Virtual OneStop®

VOS Sapphire

WOTC Agent Services User Guide

Contents

1: Overview, Registration, and Access

Chapter Contents

About WOTC and This Guide

The Virtual OneStop® system integrates functionality for job seekers, employers, third party agents, and workforce staff, offering unique features for each user type. Your site includes the optional *Work Opportunity Tax Credit (WOTC)* module.

WOTC is a federal tax credit incentive that benefits both employers and qualified workers, by promoting the hiring of individuals who qualify as a member of a target group and providing a federal tax credit to employers who hire these individuals.

Employers can complete and submit WOTC applications and forms for any individuals they hire who qualify for the WOTC target groups, which qualify the employer for tax incentives. Employers can also be represented by a Third-Party Agent (TPA) who can perform WOTC functions for the employers and their WOTC applications. Once the TPA is designated as a WOTC agent, is enabled by WOTC Coordinators in the system, and is legally authorized to represent employers through a Power of Attorney (POA) document, they can create WOTC applications for the employers and help manage and monitor those applications.

This guide provides instructions on how you can register as a TPA for WOTC, add one or more employers to represent, and then create and support the WOTC applications and functions for qualified individuals hired by the employers you represent.

Note: *"Virtual OneStop" (or "VOS"), as used in this guide, is the name of the underlying software system provided by Geographic Solutions, Inc. to your state or region. Each site that has purchased this system rebrands their customized Virtual OneStop system with their own unique name, logo, colors, and features; therefore, you see your state or region name for the system as you use it. If your system also includes the Geographic Solutions Unemployment System (GUS), refer to the GUS Employer Services User Guide for assistance with GUS module functionality related to agents.*

WOTC Agent Capabilities

The system allows WOTC agents (TPAs for WOTC) to identify employers they represent, and then manage their WOTC applications and functions. Once registered and enabled as a WOTC agent, you can use comprehensive tools to support the employers that you and your company represent as you manage individual WOTC applications for those employers.

The following is a list of the activities you may perform as a WOTC agent, with cross-references to the sections that provide more details.

- **Register as a TPA for WOTC** – You can quickly register as a TPA and designate your role for WOTC. The system collects the minimum information required for your WOTC agent identification, including login credentials, primary location, mailing and email addresses, and contact information. See the topic "TPA Registration for WOTC" in this chapter for details.
- **Start 'Next Steps' after Registration** – From a "What's Next" confirmation page, you can select options to immediately start setting up your account. These "next steps" can include identifying employers you wish to represent and the Power of Attorney (POA) documents for them; adding other contacts/users in your company who may also represent employers as WOTC agents; and adding other locations associated with your company. You can also move to your Dashboard page, which is the first page you see each time you log into the system. See the topic "Next Steps After WOTC Agent Registration" in this chapter for details.

  Note: *Your account must be reviewed and enabled by workforce staff before you can use the full suite of WOTC agent features, including assisting your represented employers with their WOTC applications, adding privileges to additional contacts in your company, or sending messages in the system.*

- **Manage Your Agent Account** – If you are the initial registrant as a WOTC agent for your company, you are identified as the *primary* contact/user. As such, you can manage your company's Corporate Profile information, add other contacts for your company, and assign privileges to them. See the topics in Chapter 2 - Manage Your WOTC Agent Account in this guide for details.
- **Add and Manage the Employers You Represent** – From the Representing Employers tab, you can add new employers to represent for WOTC services; view the status of those employers and the related POAs; and manage information about the employers. You can add an employer manually one at a time, add multiple employers in batch with an import file, and add additional addresses for existing represented employers. See the topics in Chapter 3 - Manage Your Represented Employers in this guide for details.
- **Add and Manage WOTC Applications for Individuals** – Once your representing employers are approved, you can assist them and add WOTC applications for individuals hired by them (depending on the WOTC application privileges staff has activated for you, associated with each employer). The Representing Employers tab includes controls to add WOTC applicants manually or in batch via spreadsheets. You can then monitor and view the status of any WOTC applications you have created, and the decisions made for those applications.

As part of creating and monitoring the applications, you can:

- Manually create individual applications
- Batch Import WOTC applications
- Upload WOTC verification documents
- Review the status of WOTC applications

See the topics in Chapter 4 - Manage WOTC Applications in this guide for details on each item listed above.

TPA Registration for WOTC

For sites that are configured for Third Party Agents (TPAs) and that also include options for WOTC, the agents that represent employers for WOTC services can register to work on their behalf. When these TPAs are enabled with WOTC access and have their employer relationships activated, they can perform WOTC services for those employers, such as completing WOTC applications for individuals, monitoring the outcome of applications, and uploading documentation required for the applications.

To perform services as a WOTC agent, first register as a TPA requesting access as a WOTC agent. After registration, you can identify one or more employers with whom you want to establish an agent-employer relationship, and you then upload a Power of Attorney (POA) document to identify the authorization for each relationship. Staff approve the POA document and activate each employer relationship.

Completing the WOTC Agent Registration

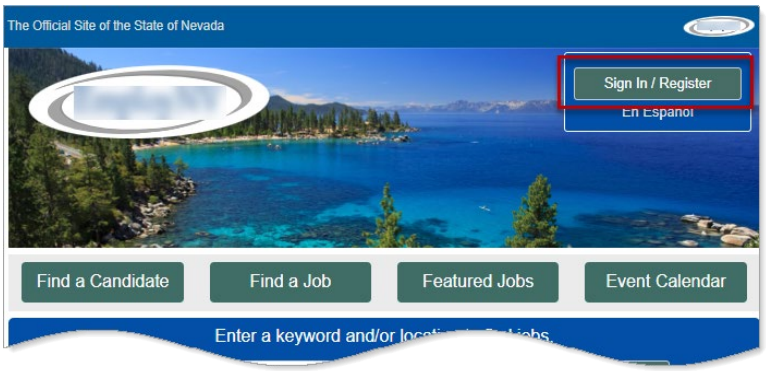
As you complete the registration form, keep the following important points in mind:

- You can access help information for a page or section by clicking the Help icon (e.g., definitions of terms, field descriptions).
- A red asterisk (*) identifies required fields. If you do not enter the required information, alerts at the top of the page indicate any missing information when you try save your information.

***Note**: Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

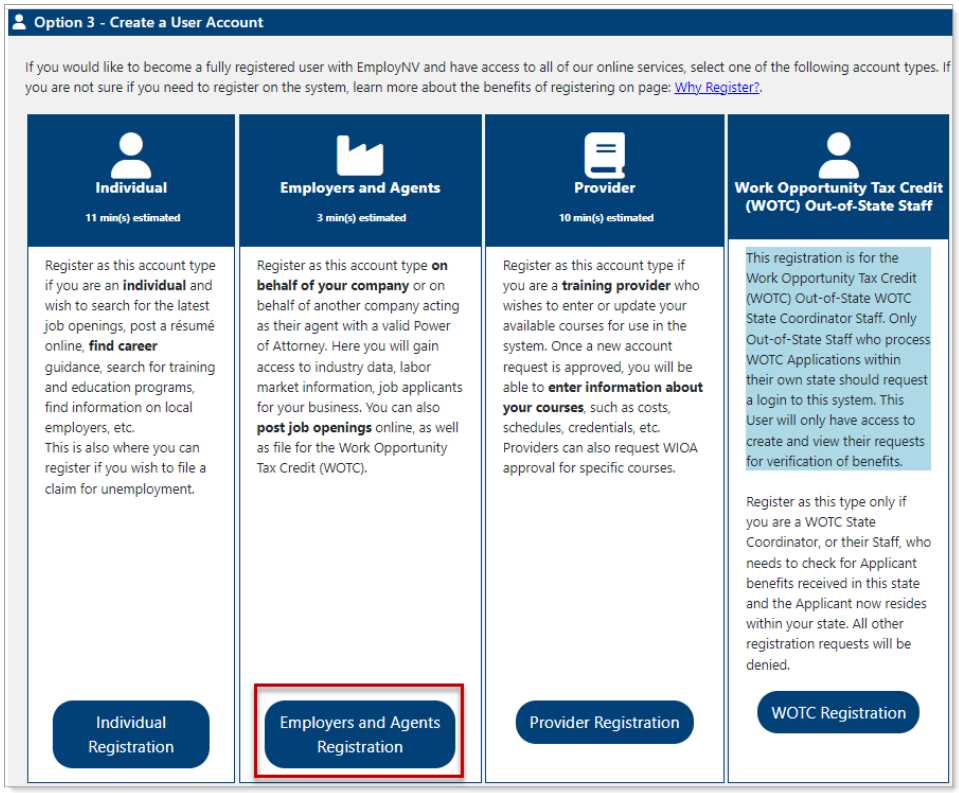
▶ **To register as a WOTC third-party agent:**

1. On the site home page, click the **Sign In/Register** button to start your registration, usually located in the upper right corner of the page (see figure below). The Sign In/Registration Option page displays.



Sign In Button – Sample Home Page

2 Scroll down to Option 3 – Create a User Account and click the **Employers and Agents Registration** button (see figure below).

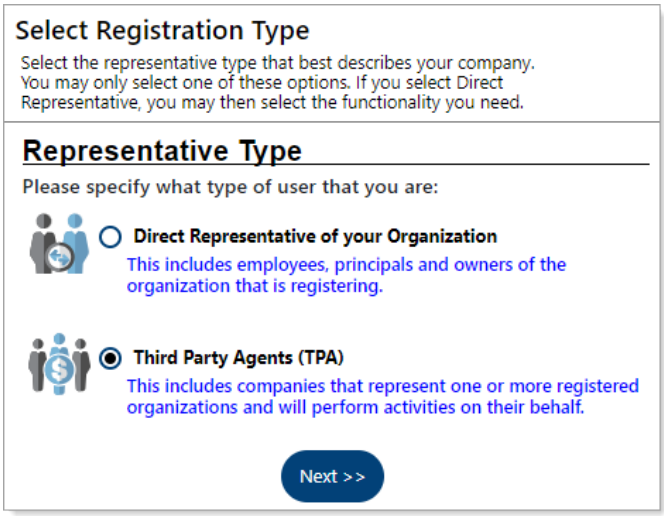


Option 3 - Create a User Account – Employers and Agents Registration Button

3 The first pages that display may require you to read them and indicate your agreement (e.g., an Equal Opportunity – Non-Discrimination Notice and/or Privacy Agreement).

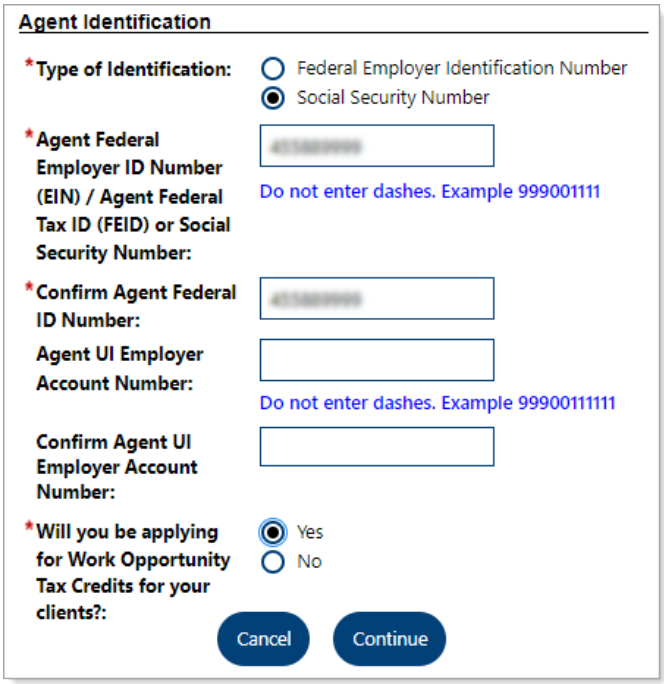
a. Read any displayed agreement pages, and check a box, if included, to confirm that you have read the agreement(s).

b. Click the **I Agree** button to continue. The Select Registration Type page displays (see figure below).



Agent Registration – User Role Type

4 Select the **Third Party Agents (TPA)** radio button (see figure above) and **Next** to continue to the Verify Employer Registration Identification page (see figure below).



Agent Registration – Agent Identification Information

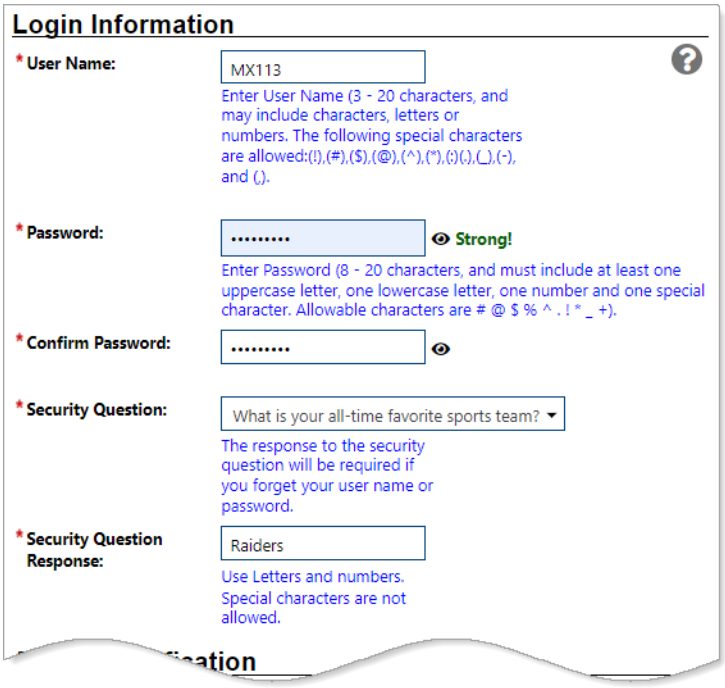
5 Specify a **Type of Identification**, *Federal Employer Identification Number* or *Social Security Number*, and then enter and confirm the number in the appropriate fields.

6 Select *Yes* to answer the question, **Will you be applying for Work Opportunity Tax Credits for your clients?**

7 Click **Continue**. The Employer Registration page displays (see figure below).

8 In the Login Information section, enter a **User Name** and **Password**, and then re-enter the password in the **Confirm Password** field.

Note: *The system confirms that your Username and FEID/SSN are unique. If either already exists, a message prompts you to enter unique information.*

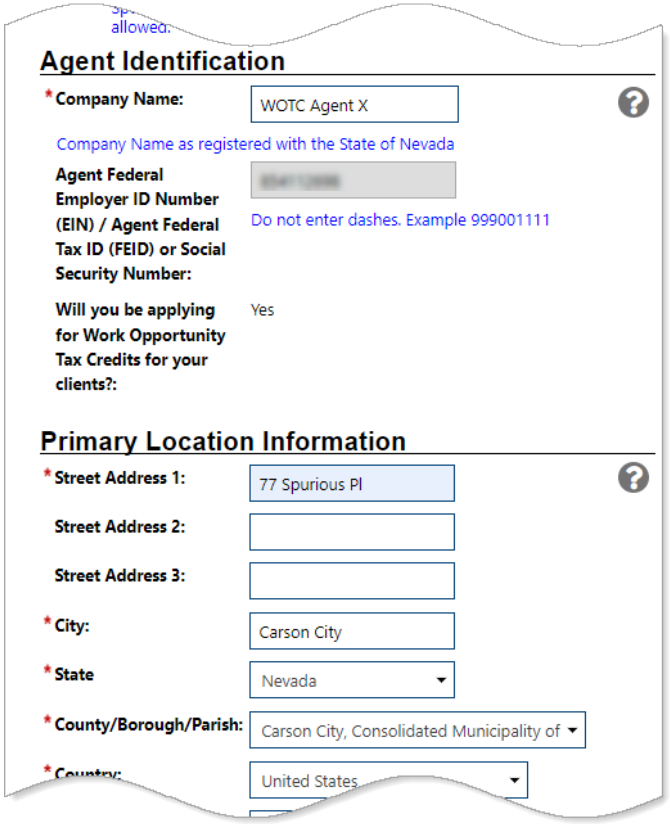


Agent Registration – Login Information Section

9 Select a question from the **Security Question** drop-down list and enter a **Security Question Response**. This question and your response may be used later if you forget your username and/or password.

10 In the Agent Identification section, enter your **Company Name** as registered in your state (see figure below).

a. As you begin typing, matching company names display in a drop-down list. If your company name is listed, select it and the primary location address fields are populated.



Agent Registration – Agent Identification and Primary Location Information Sections

11 If your primary location address is not already filled in, in the Primary Location Information section (see figure above), enter the company's primary location **Zip code**.

a. Enter the physical address of your primary location in the fields that display.

12 In the Mailing Address section, either check the box if the **Mailing Address is the same as the address above** or enter your company's mailing address.

13 In the Contact Information section, enter your **Job Title**, **First** and **Last Name**, **Primary Phone**, and enter and confirm the **Contact Email Address** (see figure below).

Agent Registration – Contact Information Section

14 Depending on your site's configuration, you may also be able to enter alternative, text, or fax phone numbers.

15 **Select a method that you prefer to receive your notifications**:

- **Internal Message** – The system delivers communications to your Message Center.
- **Email** – (if available) Communications are sent to the email address you provided above.
- **Text Message** – (if available) Communications are sent to the cell phone number you provided above. This option requires that your cell phone have text messaging capability to display the full text of the communication as a text message. The option is used primarily by employers for recruiting (e.g., where automated job alerts can return text messages), and is not part of WOTC agent functions.
- **Text Message Notification** – (if available) Notifications are sent to the cell phone number you provided above. This option requires that your cell phone has text messaging capability, however, this option does not display the full text of the communication as a text message. Instead, the system sends a shorter notification text message to your phone, letting you know that you have a message in your Message Center.

  Note: *Only certain communications, such as Virtual Recruiter Alerts, can be sent via text message. Other important notices are not sent via text.*

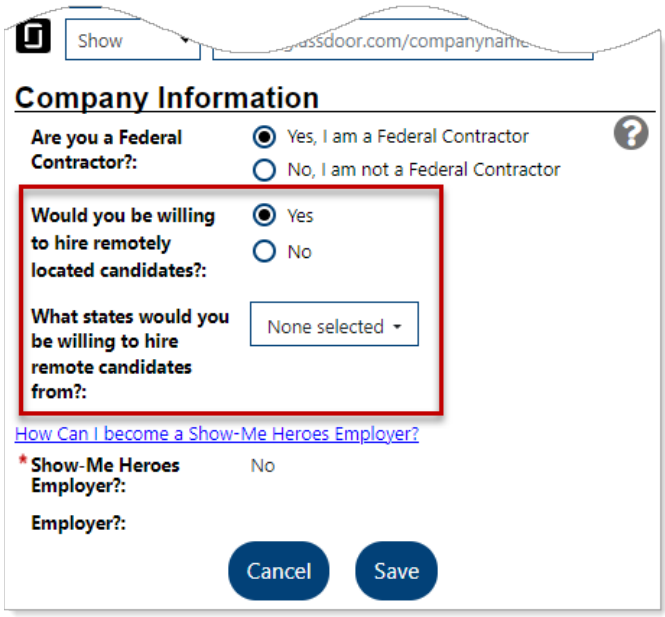
- **Postal Mail** – Important notices may be delayed if you select Postal Mail.
- **Fax** – Receive communications on a fax machine.

- **Internal Message with Email Notification** – Receive an email alert when communications are delivered to your Message Center.

16 If desired, in the Social Media area, enter your company's social media links. Identify your "Main" social media account from the drop-down menu; it appears first in the system. You can also select whether to "Hide" or "Show" a link in the system.

17 In the Company Information section, answer **Are you a Federal Contractor?** (see figure below).

18 Answer any other questions that may display if configured for your site (see examples in figure below).



Agent Registration – Company Information Section

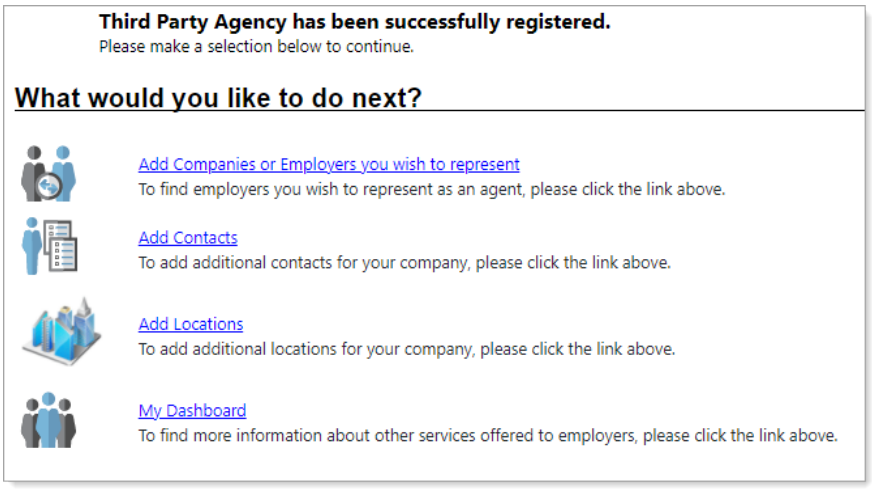
Note: *Your site may have questions for state employer programs (e.g., Unique Abilities Partner), or questions that are not specific to a WOTC agent role (e.g., uploading jobs to national sites).*

19 Click the **Save** button. The system performs a final validation of all information entered and displays the next steps that you may take as a WOTC agent.

Your registration is now complete, and an alert message is sent to staff to review your account. Your ability to create WOTC applications for represented employers is limited until your account is enabled. However, you can immediately start taking steps as a WOTC agent, such as manually adding employers to represent or adding contacts/users and locations. See the topic "Next Steps After WOTC Agent Registration" below for details.

Next Steps After WOTC Agent Registration

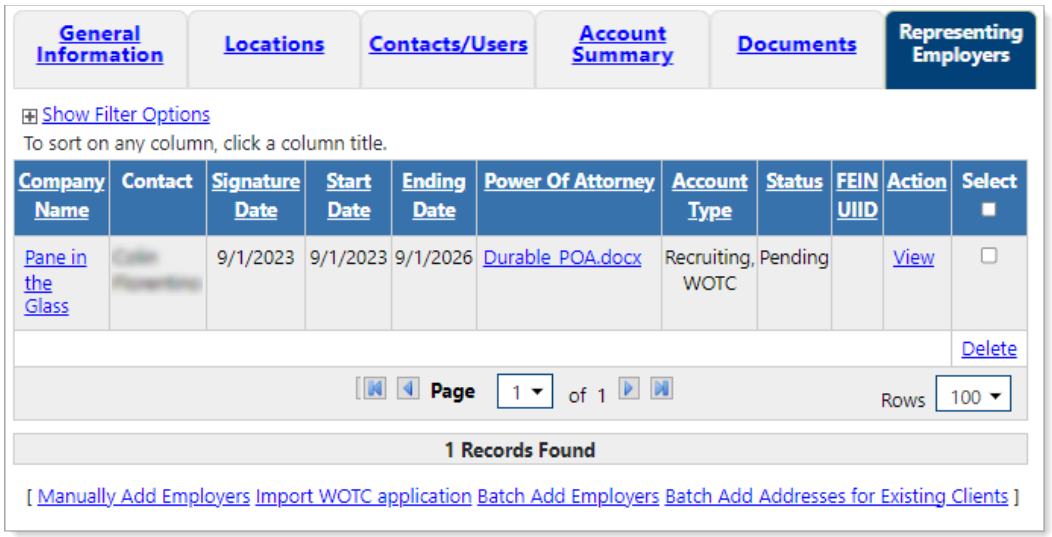
As a newly registered WOTC agent, you see a 'What would you like to do next?' page as confirmation of your completed registration (see figure below).



The 'What Would You Like to Do Next' Page for Registered Agents

From the 'What would you like to do next?' page, you can:

- **Add employers to represent** – Usually, a WOTC agent's first activity is to add at least one employer to represent. Use the Add Companies or Employers you wish to represent link (see figure above) to open the Representing Employers tab (see figure below).



Representing Employers Tab with Employer Added

From the Representing Employers tab, you can:

- **Add an employer** – Click the Manually Add Employers link to open an Employer Identification page and add company name and identification information. See the topic "Adding Employers" in Chapter 3 - Manage Your Represented Employers in this guide for details. This chapter also includes topics for batch adding employers and batch adding addresses.

- **Upload a POA doc for an employer** – When you save the Employer Identification page, a prompt displays to upload a Power of Attorney (POA) document. A window then displays from which you can select the POA document file for upload and supply POA information (e.g., the start and end dates and authorized agent's name). See the topic "Adding POAs" in Chapter 3 - Manage Your Represented Employers in this guide for details.

  Once you add employers that you want to represent along with uploaded POAs, the employers display in a *'Pending'* status. Staff must enable the employer account, approve the POA, and activate the agent-employer relationship before you can start or modify a WOTC application for individuals your represented company is employing. Once staff activates the relationship, you can monitor the status of your added employers, add/change employer information, select the employer to assist, and start WOTC applications for new hires.

- **Add contacts/users for your company** – After successfully registering as a WOTC agent, you are listed on the Contacts/Users tab as the Primary Contact for your company. If you need to identify other contacts, including contacts who are also agents for your company, you can use the Add Contacts link on the 'What would you like to do next?' page to open the Contacts/Users tab. From this tab you can add a contact, their location, sign-in information, and user privileges that control what the contact can do when they are signed in (e.g., manually add employers or batch upload employers to represent). See the topic "Contacts/Users Tab" in Chapter 2 - Manage Your WOTC Agent Account in this guide for details.
- **Add your company locations** – Use the Add Locations link to add additional locations for your company. These can then be used to associate with any added contacts. See the topic "Locations Tab" in Chapter 2 - Manage Your WOTC Agent Account in this guide for details.
- **Open your agent dashboard** – Use the My Dashboard link to see dashboard widgets and links to view pages or information you frequently access, such as the status of POAs loaded for your employers, decisions about WOTC applications in review, or unread messages you have received. The dashboard is the first page you see each time you log into the system. See the topic "WOTC Agent Dashboard Widgets" in Chapter 4 - Manage WOTC Applications in this guide for details on widgets and links specific to agents.

Common Agent and Employer Access and Controls

Several simple actions, such as logging into the system, resetting your password, viewing system messages, using menus, toolbars, and changing accessibility options, are common to all users; this includes agents and employers. The following are brief descriptions of some common features that you may use as a WOTC agent, along with cross-references to the *VOS Employer Services User Guide* for more information.

Signing in to the System

Once you have registered as a WOTC agent in the system, you must sign in to have full access to all the features and information related to your enabled account.

***Note**: Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

▶ **To sign into the system:**

1. Access the site's web address using any standard browser. The home page displays.
2. Click the **Sign In/Register** button (usually located in the upper right corner of the page, see figure below).

Sign In Button on Home Page

The Sign In/Registration Option page displays (see figure below).

Sign In/Registration Option Page - User Name and Password Fields

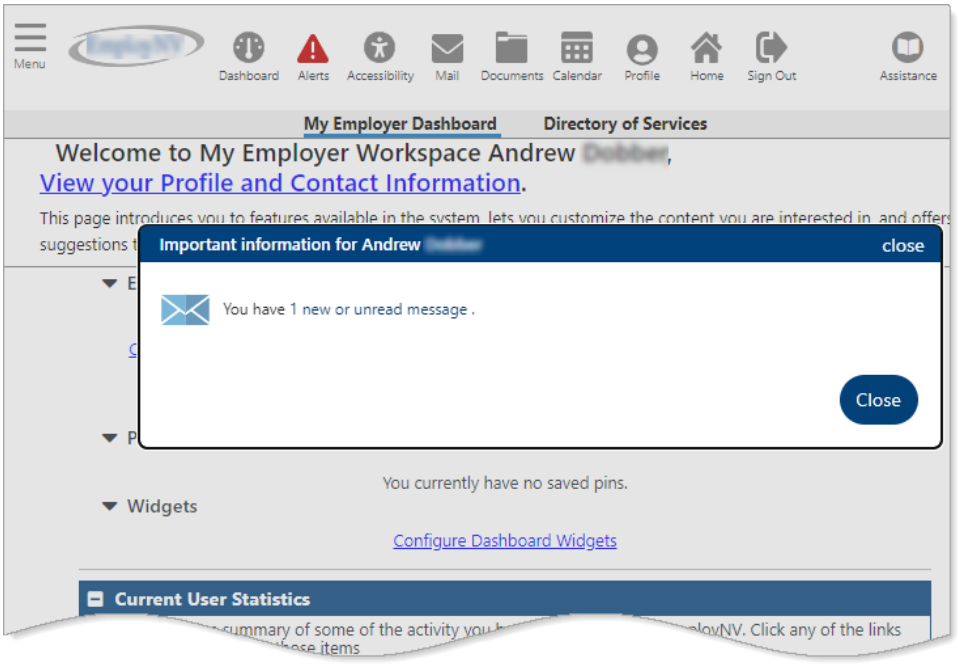
3. In the Option 1 – Already Registered section, enter your **User Name** and **Password** and, if present, respond to the reCAPTCHA prompt.
4. Click the **Sign In** button.

