IowaWORKS
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 IowaWORKS 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 (ℹ️) 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, IowaWORKS 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 IowaWORKS) 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. IowaWORKS 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 IowaWORKS 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 IowaWORKS homepage click Not Registered Yet?
2. Under Option 3-CREATE A USER ACCOUNT, click Employer.
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, IowaWORKS will send a request notification to the employer.
IowaWORKS Center Staff adds Company Info
The IowaWORKS 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 IowaWORKS 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 IowaWORKS 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. IowaWORKS Center staff will contact you to reset your account.

Forgot Username and Password:
1. On the IowaWORKS 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. IowaWORKS 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 IowaWORKS with WOTC access, employers or their TPAs 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 as 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.

![ETA 9061 Information Tab](image)
On the **Applicant Information** tab, the system displays application information collected from the IRS Form 8850. You must enter all required information.

![ETA 9061 Information Form](image)

**ETA 9061 Information**

- **Applicant Name:**
- **Social Security Number:**
- **Have you worked for this employer before?**
  - Yes
  - No
  - Not Answered
- **Employment Start Date:** 10/01/2019
- **Starting Hourly Wage:**
- **Position:**
- **Occupational Group:** None Selected

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**.

![ETA 9061 Category Statements Form](image)

**ETA 9061 Category Statements**

- **Are you at least age 16, but under age 40?**
  - Yes
  - No
- **If YES, enter date of birth:**
- **Veteran**
  - Are you a Veteran of the U.S. Armed Forces?
    - Yes
    - No
  - If YES, are you a member of a family that received Supplemental Nutrition Assistance Program (SNAP) benefits (food stamps) for at least 3 months during the 15 months before you were hired?
    - Yes
    - No
  - If YES, enter name of primary recipient:
  - City where benefits were received:
  - State where benefits were received: None Selected
On the **Signatory Information** tab, complete all required fields and click **Submit 9061**.

![Signatory Information Tab](image)

**Certification and Signatory Information**

- I certify that this information is true and correct to the best of my knowledge. I understand that the information above may be subject to verification.

  * **Signature**: [Field]
  
  * **Date form was completed by original signatory**: [Field] (Today)

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.

![9175 Self-Attestation Tab](image)

**Long-term Unemployment Recipient Self-Attestation Form**

- Under penalties of perjury, I declare that this information is true and correct to the best of my knowledge.

  * **New Hire's Signature**: [Field]
  
  * **New Hire Name**: [Field]
  
  * **Employer Name**: [Field]

**Please check the statements below if they apply to you.**

- I declare that I was in a period of unemployment that is at least 27 consecutive weeks and for all or part of that period I received unemployment compensation.

  * **Enter start date**: [Field] (Today)

- I declare that I have been in a period of unemployment since [Field] (Today)
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.
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.