Ticket to Work

February All EN Payments Call
Tuesday, February 26, 2013
Agenda

- Introduction of Speakers
- Submission of Payment documents via EN Portal
- Employment Network Payments Status Report (ENPSR) Overview and How to Search for Information via the EN Portal
- Use of the Work Case number as a reference in communications sent to/by the EN Payments Help Desk
Agenda

Short Reminders:

Timely submission of the Certification of Services (COS) form

EN Payments are made for any and all qualifying months, not just those requested

Your Questions and Answers
Employment Network Payment Status Report (ENPSR) in Portal - Overview

• The ENPSR shows the payment processing status for your payment request submissions
• You can retrieve current or historical data
• The information reported is as of 3 p.m. EST the previous business day
• The report is available and accessible 24/7
ENPSR in Portal - Searching for information

By default, Portal retrieves records for all *payment requests received by OSM in the last 30 days*

- Sometimes, portal requires you to click on “Submit” twice; we’ll be fixing this soon.

The default date range is from 1/26/2013 to 2/26/2013

Scrolling down to the bottom, using the scroll bar, it showed there are 39 records.
ENPSR in portal - Searching for information

- If you want to look for the status of a request you submitted on, say, November 07, 2012, then we need to ensure that the filter criteria includes that date.
  - Also, for postal submissions, we need to consider the lead time required for OSM to have received it.

Setting the date range from **11/06/2012** to **11/10/2013**, found 3 requests submitted on **11/7/2012**.
ENPSR in Portal - Searching for information

- Check to ensure that the combination of criteria matches what you are searching for. For example, if you are looking for a specific beneficiary or a specific payment status, ensure, you clear the Date Range
  - If you use the date range and the SSN, Portal will be looking for SSN’s records within that date range
  - If you use SSN and “Denied”, Portal will be looking for SSN’s records that were denied
ENPSR in Portal: Searching for information

• If portal retrieves lots of records, then, try exporting the records into an Excel file, and search in the XL file

• You could sort, filter on any fields in MS Excel and might even be easier to find the information you’re looking for

• The files below are extracted from real data (after removing the PII in it) – the same example used in the slides

ENPSR - 365 days  ENPST - 30 days
Contact Us

Website: www.yourtickettowork.com
Email: ENOperations@yourtickettowork.com

Payments Helpdesk
Toll Free Line: 1-800-949-3687 option #??
Email: ENPaymentsHelpdesk@maximus.com