

Disclaimer



This presentation is intended for training use only and does not carry the force of legal opinion.

The Department of Labor is providing this information as a public service. This information and any related materials are presented to give the public access to information on the Department of Labor programs. You should be aware that, while we try to keep the information timely and accurate, there will often be a delay between official publications of the materials and the modification of these pages. Therefore, we make no express or implied guarantees. The *Federal Register* and the *Code of Federal Regulations* remain the official source for regulatory information published by the Department of Labor. We will make every effort to keep this information current and to correct errors brought to our attention.



PERM Labor Certification Program

Permanent Online System Upload Process Review and Technical Issues Guidance

December 13, 2017

**Office of Foreign Labor Certification
Atlanta National Processing Center
Employment and Training Administration
United States Department of Labor**

Department of Labor: PERM Program

Presenters



Mr. Brandt Carter

*Center Director, Atlanta National Processing Center
Office of Foreign Labor Certification*

Mr. Brian Smith

*Computer Systems Analyst Manager
Office of Foreign Labor Certification*

Mr. Robert Spiker

*Production Support Manager
Office of Foreign Labor Certification*

Ms. Jessica Hamilton

*Help Desk Analyst
Office of Foreign Labor Certification*



- I. Uploading documents into the PERM system**
- II. Planned account management changes**
- III. Common questions received at the technical help desk (PLC.Help)**
- IV. Tips for contacting the help desk**
- V. Common technical problems**



Section I

Uploading documents to the Permanent Online System



The PERM Online System allows stakeholders to directly submit documentation related to its permanent labor certification application in the PERM Online System.

Employer Benefits:

- ✓ Reduce cost and burden to stakeholders from having to submit documentation via U.S. mail, e-mail or facsimile;
- ✓ Streamline process of submitting PERM applications;
- ✓ More expeditious review of PERM applications by connecting the responsive documents directly to the application; and
- ✓ Ensure integrity and receipt of information submitted.

Department of Labor: PERM Program

Upload Documents Process



The employer has the opportunity to upload documents directly into the PERM Online System , including but not limited to the following:

- ✓ Audit Documentation (business necessity, recruitment report, resumes, etc.);
- ✓ Response to Supervised Recruitment letters;
- ✓ Request for Reconsideration/Review;
- ✓ Response to Business Existence Request for Information;
- ✓ Response to Multiple Filing Request for Information;
- ✓ G-28 Documentation;
- ✓ Help Desk Inquiry; and
- ✓ Other responsive documents.

Department of Labor: PERM Program

Upload Documents Process



NOTE:

Although the employer has the ability to upload documents up to 30 calendar days after the notice of final determination, any documentation provided must adhere to time frames and deadlines imposed by the Department's notification letters and or regulatory requirements whether submitted electronically or otherwise.

Department of Labor: PERM Program

Upload Documents Process



- ✓ Employer must be logged in the PERM Online System.
- ✓ Select 'MY APPLICATIONS' tab.
 - ✓ Select "UPLOAD DOCUMENTS" sub-tab.



Enter or check the case number (if displayed) that you wish to upload documents. NOTE: Documents can be uploaded up to 30 days past final decision d

Upload Documents	
ETA Case Number:	<input type="text"/> <input type="button" value="Search"/>

Department of Labor: PERM Program

Upload Documents Process



- ✓ Enter the case number for the applicable application in the “ETA Case Number” field and click on “Search”.

Enter or check the case number (if displayed) that you wish to upload documents. NOTE: Documents can be uploaded up to 30 days past final decision date.

Upload Documents

ETA Case Number: Search

HOME | **MY APPLICATIONS** | **MY PROFILE** | **EMPLOYER DATA** | **USER ACCOUNTS**

CREATE CASE | SEARCH CASES | WITHDRAW CASES | SEARCH INCOMPLETE CASES | **UPLOAD DOCUMENTS**

Enter or check the case number (if displayed) that you wish to upload documents. NOTE: Documents can be uploaded up to 30 days past final decision date

Upload Documents

ETA Case Number: × Search

Department of Labor: PERM Program

Upload Documents Process



Upload Documents

ETA Case Number:

ETA Case Number	Date Submitted	Status	Attachments
A-17097-77124	04/07/2017	In Process	

1 record(s) found.