***Note:** If you have forgotten your username and/or password, click the Retrieve User Name or Password link below the **Sign In** button. See the topic "Forgotten Password and/or User Name" in Chapter 1 - System Overview, Access, Registration in the VOS Employer Services User Guide.*

5 If a pop-up alert displays for new or unread messages (see figure below), you can:

a. Click the envelope icon or message number to review your messages.
OR…

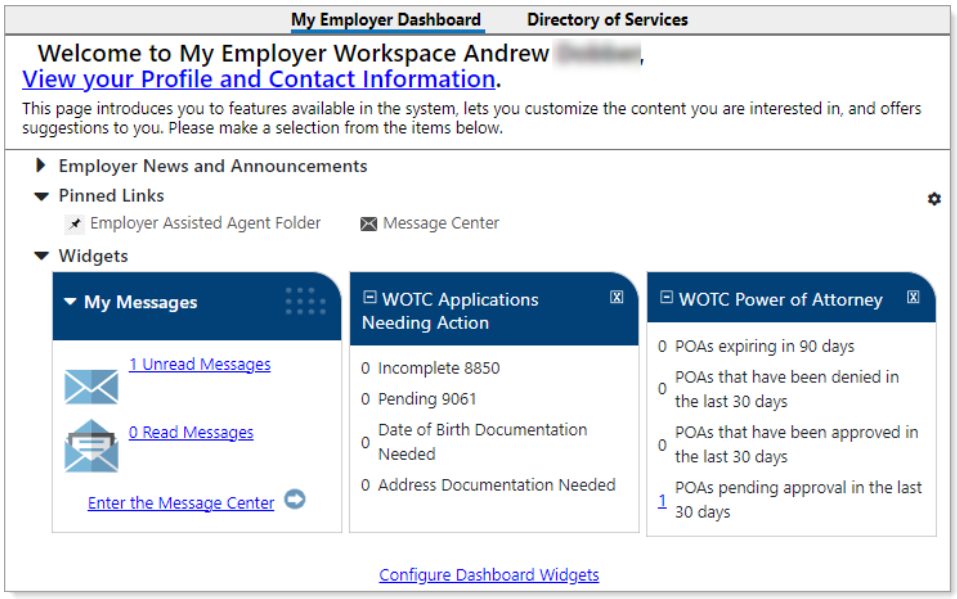
b. Click **Close** to close the pop-up window and read your new messages later. For complete information on reading messages, see the topic "Message Center" in Chapter 8 - Manage Communications in the *VOS Employer Services User Guide*.



New or Unread Message Alert Pop-up

Your dashboard for WOTC agents is displayed (see figure below). Your site may first display a version of a Terms of Use page that agents must acknowledge.

- To learn more about navigating the system, including the left menu, top menu bar, and footer bar, see the related topics that are part of the topic "Navigating the System" in Chapter 1 - System Overview, Access, Registration in the *VOS Employer Services User Guide*. For a brief overview of the navigation features, see the topics under "Navigating the System" in this chapter.
- To learn more about the dashboard, dashboard widgets, and configuration of a dashboard in general, see the topic "My Employer Dashboard" in Chapter 2 – My Employer Workspace in the *VOS Employer Services User Guide*. For details on specific widgets and pinned links available to WOTC agents (shown in the following figure), see the topic "WOTC Employer/Agent Dashboard Widgets" in Chapter 4 - Manage WOTC Applications in this guide.



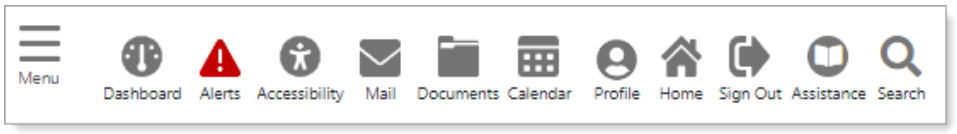
My Employer Dashboard for a WOTC Agent

Navigating the System

This section covers elements that appear at the top of all pages and in the left navigation menu, and that are relevant to all users. Notes are included for emphasis related to WOTC agents. Where the elements are the same for employer users and WOTC agent users, the full topics in the *VOS Employer Services User Guide* are referenced.

Top Menu Bar Options

The top menu bar appears at the top of every page in the system. From left to right, the options on the menu bar are briefly described below.



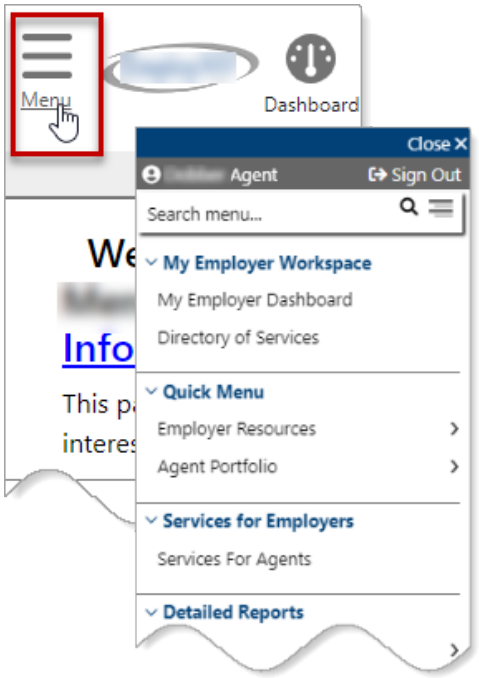
Top Menu Bar

- **Menu** – Sometimes called a "hamburger" menu ☰, displays the left navigation menu. See the topic "WOTC Agent Left Navigation Menu" in this chapter for details.
- **Dashboard** – Shortcut to your My Employer Dashboard page from anywhere in the system. See the topic "WOTC Agent Dashboard Widgets" in Chapter 4 - Manage WOTC Applications in this guide for details.
- **Alerts** – A toggle that displays/hides a red alert message banner above the menu bar that displays high-priority information about the system status.
- **Accessibility** – Displays the Accessibility Tools pop-up panel. See the topic "Accessibility Tools Panel" in Chapter 1 – System Overview, Access, Registration in the *VOS Employer Services User Guide* for details.

- **Mail** – Displays a message pop-up panel with a scrollable list of your system messages, including the first few lines of content for each.
- **Documents** – Displays a pop-up panel with a scrollable list of documents you have uploaded to the system. See the topic "Uploading WOTC Verification Documents" in Chapter 4 - Manage WOTC Applications in this guide for details.
- **Calendar** – Displays a pop-up panel with a scrollable list of your calendar appointments and events.
- **Profile** – Displays a pop-up panel with links to your company profile, the privacy statement, and a link to sign out of your account after confirmation.
- **Home** – Shortcut to the website home (splash) page.
- **Sign Out** – Signs you out of your account after confirmation.
- **Assistance** – Displays the Assistance Center page, from which you can access information about the system, access videos on the Learning Center page, email questions to staff, or contact support staff directly.
- **Search** – Displays the Quick Search fields, which operate the same as on the site home page. This is a multi-feature search tool but is mostly used by employers or agents for recruiting candidates. See the topic "Quick Search from the Top Menu Bar" in Chapter 1 – System Overview, Access, Registration in the *VOS Employer Services User Guide* for more information.

WOTC Agent Left Navigation Menu

The system includes a left navigation menu that lets you quickly and easily display pages (see figure below). By default, the left menu is hidden when not in use to maximize screen visibility. You can reveal the menu while on any page in the system. You can also specify which menu groups display and where they are located on the left menu.



Left Navigation Menu Display Controls and Left Navigation Menu for WOTC Agent

- To display the left menu, click the Menu link or the "hamburger" icon ☰ in the upper left corner of the top menu bar (see figure above left). The menu "flies out" from the left and the current page is grayed out until you select an option, or until the menu is retracted.
- Items to note in the left navigation menu specifically for WOTC agents include the Agent Portfolio and its fly-out options, as well as the Services for Agents option:
  - Selecting **Agent Portfolio ▸ Agent Profiles ▸ Corporate Profile** is a quick way to access your account profile tabs to set up or change information about your company, its locations, and other contacts. See Chapter 2 - Manage Your WOTC Agent Account for details.
  - Selecting **Services for Employer ▸ Services for Agents** is a quick way to access the Representing Employers tab to set up the employers you wish to represent and their POAs. See Chapter 3 - Manage Your Represented Employers for details.
  - Selecting **Agent Portfolio ▸ Work Opportunity Tax Credit ▸ WOTC Applications** is a quick way to create or manage WOTC applications for employers you represent. See Chapter 4 - Manage WOTC Applications for details.
- Other items to note in the left navigation menu, common to all users, include:
  - A Search menu field to filter the display of menu options
  - A descriptor text toggle in the upper right corner to turn on/off brief descriptions of each menu option
  - Carats to expand or collapse a menu group to see its options

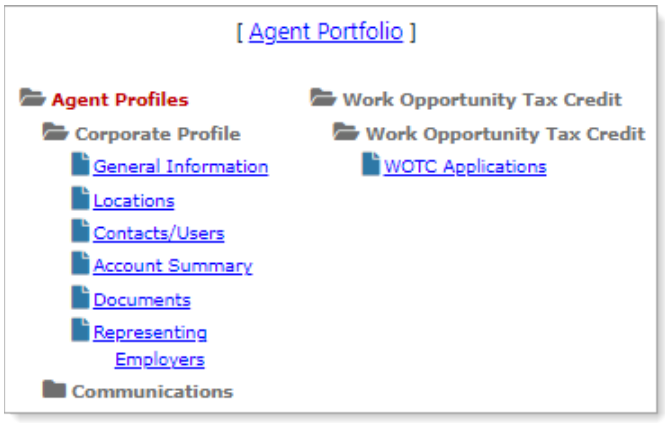
  See the topic "Left Navigation Menu" in Chapter 1 - System Overview, Access, Registration of the *VOS Employer Services User Guide* for details on each of these left navigation menu controls for any user.

Agent Portfolio View

You can use the Agent Portfolio view to display a file folder "tree structure" at the top of the page to visually show how tabs are organized in the system. It allows you to directly select a specific tab. Your current location in the tree structure is shown in red(see figure below).

▶ **To access the Agent Portfolio view:**

- From the Quick Menu group in the left navigation menu, click **Agent Portfolio.**



Navigation Using the Agent Portfolio "Tree View"

Each portfolio tab displays as a link in the portfolio, allowing you to move quickly to each work area.

- To navigate to a specific tab, click the folder to expand it, and then click the desired tab link.

The Agent Profiles group organizes the tabs into two functional categories (folders) as follows:

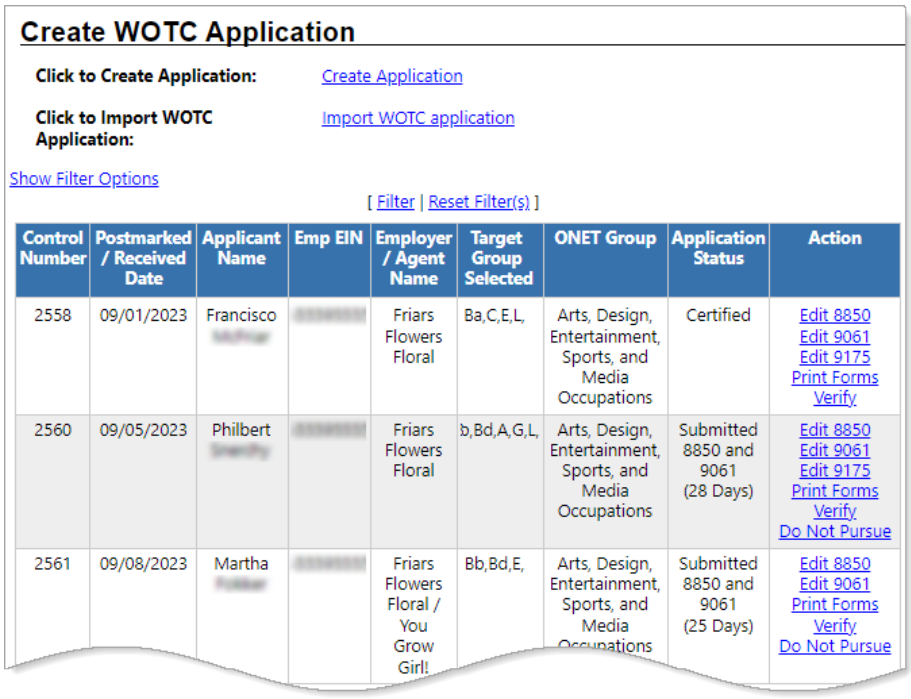
- **Corporate Profile** – Includes General Information, Locations, Contacts/Users, Account Summary, Documents, and Representing Employers tabs. See Chapter 2 - Manage Your WOTC Agent Account for more information on these tabs.

  The Representing Employers tab identifies the employers represented by your company and any associated POAs for each employer. Employers and POAs must be enabled and approved before you can begin creating WOTC applications for them. See Chapter 3 – Manage Your Represented Employers for more information on this tab.

- **Communications Profile** – Includes Messages, Correspondence, and Communication Templates tabs. It may also include Subscriptions, Email Log, Chat Log, and Help Desk tabs, depending on your configuration, although those tabs are not related to WOTC agent functions. See Chapter 8 – Manage Communications in the *VOS Employer Services User Guide* for more information on these tabs.

The Work Opportunity Tax Credit group contains just one tab that provides the ability for agents to create, search for, and monitor WOTC applications:

- **WOTC Applications** – Applications can be created for any employer you represent as a WOTC agent if they have been enabled, their POA approved, and your relationship with them activated by staff. Any WOTC applications for your employers can be displayed on the WOTC Applications Search page by multiple search criteria including employer, individual, and/or general criteria, to let you monitor the status for single or multiple employers in various scenarios (see figure below). See Chapter 4 – Manage WOTC Applications for more information on this page.



Create WOTC Application

Click to Create Application: Create Application

Click to Import WOTC Application: Import WOTC application

Show Filter Options

[Filter | Reset Filter(s)]

Control Number	Postmarked / Received Date	Applicant Name	Emp EIN	Employer / Agent Name	Target Group Selected	ONET Group	Application Status	Action
2558	09/01/2023	Francisco		Friars Flowers Floral	Ba,C,E,L,	Arts, Design, Entertainment, Sports, and Media Occupations	Certified	Edit 8850 Edit 9061 Edit 9175 Print Forms Verify
2560	09/05/2023	Philbert		Friars Flowers Floral	b,Bd,A,G,L,	Arts, Design, Entertainment, Sports, and Media Occupations	Submitted 8850 and 9061 (28 Days)	Edit 8850 Edit 9061 Edit 9175 Print Forms Verify Do Not Pursue
2561	09/08/2023	Martha		Friars Flowers Floral / You Grow Girl!	Bb,Bd,E,	Arts, Design, Entertainment, Sports, and Media Occupations	Submitted 8850 and 9061 (25 Days)	Edit 8850 Edit 9061 Print Forms Verify Do Not Pursue

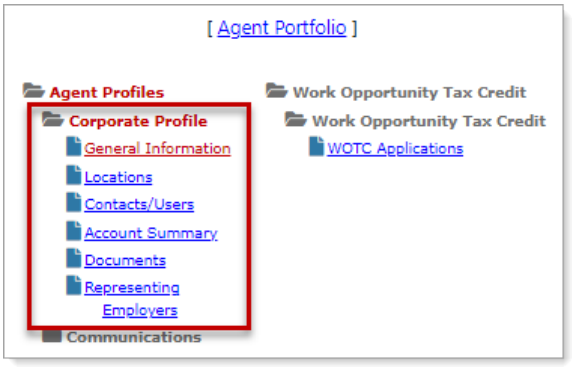
WOTC Applications Search Page

2: Manage Your WOTC Agent Account

Chapter Contents

Agent Account Management Overview

Information that is associated with you as a WOTC agent is contained in tabs under the Corporate Profile folder in your Agent Portfolio (see figure below).



Agent Portfolio

The first four tabs define information that is initially set up when registering as an agent. This information may only require infrequent updates, such as if you change your status, add or change business locations, or if more than one contact/user is set up for you as a WOTC agent.

You can access these tabs from the left navigation menu or from your dashboard, and then by using the navigation "folder tree" that is displayed above the tabs.

Following are brief descriptions of each Corporate Profile tab:

- **General Information** – Defines the basic identifying information of the company you are employed by as a WOTC agent, including your agent identification, primary location and mailing address, primary contact information, and company information. See the topic "General Information Tab" in this chapter for details.
- **Locations** – Lists details for each location associated with your company. If your company has multiple contacts/users, you can associate them with the locations at which they work. See the topic "Locations Tab" in this chapter for details.

- **Contacts/Users** – Lists details for each contact/user, which can be general worksite contacts or additional agents. A user with appropriate privileges (such as the primary contact who registered the company account) can set up other users with system privileges, which can include general and agent-specific privileges. See the topic "Contacts/Users Tab" in this chapter for details.
- **Account Summary** – Shows brief current statistics on the number of active and inactive contacts, users with sign-in capabilities, and locations. See the topic "Account Summary Tab" in this chapter for details.
- **Documents** – This tab displays only if the system is configured for the optional *Document Management* module. It is not intended for use for WOTC document management functions but can be used for other documentation requirements. For example, although you can add documents on this tab, you must add POAs from the Representing Employers tab for selected employers to ensure that they link correctly to the employer. See the topic "Uploading POAs for an Employer" in Chapter 3 – Manage Your Represented Employers for details. For details on WOTC documentation, see the topic "Uploading WOTC Verification Documents" in Chapter 4 – Manage WOTC Applications.
- **Representing Employers** – Lists each of the employers that you or other contacts for your company represent as WOTC agents. This tab controls key functions for identifying employers and creating their WOTC applications. See the topic "Representing Employers Tab" in Chapter 3 – Manage Your Represented Employers for details.

▶ **To access your Corporate Profile tabs:**

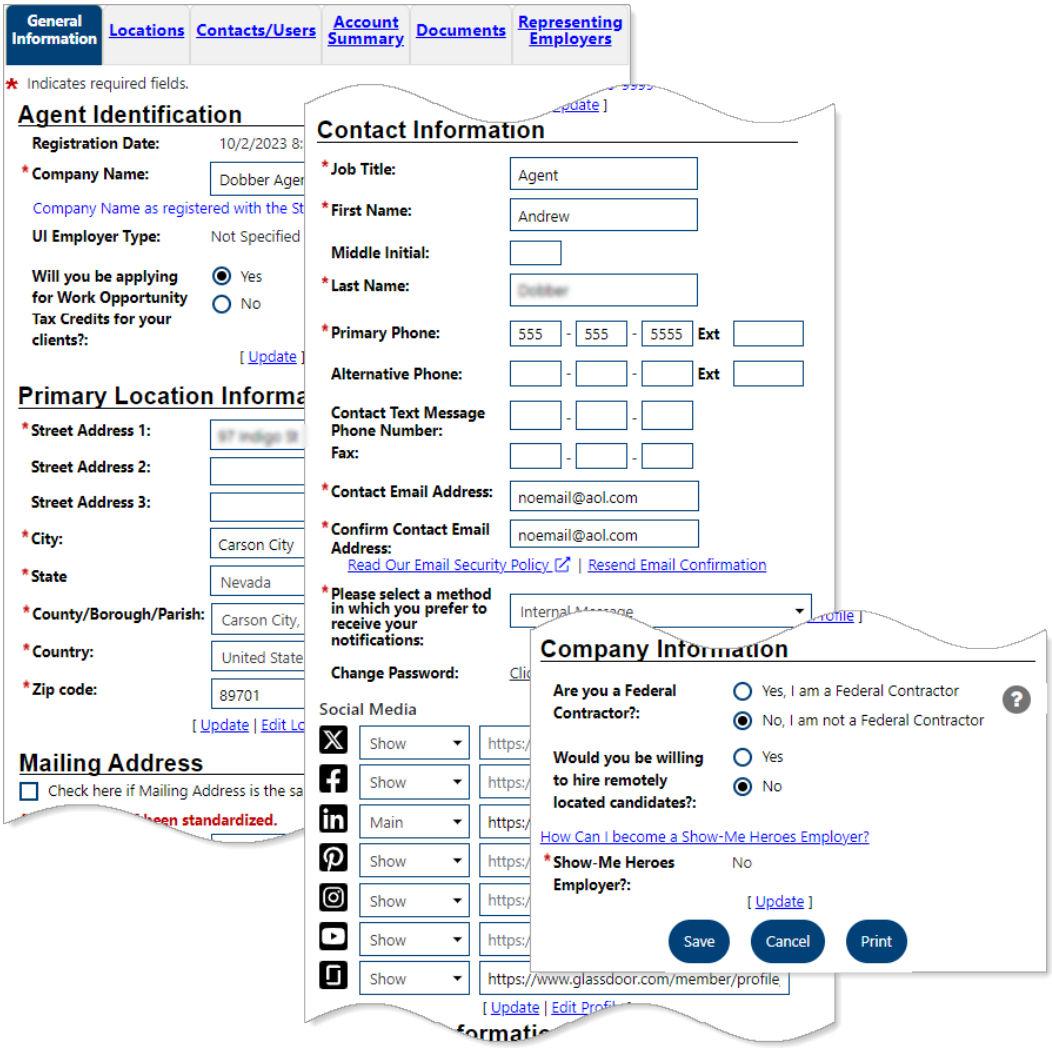
- In the top menu bar, click the **Profile** icon, then the General Information link.
  OR…
- From the top of the My Employer Dashboard page, click the View your Profile and Contact Information link.
  OR…
- From the Quick Menu group of the left navigation menu, click **Agent Portfolio ▸ Agent Profiles ▸ Corporate Profile**.

All three methods display the General Information tab of your Corporate Profile (see figure below). The first four tabs are described in greater detail in the following topics.

General Information Tab

The General Information tab displays basic account information for your company that the primary contact supplies during their registration as a WOTC agent. This information includes agent identification, primary location, mailing address, primary contact, and other company information. The primary contact can update the information on this tab at any time.

Note: *Some information entered at registration is not displayed on this tab after your account is enabled, such as Agent FEIN, SSN, or UI Employer Account Number, and can only be changed by staff after the account is enabled.*



General Information Tab

The following topics describe key changes you can make to your account information on the General Information tab.

Note: *Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

Updating Account Information

If you are the primary contact, or have the appropriate privileges, you may update the information in each section of the General Information tab. If you do not have the privilege to edit a particular section, the fields are display-only. If you need editing access, you should consult with the person designated as the primary contact for the account or contact appropriate staff at your local one-stop office.

▶ **To update your account information:**

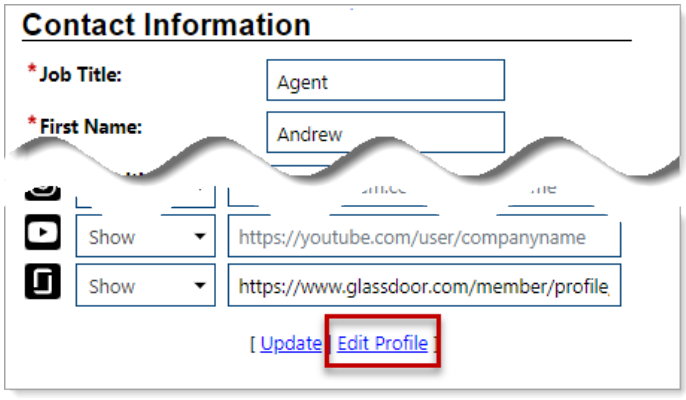
1. In the top menu bar, click the **Profile** icon, then the General Information link. The General Information tab displays.
2. In each section, make the desired changes and click the Update link at the bottom of the section (see figure above). For changes that affect your system identification, the system acknowledges that your request is being processed.
3. In the Primary Location Information section, if you need to change more than just the physical address information displayed on screen, click the Edit Location link. This opens the Location Information page, where you can change the location name, physical address, mailing address, or location contact information (e.g., if more than one contact is connected to that location). See the topic "Adding a New Location" in this chapter for details.
4. To ensure all updates have been recorded, scroll to the bottom of the page, and click the **Save** button.

Changing Your User Name or Password

All enabled WOTC agents have sign-in privileges and can update their own sign-in information, including username, password, security question/answer, and preferred notification method. You can change just your password or click a link to change password and other sign-in information.

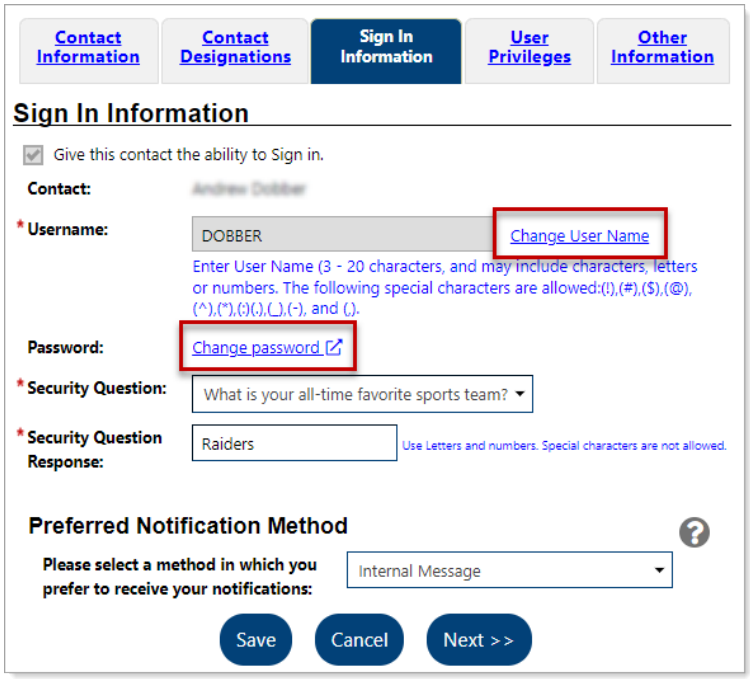
▶ **To change your sign-in information:**

1. In the top menu bar, click the **Profile** icon, then the General Information link. The General Information tab displays.
2. Scroll down to the Contact Information section and click the Edit Profile link at the bottom of that section (see figure below).



Edit Profile Link on General Information Tab

The Sign In Information tab displays, with links to change your username or password (see figure below).



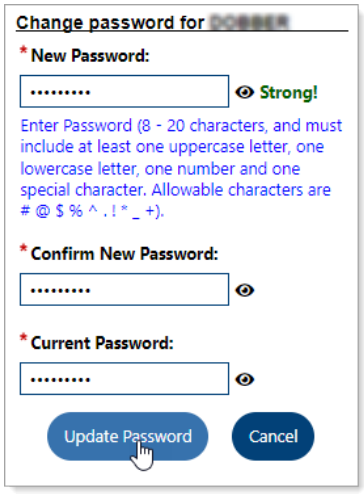
Links to Change Username and Password on Sign In Information Tab

To change your user name:

1. On the Sign In Information tab, click the Change User Name link. An additional **New User Name** field displays.
2. Enter a new user name and click the **Save** button. The General Information tab redisplays.

To change your password:

1. On the Sign In Information tab, click the Change password link. A Change Password pop-up window displays (see figure below).



