate in the job fair the candidates must be social security disability beneficiaries that have assigned their ticket with either an EN or VR agency. So we'll be looking to you along with all the ENs to help recruit candidates who are eligible to participate and helping them recruiting them and helping them register will involve sharing registration link with them and then also collecting their consent form which they will have to sign prior to participating in the event.

Hopefully we think it will be a great event. The federal contractors that we're inviting are nationwide contractors that have at least 50 oppositions across the country. And so hopefully we'll be able to help connect people living across the country with opportunities in their regions. And I’m trying to keep this brief today. I know there's a lot on the agenda but later this week on Thursday October 8 at 3:00 p.m. there will be a separate call focused on the virtual job fares. We'll review the event, talk about the registration process and leave a lot of time for questions in case anybody has anything they would like to discuss. The details for that call are posted on the yourtickettowork.com website and in the meantime if you have questions you're welcome to email me at vjs@choosework.net. And that's it for today. I can hand it over to whomever is next.

Regina Bowden: Thanks Jamie, Danielle?

Danielle Armstrong: Hello everyone. As Regina stated we ended this year -- this fiscal year with 418 pending claims which is great considering at one point we were processing cases almost six months behind. Right now a lot of your cases are being processed the same day we actually receive them. Most of them should be processed within the week or two that we receive them. We've paid out over $187 million with over 18,000 claims being processed. We have, Raquel who Regina mentioned as part of the helpdesk is also the person that is monitoring the pending claim list to ensure these cases are getting processed as they come in. So again most of you have heard from Raquel to make sure cases that may have been old on the pending list to get processed and we're just trying to ensure that pending stays down and the cases are processed as soon as possible.

Regina Bowden: Thanks Danielle. Katie.

Michelle Laisure: Actually, hi Regina, this is Michelle. I will do the intros with the learning objectives for today's presentation by Katie.   
Thank you everyone for joining us again today. This is a great turn out and I know that we sent out a special invitation not only to the ticket coordinators but to the IT staff there within the state VR agencies. We definitely recognize that this electronic submission of electronic files is a new process so we really do appreciate your participation today. The handout for the training call is available on the ticket website and it is located under information center, calendar of events.   
Then you just click on our all VR call presentation PowerPoint.   
Again we want to stress the PowerPoint is strictly for today's call. In no means does it replace or is a substitute for the ticket portal guide.

Katie is basically going to be giving you some helpful hints and walking you through technical processes that we recognize are important to you in submitting your electronic files. However we want to stress for this call and for ongoing use please take the time to download the ticket portal guide and right now we have version four is now available for you to use. And as i said the presentation is on-line on the ticket website and it is available on the calendar of events posted at the all VR calls presentation. Today our learning objectives are on slide two. At the end of this webinar you will be able to distinguish and select the current entries for SVR ticket assignments and unassignments. You also be able to analyze the assignment report and the actions reported in   
these documents. At the end of the call you will be able to conduct and complete submission of batch file or files and analyze and evaluate your analysis report with the new comments. Again all of these function s are clearly documented in the ticket portal guide and the handout we made available for you today is just an abbreviated format for our call.   
Our lead speaker is Katie Streibinger. Our lead system analyst. And at this time on slide number four I'll turn it over to Katie. Ticket portal main menu. Katie, thank you.