- ✓ Left click on the case number hyperlink.
- ✓ Follow instructions on how to upload documents.

Department of Labor: PERM Program

Upload Documents Process



Upload Documents: A-17097-77124

Select Browse to search for files. Click upload to complete uploading files. Only (.pdf), (.doc, .docx) and (.txt) files are supported.

The maximum size limit for saving any one uploaded document(s) is 30MB. Please consider separating document(s) that exceed (or seem to exceed if the exact size is not known) the 30MB limit into two or more document upload and save events to avoid lost information. Selectable document sequence options, i.e., xyz 1, xyz 2, etc., and the Note's free-text data field are provided to assist stakeholders with document upload clarity.

The Note data field provides stakeholders with a maximum of 250 characters to provide additional document upload and save clarity. When appropriate, stakeholders may provide additional information pertaining to the uploaded document to be saved, e.g., document separation sequencing, uploading notations, clarifying previous document upload and save errors involving selection of the incorrect document type, etc.

Uploaded and saved documents must pertain only to the selected case. Do not combine documents for multiple cases. If combined documents are submitted, the case reviews may be delayed and/or denied for failure to follow instructions. The Note data field may not be used to explain any application issues or document content.

Upload Documents
* Select File: Browse...
* Category: Choose a category
* Document Type:
File Name:
Note: 250 characters remaining

<input type="checkbox"/>	Name	File Type
There are currently no unsaved attachments.		

Department of Labor: PERM Program

Upload Documents Process



- ✓ The employer will be provided with the option of selecting from one of the following categories: Admin Documents, Appeal, Audit Review and Supervised Recruitment.

* Document Type:

A dropdown menu with a blue header that says 'Choose a category'. Below the header are four options: 'Admin Documents', 'Appeal', 'Audit Review', and 'Supervised Recruitment'. The 'Audit Review' option is highlighted with a grey background.

Select a category to fill in a list of document types.

Department of Labor: PERM Program

Upload Documents Process



The employer will be provided with the following Admin Documents and Appeal “Document Type” options:

* Category:

* Document Type:

- 3 Option Letter Response
- Admin RFI Response
- BE RFI Response
- Change of Address Request
- Duplicate Cert Request
- Duplicate Letter Request (Non Cert)
- ETA Form 9089 Missing Pages
- G-28 Documentation
- Help Desk Inquiry
- MF Response
- Sponsorship RFI Response
- Substitute Attorney/Agent Documentation
- Withdrawal Request

* Category:

* Document Type:

- Appeal Miscellaneous
- Appeal RFI Response
- Appeal Withdrawal Request
- NOD Response
- Request for Reconsideration
- Request for Review

Department of Labor: PERM Program

Upload Documents Process



The employer will be provided with the following Audit Review “Document Type” options:

* Category:

Audit Review ▼

* Document Type:

Select a Document Type to upload

Audit AAIR Documentation

Audit Affidavits

Audit Business Necessity Documents

Audit Extension Request Documentation

Audit Miscellaneous Documentation

Audit Recruitment Content

Audit Recruitment Report

Audit Response Cover Letter

Audit Resumes

Audit Withdrawal Request Document

Department of Labor: PERM Program

Upload Documents Process



The employer will be provided with the following Supervised Recruitment “Document Type” options:

* Category:

* Document Type:

- Amended DAIL Response
- Amended NSR Response
- Amended RIL
- Amended RIL Response
- Collective Bargaining Agreement (CBA)
- DAC Response
- DAIL Response
- NSR Response
- Other Prevailing Wage Documents (If applicable)
- Prevailing Wage Survey
- RIL Response
- RRIL Response
- SR Extension Requests
- SR RFI Response
- SR Recruitment Report
- SR US Worker Resumes

Department of Labor: PERM Program

Upload Documents Process



The employer must:

- ✓ Click on the “Browse” button and select the file to

The screenshot shows a web form titled "Upload Documents". It contains several fields: "Select File" with a text input containing a file path and a "Browse..." button; "Category" with a dropdown menu set to "Audit Review"; "Document Type" with a dropdown menu set to "Audit Miscellaneous Documentation"; "File Name" with a text input containing "A-17097-77122 for Employer"; and "Note" with a text area containing a sample note and a character count of "144 characters remaining". A "Upload" button is located at the bottom right of the form. Two red arrows point from the text in the adjacent list items to the "Browse..." and "Upload" buttons respectively.

upload
into the
PERM Online
System;

- ✓ Indicate type of “Category” and “Document Type” from drop down options;
- ✓ Employer has the option of entering a “File Name” and “Note”; and
(Note: free-text data field with maximum of 250 characters).
- ✓ Left click on the “Upload” button.

