PERM Labor Certification Program
Online Registration Process
August 22, 2018

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

Atlanta National Processing Center

Office of Foreign Labor Certification
I. Registering in the PERM Online System

II. Passed Business Existence Registration

III. Business Existence Request for Information

IV. Failed Business Existence Registration

V. Reasons for Delayed Business Existence Registration Processing

VI. Contacting the Correct Help Desk

VII. Resources for PERM Labor Certification Applications
The PERM Online System requires employers to register prior to filing an ETA Form 9089 online.

The employer must provide proof that it is a valid business entity.

When registering in the PERM Online System, the employer’s information is stored in a profile, which is used to pre-populate key fields in future applications the employer files online.
Section I

Registering in the PERM Online System
Registering in the PERM Online System allows the employer to:

- Submit online PERM applications;
- Save time by pre-populating general information on future PERM applications;
- Check status of existing PERM applications;
- View and print submitted PERM applications;
- Withdraw applications in incomplete status;
- Manage who can prepare and submit PERM applications on the employer’s behalf (e.g., modify or create sub-accounts for other employer contacts, attorneys, and agents);
- Establish, activate, and deactivate user accounts within the business; and
- Upload responsive documents to a case
Register in the PERM Online System

✓ Go to www.plc.doleta.gov

✓ After reading the warning message about using a U.S. government computer system, select “OK”
Select the “Register” button to start the PERM registration process

**TIP:** Access basic information about the PERM Online System by selecting “FORM INSTRUCTIONS” and “About Permanent Online.” Select “ONLINE HELP” hyperlink to access the PERM Online System user guide.
Select “Setup Employer Profile”
The employer must select “Accept,” if in agreement with the terms and conditions.

If “Decline” is selected, the employer cannot continue with the registration process.
Welcome new Employer

Please enter your user information below. Required fields are marked with an asterisk (*). When you have completely filled out the form, click the 'Submit' button. If you do not wish to register at this time, click the 'Cancel' button to return to the home page. Once you have successfully submitted your user information and become a registered user, you may edit your profile by choosing the My Profile tab.

User Profile

First Name: *
Last Name: *
Phone: * ext:
Fax: *
Email: *
Confirm Email: *

We respect your privacy and will keep your email address confidential. The email address is needed to send your username/password in the event you forget them.

Username: *

The Username must be 8-15 characters long. Username cannot contain special characters or spaces.

We will provide you with a unique password which we will send to the email address you have provided. You will be asked to change the password the first time that you login with the login ID you selected. Once you have successfully registered and logged in, you will send you an email with a Personal Identification Number (PIN). This combination of login ID, password, and PIN number will be the "key" to accessing the Permanent Online System.

✓ All required fields (indicated with an asterisk “*”) must be completed
✓ The information in the “User Profile” section cannot be associated with the employer’s attorney or agent; if an attorney or agent is entered in the user profile section, the registration will be denied
The username:

- Must be between 8-15 characters long
- Must not include numbers, apostrophes, hyphens, or other special characters
Do **NOT** enter a social security number (SSN) in the EIN Number field

If NAICS code is unknown, use “Search NAICS Code” hyperlink to search by NAICS Code or description
**Tip:** To auto-populate the address and telephone number in the “Employer Contact Information” section with the same information entered in the “Employer Business Information” section, select the radio button next to “Same as Employer Information”
If the radio button next to “Same as Employer Information” is selected, the employer still needs to complete the “First Name,” “Last Name,” “Email,” and “Confirm Email” fields before the registration can be submitted in the PERM Online System.
✓ A message will appear if the employer has not completed all required fields

✓ The employer will not be able to submit its registration until it completes all required fields
When the employer submits a registration, the employer will receive a registration confirmation message.

The registration confirmation message does not mean the employer passed registration.
Section II
Passed
Business Existence Registration
If the employer passes Business Existence registration, the employer will receive two emails from PLC.Help@dol.gov with the subject line “Permanent Online System Account Creation Notification”

The first email will contain the username and temporary password; a second, separate email will include the employer’s Personal Identification Number (PIN)

The email address entered in the “User Profile” section is the only email address that will be sent a temporary password and PIN

**TIP:** Add PLC.Help@dol.gov and BE-RFI.Atlanta@dol.gov to your address book to prevent emails from going to SPAM
The passed registration email will include the username and a temporary password.