Katie Streibinger: Thank you so much Michelle.   
As Michelle just covered everything I'm about to go over is in the ticket portal user guide. I didn't add any screen shots. There is no new technical details. All that is in the user guide so please make sure if you haven't downloaded that from the secure site that you go and do that because that has a lot more information in it then this presentation does. I also want to stress that the key reason i wanted to have a chance to talk to you all today is I wanted to make sure you understood I am here, I am your resource and anytime you have a problem I'm the person you're going to need to help you with your specific issues. I'm going to start saying it now. If you are getting a specific error or having a specific problem the best thing for you to do is to send -- write it up for me, give me a screen shot or send me an example using the SSNs that you're having a problem with.   
Encrypt that file and send it to the VR helpdesk and if you want you can put my name. Attention Katie on the subject matter and that email will come right to me and I will be able to look at what's actually happening with that specific case and I'll be able to if it's a problem send it right to developers and what you'll send up will go right to the person who is going to fix the problem. So please know it's a new process, there are definitely still bugs. An email went out a week or so ago about a couple of return codes that weren't working properly that we fixed and that was thanks to feedback we received. So if things are still not working right please do send them to my attention so we can get them fixed. Because you're seeing a problem doesn't mean you're doing something wrong. It might mean the system isn't doing everything right. There are a lot of moving pieces behind the scenes and one of the key components of the ticket portal is that it connects directly to SSA's main system. When you're using the files, the batch files upload, your closures and openings every month you are directly connecting and directly uploading the data to SSA’s system. This is the first time we've ever had this possible and the first time we've had this work this way so there's definitely a chance that specific cases aren't working properly. So I do want to say that this is not going to cover if you get this code go here.   
If you get a code and the user guide doesn't tell you what you should do and it doesn't -- you consulted the user guide and it doesn't make sense or you're missing something you need, you need to send an email. Without further ado i will go through the presentation and we will have time for questions at the end. But if you have a specific concern or a specific issue that has not come to my attention or sent to the VR helpdesk yet please make sure you send it by email because that's the best way to track a problem. I do want to start with the ticket portal and this is a screen shot of the main menu. There are two -- okay. The way the portal is set up is there are two main lists that you can use to work with all of your cases. They're right there on the top. List beneficiaries currently assigned and list of beneficiaries formerly assigned. All the cases you have opened are in the first list, list beneficiaries currently assigned to me. If you want to know if a ticket is currently assigned to your agency that is where you will go. If you want to see cases recently closed or have been closed from the agency that's the second bullet, list beneficiaries formerly assigned to me. You can use those lists, you can download the entire list of beneficiaries ever assigned to your agency and you can download it to an excel spreadsheet. Next slide, please. And you're going to use these two links to manage tickets. Next slide. Here is a screen shot of what those screens look like. As you can see from those two screens, you will have the beneficiary, the payment method, if you're looking on the list and the cost reimbursement is not correct that's how we know we have the case open with you and right now the most recent claim month pay ticket payments only, you get VR payments hooked into the portal in late spring, early summer.   
You will see more VR information. Right now it is only tickets. Now the payment number is ticket as well. The pay to column if there were payments restrictions that would be listed here and the two columns you can see TPR, the last TPR that was completed and the pending TPRs if there are any. All the TPR data has been populated in the portal. We do not expect to see any y's in the column. That should all be no.   
When we do start up TPRs again and start the new selections you will get an email and get some training and we will send information for how you should go through completing TPRs for those beneficiaries. At this time the last TPR is correct information. If you click in there you will see the last TPR information for your beneficiaries. On the right we have a list of beneficiaries formerly assigned to me and you can see about the same information. On the actions column from the right hand beneficiaries formerly assigned to me you do have the option to update the closure status. If you submitted a case as an unsuccessful closure and need to change it to successful you can do that here through the actions menu for beneficiaries formerly assigned to me. You will be prompted to enter the quarter information when you do process the assignment on the screen.   
Next slide, please. Now I will go over ticket assignment and unassignment. Once again this is taken directly from the user guide. Pages 28-45 and 47 and 48. Next slide, please.   
There's a section in the middle of the portal main menu called assign and unassign beneficiary.   
You have the option to assign a single ticket and send the monthly batch files to the second option there, send an assignment file. Then you can check the results of your files or download your analysis files from the final link there.   
Check status of files sent to SSA and download the results that are available. Next slide, please. So in order to do a VR case you click the first button, check assignability by SSN. The reason it's worded that way is before you can assign or open a case you need to check the assignability first. Next slide, please. So you will enter the SSN there and click search. Next slide. And next slide, please. And this will tell you assignment information based on that ticket. You'll get the ticket number, the mail date that the ticket is terminated, the ticket will be there as well, the ticket status. I do want to point out not in use has nothing to do whether the case is currently assigned. They're working on updating the wording so it's clearer. It has to do with whether the case is in use or for protection purposes. If a beneficiary failed the TPR the ticket says not in use but it still can be assigned to your agency. The payments will be listed there as well. And there's an indication of earnings in the last 24 months that will appear there on the bottom left. In the middle of the screen you have the assignment information for the beneficiaries. It will show you any assignment that has been on the record for this case. The case in the example here was assigned to a VR and the case was opened august 30 and closed June 19. If you see the name of the agency it was assigned to you can click on the blue hyperlink and that will bring us the name. The thing you want to see on the screen is if the ticket is assignable you will see the assign a ticket or open the VR case in the middle there.   
