

Ticket Portal Tips & Tricks

1. Automatic Check for earnings and Other Informative Messages

The portal checks to see if there are sufficient earnings in SSA's records each time a payment request is initiated. If there are sufficient earnings found you do not need to provide evidence. When submitting a payment request, be sure to read the "Important Information" box displayed after you select the SSN, claim month, payment method type and click submit. These messages are very important in guiding you through the payment request process and directing you on what action you should take.



Payment request for: DOE, JOHN OMB No. 1 Paperwork Red

Claim month: 12/01/2014

Payment Method Type: Phase 2 Milestone

Your Payment Method for this Ticket: Milestone-Outcome

You assigned this ticket effective: 04/12/2012

Important Information

SGA earnings not yet established for claim month.

2. Generating an Additional Fax Coversheet

Another nice feature of the Ticket Portal is the ability to generate an additional fax cover sheet. If you receive an outreach message to send additional documents or forgot to include some evidence with your first transmission, you may access this feature from the More Actions menu of the Pending Payments for me screen to create a new fax coversheet.



More Actions for: DOE, JOHN

Select one of the following:

- Show ticket estimates
- Show assignments
- Fax additional information
- Show Fax Status
- View and manage case notes
- Request a Ticket payment
- Show Dates

Fax Additional Information for: DOE, JOHN

Select a document type to send:

- Play Slip
- Employer Proposed Wage Statements
- Work Number Report
- WEP - Complete
- EO Contribution of Service
- EO Payment Request
- SPR Payment CN Request (SRA131)

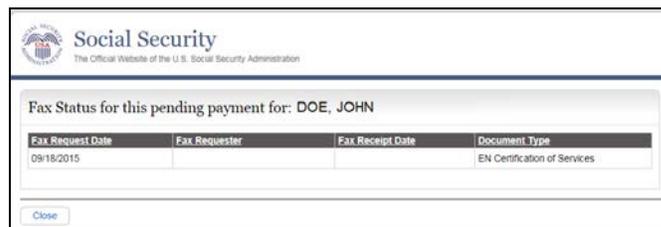
Add a note:

Yes No

Buttons: Add, Close

3. Show Fax Status

The Show Fax Status feature provides the ability to check the status of your fax transmission for a particular payment request. Again, from the Pending Payments for Me screen you would click on the Actions link for the payment request you want to check. Then choose Show Fax Status.



Fax Status for this pending payment for: DOE, JOHN

Fax Request Date	Fax Requester	Fax Receipt Date	Document Type
09/18/2015			EN Certification of Services

Buttons: Close

4. Payment Status Reports

There are two options to view payment status from the Payments section of the Main Menu.

- View payments already made to me** includes all payments that are closed and either paid or denied.



All EN Payments Call Recap October 27, 2015

- 2. **View all pending payments for me** includes all payments that are still open and have not been sent to the Treasury yet.

Both options allow you to resort the list online, view details for all Diaries and Denials and download reports to excel for all of your payment requests. You may view status for an individual ticket holder using the List Beneficiaries assigned to me or formerly assigned to me screens and clicking on the Actions Menu and choosing the payment status option.

Fiscal Year 2015 : End-of-Year Statistics

- **Performance Goal:** To process all claims within 30 days of receipt; process is defined as Paid, Denied, Diary for additional information

Number of Days	% of Total Claims
<1 day	17%
5 days	28%
10 days	85%
30 days	100%

- **Payment Totals with Comparison**

Payment Requests Processed:	121,000+
Number of claims paid:	77,940
Total Dollars paid:	\$49.45 million
Accuracy Rate:	97.41 (93 payment errors)

Total Denials 30,918

Comparison of Denials vs Payments

Payments:	72%
Denials:	28%

- **EN Payments Help Desk**

Inquiries from EN's: Calls vs Emails

▪ Calls	3,464
▪ Emails	5,947

Type of Email requests and actions needed

46%	Individual responses to EN inquiries
35%	EN Payments outreach for missing documents
11%	Inquiries submitted to Payments Supervisors
4%	Inquiries escalated to QA Help Desk Specialists
1%	Non-payment related issues

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

The next All EN Payments Call will be held **Tuesday, November 17, 2015 at 3 pm ET**. This is one week earlier than the normal date because of the Thanksgiving Holiday. Join us for more information about the intricacies of payments in the Ticket to Work Program.