PERM Labor Certification Program

Electronic Help Desk Inquiry Submission Process

December 19, 2018

Office of Foreign Labor Certification
Atlanta National Processing Center
Employment and Training Administration
United States Department of Labor
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The Atlanta National Processing Center (ANPC) Help Desk provides responses to inquiries and questions related to PERM applications filed online or by mail in the order of receipt submitted to the ANPC.

The ANPC Help Desk will respond to inquiries and questions received by telephone and/or via e-mail.

If the caller does not provide an e-mail address in his/her voicemail message, the ANPC Help Desk will respond by telephone.

ANPC Help Desk inquiries are received via e-mail at PLC.Atlanta@dol.gov, voicemail, postal mail, and through a document uploaded to the PERM Online System.

The ANPC typically responds to inquiries within two business days; however, some questions require additional research to provide a response.
Most common inquiries received by the ANPC Help Desk:

- Responses to audit notification letters;
- Appeal and withdrawal requests;
- Status inquiries of certified applications;
- Requests for a copy of an ETA Form 9089;
- Questions regarding technical issues; and
- Changes regarding employer and attorney/agent contact information
The preferred method to submit ANPC Help Desk inquiries is directly in the PERM Online System, which offers employers these benefits:

✓ Streamlined process for submitting inquiries regarding PERM applications;
✓ Immediate e-mail confirmation of receipt;
✓ Reduced costs and burdens to stakeholders as there is no need to submit documentation via mail or e-mail;
✓ Control over who submits Help Desk inquiries on the employer’s behalf; and
✓ Ability to track inquiries and responses submitted in the PERM Online System
Section I

Electronic ANPC Help Desk Inquiry Submission Process
Log into the PERM Online System

- Go to [www.plc.doleta.gov](http://www.plc.doleta.gov)
- After reading the warning message about using a U.S. government computer system, select “OK”
Enter account Username and Password
Left click on “LOGIN”
Left click on “MY APPLICATIONS” tab
Enter the case number in “Search Cases” field
Left click on the “Search” button
Left click on the “Case number” hyperlink
✓ Left click on the “Help Desk Inquiry” button
The example below indicates the employer did not submit a previous Help Desk inquiry; see “Inquiry History” section.

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Electronic Help Desk Inquiry Submission Process
✓ Select the question(s) related to the inquiry from the drop down option
✓ Upload the question in the PERM Online System if the:
  ✓ Program, policy, or case-specific question(s) is not listed as being one of the drop down options; and/or
✓ The inquiry will include documents (e.g., response to audit notification letter)
Employers have the opportunity to provide additional information in the free-text “Details” data field

Left click on the “Submit” button
✓ Question is stored in the application’s inquiry history and placed in the ANPC Help Desk Inquiry queue for processing after submission.
An e-mail with ANPC Help Desk’s response will go to the e-mail address(es) listed on the ETA Form 9089
View the ANPC Help Desk response:

- Go to “MY APPLICATIONS” tab
- Left click on the “Inquiry count” hyperlink
The ANPC Help Desk response can be reviewed under the “Inquiry History” section.

Left click on the expand ID response hyperlink to review the full response.
To collapse the ANPC Help Desk response, left click on the collapse ID response hyperlink
Section II

Uploading Documents Process
When uploading questions and all PERM-related documentation to the PERM Online System, employers receive the following benefits:

- Ability to upload questions that are not part of the drop-down option in the ANPC Help Desk Inquiry module;
- Ability to upload documentation that are typically attached to inquiries sent by e-mail;
- Streamlined process of submitting PERM applications;
- Immediate e-mail confirmation of receipt;
- Reduced costs and burdens to stakeholders from having to submit documentation via postal mail or e-mail;
- Control over who submits documents on the employer’s behalf; and
- Ability to track documents submitted in the PERM Online System
The employer can upload the documents directly to the PERM Online System including, but not limited to, the following:

- Response to audit notification letter, including audit documentation (proof of business necessity, recruitment report, resumes, etc.);
- Response to Supervised Recruitment letters;
- Request for Reconsideration/Review;
- Response to Request for Information (RFI);
- Changes regarding attorney, agent or employer contact information;
- ANPC Help Desk inquiries; and
- Other responsive documents

**NOTE:** The employer has the ability to upload documents **up to 30 calendar days** after the final determination. Any documentation provided must adhere to time frames and deadlines imposed by the ANPC notification letters and/or regulatory requirements, whether submitted electronically or otherwise.
✓ Left click on “MY APPLICATIONS” tab
✓ Left click on “UPLOAD DOCUMENTS” subtab
✓ Enter the case number in the text field
✓ Left click on the “Search” button
✔ Left click on the case number hyperlink
Left click on “Browse” and select the file to upload into the PERM Online System.
Select from the Category drop-down options available to indicate the classification that is best associated with the document being uploaded.

Choose a category
Admin Documents
Appeal
Audit Review
Supervised Recruitment

* Category:
Select from the Document Type drop-down options available that best describes the type of document being uploaded in the PERM Online System.
Enter the file name and detailed notes, if applicable, within the optional text fields

After all required and optional selections have been completed, left click on the “Upload button”

**TIP:** If uploading large documents in parts, saving each part with sequential file names, i.e., XYZ Part 1, XYZ Part 2, etc., is recommended.
✔ To save the uploaded document, select the corresponding checkbox and left click on the “Save” button
The employer has the choice to follow the same process to upload and save several documents for the same application at one time.

After all the documents have been uploaded, left click on the corresponding checkbox for each uploaded document to be saved to the PERM Online System.

Left click on “Save”
Left click on “OK” to confirm and complete the last step in uploading the document in the PERM Online System.
The employer will be automatically routed back to the “Upload Documents” page for the same case number. Left click on the paper clip icon under “Attachments” to see all documents uploaded for the application.
The employer will be able to view a list of the documents uploaded along with the document type, date uploaded, upload notes, and the user that uploaded the document.

- Left click on the file name hyperlink to view the uploaded document.

<table>
<thead>
<tr>
<th>File Name</th>
<th>Document Type</th>
<th>Date</th>
<th>Upload Note</th>
<th>User</th>
</tr>
</thead>
<tbody>
<tr>
<td>A-????????? for Employer and FWdocx</td>
<td>Audit Miscellaneous Documentation</td>
<td></td>
<td>Attached is the employer’s audit response for case A-????????? for ABC Employer and Foreign Worker Name.</td>
<td></td>
</tr>
<tr>
<td>Case A-?????????docx</td>
<td>SR RFI Response</td>
<td></td>
<td>SR Response Case to DOL’s SR letter dated?????????</td>
<td></td>
</tr>
<tr>
<td>Audit Response for Case A-????????? Employer and First and Last Name of Foreign Worker.docx</td>
<td>Audit AAIR Documentation</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The ANPC and the e-mail address(es) listed on the ETA Form 9089 application will receive e-mail notification once documents have been uploaded to the PERM Online System.
The employer will be provided with the following Audit Review “Document Type” options:
The employer will be provided with the following Supervised Recruitment “Document Type” options:
The employer will be provided with the following Appeal “Document Type” options:
Section III

Editing Employer Information
An Employer can modify its employer data in the PERM Online System

**BENEFITS:**

- Immediate confirmation that the appropriate contact and e-mail and mailing addresses are updated; and
- Reduced costs and burden associated with sending employer business and contact information via U.S. mail or e-mail

**NOTE:** To change attorney and agent contact information, the employer should upload a copy of a completed Department of Homeland Security (DHS) Form G-28 (Notice of Entry of Appearance as Attorney or Accredited Representative) to the PERM Online System

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Editing Employer Information

- Left click on the “EMPLOYER DATA” tab
- Modify any of the employer business or contact information in the text field(s)
- Left click on the “Save” button
Section IV
Duplicate Certification Requests
The employer can submit inquiries regarding non-receipt of certified applications in the PERM Online System.

