7: Manage WOTC

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WOTC Overview

The Work Opportunity Tax Credit (WOTC) is a federal tax credit incentive that benefits both employers and qualified workers. The WOTC has two purposes: to promote the hiring of individuals who qualify as a member of a target group, and to provide a federal tax credit to employers who hire these individuals.

Target groups who have faced significant barriers to employment include veterans, SNAP or WTP recipients, SSI recipients, and many more.

This chapter covers the common activities of WOTC employers and agents, including:

- Registering and setting up a WOTC employer account
- Requesting WOTC access for already registered recruiting employers or agents
- Setting WOTC privileges for contacts or agents
- Adding Power of Attorney for an agent and activating the agent-employer relationship
- Uploading multiple employers at one time by an agent
- Recruiting WOTC job applicants
- Completing WOTC applications, including IRS Form 8850 and ETA Form 9061
- Uploading verification documents
- Viewing statuses of submitted applications and Power of Attorney
- Using WOTC employer/agent dashboard widgets

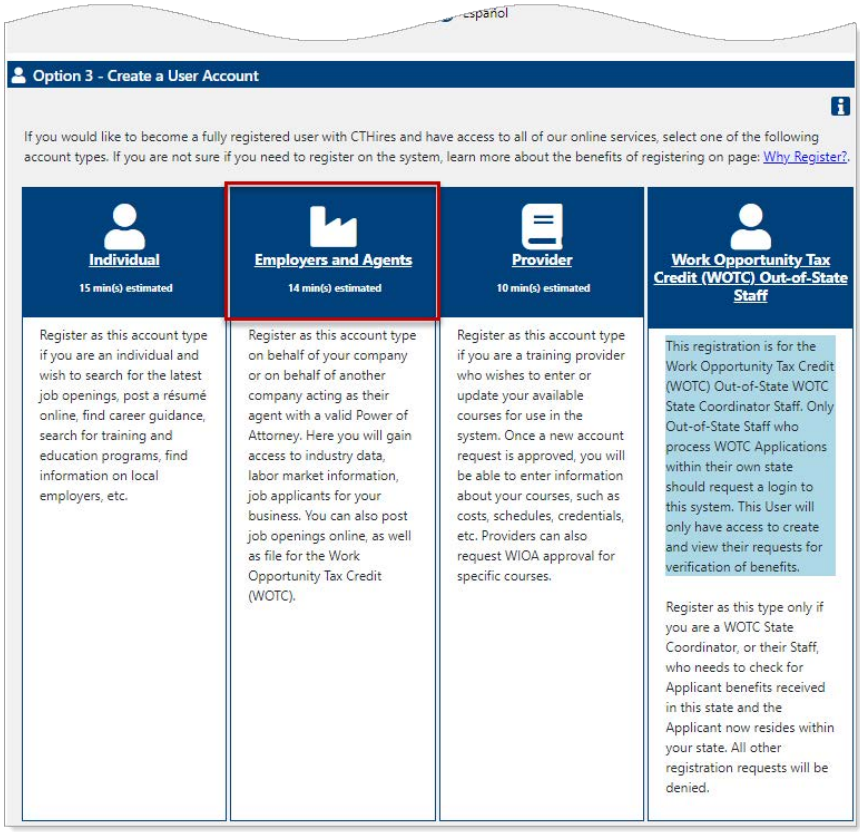
Registering as a WOTC Employer

The *WOTC* module allows employers or their agents to manage their WOTC applications online. Both employers and agents self-register on the system and once approved by staff, they have full access to WOTC functionality. When the system also includes recruiting functionality, employers may be able to register for both *Recruiting* and *WOTC* functionality. Registration requirements will vary in accordance with the site and the account type selected.

▶ **To complete a WOTC registration as an employer:**

1 On the site home page, click the **Sign In** button, usually in the upper right portion of the page. The Sign In/Registration Options page displays (see figure below).

Note: *You may see a different button or link for registration on your site's home page.*

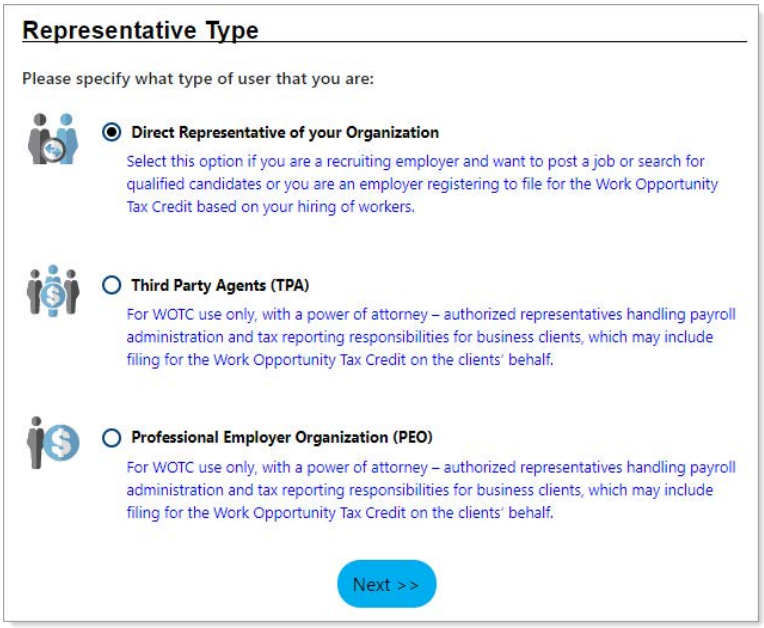


Sign In/Registration Options Page

2 In the Option 3 – Create a User Account section, click the Employers and Agents link to launch the registration wizard for an employer or agent account.

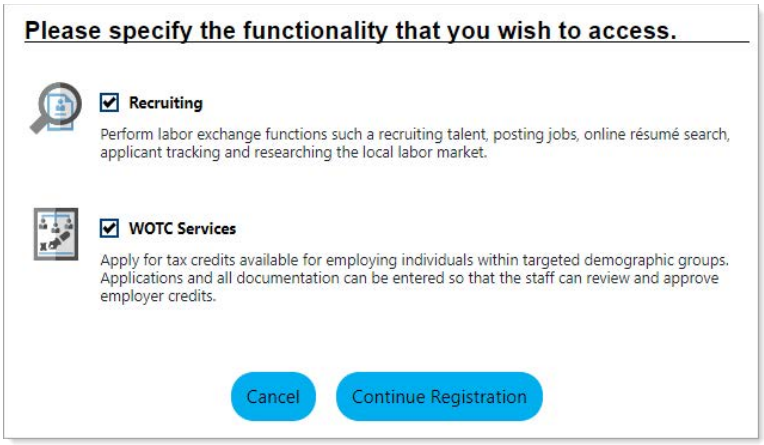
Note: *The fourth registration option on the far right, Work Opportunity Tax Credit (WOTC) Out-of-State Staff, is for a specialized type of user in the system. Register as this type of user only if you are a WOTC State Coordinator, or their staff, in another state and you need to check for applicant benefits received in this state by the applicant who now resides within your state.*

3 Read the Employer Agreement or Use Policy page (varies by state) and click the **I Agree** button to proceed. The Representative Type page displays (see figure below).



Selecting an Employer Account Type

4 Employers select **Direct Representative of your Organization**; WOTC agents select **Third Party Agents (TPA)** or **Professional Employer Organization (PEO)**; then click the **Next** button. For direct representatives of an organization, on the next page, you will select which type of employer services you require in the system (see figure below).

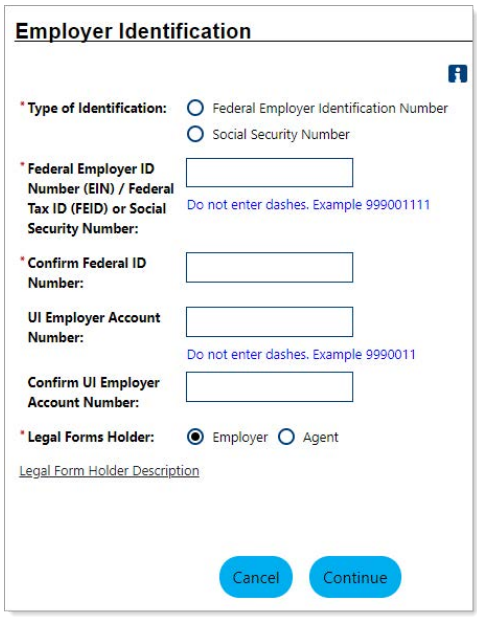


Representative Type Page

5 Select **WOTC Services**, and if available and applicable, **Recruiting**.

Note: *On some sites, you may not be able to request both Recruiting and WOTC services for the same account. If that is the case, and you select both, you will get a message that you must register for Recruiting services as a separate account.*

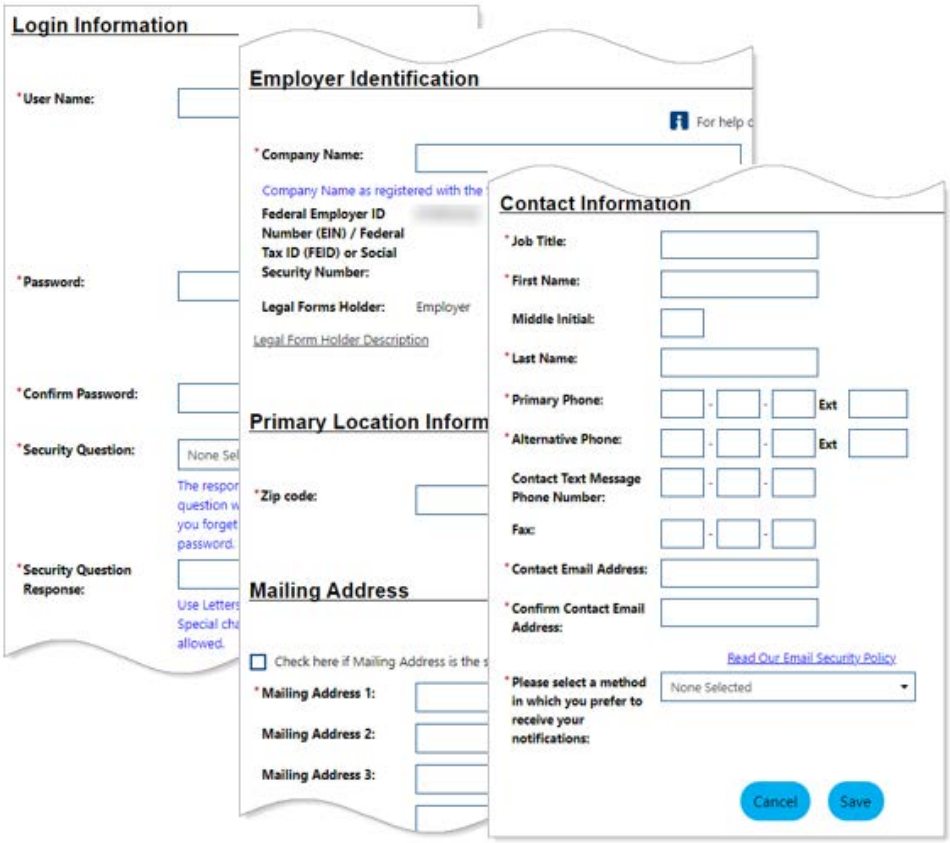
6 Click **Continue Registration**. The Employer Identification page displays (see figure below).



