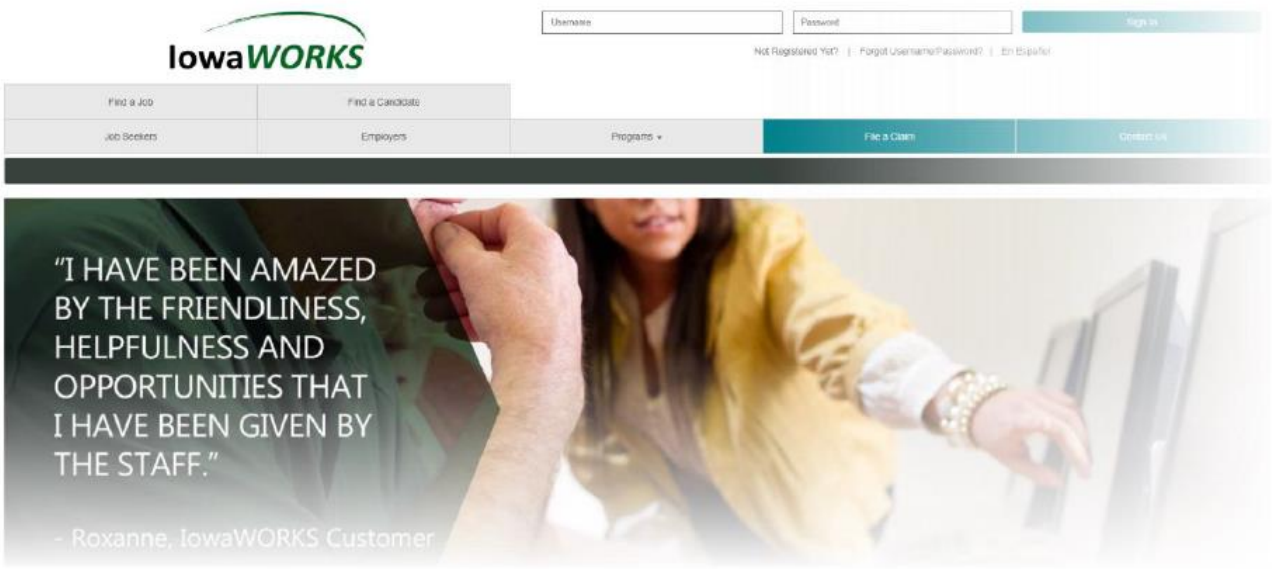

Iowa*WORKS*
WOTC Module
Employer and Third Party Agent Guide

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Introduction

The Work Opportunity Tax Credit (WOTC) is a federal tax credit available to employers who hire individuals from certain target groups, including veterans, as well as TANF and SNAP recipients who have face barriers to employment.

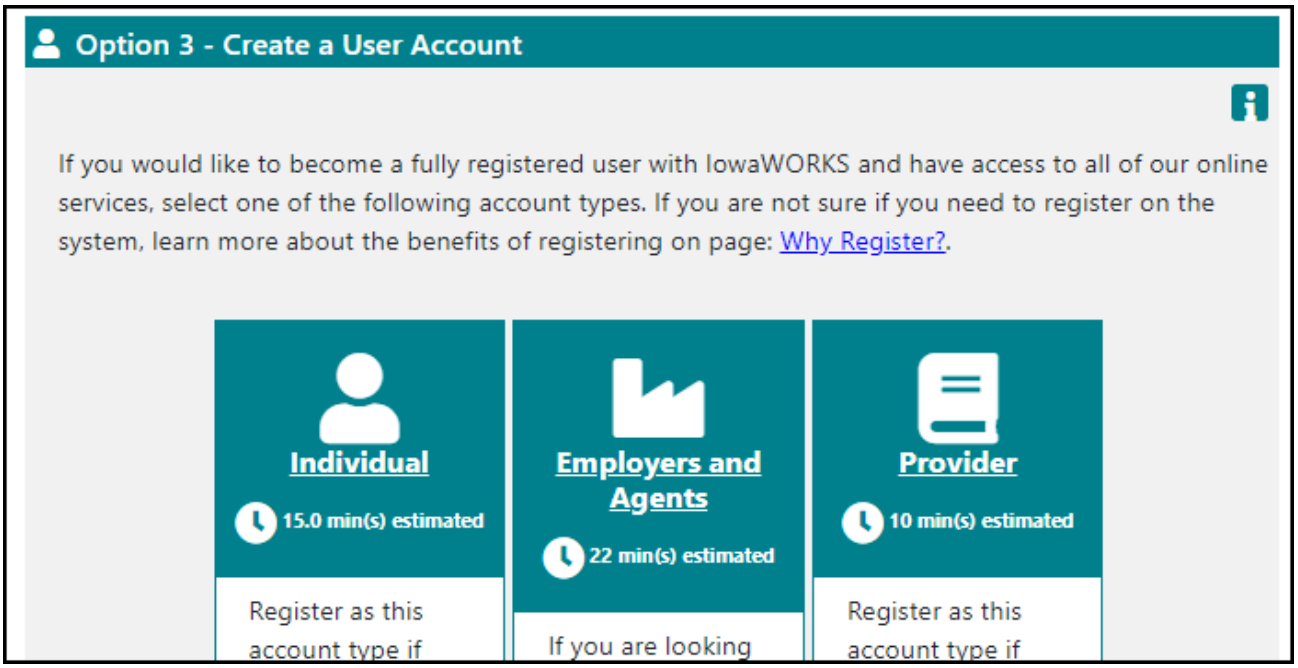
The Iowa*WORKS* WOTC module allows employers and Third Party Agents (TPAs) to:

- Electronically file IRS Forms 8850 and ETA Forms 9061
- Batch/bulk upload applications
- Upload verification documentation, including Powers of Attorney (POA)
- Access application status
- Print Certifications, Denials and Requests for Information

Employer Registration

Employers may register in Iowa*WORKS* by clicking **Not Registered Yet?** on the homepage.