Department of Labor: PERM Program

Upload Documents Process



- ✓ The following screen will appear after uploading a document in the PERM Online.

Upload Documents

* Select File:

* Category:

* Document Type:

File Name:

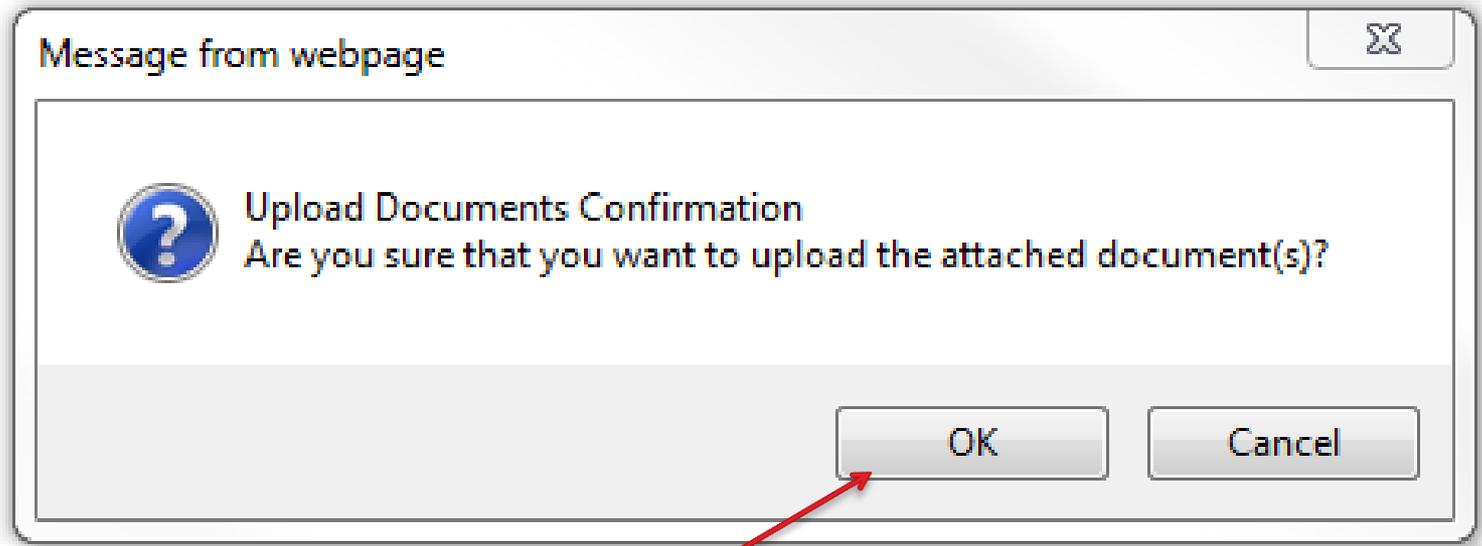
Note: 144 characters remaining

<input type="checkbox"/>	Name	File Type
<input type="checkbox"/>	A-17097-77122 for Employer and FWdocx	Audit Miscellaneous Documentation

- ✓ Left click on the “Save” button.

Department of Labor: PERM Program

Upload Documents Process



- ✓ Left click on “OK” to complete the last step in uploading the document in the PERM Online System.

Department of Labor: PERM Program

Upload Documents Process



✓ The employer has the choice to upload and save several documents for the same case.

✓ Follow the process for selecting the “File”, “Category” and “Document Type” (*and optional, “File Name” and “Note”*) for each document to be uploaded.