If the ANPC Help Desk confirms the certification was mailed, a response will be provided via e-mail with the following information:

- The date the final determination letter and certified application was mailed;
- The recipients of the final determination and certified application; and
- A courtesy copy of the certified application.

The employer has the option to follow the instructions from the Department of Labor’s FAQ website at https://www.foreignlaborcert.doleta.gov/faqsanswers.cfm#Perm_Program, under the “CERTIFICATION” link, for USCIS assistance in obtaining a duplicate certified application.
The suggested steps when requesting a duplicate certified application through USCIS are:

- Provide a cover sheet (preferably highlighted with colored paper) stating LOST OR MISPLACED LABOR CERTIFICATION, REQUEST FOR DUPLICATE, DO NOT REJECT on the top of the USCIS Form I-140

- On the same cover sheet, include the following information:
  - Attorney’s name;
  - Petitioner’s name;
  - Beneficiary’s name;
  - Case number;
  - Priority Date;
  - Specify whether USCIS will be requesting the duplicate certified application, or if a request has already been made to the Department of Labor;
  - Include proper fee, signature, and all required supporting documents;
  - A print of the screen showing that the case has been certified; and
  - The reason(s) for requesting that USCIS secures a duplicate certified application from the Department of Labor, e.g. “Case was certified, but the application was never received in the mail”
When the request for a duplicate certified application is received from USCIS, the ANPC sends the duplicate certified application by e-mail to USCIS.

The e-mail address(es) listed on the ETA Form 9089 application will receive an e-mail indicating that:

- A duplicate certification request was requested by USCIS; and
- The date the copy of the certified application was sent to USCIS.

Dear Sir/Madam:

This is a courtesy email notification that the Atlanta National Processing Center (ANPC) received a request from USCIS for a copy of the certified application for case A-________.

A copy of the certified application was sent to USCIS on ____________.

Please note that a copy of the certified application will not be forwarded to the employer or the employer’s attorney/agent, if applicable. No action or response is needed.

Sincerely,

ANPC Permanent Program Help Desk
Section V

Contacting the Correct Help Desk
The Help Desk addresses are not affiliated with each other and need to be contacted independently:

✓ **PLC.Atlanta@dol.gov** – Used for status inquiries or questions for submitted PERM applications. Do not send registration questions or RFI responses to PLC.Atlanta@dol.gov

✓ **BE-RFI.Atlanta@dol.gov** – Used for Business Existence RFI responses, status of pending registration, reason registration was denied, and request to delete a registration
Use these contacts for PERM Program and processing questions:

- ANPC Help Desk: PLC.Atlanta@dol.gov
- Telephone: (404) 893-0101
- Mail: U.S Department of Labor
  Office of Foreign Labor Certification
  Atlanta National Processing Center
  Harris Tower
  233 Peachtree Street N.E., Suite 410
  Atlanta, GA 30303

Check the OFLC website on a regular basis for PERM updates, FAQs, webinar announcements, and updated forms at www.foreignlaborcert.doleta.gov
Send an e-mail to PLC.Help@dol.gov if:
✓ Experiencing technical issues;
✓ Experiencing PERM Online System issues; or
✓ Requesting a password and/or PIN

Include the following information in the e-mail to PLC.Help@dol.gov:
✓ Employer name, username, and FEIN;
✓ Contact name and telephone number;
✓ A detailed explanation of the issue; and
✓ E-mail address where the employer can be reached permanently
Section VI

PERM Labor Certification Resources
Go to [icert.doleta.gov](http://icert.doleta.gov) and select “Processing Times”
Visit the OFLC website, and Subscribe for e-mail updates at www.foreignlaborcert.doleta.gov
Go to [www.foreignlaborcert.doleta.gov/perm.cfm](http://www.foreignlaborcert.doleta.gov/perm.cfm) to view PERM FAQs, forms, regulations, posted PERM Webinars, etc.