Under **Option 3 - Create a User Account** select **Employers and Agents**. The **Employer Agreement** will display. Employers will need to agree with the terms and conditions in order to move forward.



Next select if you are a **Direct Representative of your Organization** or **Third Party Agent** (TPA) (see TPA Registration for Recruitment). Direct Representatives will then need to specify the functionality needed – **Recruiting** and/or **WOTC Services**.

The system will walk you through the rest of the registration process. The red asterisk (*) indicates required fields. The final page of the registration process contains a notice regarding federal laws, regulation and policies. Click **Next** to confirm you have read and understand the notice.

Use the **Next** and **Back** buttons displayed at the bottom of each page. Using the Back and Forward buttons on your browser may delay navigation, and may not save the data entered on the current page.

If there are any questions, clicking the blue i (i) at the top of the section will display a pop-up box with help text.

Already Registered as a Recruiter?

When a standard employer registration (Recruiting) is already established, you can request access to WOTC functions from your employer profile page.
Select **Employer Portfolio > Employer Profiles > Corporate Profile** and on the **General Information** tab, select **Add WOTC Access**.

After you have requested WOTC access, Iowa*WORKS* Center staff will review and confirm your request.

TPA Registration

Third Party Agents (TPA) representing one or more employers (who must be already registered in Iowa*WORKS*) can register to conduct WOTC activities on behalf of their clients.

The registration process is:

1. TPA completes a registration as a TPA. The registration is similar to the Employer registration, but the agent must select **Third Party Agents**.
2. Iowa*WORKS* Center staff must add the NAICS code, number of employees, etc., before the TPA is fully registered.
3. For each employer the TPA selects, the Iowa*WORKS* system will send a request notification to the employer.
4. Employers review the TPA request, activate, or not, the relationship and define the agent's access privileges.
5. Based on the privileges granted by the employer, TPAs perform WOTC tasks on behalf of the employer.
6. At any time, either party can choose to inactivate the relationship.

Agents Complete a Registration as a TPA

To complete a registration:

1. From the Iowa*WORKS* homepage click **Not Registered Yet?**
2. Under **Option 3-Create a User Account**, click **Employer**.
3. Select **Third Party Agents**.
4. The system will walk you through the registration process.

TPA Requests to Represent an Employer

The last step of registration is to add at least one employer the TPA wants to represent.

1. Use the search feature to find at least one employer.
    a. Enter the search criteria
    b. Click **Find Employer**
    c. Click the box for the employers you want to select
    d. Click the Select link below the results.
    e. Complete the upload of the active POA.

The **Representing Employers** tab will display with the added employer. For each employer the TPA selects, Iowa*WORKS* will send a request notification to the employer.

Iowa*WORKS* Center Staff adds Company Info

The Iowa*WORKS* system will notify staff to assist the agent in adding the NAICS code, number of employees, public or private employer, etc. After staff save this information, the TPA will be fully registered.

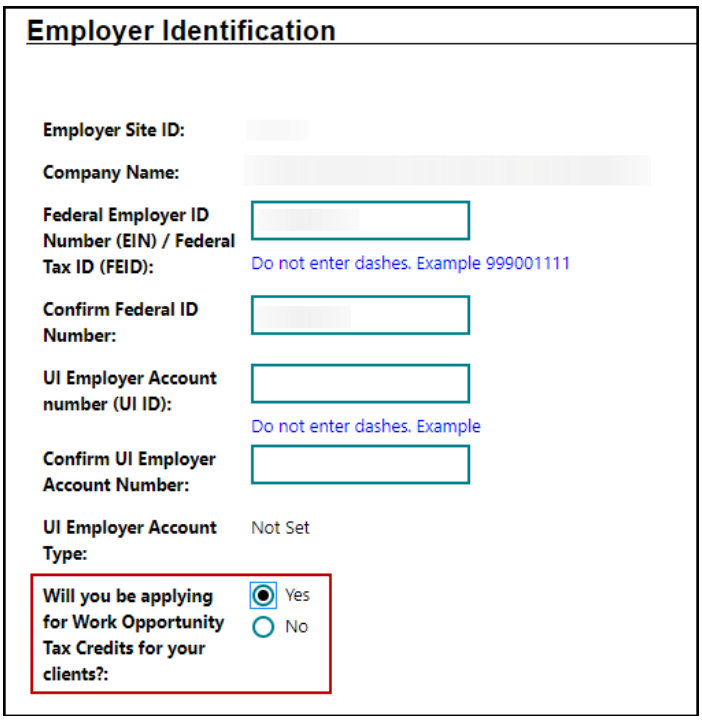
Employers Activate TPAs

Each employer selected by a TPA will receive a request notification. The employer will need to review the agent, activate the relationship and determine the TPA's access privileges.

Already Registered as an Agent?

When a TPA registration is already established, you can request access to WOTC functions from your profile page.

Select **Employer Portfolio > Employer Profiles > Corporate Profile** and go to the **General Information** tab. In the **Employer Identification** area, you can indicate you will be applying for WOTC on behalf of your Clients.



Upload Multiple Employers

TPAs may represent many WOTC clients. The WOTC module allows agents to upload a file of all their employers using an Excel spreadsheet. TPAs should use this option when manually entering each employer would be too cumbersome.

Select **Employer Portfolio > Employer Profiles > Corporate Profile > Representing Employers** tab.

1. Click the **Batch Add Employers** link.
2. Click the **Download Instructions** link to open the instructions in a new browser window.
3. Click the **Download Blank Spreadsheet with Headers** link to save the spreadsheet to your computer and begin entering employer data.