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**From:** U.S. Dept of Labor Employment & Training Administration

**Sent:** Tuesday, July 11, 2017 8:58 AM

**Subject:** Permanent Online System Account Creation Notification

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**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**

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07/11/2017

Thank you for registering to use the Department of Labor’s Permanent Online System. Your login information is:

**username:** XXXXXXXX

**password:** XXXXXXXX

**Company Name:** XXXXXXXX

For security purposes, please do not share this email with anyone, since it contains your password information. It is important that you commit your login information to memory so that others cannot gain unauthorized access to your account. Please delete this email once you’ve obtained your LOGIN information.

**IF YOU DID NOT REGISTER:**

Please notify our HelpDesk at PLC.Help@dol.gov to prevent unauthorized use of your account.

**IF YOU DID REGISTER:**

The online application provides you with the tools to help you prepare, manage and process Permanent Employment Certification application(s). To start using the system immediately, go to [https://www.plc.deleta.gov](https://www.plc.deleta.gov) enter your login information as shown above, then click the ‘LOGIN’ button.
The passed registration email will also indicate the system benefits of submitting online applications in the PERM Online System.

System Benefits:
This system allows employer and agent/attorney to perform several helpful activities online, such as:

- Use an online system to prepare an electronic copy of your Permanent Employment Certification application instead of doing so manually.
- Save time by pre-populating your general information into the Permanent Employment Certification applications
- Check the status of your case online
- Obtain proof that your application was received in the Atlanta National Processing Center
- Reuse previously prepared Permanent Employment Certification applications
- Update your profile information online
- Withdraw Permanent Employment Certification applications that are in incomplete status.

- Manage who can prepare applications on your behalf, i.e., establish, activate and deactivate user accounts within your organization

Should you have any questions, please send policy-related questions to PLC.Atlanta@dol.gov. Technical related inquiries can be sent to PLC.Help@dol.gov.

Thank you.
Permanent System Administrator
A subsequent email that includes the PIN will be sent to the employer immediately.

The employer will need a username, password, and PIN in order to submit a PERM application online.
Once the employer receives the passed registration email from PLC.Help@dol.gov, the employer must change the temporary password immediately when logging into the PERM Online System.

If the employer does not immediately change the temporary password, the employer may get locked out of the PERM Online System, delaying the employer’s ability to submit an online PERM application.

Passwords expire after 90 days.
Once the employer has logged into the PERM Online System, the employer should create a security question and answer.

This will allow the employer to reset their own PERM Online System account without having to contact the helpdesk and wait for a response.

The employer can expeditiously submit PERM applications online, check the status of its applications, and upload necessary documents into the PERM Online System.
System-Generated Emails

✓ Registration emails are system-generated and automatically sent via the PERM Online System to the employer’s email address entered during registration.

✓ Email service providers may block the employer’s ability to receive the temporary password and PIN emails for passed registrations for system-generated emails.

✓ If the employer receives only the temporary password or PIN email (and not both emails), the employer should first contact their service provider to see if this is due to a service provider issue.

✓ After confirming with the employer’s service provider that there is not a problem with receipt of the email, the employer should then contact the PLC.Help@dol.gov.

✓ When sending an email to PLC.Help@dol.gov, do not include the employer’s Password and/or PIN in the email.
Section III

Business Existence
Request for Information
If the employer does not receive a passed registration email, a Request for Information (RFI) email with the subject line “U.S. DOL Request For Information for PERM Registration” will be sent from PLC.Help@dol.gov within one week from the date the employer registers in the PERM Online System.

If the employer does not receive an email regarding its Business Existence registration one week after registering in the PERM Online System, the employer should send an email that include its Federal Employer Identification Number (FEIN), username, and employer name to BE-RFI.Atlanta@dol.gov.