Employer Identification Page

7 Complete the required fields (marked with a red asterisk *), and if desired, click the Legal Forms Holder Description link to read the definition.

8 Click **Continue** to proceed to main registration information page (see figure below).

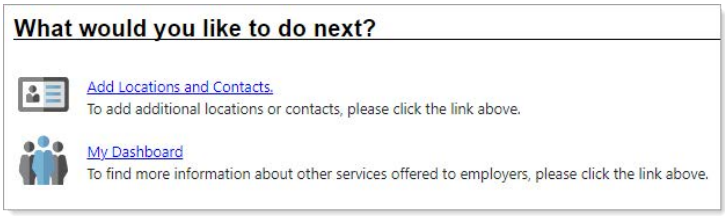


Employer Registration Page

9 Complete the fields for your login information, company name and addresses, and the primary contact's information, and then click **Save**.

Note: *Employers who also checked the Recruiting services box at the beginning of registration will have more sections on the registration page, for instance, Company Information, Company Profile, and Benefits Offered.*

Your account is created and the What would you like to do next? page displays (see figure below).



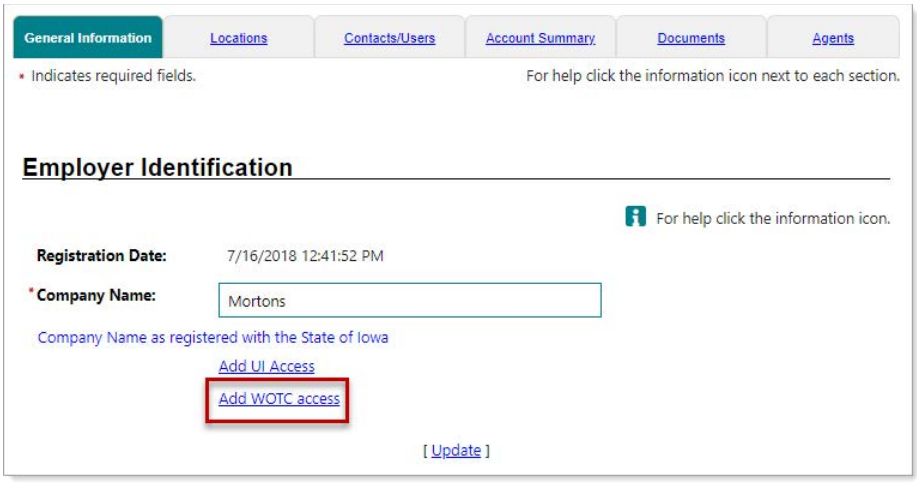
What Would You Like to Do Next? Page

Recruiting Employer Requesting WOTC Access

If you are already registered as a Recruiting employer and would like access to WOTC functions, you can request this access from your Employer Profile page.

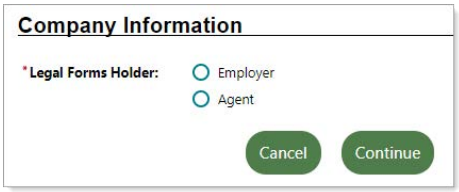
▶ **To request WOTC access:**

1 From the Quick Menu group in the left navigation menu, click **Account Information**. The General Information tab of your Corporate Profile displays (see figure below).



Requesting WOTC Access When Registered as a Recruiting Employer

2 In the Employer Identification section, click the Add WOTC access link. A Legal Forms Holder page displays (see figure below).



Legal Forms Holder Indicator Page

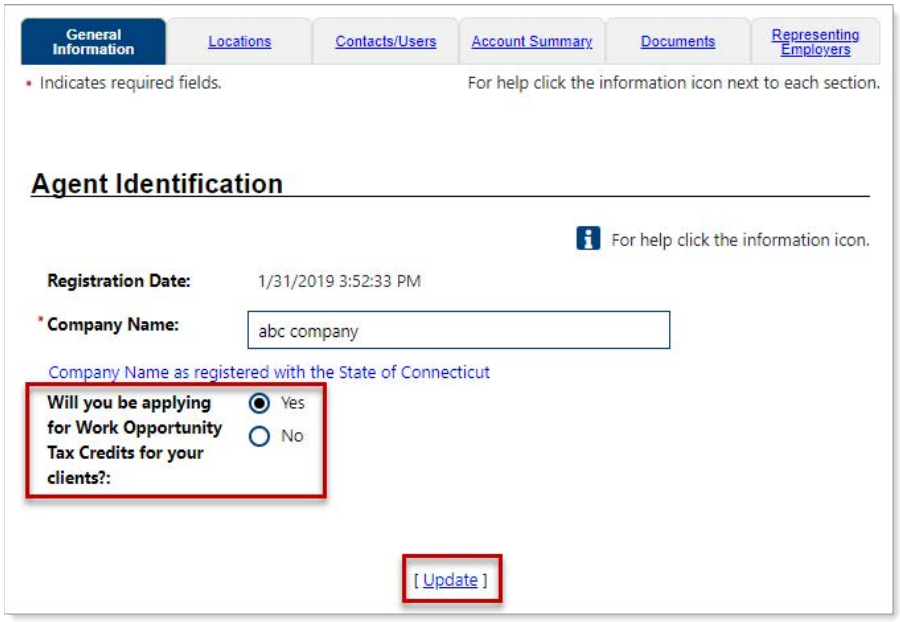
3 Specify who is the responsible party for maintaining the original signature documents (including IRS 8850 and ETA 9061), *Employer* or *Agent*, and then click **Continue**. Your request is submitted to staff who will need to confirm your request.

Agent Requesting WOTC Access

If you are already registered as an agent, you can request access to WOTC functions from your profile page.

▶ **To request WOTC access as an agent:**

1 From the Quick Menu group in the left navigation menu, click **Agent Portfolio ▸ Corporate Profile**. The General Information tab of your Corporate Profile displays (see figure below).



Responding Yes to the WOTC Question on an Agent Account

2 Click *Yes* for **Will you be applying for Work Opportunity Tax Credits for your clients?** (see figure above).

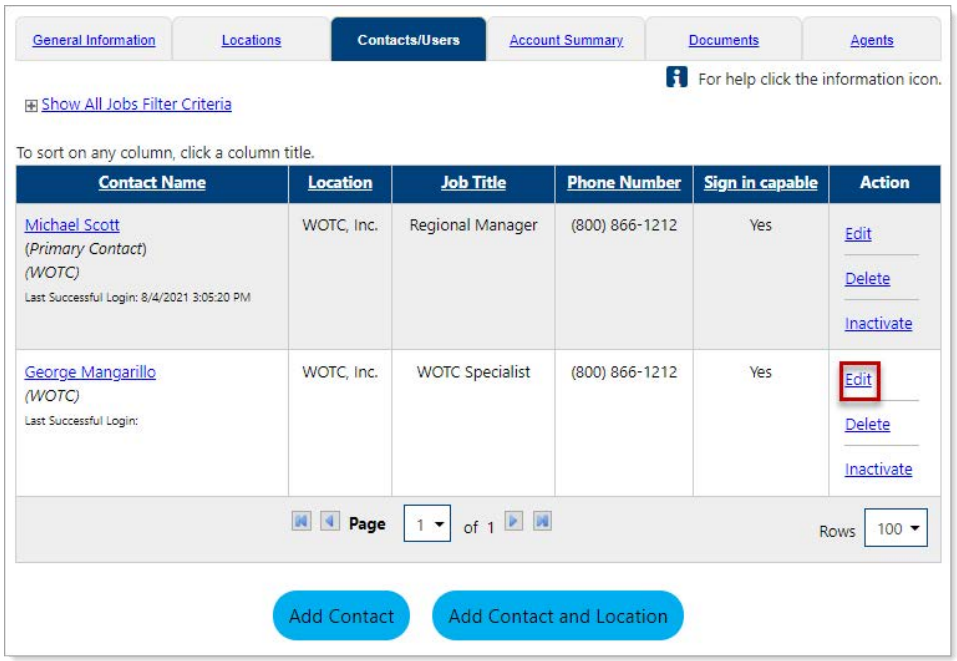
3 Click the Update link, and then click the **Save** button at the bottom of the page.

Setting WOTC Privileges for Contacts or Agents

Employers can specify WOTC privileges for any contact tied to their account, as well as for agents who are completing WOTC applications on their behalf; however, you cannot modify your own privileges.

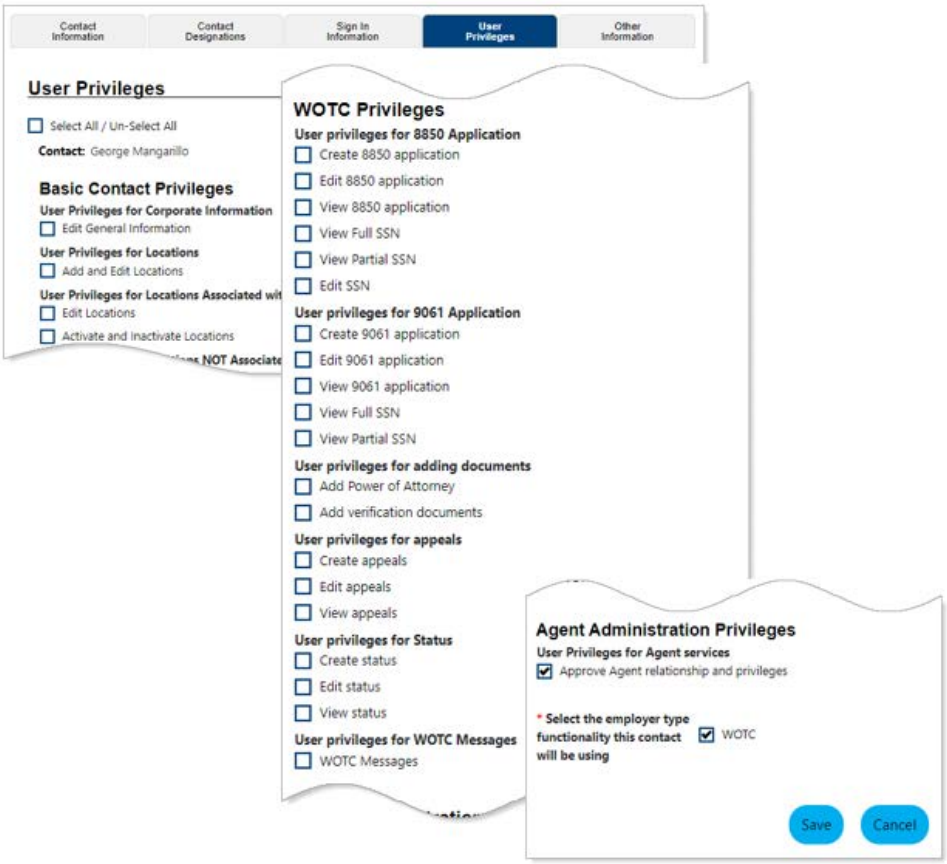
To define WOTC privileges for an employer contact:

1. From the Quick Menu group in the left navigation menu, click **Account Information**. The General Information tab of your Corporate Profile displays.
2. Click the **Contacts/Users** tab. Existing contacts are listed (see figure below).
   a. If you need to create a contact, click the **Add Contact** button. See the topic "Adding Contacts/Users to Your Account" in Chapter 3 – Manage Your Account for details.



