Texas Workforce Commission Work Opportunity Tax Credit Employer and Consultant User Manual

System Overview

- The Appian process management system streamlines the Work Opportunity Tax Credit (WOTC) application submission and review for staff and customers.
- Data migration from our previous mainframe included consultant and employer databases, ensuring only employer identification numbers (EINs) registered with [Texas Workforce Commission's (TWC's) Unemployment Tax Registration department].
    - **This is not the same as a business being registered with the Texas Secretary of State's office.**
- The system supports multiple users, facilitating efficient data entry for new WOTC applications and certificate requests.
- Users can review claim status in real time, aligning with all Training and Employment Guidance Letter (TEGL) requirements.
- Record-keeping and file storage were separated into two systems to handle the annual 700,000 applications received by Texas state workforce agency (SWA).
- The new system continues to interface with Texas Health and Human Services Commission (HHSC), Texas Department of Criminal Justice (TDCJ), wage, tax, ReHabWorks, and unemployment insurance (UI) databases to support processing determinations.
- Interfaces allow for 75–80 percent application throughput without manual intervention. We will continue to look at additional options for increasing throughput.
- Overall enhancements will be ongoing to improve data security, system efficiency, and accessibility.

Contents

Texas Work Opportunity Tax Credit Target Group Processing Order

Texas will review all applications for all target groups (TGs) authorized by the IRS and Department of Labor (DOL) using a hierarchy based on the tax credit value as follows:

- The Texas WOTC Unit will pursue ALL applications for Long-Term Family Assistance Recipients (LTFAR).
- If Veteran DD214 info is located during our Eligibility Matching (EM) process, the WOTC Unit will pursue the Veterans Opportunity to Work (VOW) Unemployed Veteran/Disabled Veteran (UV/DV) TGs starting with the highest tax credit–value TGs first: (DV6/DV) and Unemployed Veteran 4 weeks to 6 months/Unemployed Veteran more than 6 months (UVA/UVB).
- The Texas WOTC Unit will pursue **Supplemental Nutrition Assistance Program (SNAP)/Temporary Assistance for Needy Families (TANF)/Social Security Income (SSI)/LTFAR** TGs in Texas before pursuing out of state (OOS).
- The Texas WOTC Unit will pursue Directorate of Civil Rights (DCR) last.

Out-of-State Processing Guidelines

- All applications should be submitted to the state where wages are being reported.
- Applications where there are no wages on file for the EIN/social security number (SSN) combination will be denied as "not eligible."
- Texas will review the application to see if there are benefits in Texas to allow for certification before sending a verification of eligibility to another state.
- If no response is received from the OOS SWA, the claim will be denied "documents not received."

Application Status Definitions

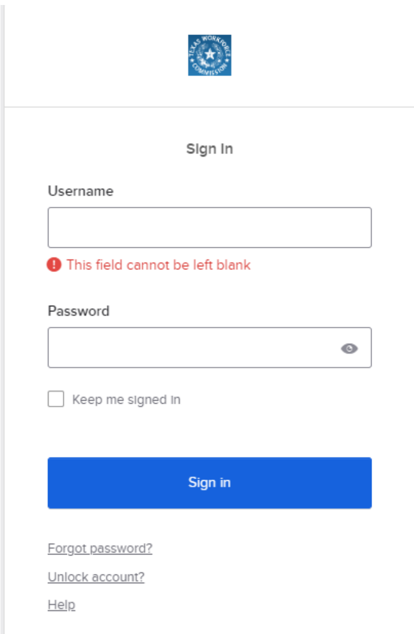
- Submitted – Claim is new and has not been through automated processing.
- Certified – Application has been certified.
- Denied – Application does not meet requirements for certification.
- Needs Further Review (NFR) – Automated systems were not able to certify or deny and the claim needs to be reviewed by an analyst.
- Needs Requested – Further information is needed to finalize the application.
- Under Reconsideration – A reconsideration has been requested but has not been processed yet.
- Reconsidered – Denied – The reconsideration request has been reviewed and the claim still does not qualify for certification.

Accessing the System

- You will need to submit a request to access the WOTC online portal. The request form (Attachment A) is available on our website.
- Once received, we will send an activation email to the primary email on the request form. This email will be from noreply@okta.com. Please make sure to check your junk/spam folders.
- During the activation process, you will need to establish a password for your account.

Getting Started

1. Sign in at the following link: twcgov - Sign In.
2. Your username will be the email you provided for activating the account.
3. Your password will be the password you establish when activating your account.

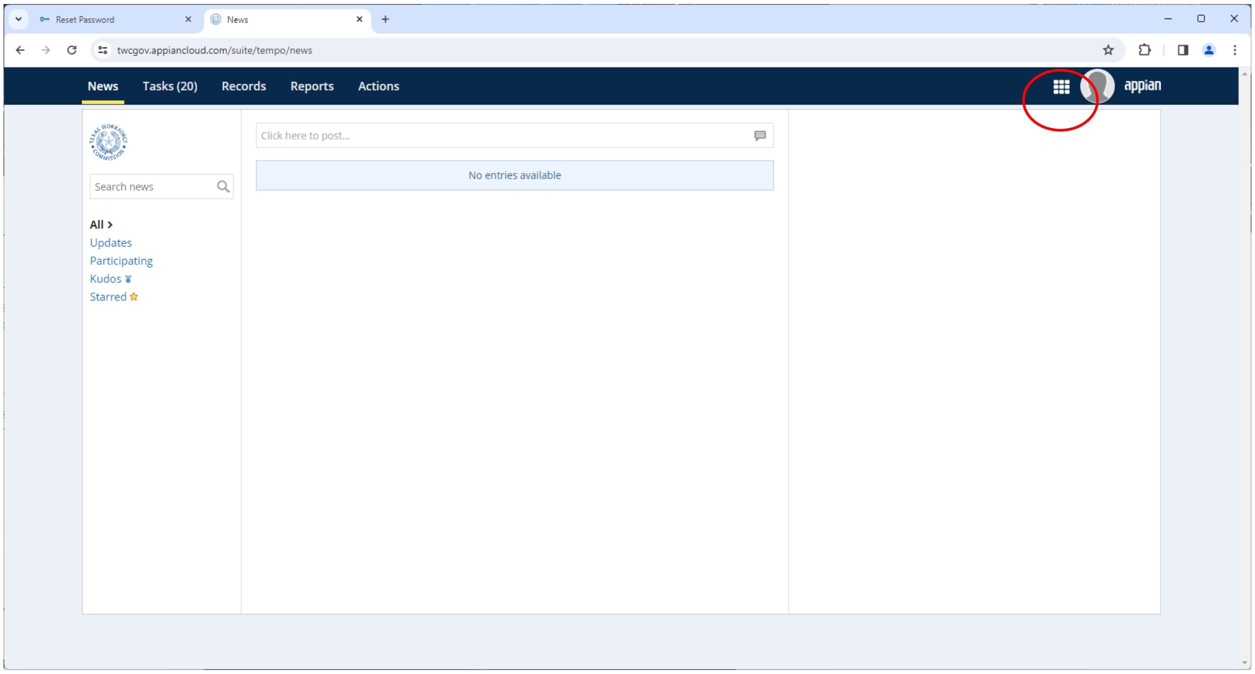


Do not use the following functions if you are having issues logging in.