Changing Your Password

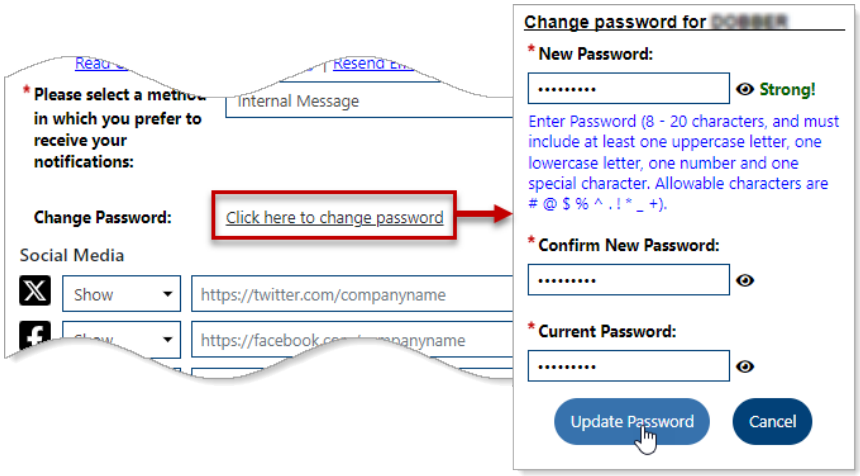
2 Enter a **New Password**, reenter to confirm, and then enter your **Current Password**.

3 Click the **Update Password** button. The system saves your new password and indicates that the request was successful.

You can also change your password directly from the General Information tab.

▶ **To change your password from the General Information tab:**

1 Scroll down to the Contact Information section and click the Click here to change password link just above the Social Media settings (see figure below).



Password Change Link on General Information Tab

The Change Password pop-up window displays (see figure above).

2 Enter a **New Password**, reenter to confirm, and then enter your **Current Password**.

3 Click the **Update Password** button. The system saves your new password and indicates that the request was successful.

4 Click the **Close** button to return to the previous page.

Note: *Any change to your username, password, or security response automatically sends an update notification message to you via your preferred notification method.*

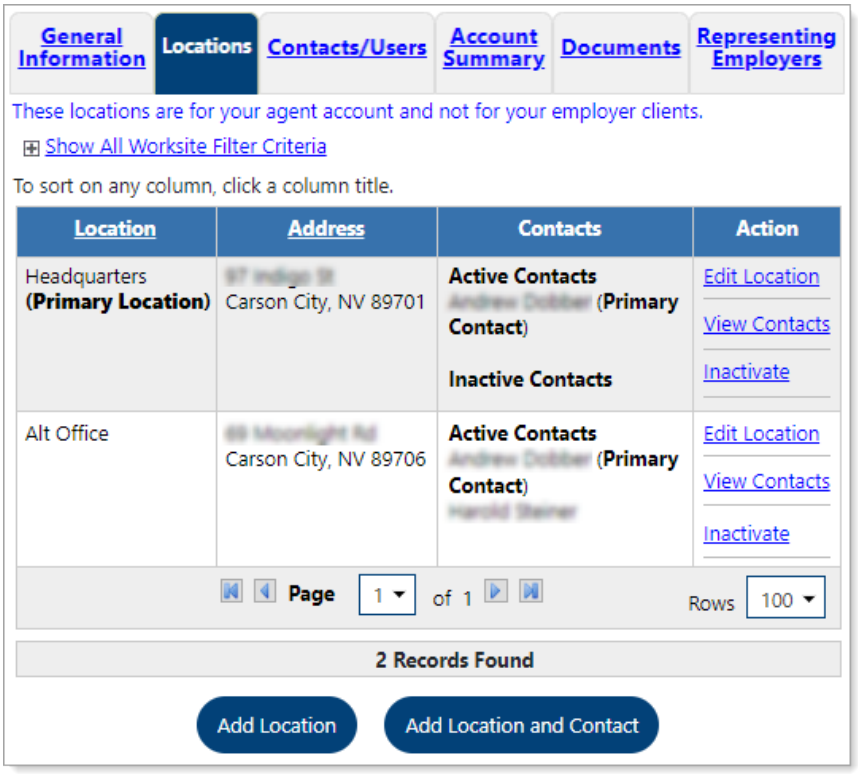
Locations Tab

The Locations tab lets you manage your company's physical worksites. Your primary worksite location and primary contact person were established during account registration. You can add additional locations as needed, and each must have an associated contact. This location information is not connected to WOTC applications that you or another agent may create for a represented employer. The locations are available to any other contact for your company who signs into the system.

▶ **To access the Locations tab:**

1 In the top menu bar, click the **Profile** icon, then the General Information link. The General Information tab displays.

2 Click the **Locations** tab. All existing locations are listed in a table, with the primary location listed first (see figure below).



Locations Tab

3 From this tab, you can perform the following actions:

- **Edit location information** – Click the Edit Location link in the Action column for the desired location. This opens the Location Information page, where you can change the physical address, phone number and email, mailing address, assigned contact person(s), and change the primary status for the location.
- **View contacts for a location** – Click the View Contacts link in the Action column for the desired location. This displays the Contacts/Users tab filtered to the location you select.
- **Inactivate a location** – Click the Inactivate link in the Action column for the desired location. To see inactivated locations, you must change the filter criteria. To reactivate a site, click the Activate link.

  Note: *You can only inactivate a location that has no contacts associated with it. If you want to inactivate the primary location, you must first select another location to be the primary location.*

- **Add a new location** – Click the **Add Location** button below the table. See the topic "Adding a New Location" below for details.

  Note: *Since you must designate a contact person when you create a new location, the system also allows you to add a contact while adding a location. Click the **Add Location and Contact** button to combine the steps.*

Adding a New Location

To save a new location, your account must already have one or more contacts to choose from to associate with the new location. If you do not already have a contact for the location you want to add, use the **Add Location and Contact** button instead of **Add Location**.

Notes: *Multiple locations can be added for your company, which can be associated with WOTC agents and/or other contacts. The location of your company's contacts who are WOTC agents representing employers does not limit how the agent can represent the employer for WOTC applications. The location tied to an agent may have a more significant impact for TPAs performing recruiting activities.*

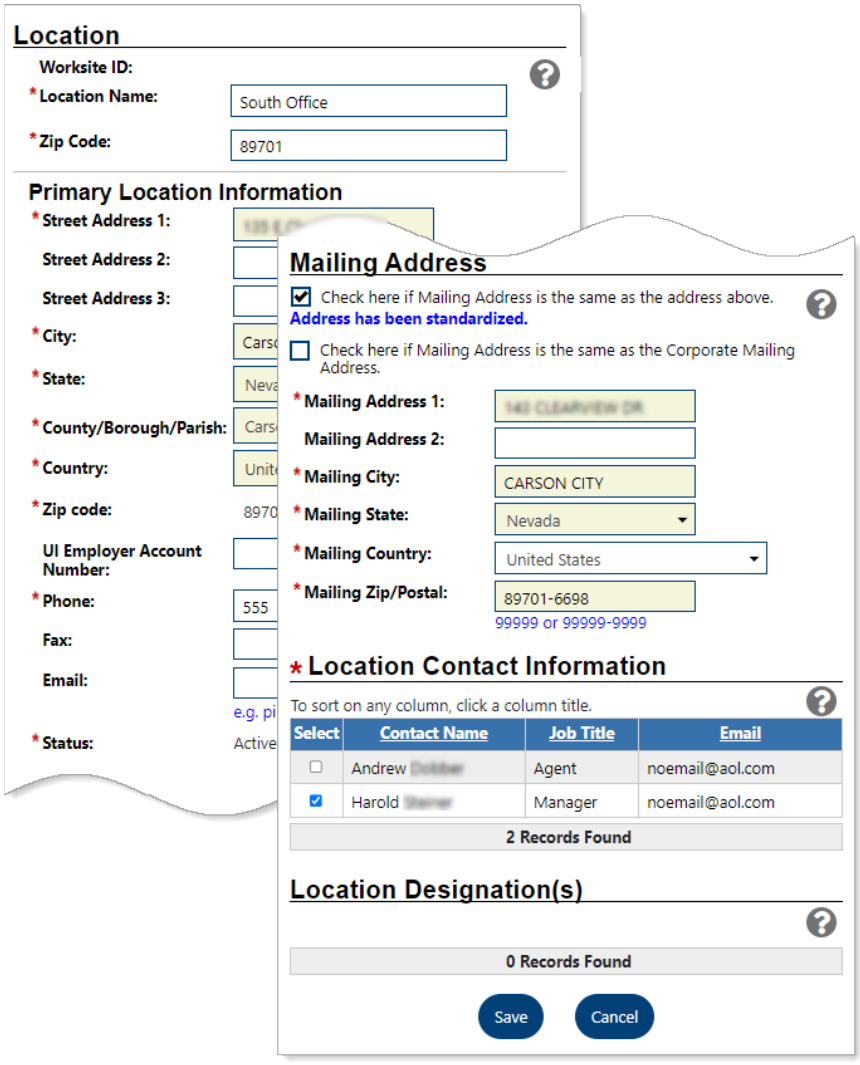
The locations of your represented employers are important to identify correctly. However, those locations are identified through associations made from the Representing Employers tab as discussed in Chapter 3. They are not the locations being added here. See the topic "Manually Adding Employers" in Chapter 3 - Manage Your Represented Employers.

Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.

▶ **To add a new location to your agent account:**

1. In the top menu bar, click the **Profile** icon, then the General Information link. The General Information tab displays.
2. Click the **Locations** tab. Existing locations display in a table, which you can filter by clicking the Show All Worksite Filter Criteria link. The default display includes only locations with a status of *'Active.'* You may want to display the filter criteria and select *'All'* statuses from the drop-down list before adding a new location.

3 Click the **Add Location** button below the table. The Location Information page displays (see figure below).



Location Information Page

4 Enter a **Location Name** to easily identify the location (e.g., Home Office or Warehouse).

5 Enter the location **Zip Code**. This populates the **City**, **State**, **County**, and **Country** fields.

6 Complete the remaining address, phone, email, and other information fields, as desired. Your site may also require a **UI Employer Account Number**.

***Note**: The **Status** field displays as 'Active.' This is the default for added locations.*

7 Complete the required Mailing Address fields.

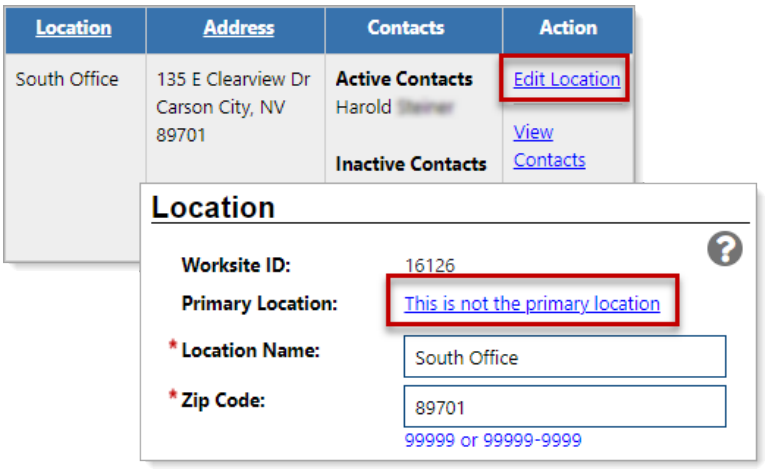
8 In the Location Contact Information section, check the boxes to select one or more existing contacts to be associated with this location (see figure above, right).

9 If any entries are displayed in the Location Designation(s) section, select applicable business functions that take place at this location by checking the corresponding boxes. This section is normally not populated for locations with agent-only functions such as WOTC.

10 Click **Save**. The Locations tab redisplays with the new addition (that may be on a different page of the table).

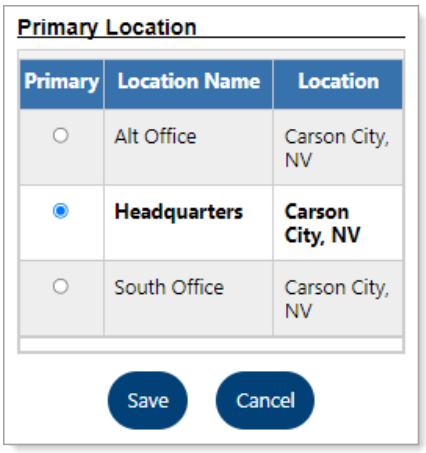
To change the primary location status:

1 Click the Edit Location link in the Action column in the Locations table for the desired location.



Primary Location Status Link on Location Information Page

2 On the Location Information page, click the link at the top of the page that indicates primary location status: This is the primary location, or This is not the primary location (see figure above). A pop-up window opens with a list of locations to choose from (see figure below).



Primary Location Selection

3 The current primary location is bolded. Click a radio button to select another location to be the primary location and click **Save** to record your change and close the window.

4 Click **Save** to save the change and see it on the Locations tab.

Contacts/Users Tab

The Contacts/Users tab lets you manage information about your company's worksite contacts and account users. A *user* has a special designation as someone who can access their account on this system with sign-in credentials. Your company's primary user contact and primary location are established during account registration; if you performed the registration, then you are the primary contact. You can add additional contacts as needed.

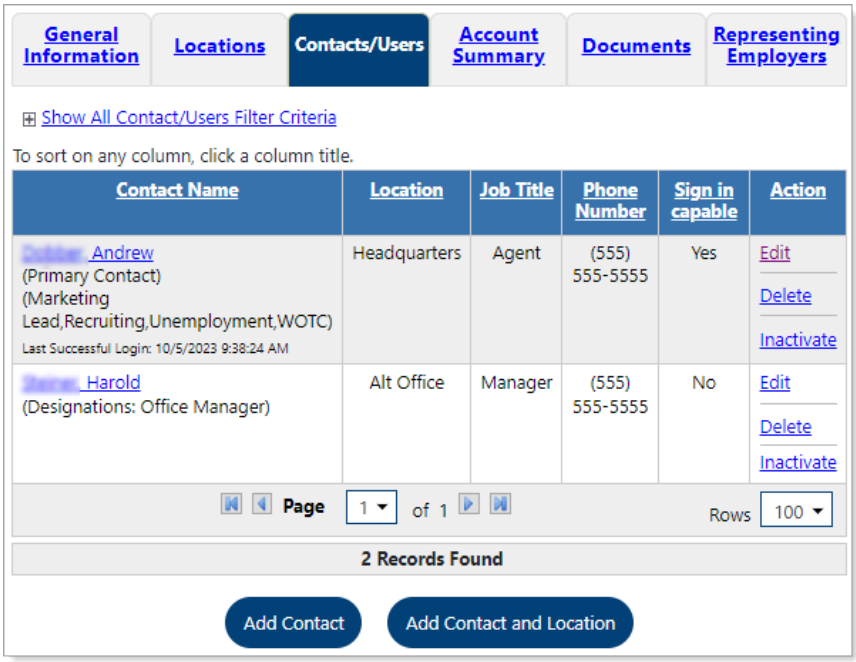
Employers who manage recruitment often need to add more contacts and locations since they must associate each job order to a specific worksite location and contact person. However, a WOTC agent may not need to add more contacts or locations as part of representing employers in the management of their WOTC applications, since it is not the *agent's* contacts and locations that are tied to the individuals' WOTC applications; rather, it is the assisted employers and *their* contacts and locations that are tied to the WOTC application.

If your company is assisting multiple employers with many WOTC applications, then as the designated primary contact for your company, you may need to create multiple contacts with the ability to also perform functions as WOTC agents.

Note: *Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

▶ **To access the Contacts/Users tab:**

1. In the top menu bar, click the **Profile** icon, then the General Information link. The General Information tab displays.
2. Click the **Contacts/Users** tab. All agent contacts are listed in a table, with the primary contact listed first (see figure below), along with the employer types (Recruiting, WOTC) they can assist listed after their contact type.



Contacts/Users Tab

From this tab, you can perform the following actions:

- **Edit contact Information** – Click the contact's name link or the Edit link in the Action column for the desired contact. This opens the Add Employer Contact page on the Contact Information tab (the first of five tabs) where you can edit details for the contact.

  Note: *If you are the primary contact, or another contact with full privileges, you may access the account of any contact/user for your company and edit their information, including Contact Information, Status (Active/Inactive), Associated Locations, Sign in Information, and User Privileges. However, user privileges cannot be changed for the designated primary contact, and the primary contact cannot be inactivated.*

- **Delete a contact** – Click the Delete link in the Action column for the desired contact. You cannot delete the primary contact. If the contact is associated with an active represented employer, an alert displays. Although deleting an agent contact is possible if there are other contacts who can assist represented employers, the alert warns you not to delete the contact. It is strongly suggested that the contact be inactivated instead, so that it is recoverable in the future.
- **Inactivate a contact** – Click the Inactivate link in the Action column for the desired agent contact. You cannot inactivate the primary contact. If the contact is the only agent contact associated with a represented employer, an alert displays stating that they cannot be inactivated. To see inactivated contacts, you must change the filter criteria. To reactivate a contact, click the Activate link.
- **Add a new contact** – Click the **Add Contact** button below the table. See the topic "Adding a New Contact/User" below for details.

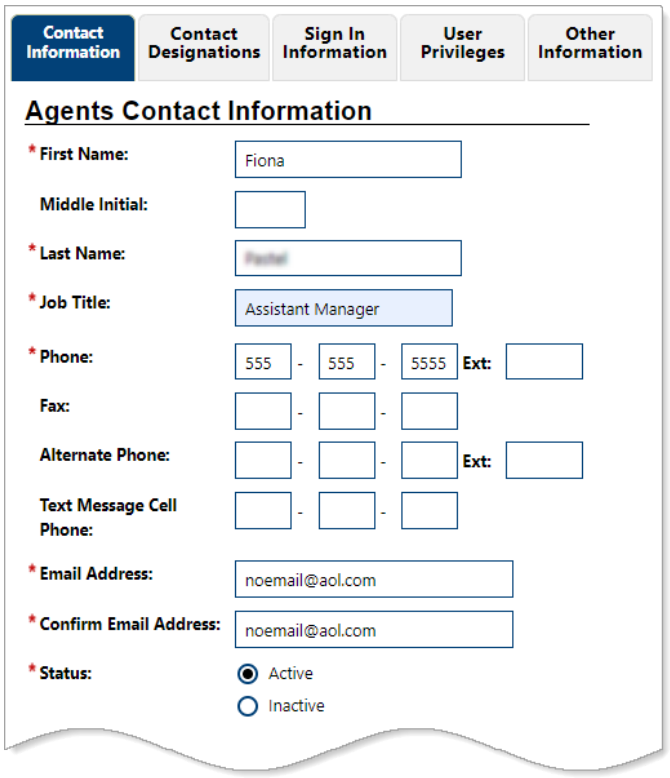
  Note: *Since you must designate a location when you create a new contact, the system also allows you to add a location as part of adding a contact. Click the **Add Contact and Location** button to combine the steps.*

Adding a New Contact/User

To save a new contact, your account must already have one or more locations to choose from to associate with the new contact. If you do not already have the location for the contact you want to add, use the **Add Contact and Location** button instead of **Add Contact**.

▶ **To add a new contact/user to your agent account:**

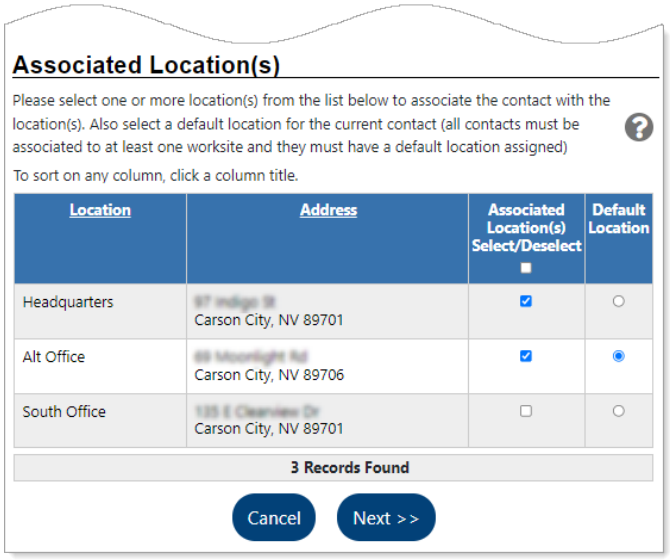
1. In the top menu bar, click the **Profile** icon, then the General Information link. The General Information tab displays.
2. Click the **Contacts/Users** tab. Existing contacts display in a table, which you can filter by clicking the Show All Contact/Users Filter Criteria link.
3. Click the **Add Contact** button below the table. The Add Employer Contact page displays on the Contact Information tab (see figure below).



Add Employer Contact Page – Agents Contact Information Section

4 Complete all required fields in the Agents Contact Information section.

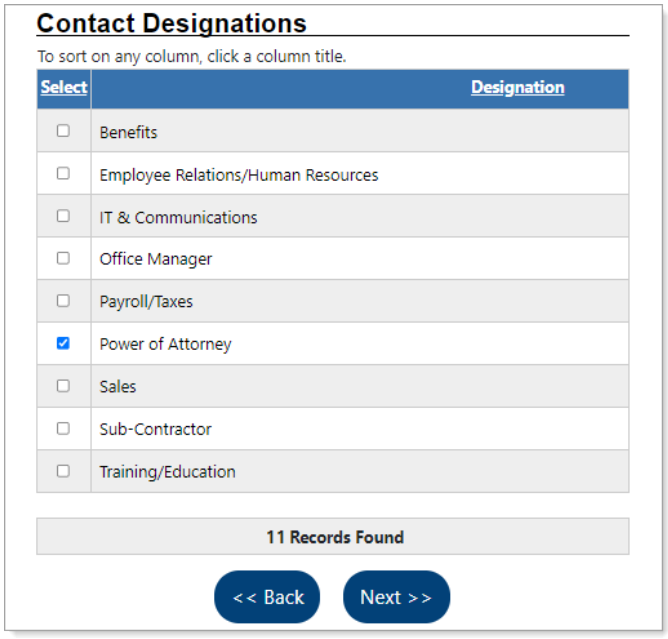
5 To associate the contact with an existing location, in the Associated Location(s) section, select one or more corresponding checkboxes in the Associated Location(s) column. By default, the contact is associated with the primary location (see figure below).



Add Employer Contact Page – Contact Information Tab – Associated Location(s) Section

6 Select a radio button to designate the contact's **Default Location**.

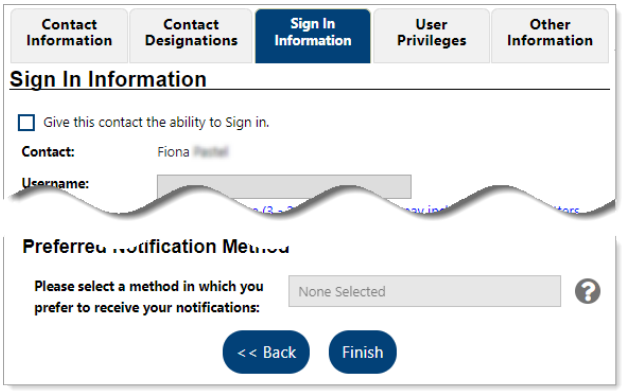
7 Click **Next** to proceed to the Contact Designations tab (see figure below).



Add Employer Contact Page – Contact Designations Tab

8 If applicable, in the Contact Designations section, select applicable business functions that this contact performs by checking the corresponding boxes. Note that designations are not required for a WOTC agent.

9 Click **Next** to proceed to the Sign In Information tab (see figure below).

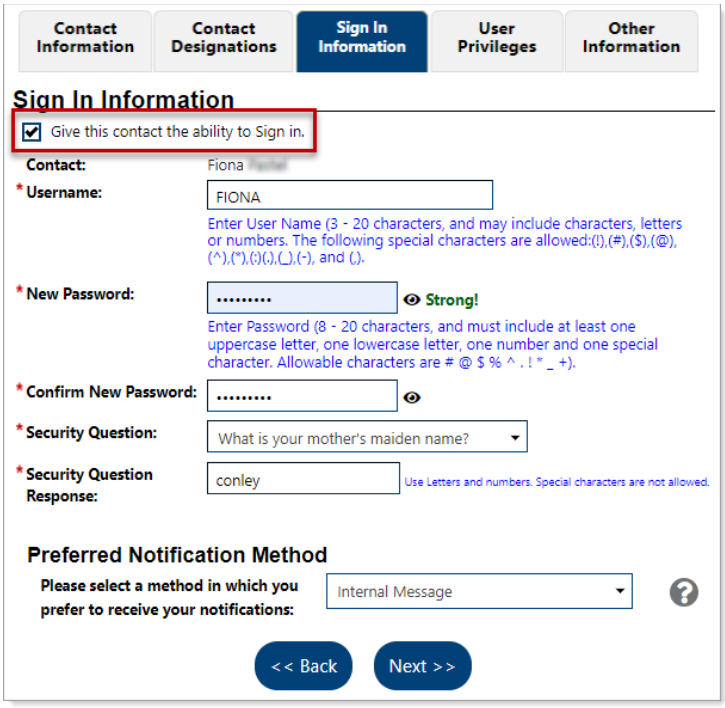


Add Employer Contact Page – Sign In Information Tab Unchecked

10 If this contact is not an agent user, but only an entry for informational purposes, leave this tab blank and click the **Finish** button to save the contact and return to the Contacts/Users tab.

Note: *If this contact is an agent performing system tasks on behalf of an assisted employer, such as assisting with WOTC applications, they must be able to sign in to the system. In most situations, it is preferable to give contacts their own ability to sign in; however, this may not be true if you add the contact solely for informational purposes (e.g., to display the name and contact information for your company's officer in charge of WOTC agents).*

11 To designate this contact as an agent user, check the **Give this contact the ability to Sign in** checkbox at the top of the page. The page refreshes with all the credential fields enabled (see figure below).

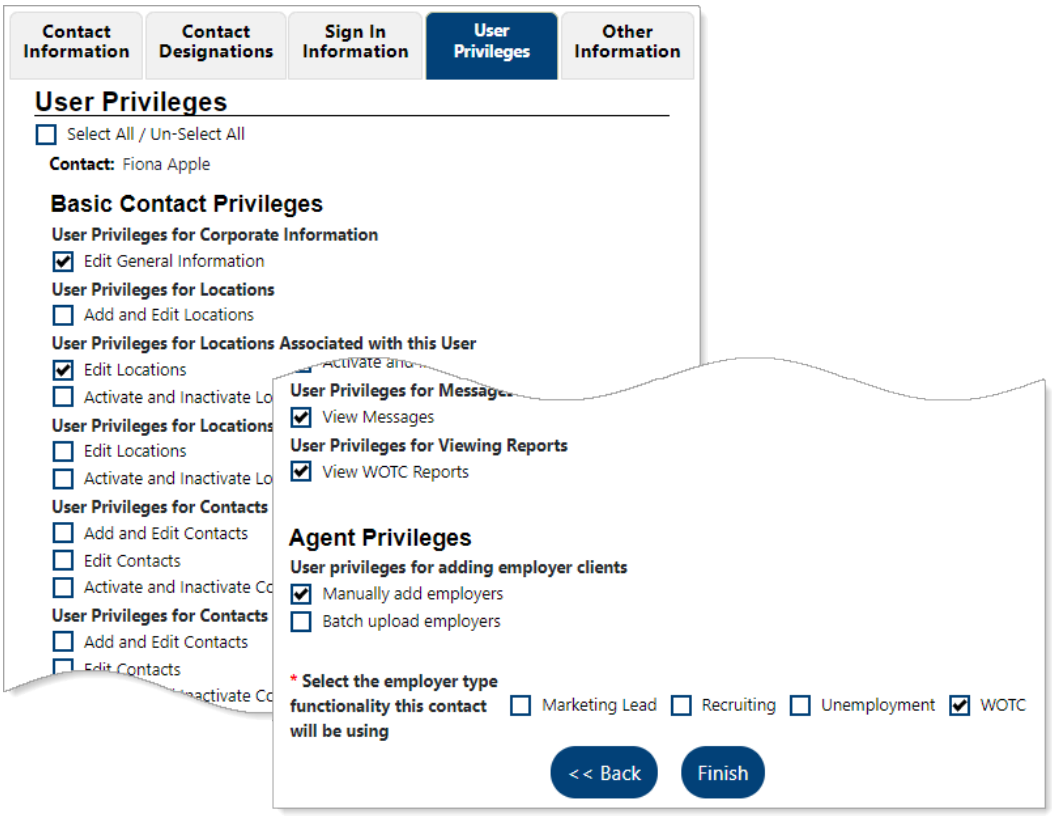


Add Employer Contact Page – Sign In Information Tab with Fields Enabled

12 Complete all required sign-in credential fields, following the rules stated in blue text on screen.

13 Select the contact's Preferred Notification Method, and then click **Next** to proceed to the User Privileges tab (see figure below).