Contacts/Users Tab for a WOTC Employer

3. Click the Edit link for the contact to which you are adding WOTC privileges. The Add/Modify Contact wizard displays.
4. Click the **User Privileges** tab. The User Privileges page displays (see figure below).



WOTC Privileges Section on User Privileges Tab

5 Scroll down to the WOTC Privileges section and check or uncheck privilege checkboxes as needed (see figure above).

6 Click the **Save** button at the bottom of the page.

▶ **To define WOTC privileges for agents completing WOTC applications on your behalf:**

1 From the Quick Menu group in the left navigation menu, click **Account Information**. The General Information tab of your Corporate Profile displays.

2 Click the **Agents** tab. Any existing agents with whom your company has an active or pending relationship are displayed (see figure below).

General Information | Locations | Contacts/Users | Account Summary | Documents | **Agents**

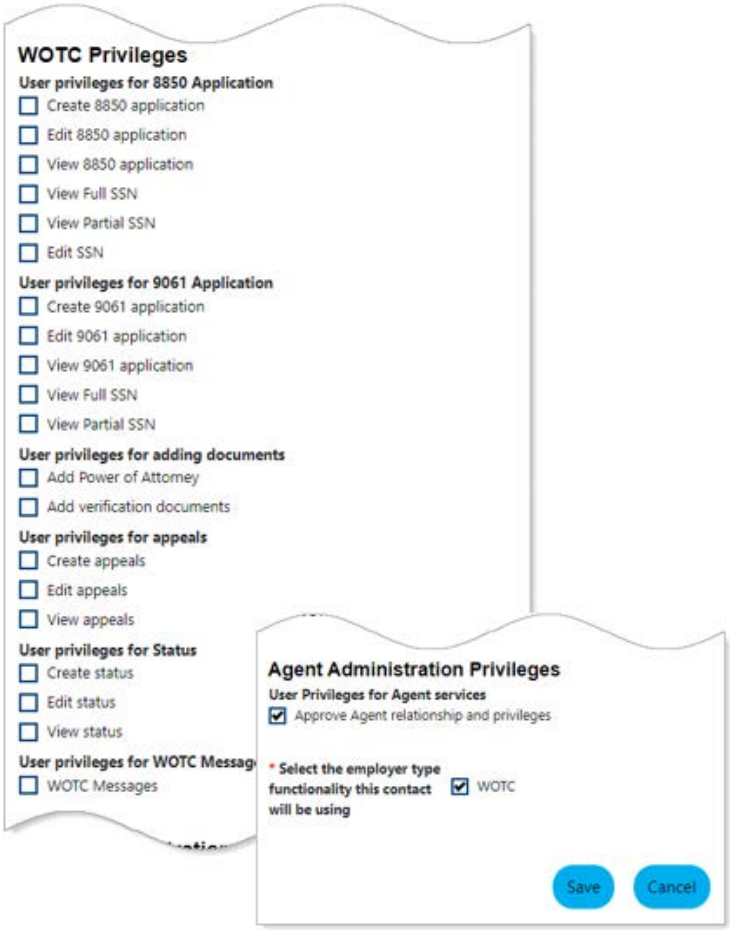
Show Filter Options

To sort on any column, click a column title.

Agent Name	Contact	Agent type	Location	Signature Date	Start Date	Ending Date	Authorization Docs	Agent Access	Action
Cambridge Management	Pat Knowles	Third Party Administrator Agent	2040 Main St Largo, FL 33771	8/13/2020	8/17/2020	11/30/2020	SnippintoolConvertJob.JPG - Approved	Active	View Inactivate
GSI Test Agent	Joe Agent	Third Party Administrator Agent	1 Any St. Palm Harbor, FL 34684					Pending	View Activate

Agents Tab of Employer Corporate Profile

3 Click an Agent Name link to edit the agent's WOTC privileges. Several sections of privilege categories are displayed (see figure below).



Setting WOTC Privileges for an Agent

4 Scroll down to the WOTC Privileges section and check or uncheck privilege checkboxes as needed (see figure above).

5 Click the **Save** button at the bottom of the page.

Adding the Power of Attorney and Activating the Agent-Employer Relationship

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 effective. After staff has reviewed and approved the POA, they will set the status of the relationship to *Active*, and it can then be used when creating the application for the associated employer.

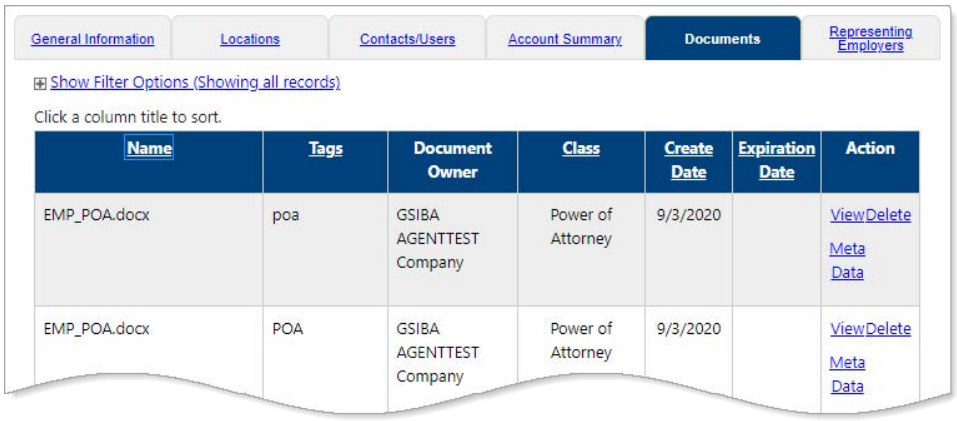
To upload your POA:

1. From the Document Management group in the left navigation menu, click **Upload a Document**. The Upload Document page displays (see figure below).

Upload Document Page

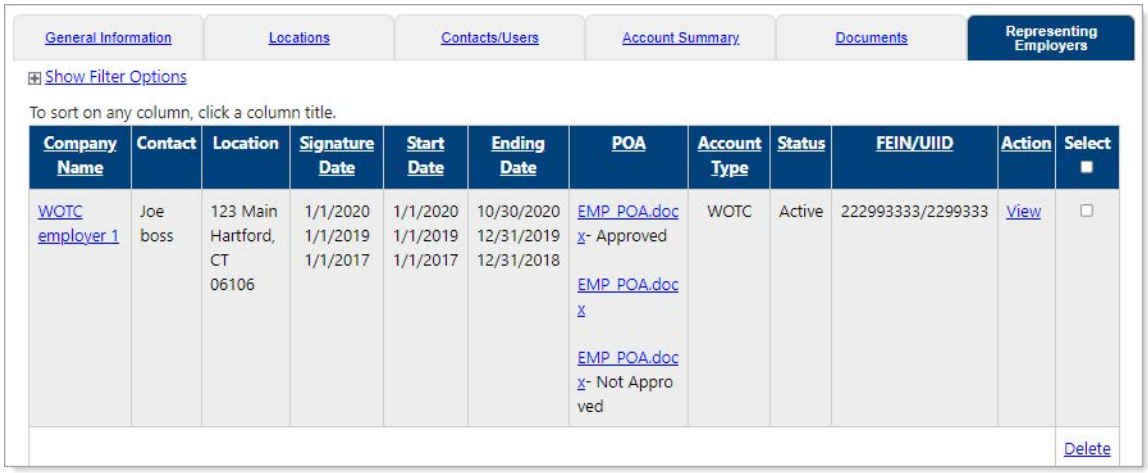
2. In the Document Information section, select *Power of Attorney* from the **Document Description** drop-down list. Additional fields for the POA appear (see figure above).
3. Enter one or more keywords in the **Document Tags** text box that this document could be found by in a document search.
4. Enter the date that the employer signed this POA document.
5. Enter the start and end dates of the POA agreement.
6. Enter the name of the Agent listed on the POA who is granted Power of Attorney rights.
7. In the Attach Document section, click the **Select File** button, and select the file to upload. The filename appears below the box after uploading is complete.

8 Click **Save** to save this document to your Documents tab (see figure below).



Agent's Documents Tab with POA Documents

After staff has reviewed and approved the POA, they will set the status of the relationship to *Active*, which you can see on your Requesting Employers tab (see figure below).



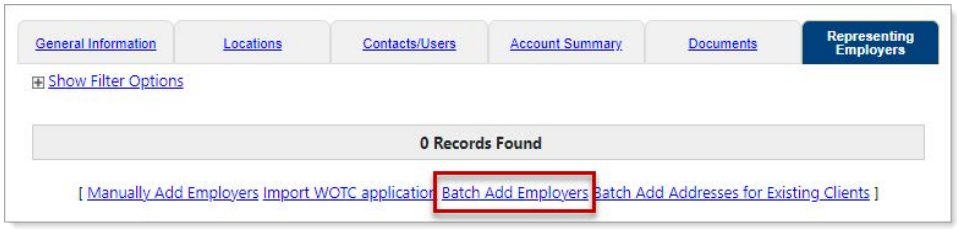
Requesting Employers Tab with Active Employer Relationship

Uploading Multiple Employers as an Agent

As an agent representing many WOTC clients, you can upload a file of all your employers using an Excel spreadsheet. Use this option when manually entering each employer would be too cumbersome.