- Forgot Password?
- Unlock Account?

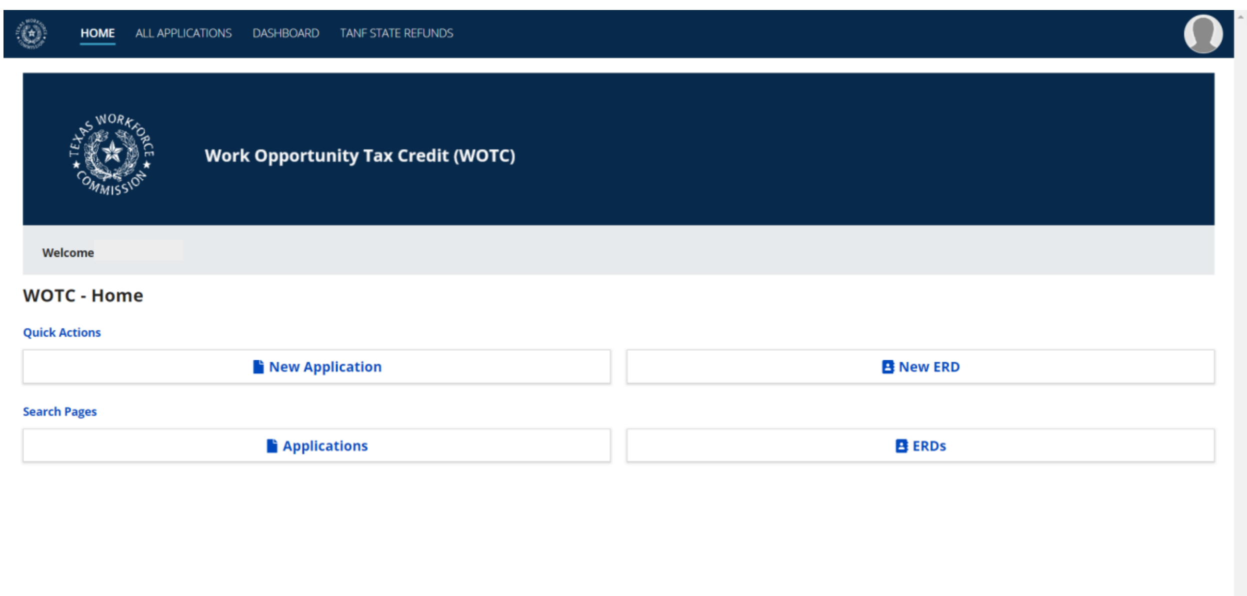
These functions are not directed to the TWC WOTC team, which manages user accounts. All login issues should be sent to the WOTC customer service email address.

4. You may see the following screen upon signing in.
5. Select on the “waffle” (grid icon) in the upper-right-hand corner of the screen.
6. Select Work Opportunity Tax Credit.

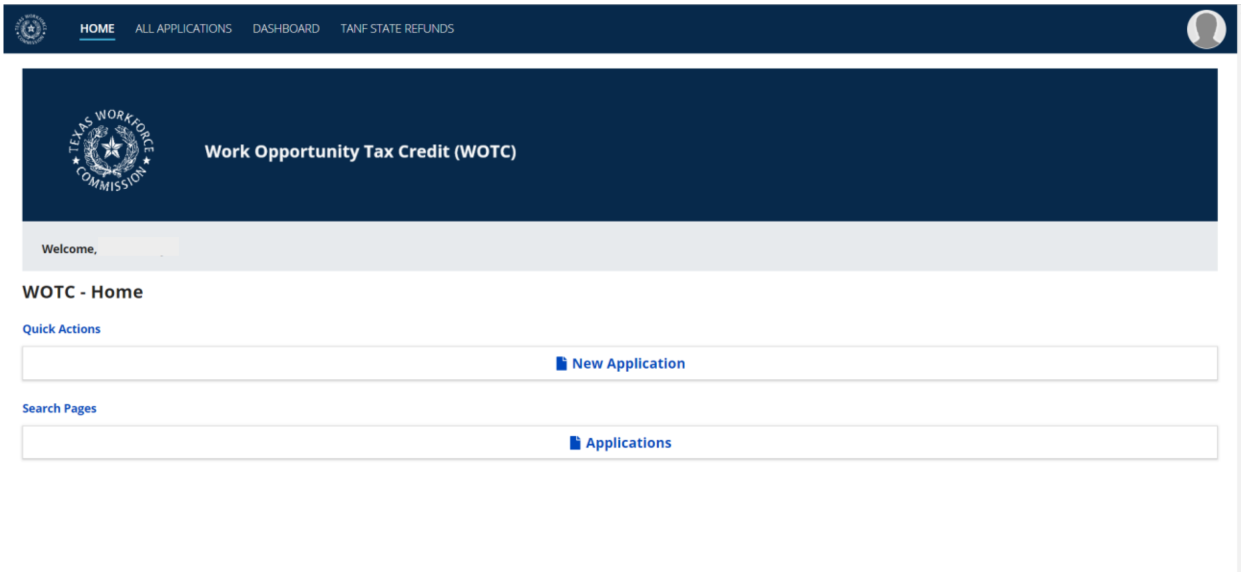


You will then be taken to the home screen for your account.