***Note**: There are two types of privileges that contacts can set and change: Basic Contact and Agent Privileges. A third type of privilege, WOTC Privileges, covers abilities for WOTC applications that staff sets when they activate a represented employer. See the topic "Contact/User and Representing Employer Privileges" in this chapter for more information on these privileges.*



Add Employer Contact Page – User Privileges Tab for Agent

14 To identify specific areas in the system that the agent may access, as well as specific tasks they may perform, check all applicable boxes.

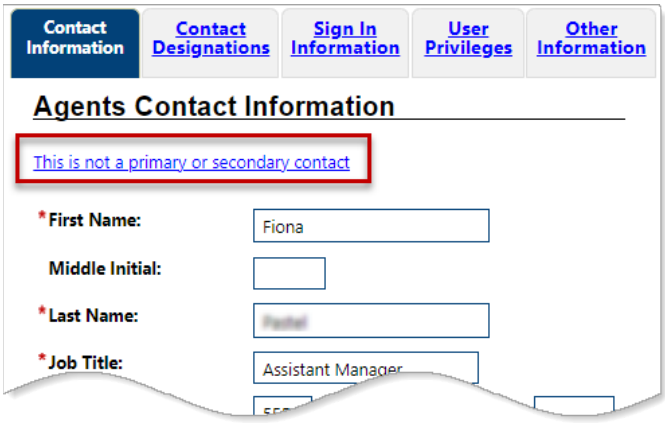
15 Click the **Finish** button to save the selected privileges and save the user account in the system.

Changing Contact User Status

The contact user status is not set to Primary or Secondary at the end of adding a contact. It can be set or changed at any point after you have created the contact.

▶ **To change the primary contact status:**

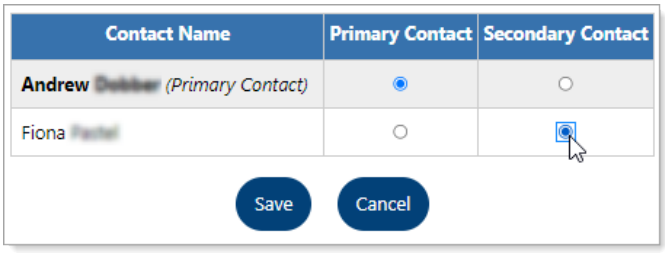
1. In the top menu bar, click the **Profile** icon, then the General Information link. The General Information tab displays.
2. Click the **Contacts/Users** tab. Existing contacts display in a table, which you can filter by clicking the Show All Contact/Users Filter Criteria link.
3. Click the Edit link in the Action column for the desired contact.



Contact Information Tab

4. On the Contact Information tab of the Add Employer Contact page, click the link at the top of the page that indicates primary contact status, e.g., This is the primary contact or This is not a primary or secondary contact (see figure above). A page opens with selections for the current primary contact and the contact you are editing (see figure below).

   ⚠ *This link is only available for use by the primary contact, or by staff assisting a contact. If you are the primary contact and change it to someone else, you cannot return and change the primary contact status back to yourself.*



Secondary Contact Selection

5. The current primary contact is bolded. To designate primary and secondary contacts, select the appropriate radio buttons for each.
6. Click **Save** to record your change and see the change on the Contacts/Users tab.

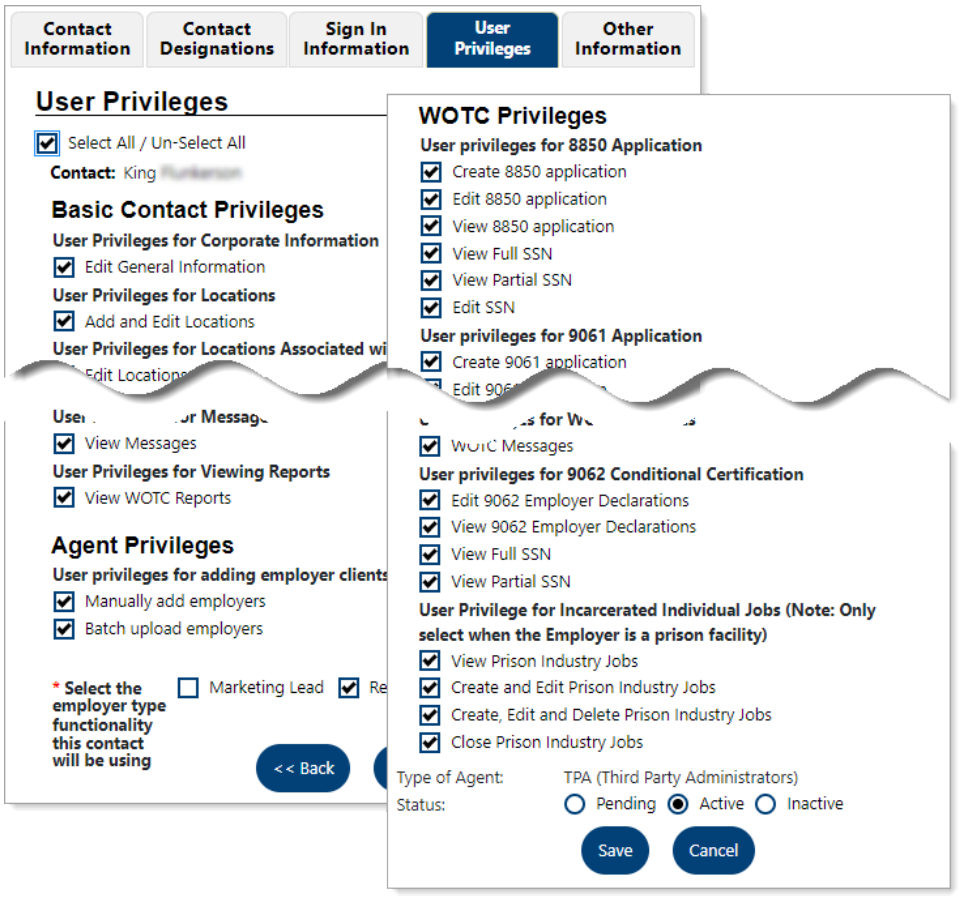
Contact/User and Representing Employer Privileges

For a WOTC agent, there are three types of privileges. Basic Contact and Agent Privileges are set by an agent for another new agent/contact on their User Privileges tab when the agent/contact is added (see figure below, left).

- **Basic Contact Privileges** – Controls what the WOTC agent user can do on the site outside of assisting employers and individuals with WOTC applications, such as editing another contact's information or viewing WOTC reports.
- **Agent Privileges** – Controls the ability of an agent to manually add and/or batch upload represented employers.

The third privilege type, WOTC Privileges, is determined when staff activates an employer on the Representing Employers tab (see figure below, right), or when an employer changes the agent's privileges.

- **WOTC Privileges** – Controls what the agent user can do when assisting represented employers and their WOTC applications, such as creating 8850 and 9061 applications, adding POAs, and creating appeals. These privileges are governed by the employer privilege settings when the agent is acting on their behalf and can only be changed by WOTC staff.



Privileges on User Privileges Tab and WOTC Privileges Displayed to Staff at Activation

Account Summary Tab

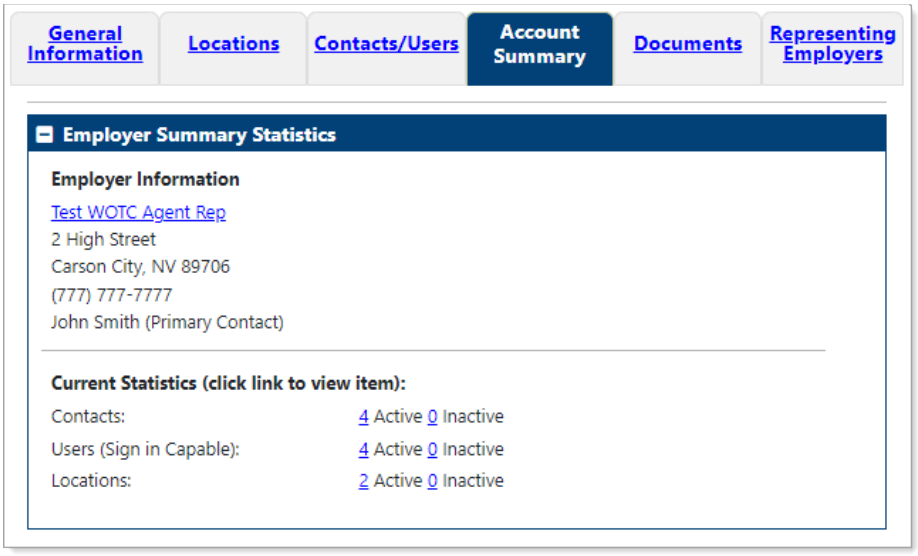
For agents, the Account Summary tab of their Corporate Profile simply lists the number of contacts/users and locations that are defined for your company, with links to access the Locations tab or the Contacts/Users tab. Each number is a link so you can view details and manage items in that area of the system (see figure below).

Agents and employers who perform only WOTC functions do not see statistics for other activities on this tab the way that recruiting employers see statistics and links to recruiting activities (e.g., job orders, applicants, résumés).

Agents and employers who support WOTC can see statistics for WOTC applications on their agent or employer dashboard by viewing the Completed Decisions and Power of Attorney widgets. See the topic "WOTC Employer/Agent Dashboard Widgets" in Chapter 4 – Manage WOTC Applications for more information on these dashboard widgets.

▶ **To access the Account Summary tab:**

1. In the top menu bar, click the **Profile** icon, then the General Information link. The General Information tab displays.
2. Click the **Account Summary** tab (see figure below).



Account Summary Tab

The tab shows the total count of the following items:

- Contacts (*Active* and *Inactive*)
- Users (Sign-in Capable) (*Active* and *Inactive*)
- Locations (*Active* and *Inactive*)

3. Select a number link to go to the tab for that item.

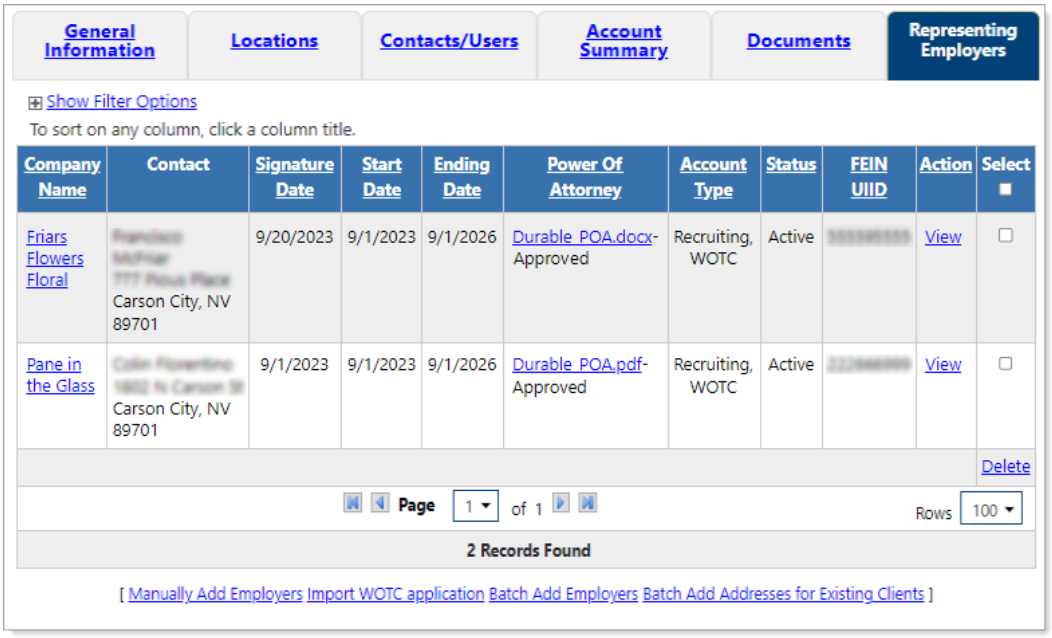
3: Manage Your Represented Employers

Chapter Contents

Manage Represented Employers Overview

Many of the activities you perform as a WOTC agent are initiated from the Representing Employers tab of your Corporate Profile folder (see figure below). From this tab, you can add and manage employers you represent for WOTC services and perform several activities for them, including beginning their WOTC applications.

Note: *You complete and manage the WOTC applications from a separate WOTC Applications Search page. See topics in Chapter 4 - Manage WOTC Applications for details.*



Representing Employers Tab

The primary activities you can perform from the Representing Employers tab once you are *registered* include:

- Manually add employers to represent
- Upload associated POAs (Powers of Attorney) for the employers to be represented
- View the status and details of the employers and the POAs submitted
- Filter the list of employers you represent by company name, status, or FEIN

Activities you can perform once workforce staff *enables* your account include:

- Batch add multiple employers
- Batch add multiple addresses for employers
- Delete employers

Activities you can perform once the employers POAs are *approved*, and their accounts are activated by workforce staff include:

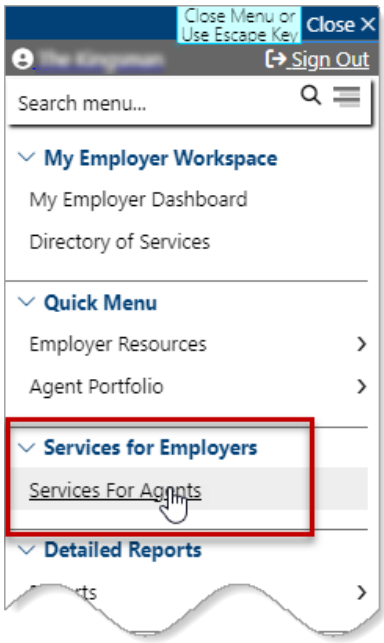
- Assist a represented employer to start their WOTC applications
- Batch import WOTC applications for one or several represented employers

Representing Employers Tab

The Representing Employers tab is used frequently by both agents and staff. All the tasks agents can initiate from this tab were outlined in the previous topic, and workforce staff come to this tab to review and approve POAs, assign WOTC privileges to agents, and activate employer-agent relationships. Since many activities start from the Representing Employers tab, it can be conveniently accessed in diverse ways, as explained below.

▶ **To access your Representing Employers tab:**

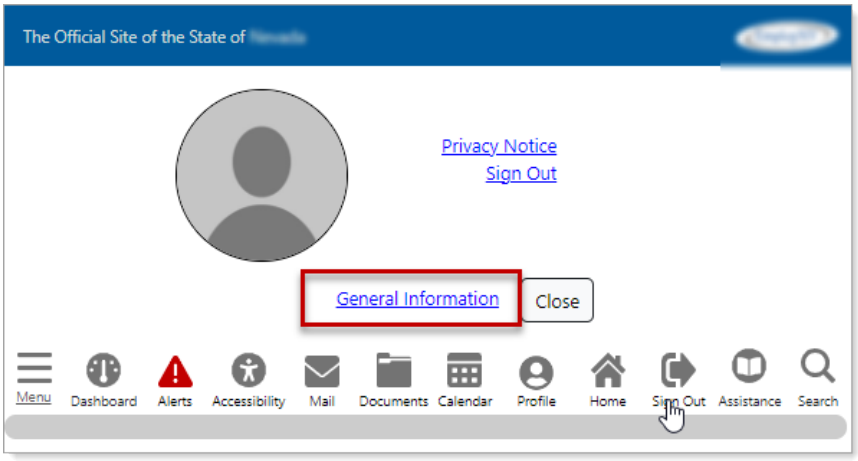
- From the Services for Employers group of the left navigation menu, select Services for Agents (see figure below). The **Representing Employers** tab displays.



Left Navigation Menu – Services For Agents Link

OR…

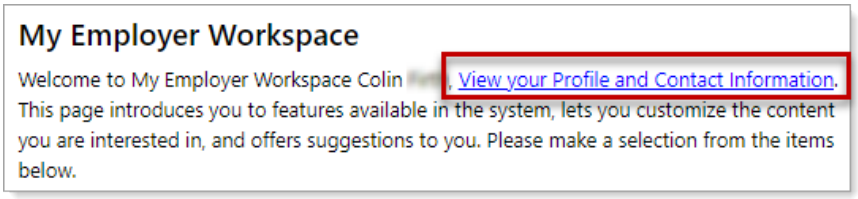
- In the top menu bar, click the **Profile** icon, then the General Information link (see figure below). The General Information tab displays. Click the **Representing Employers** tab.



Top Menu Bar Profile Icon – General Information Link

OR…

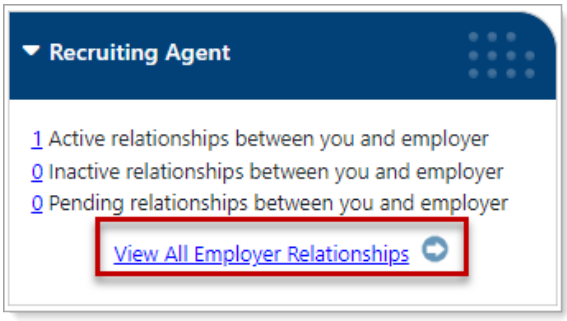
- From the top of the My Employer Workspace page, click the View your Profile and Contact Information link (see figure below). From the Corporate Profile tabs that display, click the **Representing Employers** tab.



My Employer Workspace – View your Profile and Contact Information Link

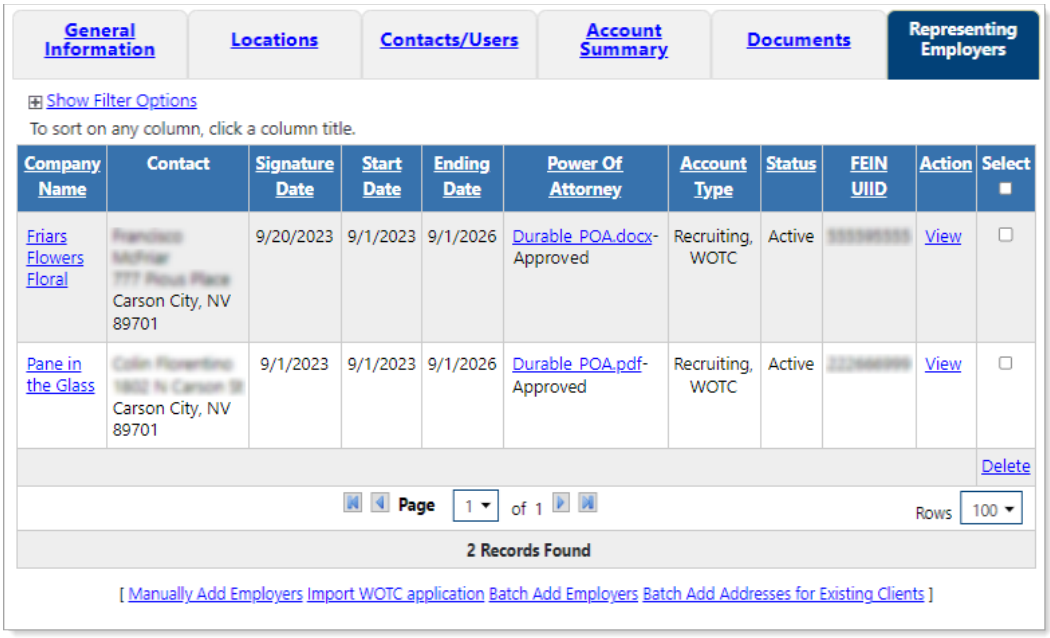
OR…

- From the Recruiting Agent widget on the dashboard, click the View All Employer Relationships link (see figure below). The Representing Employers tab displays.



Recruiting Agent Widget – View All Employer Relationships Link

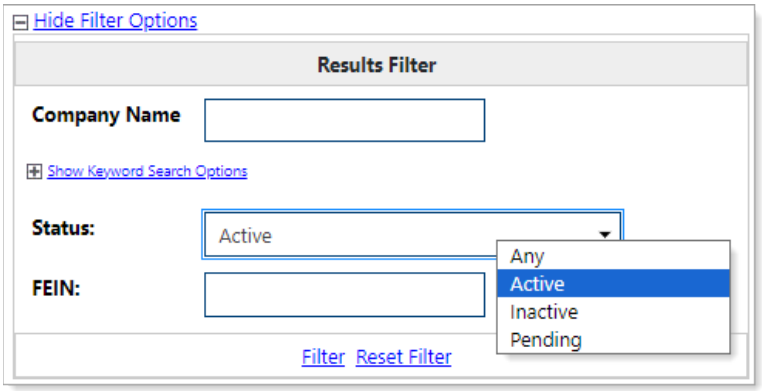
Any of these methods provides access to the Representing Employers tab (see figure below). Each option on the tab is briefly described below. Key options are covered in more detail in the topics that follow and include the related procedural steps.



Representing Employers Tab Filtered for Active Employers

From the Representing Employers tab, you can perform the following actions:

- **Filter the employers listed** – Click the + Show Filter Options link at the top left of the table to display represented employers by selected criteria: Company Name, Status, or FEIN (see figure below). Make your selections and then click the Filter link to refresh the list of employers.



Filter Controls for Representing Employers Tab

- **Manually add an employer** – Click the Manually Add Employers link at the bottom of the page to add a new employer you wish to manage. When you complete the required information, the employer is added in a '*Pending*' status. See the topic "Manually Adding Employers" in this chapter for details.

- **Batch add multiple employers** – Click the Batch Add Employers link at the bottom of the page. This directs you to download a blank, formatted Excel spreadsheet for adding required information about multiple employers. You can fill in the information for each employer and then upload the spreadsheet to add the multiple employers being requested. All are added to the Representing Employers tab in a '*Pending*' status. See the topic "Adding Multiple Employers in a Batch Upload" in this chapter for details.
- **Batch add additional addresses for existing employers** – Click the Batch Add Addresses for Existing Clients link at the bottom of the page. This directs you to download a blank, formatted Excel spreadsheet for adding additional addresses for one or more existing, represented employers. You can fill in the information for each employer and upload the spreadsheet to add the addresses to the employer's Locations tab. See the topic "Batch Adding Multiple Addresses for Existing Employers" in this chapter for details.
- **Import multiple WOTC applications** – Click the Import WOTC Application link at the bottom of the page. This directs you to download a blank, formatted Excel spreadsheet for adding required information for the multiple individuals for the WOTC applications, which includes employers for the individuals (who must be '*Active*' with approved POAs), data fields for 8850 and 9061 forms, and other data fields. This import can be done from the Representing Employers tab or from the WOTC Applications Search page. See the topic "Importing WOTC Applications" in Chapter 4 - Manage WOTC Applications for details.
- **Add a POA to an employer** – Click the View link in the Action column for the desired employer. The Primary Contact Information page displays, from which you can upload a new POA document in the Authorization Documentation section. When you complete the required information, the POA displays in a '*Pending*' status. See the topic "Uploading POAs for an Employer" in this chapter for details.
- **Review a POA for an employer** – Click the name of the attached POA document in the Power of Attorney column for the desired employer. The POA document displays on a separate page, along with attributes added during the document's upload. Only the metadata tags for the document can be changed once it is uploaded. See the topic "Uploading POAs for an Employer" in this chapter for details.
- **Delete an employer** – Check the box in the Select column for the desired employer, click the Delete link at the bottom of the page, and then click **OK** to confirm to inactivate the employer relationship. The page refreshes with the status changed to '*Inactive.*' Once an employer is marked '*Inactive*,' only staff can reset the employer to '*Active*.'

Adding Employers

WOTC agents can start manually adding employers they want to represent as soon as they are registered. When they become '*Enabled*' by staff, they can also use tools to add multiple employers using a batch upload feature. Both methods are started from links on the Representing Employers tab. Either method adds the employers to the tab in a '*Pending*' status and allows agents to add required Power of Attorney (POA) documents for the employers before they are approved and activated by workforce staff.

Manually Adding Employers

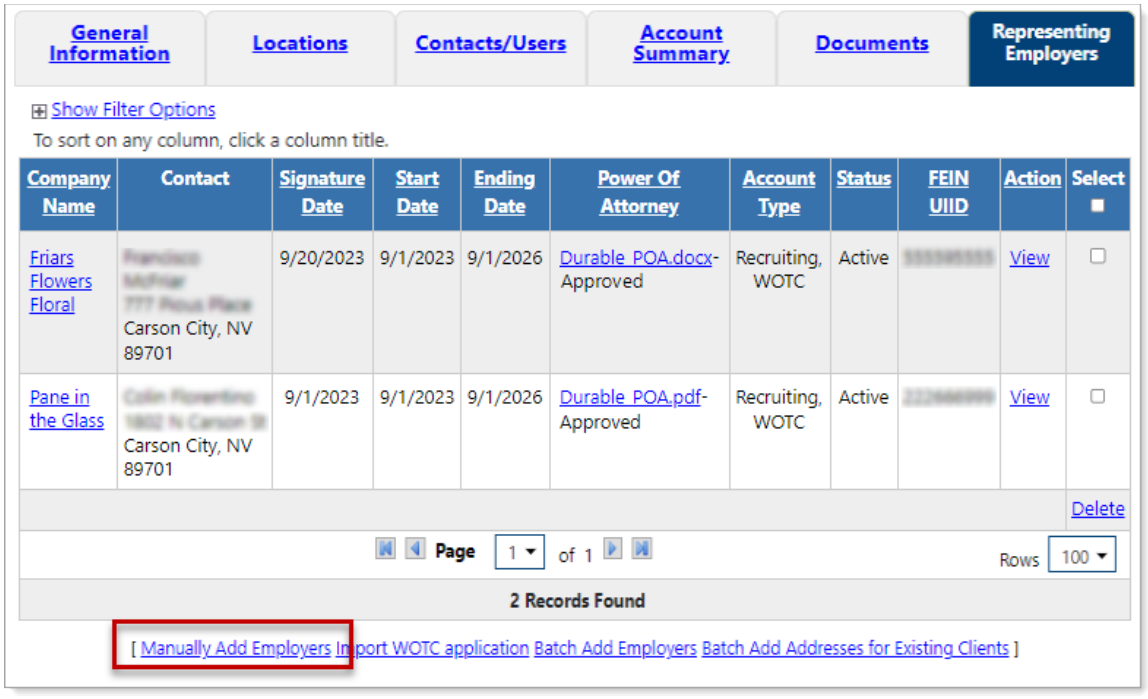
Manually adding an employer is a quick and effortless process when the employer is already registered in the system (e.g., an employer managing their own WOTC applications, but who now allows agents to manage that for them).

If you are registering as an agent for an employer not already in the system, you are asked for additional information to identify their location. The employer is also registered in the system as a WOTC employer, with an account '*Pending Verification;*' they cannot manage their own WOTC applications until their account is verified for their primary contact.

***Note**: Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

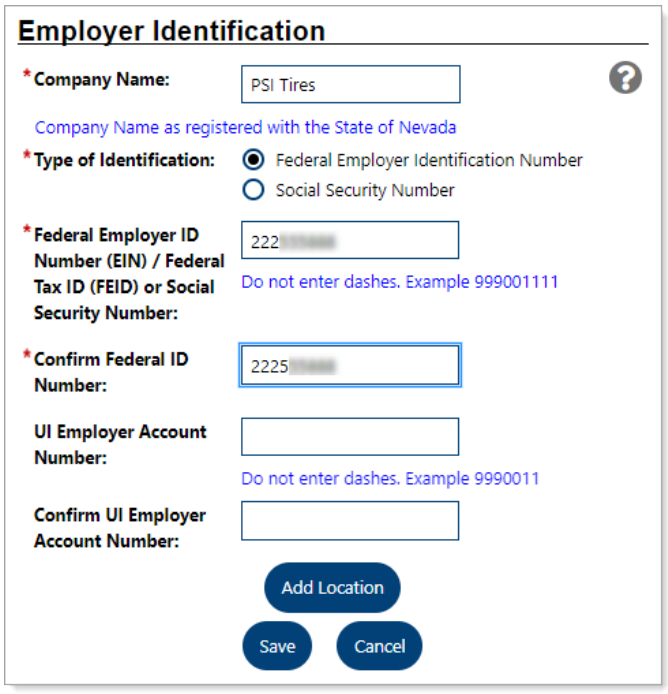
▶ **To manually add an employer to represent:**

1 From the Services for Employers group of the left navigation menu, click **Services for Agents**. The Representing Employers tab displays (see figure below). See the topic "Representing Employers Tab" in this chapter for other paths to this tab.



Manually Adding an Employer from the Representing Employers Tab

2 Click the Manually Add Employers link at bottom left of the tab. The Manually Add Employers page displays (see figure below).