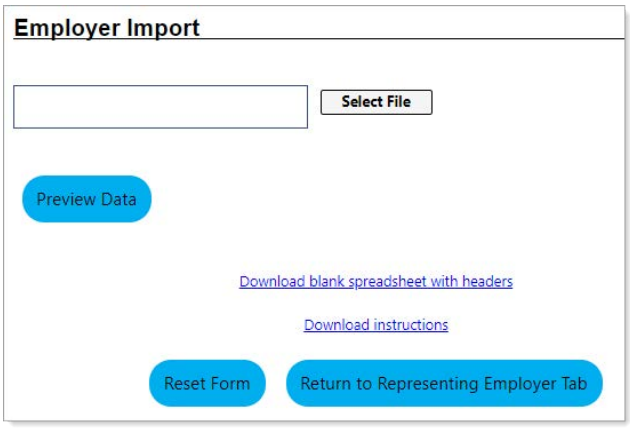
To upload multiple employers:

1. From the Quick Menu group in the left navigation menu, click **Agent Portfolio ▸ Corporate Profile**. The General Information tab of your Corporate Profile displays.
2. Click the **Representing Employers** tab (see figure below).



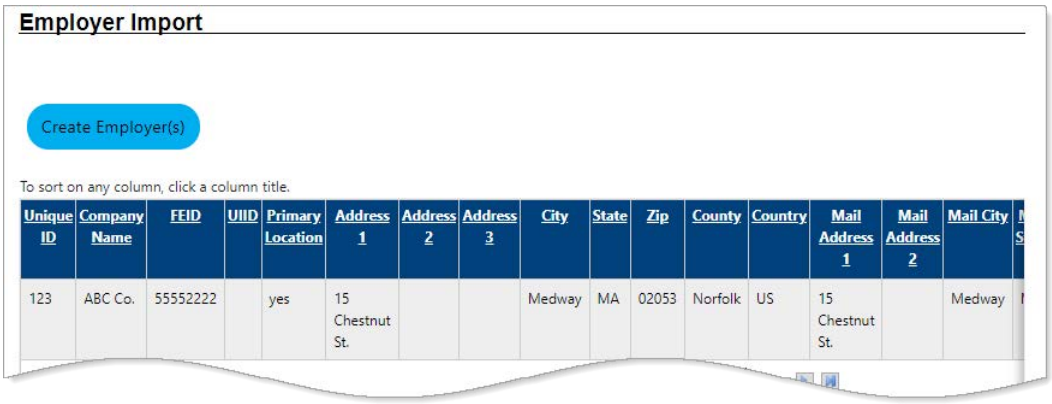
Batch Add Employers Link on Representing Employers Tab

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



Employer Import Page

4. To view the uploading instructions, click the Download instructions link. A PDF version opens in a separate browser tab, which you can save to your computer or print.
5. To save a blank spreadsheet to your computer and begin entering data for employers, click the Download blank spreadsheet with headers link.
6. To upload a completed spreadsheet of employer data, click the **Select File** button (button name may differ depending on browser) and select the file to upload. The system begins checking for the correct format.
7. Click the **Preview Data** button to check the employer data you are uploaded before creating the employer account records. The data is formatted and displayed in a table for you to verify as correct (see figure below).



Unique ID	Company Name	FEID	UIID	Primary Location	Address 1	Address 2	Address 3	City	State	Zip	County	Country	Mail Address 1	Mail Address 2	Mail City
123	ABC Co.	55552222		yes	15 Chestnut St.			Medway	MA	02053	Norfolk	US	15 Chestnut St.		Medway

Imported Employer Data Display

a. If any data is incorrect, make the changes to the Excel spreadsheet on your computer and re-upload the file.

b. If the data is correct, click the **Create Employer(s)** button above the table (see figure above). The employer records are created with a *Pending* status in the system.

Recruiting WOTC Job Applicants

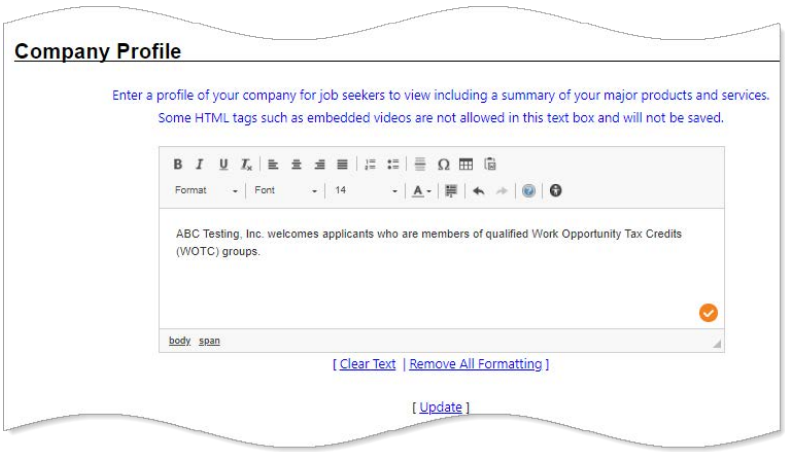
There are two places in the system where employers with Recruiting Services can indicate their interest in hiring individuals who are eligible for WOTC:

- In their Company Profile message
- In the Job Application Methods Accepted verbiage within their job orders

Note: *This capability is only available to employers with both WOTC and Recruiting Services. If you registered as a WOTC-only employer, you may be able to add Recruiting Services to your account. Contact a staff member to see if this capability is available for your site.*

▶ **To indicate your interest in hiring WOTC-eligible applicants in your Company Profile message:**

1 From the Quick Menu group in the left navigation menu, click **Account Information**. The General Information tab of your Corporate Profile displays (see figure below).



Adding a WOTC Message to a Company Profile

2 Scroll down to the Company Profile section and enter your desired message in the text box (see figure above for an example).

Job seekers will be able to access this information from the Job Order when they view the Company Profile.

Recruiting employers can also inform applicants when they are applying for one of their jobs. When creating a job order, employers often use the Job Application Methods Accepted text field to indicate their commitment to Equal Opportunity Employment; they may also wish to add that they welcome applicants who are eligible for WOTC. Job seekers must review this text and the valid job application methods before submitting their application.

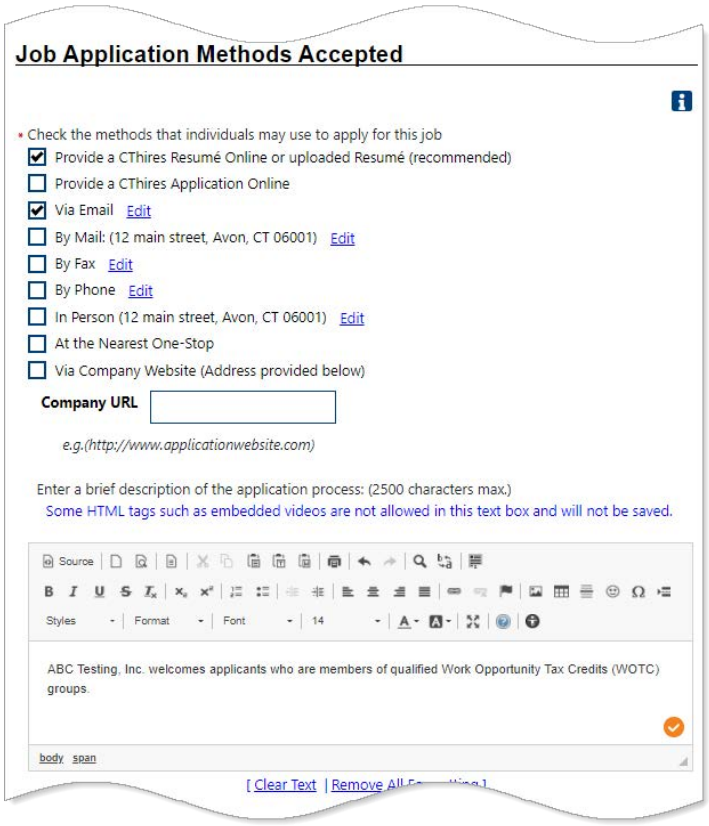
To indicate your interest in hiring WOTC-eligible applicants in a job order:

1 From the Quick Menu group in the left navigation menu, click **Manage Jobs**. The Job Orders tab of your Job Order Plan displays.

2 Click the **Add New Job Order** button to launch the Job Order wizard.

3 Proceed through the pages and sections of the wizard to create the job order. See the topic "Creating a Job Order" in Chapter 5 – Manage Job Orders for details on this process.

4 In the Job Application Methods Accepted section, enter your desired message in the text box (see figure below for an example).



Adding a WOTC Message to a Job Order

Completing a WOTC Application

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, employers or their agents can work closely with the State Workforce Agency (SWA) to make sure the application complies with all deadlines and documentation requirements.

Note: *In order for agents to be able to enter 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 will determine which WOTC actions an agent or employer contact may perform. See the topic "Setting WOTC Privileges for Contacts or Agents" for details.*

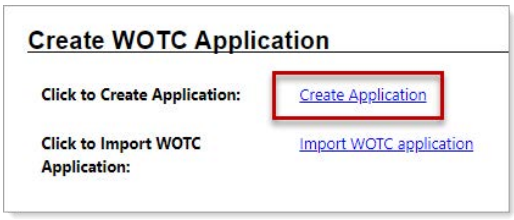
Completing IRS Form 8850

IRS Form 8850 allows employers to make a written request to their SWA to certify their new hire as a member of a WOTC target group.

Note: ***About 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 these 28 days. If the 28th day falls on a holiday or weekend, the next business day is considered the 28th day.*

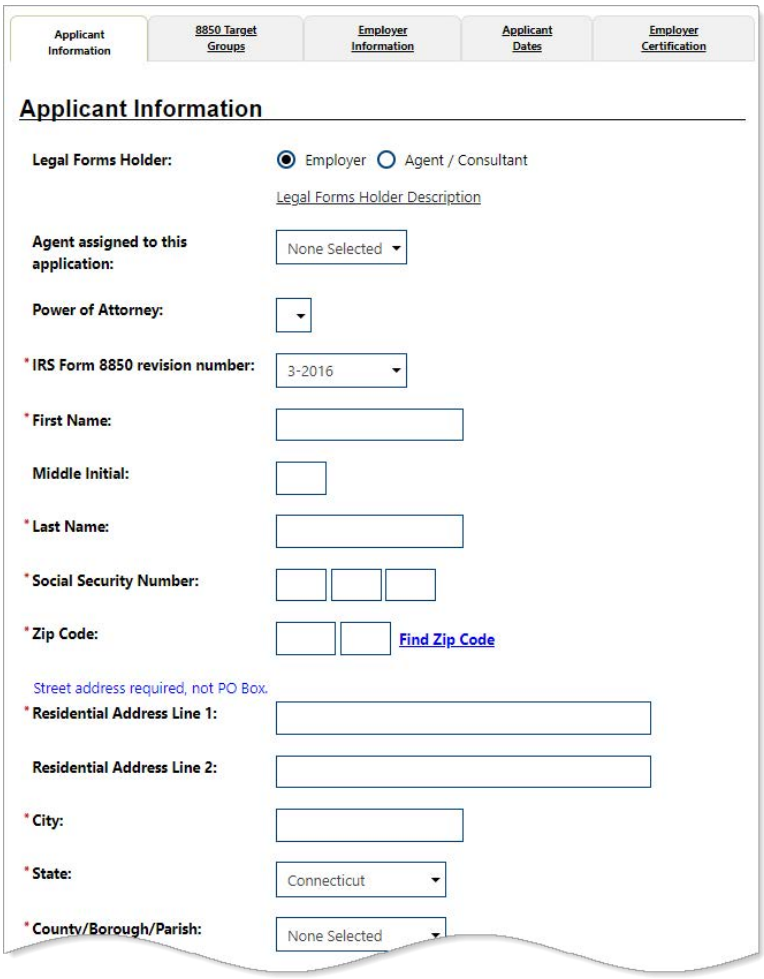
▶ **To initiate a WOTC application with IRS Form 8850:**

1. From the Quick Menu group in the left navigation menu, click **Agent** or **Employer Portfolio ▸ WOTC Applications**.



Create WOTC Application Section

2. For agents representing more than one employer, select the employer from the drop-down list.
3. Click the Create Application link in the Create WOTC Application section at the top of the WOTC Application Search page (see figure above). A wizard consisting of several tabs allows you to complete IRS Form 8850 (see figure below).