Add Additional Employer Addresses

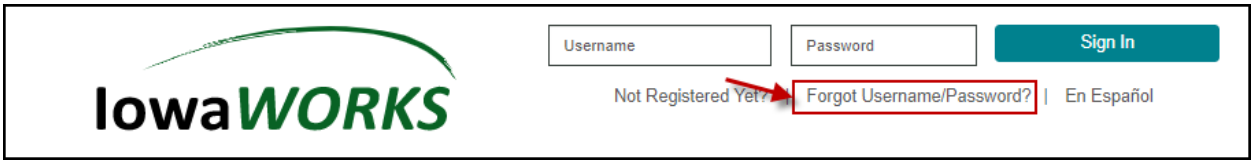
TPAs have the ability to upload additional employer addresses for those clients that have already been created.

Select **Employer Portfolio > Employer Profiles > Corporate Profile > Representing Employers** tab.

1. Click the **Batch Add Addresses for Existing Clients** link.
2. Click the **Download Instructions** link to open the instructions in a new browser window.
3. Click the **Download Blank Spreadsheet with Headers** link to save the spreadsheet to your computer and begin entering data on employers.

Retrieve Username and/or Password

If you do not remember your username and/or password, you can still access your account. You can reset your password and/or retrieve your username after providing security information for your account.



Forgot Password:

1. On the Iowa*WORKS* homepage, click **Forgot Username and/or Password**.
2. Click **Retrieve Password**.
    a. Enter your username.
    b. Enter account information such as ZIP code and phone number.
    c. Respond to the security question you selected during the registration process.
    d. Reset your password.
    e. After entering and confirming your new password, click **Save** to log in.

Forgot Username:

1. On the Iowa*WORKS* homepage, click **Forgot Username and/or Password**.
2. Click **Retrieve Username**.
    a. Select the account type and click **Next**.
    b. On the **Contact Staff** page, complete the email and click **Send**.
    c. You will see a message confirming the email has been sent. Iowa*WORKS* Center staff will contact you to reset your account.

Forgot Username and Password:

1. On the Iowa*WORKS* homepage, click **Forgot Username and/or Password**.
2. Click **Retrieve Username**.
3. Click **Retrieve Both**.
4. Select the account type and click **Next**.
5. On the **Contact Staff** page, complete the email and click **Send**.
6. You will see a message confirming the email has been sent. Iowa*WORKS* Center staff will contact you to reset your account.

Navigation Features

Iowa*WORKS* offers several options for navigating the system. You may use a combination of navigation methods, depending on where you are in the system.

Consider the following navigation methods when you want to:

- Work quickly with direct access to regular activities.
  - **Quick Menu** and other Navigation menus
  - **Employer Portfolio** with access to main folders and tabs
- Review account activity before deciding on the next task:
  - **My Employer Dashboard and Widgets** that summarize activity
- Explore new features and learn how to make best use of the system:
  - **Directory of Services** shows menus with descriptive text

Complete a WOTC Application

After registering in Iowa*WORKS* with WOTC access, employers or their TPA can complete and submit WOTC applications online. In order for a TPA to enter WOTC applications on behalf of employers, the TPA relationship must be active with the following privileges checked:

- Create 8850 Application
- Create 9061 Application

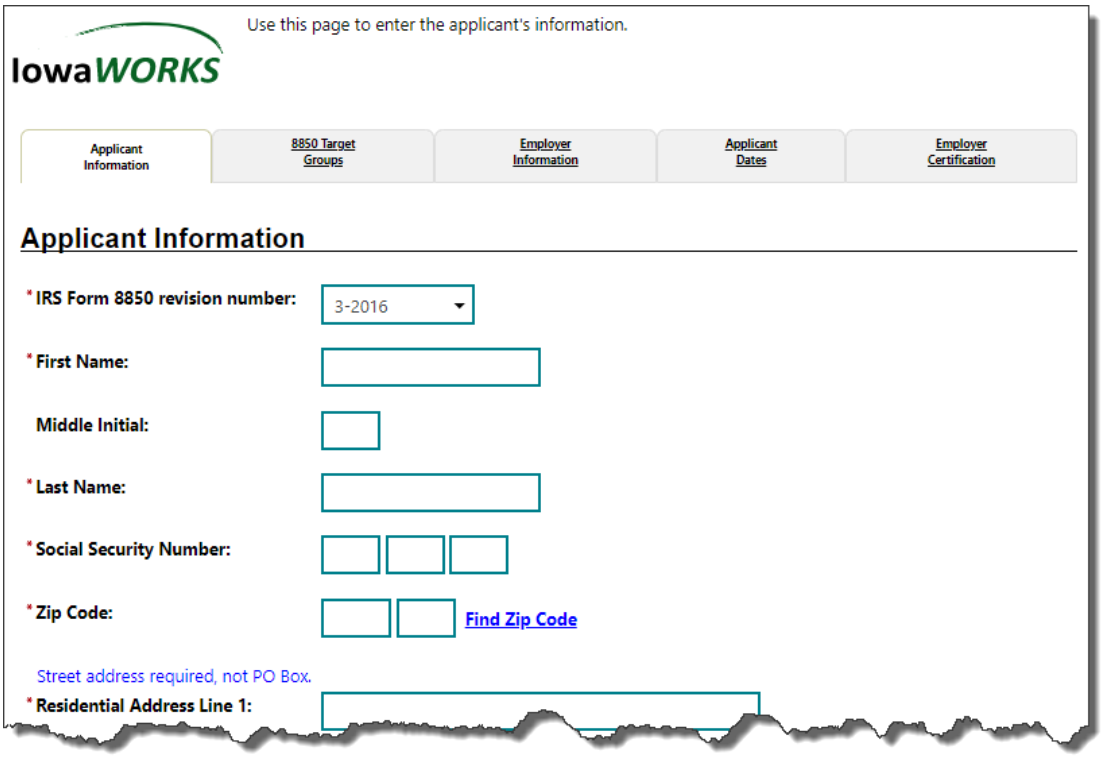
Other WOTC privileges will determine which WOTC actions a TPA or employer contact may perform.

IRS Form 8850

To enter a WOTC application, employers or their TPAs complete the IRS Form 8850.

Select **Employer Portfolio > Work Opportunity Tax Credit > WOTC Applications** and select the **Create Applications** link.