Consultants will see the following screen:

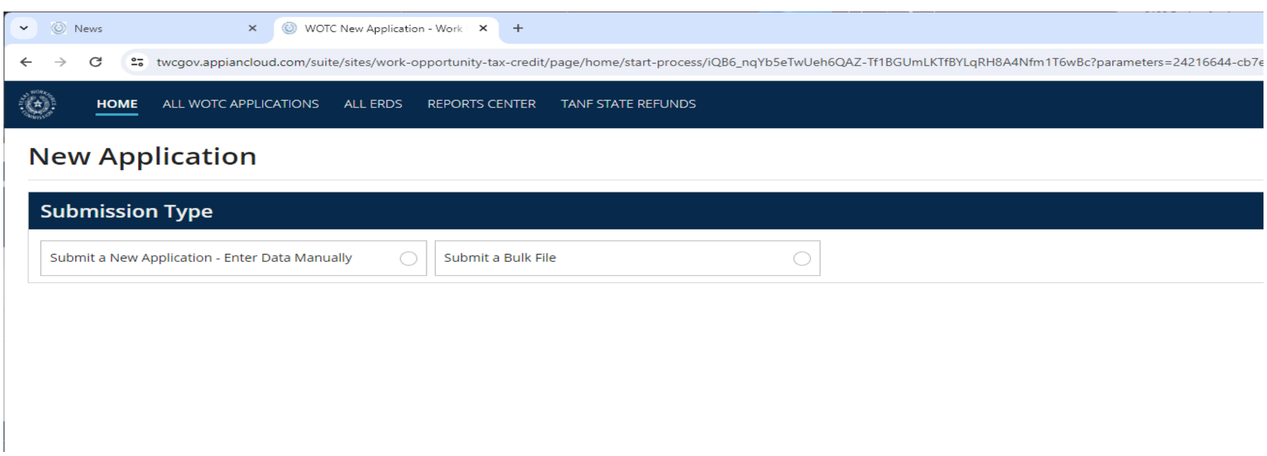


Employers will see the following screen:



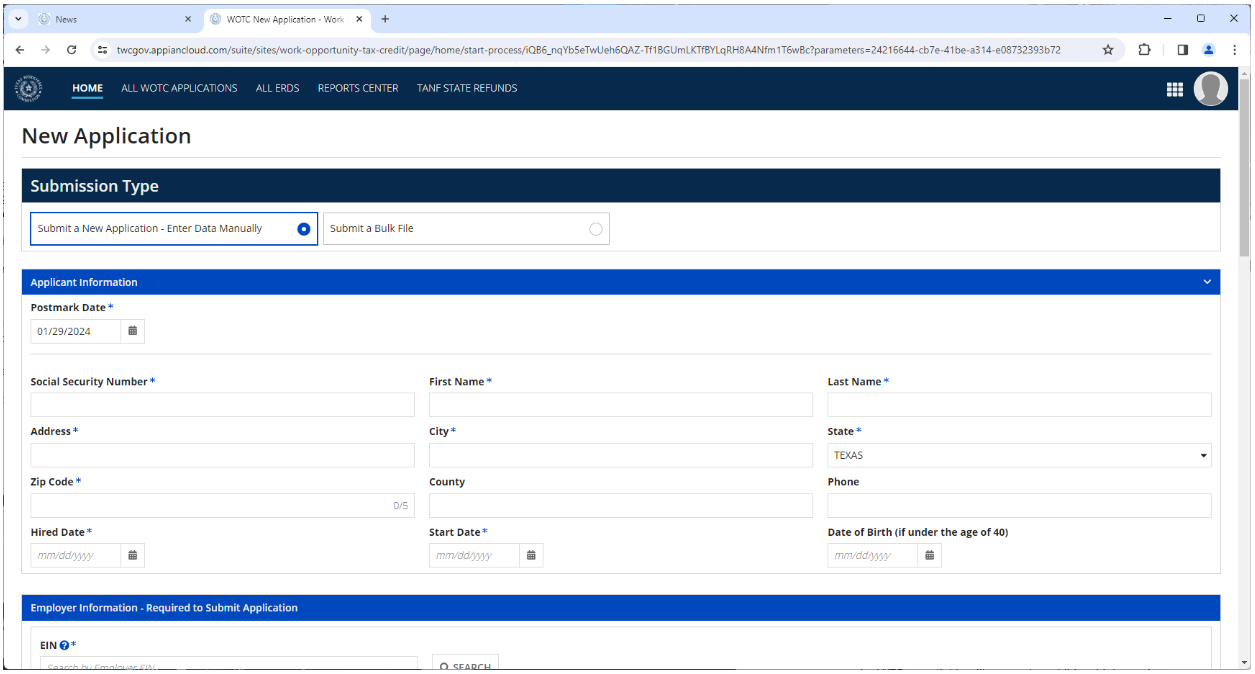
Entering New Applications

1. Select “New Application.”
2. You will be provided the option of submitting individual applications or using the bulk upload process.
3. Select your submission method by clicking the appropriate radio button.



Single Entry Application Process

When selected, an IRS Form 8850 screen will be displayed.



There are eight sections to be completed **(asterisk fields are required)**.

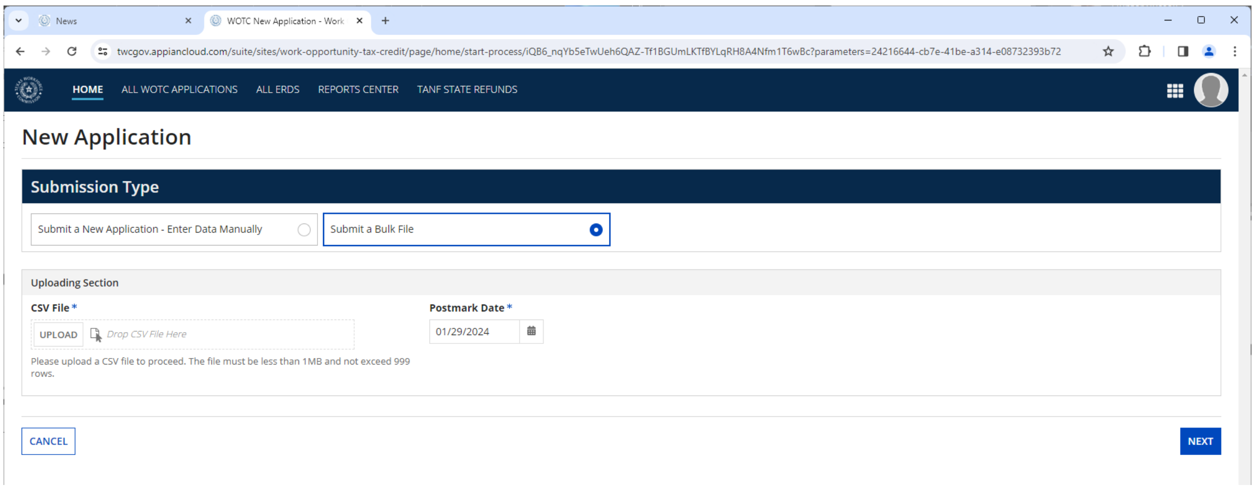
1. **8850-Applicant Information -** Information from the first page of the 8850 and includes the Hired Date and Start Date from the second page
2. **8850-Employer Information -** Information from the second page of the 8850
   - After entering the EIN, you **must** hit the search bar to bring up the details of the employer and unlock the "Comments" and "Electronic Agreement" fields.
3. **8850-Consultant Information -** Information from the second page of the 8850
   - Consultants mark Yes.
   - After entering the consultant identification number (CEIN), you **must** hit the search bar to bring up the details of the consultant and unlock the "Comments" and "Electronic Agreement" fields.
   - Employers not using a consultant mark No.
4. **Form 8850-Prescreening Notice and Certification Request -** information from the responses to Questions 1 thru 7 on page 1 of the 8850
5. **9061/9062 Forms -** You must select either the ETA 9061 or ETA 9062. The ETA Form 9062 option will be available only if **Question 1 from the 8850** has been marked Yes.
6. **9061 Form -** Question responses from ETA Form 9061. When a question is marked Yes, new fields will appear for additional information.
   - **Forthcoming Docs -** If this field is completed, you **must** select from one of the target groups on the 9061.