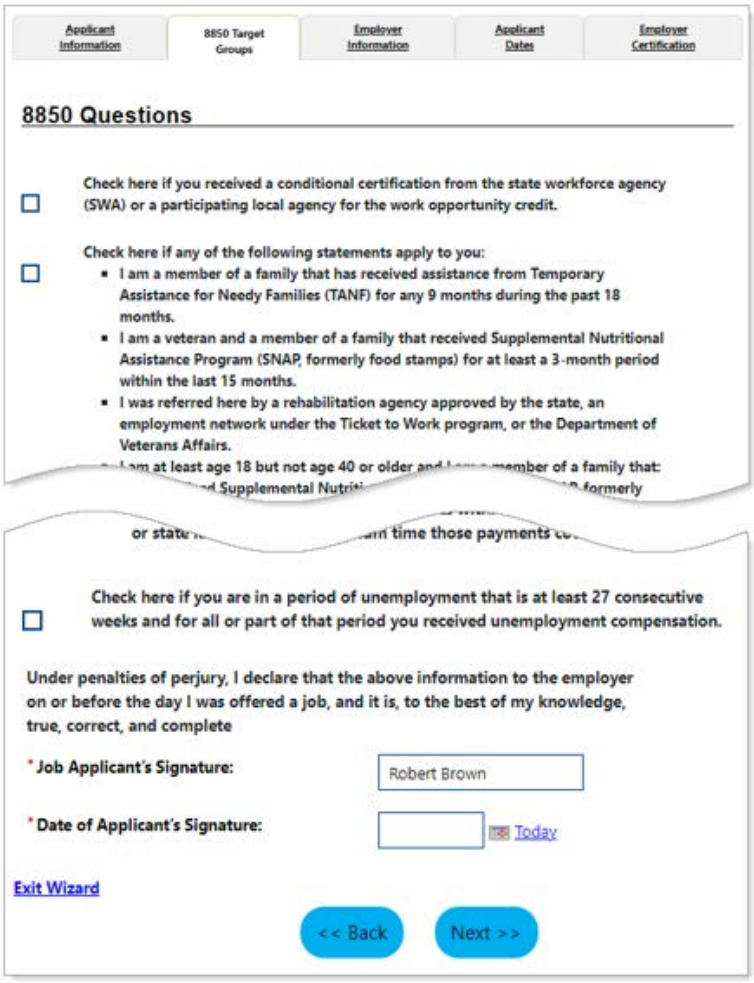
Application Information Tab

4 If there is an agent-employer relationship, review those fields and make any changes, if needed. The **Power of Attorney** drop-down list will be pre-populated with any existing Power of Attorney documents for this relationship.

   a. The agent must select the POA where the job applicant's start date falls within its range. If there is no valid POA in the system, the agent cannot create the application until they have added the POA.

   b. The **IRS Form 8850 revision number** drop-down displays the most current form revision number as the default. If you change to a different form revision, 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).

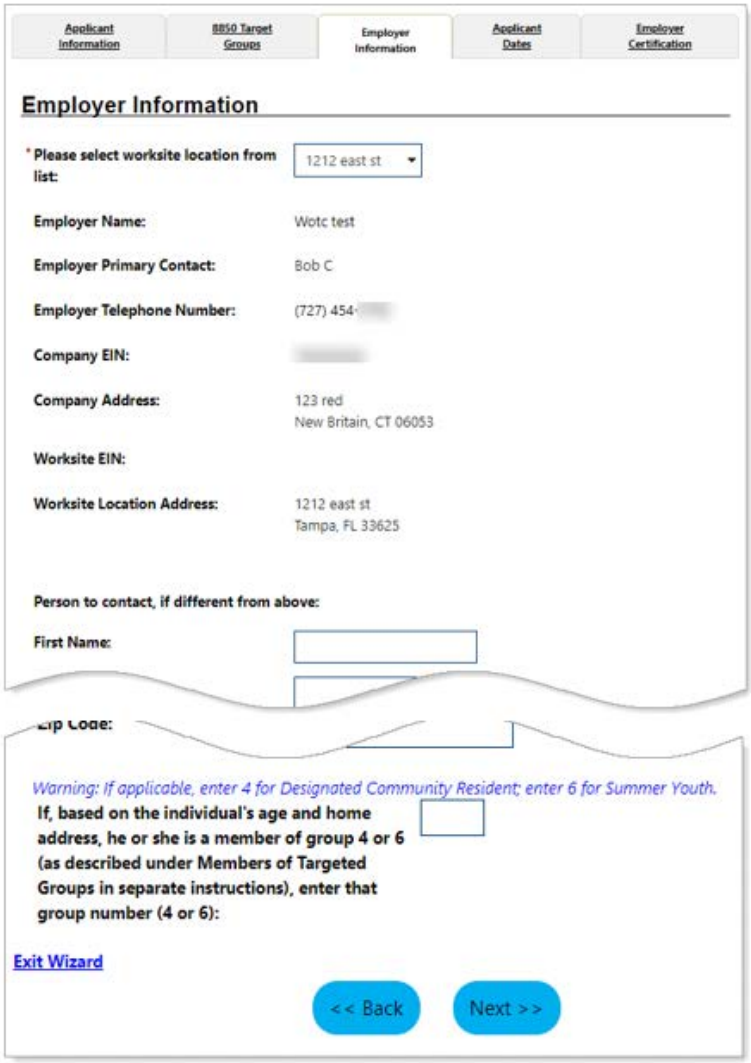


Completing the Form 8850 Tab and Entering Job Applicant Signature

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.

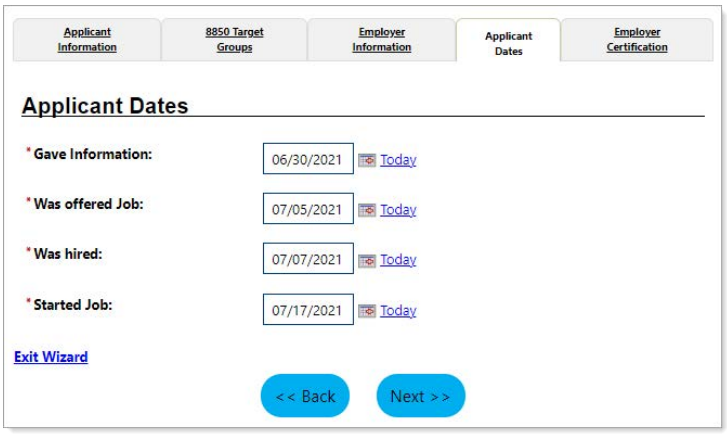
8 Enter the **Applicant's Signature** and date is was obtained, and then click **Next** to continue to the Employer Information tab (see figure below).



Employer Information Tab

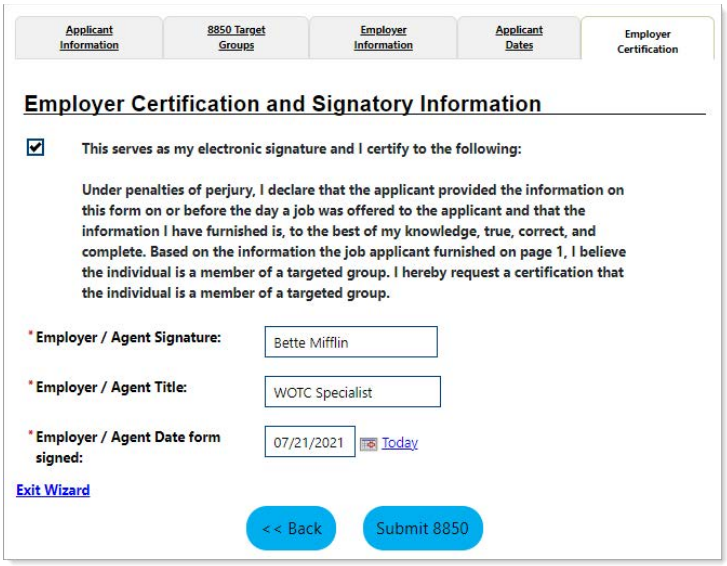
The Employer Information tab automatically displays your employer information; if an egent is associated with the employer, the agent's information displays in the Person to contact section.

9 Select the applicant's worksite location from the drop-down list, and then click **Next** to continue to the Applicant Dates tab (see figure below).



Applicant Dates Tab

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



Employer Certification Tab

11 Check the electronic signature box, enter your name as your Signature, your Title, and the Date you signed the form, and then click the **Submit 8850** button.

12 Click **OK** to confirm submission. The ETA 9061 Form wizard begins. You can continue on with filling in that form or complete it at a later time. See the topic “Completing ETA Form 9061” below for details.