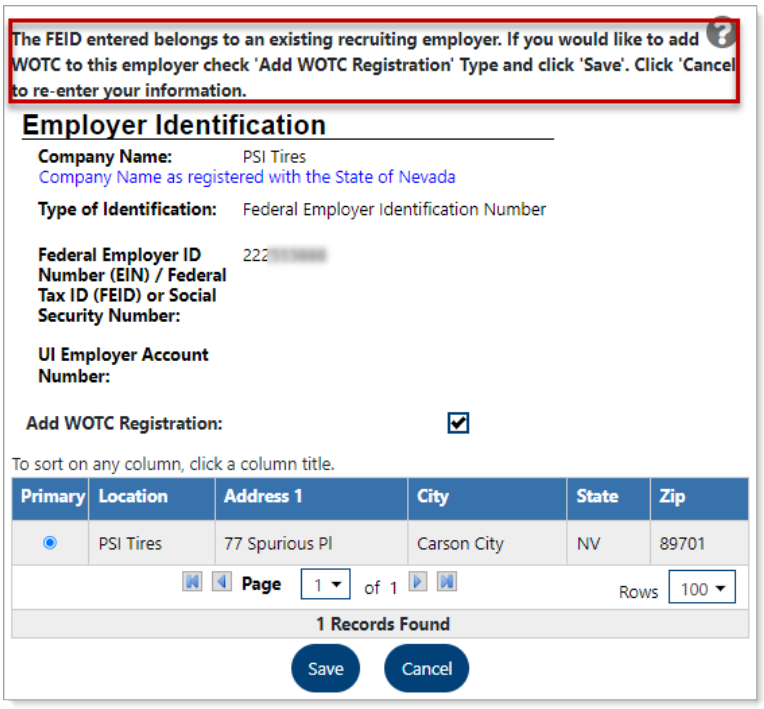
Manually Add Employers Page

3 Enter the **Company Name**. As you type, matching names may appear in a drop-down list.

4 Select the **Type of Identification** for FEID or SSN.

5 Enter the **Federal Employer ID Number or Social Security Number** for the selected type of identification (EIN, FEID, or SSN), then reenter it to **Confirm Federal ID Number**, and then click or press **Tab** out of the field.

The system searches for employer identification information matching the number and displays it on the Employer Identification page (see figure below).



Employer Identification Page with Matching information

a. If the page redisplays with matching information (see figure above), continue the steps below to add the displayed employer with matching information.

b. If the page does not redisplay with matching information, continue the steps under "Adding an Employer Not Already in the System."

Adding an Employer Who is Already in the System

If the system finds an employer with matching information after clicking out of the FEID field, the Employer Identification page redisplays summary information for them in a table grid (see figure above).

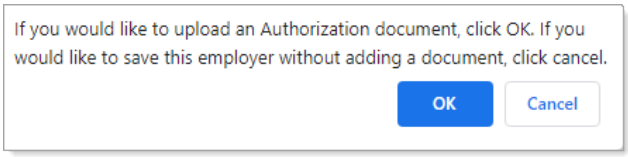
1 Check that the displayed information is correct on the page.

   a. If it is incorrect, you can click **Cancel** to return to the page without entries, and reenter the **Company Name** and **Federal Employer ID Number**.

2 Check the box to **Add WOTC Registration** to the employer if an employer contact should also have access to WOTC and the box is not already checked.

3 If more than one location is displayed, confirm the selected primary location for the employer, or change the selection.

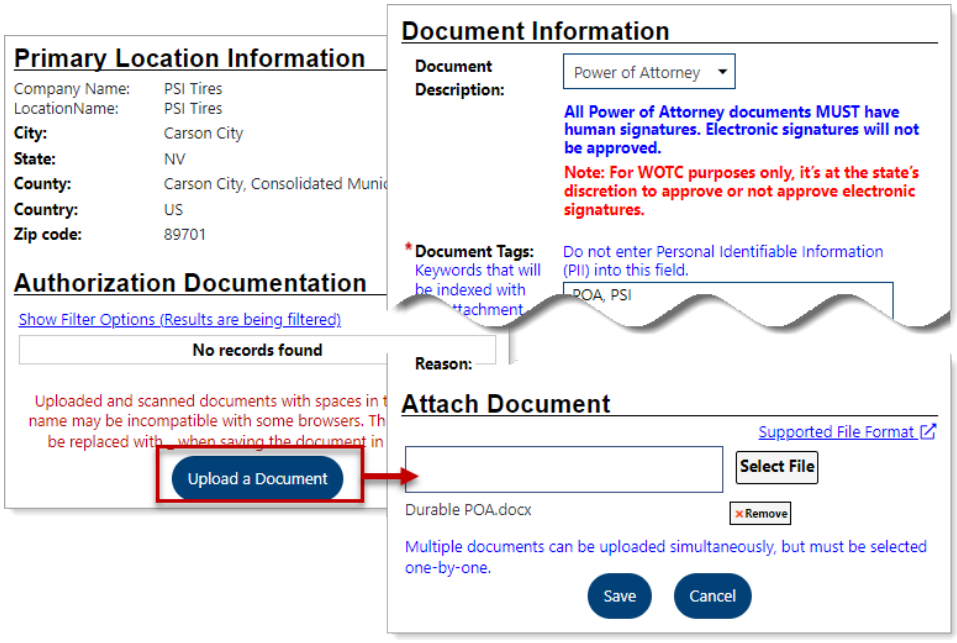
4 Click **Save**. The system adds the employer in a '*Pending*' status and displays a pop-up message asking if you want to upload a POA (see figure below).



Pop-up to OK Uploading a POA for an Added Employer

a. Click **OK** to save the employer and upload the appropriate POA document now. An Authorization Documentation list page displays for the selected employer (see figure below, left). See the topic "Uploading POAs for an Employer" in this chapter for details.

- Click the **Upload a Document** button to display the Document Upload page.
- Complete the Document Information section and select your POA file in the Attach Document section (see figure below, right).
- Click **Save**. The document is attached to the employer in a '*Pending*' status.



Primary Contact Information Page and Document Upload Page

OR…

b. Click **Cancel** to save the employer without adding a POA document. You can add the POA later, however, staff need to review it before they can activate the employer for you.

Note: *Either response saves the employer and adds them to the Representing Employers tab in a 'Pending' status. You are returned to the tab with the default filter that displays 'Active' employers; you must change the filter to 'Pending' to see the added employer.*

Adding an Employer Not in the System

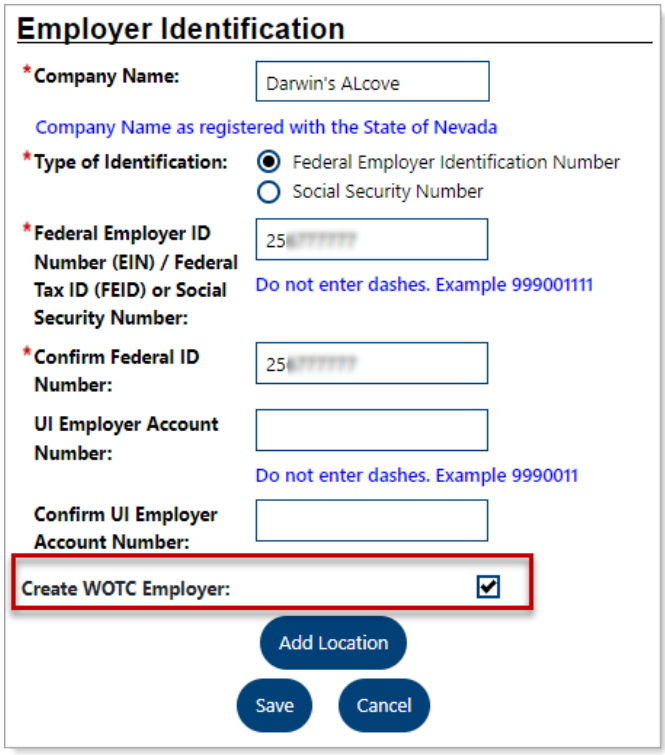
If the system does not find an employer with matching information after clicking out of the FEID field, the Employer Identification page redisplays with your entries.

1 Check that the information is correct on the page.

   a. If it is incorrect, reenter the correct information. If you reenter the **Federal Employer ID Number** and **Confirm Federal ID Number**, and then click or press **Tab** out of the field, the system rechecks for a matching employer.

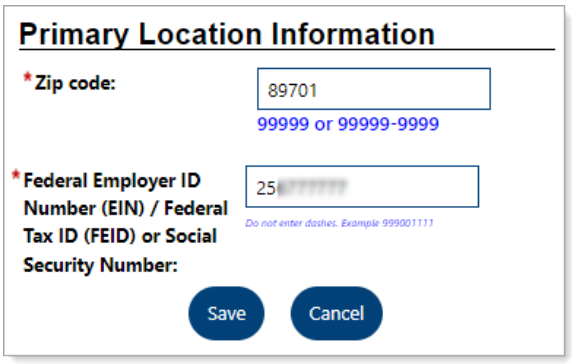
2 Check the box to **Create WOTC Employer** (see figure below, left). If the employer was not matched, this box is unchecked. Checking the box ensures that the system also adds the employer as a registered employer for WOTC.

   Note: *The employer status is set as 'Pending Confirmation;' they cannot manage their own WOTC applications until their default primary contact is updated and approved by staff.*



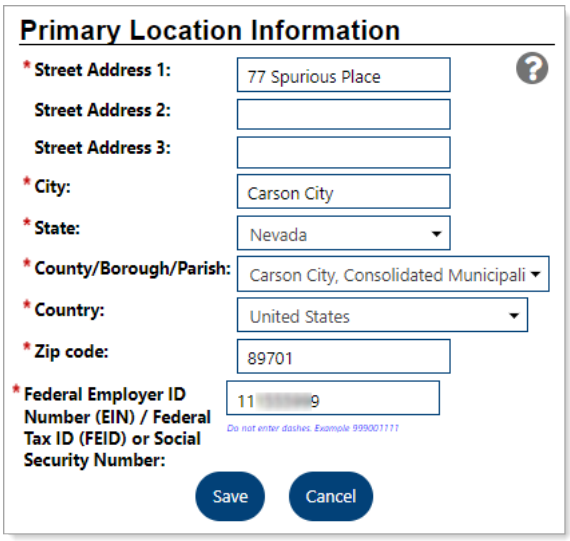
Employer Identification Page – Create WOTC Employer Checkbox

3 Click the **Add Location** button to add a primary location. The Manually Add Location page displays (see figure below). You must add a location for a new employer. If you click **Save** on the Employer Identification page before adding a location, a pop-up message prompts you to add at least one location.



Manually Add Location Page

4 Enter a **Zip code** and click or press **Tab** out of the field. The page refreshes and displays additional address fields (see figure below).

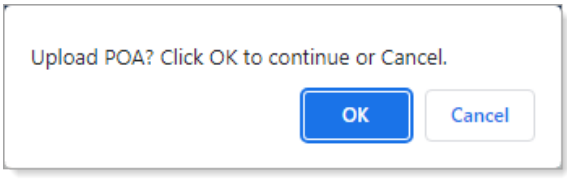


Manually Add Location Page with All Fields

5 Enter the street address and other required information, including a **Federal Employer ID Number**.

6 Click **Save**. The system redisplays the Manually Add Employers page with the added location shown as the primary location in a table at the bottom of the page.

7 Click **Save** again on the Employers page. The system adds the employer in a '*Pending*' status and may display a pop-up message asking if you want to upload a POA (see figure below).



Pop-up to OK Uploading a POA for an Added Employer

a. Click **OK** to upload the appropriate POA document now. An Authorization Documentation list page displays for the selected the employer. See the preceding steps for "Adding an Employer Who is Already in the System" or see the topic "Uploading POAs for an Employer" in this chapter for details.

OR…

b. Click **Cancel** to save the employer without adding a POA document. You can add the POA later, however, staff must review it before they can activate the employer for you.

Note: *Either response saves the employer and adds them to the Representing Employers tab in a 'Pending' status. You are returned to the tab with the default filter that displays 'Active' employers; you must change the filter to 'Pending' to see the added employer.*

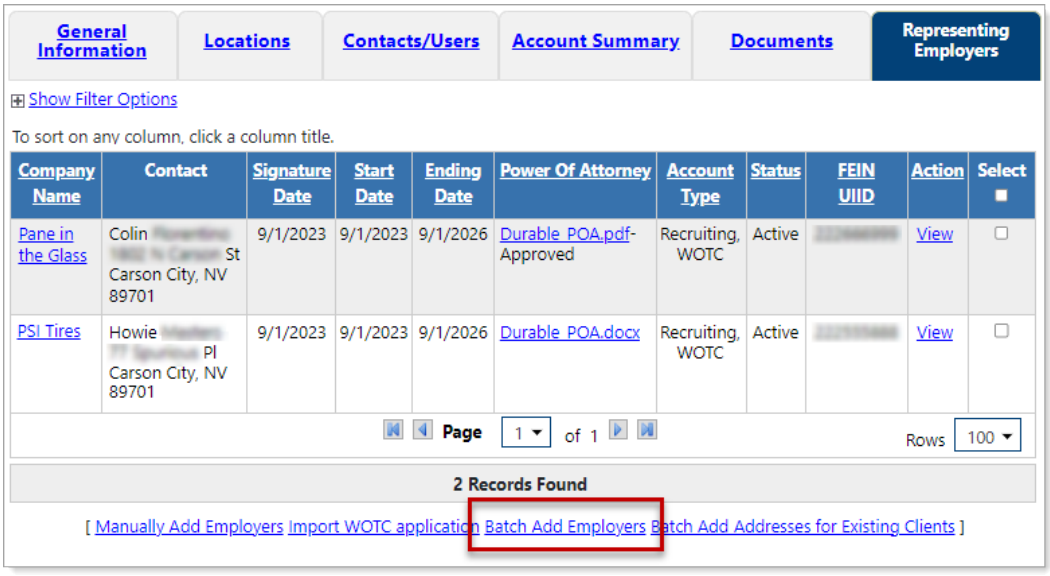
Adding Multiple Employers in a Batch Upload

For agents who represent many WOTC employers, you can upload a file of all your employers using an Excel spreadsheet. Use this option when manually entering each employer is too cumbersome.

Note*: Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

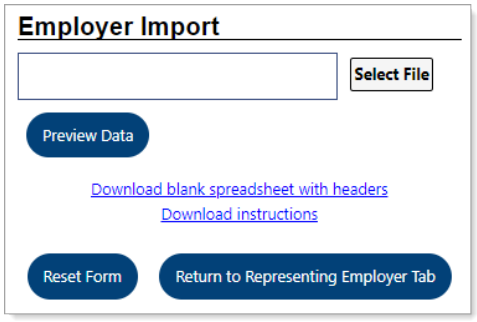
▶ **To upload multiple employers at one time:**

1 From the Services for Employers group of the left navigation menu, click **Services for Agents**. The Representing Employers tab displays (see figure below). See the topic "Representing Employers Tab" in this chapter for other paths to this tab.



Batch Add Employers Link on Representing Employers Tab

2 Click the Batch Add Employers link below the table (see figure above). The Employer Import page displays (see figure below).



Employer Import Page

3 To view the instructions for uploading employers, click the Download instructions link. A PDF version opens in a separate browser tab, which you can save to your computer or print. The document includes examples of error messages and required and optional fields.

4 To save a blank spreadsheet to your computer and begin entering information for employers, click the Download blank spreadsheet with headers link.

a. Following your browser settings, save the file to a desired location.

b. Using information in the instructions PDF file, fill in the Excel spreadsheet for each employer to be uploaded. Be sure to fill in all required fields, shown in red in the heading row.

⚠ *You can import both new external employer records and existing internal records (e.g., recruiting or WOTC employers). But, if you enter internal employers with incorrect characters for FEIN, the record may be added as a new employer, with FEIN identical to a current one. It is recommended that you add existing employers manually, which matches against the entered FEIN, quickly fills in information, and ensures association with the correct FEIN.*

5 To upload a completed spreadsheet of employer information:

a. Click the **Select File** button.

b. Select the appropriate Excel file from the displayed dialog box.

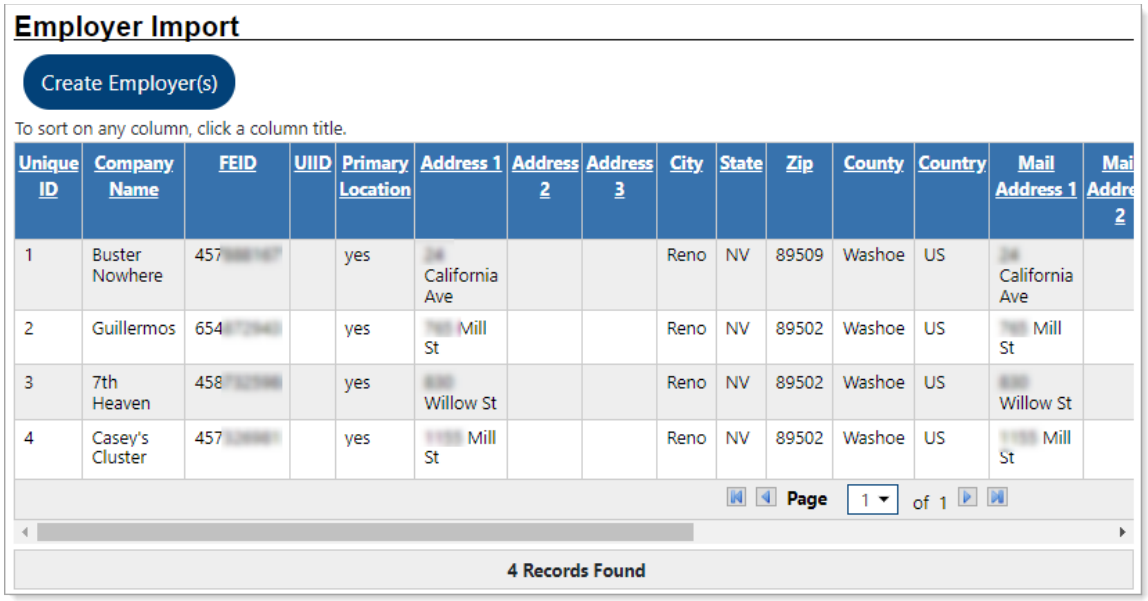
6 Click the **Preview Data** button to check the employer information. The information is validated, and if it passes, it is formatted and displayed in a table for you to verify as correct.

a. If any information does not pass the format validation, a red error message displays (see sample in figure below). Make the necessary changes to the Excel spreadsheet on your computer and re-upload the file.

Sample Incorrect Data Message

b. If the information does pass, it displays in a table for you to verify as correct (see figure below).

c. After verifying the data, click the **Create Employer(s)** button above the table (see figure below). The employer records are created and display on the Representing Employers tab with a '*Pending*' status.



Imported Employer information Display

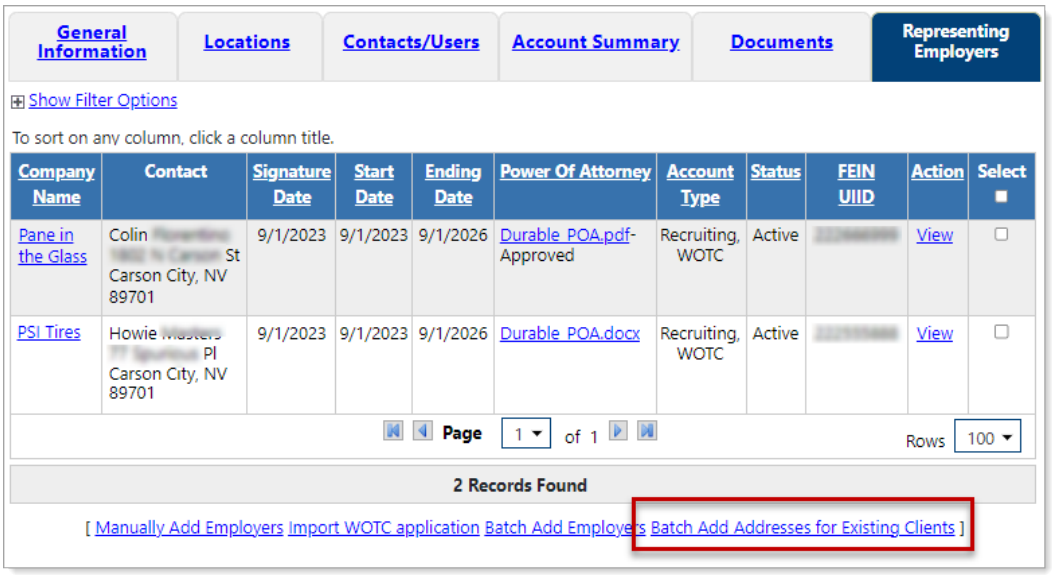
Batch Adding Multiple Addresses for Existing Employers

For agents who represent many active WOTC employers that have multiple locations, you can upload a file to add multiple location addresses associated with them using an Excel spreadsheet. You can use this option when manually entering each address is too cumbersome.

***Note**: Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

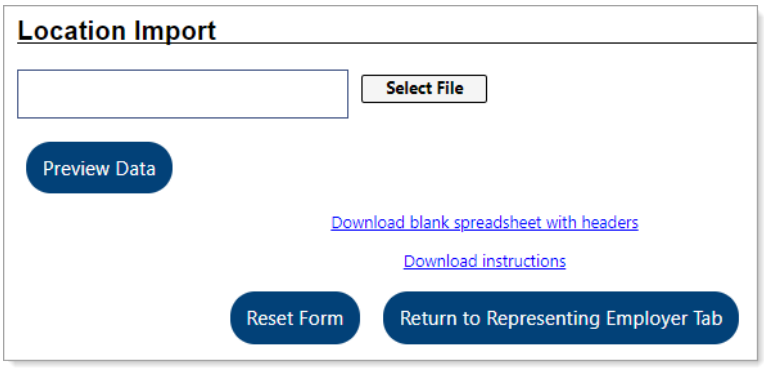
▶ **To upload multiple employer addresses at one time:**

1 From the Services for Employers group of the left navigation menu, click **Services for Agents**. The Representing Employers tab displays (see figure below). See the topic "Representing Employers Tab" in this chapter for other paths to this tab.



Batch Add Addresses for Existing Clients Link on the Representing Employers Tab

2 Click the Batch Add Addresses for Existing Clients link below the table (see figure above). The Employer Location Import page displays (see figure below).



Employer Location Import Page

3 To view instructions for uploading addresses, click the Download instructions link. A PDF version opens in a separate browser tab, that you can save to your computer or print. The document includes examples of error messages and required and optional fields.

4 To save a blank spreadsheet to your computer and begin entering information for additional locations for active employers, click the Download blank spreadsheet with headers link.

a. Following your browser settings, save the file to a desired location.

b. Using information in the instructions PDF file, fill in the Excel spreadsheet for each location to be uploaded. Be sure to fill in all required fields shown in red in the heading row.

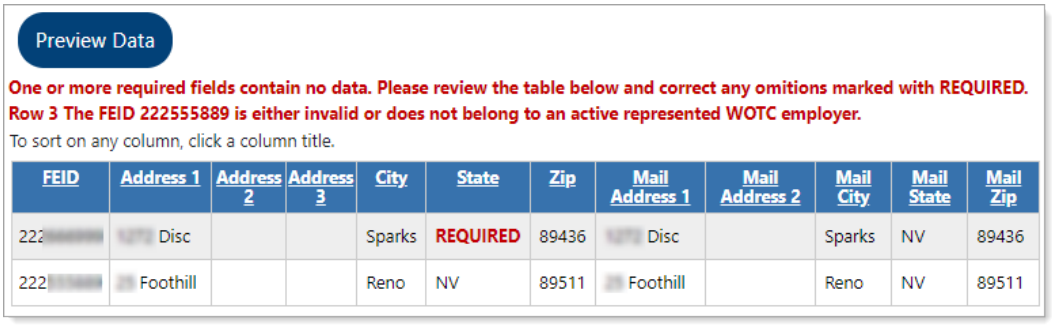
5 To upload a completed spreadsheet of employer address information:

a. Click the **Select File** button.

b. Select the appropriate Excel file from the displayed dialog box.

6 Click the **Preview Data** button to check the location information. The data is validated, and it is formatted and displayed in a table.

a. If any information does not pass the format validation, a red error message displays (see sample in figure below). Make the necessary changes to the Excel spreadsheet on your computer and re-upload the file.



FEID	Address 1	Address 2	Address 3	City	State	Zip	Mail Address 1	Mail Address 2	Mail City	Mail State	Mail Zip
222	Disc			Sparks	REQUIRED	89436	Disc		Sparks	NV	89436
222	Foothill			Reno	NV	89511	Foothill		Reno	NV	89511

Sample Incorrect Data Messages and Entries for Location Preview

b. If the information does pass, it displays in a table for you to verify as correct (see figure below).

c. After verifying the data, click the **Create Location(s)** button above the table. The additional location records are created for the represented employers.

Note: *The uploaded locations are given a default name of 'None Listed' on the employers' Locations tabs, and are identified as WOTC (i.e., not as Recruiting), even if the employer also has recruiting capabilities. You should check each uploaded location and adjust the details as needed. To do so, on the Representing Employers tab, click the employer's name in the Company Name column to assist them. This opens the selected employer's General Information tab. Select the* ***Locations*** *tab to view and manage the added locations.*

Adding POAs

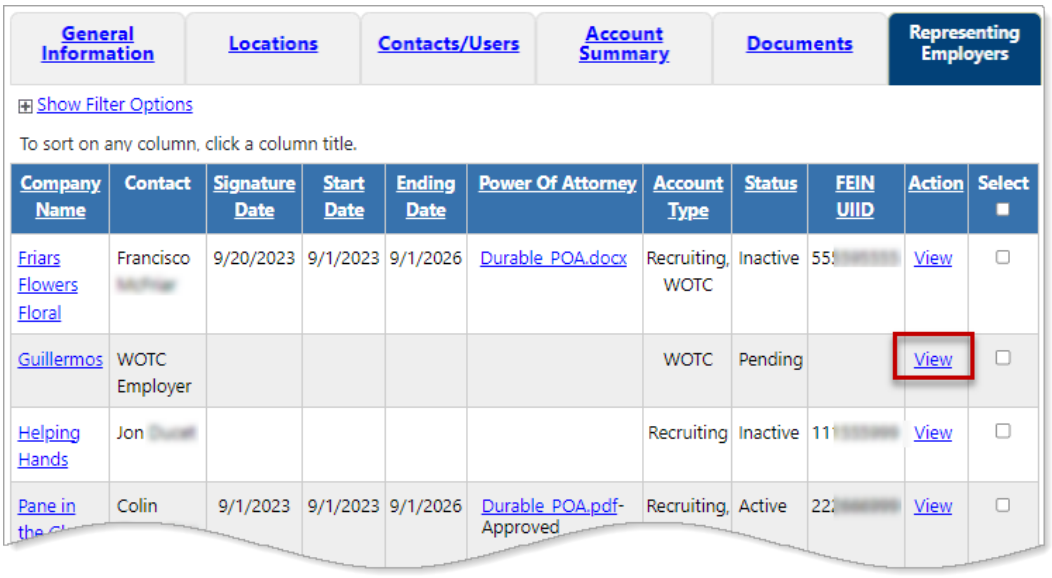
For each employer that has a relationship with an agent, the agent must upload the Power of Attorney (POA) document into the system, and the POA must name each Agent Representative authorized to do business for the employer. The POA must have the appropriate signatures, start and end dates, and be approved by staff before the relationship is activated. After staff have reviewed and approved the POA, they set the status of the relationship to '*Active*,' and the POA can then be used when creating the application for the associated employer.

Uploading POAs for an Employer

Note*: Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

▶ **To upload a POA document for an employer:**

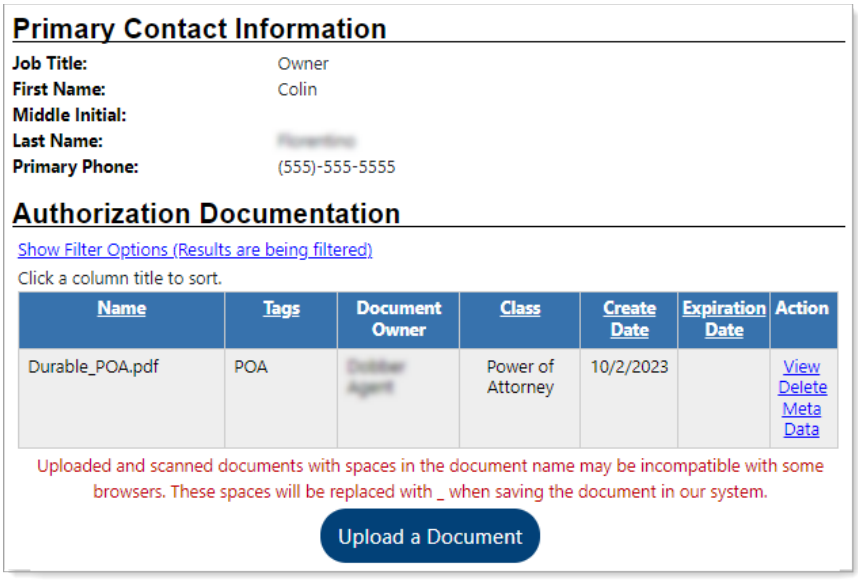
1 From the Services for Employers group of the left navigation menu, click **Services for Agents**. The Representing Employers tab displays (see figure below). See the topic "Representing Employers Tab" in this chapter for other paths to this tab.