7. **Comments -** Add comments if there is essential information to convey to WOTC staff.
8. **Electronic Agreement -** Both boxes **must** be marked, acknowledging that you agree to the information. If they are not **both** marked, the application will not be accepted.

After entering the 8850 and 9061 information, select **SUBMIT**. If you receive error messages, they must be corrected before the application can be accepted. A confirmation email will be sent containing the application claim number. Use this claim number to generate and print the 8850 and 9061 for record retention.

Bulk Upload Application Process

1. Select the **Submit a Bulk File** radio button.



2. Select the **UPLOAD** button.
   - Locate the CSV file to upload and double-click on it or drag and drop into the upload box.
3. Once the **blue circle** is complete, the Postmark Date field will reflect the current date.
   - The postmark date is not editable.
4. Select the **NEXT** button.
   - There is a very thin blue line progress bar that is located just above the MENU line.
   - The NEXT button will also show progress, as it will remain dim while the file is processing.
5. When results are displayed, two sections will appear: **Incomplete Applications** and **Complete Applications**.
   - **Incomplete Applications will appear in the red section with a count.**
     - Select **GENERATE EXCEL FILE** at the bottom of the incomplete section. This will gather all files if multiple pages exist.
     - When the file is ready, select **Download Incomplete Applications**.
     - The file will download for your review.

        - ❖ This action must be completed before you select the submit button.
    - **Complete Applications will appear in the green section with a total count of applications being accepted into the system.**
6. Once the incomplete application Excel report has been downloaded, scroll down to the **Electronic Agreement** section and check **both** boxes to acknowledge and accept Applicant and Employer jurat statements.
    - You cannot upload until both boxes are selected.
7. Select **SUBMIT**. You will see **ACTION COMPLETED** and will be taken back to the main menu.
8. Once the file has uploaded and processed, the **confirmation email** will be sent and will provide the claim number range.

Notes:

- The system will only allow bulk upload containing up to 999 files.
- The system processes applications in batches of 200, so you may see some gaps in application IDs if uploading larger files.

Creating Work Opportunity Tax Credit Online System Bulk Upload File

We suggest always starting with a blank Excel template as the first tab in the workbook. There is a template located on our website.

You can find a complete list of field formats and potential errors in our Bulk Upload Validation Error Message Glossary (Attachment B).

Important Information:

- The Excel/CSV files are **original** and must be retained **as submitted**. These files are the Certificate of Electronic Filing **(COEFile)**.
- When ready to upload, the file **must** be uploaded as a CSV file.
    - **Do not** use the CSV UTF-8 (comma delimited) (*.csv) option.
- Once converted to CSV, you may notice a cell format change from Text to General. If each cell in columns A, B, C, and L indicates Text formatting in Excel prior to converting to CSV, there **should not** be any issues uploading the file.
- Do not alter the template by creating drop-down options, borders, shaded areas, and so on.
- Do not use special characters in any text field. This includes commas, tildes, hyphens, apostrophes, and so on.
- Upload files are limited to 999 records including the Header. Our new system processes bulk file records in groups of 200 to avoid slow response times.

Instructions:

- The **Header row is required** for all CSV upload files.
- Columns **A to C and E to L are required**.

a. Employers without consultants should leave **Column A** blank. Do not enter your Employer EIN in both A and B, or the file will not upload.

- Columns **A, B, C, and L** must be formatted as Text to allow for leading zeros.
  - Create the BU file in a current version of Excel. Using an older version of Excel may cause the conversion to CSV to be unsuccessful.
  - Each cell in column A, B, C, and L will have a green triangle in the upper-left corner of the cell indicating a Text format.
- Columns **M to AS are optional**.
  a. If all answers are "No," leaving the columns blank reduces potential errors.
- Columns **W, Y, AM, AP, and AR** require the two-digit state abbreviation to indicate potential OOS benefits (TX is automatic and does not need to be entered).
- Column **AS Source Docs**, if **AS = Y**, there **must** be at least one TG selected. The TG columns include **V, X, AD, AG, AJ, AK, AL, AN, AO, and/or AQ**.
- If possible and if provided, the date of birth (DOB) is critical in processing, especially for age-restricted target groups.

Documents Forthcoming

Applications marked as "documents forthcoming" will be processed using the following timelines:

1. Claims will pend in the system for 28 days from the employee's **start date**.
2. On the 29th day, if no documents have been received, the claim will be issued a needs letter. The "Denial Pending More Information" (needs letter) will be issued.
3. The consultant/employer will then have 365 days from the date of the denial letter to submit the appropriate documentation.
   a. When uploading forthcoming documents, make sure to use the "upload forthcoming docs" option.
   b. Once you have uploaded the documents, you will be given the option to release the claim from forthcoming status.
   c. If you do not release the claim from forthcoming status, it will stay in a "needs requested" status until the 365 days have expired.
4. If documentation is not received by the 366th day, the claim will be processed as it was submitted.
5. A certification or denial will be issued accordingly.
6. Denials for documents forthcoming claims do not qualify for appeals.

