**How to Perform Payments Functions in the new Ticket Portal**

The new Ticket Portal’s payment request process has been streamlined for faster more efficient submissions enabling faster processing and turnaround time. The documented 14 steps needed to process a payment request using the current Secure Provider Portal have been reduced to 5 steps. Once the request has been submitted, you are given a work case number and it is immediately visible online.

**Five Steps to Submitting a Payment Request using the new Ticket Portal.**

- From the Main Menu, select the Request Payment by SSN or if you are viewing a beneficiary record, use the Actions menu to Request a payment.
- Enter an SSN if needed then specify the claim month for the request.
- Select the Payment Method if it is not already displayed and add earnings. Enter earnings details in the Ticket Holder Earnings box.
- Add a note to your request if needed.
- Save and Print the Fax Coversheet and transmit or use your e-fax solution.

**Checking Payment Request Status in the new Ticket Portal.**

- There are two options to view payment status from the main menu.
  - View payments already made to me
    - Includes all payments that are closed:
      - Paid
      - Denied
      - Sent to Treasury
  - View all pending payments for me.
    - Includes all payments that are pending:
      - Diaried
      - Pending
    - The Actions Screen allows you to print additional fax coversheet or move to another area of the portal.
    - Also accessible from other areas of the portal using the Actions Screen.
- You may export your status reports to Excel

**Ticket Portal Readiness**

- Complete the registration process as soon as possible.
- Review the Phase 1 Milestone criteria so you’re familiar with which claim month should be used when submitting payment requests for each phase.
- Ensure that your payments processing staff have access to a fax machine or an e-fax solution and have been trained on how to use it.
- Prepare for a more streamlined process with real-time status!

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, June 30th, at 3 pm ET. Join us for more information about the intricacies of payments in the Ticket to Work Program.