## E-Pay Status

All Employment Network Payments Call

April 26, 2016

* + - * Ticket Program Manager (TPM) is currently processing a new E-PAY file
      * Claims are processed by Social Security Number (SSN) instead of DUNS
      * The new E-PAY file contains over 14,000 SSNs.
  + As of Monday, April 25, 748 SSNs had been processed.
  + Reminder 1: If you have evidence of earnings or approved earnings are available in our system, you may submit your payment request through the Ticket Portal instead of waiting for E-PAY.
  + Reminder 2: Ensure that your Employment Network (EN) payment contact information is current. TPM refers to it for payment outreach messages and confirmation of possible Split Payments.
    - Verify your payment contact using the Ticket Portal by selecting “View directory information about your EN or SVR” from the main menu.
    - To add or modify a payment contact, please send a request to [enservice@ssa.gov](mailto:enservice@ssa.gov) and specify the name of the person and indicate the title you want them to have. All payments contacts must have completed suitability.

## System for Award Management (SAM)

* SAM registration must be renewed annually at [www.sam.gov](http://www.sam.gov/)
* ENs must review their account information periodically and report any profile changes immediately.
* Social Security/US Treasury cannot make payments to an EN if the SAM profile is not active or banking information is not current.
* The Social Security Administration (SSA) will notify an EN if payments are held because SAM registration has expired.
* To ensure your payments are sent to the correct account, notify SSA at [enservice@ssa.gov](mailto:enservice@ssa.gov) when changing your banking information.
* It is the EN’s responsibility to ensure that its SAM registration is current.
* Only ENs with active SAM registration are included in E-PAY.

## How ENs Can Assist Beneficiaries in Preventing Overpayments

* ENs can help beneficiaries by:
  + Encouraging beneficiaries to report their earnings in a timely manner;
  + Encouraging all beneficiaries that are self-employed to file their income taxes by April 15; and
  + Encouraging beneficiaries to report their earnings directly to their claims representatives and to request written documentation of their earnings as reported each month.

## Ticket Portal

### Accessing the Payment Request from the Action Menu

* + Access Payment Request screen by selecting the Actions menu from the list of beneficiaries currently assigned to your EN. The “More Actions” screen provides several options including “Request a Payment.”

### Enter the Attainment Month

### The ‘Payment Request’ screen will display. This screen is an input screen where the EN can request payment for a claim month based on the beneficiary selected from the ‘Beneficiary’s currently assigned to me’ screen.

### If you accessed this screen from the main menu, you will be prompted for the SSN. Again, only evidentiary payments are being accepted through the portal.

### Only one payment request can be submitted at a time because each payment request automatically creates a work case in SSA’s system.

### If you submit multiple claim months for the same payment request by mistake, the additional months will be denied as a duplicate request.

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, May 24, at 3 p.m. ET**.