At any time in the forthcoming process, the employer/consultant can "release" the claim from forthcoming status. Releasing a claim from forthcoming status sends the claim back into the review queue. The claim will then be processed using the supporting documents, or "as-is" if no documents were added. See the **Submitting Support Documents** section below for instructions on uploading documents.

Appeals and Reconsiderations

TEGL 16-20, Change 1 guidance shortens the time in which a denial can be appealed. Appeals need to be filed within 90 days of the date on the denial notice. Once the 90th day has passed, the "reconsider application" option will not be displayed for the application.

Claims marked as "forthcoming" will be automatically processed one year from the date of the needs letter. There is no appeal available for applications indicating documents are "forthcoming."

See the Submitting Support Documents section below for instructions on uploading documents.

Redeterminations

At this time, Texas will not accept redeterminations of previously certified claims.

Submitting Support Documents

All recons/supporting documents for applications that have been uploaded/entered into our new portal must be uploaded to the actual application for processing. The only recon/support documents that can be submitted via email are those for applications that remain in our old platform.

There are three different options for uploading documents:

- Upload Support Docs
- Reconsider Applications
- Upload Forthcoming Docs

1. **Upload Support Docs**
    a. This can be done at any time after an application that has not been marked as forthcoming has been entered.
    b. Log into portal account.
    c. Select "WOTC Applications."
    d. Enter the application number and select **SEARCH**.
    e. Select on the Application ID (claim number) link.
    f. Select "Upload Supporting Docs" (top-right corner).
    g. Scroll down to the Documents section.
    h. Select **UPLOAD** (or drag/drop) the PDF file containing the support docs.
    i. In "Supporting Documents Uploaded," check the box for each type of document (mark all that apply).
        - Multiple docs can be submitted in one PDF file. Or use the steps if uploading each support doc individually.
        - At least one type of support doc must be marked.

- If **OTHER** is selected, please enter the document info into the Comments section.

j. Use the Comments box to communicate specific information to the WOTC Unit, if applicable.
k. Select the Update box in the lower-right corner to submit.
l. Applications with attachments will automatically pend for manual review by WOTC Staff.

2. **Reconsider Applications**
    a. Only claims in denied status that were not marked documents would be forthcoming are eligible for reconsideration.
    b. You have 90 days from the date of the denial letter to request a reconsideration.
    c. There are no exceptions to this rule.
    d. Log into portal account.
    e. Select "WOTC Applications."
    f. Enter the application number and select **SEARCH**.
    g. Select on the Application ID (claim number) link.
    h. Select "reconsider application" (top-right corner).
    i. Add comments to let us know what about the claim needs to be reconsidered. (For example: Should it qualify for SNAP? Did you get military docs?)
    j. Scroll down to the Supporting Documents section.
    k. Select **UPLOAD** (or drag/drop) the PDF file containing the support docs.
    l. Select the "request reconsideration" button in the bottom-right corner.
    m. The application will be moved into a queue for an analyst to review and respond to your request.

3. **Upload Forthcoming Docs**
    a. This can be done at any time after an application that has been marked as forthcoming has been entered.
    b. Log into portal account.
    c. Select "WOTC Applications."
    d. Enter the application number and select **SEARCH**.
    e. Select on the Application ID (claim number) link.
    f. Select "Upload Forthcoming Docs" (top-right corner).
    g. Scroll down to the Documents section.
    h. Select **UPLOAD** (or drag/drop) the PDF file containing the support docs.
    i. In "Supporting Documents Uploaded," check the box for each type of document (mark all that apply).
        - Multiple docs can be submitted in one PDF file. Or use the steps if uploading each support doc individually.
        - At least one type of support doc must be marked.
        - If OTHER is selected, please enter the document info into the Comments section.

j. Forthcoming Documents Status – If you have submitted all supporting documents, check this box to release the application for processing.

   Note: If you do not check the box, the claim will remain in forthcoming status until either you release the claim or one year has passed since the needs letter was issued.

k. Forthcoming Release Date – This will default to the date you are uploading the documents once you have checked the "Forthcoming Document Status" box.

l. Use the Comments box to communicate specific information to the WOTC Unit, if applicable.

m. Select the "update" box in the lower-right corner to submit.

n. If you do not release the application for processing, you can always come back and add additional documentation to the file if it is done within 365 days of the date on the needs letter.

Acceptable Support Documents

1. Age - driver's license, birth certificate, school identification (ID) card, work permit, or any federal/state/local government ID if it contains the DOB
2. Address - driver's license, work permit, W-4 forms, or any federal/state/local government ID
3. Veteran - DD214, Reserve unit contacts, Servicemembers Civil Relief Act (SCRA) notices, Bureau of Naval Personnel forms, and letters from the National Personnel Records Center
4. Disabled Veteran - rating letters and Veterans Administration combo letters
5. Ex-Felon - The following documents can be uploaded to support Ex-Felon Status:
   a. Court records or correctional institution records
   b. Bureau of Prisons or TDCJ registry numbers
   c. Letters from parole agents (on letterhead)
6. Vocational Rehabilitation - The following documents can be uploaded to support the Vocational Rehabilitation (VR) Status:
   a. VR agency contact
   b. Veterans Administration for Disabled Veterans
   c. Signed letter of separation, or related document, from authorized individual on Department of Veterans Affairs letterhead or agency stamp with specific description of months benefits were received
   d. Individual Plan of Employment (IPE)

   Note: Documents for the VR TG must have one of the following dates on it:
   1. Application date
   2. IPE open date
   3. Last service date
   4. IPE closed date

Printing Decisions - Individual

You can print IRS Form 8850, ETA form 9061, and decisions using the online portal.

- Go to "All WOTC Applications."
- Enter the correct search criteria to retrieve the application you want.
- Select on the link for the Application ID.
- Just below the Applicant's Name and Application ID, you will see a "Download Forms" option.
- Here you can request PDF files for all documents related to the application in question.
  Note: We are in the process of developing a bulk-print option for decisions. As soon as it is available, we will provide further instructions.

Printing Decisions - Batch

You can now print decision letters in batch.

To batch print decision letters complete the following steps:

- Go to "WOTC Applications."
- Select the "Batch Decision Letters" button, which is next to the "New Application" button.
- Select the "Decision Letter Type" you want to pull, and you will be provided with a list of applications that fall under that decision letter type.
- Adjust filters as needed to pull the decision letters you want.
- Check the boxes of the decision letters you want (the current maximum for batch printing is 50).
- Select the "submit" button at the bottom of the page. Your request will be added to a queue to create a file containing the decision letters you have requested. Once the decision letter file is created, you will receive an email letting you know the batch print is ready.
- Go back into "Batch Decision Letters," and you will see a link to "Download Decision Letter.
- Select the link to download the zip file.