If the email address entered in the “User Profile” section is the same as the email address entered in the “Employer Contact Information,” the employer will only receive one RFI email.
The RFI will specify the registration information required and acceptable documentation. Employers that are private households have to provide proof of FEIN and physical location, but do not have to provide documentation to verify it is a valid business entity. Verification of the employer’s Business Existence is completed by reviewing documentation evidencing the employer’s:

- **FEIN** – Federal or state tax return documentation is acceptable provided it is on a pre-printed label. Documentation of the FEIN must match the EIN number entered in the “Employer Business Information” section;

- **Business Address** – An official document issued within the last 12 months that shows the employer’s business address. Documentation of the address must match the address entered in the “Employer Business Information” section;

- **Employer’s Name** – Documentation must match the “Business Name” in the “Employer Business Information” section; and

- **Business Entity** – Documentation proving the employer is in good standing (e.g., – articles of incorporation, business, or state license)
✓ The Business Existence RFI will be sent to the email address entered in the “User Profile” section and a copy to the email address entered in the “Employer Contact Information” section when the employer registered in the PERM Online System.
The employer must provide requested documentation within 30 days of the date indicated on the RFI email.

Please submit at least one document from each of the categories below (note, households need only submit documents from the "Proof of FEIN" and "Proof of Physical Location" categories) to the Atlanta National Processing Center (Respond to BE-RFIAtlanta@dol.gov):

**PROOF OF FEDERAL EMPLOYER IDENTIFICATION NUMBER (FEIN).** (Choose one from the following):
- Documentation from IRS noting assignment of FEIN
- Federal or State tax return (only acceptable with a pre-printed label) or a pre-printed tax coupon
- Documentation from employer’s financial institution showing employer’s FEIN

**PROOF OF BUSINESS ENTITY:**
- Certificate of good standing
- Articles of incorporation
- Certificate of Existence
- Business License
- State registration
- Official and/or government documents

**PROOF OF PHYSICAL LOCATION** (Please use a document issued within the last 12 months):
- Tax records
- Lease or mortgage agreements
- Utility bills
- Other documents proving physical location

Please e-mail your response in PDF format or submit a hard copy of the requested documentation to the following address:

**Respond to BE-RFIAtlanta@dol.gov**

**OR**

Atlanta National Processing Center
Harris Tower
233 Peachtree Street NE Suite 410
Atlanta, GA 30303
Attention: Existence Review

*If we do not receive all of the requested documentation within 30 days of the date of this e-mail, your registration will be rejected and you will have to re-register.*
Although the employer’s attorney/agent cannot register for the employer in the PERM Online System, the attorney/agent can respond to the Business Existence RFI. RFI responses should include the RFI email sent from PLC.Help@dol.gov

All RFI responses should be sent to BE-RFI.Atlanta@dol.gov

The documentation should match the information entered in the “Employer Business Information” section (FEIN, business name, and address)

Failing to provide the RFI response to the correct helpdesk email address (BE-RFI.Atlanta@dol.gov) can result in:

The employer failing Business Existence registration;

The employer having to re-register in the PERM Online System and wait up to 60 days for the new registration to be processed; and

Inability to submit a timely PERM application in the PERM Online System
Section IV

Failed Business Existence Registration
If the employer fails Business Existence registration, the employer will receive an email from PLC.Help@dol.gov with the subject line “Permanent Online System Account Creation Notification”

The email will be sent to the email address entered in the “User Profile” section and a copy to the email address entered in the “Employer Contact Information” section when the employer registered in the PERM Online System.

If the email address entered in the “User Profile” section is the same as the email address entered in the “Employer Contact Information,” the employer will only receive one email indicating it failed registration.

**TIP:** The employer should wait three weeks after submitting the RFI response before it requests the status of the registration.
If the Business Existence information cannot be verified, the email address(es) listed during the registration process will receive an email stating the reason the employer failed registration.

If the employer is not clear of the reason it failed registration, the employer has the option to send an email to BE-RFI.Atlanta@dol.gov.
Registration verification can take up to 60 days to process.

The employer should allot time for unforeseen circumstances and sufficient time for the registration process to be completed.

