



Completing Manual Ticket to Work Transactions

Transaction	Mode of Submission	Required Content	Response Time
Individual Work Plan (IWP) Review	<p>It is mandatory for ENs to submit Ticket assignment requests via the Ticket Portal. IWPs that are not submitted via the Ticket Portal will be rejected with the exception of new ENs assigning the first 10 Ticket assignments or under unusual circumstances.</p> <ul style="list-style-type: none"> Fax: 703.893.4020 	<ul style="list-style-type: none"> Completed and signed IWP More information at: https://yourtickettowork.ssa.gov/web/ttw/individual-work-plan 	Within 7 days
Submitting a Payment Request	<p>It is mandatory for ENs to submit payment requests via the Ticket Portal. Payment requests that are not submitted via the Ticket Portal will be rejected with the exception of terminated ENs/Tickets or under unusual circumstances.</p> <ul style="list-style-type: none"> Fax: 703.893.4020 Mail: Ticket to Work P.O. Box 1433 Alexandria, VA 22313 	<ul style="list-style-type: none"> Completed and signed Payment Request Form More information at: https://yourtickettowork.ssa.gov/web/ttw/forms 	Confirmation of receipt within 5 days; payment decision within 30 days
Checking the Status of a Payment Request	<p>ENs should first check the Ticket Portal to determine the status of payment requests. If unable to obtain this information via the Ticket Portal, ENs should submit inquiries by:</p> <ul style="list-style-type: none"> Email*: enpaymentshelpdesk@yourtickettowork.ssa.gov Call Payments Help Desk: 1.866.949.3687 	<ul style="list-style-type: none"> Beneficiary's SSN(s), claim month(s) and your organization's DUNS 	Within 5 days



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Timely Progress Review (TPR) (Upon beneficiary request)	<ul style="list-style-type: none">Contact: TPRHelpdesk@yourtickettowork.ssa.gov	<ul style="list-style-type: none">DUNS/VR agency nameContact information for agency representativeBeneficiary name(s)SSN(s)Specific progress made for the evaluation periodDate progress attained	Within the timeframe provided in the beneficiary letter

* **Important Note:** All documents or files containing Personally Identifiable Information (PII) that are sent via email must be encrypted.