Employer Representative Declarations Entry

Submission of Employer Representative Declarations (ERDs) must be completed through the portal. It is important that all the information submitted matches the information contained on ETA Form 9198.

Note: TEGL 16-20, Change 1 states, "SWAs should not process a certification request nor communicate with an individual who is not listed as an authorized representative on an employer's ETA Form 9198 that is on file with the SWA at the time the certification request is submitted. ETA advises SWAs to automatically deny certification requests submitted by unauthorized individuals."

Entering a new ERD:

- When entering the information for an ERD, all information must match what is on the ERD being uploaded into the system.
- Enter the Federal Employer Identification Number (FEIN) for the employer using the hyphen (XX-XXXXXXX).
- Select search.
- The employer data should appear.
    - If you get the message "this EIN is not found," you will need to add the employer into our temporary data base for approval. See the instructions below on how to create a temporary employer record.
    - You will not be able to enter the ERD until the new employer record is approved.
- Verify all information for the employer is accurate. If something needs to be corrected, please use the "click here to update/add employer" button to update the information.
- Enter the FEIN for the consultant using the hyphen (XX-XXXXXXX).
- Select search.
- Verify all information for the consultant is accurate. If something needs to be corrected, please use the "click here to update/add consultant" button to update the information.
- Does this ERD Apply to TANF State Refunds?
    - "Yes" means you have the authority to submit TWC Form 1098 for the Texas TANF State Refund Program.
    - "No" means you do not have authorization to submit TWC Form 1098 for the Texas TANF State Refund Program.
- Is this a 2848?
    - This will always be "no" since IRS Form 2848 is no longer authorized for the WOTC program.
- Rep 1 First Name – must match what is shown on the ERD
- Rep 1 Last Name – must match what is shown on the ERD
- Rep 1 Phone Number – complete phone number for the rep (must match what is listed on the ERD)
- Rep 1 Email – complete email address for the rep (must match what is listed on the ERD)
- Rep 1 – Check if to be sent copies of employer's WOTC notices and communications
- Rep 2 First Name – must match what is shown on the ERD
- Rep 2 Last Name – must match what is shown on the ERD
- Rep 2 Phone Number – complete phone number for the rep (must match what is listed on the ERD)
- Rep 2 Email – complete email address for the rep (must match what is listed on the ERD)
- Rep 2 – check if to be sent copies of employer's WOTC notices and communications
- Once you have entered a second representative, you will have the option to add representatives 3, 4, and 5.

  - Remember, all reps must be added in the order they are listed on the ERD.
  - Only representatives 1 and 2 will be able to receive notifications regarding ERDs.
- Representative's Initials – This must be "yes." If the initials are not on the ERD, it will be rejected.
- Employer Initials – This must be "yes." If the initials are not on the ERD, it will be rejected.
- Authority Start Date – This will default to the employer signature date entered below.
- Authority End Date – This can be entered but will be overridden if the date is beyond five years from the employer signature date.
- Employer Declaration and Signature:
  - Employer signature – This must be "yes."
  - Employer signature date – date the employer signed the ERD
  - Employer printed name – as it appears on the ERD
  - Relationship to employer:
    - Self
    - Other – need to complete the "Signatory Title/Company Name" field to comply with what is on the ERD
- Representative Declaration and Signatures:
  - Representative 1 Signature – This must be "yes."
  - Representative 1 Signature Date – date ERD signed by representative
  - Representative 1 Printed Name – must match what is shown on the ERD
  - Representative 2 Signature – This must be "yes" if there is a second representative, otherwise you can mark "no" or leave blank.
  - Representative 2 Signature Date – date ERD signed by representative
  - Representative 2 Printed Name – must match what is shown on the ERD
- Upload ERD File Here:
  - The ERD must be uploaded in its entirety. You can click the upload button or drag and drop the file into the field.

Entering a Temporary Employer Record

If the EIN is not found in our system, you have the ability of adding the employer as a temporary record for the WOTC staff to review. The WOTC unit will check to see if the EIN is a registered wage-paying EIN with TWC UI Tax Department. This is not the same as being registered with the Texas Secretary of State office.

If you get the "This EIN is not found" message when entering a new ERD, you must add a temporary record for approval.

- Select the "Select Here to Update/Add Employer" button on the right-hand side of the employer information screen.

- You will see a pop-up from twcgov.appiancloud.com that says, “Are you sure you want to leave?” Select OK.
- EIN – Enter the EIN you want verified.
- Name – Full employer name per the ERD you want to submit
- Requires Mail-Out – No
- Address – Complete employer address per the ERD you want to submit.
- City – Employer city per the ERD you want to submit
- State – Use the drop-down to select the employer state per the ERD you want to submit.
- Zip – Five-digit employer ZIP Code per the ERD you want to submit
- Phone – Complete phone number for the employer as it appears on the ERD
- Fax – This is an optional field for the employer’s fax number.
- Starting Wage – Enter the typical starting wage for the employer. This is only a default in the event the amount is not entered during the application upload process.
- ONET – Select the default O*NET code for the employer. This is only a default in the event the O*NET is not entered during the application upload process.
- Username email – This is for TWC WOTC use only.
- Email 2 – The complete email address for the employer as it appears on the ERD
- Bulk Upload Contact – This is for TWC WOTC use only.
- Bulk Upload Email – This is for TWC WOTC use only.
- Bulk Upload File Name – This is for TWC WOTC use only.

Once the WOTC has reviewed the EIN request, you will be notified if the EIN has been accepted (means it has a TWC UI/Tax account) or denied (means the EIN is has no account or the account is now inactive or termed). For those that are denied, the employer can go to [Unemployment Tax Registration]() to register their FEIN. It will take 24–48 hours after the account is established for the account to show as active in our databases.