A registration request will not be expedited due to the urgency of submitting a timely PERM application in the PERM Online System.
Section V

Reasons for Delayed Business Existence Registration Processing
Delays in processing registrations may occur if the employer:

✓ Submits its RFI response to the incorrect email address. Remember to send Business Existence RFI response to BE-RFI.Atlanta@dol.gov;

✓ Sends status requests immediately after submitting its RFI response;

✓ Provides the required documentation in separate emails. The employer should provide all requested documentation in one email prior to the due date;

✓ Provides RFI documentation without identifying the employer’s name, username, and FEIN in the email; and

✓ Submits duplicate registration requests

**TIP:** Please submit the original RFI email with the RFI response
Duplicate registration occurs when the employer registers using the same FEIN, employer name, email address, and employer contact address.

When attempting to re-register (duplicate registration) for a registration that previously passed, the employer will receive an alert notification.

If the employer’s previous registration passed, the duplicate registration cannot be submitted.
When attempting to re-register for a pending registration, the employer will receive a confirmation message.

When the employer selects “OK”, the employer’s pending duplicate registrations will be overridden and fail.

The employer will receive a registration confirmation message that the duplicate registration was submitted.
The employer may not edit the user account information until registration has passed.

If the employer realizes it made a typographical error (e.g., transposed numbers in the FEIN or entered incorrect email address), the employer can send an email to BE-RFI.Atlanta@dol.gov to request the registration be deleted.

When requesting to delete a registration, the email must:

- Be sent from the email address listed in the “User Profile” section.
- Indicate “Delete Registration” in the subject line.
- Include the employer’s name, username, FEIN, and a request to delete a PERM registration.
Section VI

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** – status inquiry or questions for submitted PERM applications (do not send registration questions or RFI responses to **PLC.Atlanta@dol.gov**)

- **BE-RFI.Atlanta@dol.gov** – RFI responses, status of pending registration, reason registration was denied, and request to delete a registration
✓ Business Existence RFI responses, registration status inquiries, reason registration failed, and request to delete a registration:

BE-RFI Atlanta Help Desk: BE-RFI.Atlanta@dol.gov
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 for PERM updates, Frequently Asked Questions (FAQs), webinars, and processing announcements at http://www.foreignlaborcert.doleta.gov
Send an email to PLC.Help@dol.gov if you:

- Experience technical issues;
- Experience PERM Online System issues; or
- Request a password and/or PIN (after first contacting the service provider, see slide 26)

Include in the email the following:

- Employer name, username, and FEIN;
- Contact name and telephone number;
- A detailed explanation of the issue; and
- Email address where the employer can be reached permanently
Section VII

Resources for PERM Labor Certification Applications
Go to icert.doleta.gov and select “Processing Times”

PERM Processing Times (as of 06/30/2018)

<table>
<thead>
<tr>
<th>Processing Queue</th>
<th>Priority Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Month</td>
</tr>
<tr>
<td>Analyst Review</td>
<td>March</td>
</tr>
<tr>
<td>Audit Review</td>
<td>November</td>
</tr>
<tr>
<td>Reconsideration Requests to the CO</td>
<td>May</td>
</tr>
</tbody>
</table>

The Analyst Review and Audit dates posted on iCERT above reflect the month and year in which cases were filed that are now being adjudicated at the Atlanta National Processing Center. The Reconsideration Request to the CO dates posted on iCERT above reflect the month and year in which cases that are now being reviewed at the Atlanta National Processing Center were appealed. For various reasons, we may be completing the processing of applications filed prior to the month posted on iCERT. If your application was filed more than 3 months prior to the month posted, you may contact our Helpdesk for a status on the application at pic.atlanta@dol.gov.

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<thead>
<tr>
<th>Determinations</th>
<th>Average Number of Days to Process PERM Applications</th>
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<tbody>
<tr>
<td></td>
<td>Month</td>
</tr>
<tr>
<td>Analyst Review</td>
<td>June 2018</td>
</tr>
<tr>
<td>Audit Review</td>
<td>June 2018</td>
</tr>
</tbody>
</table>

The Analyst Review and Audit Review determination processing times on iCERT above reflect the amount of time to process applications for the month. The actual processing time for each employer PERM application may vary from the average depending on the material facts and circumstances. OFLC is only reporting the average processing time for all PERM applications for the most recent month.
Visit the OFLC website, and “Subscribe” for e-mail updates at www.foreignlaborcert.doleta.gov
View PERM FAQs, forms, regulations, etc. at
www.foreignlaborcert.doleta.gov/perm.cfm