That let' you know the ticket is assignable. It does not mean the ticket is going to actually successfully process. Once again this is saying the ticket is assignable based on everything we know. Once you enter the information it goes and tries to process the assignment. It is possible the case may not work successfully and you should get a reason for that. Next slide, please. You need to select the first name and last name that match what we have on SSA's records. If you get an error the name does not match what we have in the records and you will not be able to assign the ticket and you need to enter the open VR case date. When you hit submit that case will be open with your agency. It will be assigned to your VR. You will see the beneficiary's name in the list of beneficiaries currently assigned to me. That's how fast this trance beings occurs. It's in real-time. Next slide, please. In order to close the case this is on an individual basis if you choose to not use the file upload function you find the beneficiary and the list currently assigned to me.   
Next slide. And a half to the beneficiary using the name search or assignment date. You click on the action link there on the right. Next slide, please. And you will have all the options available to the beneficiary at this time. If there are ticket payments you'll see show payments. Once again future functionality you will see the VR cost reimbursement payments .If there are pending payments, the assignments will show you the assignability information we just went through on the other screen. The TPR status will appear there if you click TPR status. That will give you more detail. For more information about the TPR screens currently there that is in the user guide. Refer to that section. If there are case notes for that specific beneficiaries you can click on that link there. Request a payment is once again ticket only. And you click on the final option unassign or close this case. Next slide, please.   
It will give you the case opening date which should match your records. All I need to do is enter the closure date and choose whether it was successfully or unsuccessfully closed and submit. In real-time it closes the case with your agency. Next slide, please.   
Batch ticket assignment. Pages 36-46 of the user guide show you how to navigate through the screens in order to upload the file that you already have. The end of the portal user guide pages 71 to the end go over the technical specifications. It goes over how it was programmed, what fields are going to appear and some -- then there's an entire list at the end with the new codes and how they match up with the legacy codes. So I do encourage you to make sure you read the end of the document because this is where a lot of the technical information is.   
Next slide, please. I will go over that assignment, unassignment file to SSA. Next slide, please. For the monthly case opening files you will select the first option, legacy VR open, close, VR case file.   
These are for coast reimbursement cases only.   
Please don't select option two or three if you need to open a case. You need a unique identifier and the example is abc, 123. Every time you submit a file we need a unique way to keep track of the transaction so you can use whatever system you like. Just as long as you don't use the same name twice. Then if you want to -- notification, you will be able to type in your email and it will send an email when your file finishes processing. Next slide, please.   
All right here's some technical information th. Is from the back of the guide. The file can only consist of ascii characters.   
Because of that only the following characters are accepted and this is in several places in the guide, quote, single quote, comma, dash, period, digits upper case and lower case. The portal will not allow anything other than these listed here. If you try, if you have something like -- I'll use an example early on. If you have a pIPE in your file it will get rejected. You are using a character that is not allowed.   
If you try to picture from our -- from the programmers who designed this we are trying to make it impossible for some hacker to access our system and upload a file that will be able to launch code. So anything that could be a transaction or code is being rejected from this portal and that is because of these restrictions. A common thing that happens is a lot of files don't have a carriage return. You must have your final line and a character return so your cursor starts on the next line. Look at your file. If that's not happening that's why your file may be rejected which is also a change.   
So I did want to highlight those changes and the reason behind it. The file needs to know there's an end so it will stop and the carriage return is required. And the file layout you need to send the first column is the SSN. You can use dashes or no dashes, both work.   
The IPE date if you're opening a case, unassignment days if you're closing a case, a closure code if you're closing a case and the unique identifier if you choose to use one. Just a note.   
If you send in a file and you open and close a case with one record -- in the example you do one, two, three, four, five, you add the IPE date, the closing date and closure code. Even though you send us one record we will send you back two different responses in the return file.   
So just note please do separate your openings and closers if you're trying to keep a one for one with unique identifier because we are actually processing as two separate transactions. We're opening the case then closing the case.   
Next slide, please. Here are some troubleshooting tips, a couple things I try when someone has a problem with a file. The portal does require only exe files. Many of us have excel.   
It will drop things and if you are getting any kind of error excel will not show you if there's anything weird with your data and we do have an example where quotes were around the record in the file. There was a beginning quote, you know the SSN, the closure date comma and the end there was a quote because the program is putting the entire transaction within quotes. Open the file in excel you could not tell it. Opening it in note pad you could tell.   
So fixing that corrected the file and it took it. Once again i want to reiterate you need to end the file with a carriage return. Check for invalid characters. Dashes are not mandatory. If that was a small problem we had in the beginning but we did have that fixed. If anyone is still having the problem with dashes please do let me know and please send an example because we have tested it and we believe we've fixed that problem. Like i said we had a lot of problems early on but everything that is in the user guide is correct as we know it at this time. If you're encountering anything that is not here on this list that's a common problem please make sure you send it to the helpdesk.   
Next slide, please. The next option through the main menu is check the status of your file.   
As the title suggests the processing status will only be available for the last 30 days.   
You have 30 days to download the results of your file. We'll keep it up after 30 days and you can download it as many times as you want but after that if you need to get it you will have to contact the helpdesk to have someone download the file for you. So you can get help with the table help. I do want to point that out. And there is an option there SSA return codes which does match all the return codes in the user guide. That is updated with every release and it has detailed information.   
