Texas Workforce Commission
Work Opportunity Tax Credit
Out-of-State User Manual

Contents

To facilitate the successful submission of Work Opportunity Tax Credit (WOTC) out-of-state (OOS) Verification of Enrollment (VOE) requests into the WOTC Online System (OLS), follow these guidelines:

Once you are signed into the system, you will select New VOE from the menu on the left side of your screen.

The two available options are as follows:
- Submit a New OOS Application Request as a single entry.
- Submit an OOS Bulk File using the Excel-to-CSV template provided.

Submit a Single New Out-of-State Verification of Enrollment Request

Enter Data Manually Procedures

When selected, an OOS VOE request screen will be displayed. There are six required fields to be completed **(asterisk fields are required)**.

a. **State –** Select the state submitting the application.
b. **SSN –** Enter the applicant social security number (SSN). You do not need to enter dashes or hyphens, just numbers.
c. **Postmark –** This will default to the current date.
d. **OOS Claim/Case Number –** If your state uses a claim number assignment, you can enter that claim/case number for quick reference.
e. **First Name –** Enter the applicant's first name (no special characters, periods, commas, hyphens, apostrophes, and so on).
f. **Last Name –** Enter the applicant's last name (no special characters, periods, commas, hyphens, apostrophes, and so on).
g. **Hired Date** – Enter the hire date from the IRS Form 8850 as mm/dd/yyyy.
h. **DOB** – If available, enter the applicant's date of birth (DOB) as mm/dd/yyyy.
i. **Texas DOB** – This is for the Texas WOTC analyst to enter if they find a different DOB in our system during the verification request.

After entering the applicant information, you can select specific target groups (TGs) for Texas to verify eligibility.

A couple of notes about Texas VOE process:
- Texas will **always** pursue any applicable TG based on the applicant eligibility that is provided.
- All applications are checked for Long Term Family Assistance Recipients (LTFAR) regardless of what TG may be indicated.
- Texas will **only** be able to provide wage and/or unemployment insurance (UI) benefit info for Veterans Opportunity to Work (VOW) TGs. We cannot verify DD214 status.

Once you have selected the TGs you would like verified, you have the option to add comments for the Texas WOTC team to review.

Select **SUBMIT**, and your claim will be added to the system.

If you receive error messages, they must be corrected before the application can be accepted. A confirmation email will be sent containing the Texas assigned OOS VOE request number for your reference.

Submit an Out-of-State Bulk File

- Select the **Submit an OOS Bulk File** button.
- Select the **UPLOAD** button.
    - Locate the CSV file to upload and double-click on it to add, or you can drag and drop the file into the upload box.
- Once the **blue circle** is complete, the **Postmark Date** field will default to the current date.
    - The postmark date is not editable.
- 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.
- When results are displayed, two sections will appear: **Incomplete Applications** and **Complete Applications**.
    - **Incomplete Applications will appear in the red section with a count.**
        - ✓ Click **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, or you will lose the list of applications with errors.
    - **Complete Applications will appear in the green section with a total count.**
- 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 not selected.
- Select **SUBMIT.** You will see **ACTION COMPLETED** and will be taken back to the main menu.
- Once the file has uploaded and processed, the **confirmation email** will be sent and will provide the claim number range.

Creating the Work Opportunity Tax Credit Online System Out-of-State Bulk Upload File

Always create the OOS VOE Bulk file by using the Excel template provided.

Important information:
- THE Excel/CSV files are **original documents** and must be **retained as submitted**. These files are the Certificate of Electronic Filing (COEFile).
- When ready to upload, the file must be saved and uploaded as a CSV file.
  - **Do not** use the CSV UTF-8 (comma delimited) or any other CSV file options.
- 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 commas in any field. Commas are separators in CSV files and will alter the upload.
- Upload files are limited to 999 records, including the header row. 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.
- Column A is required. Enter the two-digit state abbreviation.
- Column B is not required but available for your assigned 8850 claim/case number, if applicable.
- Column C is required and is formatted as text to allow for leading zeros. Do not alter the format of this column. Enter the nine-digit SSN with no dashes or hyphens. Each cell in column C will have a green triangle in the upper-left corner of the cell indicating Text format.
- Column D is DOB. If available, the DOB is critical in processing, especially for age-restricted TGs. Enter the DOB as **YYYYMMDD** format (the four-digit year of birth, then the two-digit month of birth, then the two-digit day of birth). The YYYYMMDD format eliminates errors with leading zeros for months and days.
- Column E is required and must be entered as **YYYYMMDD** format (the four-digit year of hire, then the two-digit month of hire, then the two-digit day of hire. The YYYYMMDD format eliminates errors with leading zeros for months and days.
- Columns F and G are required. Do not include hyphens, dashes, or any special characters.