The WOTC module presents IRS Form 8850 in a wizard format consisting of several tabs. To save your entries and advance to the next tab, click the **Next** button at the bottom of each tab. If your entries fail to meet the requirements, the system will display an alert at the top of the tab. When necessary, you may return to a previous tab using the **Back** button at the bottom of the tab.



NOTE: In order for IRS Form 8850 to be considered timely, employers or their TPAs must submit the 8850 to the state workforce agency (SWA) within 28 calendar days after the employee's start date. All applications submitted after 28 days are denied.

On the **Application Information** tab, the IRS Form 8850 Revision Number displays with the most current form revision number.

Complete the applicant's information and click **Next**.

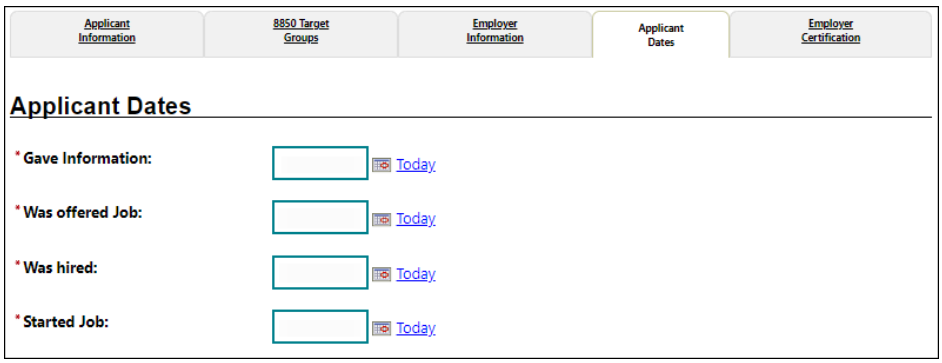
On the **8850 Target Groups** tab, select the target group or groups that apply to the new hire.

The Job Applicant's Signature and Date of Signature are required on this tab. Click **Next**.

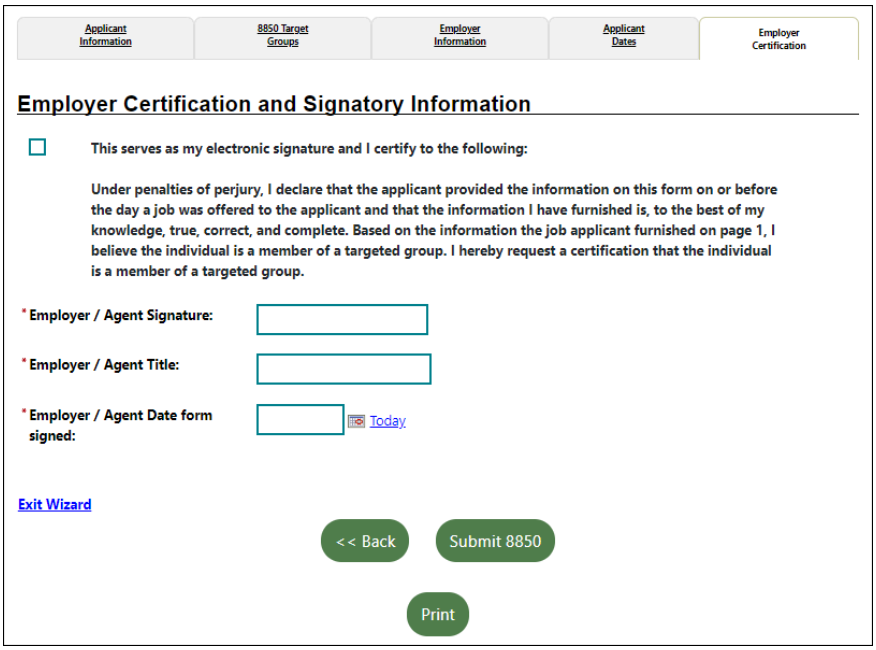
What is a Conditional Certification? Some states may accept a conditional certification (ETA Form 9062) for applicants, however, Iowa does not. For those states that do accept this form, applicants may have received a conditional certification from a participating agency, such a Vocational Rehabilitation agency or an Employment Network for the Ticket to Work program.

The **Employer Information** tab will display employer information. Review the information and click **Next**.

On the **Applicant Dates** tab, you are required to enter the key dates for the application.



The **Employer Certification** tab concludes the first part of the tax credit application. Complete the required fields and click **Submit 8850**.