The information here on the screen the date you uploaded the file, unique name you gave it, the file type. One is the case opening and closures, the person from your agency who uploaded the file. How many rows were on the file you submitted to us and the number of errors. I do want to go through this. I don't know this is specified in the guide. The way that SSA is interpreting the upload of your file is that the intent of your file every month is to open and close cases. If your transaction does not return a case opening or closure it's going to count that transaction as an error. If you're submitting thousands of records every month and 95 percent of them are resulting in errors then you are sending transactions every month that aren't going to do anything and aren't going to go anywhere.   
Just to let you know you will continue to see the same errors if you continue to submit SSNs that do not belong to ticket holders. That's the most common type of error. Anything that does successfully result in an opening or closure will not add up to that. Downloaded ready means it's ready to be downloaded. So this will be the first time you downloaded the file. Already means it's been downloaded once before.   
Processing status, c is complete meaning the file worked and you should get an email. A means the file aborted and there was a problem. Something like there was an invalid character, making a file return, file return wasn't correct. That will abort immediately. Next slide, please. And here's the whole list. Once again this is also in the user guide. I hope most of you are getting p's for processing or c's for completed.   
If you are having issues please contact the VR helpdesk. Next slide, please. And this I did take directly from the user guide so I'll just kind of highlight through it. The first columns are exactly the way you submit it. Exactly what you submit on the file is the exact same five columns you're getting back. You can always tell with your return file what you submitted to us. Column six is your DUNs. Column seven this is a legacy return code. This is the return code that used to be provided by max star. If you were used to getting a two you should still get a two for the return codes. Those should not have changed. Now we did -- the way we programmed because you are once again talking directly to the SSA system we did make our own codes because you're talking to our system. Once again you're talking to a completely different system processing your file. If you were noticing something that should have been a code two and it said you're getting a code one bring that to my attention.   
If there's anything that's wrong please don't think it's you.   
It's probably us. Column eight is the assignment or unassignment date that was actually used when your case was opened or closed. Column nine will have anybody who has or has had the case. Next slide, please. And these are the new columns at the end. You can choose whether you want to use these or not. They are not required. Column ten is the return code and the list of those like i said you can get from that link there on the screen from the SSA return codes that has a list of all the codes and you can download those or you can check the user guide.   
The user guide i did change it in the last version and the codes are in order by the legacy return codes and the zero's come first then the one's and two's.   
But all the new code is organized that way. It was a little probably shocking to see all the new codes as the key the first time. We need to do our programming so we can use all these new codes. These new codes are out there to make things easier for you to give you more information but they are not required. Column 11 is more description about what is going on behind the scenes and the description or column ten.   
Column 12 is file id then column 13. A row or number that corresponds to the row number in your file times ten. So if -- so your first row is going to be ten. Say for example in your first record you did an opening and closure at the same time.   
You're going to get a ten and you're going to get an 11. It's not going to be 20 because 20 means that the transaction posted from your second transaction. It's going to be a value between ten and 20 for as many transactions that you do.   
If that makes sense but it does go up by ten and that allows us to give return codes for multiple transactions. I'm sorry if that's confusing. Next slide, please. Changes. The file does not include a header -- oh. The return file is also returned as a CSD file.   
Here I just go again over the fact that a transaction that does not result in a case opening or closure is considered an error. That does not mean your entire file is an error.   
And I do want to reiterate there's no intermediary system checking your file making sure you don't submit transactions you shouldn't. You are directly uploading this data to our system and it's going directly to our system and attempting to open or close a case based on what you send. So please be careful when you send -- if you do send an error if you didn't mean to close -- I mean theoretically you could accidentally close, you know or open thousands of cases at a time if the system lets you so please do be careful. If you do make a mistake or something happens please do send it to the VR helpdesk and put my name to the attention and we will get it fixed for you. Usually our data fictions are timed with releases so please do be patient when we do identify an error or problem we are going to have to wait for a release in order to fix it because once again this is an SSA system and we're dealing directly with SSA resources and schedules. Next slide, please.   
And here's an example of the layout for the assignability file and this is also taken from the user guide. I don't think there's too much to explain there except all you really need is an SSN and it tells you whether the case is assignable or not. Next slide, please.   
Next slide, please. And here is the contact list from the user guide. If you are having issues you can contact the systems helpdesk, ENsystemshelp@yourtickettowork.com. They are a dedicated resource Monday-Friday 9:00 to 5:00. If you need to reach someone in an emergency and you can't get someone this is a great -- this is a great number to call and they will make sure it also gets routed to me. The VR helpdesk for any VR issues and we did at the beginning talk about who the person is to contact for different issues but please do address it to that VR helpdesk box. Your registration for the portal once again we are using the same authentication of the mySSA website to enroll you in the portal. You're not actually accessing your my SSA information. We're not actually   
having access to your records but we're using that account.   
So if something does go wrong or you get locked out you will have to contact the my SSA support either through the on-line support or the toll free number because we cannot help you with something like getting locked out or you need your password reset. That is not us. That is all the mySSA stuff and I do want to point out if you call the toll free number when it gives you a chance to speak ask for helpdesk. And you should hear a response of my SSA helpdesk which will let you know you are getting routed to the right person. If you say helpdesk and something else comes back hang up and try again please because you may not get to one who knows what they're dealing with it and it may be frustrating and I believe that's it. Next slide. I think the next slide is questions.   
I'll give it back to Michelle.