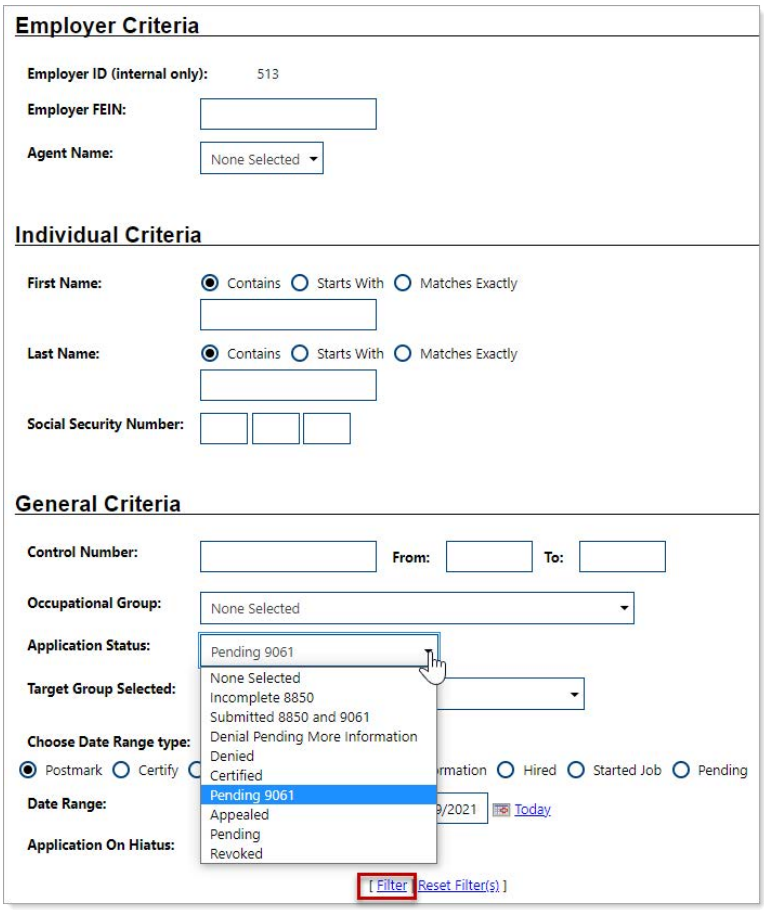
Completing ETA Form 9061

To complete a WOTC application, employers or their agents complete the ETA Form 9061, known as the "Individual Characteristics" form. You will provide more details for the job and provide documentation of eligibility for a WOTC target group using a multi-tabbed wizard like with the 8850 form.

Note: *When you submit the 8850 form, the ETA Form 9061 wizard starts automatically. If you opted to complete the 9061 form later, follow this procedure to find it in the system and finish it.*

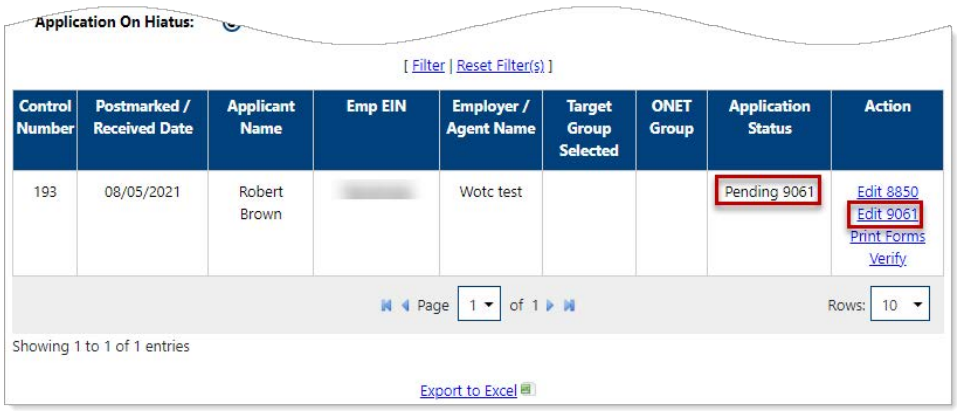
To complete ETA Form 9061:

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



WOTC Application Search Page with Criteria Sections

2. To display a list of WOTC applications, enter filter criteria, and then click the Filter link. For example, you may select applications that have *Pending 9061* forms from the **Application Status** drop-down list (see figure above). A list of matching applications displays (see figure below).

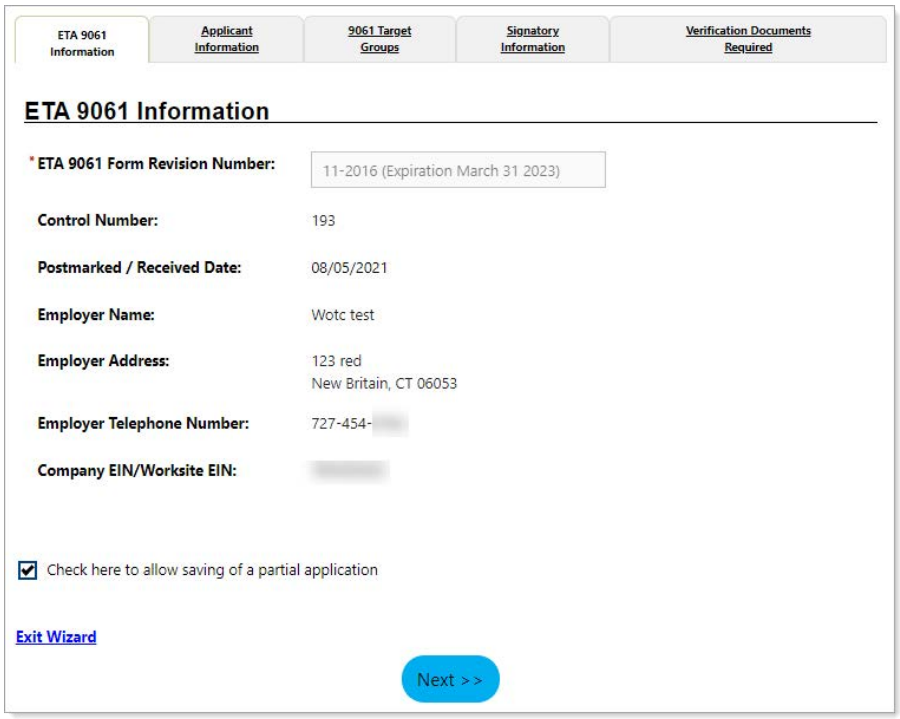


Showing Pending 9061 Forms for WOTC Applications

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 basic information for the form, including the Form Revision Number (see figure below).

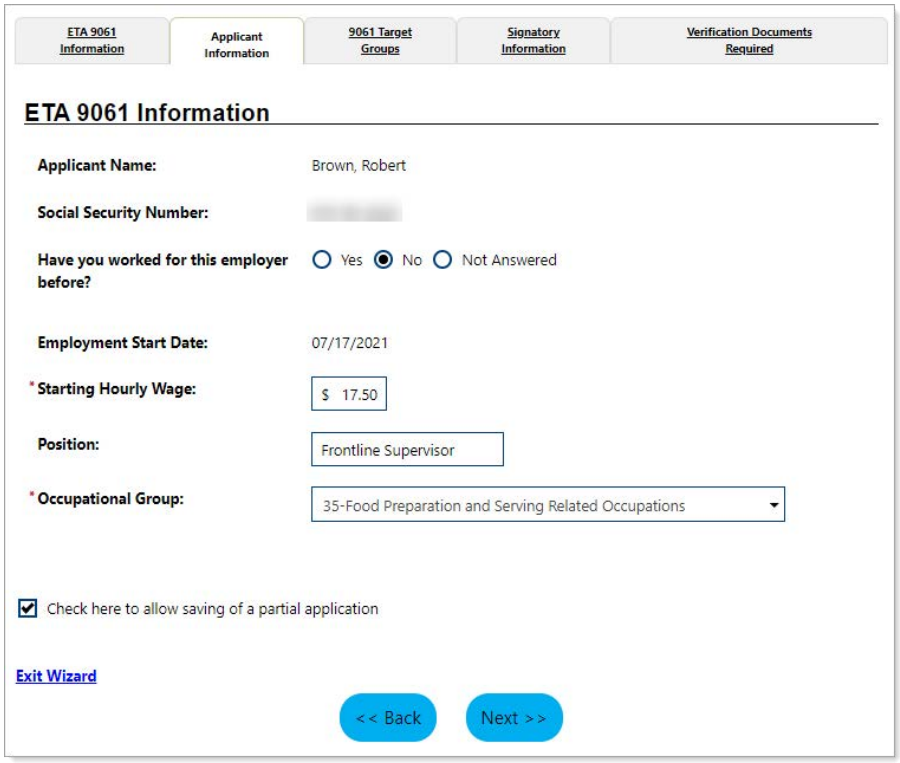
Notes: *For agents, if a 'Pending 9061' includes a POA whose dates are outside of the time frame for this application, a message will indicate that you must upload a new POA before you can complete the pending 9061 form.*

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 will support the specified revision number. The most current form revision number will always display as the first selection in the drop-down list and in some systems, the field may be display-only, as shown in figure below.