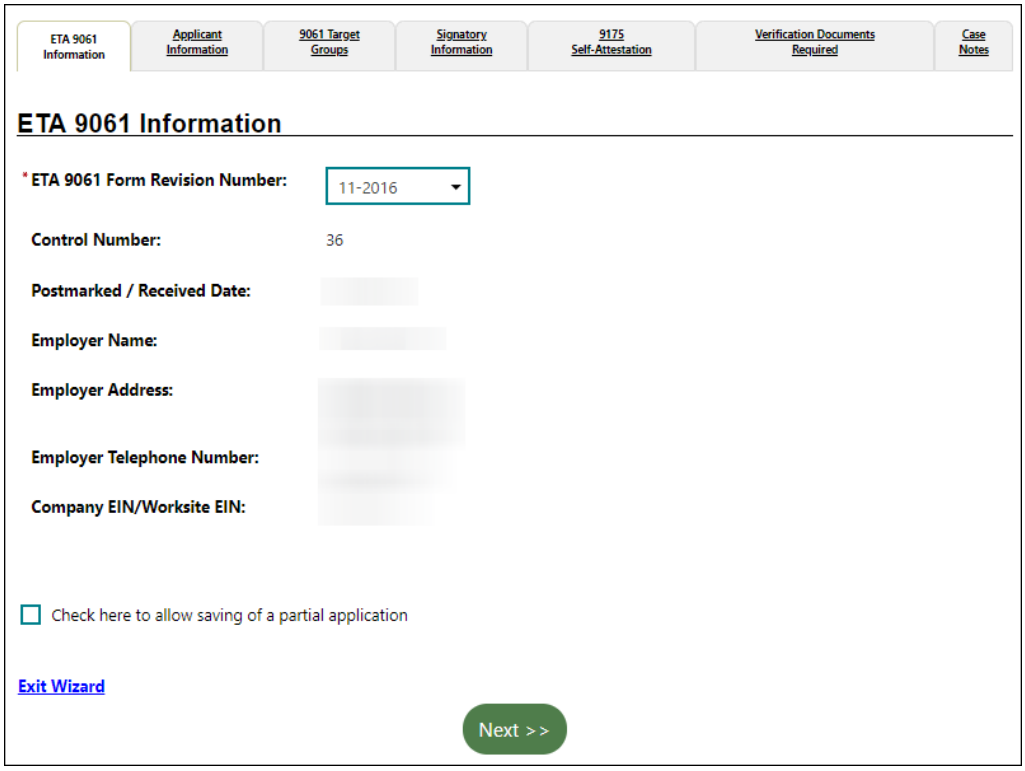


ETA Form 9061

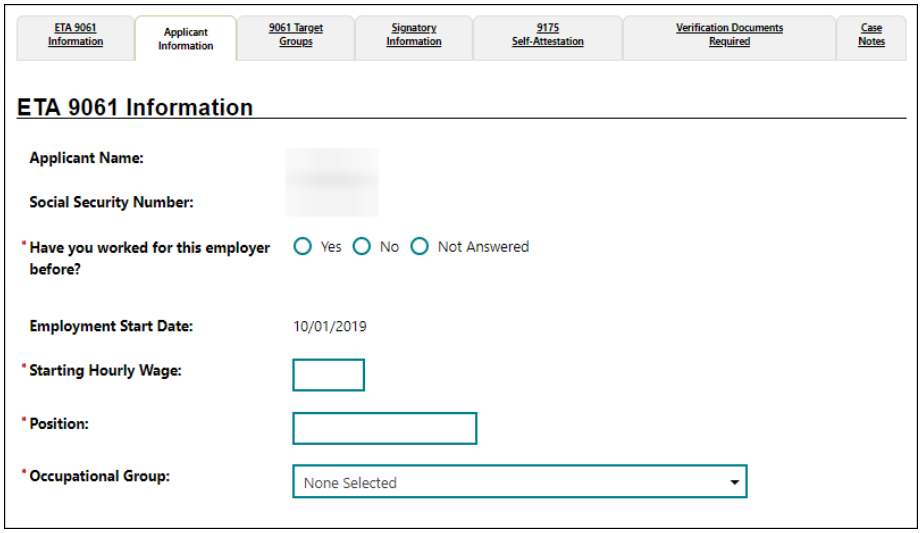
To continue a WOTC application, the ETA Form 9061 must be completed. Clicking **Submit 8850** button, will advance you to ETA Form 9061. If you selected to save as a partial application, you may search for the application on the **Application Search** screen.

The system presents the 9061 in a wizard format consisting of several tabs. To save your entries and advance to the next tab, click the **Next** button at the bottom of each tab. If your entries fail to meet requirements, the system will display an alert at the top of the tab. When necessary, you may return to a previous tab using the **Back** button at the bottom of the tab.

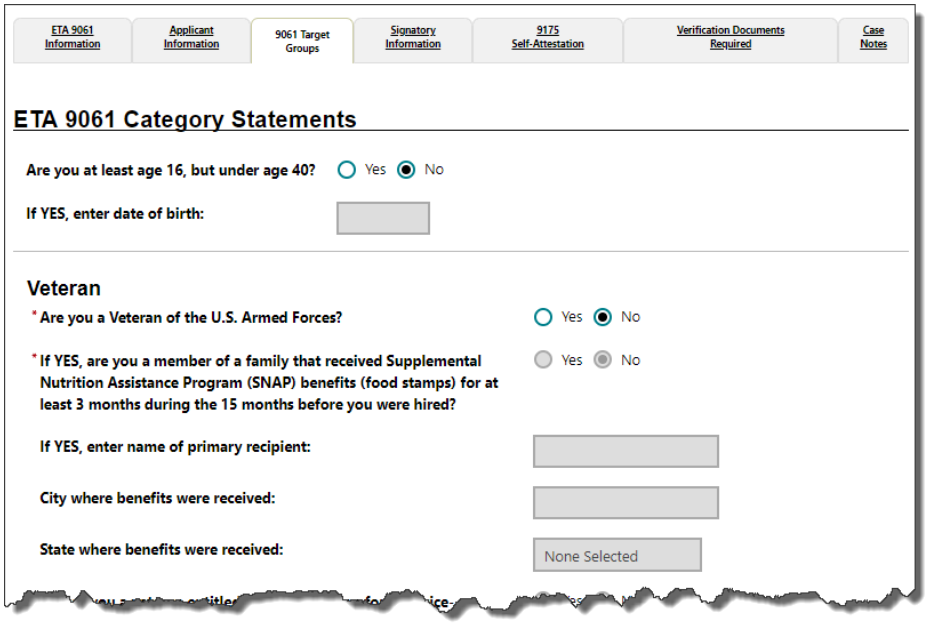
The **ETA 9061 Information** tab displays basic information for the form, including the Form Revision Number. The most current version will display.