Adding a POA via Representing Employers Tab

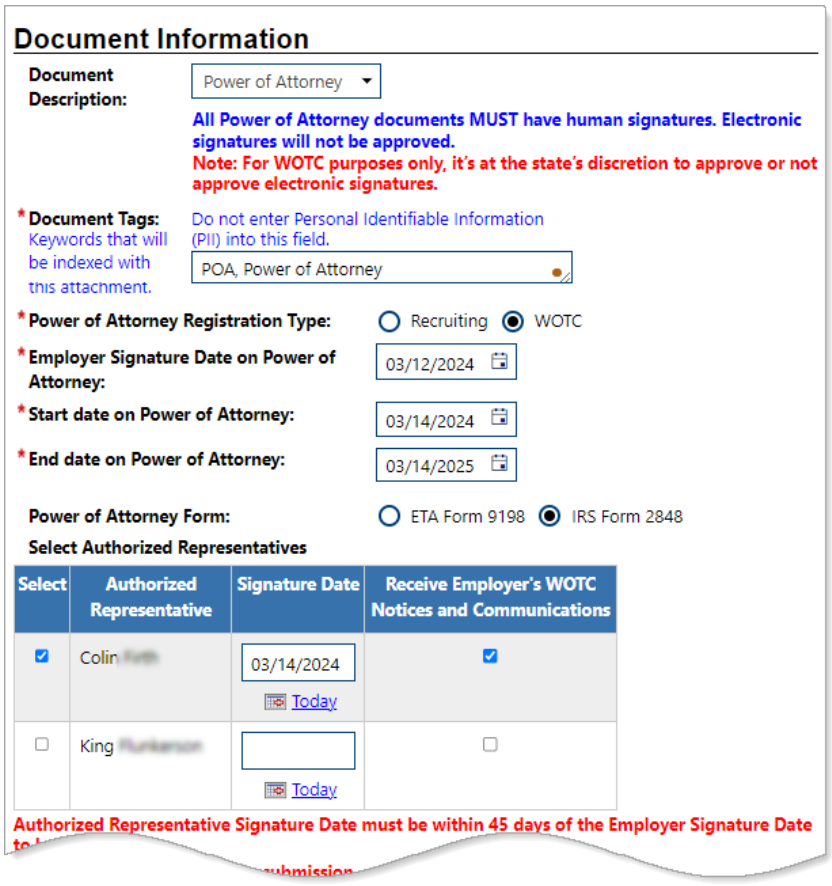
2 If the POA is for an employer pending approval, click the + Show Filter Options link at top left of the table (see figure above), select *'Pending'* for the **Status**, and then click the Filter link.

3 Click the View link in the Action column for the desired employer (see figure above). The Primary Contact Information page displays. If any POAs are already associated with the employer, they are listed in the Authorization Documentation section (see figure below).



Authorization Documentation Section

4 Click the **Upload a Document** button to open the Add a Document page. The Document Information section identifies the type of document, effective dates, and who is representing the employer (see figure below).



Document Upload Page – Document Information Section

5 Enter the required information:

a. Select *Power of Attorney* from the **Document Description** drop-down list.

b. For **Document Tags**, enter keywords that can be searched on as metadata tags indexed with this document, for example "POA."

c. Select the *WOTC* radio button for **Power of Attorney Registration Type**, if more than one type is available (that may display if you manage employers for multiple functions like WOTC, Recruiting, Unemployment).

d. Enter the **Employer Signature Date**, **Start Date**, and **End Date** for the Power of Attorney. WOTC applications must begin between the start date and end date of the active POA for the employer.

e. Select the applicable radio button for the **Power of Attorney Form** you are uploading:

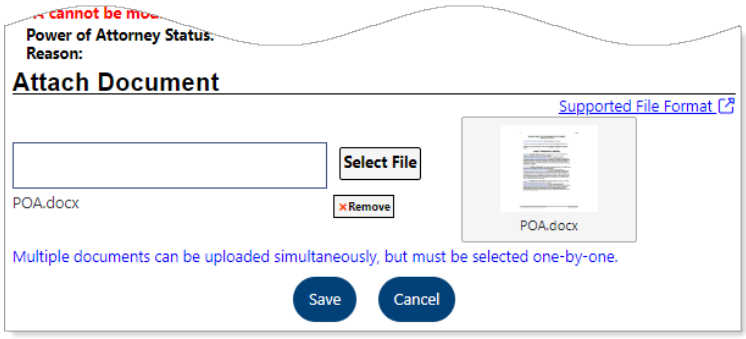
- *ETA Form 9198* – Work Opportunity Tax Credit (WOTC) Employer Representative Declaration
- *IRS Form 2848* – Power of Attorney and Declaration of Representative

f. If you have other agents, select the ones who are representing the employer from the Select Authorized Representatives table:

- Check the box in the Select column.

- Enter the agent's Signature Date in that column.
- Check the box in the Receive Employer's WOTC Notices and Communications column, if applicable.

6 In the Attach Document section, select the file to upload (see figure below):

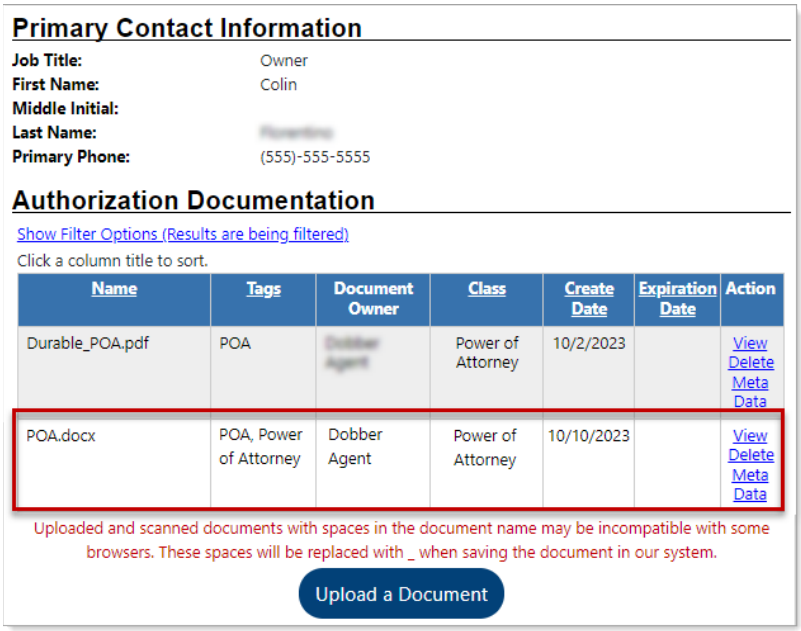


Document Upload Page – Document Information Section

a. Click the **Select File** button.

b. Locate and select the appropriate POA file. You can select more than one document if multiple POAs apply for the employer. You can also click the **Remove** button next to a selected filename in case you select the wrong document.

7 Click **Save**. The document is saved, and the Authorization Documentation page redisplays (or the Documents tab) for that employer with the added POA document listed (see figure below).



Authorization Documentation Section with Added POA

The unapproved POA then displays on staff's WOTC Dashboard for them to review and approve.

Assisting a Represented Employer

Once you have added the employers you want to represent along with their POAs, staff must enable their WOTC accounts, approve the associated POAs, and activate the employer-agent relationships. Once those three staff tasks are complete, you can assist the employers with their WOTC applications.

When you assist an employer, you see their Employer Portfolio, from which you can access the WOTC Applications Search page to start manually adding applications for them. You can also upload multiple WOTC applications in batch for active employers using a batch upload feature. See Chapter 4 - Manage WOTC Applications for details.

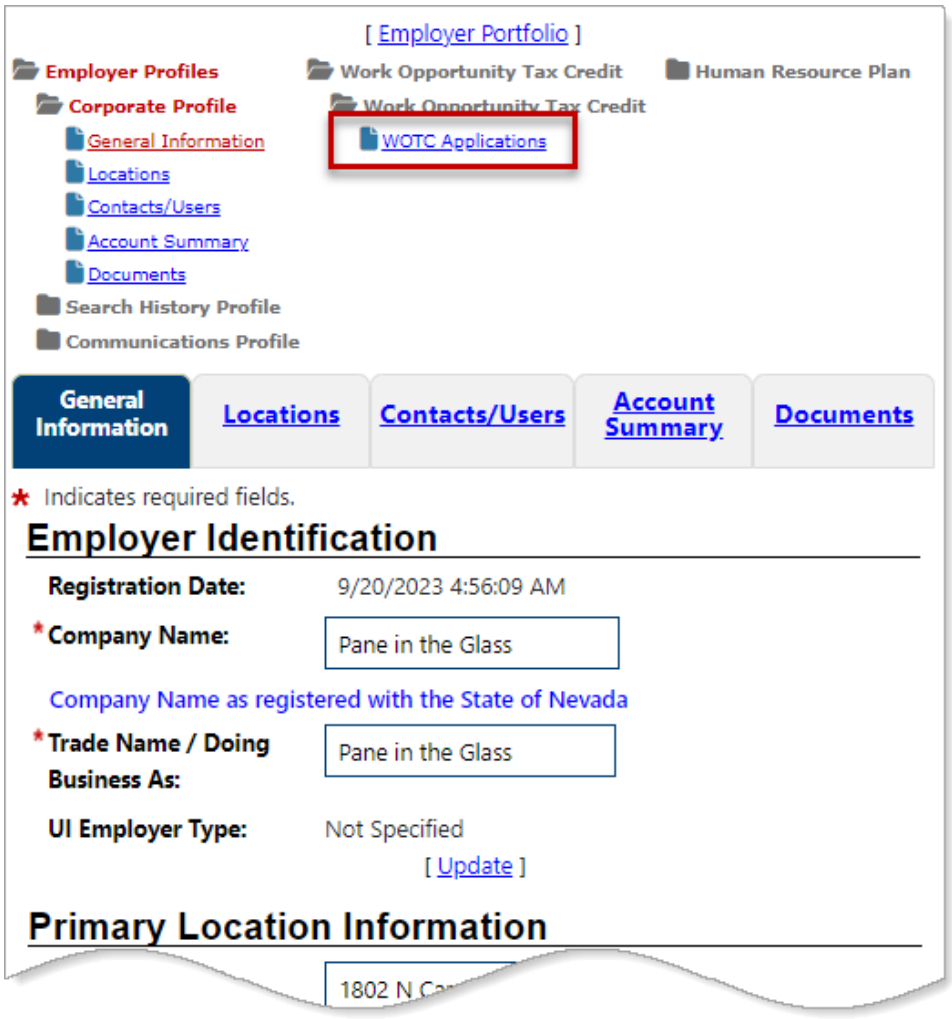
***Note**: Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

▶ **To assist a represented employer:**

1 From the Services for Employers group of the left navigation menu, click **Services for Agents**. The Representing Employers tab displays (see figure below). See the topic "Representing Employers Tab" in this chapter for other paths to this tab.

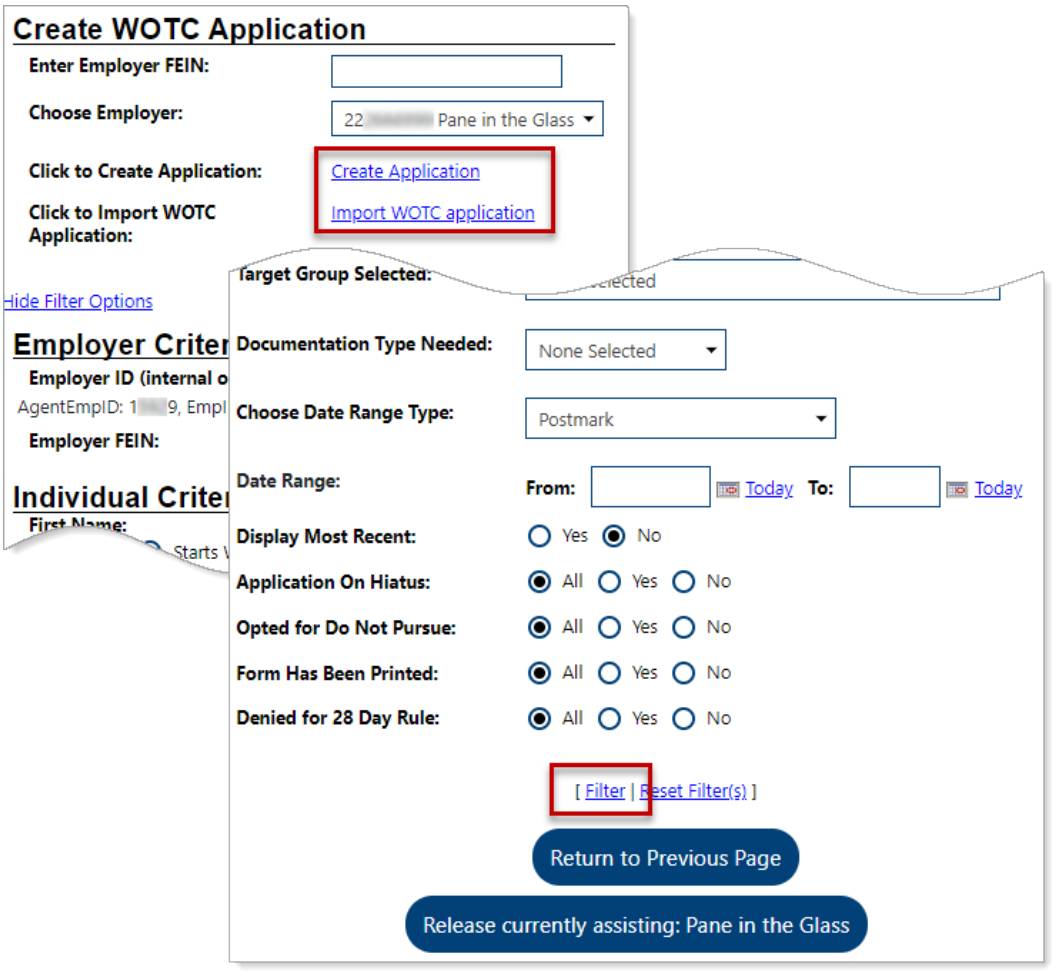
Selecting an Employer to Assist

2 Click the company name link in the Company Name column to assist an employer in '*Active*' status with a POA in '*Approved*' status. The General Information tab of their Corporate Profile displays, and you are now assisting that employer (see figure below).



General Information Tab for the Assisted Employer

3 In the Work Opportunity Tax Credit column of the folder tree, click the WOTC Applications link (see figure above). The WOTC Search page displays the selected employer chosen in the **Choose Employer** field (see figure below, left).



WOTC Search Page for Searching and Managing Represented Employers' Applications

The top of the page includes links for creating new WOTC applications, importing WOTC applications, or using Individual or General Criteria to filter/search for existing applications for the selected employer (see figure above).

See the topics "Creating a WOTC Application for an Employer," "Importing WOTC Applications," and "Reviewing WOTC Application Status" in Chapter 4 - Manage WOTC Applications for details on each related activity you can perform from the WOTC Search page.

4: Manage WOTC Applications

Chapter Contents

WOTC Applications Overview

Agents use the WOTC Applications Search page of their Agent Portfolio to assist represented employers with their WOTC applications and associated verification documents. You can start applications manually for an employer you are assisting, or batch import WOTC applications for multiple employers using an Excel spreadsheet.

A typical WOTC application consists of IRS Form 8850 (Pre-Screening Notice and Certification Request) and ETA Form 9061 (Individual Characteristics)—the only two forms required to complete a WOTC application. By completing the forms online, you can work closely with a State Workforce Agency (SWA) to make sure the application complies with all deadlines and documentation requirements.

Note: *For agents to create WOTC applications on behalf of employers, the agent relationship must be 'Active' with the following user privileges checked: 'Create 8850 Application' and 'Create 9061 Application.' Other WOTC privileges determine which WOTC actions an agent may perform. Contact a workforce staff member if you require assistance with your access privileges.*

Creating a WOTC Application for an Employer

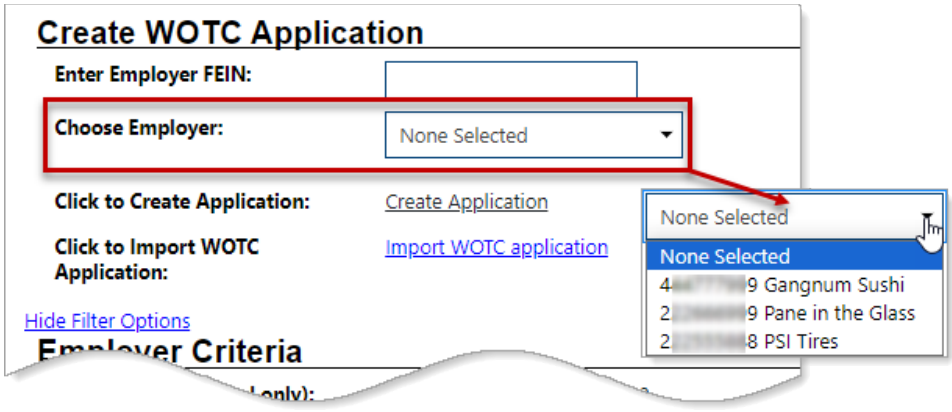
Note: *Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

▶ **To create a WOTC application:**

1 Find and assist the desired employer. See the topic "Assisting a Represented Employer" in Chapter 3 – Manage Your Represented Employers for details on how to find the desired employer. Alternatively, you can select **Agent Portfolio ▸ WOTC Applications** from the Quick Menu group in the left navigation menu.

The WOTC Applications Search page displays. When you are already assisting an employer, their company name displays in the Choose Employer field.

2 If you come to the WOTC Applications Search page without pre-selecting an employer, you can make your choice from a drop-down list in the **Choose Employer** field (see figure below) or use criteria to search for an employer to assist.



Selecting the Employer to Work with on the WOTC Applications Search Page

With an employer selected, the Create Application link is enabled. Continue below with "Completing IRS Form 8850."

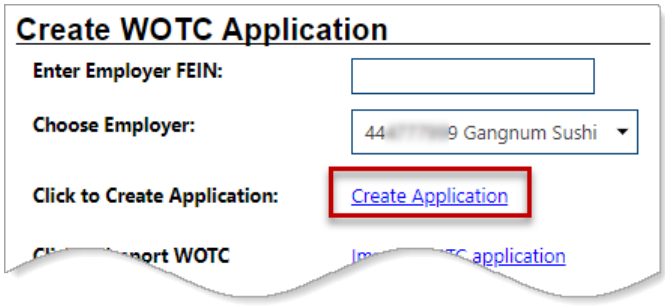
Completing IRS Form 8850

IRS Form 8850 allows hiring companies to make a written request to their SWA to certify their new hire as a member of a WOTC target group, such as 'veterans with significant barriers to employment' or 'unemployed for more than 27 weeks.'

Note: ***The 28 Day Rule:*** *For IRS Form 8850 to be considered timely, you must submit the form to the SWA within 28 calendar days after the employee's start date. The system automatically denies all WOTC applications that are not submitted within 28 days. If the 28th day falls on a holiday or weekend, the next business day is considered the 28th day. This rule also applies to ETA Form 9061.*

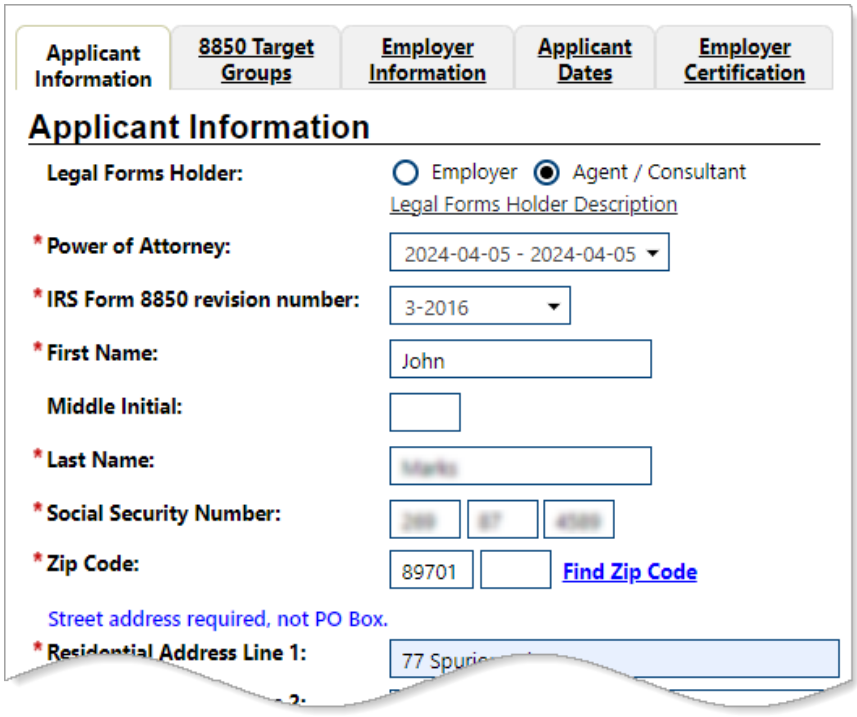
▶ **To complete IRS Form 8850:**

1 After selecting the employer on the WOTC Applications Search page, click the Create Application link (see figure below).



Create WOTC Application Section

A wizard opens, consisting of five tabs used to complete IRS Form 8850. The Applicant Information tab is active (see figure below).



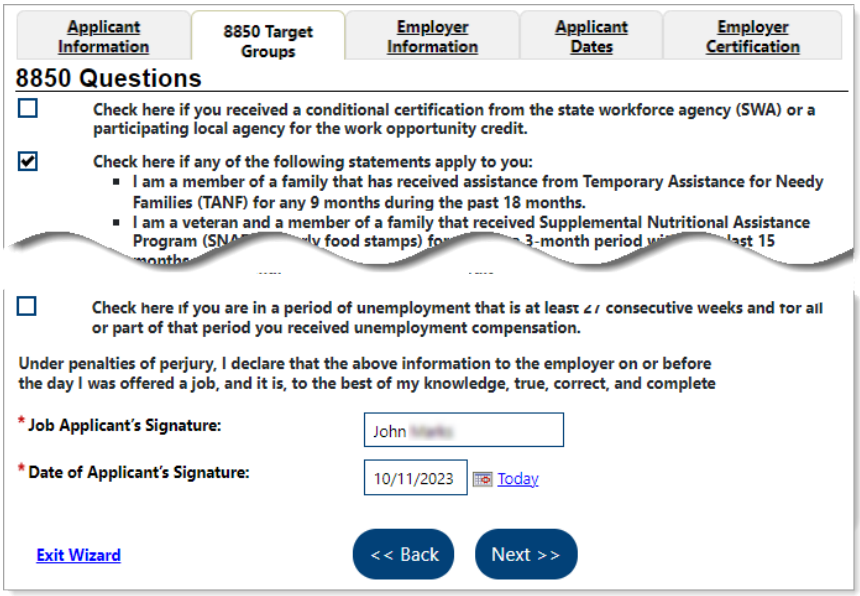
Applicant Information Tab

2 Specify who the **Legal Forms Holder** is (defaults to *Agent/Consultant*).

3 The **Power of Attorney** drop-down list is pre-populated with any existing POA documents for this relationship. Select the POA where the job applicant's start date falls within its range. If there is no valid POA in the system, you cannot create the application until the POA is added and approved by staff.

4 The **IRS Form 8850 revision number** drop-down list displays the most current form revision number as the default. If you change to an older revision (e.g., if you are inputting backlog applications), the WOTC target group questions adjust accordingly on the next tab.

5 Complete the remaining fields for the applicant's personal information, and then click **Next** to continue to the 8850 Target Groups tab (see figure below).

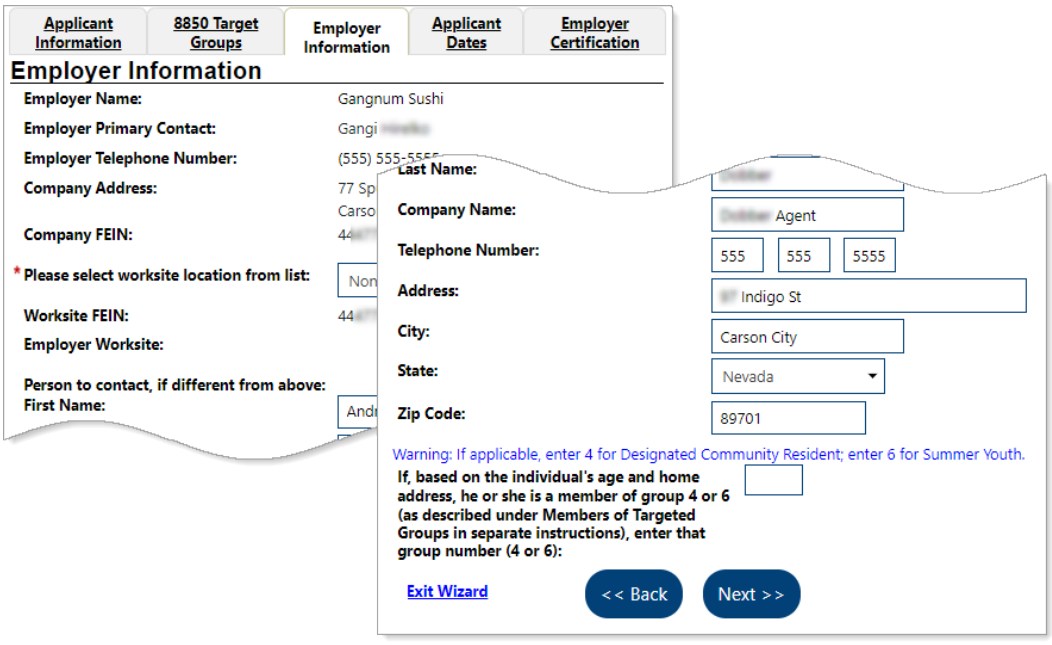


Completing the 8850 Target Groups Tab and Entering Job Applicant Signature

6 If the applicant received a conditional certification from a participating agency, such as an SWA, a Vocational Rehabilitation agency, a One-Stop Career Center, or an Employment Network for the Ticket to Work program, check the conditional certification box.

7 Check the boxes to select the applicable target group(s) for the new hire.

8 Enter the **Job Applicant's Signature** and the date it was obtained, and then click **Next** to continue to the Employer Information tab (see figure below).



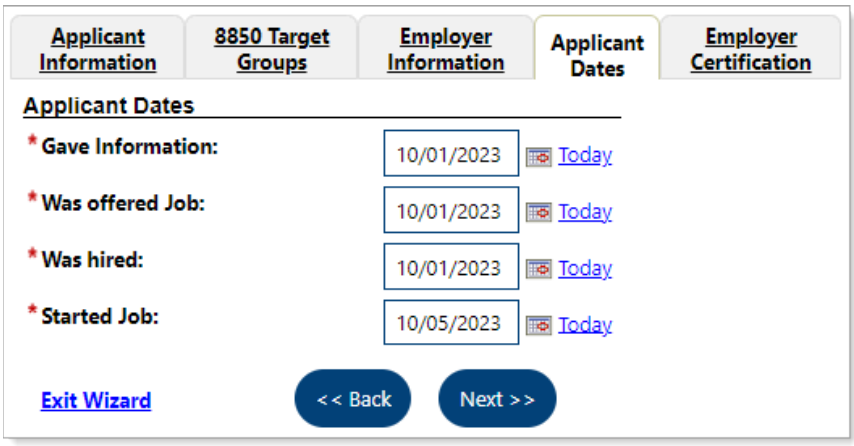
Employer Information Tab

9 The employer's information is displayed in read-only mode. If they have more than one location, you can select the applicant's worksite from the **worksite location** drop-down list.