- Columns H to T are available for you to indicate TGs to pursue eligibility. Enter a Y in the desired column(s) if you have a specific TG for Texas to pursue. Otherwise, leave blank.
    - Column H – qualifiedIva, TG A (1)
    - Column I – qualifiedVet, TG B (2)
    - Column J – uVet4Weeks – will verify if applicants meet the four-week to six-month UI recipient or unemployment requirement
    - Column K – uVet6Months – will verify if applicants meet the greater than six-month UI recipient or unemployment requirement
    - Column L – dVet –will be removed since we do not verify eligibility for veterans
    - Column M – dUVet6Months – will verify if applicants meet the six-month UI recipient and/or unemployment requirement
    - Column N – exFelon, TG C (3) – will compare with our conditional cert database to see if information is on file
    - Column O – vocRehab, TG E (5) – will compare with our case management database to see if information is on file
    - Column P – snap, TG G (7)
    - Column Q – snapABAWD, TG G (7)
    - Column R – SSI, TG H (8) – We have some access to SSI benefits and can check to see what we have available, will only occur if this column is marked with a "Y."
    - Column S – ltfar, TG I (9)
    - Column T – ltur, TG J (10) – will verify the employee has 27 weeks of unemployment and one week of UI benefits received
    - Column U – Comments – Enter brief comments about special requests here.

Once the Excel file has been created, you will do a SAVE AS a .csv file for actual bulk upload (BU).

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.

Texas WOTC processing order:
- The Texas WOTC Unit will pursue **all** applications for LTFAR.
- The Texas WOTC Unit will only be able to provide wage and UI benefit information for VOW (UVA/UVB/DVB) TGs. Your state will need to obtain Veteran DD214 info.
- The Texas WOTC Unit has automated the LTU target group and will provide wage and UI info eligibility. We do not use the 9175 for LTU.

Processing Procedures

- Once claims are entered into the system, they will go through an eligibility matching process. The process interfaces with many of our state databases to determine potential eligibility processes.
- Texas WOTC staff will review claims once they have gone through the eligibility matching process and verify all potential TG eligibility has been determined.
- Once the application has been reviewed, it will move into application report–ready status.

Application Status Definitions

- Submitted – These are newer claims that have not been through our eligibility matching process to identify potential target groups.
- Ready for review – These applications have been through our eligibility match process and are now ready for the Texas WOTC team to review and finalize.
- Application report ready – These claims have been reviewed by staff and finalized on our end. You can go into them individually, or you can run the Out of State Report for bulk review.

Out-of-State Report

- You can sort the report by:
    - postmark date (submission date);
    - application ID;
    - SSN (last four digits);
    - last name;
    - first name;
    - DOB; or
    - hire date.
- The report will have several columns, all of which can be sorted to show the "Ys" at the top of the list. The columns include the following:
    - TG1 (A) – TANF
    - TG2 (B) – VET SNAP
    - TG3 (C) – Ex-Felon
    - TG5 (E) – Voc Rehab
    - TG7 (G) – SNAP
    - TG7 (G) – ABAWD
    - TG8 (H) – SSI
    - TG9 (I) – LTFAR
    - UI Benefits > 6 months – "Y" means there were UI benefits for at least six months in the last year.

- o UI Benefits 4 wks to 6 months – "Y" means there were UI benefits for four weeks to six months in the last year.
- o No wages > 6 months – "Y" means there were UI benefits for at least six months in the last year.
- o No Wage 4 wks to 6 months – "Y" means there were no wages for four weeks to six months in the last year.
- o UI Benefits 4 wks to 6 months 1 week – "Y" means there was at least one week of UI benefits paid in the previous 27 weeks.
- o No wages 27 weeks – "Y" means there were no wages posted in the previous 27 weeks.
- o No Target Group
- o Comment
- We do not verify veteran status, only eligibility for the veteran categories (Supplemental Nutrition Assistance Program [SNAP], UI Benefits, and No Wages).
- Any column with a "Y" in it means the applicant has met the eligibility requirement for that TG.
- Any column left blank means the applicant did not meet eligibility requirements for that TG.

Please remember, the Texas WOTC team is only providing eligibility information based on the information provided to us. The information shared is only indicating potential target groups the OOS SWA may be able to issue a certification for. Since the state requesting VOE eligibility information is the owner of the application and all other potential eligibility information, the decision to certify remains with the state holding the application.