<input type="checkbox"/>	Name	File Type
<input type="checkbox"/>	New G-28 for Case A-17097-77124.docx	G-28 Documentation
<input type="checkbox"/>	Audit Response for Case A-17097-77124.docx	Audit Miscellaneous Documentation
<input type="checkbox"/>	Substitute for New Attorney for Case A-17097-77124.docx	Substitute Attorney/Agent Documentation

✓ Left click on “Save” and then “OK” to complete the last steps in uploading the documents in the PERM Online System.

Department of Labor: PERM Program

Upload Documents Process



- ✓ The employer will automatically be routed back to the “Upload Documents” page for the same case number.

Upload Documents

ETA Case Number:

ETA Case Number	Date Submitted	Status	Attachments
A-17097-77124	04/07/2017	In Process	
1 record(s) found.			

- ✓ Left click on the  under “Attachments” to see all documents uploaded for the application.

Department of Labor: PERM Program

Upload Documents Process



The employer will be able to view a list of the documents uploaded, document type, date uploaded, any uploaded notes and the user that uploaded each document.

File Name	Document Type	Date	Upload Note	User
A-17097-77122 for Employer and FW.docx	Audit Miscellaneous Documentation	04/26/2017	Attached is the employer's audit response for case A-17097-77122 for ABC Employer and Foreign Worker Name.	uat1tester
Case A-17097-77124.docx	SR RFI Response	04/26/2017	SR Response Case A-17097-77124 to DOL's SR letter dated 4/23/2017.	uat1tester
Audit Response for Case A-17097-77124 for ABC Employer and First and Last Name of Foreign Worker.docx	Audit AAIR Documentation	04/26/2017		uat1tester
HD Inquiry Case A-17097-77124 for Employer and FW.docx	Help Desk Inquiry	04/26/2017	What is the status of my case?	uat1tester
HD Inquiry Case A-17097-77124 for Employer and FW.docx	Change of Address Request	04/26/2017	Please see my change of address.	uat1tester
New G-28 for Case A-17097-77124.docx	G-28 Documentation	04/26/2017	See my updated G-28.	uat1tester
Audit Response for Case A-17097-77124.docx	Audit Miscellaneous Documentation	04/26/2017		uat1tester
Substitute for New Attorney for Case A-17097-77124.docx	Substitute Attorney/Agent Documentation	04/26/2017	See attachment.	uat1tester

Department of Labor: PERM Program

Upload Documents Process



HOME MY APPLICATIONS MY PROFILE EMPLOYER DATA USER ACCOUNTS

CREATE CASE SEARCH CASES WITHDRAW CASES SEARCH INCOMPLETE CASES UPLOAD DOCUMENTS

Enter or check the case number (if displayed) that you wish to upload documents. NOTE: Documents can be uploaded up to 30 days past final decision date.

Upload Documents

ETA Case Number:

ETA Case Number	Date Submitted	Status	Attachments
A-16132-34549	10/05/2016	In Process	
1 record(s) found.			

Important Notes

- ✓ Any case submitted by main account and/or any sub-accounts can be viewed.
- ✓ Selecting the Case Number link will allow the user to upload new documents to the case.
- ✓ Selecting the paperclip icon (Attachments column) will display all documents that have been uploaded to the case as of now. (Documents viewable by ANPC).

Department of Labor: PERM Program

Upload Documents Process



[HOME](#) | [MY APPLICATIONS](#) | [MY PROFILE](#) | [EMPLOYER DATA](#) | [USER ACCOUNTS](#)
[CREATE CASE](#) | [SEARCH CASES](#) | [WITHDRAW CASES](#) | [SEARCH INCOMPLETE CASES](#) | [UPLOAD DOCUMENTS](#)

Enter or check the case number (if displayed) that you wish to upload documents. NOTE: Documents can be uploaded up to 30 days past final decision date.

Upload Documents

ETA Case Number:

ETA Case Number	Date Submitted	Status	Attachments
A-16132-34549	10/05/2016	In Process	
1 record(s) found.			