Renewing Employer Representative Declarations

To renew/update an ERD, you will need to follow these steps:

1. From the home screen, select “New ERD” from the left-hand menu.
2. Enter the employer’s EIN.
3. Select Search.
4. Enter the consultant’s EIN.
5. Select Search.
6. You should see the following at the bottom of the screen:

ERD Combo - 37320, already exists for this EIN - [redacted] and CEIN - [redacted] This ERD can only be Renewed or Updated

Please Click here for Available Related Actions

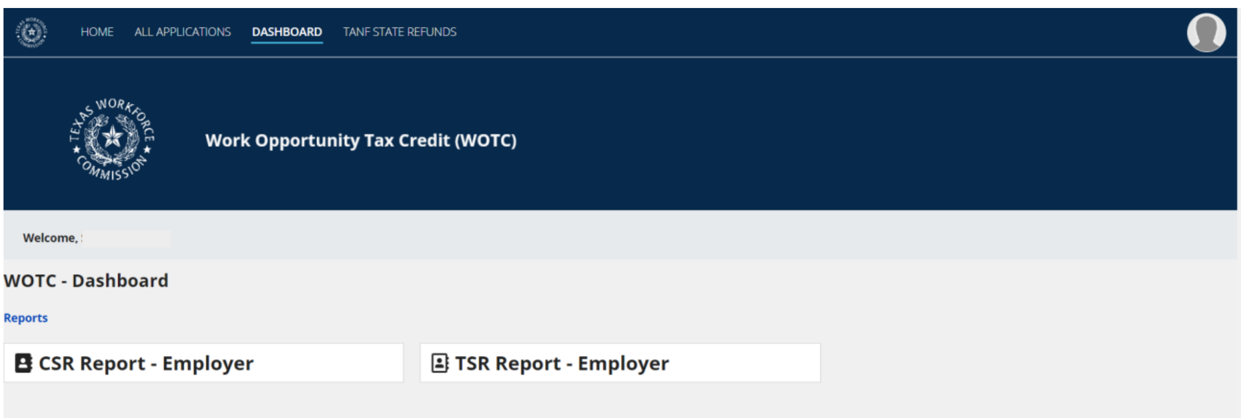
7. Select “Please Select here for Available Related Actions.”
8. You will be given a validation check asking, “Are you sure you want to leave?” Select OK.

9. You will be taken to the ERD screen, which will show any prior ERDs for the EIN/CEIN combination.
10. Under the "Related Actions" tab, select "Renew."
11. Update any fields for the ERD that may have changed from the previous ERD.
12. Enter the new "Employer Signature Date."
13. Enter the new "Representative 1 Signature Date."
14. Enter the new "Representative 2 Signature Date."
15. Upload the new ERD.
16. Add any necessary comments in the comment field.
17. Select the "Submit" button.

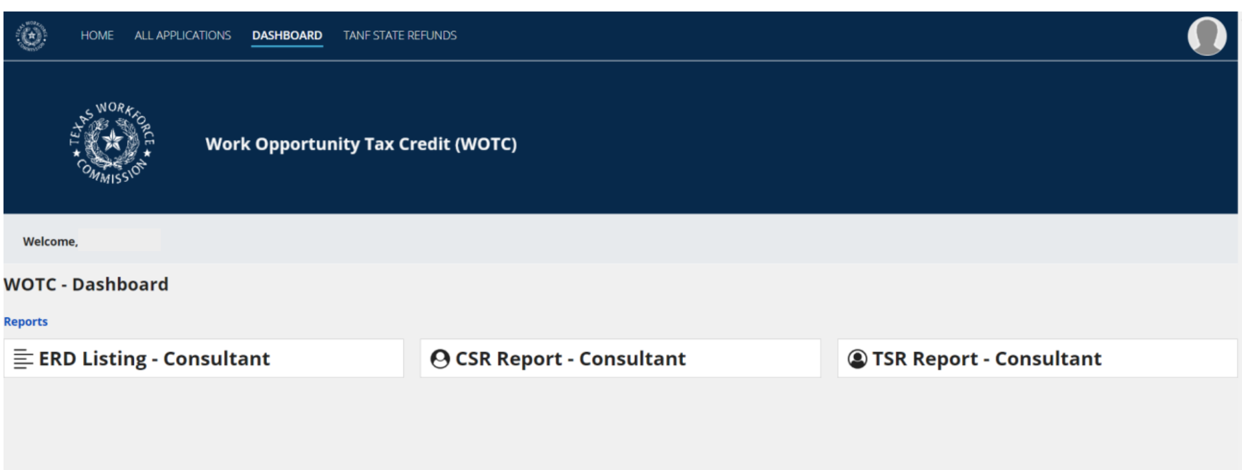
Reports Center

You can print reports by clicking the "Reports Center" option in the navigation bar. The reports all have filters you can use, and multiple filters can be applied simultaneously.

Employers will have the following options:



Consultants will have the following options:



Claim Status Report

The Claim Status Report (CSR) has a range of selection criteria:

- Application Status
    - Submitted
    - Certified
    - Denied
    - Needs Further Review (NFR)
    - Needs Requested
    - Under Reconsideration
    - Reconsidered - Denied
- Forthcoming Status
    - Attached
    - Forthcoming
- Job Start Date
    - You can enter a date range or a singular date. Make sure you are entering the dates using the correct calendar box. The one on the left is the beginning date of your search, and the one on the right is the ending date of your search.
- Postmark Date
    - You can enter a date range or a singular date. Make sure you are entering the dates using the correct calendar box. The one on the left is the beginning date of your search, and the one on the right is the ending date of your search.
- Hire Date
    - You can enter a date range or a singular date. Make sure you are entering the dates using the correct calendar box. The one on the left is the beginning date of your search, and the one on the right is the ending date of your search.
- First Decision Date
    - You can enter a date range to pull decisions based on the initial decision date. This can be valuable if you want to reconcile your accounts weekly, monthly, and so on.
- First Decision By
    - This will allow you to view results based on who issued the first decision. The sort most useful for your purpose would be to see the ones issued by the "system."
- WOTC Employer
    - Employers will only view the EINs registered to the user profile.
    - Consultants can select the EIN they are researching.
- WOTC Consultant
    - Consultants can only view the CEINs registered to the user profile.

Refund of Taxes Paid to the State of Texas Report

The TSR report has a range of selection criteria:

- Application Status
    - Submitted
    - Certified
    - Denied
- Postmark Date
    - You can enter a date range or a singular date. Make sure you are entering the dates using the correct calendar box. The one on the left is the beginning date of your search, and the one on the right is the ending date of your search.
- Job Start Date
    - You can enter a date range or a singular date. Make sure you are entering the dates using the correct calendar box. The one on the left is the beginning date of your search, and the one on the right is the ending date of your search.
- Insurance Effective Date
    - You can enter a date range or a singular date. Make sure you are entering the dates using the correct calendar box. The one on the left is the beginning date of your search, and the one on the right is the ending date of your search.
- WOTC Employer
    - Employers will only view the EINs registered to the user profile.
    - Consultants can select the EIN or multiple EINs using this filter.
- WOTC Consultant
    - Consultants can only view the CEINs registered to the user profile.

