

## E-Pay Status

- 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.**