File Name	Document Type	Date	Upload Note	User
AuditExaminationLetter.txt	Admin RFI Response	10/05/2016		dshahpermemp
AttorneyAgent.txt	Change of Address Request	10/05/2016		dshahpermemp
test.docx	BE RFI Response	11/20/2017	test	dshahpermemp

Important Notes

- ✓ Selecting the File Name link will open the document that was uploaded to the case.
- ✓ Date column contains the date the document was uploaded.
- ✓ User column contains the username that uploaded the document.

Department of Labor: PERM Program

Upload Documents Process



HOME MY APPLICATIONS MY PROFILE EMPLOYER DATA USER ACCOUNTS
CREATE CASE SEARCH CASES WITHDRAW CASES SEARCH INCOMPLETE CASES UPLOAD DOCUMENTS

Upload Documents: A-16132-34549
Select Browse to search for files. Click upload to complete uploading files. Only (.pdf), (.doc, .docx) and (.txt) files are supported.

The maximum size limit for saving any one uploaded document(s) is 30MB. Please consider separating document(s) that exceed (or seem to exceed if the exact size is not known) the 30MB limit into two or more document upload and save events to avoid lost information. Selectable document sequence options, i.e., xyz 1, xyz 2, etc., and the Note's free-text data field are provided to assist stakeholders with document upload clarity.

The Note data field provides stakeholders with a maximum of 250 characters to provide additional document upload and save clarity. When appropriate, stakeholders may provide additional information pertaining to the uploaded document to be saved, e.g., document separation sequencing, uploading notations, clarifying previous document upload and save errors involving selection of the incorrect document type, etc.

Uploaded and saved documents must pertain only to the selected case. Do not combine documents for multiple cases. If combined documents are submitted, the case reviews may be delayed and/or denied for failure to follow instructions. The Note data field may not be used to explain any application issues or document content.

A screenshot of the "Upload Documents" form. The form has a blue header with the title "Upload Documents". Below the header, there are four rows of input fields: 1. "Select File:" with a "Choose File" button and "no file selected" text. 2. "Category:" with a dropdown menu showing "Choose a category". 3. "Document Type:" with a dropdown menu. 4. "File Name:" with a text input field. Below these is a "Note:" field with a text area and a "250 characters remaining" indicator. An "Upload" button is located at the bottom right of the form.

Important Notes

- ✓ Documents cannot be uploaded to a case, 30 calendar days past the Case Decision Date. The system will display an error message if the case is past the upload deadline.
- ✓ The only document types available for upload are (.doc, docx, .pdf, and .txt).
- ✓ The system will send the Point of Contact for the case (Section D of 9089 Form) an email as soon as the document is uploaded.
- ✓ There is a 30 MB limit on each individual upload.



Section II

Planned account management changes



Goals

- ✓ Improve account security.
- ✓ Reduce the number of account reactivation requests.
- ✓ Work still in development.
- ✓ Target release early 2018.



Improve Account Security

- ✓ At present the system sends the current password and not a randomly generated password when a reset is requested.
- ✓ Future passwords will be longer and randomly generated.
- ✓ Existing password rules (complexity, aging, history) still apply.

Department of Labor: PERM Program

Planned Account Management Changes



**New temporary
passwords are more
secure**

**U.S. Department of Labor
Employment and Training Administration
Office of Foreign Labor Certification
Atlanta National Processing Center
Harris Tower
233 Peachtree Street, Suite 410
Atlanta, Georgia 30303**



You have requested a temporary password to access the Permanent Online System. You will be asked to change your password to one you have not used before the next time you login. Please see your temporary password below.

Your Temporary Password: T5DK6C*%G5kFvN^

For security purposes, please do not share this email with anyone as it contains your account information. If you have login problems or questions, or you are having problems with this email, please contact the Help desk at PLC.Help@dol.gov.

Thank you



Reduce reactivation requests

- ✓ Currently the secret question/answer pair cannot be viewed or edited after they are set.
- ✓ New capability to view/edit, e.g. when an employer account is transferred to a different person.

Department of Labor: PERM Program

Planned Account Management Changes



HOME MY APPLICATIONS MY PROFILE EMPLOYER DATA USER ACCOUNTS

USER INFORMATION LOGIN INFORMATION

This is your login information. If you would like to change it, make the appropriate changes and click 'Save' when complete. Click 'Undo' to undo any changes you make. Click 'Undo' all the change(s) you have made to your profile will be reset to the previous data.