Employer Representative Declarations Report

The ERD report is only available to consultants. There are only two search filters available for this report.

- Expiration Date
    - You can enter a date range or a singular date. Make sure you are entering the dates using the correct calendar box. The one on the left is the beginning date of your search, and the one on the right is the ending date of your search.
- WOTC Employers
    - You can select one EIN or multiple EINs using this filter.
- WOTC Consultants
    - You can only see the ERDs for your unique CEIN.

Printing Reports

- All reports can be downloaded into an Excel file so it can be sorted per your preference.
- The downloads are not available on the inquiry screens (All WOTC Applications, All ERDs, and TANF State Refunds).

Attachment A

Work Opportunity Tax Credit Online System User Account Request Form

A PDF version of this file is available.

The Texas Work Opportunity Tax Credit (WOTC) online system (OLS) allows for single entry of IRS Form 8850/IRS Form 9061 or bulk upload of IRS Form 8850/IRS Form 9061. It also allows users to check the status of applications that have been submitted, print determinations, and request reconsiderations.

A user profile is required for all WOTC OLS users for an account to be set up. Please complete the information below and email this document to wotc@twc.texas.gov.

Please keep in mind, the email to set up your online account will become your username. There is only one username per employer identification number (EIN). We recommend using a unit email address when setting up the accounts to prevent changes having to be made if someone moves to another opportunity.

Consultant CEIN/Employer EIN:

Unit Email Address (username):

Phone Number:

Fax Number:

Please complete the technical contact information below on who will be the primary individual communicating with the WOTC Unit.

Technical Contact Name:

Phone Number:

Email Address:

Once user accounts/profiles are set up, notifications will be emailed with further instructions. Please let us know if you have any questions.

Please initial in the box next to all statements:

- [ ] By selecting to use the OLS portal, you acknowledge your company will become the owner of records for the IRS 8850 and ETA 9061/9062 until the applications meet retention requirements (four years for certifications and one year for denials).
- [ ] By selecting to use the OLS portal, you acknowledge your company will only be submitting applications, Employer Representative Declarations (ERDs), supporting documentation, and reconsiderations (appeals) through the online portal.
- [ ] By selecting to use the OLS portal, you agree to **not** send paper applications, ERDs, supporting documentation, or reconsiderations through the mail or email unless instructed to do so by Texas WOTC staff. Any applications or documentation received via mail will be returned to your office for electronic submission.

By signing this form, I am affirming that I have the authority to file this form and commit to the facts in this form.

Employer/Consultant Name:

Signature:

Title:

Date:

Attachment B

Work Opportunity Tax Credit Online System Portal Bulk Upload Validation Error Message Glossary

IRS Form 8850 Required Values

Application is untimely filed.

- If the start date is over one year from the date of submission, the claim cannot be entered.

Column A (CEIN) must be nine digits in Text format for leading zeros.

Column B (EIN) must be nine digits in Text format for leading zeros.

- EIN must be wage paying EIN registered in Texas.

Column C (SSN) must be nine digits in Text format for leading zeros.

Duplicate submission based on SSN, EIN, and Start Date.

- The application has previously been submitted.
- Duplicate submissions are not allowed.

Column D (DOB) The date of birth must be in YYYYMMDD format.

- The date of birth cannot occur after today.

Column E (Hired Date) The hire date must be in YYYYMMDD format.

- The hired date cannot occur after today.
- Hired date must be EQUAL TO or BEFORE the start date.

Column F (Start Date) The start date must be in YYYYMMDD format.

- The start date cannot occur after today.
- Start date must be EQUAL to or AFTER the hired date.

Column G – Applicant’s last name is required.

Column H – Applicant’s first name is required.

Column I – Applicant’s address is required.

Column J – Applicant’s city is required.

Column K - Applicant’s state is required.

- You must use the two-digit state abbreviation.

Column L – Applicant’s ZIP Code must be in Text format for leading zeros.

Column M – Starting Wage, not required

Column N – Job Onet Code – two-digit job code or leave blank

IRS Form 8850 Questions 1–7 - Values are NOT required to be entered unless a specific TG is requested.

Column O - q1_condCert - Y, N, or blank

Column P - q2_metConditions - Y, N, or blank

Column Q - q3_uVet6 - Y, N, or blank

Column R - q4_dVet - Y, N, or blank

Column S - q5_dUVet6 - Y, N, or blank

Column T - q6_tanfPayments - Y, N, or blank

Column U - q7_u27 - Y, N, or blank

ETA Form 9061 Questions - Values are NOT required to be entered unless a specific TG is requested.

Column V - Qualified IVA - Y, N, or blank

- Column W - Qualified IVA State must be two-digit state abbreviation or leave blank.

Column X - Qualified Veteran- Y, N, or blank

- Column Y - Qualified Vet State must be two-digit state abbreviation or leave blank.

Column Z - Unemployed Veteran - Y, N, or blank

Column AA - Unemployed Veteran 6 Months - Y, N, or blank

Column AB - Disabled Veteran - Y, N, or blank

Column AC - Disabled Veteran-Unemployed 6 Months - Y, N, or blank

Column AD - Ex-Felon - Y, N, or blank

Column AE - Ex-Felon Type - Federal - Y, N, or blank

Column AF - Ex-Felon Type - State - Y, N, or blank

Column AG - DCR - Y, N, or blank

Column AH – DCR - Resides in RRC - Y, N, or blank

Column AI – DCR - Resides in EZ - Y, N, or blank

Column AJ - Vocational Rehab - Y, N, or blank

Column AK - Summer Youth - Y, N, or blank

Column AL - SNAP - Y, N, or blank

- Column AM - Qualified Vet State must be two-digit state abbreviation or leave blank.

Column AN - SSI - Y, N, or blank

Column AO - LTFAR - Y, N, or blank

- Column AP - Qualified Vet State must be two-digit state abbreviation or leave blank.

Column AQ - LTUR - Y, N, or blank

- Column AR - Qualified Vet State must be two-digit state abbreviation or leave blank.

Column AS - SourceDocs - Y, N, or blank

- **Note:** If Y, must select **at least** one target group (Columns V, X, AD, AG, AJ, AK, AL, AN, AO, or AQ).