Michelle Laisure: Thank you Katie that was excellent. I really do appreciate your time and the thoroughness you provided to us this afternoon. We have a great group of individuals on the call today so we're definitely going to use this time to open up our phone lines to hear from those of you that have questions regarding the webinar. Operator would you please open up the line and we're ready for our first question.

Operator: Certainly. Ladies and gentlemen if you would like to register a question please press star followed by the one on your telephone keypad. If your question has been answered and you would like to withdrawal your question please press the pound key. One moment for your first question. Your frst question is from the line of Tom.

Eric: It's Eric. Tom actually had to step out but I had a couple of questions.

Michelle Laisure: Sure go right ahead.

Eric: The first one is the ta99 I saw on the ticket portal kind of cover page it said that's going to be fixed on November 7. Should we hold off resending the ones we received ta99 responses for until after that date?

SSA: Yes, thank you so much for the reminder. I meant to bring that up. We did find out what was happening. It is a java batch error and if you get that error on a specific SSN you are going to continue to get that error until we fix the code in the November 7 release. If you get a ta99 hold off on sending that SSN because you're going to continue to get the same error.

Eric: Okay, I thought so. The other question I had actually is we've been getting -- there's actually two kind of related questions.   
We've been getting code eight which is for v r-3 two which is the individual beneficiary is age 65 or older and in the guide it lists that as code zero. I wonder why we get code eight on that particular VR message.

SSA: That would be a case where I would -- could you send me the specifics?

Eric: There's been eight or ten. I can send them to you.

SSA: Thank you that would be perfect so we can look at them.

Eric: Okay and the other question I had was probably something is going on where we're having tickets assigned and they show as assigned in an earlier batch process when we get the response back then, you know, a year goes by or whatever. We go to close those cases and receive a couple of different responses either the ticket is no longer in use, the ticket is now in use with an EN. We didn't unassign it. What I'm thinking is going on though is perhaps they didn't meet timely progress so they got unassigned but somewhere down the road it was assigned to someone else. Is that possible?

SSA: That is not possible. It only changes the beneficiary in use but it does not take a case out -- if we're seeing something like that I can send you a list as well? There was again probably eight or ten where we definitely had an earlier assignment and it said it was in use on an earlier batch then we go to unassign and it is saying it was never in use or no longer in use or it's with an EN.

SSA: Yes, I’ll take a look at those. Please send them up.

Eric: I'll send them your way. I appreciate it. That was everything i had.

Michelle Laisure: Thank you. Operator our next caller?

Operator: Again if you would like to ask a question press star then the number one on your telephone keypad. Your next question is from the line of Dianne.

Michelle Laisure: Good afternoon go ahead with your question, please. Hello?   
Is she still there operator?

Michelle Laisure: The line is still connected. They may be on mute. I will continue to the next question. Your next question is from the line of Eugenia.

Eugenia Cox: Hi everybody. Um, two things and I put it on the chat too. Is it possible to extend the 30 days on viewing those return analysis files?   
Hello?

Michelle Laisure: Katie would you address that?

Eugenia Cox: One second. And somebody said to contact the helpdesk if we needed that file sent to us. Do we send the request to the VR helpdesk or send it to maximus, the SVR helpdesk?

SSA: Please send it to the VR helpdesk.

Eugenia Cox: Okay.

SSA: Just to make it clear -- the subject matter will help us get it to the right person.

Eugenia Cox: Any chance extending it past 30 days?

SSA: For submitting the monthly files?

Eugenia Cox: No. No for being able to view them.

SSA: Oh, okay. Um, let me -- that is a programming decision. I would have to check back on that.

Eugenia Cox: Okay. Then the other question I have and it's one you and I talked about Katie. When somebody has a second ticket and there's absolutely no history of you having the ticket assigned prior to that second ticket in the portal. How is that affecting any payments or anything like that?

Katie Streibinger: I have not had a chance to look at your case yet. You did send me a specific case and we're going to look into it. So far that's the only case I'm aware of. Like you said there was no history of that being assigned so we would have to check.