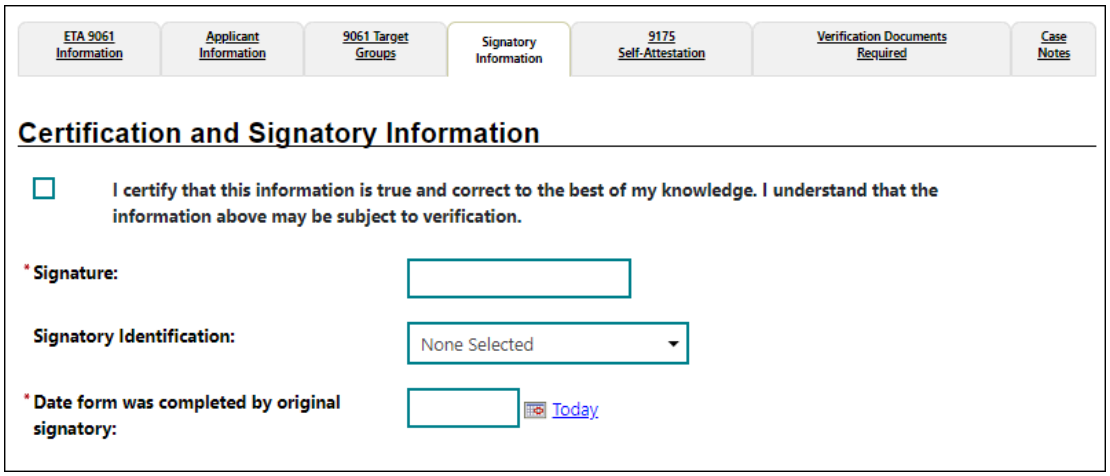
On the **Applicant Information** tab, the system displays application information collected from the IRS Form 8850. You must enter all required information.



The **9061 Target Groups** tab displays the questions that will allow the applicant to select a WOTC target group. Enter a response for each question. Click **Next**.

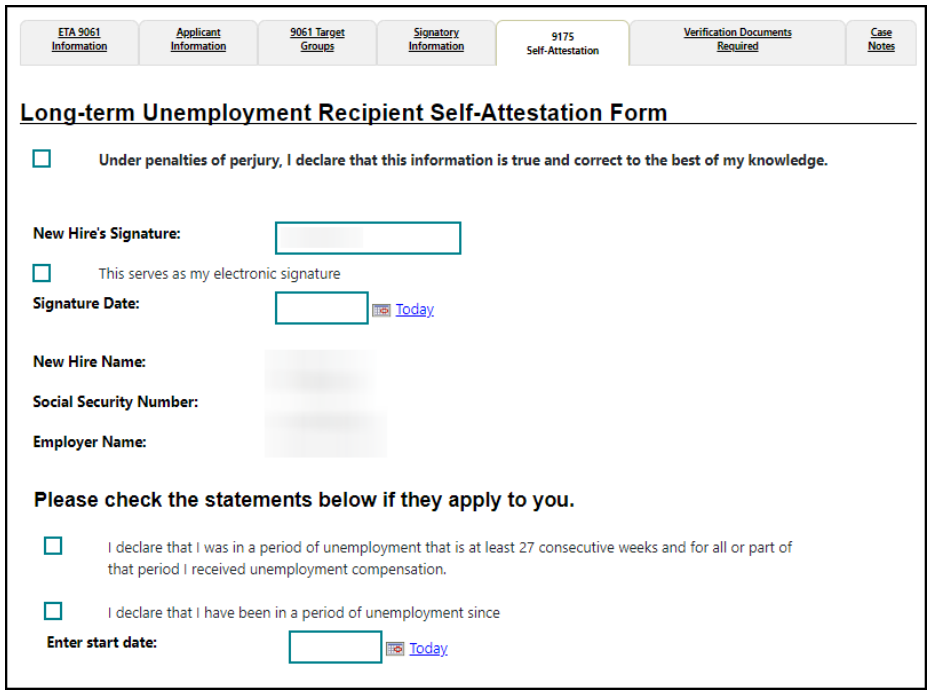


On the **Signatory Information** tab, complete all required fields and click **Submit 9061**.

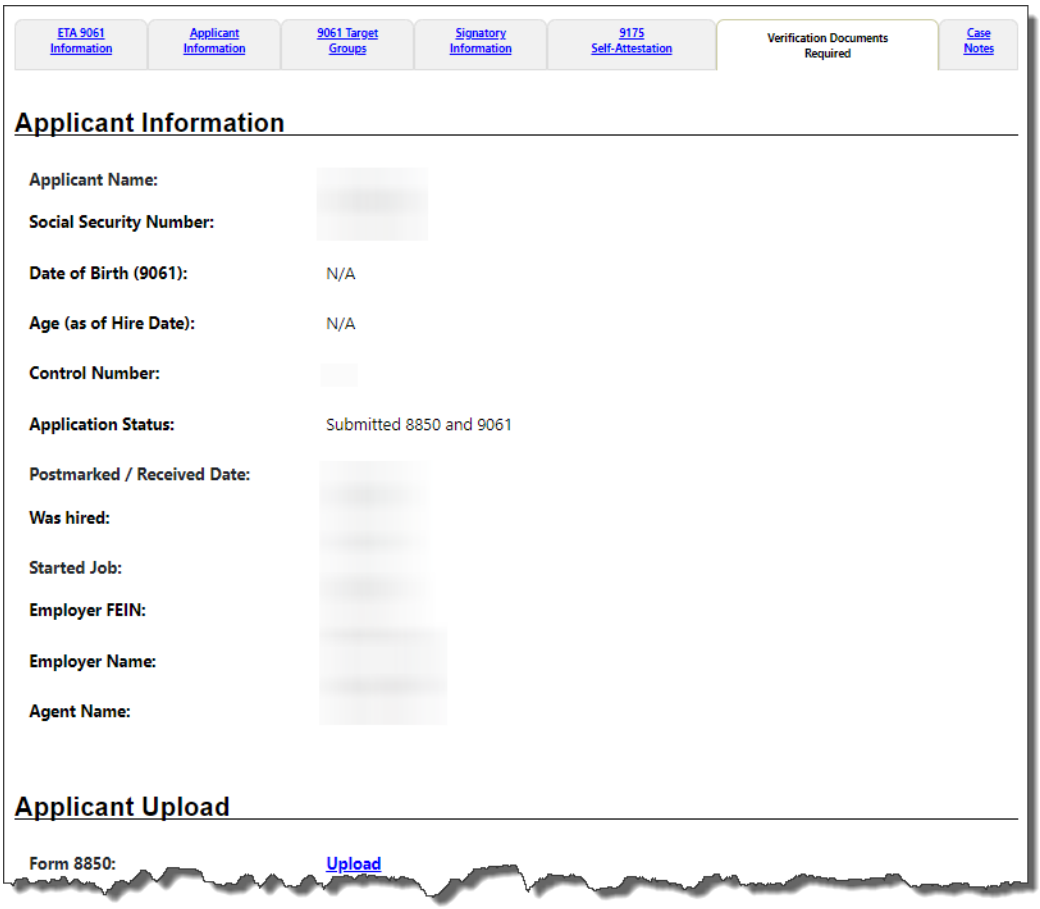


On the **9175 Self-Attestation** tab, if the applicant has selected the Qualified Long-Term Unemployment Recipient target group and has completed an ETA Form 9175 Long-Term Unemployment Recipient Self-Attestation form, complete the information on this tab. Select **Next**.

