



info@sgstechnologies.net

(904) 332-4534

eWOTC

Work Opportunity Tax Credit Case Study

Work
Opportunity
Tax
Credit

SGS Technologie developed an online application to support the WOTC (Work Opportunity Tax Credit) program. With our solutions, employers can conveniently submit online applications for the WOTC program. Multiple applications can be made by the same employer or consultants on behalf of the employer. The core features in our application are:

Expanded Application Search Options

Unique User Dashboards Displaying Real-Time Data

Online Power of Attorney (POA) Submission Capability

Target Group Wizard

Exportable Reports Into Excel Spreadsheets

WHAT IS WOTC?

The Work Opportunity Tax Credit (WOTC) is a federal tax credit program intended to incentivize employers to hire individuals from targeted groups to help them re-enter the workforce. The objective is to help targeted employees move from economic dependency to self-sufficiency while earning a steady income and becoming contributing taxpayers.

THE CHALLENGES

Employers need to apply for the WOTC program, and this takes a lot of time. Filling out forms, sending in paperwork and waiting for a response requires additional resources, hence lowering productivity. In addition to this, using traditional methods for WOTC administration causes this complicated process to be even more labor intensive and error ridden, making it difficult for companies to submit the necessary documents within the 28-day period required by the IRS. Filling out and tracking paperwork can seem to be a daunting task, especially for companies with several new hires.

SGS' SOLUTION

SGS Technologie has developed a web based WOTC application manager named e-WOTC through which employers and consultants can apply for the WOTC program. Manual applications received through mail can also be easily entered into the system. Once the data has been submitted, our application will generate the form in the prescribed manner. It is a user role-based application with each role having different abilities. The roles can be categorized as internal users (Administrator, Customer Specialists, Program Specialists, Research Specialists, Out of State Specialists) and external users (Employers, Consultants). The main features of our application are:

- ❖ Single portal for all users
- ❖ User-friendly dashboards and reports.
- ❖ Automated reports will be mailed to WOTC Managers every week
- ❖ Replaced signature process with acknowledgement-based approval flow
- ❖ Application is ADA Compliant
- ❖ Storage of forms and supporting documents
- ❖ Ability to integrate with other state departments for eligibility verification
- ❖ Eligibility of an application request can be identified immediately with the Auto-Determination feature
- ❖ Compatible with all major browsers (Chrome, Firefox, Internet Explorer.)
- ❖ Set daily performance goals for the WOTC staff
- ❖ Consultants can assign representatives for a specific employer
- ❖ Announcements that need to be viewable by external users need to see after they login can be configured by internal users
- ❖ Enable power of attorney between employers and consultants
- ❖ An employer with multiple locations can process all applications thru the portal

WHY e-WOTC?

It helps simplify and streamline the process of verifying eligibility for the WOTC program. With a large number of applicants in a state or county, the process of evaluating each request and checking the eligibility can be time-consuming and not entirely accurate. There could be instances in which WOTC benefits are incorrectly awarded to the wrong employer. The e-WOTC portal eliminates such possibilities by:

- ❖ Having the ability to handle both in-state and out-state requests
- ❖ Automatically verifying the eligibility of an application request based on details submitted
- ❖ Categorizing and tracking the number of application-requests made, approved and denied
- ❖ Providing interactive dashboards
- ❖ Enabling employers to have an estimate of their total tax savings
- ❖ Forms such as 8850 and 9061 can be automatically generated by utilizing the data which were filled by the employer/consultants.
- ❖ Generation of monthly and quarterly reports on Certification Workload, Target Group Information, Occupation Group Information, and Hourly Wage Information Reports (ETA form 9058) required by the U.S. Department of labor
- ❖ Set targets for WOTC Staff along with monitoring their performances

Existing Users of SGS' e-WOTC Solution

Florida Department of Economic Opportunity



The Florida Department of Economic Opportunity is successfully using a customized version of our model for inviting WOTC applications from employers in the region. The portal we developed for Florida DEO has become a common ground for employers across the state.