Under My Profile >>
Login Information

New form fields to
view and update the
secret question/
answer

Login Information

Username: * employeracct

Select box to change password

Password: *

Confirm Password: *

Password must consist of:

- 1. Between 8 to 15 characters
- 2. One uppercase letter
- 3. One lowercase letter
- 4. One number
- 5. One special character
- 6. Cannot be the same as previous 12 passwords

Secret Question: * What is your pet name ?

Secret Answer: * CHESSIE

Undo Save Cancel



Section III

Common questions received at the technical help desk



Top inquiries to PLC.Help (excluding password/pin):

1. Account registration
2. Case status
3. Contact change
4. Sponsorship email
5. FEIN/name change requests

Tips for speedier service...



Registration and case status inquiries

- ✓ Non technical issues should be directed to PLC.Atlanta@dol.gov.
- ✓ Send requested materials to BE-RFI.Atlanta@dol.gov.
- ✓ View case processing times at <https://icert.doleta.gov>.



Contact Person Changes

- ✓ Please provide the current account information (name, email address) and the new account information.
- ✓ Please provide the account username and employer Federal Employer Identification Number (FEIN).
- ✓ Some information **cannot** be edited.



FEIN and employer name changes

- ✓ These fields cannot be edited, even by the account administrator.
- ✓ Includes **all** changes, including typos and transpositions.
- ✓ Be sure the information is correct before submitting the registration request.



Sponsorship questionnaires

- ✓ Automated emails cannot be resent.
- ✓ Be sure the contact information is correct before submitting registration and application.
- ✓ System-generated mail may be trapped by spam filters at your Internet server provider (handled differently than human-written email from PLC.Help@dol.gov).



Section IV

Tips for contacting the help desk

Department of Labor: PERM Program

Tips for Contacting the Technical Help Desk



- ✓ Include account username, contact name, and employer FEIN on your request.
- ✓ Send policy or case-specific questions to PLC.Atlanta@dol.gov.
- ✓ Send technical problems to PLC.Help@dol.gov.
- ✓ PLC.Helpint@dol.gov is not monitored, send inquiries to PLC.Help@dol.gov.



Section V

Common technical problems



- NAICS code entry
- Internet Explorer compatibility mode
- Occasional system-caused problems
 - PDF formatting
 - Getting “kicked out” of the system
 - Delayed emails
 - Printing PDF



- NAICS code entry
 - Don't enter text in the field.
 - Must use the selector to set values correctly.

Department of Labor: PERM Program

Common Technical Problems



- At registration

Employer Business Information	
EIN Number:	* <input type="text" value="12"/> - <input type="text" value="3456789"/> <small>Enter employer's unique 9-digit identification number</small>
Name of Employer:	* <input type="text" value="ABC Company"/>
Address:	* <input type="text" value="123 Sesame St."/> <input type="text"/>
City:	* <input type="text" value="New York"/> <input type="text" value="NY"/> <input type="button" value="v"/> <small>*State:</small>
Province:	<input type="text"/>
Country:	* <input type="text" value="UNITED STATES OF AMERICA"/> <input type="button" value="v"/>
Zip/Postal Code:	* <input type="text" value="10001"/>
Phone Number:	* <input type="text" value="212-555-1212"/> ext: <input type="text"/>
NAICS Code:	* <input type="text"/> Search NAICS Code
Year Commenced Business:	* <input type="text" value="1967"/>

Use This (red arrow pointing to the 'ext:' field)

Not This (red arrow pointing to the 'NAICS Code' field)

Department of Labor: PERM Program

Common Technical Problems



Creating a case

you are here

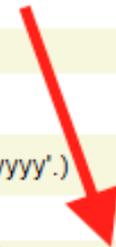


Provide appropriate information below regarding your ETA 9089. Required fields are marked with an asterisk (*). Once you have completed the form, click 'Save'. If you do not wish to complete this form, click 'Cancel'.

