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PERM Labor Certification Program

Permanent Online System Upload Process Review and Technical Issues Guidance

December 13, 2017

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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.
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.
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.
Employer must be logged in the PERM Online System.
Select ‘MY APPLICATIONS’ tab.
Select “UPLOAD DOCUMENTS” sub-tab.
✔ 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.
✓ Left click on the case number hyperlink.

✓ Follow instructions on how to upload documents.
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.

<table>
<thead>
<tr>
<th>* Select File:</th>
<th>Browse...</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Category:</td>
<td>Choose a category</td>
</tr>
<tr>
<td>* Document Type:</td>
<td></td>
</tr>
<tr>
<td>File Name:</td>
<td></td>
</tr>
<tr>
<td>Note:</td>
<td>250 characters remaining</td>
</tr>
</tbody>
</table>

There are currently no unsaved attachments.
The employer will be provided with the option of selecting from one of the following categories: Admin Documents, Appeal, Audit Review and Supervised Recruitment.
The employer will be provided with the following Admin Documents and Appeal “Document Type” options:
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:

- 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
The employer must:

- Click on the “Browse” button and select the file to 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.
The following screen will appear after uploading a document in the PERM Online.

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

Left click on “Save” and then “OK” to complete the last steps in uploading the documents in the PERM Online System.
The employer will automatically be routed back to the “Upload Documents” page for the same case number.

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

<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-17097-77122 for Employer and FW.docx</td>
<td>Audit Miscellaneous Documentation</td>
<td>04/26/2017</td>
<td>Attached is the employer’s audit response for case A-17097-77122 for ABC Employer and Foreign Worker Name.</td>
<td>uat1tester</td>
</tr>
<tr>
<td>Audit Response for Case A-17097-77124 for ABC Employer and First and Last Name of Foreign Worker.docx</td>
<td>Audit AAIR Documentation</td>
<td>04/26/2017</td>
<td></td>
<td>uat1tester</td>
</tr>
<tr>
<td>HD Inquiry Case A-17097-77124 for Employer and FW.docx</td>
<td>Help Desk Inquiry</td>
<td>04/26/2017</td>
<td>What is the status of my case?</td>
<td>uat1tester</td>
</tr>
<tr>
<td>HD Inquiry Case A-17097-77124 for Employer and FW.docx</td>
<td>Change of Address Request</td>
<td>04/26/2017</td>
<td>Please see my change of address.</td>
<td>uat1tester</td>
</tr>
<tr>
<td>Audit Response for Case A-17097-77124.docx</td>
<td>Audit Miscellaneous Documentation</td>
<td>04/26/2017</td>
<td></td>
<td>uat1tester</td>
</tr>
<tr>
<td>Substitute for New Attorney for Case A-17097-77124.docx</td>
<td>Substitute Attorney/Agent Documentation</td>
<td>04/26/2017</td>
<td>See attachment.</td>
<td>uat1tester</td>
</tr>
</tbody>
</table>
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).
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.
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.
New temporary passwords are more secure

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

Under My Profile >> Login Information

New form fields to view and update the secret question/answer
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
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.
• At registration

```plaintext
Employer Business Information

- EIN Number: 12-3456789
- Name of Employer: ABC Company
- Address: 123 Sesame St.
- City: New York
- Province: (not适用)
- State: NY
- Country: UNITED STATES OF AMERICA
- Zip/Postal Code: 10001
- Phone Number: 212-555-1212
- NAICS Code: (未使用)
- Year Commenced Business: 1967
```

Use This

Not This
Creating a case

C. Employer Information (Headquarters or main office)

1. Employer’s name: * ABC Company
2. Address 1: * 123 Sesame St
3. City: * New York
4. Phone number: 212-555-1212
5. Number of employees: *
6. Year commenced business: * 2010 (Enter year as 'yyyy'.)
7. FEIN (Federal Employer Identification Number): 11 - 2233445
8. NAICS code

Use This Too

Search NAICS Code
✓ Internet Explorer Compatibility Mode

✓ You will see accessibility labels on the forms.

✓ Interferes with data validation checks.
IE Compatibility View

If an entry is here for doleta.gov or www.plc.doleta.gov remove it.
IE Compatibility View

Presence of these labels means Compatibility View is ON

username
password

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.
### H. Job Opportunity Information Continued

<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>number of months experience in alternate occupation required</td>
<td></td>
</tr>
<tr>
<td>alt job experience</td>
<td></td>
</tr>
<tr>
<td>job duties</td>
<td></td>
</tr>
<tr>
<td>yes</td>
<td></td>
</tr>
<tr>
<td>specific skill</td>
<td>yes</td>
</tr>
<tr>
<td>yes</td>
<td></td>
</tr>
<tr>
<td>yes</td>
<td>yes</td>
</tr>
<tr>
<td>yes</td>
<td>yes</td>
</tr>
<tr>
<td>Is a foreign educational equivalent acceptable?</td>
<td></td>
</tr>
<tr>
<td>Is experience in an alternate occupation acceptable?</td>
<td></td>
</tr>
<tr>
<td>10-A. If Yes, number of months experience in alternate occupation required:</td>
<td></td>
</tr>
<tr>
<td>10-B. Identify the job title of the acceptable alternate occupation:</td>
<td></td>
</tr>
<tr>
<td>11. Job duties - If submitting by mail, add attachment if necessary. Job duties description must begin in this space.</td>
<td></td>
</tr>
<tr>
<td>Duty one. &lt;br /&gt; Duty two. &lt;br /&gt; Duty three. &lt;br /&gt; *</td>
<td></td>
</tr>
</tbody>
</table>

**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
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