Eugenia Cox: I can give you other samples but if it's happening to me it's going to happen to the other states and it's only on the rare times that somebody's ticket will turn and they will have a new ticket.

Katie Streibinger: It's certainly on my list of things to look into. I have that and I promise it is on the things we're looking into.

Eugenia Cox: Okay. All right. Thank you.

Operator: Your next question is from the line of Ellen.

Ellen: Hello. I have two questions. My first question and it might relate to the first gentleman's concern as far as when terminations occur. I don't believe that we get any sort of notification of when, you know, an individual loses benefits.   
Um, right now I've just been having to reconcile, you know, my currently assigned list with what's on the portal. I don't know if there's a better way to do that. I'm just kind of wondering how to handle those terminations so that we don't have to reconcile the list every so often or if there's a better way to do that.

Michelle Laisure: You want a better way to keep track of tickets that get unassigned because they terminate?

Ellen: Yeah. We're not notified as far as I'm aware. I'm not getting any notification that the client has lost benefits while their ticket has been assigned to us. Of course their ticket is unassigned when they are taken off benefits.

SSA: Great. We may have to brainstorm on that one. I don't have anything in the works for that right now.

Ellen: Yeah in the old system we used to get some sort of notification you may have terminations then you would have to sift through the file. I don't know what a better solution would be but we're not getting that notification anymore. So I'm just kind of going through and reconciling my list and then I have to look on a case by case basis to see what happened here. So... That was my first question. Then the other one is I think something I mentioned before. I didn't know if it was a possibility but right now when we submit our batch file and let's say the client wasn't beneficiary eligible as of their IPE date that we submitted the system will now go ahead and assign them at their first available date. But if the client was assigned to another EN as of their IPE date and that ticket was subsequently unassigned with that EN or state VR agency and the ticket is available it's not assigning that ticket at the first available date. And I was wondering if that might be a change that we could look forward to seeing.

Katie Streibinger: Okay. So with the previous -- we would not use a date later than 90 days in the past you would get that ticket assigned because we wouldn't, you know, we would never put a case -- we would never assign a case with a past date really.   
So you were submitting your IPE date we'll say 2010 and -- but the case recently closed from an EN in 2015, as long as that was 90 days in the past the case would be assigned to you as of 2015. Right? Even they you were submitting an old date? Is my example working? Right?   
You're continuing to send the same date. They came in on this date and you will keep sending that until you can get the ticket.

Ellen: Exactly.

Katie Streibinger: Right. And then in the meantime it may happen an EN managed to get in there and you're going to wait until -- and you will keep submitting the SSN until the case closes at the end and in the old process you would get the ticket with the current date. Right? Right.   
Then the new system it is trying to assign it using the date you put in. We are trying to assign it using the date that you're submitting. Um.

Ellen: Sure and I guess.

Katie Streibinger: The system will not do it that way. It will try to assign it using an old date.

Ellen: Sure. But I guess my question is for -- let's say the client again was not beneficiary -- was not eligible for benefits as of that IPE date but the portal is going ahead and assigning it at the first available date. But that's not the scenario if -- as of their IPE date they were assigned to another EN or state VR agency.   
But then subsequently came eligible. We're getting a code you have to resubmit it with a later date. I'm not sure why the system would automatically assign it at the first available date if the client was not beneficiary eligible as of the IPE date. But then they wouldn't for the other scenario when the ticket was assigned to the EN but is now available.

Katie Streibinger: The way the system is working in the first scenario you were working with a beneficiary but they just hadn't been mailed a ticket, hadn't been selected for a ticket and as soon as they're mailed a ticket that ticket is yours because you're with the beneficiary. And the second example you're saying you're working with a beneficiary in the past. But we can't send it -- we can't assign the ticket any later than the most recent closure. Right? So you're sending 2010 and if the case becomes a ticket in 2011 then you will get the case but if you submit it in the most recent date is 2015 and you're still sending 2010 we can't assign -- we can't -- we can't go back in the past. We will not go back and assign your ticket 2010 to 2015 then to the end 2015.

Ellen: Yeah -- well –

Katie Streibinger: It's like a complicated database. It is almost like a database integrity thing we can't go back and insert your transaction before the most -- your transaction has to happen either as the first thing that happens on the ticket or it has to happen after the most recent action has occurred and unfortunately in that case it was already assigned to someone else so we can't use the first available date.

Ellen: Well I guess I don't understand the database and the background. I don't understand any of that but I'm not expecting it to be assigned way back at the IPE date. I'm expecting it to be assigned at the first -- the first availability. So if the EN unassigns a ticket September 30 and I submitted it with a January 1 date I would expect it to be assigned on October 1. But that's not what I'm seeing. So is that not a possibility then? Is that what I'm hearing?