If this target group has not been selected, select **Next** at the bottom of the tab to continue.



On the **Verification Documents Required** tab, the system displays the WOTC target groups along with links for attaching verification documents. The tab specifies the types of documentary evidence that can substantiate WOTC eligibility under the various target groups. Working with the applicant, the employer should provide documentation for each target group associated with the application. Click **Finish**.



Review WOTC Application Status

The SWA issues a final determination for each WOTC application. In some cases, the agency may request additional information or documentation from the employer. In all cases, WOTC employers and their agents will learn of any special requests or determinations immediately through the message center and email account of the legal forms holder. If the employer has an active relationship with a TPA, the system will send the notification to the TPA.

Select **Other Services > Communication Center > Message Center**

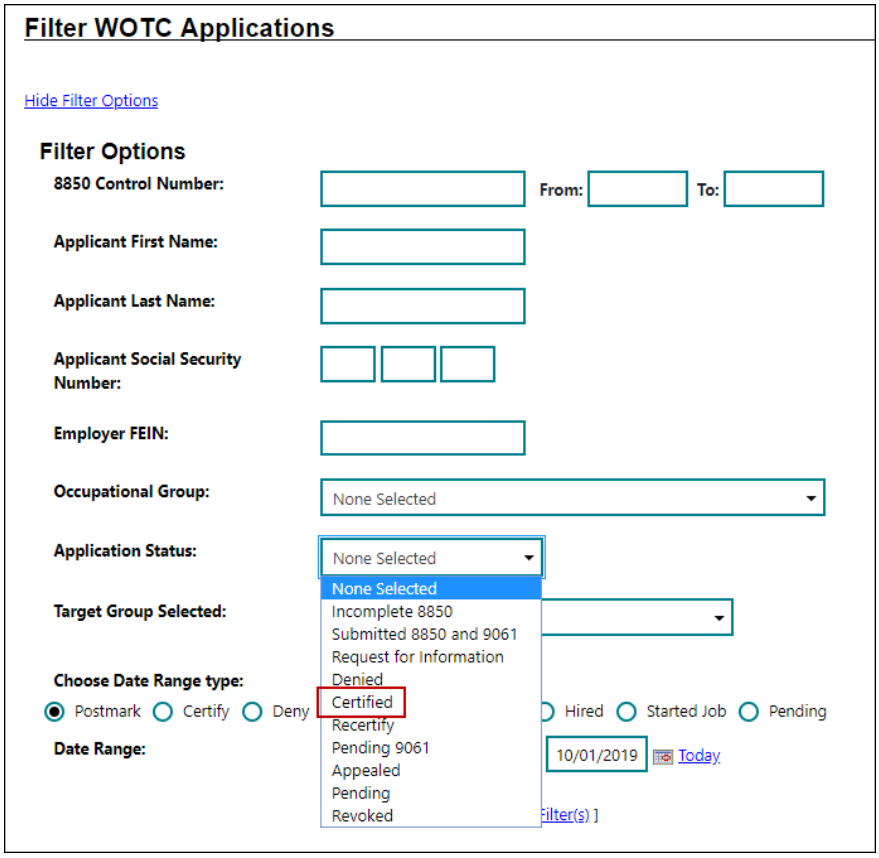
All message alerts will specify any required action and clearly reference the specific WOTC application. Examples of WOTC message alerts include:

- Notice of incomplete application
- Request for more information where SWA staff specify the missing information or documents
- Notice of denial
- Notice of certification

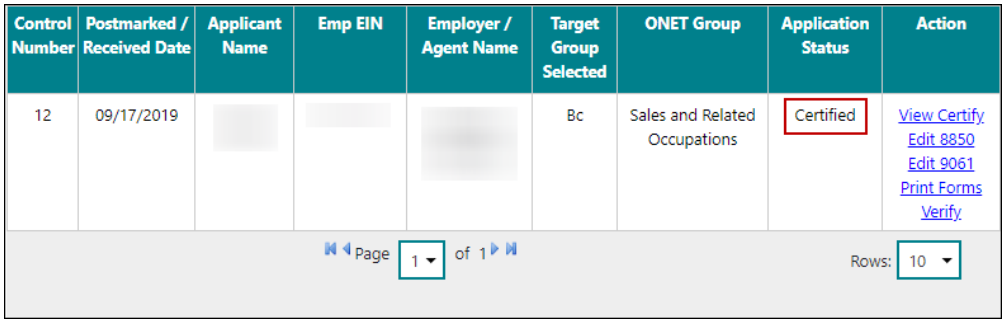
Employers or their agents can easily search for applications that have a specific status.

Select **Employer Portfolio > Work Opportunity Tax Credit > WOTC Applications**

In the **Filter Options** section, select the Application Status in which you are interested. Click **Filter**.



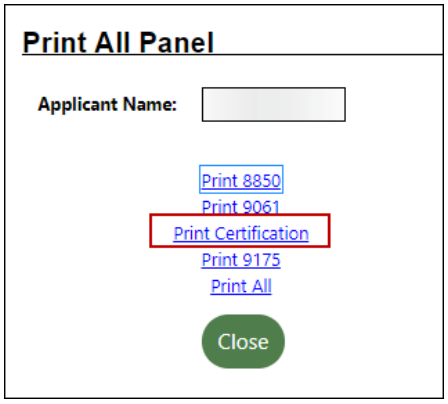
The search results will populate.