ETA 9061 Information Tab

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



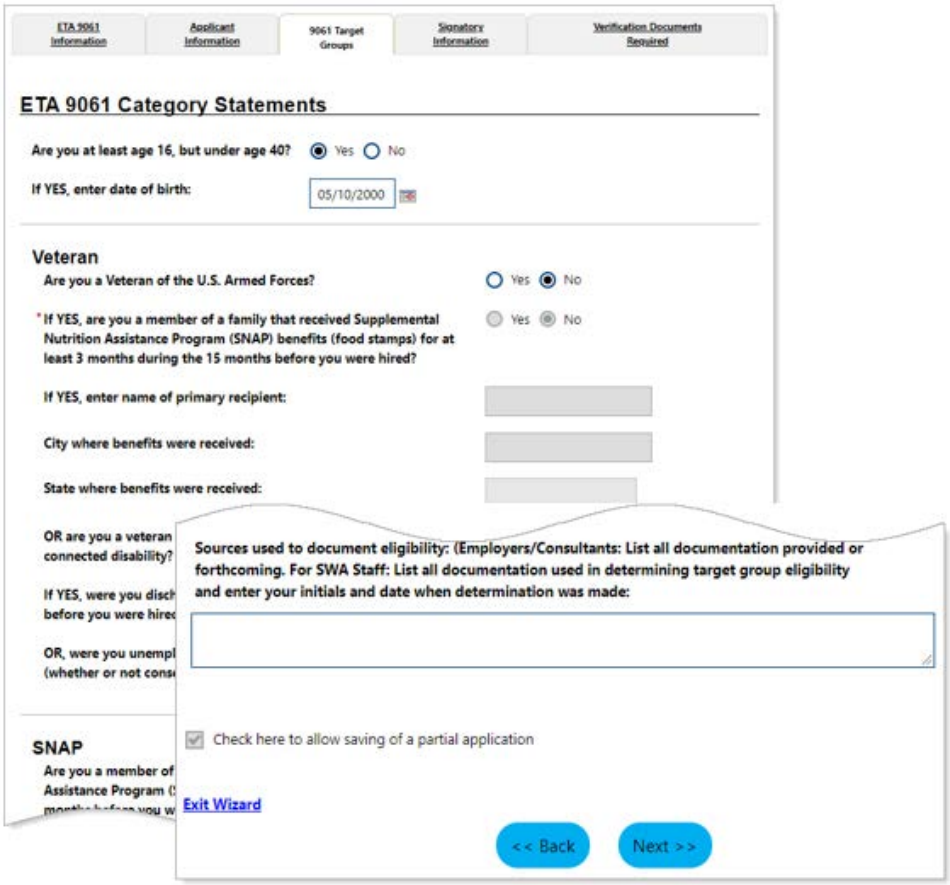
Applicant Information Tab

5 Indicate if the applicant has **worked for this employer before**.

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

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

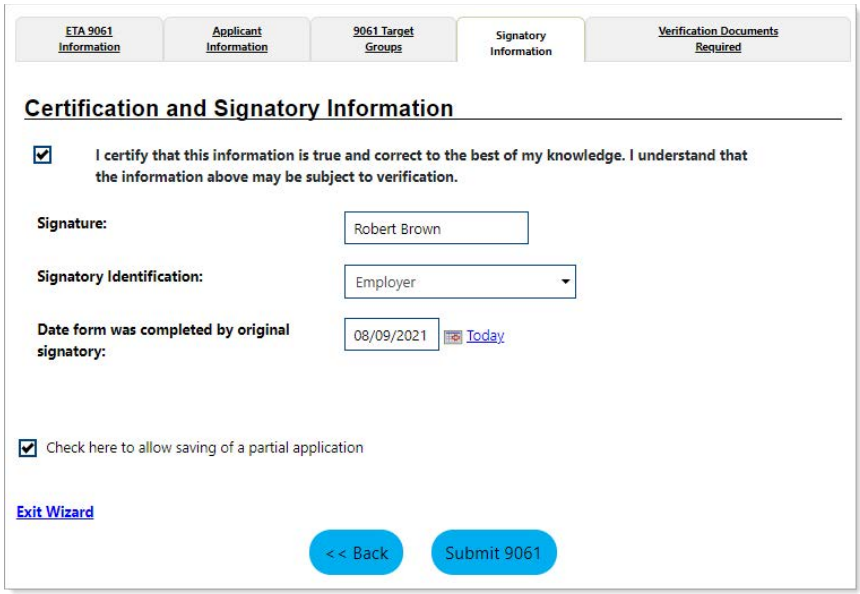
8 Click **Next** to continue to the 9061 Target Groups tab, which displays the ETA Form 9061 questions that will allow the applicant to qualify under a WOTC target group (see figure below).



9061 Target Groups Tab

9 Answer all questions as applicable, noting that you must select at least one target group.

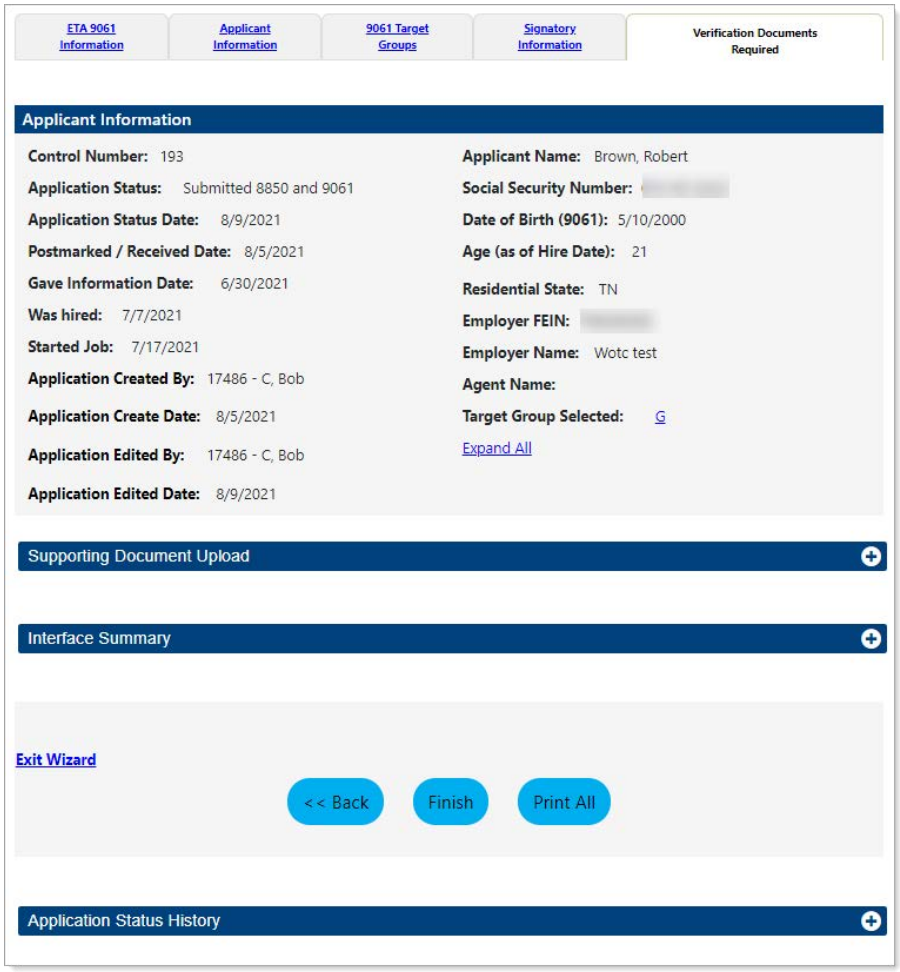
10 Click **Next** to continue to Signatory Information tab (see figure below).



Signatory Information Tab

11 Check the certification box, enter the name of the Signatory, select their identity from the drop-down list, and enter the date the form was completed.

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



Verification Documents Required Tab

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

The Interface Summary panel is a read-only area that shows if the application is being processed through any interface that exists.

Note: *Not all sites have interfaces to external systems so this section may be empty.*

The Application Status History panel displays a historical record of the statuses the application has processed through.

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

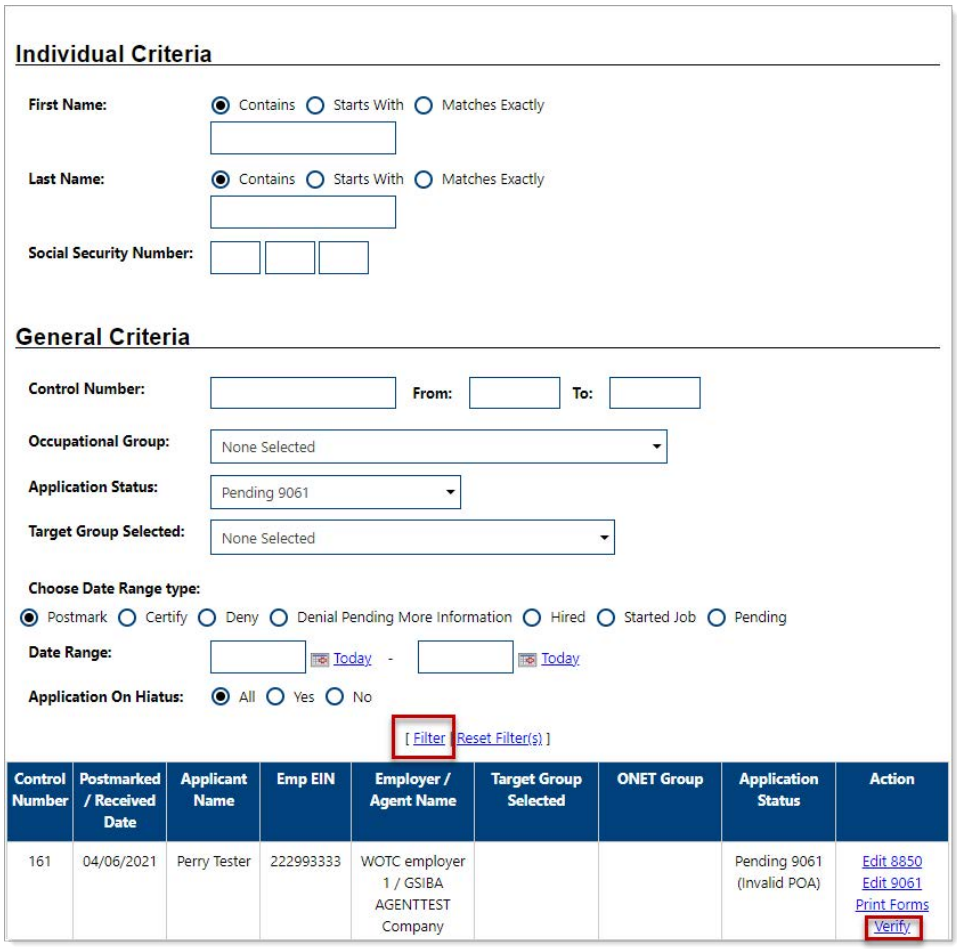
14 To submit the application, click the **Finish** button. The WOTC Application Search page redisplays.

Uploading WOTC Verification Documents

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

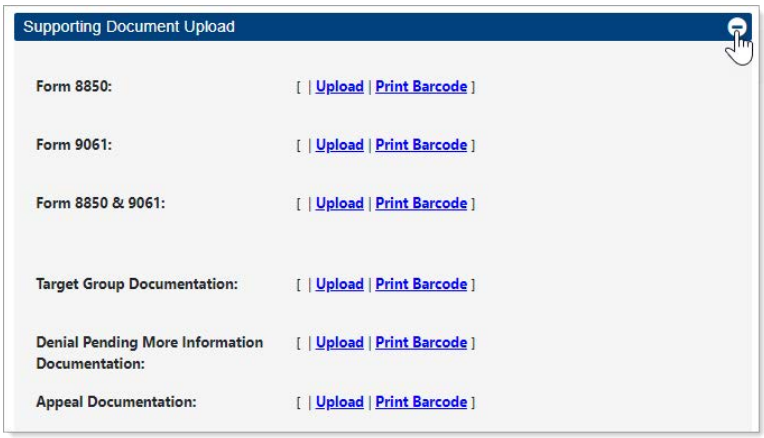
▶ **To upload verification documents for an applicant:**