10 By default, your agent information displays in the **Person to contact** section. If needed, you can enter information for a new contact person.

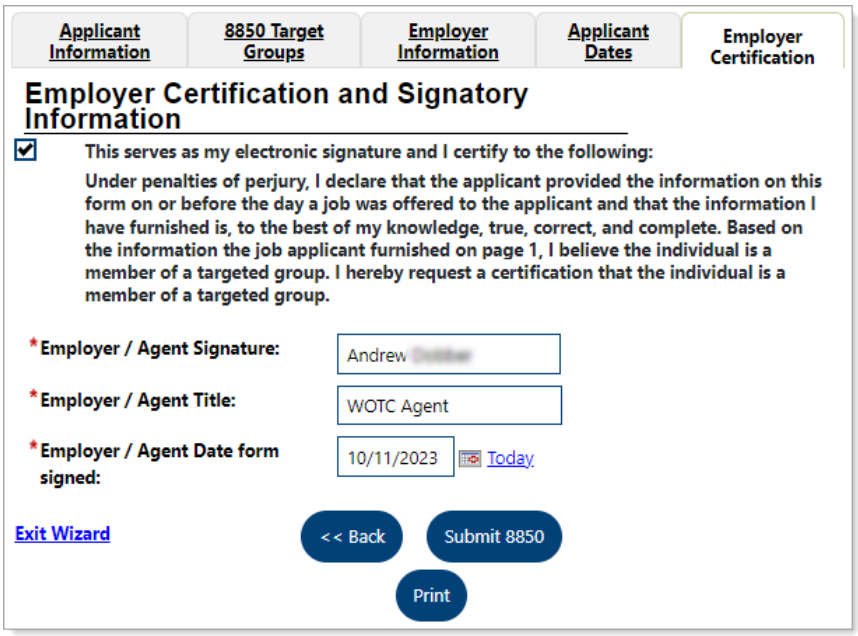
11 Based on the applicant's age and home address, if they are a member of group 4 (*Designated Community*) or 6 (*Summer Youth*), enter that group number in the box provided.

12 Click **Next** to continue to the Applicant Dates tab (see figure below).



Applicant Dates Tab

13 Enter all key dates for the application, and then click **Next** to continue to the Employer Certification tab that concludes the first part of the tax credit application (see figure below).



Employer Certification Tab

14 Check the electronic signature box, enter your name as your **Agent Signature**, your **Agent Title**, and the **Agent Date form signed.**

a. To open the WOTC application in a separate window where it can be saved or printed, select the **Print** button.

15 Click the **Submit 8850** button.

⚠ *Once submitted, you as an agent cannot make any changes to the form, as staff must verify the information. If needed, click **Cancel** to stop submission and then you can use the tab title links to jump to tabs to check the information and make any changes.*

16 Click **OK** to confirm submission. You are automatically taken to the ETA 9061 Form wizard. You can proceed with filling it out or complete it later. See the topic "Completing ETA Form 9061" below for details.

Completing ETA Form 9061

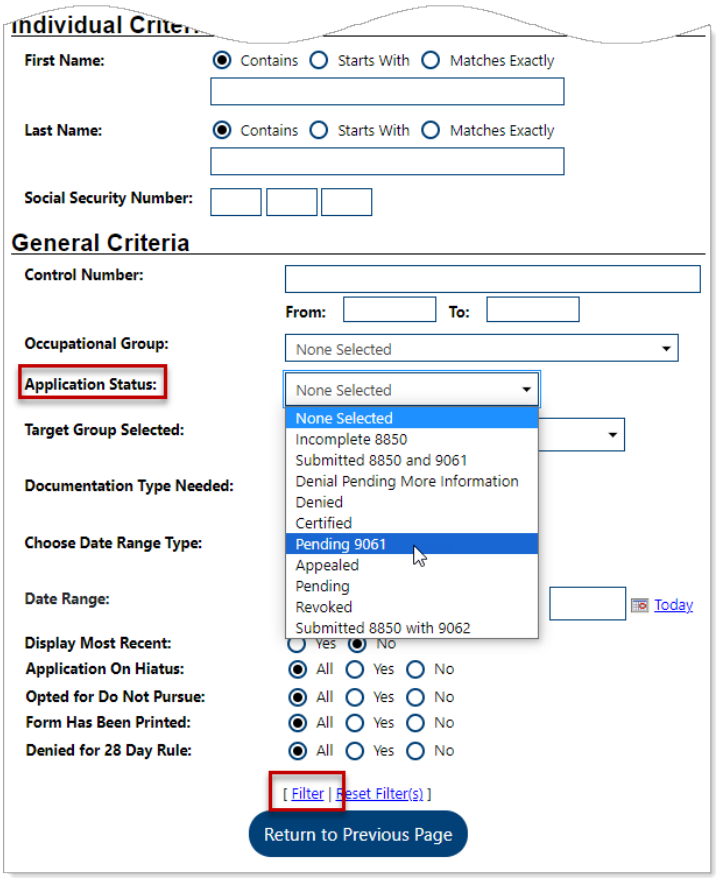
To complete a WOTC application after filling out IRS Form 8850, you must complete ETA Form 9061, known as "Individual Characteristics." You provide more details for the job and documentation of eligibility for a WOTC target group using a multi-tabbed wizard as with the 8850.

Notes: ***The 28 Day Rule:*** *For ETA Form 9061 to be considered timely, you must submit the form to the SWA within 28 calendar days after the employee's start date. The system automatically denies all forms that are not submitted within 28 days. If the 28th day falls on a holiday or weekend, the next business day is considered the 28th day. This rule also applies to IRS Form 8850.*

When you submit the 8850 form, the ETA Form 9061 wizard starts automatically. If you opted to complete the 9061 form later, follow steps 1-3 below to find it in the system and finish it.

▶ **To complete ETA Form 9061:**

1 From the Quick Menu group in the left navigation menu, click **Agent Portfolio ▸ WOTC Applications**. The WOTC Applications Search page displays (see figure below).



WOTC Applications Search Page – Selecting 'Pending 9061' Application Status

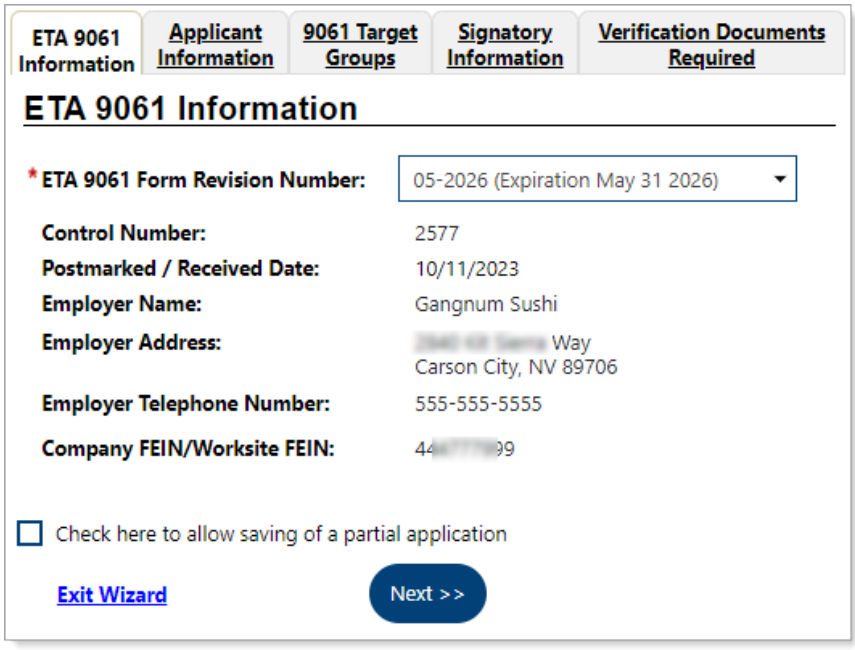
2 In the General Criteria section, select *Pending 9061* from the **Application Status** drop-down list and then click the Filter link (see figure above). A list of matching applications displays (see figure below).

Control Number	Postmarked / Received Date	Applicant Name	Emp EIN	Employer / Agent Name	Target Group Selected	ONET Group	Application Status	Action
2577	10/11/2023	John [redacted]	44[redacted]99	Gangnum Sushi / [redacted] Agent			Pending 9061 (0 Days)	~~Edit 9050~~ Edit 9061 ~~Print Forms~~ Verify Do Not Pursue

Showing Pending 9061 Forms for WOTC Applications

3 Identify the desired job applicant and click the Edit 9061 link in the Action column (see figure above). The ETA Form 9061 wizard opens on the ETA 9061 Information tab, which displays employer information and the Form Revision Number (see figure below).

Note: *If a 'Pending 9061' includes a POA whose dates are outside of the time frame for this application, a message alerts that you must upload a new POA before you can complete the pending 9061 form.*

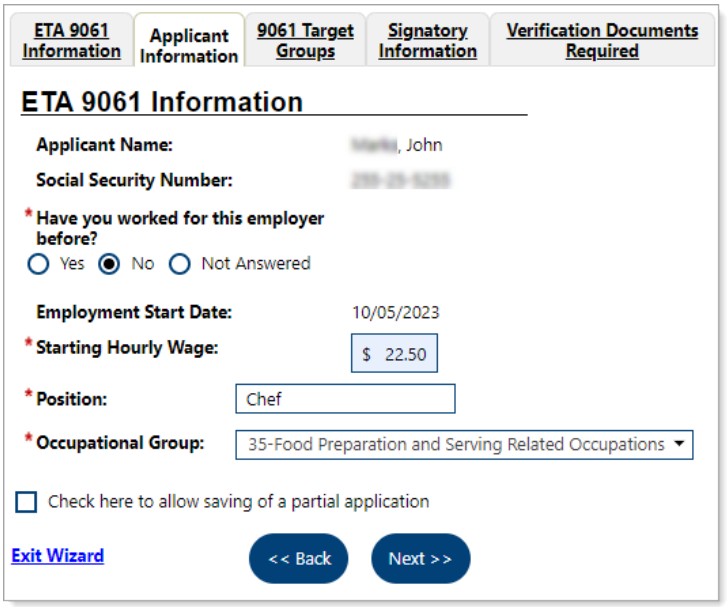


ETA 9061 Information Tab

4 If necessary, and the if field is enabled, you can switch to a different **Form Revision Number** (e.g., if you are submitting backlog applications).

Note: *The ETA 9061 has various revision numbers that correspond to variations in the questions and wording of the eligible target groups. When printing the ETA 9061, the verbiage supports the specified revision number. The current revision number always displays as the first selection in the drop-down list and in some systems, the field may be display-only.*

5 Click **Next** to continue to the Applicant Information tab, which displays applicant information collected from IRS Form 8850 (see figure below).



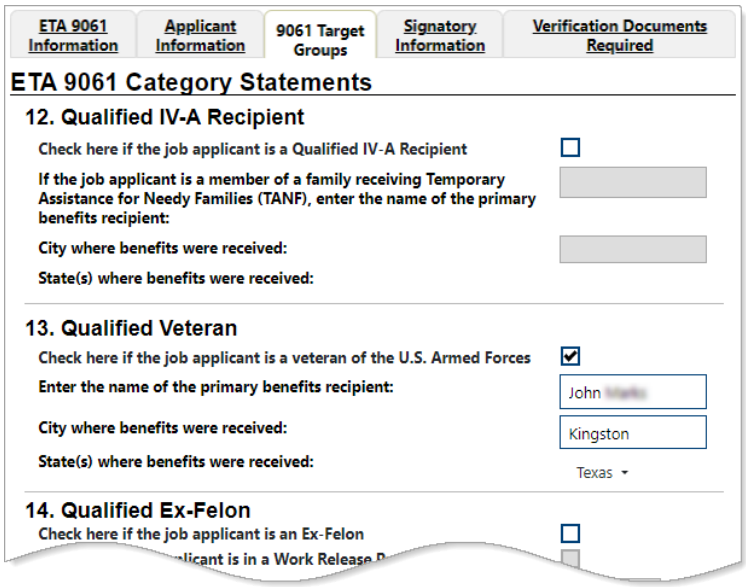
Applicant Information Tab

6 Indicate if the applicant has **worked for this employer before**. If *Yes*, you must enter the last date of employment, and the applicant is considered a '*Rehire*' that is not eligible for WOTC; if submitted, the application is '*Denied*.'

7 Enter their **Starting Hourly Wage** and **Position** title.

8 Select the applicable **Occupational Group** from the drop-down list.

9 Click **Next** to continue to the 9061 Target Groups tab, which displays the ETA Form 9061 questions that allow the applicant to qualify under a WOTC target group (see figure below).

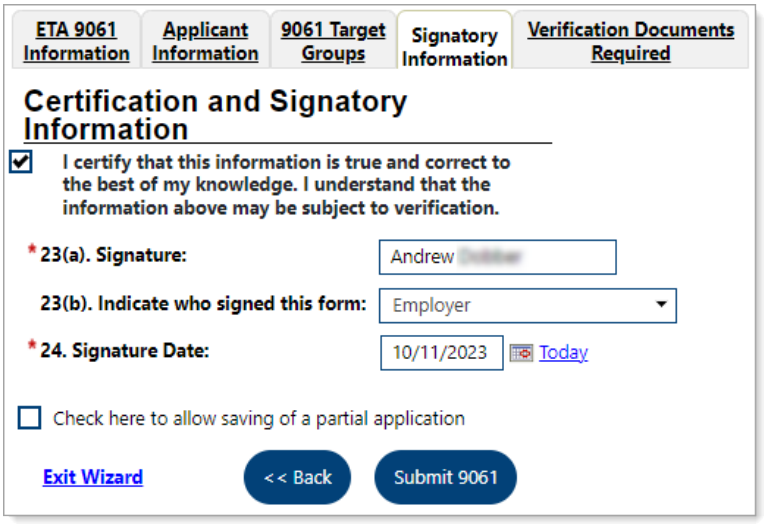


9061 Target Groups Tab

10 Answer all questions as applicable, noting that you must select at least one target group (e.g., Veteran, SNAP, TANF). *Yes* responses may enable additional required fields, for example, SNAP requires the date of birth.

***Note**: The system only allows target groups that were selected on the 8850 to be selected on the 9061. If a target group was not selected on the 8850, it is read-only on the 9061.*

11 Click **Next** to continue to the Signatory Information tab (see figure below).



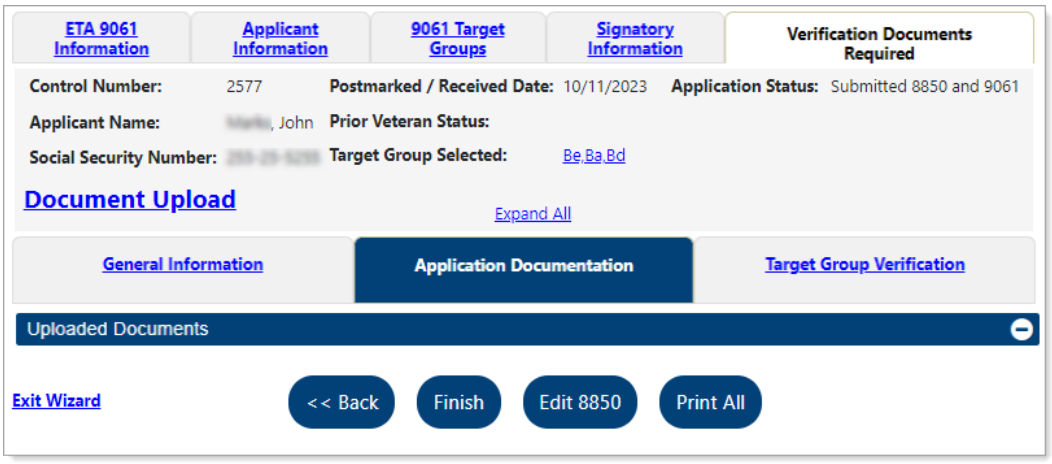
Signatory Information Tab

12 Check the certification box, enter your name in the **Signature** field, select your role from the signatory identification drop-down list (select *Consultant* for TPA), and enter the **Signature Date**.

13 If the **Check here to allow saving of a partial application** box has been checked (see figure above), uncheck it now to allow the system to check the information entered on all tabs before submission.

14 Click the **Submit 9061** button. The form is saved and the Verification Documents Required tab displays (see figure below).

***Note**: If the applicant is a member of the Long-Term Unemployment target group, an additional tab with an ETA 9175 Self-Attestation form is displayed. See the topic "Completing ETA Form 9175" in this chapter for details.*



Verification Documents Required Tab

This tab displays the Applicant Information as read-only in the top panel for reference. The Document Upload link allows you to upload documents required to verify the target group(s) you selected on the application. See the topic "Uploading WOTC Verification Documents" in this chapter for details.

The Uploaded Documents panel below the buttons displays a list of supporting documents for the application that have already been added (if any).

15 To print or download a PDF version of the entire application, click the **Print All** button.

16 To submit the complete application, click the **Finish** button. The WOTC Applications Search page redisplays.

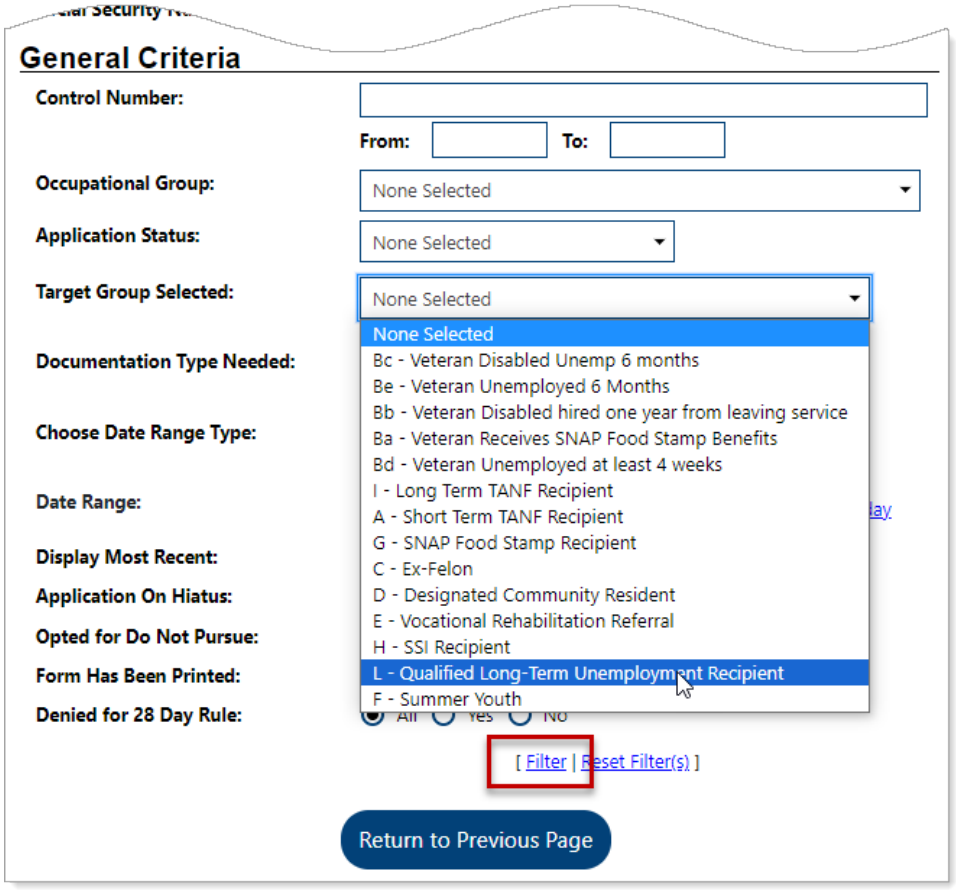
Completing ETA Form 9175

ETA Form 9175 is a Self-Attestation Form (SAF) completed only by job applicants of the Long-Term Unemployment Recipient target group and presents a signed declaration as to their unemployment history. Employers or their agents submit the completed SAF along with IRS Form 8850, or if filed separately, with ETA Form 9061/9062, to the SWA in which your business is located for each certification request.

Note: *Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

▶ **To complete ETA Form 9175:**

1 From the Quick Menu group in the left navigation menu, click **Agent** or, if assisting an employer, **Employer Portfolio ▸ WOTC Applications**. The WOTC Applications Search page displays (see figure below).



WOTC Applications Search Page – General Criteria Section

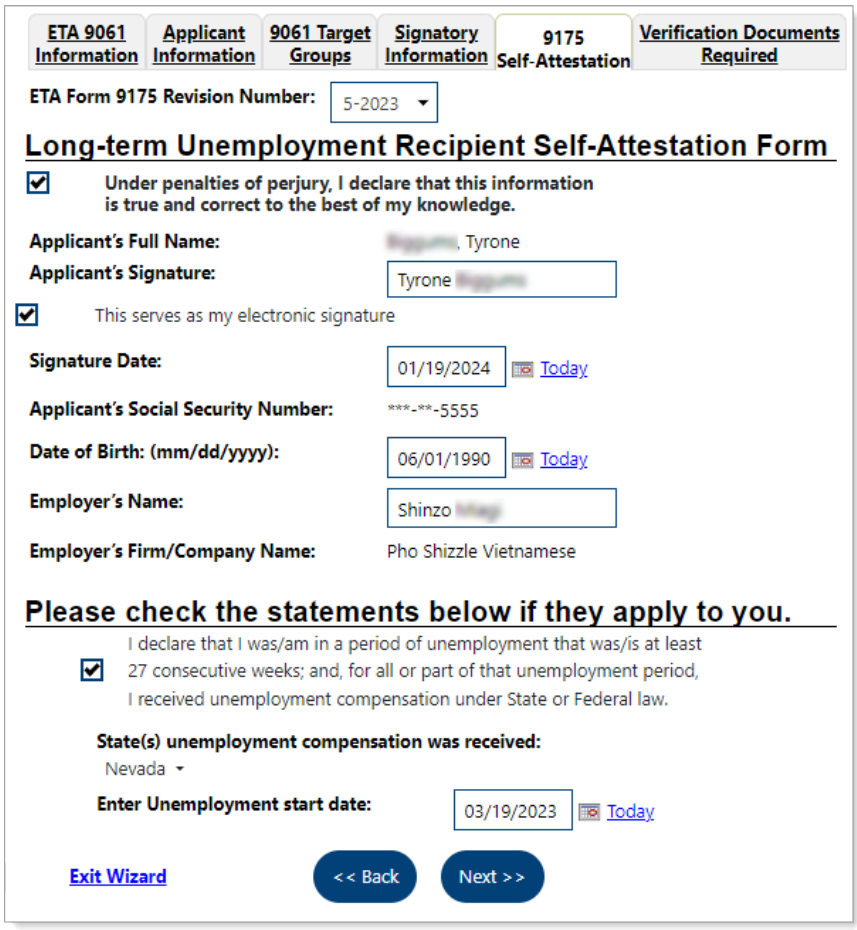
2 In the General Criteria section, select the *Qualified Long-Term Unemployment Recipient* target group from the **Target Group Selected** drop-down list and click the Filter link (see figure above).

3 In the search results, click the Edit 9175 link in the Action column for the desired WOTC applicant (see figure below).

Control Number	Postmarked / Received Date	Applicant Name	Emp EIN	Employer / Agent Name	Target Group Selected	ONET Group	Application Status	Action
2625	01/19/2024	Tyrone [redacted]	[redacted]	Pho Shizzle Vietnamese	Be,Ba,Bd,G,L,	Food Preparation and Serving Related Occupations	Submitted 8850 and 9061 (9 Days)	Edit 8850 Edit 9061 Edit 9175 Print Forms Verify Do Not Pursue

General Criteria Search Results – Edit 9175 Link

4 The ETA 9061 Form wizard displays on the 9175 Self-Attestation tab (see figure below). Enter the information in the fields as required.



ETA 9061 Form Wizard – 9175 Self-Attestation Tab

5 Click the **Next** button. The page is saved and the Verification Documents Required tab displays. See the topic "Uploading WOTC Verification Documents" in this chapter for details.

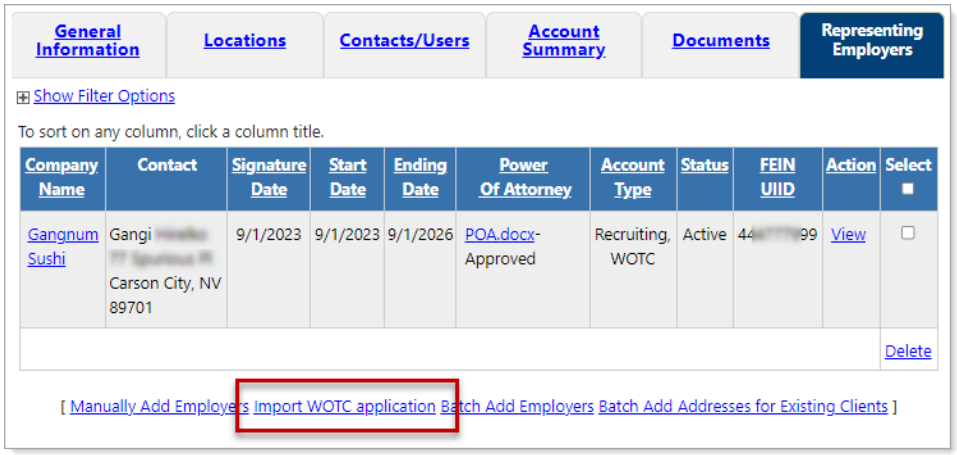
Importing WOTC Applications

As an agent, you can import WOTC applications for individuals as a batch process via an Excel spreadsheet. This can be done using the same spreadsheet used for multiple employers that you represent, provided all employers are active with approved POAs. You can access the import applications function from either the Representing Employers tab or the WOTC Applications Search page.

Note: *Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

▶ **To import WOTC applications:**

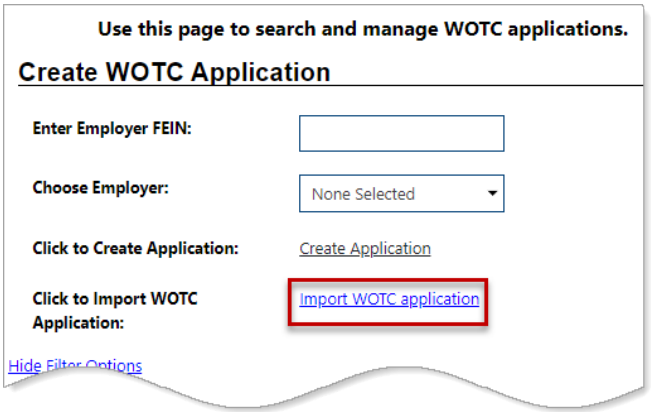
1 From the Services for Employers group of the left navigation menu, click **Services for Agents**. The Representing Employers tab displays. Click the Import WOTC application link below the table (see figure below).



Import WOTC Application Link on Representing Employers Tab

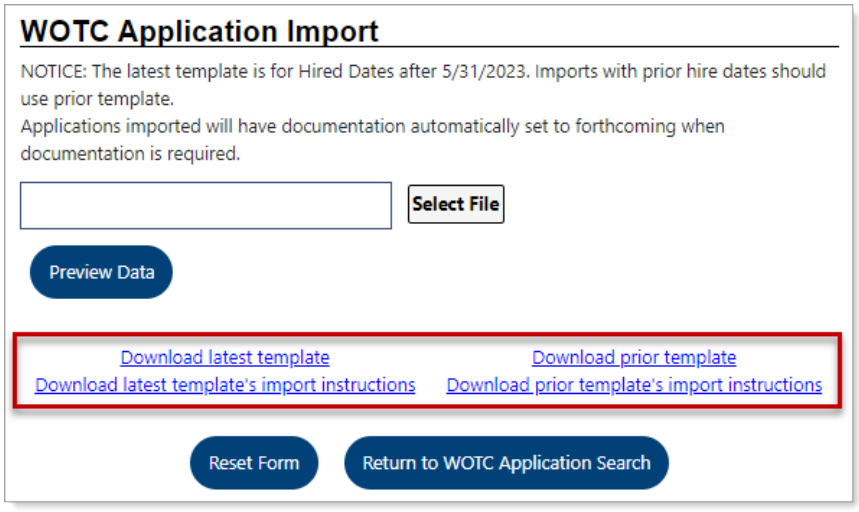
OR…

From the Quick Menu group of the left navigation menu, click **Agent Portfolio ▸ WOTC Applications**. The WOTC Applications Search page displays. Click the Import WOTC application link (see figure below).