Control Number	Postmarked / Received Date	Applicant Name	Emp EIN	Employer / Agent Name	Target Group Selected	ONET Group	Application Status	Action
12	09/17/2019				Bc	Sales and Related Occupations	Certified	View Certify Edit 8850 Edit 9061 Print Forms Verify

Page 1 of 1 Rows: 10

In the **Action** column, click **Edit 8850** or **Edit 9061** to open the form for review or modification. To print the Certification, click Print Forms and then click Print Certification.



WOTC Verification Documents

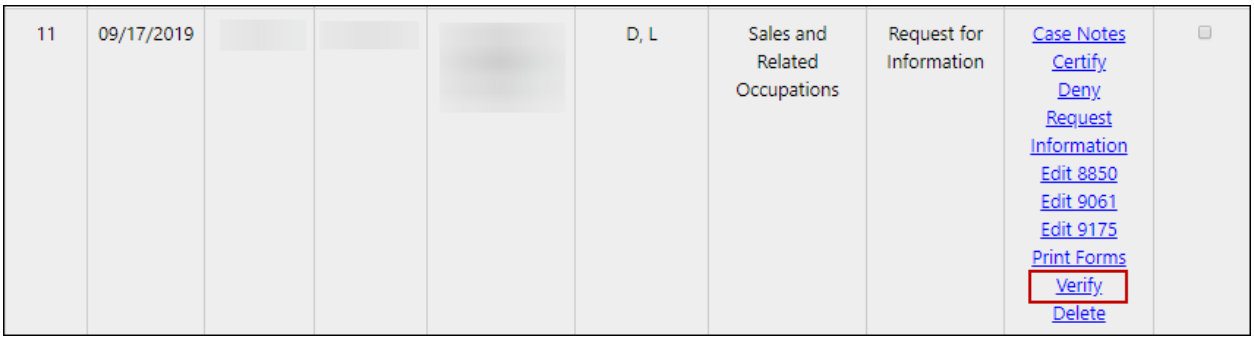
The WOTC module allows employers or their TPAs to upload verification documents directly into the system. ETA Form 9061 specifies the types of documentary evidence that can substantiate WOTC eligibility under the various target groups. Working with the applicant, employers should provide documentation or names of collateral contacts for each target group associated with the application. Click **Finish**.

Uploading Verification Documents

After creating an application, employers can return to the application at any time to upload the necessary documentation.

Select **Employer Portfolio > Work Opportunity Tax Credit > WOTC Applications**

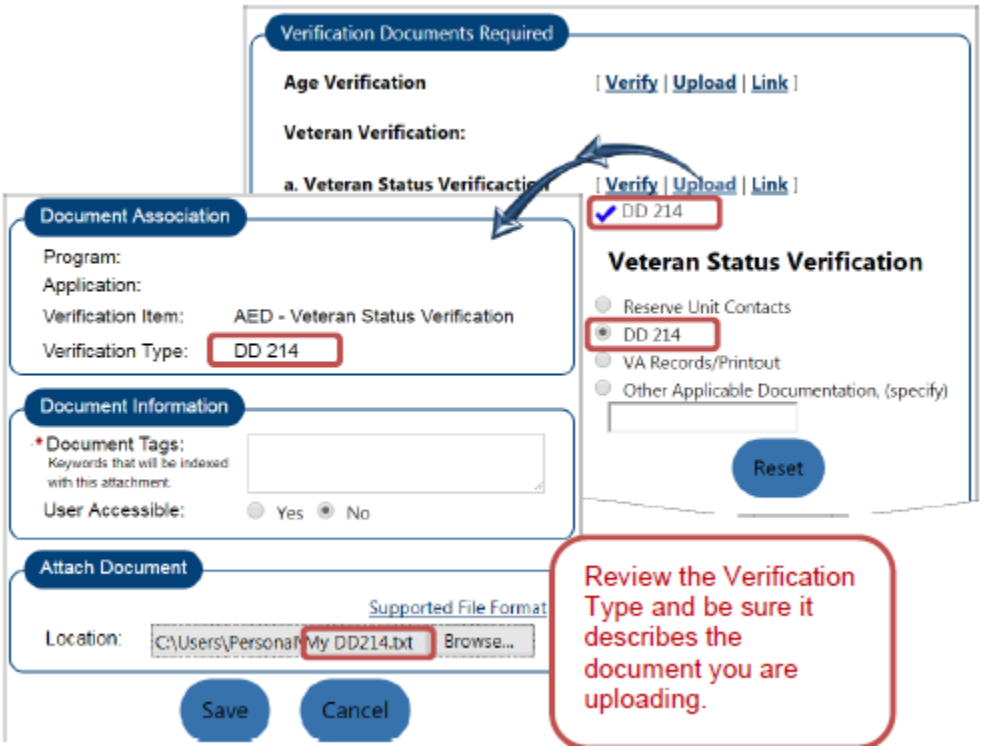
In the **Filter Options** section, enter the applications 8850 Control Number or name or SSN. Click **Search**.



Use the **Verify** link to go directly to the **Verification Documents Required** tab, which lists the target groups and associated supporting documentation.

For each document category, the Verification Documents Required tab allows employers to scan, upload, or link the actual document used for verification.

To upload a verification document:

1. Identify the verification category based on the target group.
2. Click the **Verify** link to view your document options
    a. Select the document type you plan to upload. If you select **Other**, enter a title or description for the document.

3. Click the **Upload** link and review the **Document Association** and **Document Information** sections. You may enter any **Document Tag** text to facilitate indexing.
    a. Click **Browse** or **Choose File** (depending on your browser)
    b. Select the document.
4. Click the **Save** button to perform the upload.