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



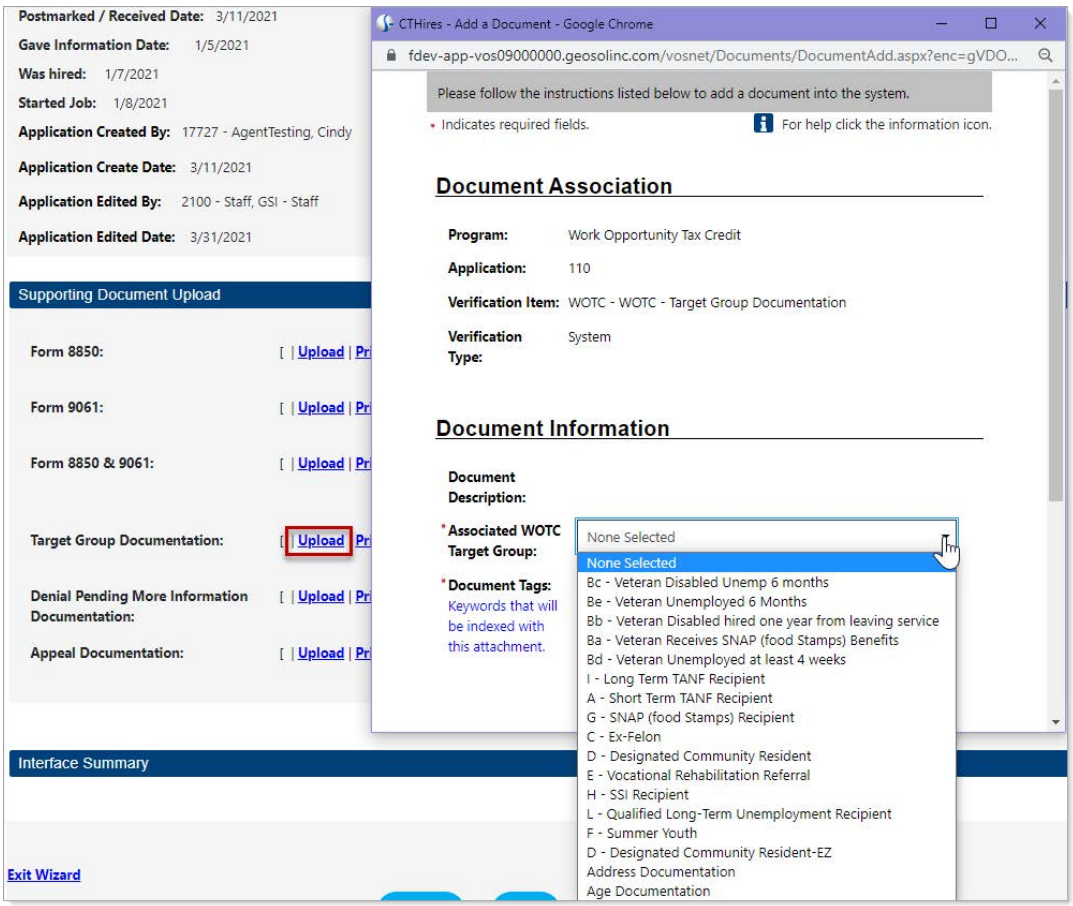
Selecting an Application to Upload Verification Documents

2. In the Individual Criteria section, enter the applicant's name or SSN, or select an **Application Status** in the General Criteria section, and then click the Filter link (see figure above).
3. Identify the desired job applicant and click the Verify link in the Action column to go directly to the Verification Documents Required tab.
4. Click the plus sign on the far right to expand the Supporting Document Upload panel, where you can upload the Target Group Documentation (see figure below).



Supporting Document Upload Panel

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



Identifying the Associated Target Group

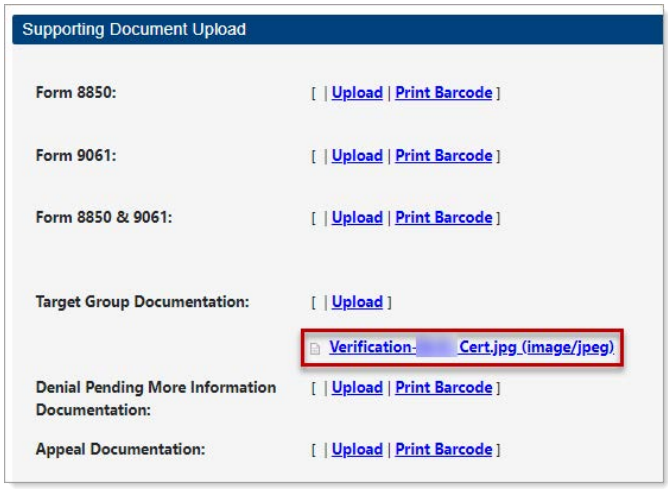
6 In the Document Information section, select the **Associated WOTC Target Group** from the drop-down list based on the selected target group of the application.

7 Enter any **Document Tags** keywords designated by your state to facilitate indexing.

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

9 Select the document from your file directory. The document file path and name will display below the field.

10 Click the **Save** button. The Verification Documents Required tab redisplays with a link for the uploaded document.



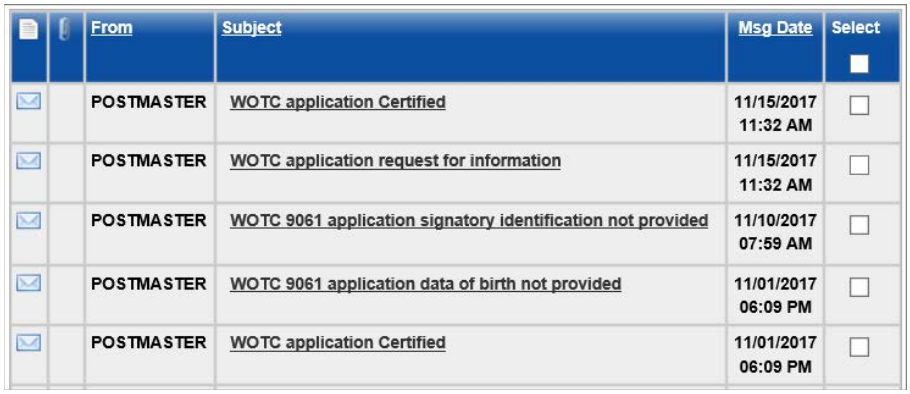
Uploaded Document Link

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 will 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.

▶ **To check for messages concerning WOTC applications:**

- From the Other Services group in the left navigation menu, click **Communication Center ▸ Message Center**. The Messages tab displays (see figure below). You can also access this tab from the My Messages widget on your dashboard.



From	Subject	Msg Date	Select
POSTMASTER	WOTC application Certified	11/15/2017 11:32 AM	☐
POSTMASTER	WOTC application request for information	11/15/2017 11:32 AM	☐
POSTMASTER	WOTC 9061 application signatory identification not provided	11/10/2017 07:59 AM	☐
POSTMASTER	WOTC 9061 application data of birth not provided	11/01/2017 06:09 PM	☐
POSTMASTER	WOTC application Certified	11/01/2017 06:09 PM	☐

Reviewing WOTC Application Notifications Received in the Message Center

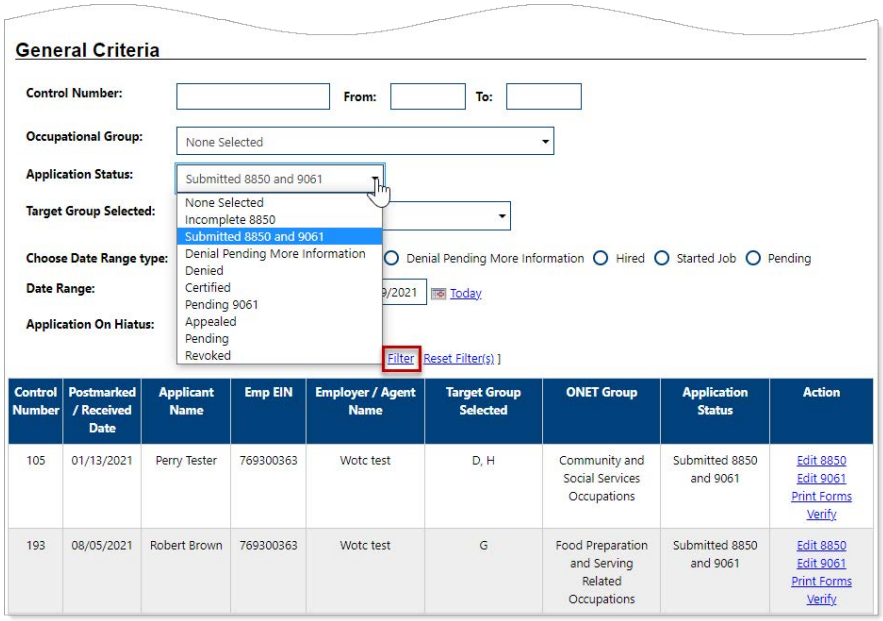
All message alerts will specify any required action and clearly reference the specific WOTC application. Examples of WOTC message alerts sent to employers or agents include the following:

- 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 alerts in the message center, if you have many WOTC applications to manage, you can easily search for applications that have a specific status.

To check the status of an application:

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



Filtering by WOTC Applications by Application Status

2. In the General Criteria section, 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, in the Action column, you may complete any of the following tasks:

   a. Open IRS Form 8850 for review or modification – Click the Edit 8850 link.

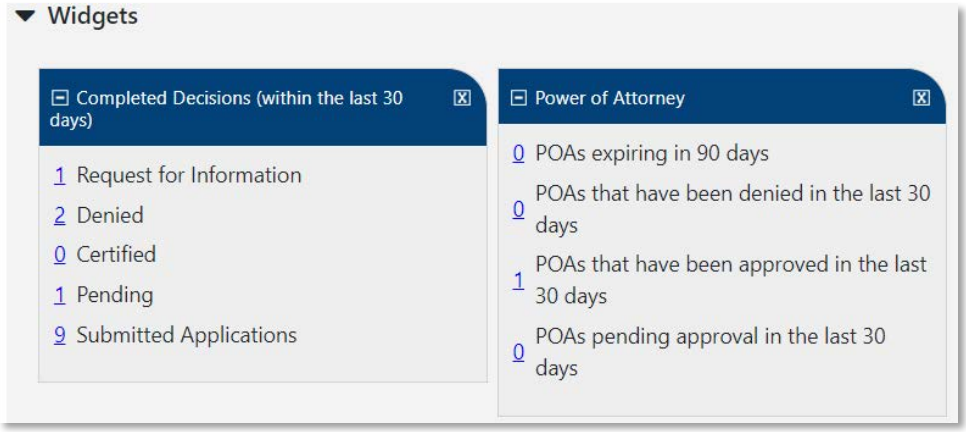
   b. Open ETA Form 9061 to review or add verification docs – Click the Edit 9061 or Verify link.

   c. Open either the IRS Form 8850 or ETA Form 9061 in viewable, printable format – Click the Print Forms link.

WOTC Employer/Agent Dashboard Widgets

WOTC employers and agents have two special dashboard widgets that display the status of submitted WOTC applications and Power of Attorney approvals:

- **Completed Decisions** – Lists the number of applications for each status within the last 30 days. Click on a number link to display the WOTC Application Search page, with the specific applications for that status listed.
- **Power of Attorney** – Displays counts of agent-employer Powers of Attorney for an agent to take action on, for example, for those expiring in 90 days, or for those that have been denied.



WOTC Employer/Agent Dashboard Widgets