Katie Streibinger: At this point that's not how it works. We can go revisit to see if that's something we want to do but that's not how it's currently set up.

Ellen: Yeah. It just requires multiple file submissions when it would be nice to have it all done at once. But, you know, i understand there's limitations so.

Michelle Laisure: Thank you for your question. With we hear your concerns and so noted if we can make that change in the future. I'm sure Katie and her list of additional upgrades we can make to the system is noted. We're going to move on to the next question.   
Operator?

Operator: Your next question comes from the line of Jay.

Jay: So I had a couple of questions. So the one – I help a lot of states with the recording the in use transactions so we create the files then store the information that comes back. So I had a couple questions on how that process works with the one, three's and eight's. They're saying they're not assignable at that time. Do we continue to submit them every month like in the old system or is that not necessary in the new system?

Katie Streibinger: This is Katie. I mean if you want the ticket assigned you are going to have to resubmit it.   
We're not holding on to the transaction in the background.

Jay: I understand that. But I was wondering do you still -- so it's okay to continue to send those with the same IPE date over and over again and then at the point when they get -- when that case or that ticket becomes assignable then you get a two with an assignment date later than you requested or do you have to change the date on those each time you submit them?

Katie Streibinger: The ones that you get back -- the ones that automatically give you a two, right, in those cases the system looks for the next available date and will assign the case. You don't need to do anything for those. The ones you get back with a date later than this date you will have to send a different date.

Jay: Is that one of the zero codes?

Katie Streibinger: I don't have that right in front of me at this moment.

Jay: Alright. I'll look that one up. Basically on those if you get that code back the next time that should be submitted it should have that new date on it instead of the IPE?

Katie Streibinger: Yes. Right. That's telling you use this date and you should be able to assign the case.

Jay: Okay.

Katie Streibinger: If that does not work. If you try one case and that does not work let me know. That should be try this date instead and you should be able to try that date.

Jay: On the cases you mentioned you can have a case assignment date and unassignment date on the IPE and closure date in the same record and it just returns two records. If a case was 0 opened and closed in the same month would you send that in with both records in the same line?

Katie Streibinger: You can.

Jay: Okay. It used to be you weren't allowed to. Now you can?

Katie Streibinger: Yes now you can. Just be aware you'll get two back.

Jay: And that's fine. Then the last piece I was wondering about was to try to reconcile what is available on the portal with what each state has in their own systems. You know you have that list of assignments and you can look up what is the current assignments. That doesn't give you anyway -- like the information in that is not something you can link back to the records because it does not have an identifier in there aside from the client's name.   
Is there any way we can get a file that has that information in it like the SSN and IPE date that was submitted originally?   
Can you get back a list of all those with the current status on those? Because then you could get -- you could reconcile all the records with the new system with all the records in the social security system then everybody would know if there's mismatches to success.

Katie Streibinger: You should be able to create a list like that just using the two links in the portal. You should go to the beneficiaries currently assigned to me and download that list to excel then go to the formerly list and download that to excel and that should be ever record you've had assigned to the agency, currently or in the past then it should have the date.

Jay: The issue though with that is it only has a name. So if you have like a thousand -- thousands and thousands of records.

Katie Streibinger: If you download it to excel the SSN is in the file. There's a lot more information.

Jay: That's what I was wondering.

Katie Streibinger: Yeah. The SSN is in the file.

Jay: Okay great. That's it for me. Thank you.

Katie Streibinger: Okay thank you. And it sounds like we need to do a follow up possibly on the next call for clarification around the one, three and eight. I have that noted. So we will come back to that during the next call. Thank you so much for your questions. Operator do we have another caller?

Jay: You do have a final question from the line of Eugenia.

Eugenia Cox: Real quick you mentioned they had had a moratorium on the TPRs but when we look and hit that button about the TPRs, that little check box we come -- it comes up with six people. Is it ones that should have been done way back when? There's a date of January 2015. Is that a fluke or something we missed?

Katie Streibinger: So you do see a couple that has a p for pending?

Eugenia Cox: Yeah. I mean -- yeah. It says pending and it was issued -- all have January 2015 date. There's four of them -- I think I saw five at one point in time and now it's four. Do you want me to send you that?

Katie Streibinger: Yeah we'll take a look. I can assure you there's nothing you need to do or any action you need to take on behalf of those cases. We have stopped TPRs and we have no new selections coming so..

Eugenia Cox: Okay I just want to make sure I wasn't missing anything and i know you mentioned there was a moratorium.

Katie Streibinger: There is no action anybody needs to take for TPRs at this time. So we will make sure everybody knows that.

