

Announcements

- Holiday Schedule:
 - Offices Closed:
 - Thursday, November 26th
 - Friday, December 25th
 - Friday, January 1st
 - Some National Calls have been changed
 - December All EN Payments Call is Tuesday, December 15th
 - December All EN Call has been cancelled.
- Inclement Weather
 - As winter approaches, we want to remind you that all closures due to inclement weather will be posted online at www.yourtickettowork.com and an announcement will be sent via email.

E-PAY status

- Most recent file received and processing began on 11/2/15.
 - Total claims paid from that file thus far: 7,538
 - Total claims denied from that file: 1,120
- This file is being processed in ascending order by SSN instead of DUNS# so an EN may receive payments throughout the processing period instead of all in close proximity.
- Once completed, the next file is expected in late January 2016.
- REMINDER #1: EN's who have earnings evidence on hand, may request the payment through the portal to receive payment sooner rather than waiting for the E-PAY process to run.
- REMINDER #2: The portal does not provide any indicator identifying claims generated by the E-PAY process at this time. SSA is considering adding a comment field on the List Payments Already Made to Me screen so EN's have visibility of claims paid via the E-PAY process.

System for Award Management (SAM) Profile

- Registration information must be reviewed and updated annually at www.sam.gov.
- EN's can make changes to the entity information as soon as staffing or organizational changes occur.
- Employment Networks with expired and outdated SAM information will experience delayed payments and face the consequence of being placed on "Hold".
- If placed on "Hold", ticket assignments and payments will be suspended.

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

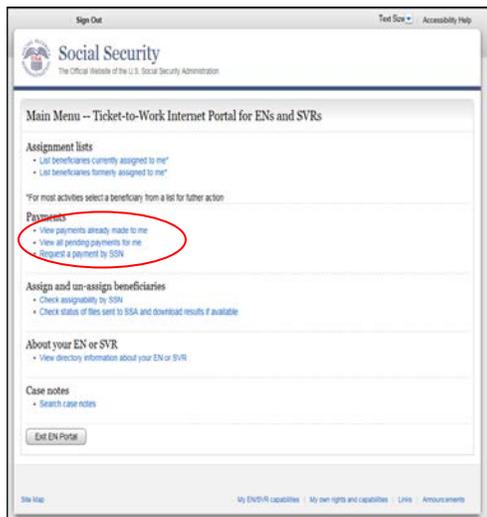
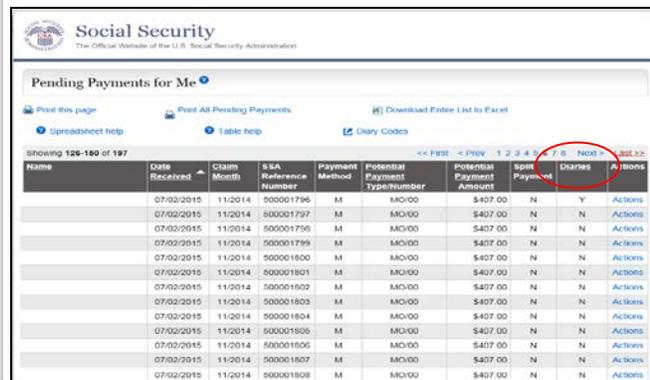
You assigned this ticket effective: 04/12/2012

Important Information

SGA earnings not yet established for claim month.

2. How to check Diary Reason

Select the 'View all pending payments for me' link to see all currently open claims. It includes claims placed in "diary" awaiting information. All diarized claims will have a "Y" under the "Diaries" column for that claim. Click on "Actions" to the right of the "Y" to go to the Actions menu. The last option in the More Actions screen is "Show Diaries". This will only display if your work case is in diary and "Y" is displayed in the Pending Payments for Me screen. Click on the link to see a detailed explanation of the diary reason.

Name	Date Received	Claim Month	SSA Reference Number	Payment Method	Potential Payment Type/Number	Potential Payment Amount	Split Payment	Diaries	Actions
	07/02/2015	11/2014	500001796	M	MO/00	\$407.00	N	Y	Actions
	07/02/2015	11/2014	500001797	M	MO/00	\$407.00	N	N	Actions
	07/02/2015	11/2014	500001798	M	MO/00	\$407.00	N	N	Actions
	07/02/2015	11/2014	500001799	M	MO/00	\$407.00	N	N	Actions
	07/02/2015	11/2014	500001800	M	MO/00	\$407.00	N	N	Actions
	07/02/2015	11/2014	500001801	M	MO/00	\$407.00	N	N	Actions
	07/02/2015	11/2014	500001802	M	MO/00	\$407.00	N	N	Actions
	07/02/2015	11/2014	500001803	M	MO/00	\$407.00	N	N	Actions
	07/02/2015	11/2014	500001804	M	MO/00	\$407.00	N	N	Actions
	07/02/2015	11/2014	500001805	M	MO/00	\$407.00	N	N	Actions
	07/02/2015	11/2014	500001806	M	MO/00	\$407.00	N	N	Actions
	07/02/2015	11/2014	500001807	M	MO/00	\$407.00	N	N	Actions
	07/02/2015	11/2014	500001808	M	MO/00	\$407.00	N	N	Actions

Submitting a Manual Payment Request

The preferred method of submitting Payment Requests is to use the new Ticket Portal and take advantage of the streamlined processes and real time updates. However, if you are unable to use the portal for any reason, you may complete a Payment Request form and send it to the TPM.

- Fax: 703.893.4020
- US Mail: P.O. Box 1433 Alexandria, VA 22313
- Must include a fully completed form with evidentiary evidence.
- Forms can be found on our website by selecting the **Information Center** tab, clicking **Forms** and scrolling down to the **Payments** documents.

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, December 15, 2015 at 3 pm ET**. This is one week earlier than the normal date because of the Christmas Holiday. Join us for more information about the intricacies of payments in the Ticket to Work Program.