C. Employer Information (Headquarters or main office)

1. Employer's name:	* ABC Company	
2. Address 1:	* 123 Sesame St	
Address 2:		
3. City:	* New York	State:
Province:		Country:
Postal code:	10001	
4. Phone number:	212-555-1212	Extension:
5. Number of employees:	* <input type="text"/> ?	
6. Year commenced business:	* 2010 (Enter year as 'yyyy'.)	
7. FEIN (Federal Employer Identification Number):	11 - 2233445	
8. NAICS code	<input type="text"/>	Search NAICS Code
9. Is the employer a closely held corporation, partnership, or sole proprietorship in which the alien has an ownership interest, or is there a familial relationship between the owners, stockholders, partners, corporate officers, or incorporators, and the alien?		

Use This Too





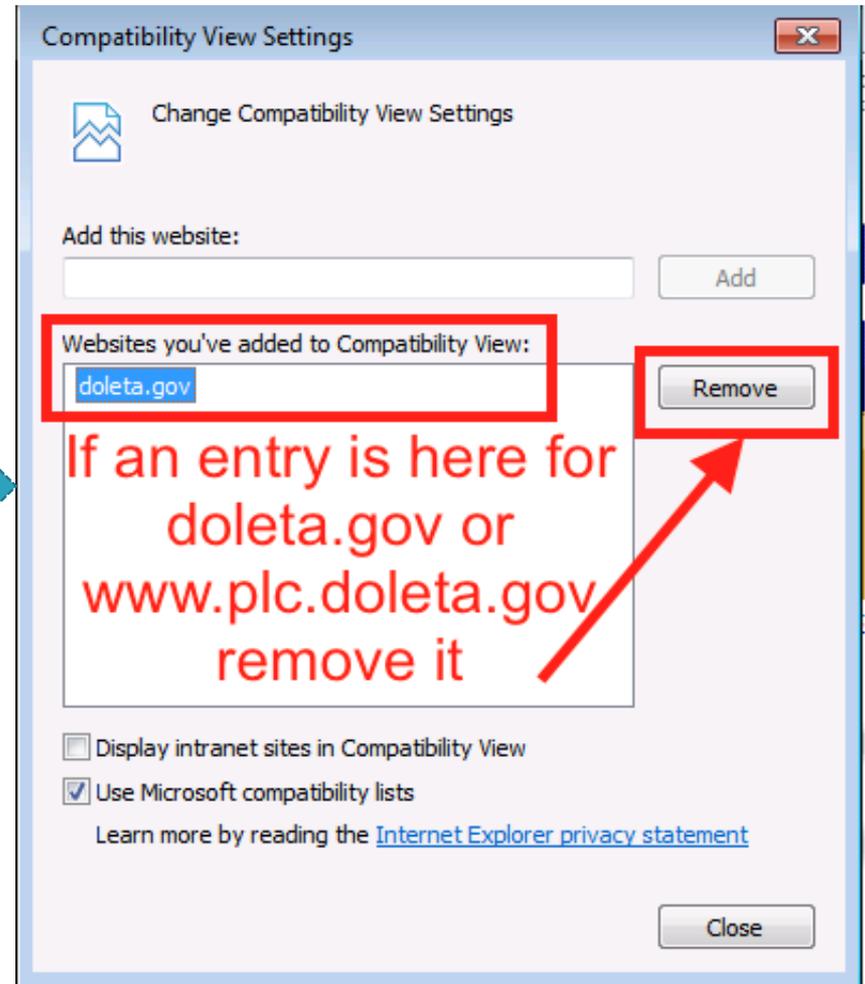
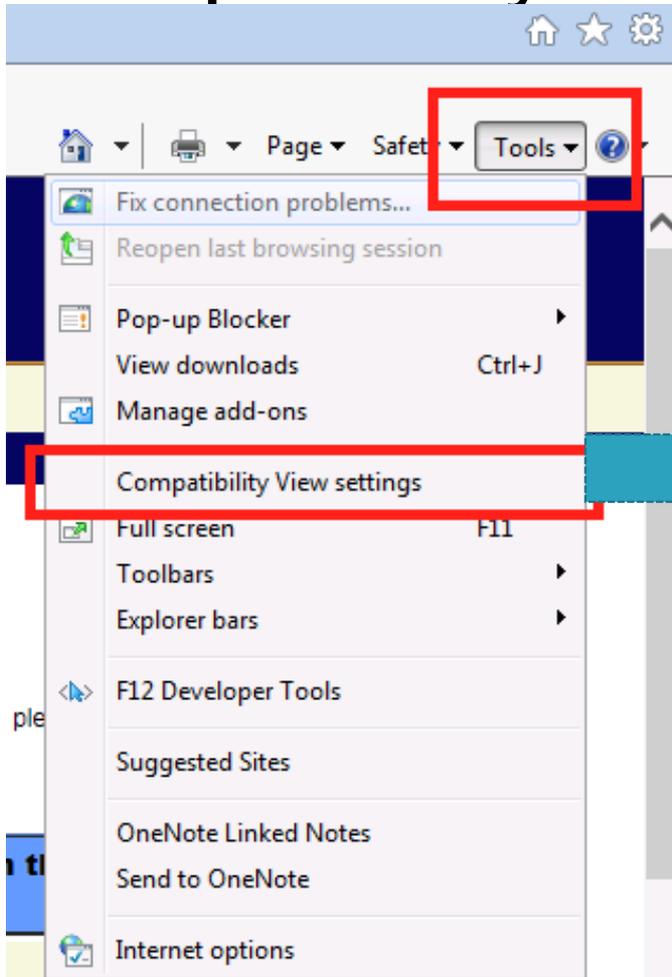
- ✓ Internet Explorer Compatibility Mode
 - ✓ You will see accessibility labels on the forms.
 - ✓ Interferes with data validation checks.