Eugenia Cox: Okay I'll send you a screen shot of the four that keep coming up.

Katie Streibinger: Great. Thank you.

Michelle Laisure: Thank you. Operator we'll take our last question from a caller.

Operator: Okay your last question comes from the line of d Dianne.

Dianne: I just have a couple quick questions. I'll try to make them really fast. I just want to verify so at this time we are still supposed to keep sending one's, three's and eight's. Correct?

Anonymous: Yes.

Dianne: Okay. And then also with the files -- so Katie you did get -- how long should we expect to hear back? Because like with the ones i have today it doesn't have a closure. It gives a closure date but it's a va16 code coming back as a two but not giving a closure. It's not giving an assignment date.

Katie Streibinger: Go ahead.

Dianne: It's sort of weird. Like how long – I’m getting a little nervous. This is a file back from July and I’m getting a little apprehensive regarding like -- because I know we're not supposed to resubmit files. Right?

Katie Streibinger: You can resubmit files.

Dianne: We can resubmit files to you? Because I thought last time I heard from you we're not supposed to resubmit our files to you. Like to be processed.

Katie Streibinger: You mean -- you mean can you just submit the same file twice in the portal and the identical file and the system will accept it? It shouldn't cause a problem.

Dianne: Right.

Katie Streibinger: If something worked you should get the same result back.

Dianne: So it won't cause problems like if we resend it to you it won't cause like the date to be messed up in the system?

Katie Streibinger: It should work correctly. If the case opened successfully the first time you submitted it. It should not let you do anything else because it should say it's already assigned to you. If you try to close the case you've closed it should say the case is closed to you so I would expect the system to say you submitted something you've already done.   
It shouldn't -- unless it's something different for the identical case it should just give you an error, you already did that.

Dianne: Okay. So should we try to re-process the file again?

Katie Streibinger: You did send it to me. I haven't had a chance to look at it because I was prepping for this call but I will look at it.   
If you did something and got an error and it's not working the way it should resubmitting it will probably give you the same error. It sounds like something is wrong behind the scenes.

Dianne: I know with the code when that first came about if i asked you could resubmit you said I couldn't. So i was under the assumption i couldn't resubmit it. So i went and manually changed all those. Because i had to change all those from two's -- from two's to nine's.   
I'm trying to think back. We may have to have a call separately offer okay. Because I'm wondering if that might help because it's causing an error in our system.

Katie Streibinger: Okay, yeah, yeah.

Dianne: Okay. That's all my questions.

Michelle Laisure: Okay thank you. You can hang in there. We just have two questions on the chat line we would like to read to you and then I think we're done for the questions for today. Go ahead.

Ana Morales: They would like to know is there a limit to columns 12 file id?

Katie Streibinger: You know I'm not -- I am not aware of one in what I have.   
Unless you're getting a specific error saying it's too long – I can double check. We can check on the answer and give everyone an answer on that.

Ana Morales: Sure, sure. The other question is from Linda. When i receive the following transaction posting error, try again later repeatedly. Am I going to be able to upload these files if 30 days has passed? That's a very specific message. Huh?

SSA: Um, usually the unspecified transaction posting error try again later is the ta99 error. And that usually happens on a transaction basis like it should happen on each -- on an SSN basis. The way it's read made it sound like the entire file was getting rejected. Please submit the file and any transaction that fails with ta8999 you can submitted again after the November 7 release after we fix that problem. (ta99). That's another thing I wanted to make clear. That error is sporadic. It isn't happening to every single ticket. It doesn't happen on every single assignment. It's just here and there. But if you do get that error you will not be able to get that to process until we make a fix to it but that does not mean all your transactions are going to get that error. So I would suggest uploading your files, seeing what sticks and if it doesn't you can submit again after we get the fix in. I hope that helps.

Michelle Laisure: Thank you Katie and for the call today that concludes our questions for submitting through the new ticket portal. We will collect your questions through the VR helpdesk through the month of October and definitely include this topic on our November call. We do appreciate all of you that called in today.   
We do want to remind you and this is a wonderful opportunity for our beneficiaries. Please take the time to go out to the ticket website m. The GovDelivery was sent out for the virtual job fair and they are hosting a teleconference on Thursday October 8 at 3:00 p.m. eastern standard time for our employment networks and our state VR agencies to get a brief overview of the event that's scheduled on November 18th and 19th. Again these are federal contractors that are looking to hire and they will walk you through and walk everyone who participates on the call how to submit resumes and the interview process so again this is a great opportunity for our beneficiaries to participate in the ticket to work program. And with that that concludes our conference and we really -- conference call. Again we appreciate your time and we look forward to your participation in the November call. Thank you. Good evening.

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

[Call Ended]