WOTC Applications Search Page – Import WOTC Application Link

The Import WOTC Application page displays (see figure below).



Import WOTC Application Page

2 To view the instructions for uploading applications, click the Download latest template's import instructions link (see figure above). A PDF version opens in a separate browser tab, which you can save to your computer or print. The document includes examples of error messages and required and optional fields.

3 To save a blank spreadsheet to your computer and begin entering information for individuals' applications, click the Download latest template link (see figure above).

***Note**: Use the prior template and instructions if you are using a pre-existing import file based on the older format.*

a. Save the file to a desired location.

b. Following the import instructions, fill in the Excel spreadsheet for each application to be uploaded. Be sure to fill in all required fields shown in red in the heading row.

***Tip:** When uploading several applications, sort the rows by FEID/FEIN in Excel to speed up processing, as the system parses data by that field.*

4 To upload a completed spreadsheet of application information:

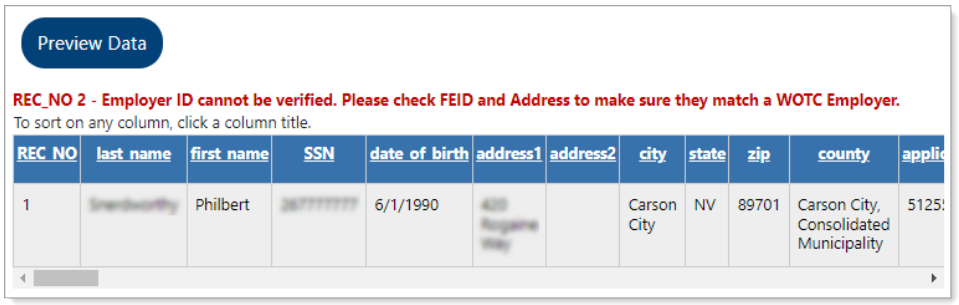
a. Click the **Select File** button.

b. Select the appropriate Excel file from the displayed dialog box.

5 Click the **Preview Data** button to check the data format. The information is validated and then displays in a table for you to verify as correct.

a. If any information is incorrect, red error messages display, identifying the entries in error (see figure below). Use the horizontal scroll bar to see all columns for a row of information.

b. Make the changes to the Excel spreadsheet and re-upload the file.



Incorrect Data Messages and Entries for Application Preview

c. If the information is correct, click the **Create Application(s)** button above the table (see figure below). The application records are created for the represented employers with a '*Submitted*' status.

Correct Imported Application Information

Uploading WOTC Verification Documents

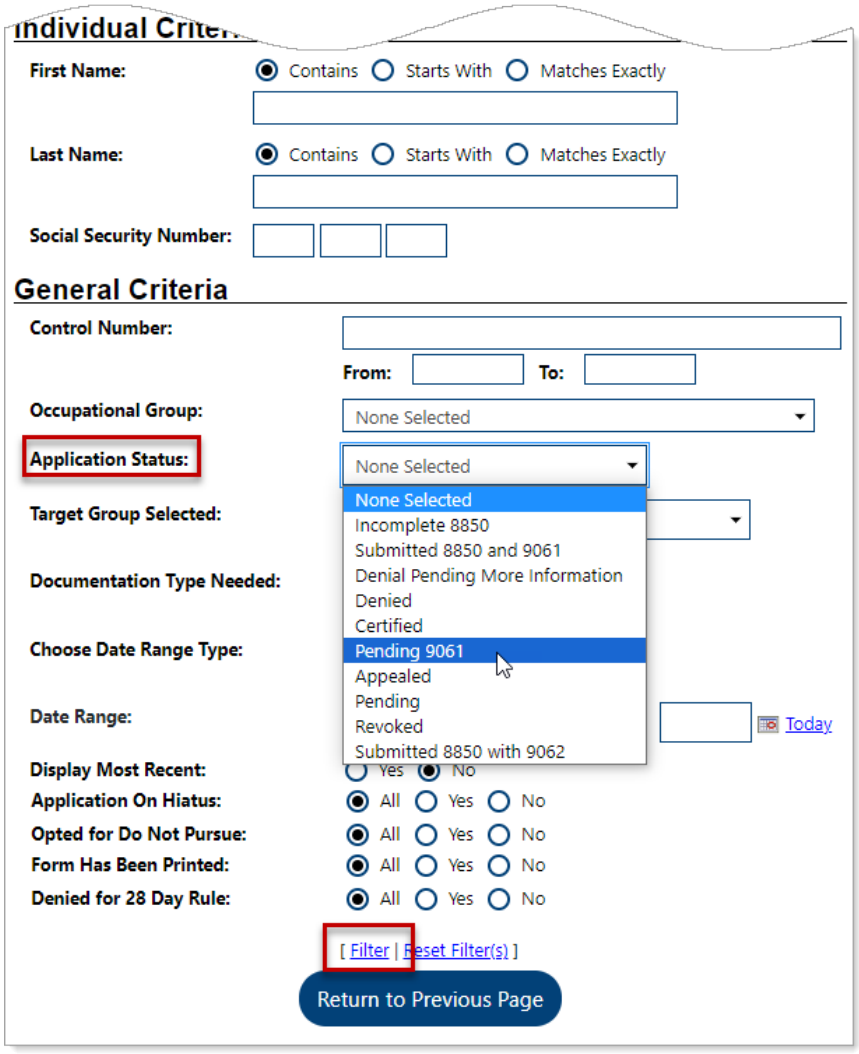
The Verification Documents Required tab of the Verification Documents Required page allows staff or agents to upload the documents used for WOTC eligibility verification and can be done at any time. By attaching the document in context of the WOTC application, SWA staff can easily access the document when reviewing the application. ETA Form 9061 specifies the types of documentary evidence that substantiates WOTC eligibility under the various target groups.

***Note**: Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

▶ **To upload verification documents for an applicant:**

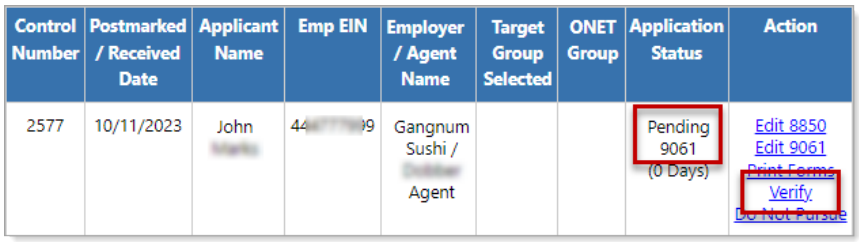
1 From the Quick Menu group in the left navigation menu, click **Agent Portfolio ▸ WOTC Applications**. The WOTC Applications Search page displays.

2 Scroll down to the Individual Criteria section and enter the applicant's name or SSN, or select an **Application Status** in the General Criteria section, or enter any other applicable search criteria, and then click the Filter link (see figure below).



Filtering for Applicants to Upload Verification Documents

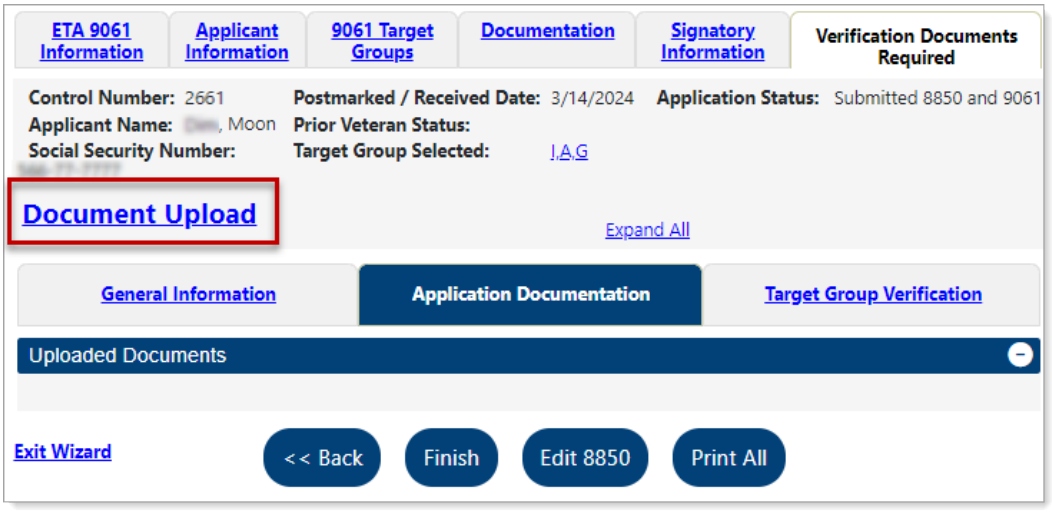
3 A table with matching applicants displays (see figure below). Identify the desired applicant and click the Verify link in the Action column.



Control Number	Postmarked / Received Date	Applicant Name	Emp EIN	Employer / Agent Name	Target Group Selected	ONET Group	Application Status	Action
2577	10/11/2023	John	44 9	Gangnum Sushi / Agent			Pending 9061 (0 Days)	Edit 8850 Edit 9061 Print Forms Verify Do Not Pursue

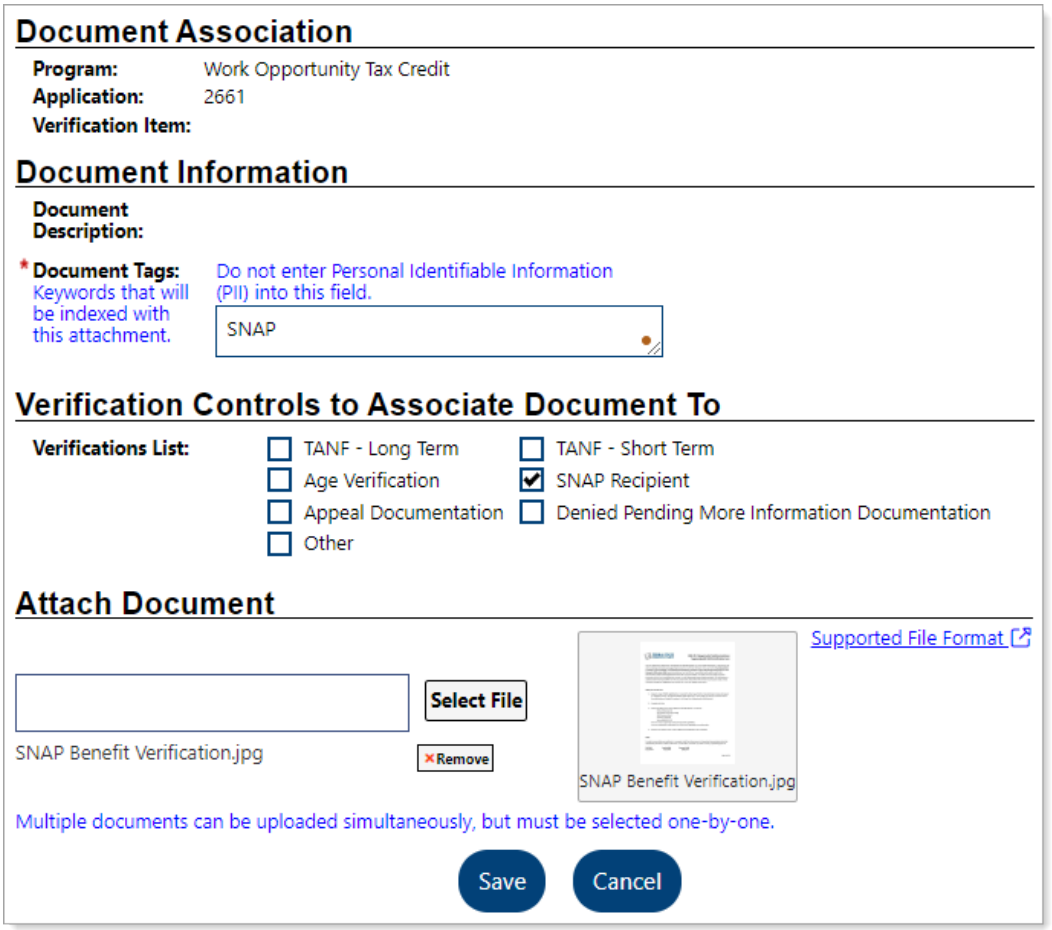
Matching Applicants and Verify Link

The Verification Documents Required tab displays (see figure below).



Verification Documents Required Tab

4 Click the Document Upload link. The Document Upload window opens (see figure below).



Document Upload Window

5 In the Document Information section, enter **Document Tags** keywords designated by your state to facilitate indexing.

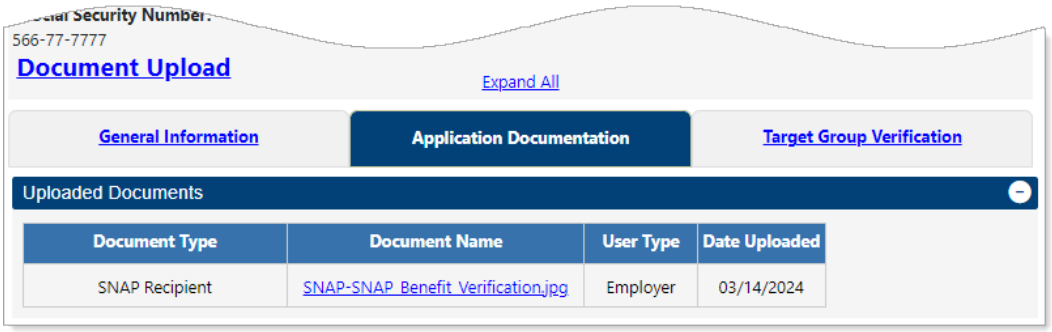
6 In the Verification Controls to Associate Document To section, check the associated WOTC target groups the uploaded document supports. More than one selection is allowed; for example, a form DD214 can serve as both age and veteran status verification.

7 In the Attach Document section, click the **Browse** button (or **Select File** button if using a Chrome browser).

   a. To ensure that your document meets the requirements for upload, select the Supported File Format link to see a list of compatible file types.

   b. Select the document from your file directory. The document file name displays below the field.

8 Click the **Save** button. The Verification Documents Required tab redisplays with the document listed under the Uploaded Documents panel on the Application Documentation subtab (see figure below).



Verification Documents Required Tab – Application Documentation Subtab – Uploaded Documents Panel

9 To view, download, or modify the document parameters, click on the link in the Document Name column.

***Note**: Once the Verification Controls are associated to the document, they cannot be modified.*

Reviewing WOTC Application Status

The SWA issues a final determination for each WOTC application submitted. In some cases, the SWA may request additional information or documentation from the employer. In all cases, employers and their agents learn of any special requests or determinations through the Message Center and email account of the legal forms holder. The system sends the notification to the employer unless they have an active relationship with an agent, in which case the notification is sent to the agent.

***Note**: Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

To check for messages concerning WOTC applications:

- In the top menu bar, click the **Mail** icon and then the Message Center link. The Messages tab displays (see figure below). You can also access this tab from the My Messages widget on your dashboard.

Viewed Status	Attachments	From	Subject	Msg Date	Select
		POSTMASTER	WOTC 9061 Application Signatory ID Required	09/26/2023 09:11 AM	
		POSTMASTER	Program Change Notification - Staff Review	09/26/2023 09:09 AM	
		POSTMASTER	WOTC Application Certified	09/20/2023 10:28 AM	
		POSTMASTER	WOTC application request for information	09/20/2023 10:26 AM	
		POSTMASTER	WOTC application Denied	09/18/2023 11:43 AM	

Reviewing Sample WOTC Application Notifications Received in the Message Center

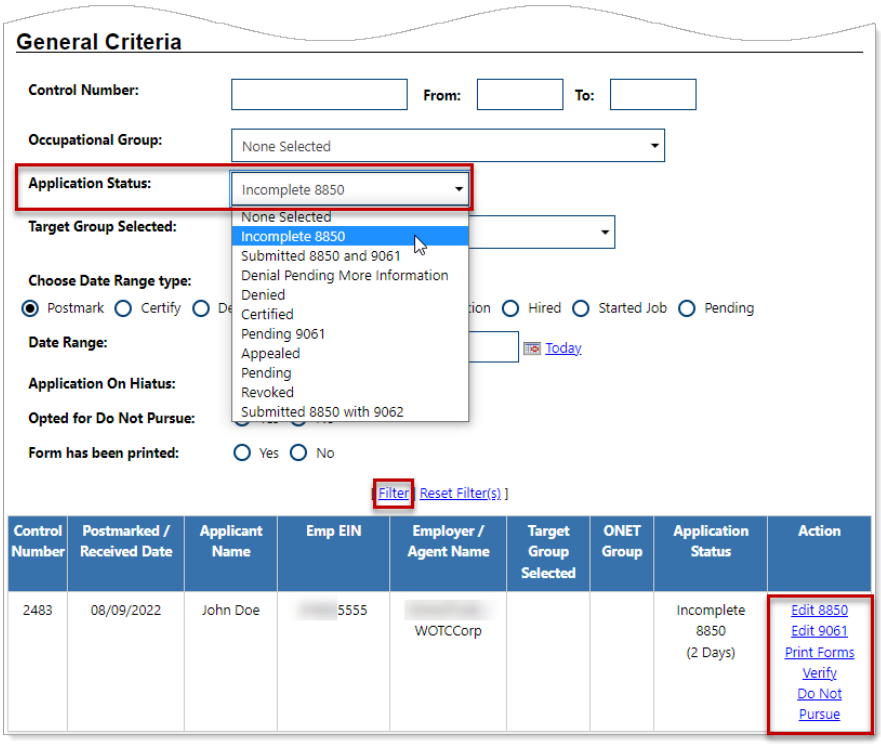
All message alerts specify any required action and clearly reference the specific WOTC application. Examples of WOTC message alerts sent to employers or agents include the following:

- Notice of incomplete application (e.g., Form 9061 is missing the certification signature or the applicant's date of birth).
- Request for more information, where SWA staff clearly specify the missing information or documents.
- Notice of denial of a WOTC application in which SWA staff provide a clear explanation.
- Notice of approval of a WOTC application in which SWA staff specify the WOTC target group used to meet eligibility.

In addition to checking for alerts in the Message Center, you can easily search for applications that have a specific status on the WOTC Applications Search page.

To check the status of an application:

1 From the Quick Menu group in the left navigation menu, click **Agent Portfolio ▸ WOTC Applications**. The WOTC Applications Search page displays (see figure below).



Filtering WOTC Applications by Application Status

2 Scroll down to the General Criteria section and select the **Application Status** you are interested in, and then click the Filter link. For example, you may select *'Incomplete 8850'* to see which applications still need more information.

3 From the list of matching applications, you may initiate any of the following tasks from the Action column:

- **Review or edit IRS Form 8850** – Click the Edit 8850 link. Only unsubmitted forms can be edited.
- **Review or edit ETA Form 9061** – Click the Edit 9061 link. Only unsubmitted forms can be edited, however, verification documents can be added at any time.
- **Add verification documents to ETA Form 9061** – Click the Verify link to go directly to the Verification Documents Required tab to upload documentation and appeal the application. It also provides a brief overview of the application, including the status and if applicable, interfaces that ran against target groups.
- **Print or download any or all forms** – Click the Print Forms link, and then select which ones to open. The forms open in PDF viewer window, from which you can print or download them.
- **Set application status to *'Denied'*** – Click the Do Not Pursue link, then click **OK** to confirm. This generates a denial letter that you can print using the Print Forms link. Denying an application in this manner is the only status change an agent can make.

Appealing a WOTC Application

Applications for the Work Opportunity Tax Credit can be denied for a variety of reasons, including but not limited to:

- Denied pending more information (most common)
- Form 8850 was not submitted within 28 days for start dates
- Applicant did not receive TANF or SNAP benefits
- Documentation not submitted for veteran's receipt of compensation for service-connected disability
- Employee does not meet the criteria for the specified target group
- Job Applicant or Employer Signature date discrepancy

If the employer or agent believes that the SWA has denied the application in error, the denial can be appealed. If the appeal is decided in the employer's favor, the application goes forward.

***Note**: 'Certified' applications can also be appealed. This requirement may arise in the event that the original certification request was certified for a target group that results in a lower tax credit (for a target group that was also selected on IRS Form 8850 and ETA Form 9061/9062). The employer or agent may submit an Appeal for a certification redetermination.*

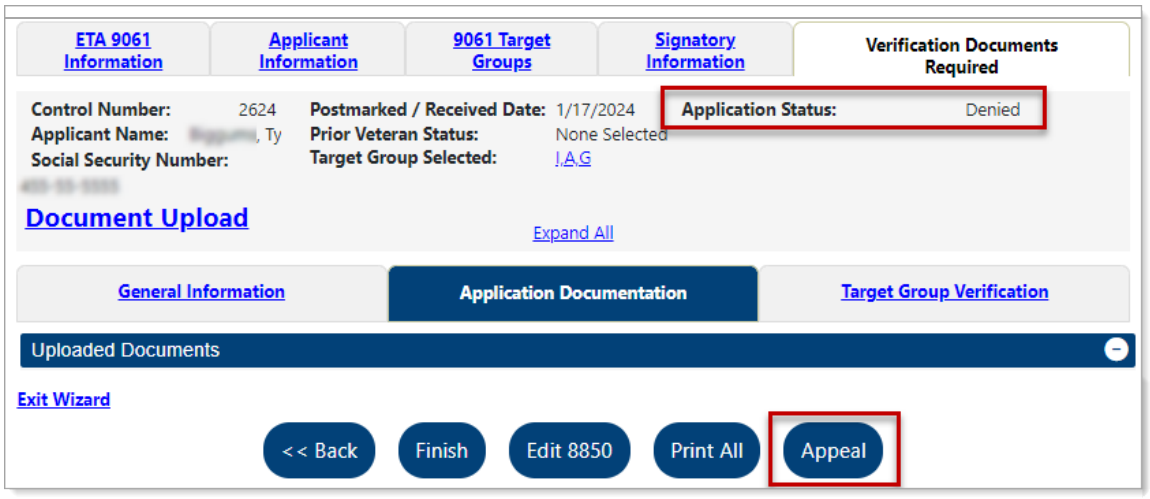
▶ **To appeal a WOTC application:**

1. From the Quick Menu group in the left navigation menu, click **Agent** or, if assisting an employer, **Employer Portfolio ▸ WOTC Applications**. The WOTC Applications Search page displays.
2. In the General Criteria section, search for the **Application Status** of *'Denied'* or *'Certified'* in the search results (see figure below).

Control Number	Postmarked / Received Date	Applicant Name	Emp EIN	Employer / Agent Name	Target Group Selected	ONET Group	Application Status	Action	Select
2624	01/17/2024	Tyrone [redacted]	[redacted]	Pho Shizzle Vietnamese	G,	Food Preparation and Serving Related Occupations	Denied	Edit 8850 Edit 9061 Print Forms Verify	☐

Filtering WOTC Application – Denials Example

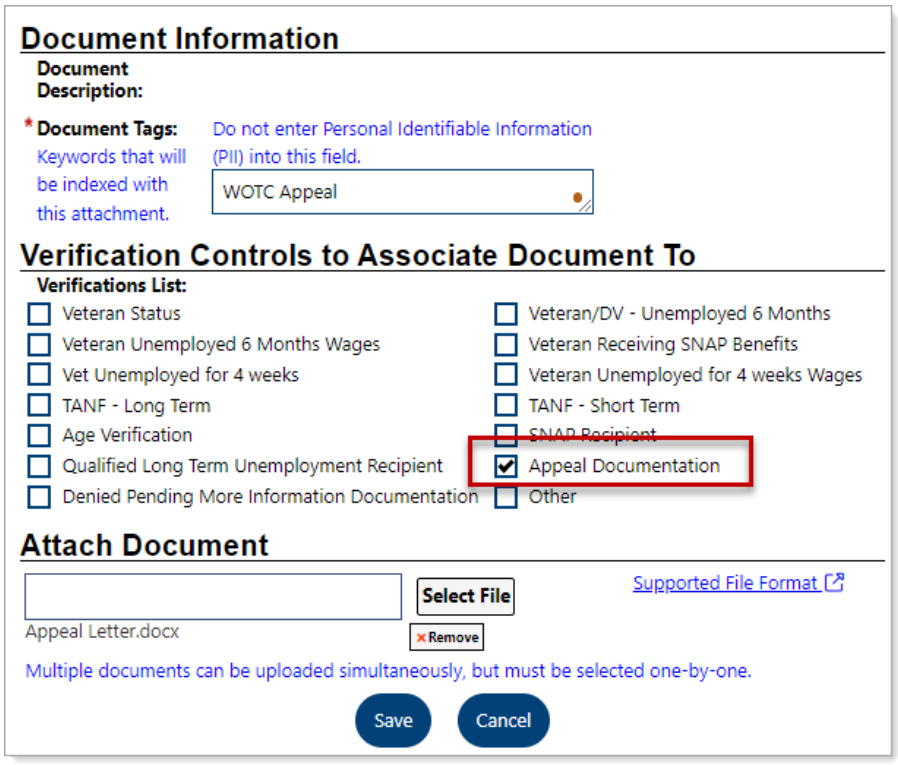
3. Click the Verify link to display the Verification Documents Required tab of the WOTC application, which now has a button for appealing the denial (see figure below).



Verification Documents Required Tab with Appeal Button

4 Before the application decision can be appealed, documentation for the reason you are appealing the decision is required. Click the Document Upload link.

5 In the document upload window, select the **Verification Control** of *'Appeal Documentation,'* attach the appeal, and click **Save** (see figure below). See the topic "Uploading WOTC Verification Documents" in this chapter for additional details.



Document Upload Window – Appeal Documentation

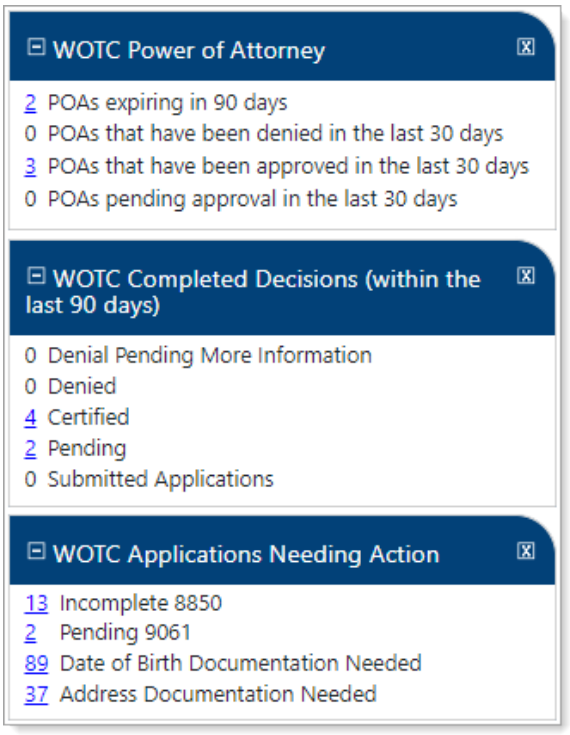
6 The document upload window closes. Click the **Appeal** button on the Verification Documents Required tab.

7 Click **OK** on the confirmation to return to the WOTC Applications Search page. The application status is now *'Appealed'* and is sent to the SWA for review.

SWA staff review the appeal and decide whether to allow the application to proceed, normally with a status of *'Submitted'* or *'Denial Pending More Information.'* The system may also verify additional information and, if requirements are met, auto-certify (or recertify an alternative target group) the application. If the staff have what they need to certify, then they can update the status directly to *'Certified.'* You receive a system notification with the appeal decision once staff make their determination.

WOTC Agent Dashboard Widgets

WOTC employers and agents have three special dashboard widgets that display Power of Attorney approvals, the status of submitted WOTC applications, and action items (see figure below).



Employer/Agent WOTC Dashboard Widgets

- **Power of Attorney** – Displays counts of agent-employer Powers of Attorney for an agent to act on, for example, for those expiring in 90 days, or for those that have been denied. Click on a [number] link to display the Representing Employers tab with the POAs for the selected status listed.
- **Completed Decisions** – Lists the number of applications for each status within the last 90 days. Click on a [number] link to display the WOTC Applications Search page, with the specific applications for that status listed.
- **Applications Needing Action** – Provides a list of applications requiring service. Click on a [number] link to display the WOTC Applications Search page, with the specific applications for that action item listed.

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