Department of Labor: PERM Program

Common Technical Problems



IE Compatibility View



Department of Labor: PERM Program

Common Technical Problems



IE Compatibility View

The screenshot shows the top navigation bar of the ETA website. A red box highlights the "Skip to content" link. Below it, the "LOGIN" section is visible, with a red box around the "username" and "password" labels. A large red text box on the left states: "Presence of these labels means Compatibility View is ON".

Navigation links: [ETA](#) [DOL](#) [OFLC](#) [Disclaimer](#) [Paperwork Reduction Act](#) [Expiration Date](#) [Processing Center](#) [Form ETA 9089](#)

About Permanent Online
Get an overview.

Register
Become a registered user for free.

The PERM system prohibits the use of the backslash character "\" in any PERM data field, i.e., account and ETA Form 9089 application information. Please use any other special character, such as the forward slash (/), in lieu of the backslash character. Use of a backslash character will result in removed data.

Department of Labor: PERM Program

Common Technical Problems



H. Job Opportunity Information Continued

number of months experience in alternate occupation required

alt job experience

job duties

yes

specific skill

yes

yes

yes

yes

yes

9. Is a foreign educational equivalent acceptable?

10. Is experience in an alternate occupation acceptable?

10-A. If Yes, number of months experience in alternate occupation required:

10-B. Identify the job title of the acceptable alternate occupation:

11. Job duties - If submitting by mail, add attachment if necessary. Job duties description must begin in this space.

```
Duty one.<br />
Duty two.<br />
Duty three.<br />
```

*

12. Are the job opportunity's requirements normal for the occupation?

More
accessibility
labels

Results in markup
added to text entry
fields after saving



PERM System issues

- ✓ PDF formatting (early-mid 2017)
- ✓ Getting “kicked out” of the system
- ✓ Delayed emails
- ✓ Printing PDF



PERM System issues

- ✓ PDF formatting (early-mid 2017)
→ **Tightened web security**
- ✓ Getting “kicked out” of the system
- ✓ Delayed emails (early October 2017)
→ **New servers, tightened network security**
- ✓ Printing PDF (early December 2017)
→ **Form expiration**

Disclaimer



This presentation is intended for training use only and does not carry the force of legal opinion.

The Department of Labor is providing this information as a public service. This information and any related materials are presented to give the public access to information on the Department of Labor programs. You should be aware that, while we try to keep the information timely and accurate, there will often be a delay between official publications of the materials and the modification of these pages. Therefore, we make no express or implied guarantees. The *Federal Register* and the *Code of Federal Regulations* remain the official source for regulatory information published by the Department of Labor. We will make every effort to keep this information current and to correct errors brought to our attention.