Permanent Online System
User Guide

Version 1.00

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1   GETTING STARTED WITH THE PERM ONLINE SYSTEM

Introduction

The Permanent Online System Web site (*PERM*) was developed for the Department of Labor (DOL), Employment and Training Administration (ETA), Office of National Programs (ONP), Division of Foreign Labor Certification (DFLC). It allows employers and their representatives (attorneys/agents) to create and prepare Applications for Permanent Employment Certifications and submit them to DOL for processing. The system improves efficiency for both employers and DOL staff by securely saving application information, and providing reliable access to this information for case processing. The Web-based system also provides a search function, reuse capabilities for submitting forms for multiple job opportunities, and hyperlinks to a number of important resources.

This *User Guide*, designed for employers and attorneys/agents, describes the fundamentals of the Web-based system, including registering, logging in, preparing PERM application, and managing your user account.

Document Conventions

The following conventions are used in this *User Guide*:

ITEM	CONVENTION	EXAMPLE
Buttons and tabs	Graphic representation	Save , MY APPLICATIONS , SUBMIT COMMENT
Hyperlink	Color text and underlined	**A-00324-00001**, **Ace Technologies**
Page and field names	**Bold type**	**Welcome New Employer** page, **Start Date** field
Data that you enter by typing on your keyboard	Courier New font	Password
System messages	"In quotation marks" and **bold type**	**"The user account was updated successfully."**

Acronyms

The following acronyms are used in this *User Guide*:

ACRONYM	DEFINITION
DFLC	Division of Foreign Labor Certification
DOL	Department of Labor
ETA	Employment and Training Administration
PERM	Permanent Labor Certification Online System

User Types

There are two types of users who are allowed to prepare PERM applications using the online system:

- Employers, and
- Employer's Attorneys or Agents

The PERM Online System for foreign labor certification offers a registration feature **for employers only**. Employers can create sub-accounts for their employees or attorney/agent(s), so that these users can submit PERM applications on behalf of the registered employer. This feature ensures security of the PERM system and helps prevent fraudulent use of the program by permitting only the employer applicant to register. This feature also ensures that less time and effort is required when you wish to enter multiple Forms 9089, because the employer information entered at registration is stored in a profile used to pre-populate key fields of the application. This feature is also very helpful in instances where you need to view or print previously prepared Forms 9089 that have been submitted or are still incomplete. If you register as an Employer, you can manage multiple employees and attorney/agents using the PERM Online system.

Benefits of the PERM Online System

The benefits of using the PERM Online System include:
- Faster application processing time
- Ease of use
- Posting, viewing, and updating profile information
- Tracking and viewing the status of prepared applications
- Printing copies of ETA Form 9089 that you have submitted
- Electronic verification of PERM status
- Ability to save a copy of the Form 9089 to your hard drive, network drive, or disk
- Reusing case information (including employer data) from one application to another

System Requirements

Use of the PERM Online System requires the following:
- Internet access (AOL users – there is a known bug with the AOL browser and Web Accelerator that prevents users from properly accessing some web applications. Please use a different browser and/or Internet Service Provider if you experience time-out issues while accessing the PERM Online System through AOL.)
- Web browser (Internet Explorer 5.x or higher, Netscape 4.7 or higher)
- Adobe® Acrobat Reader 4.0 or higher

Security Considerations

In the ongoing effort to provide a useful, effective web site for employers to apply for Permanent foreign labor certification, the Department of Labor also must take certain precautions to ensure the security of the system and the data it maintains. We provide here some useful tips and suggestions when encountering security situations with the PERM Online System.

Logging In & Out

- If you are unsuccessful at logging into your account, the system will allow you another login attempt, until you have made **three** unsuccessful attempts. After that time, your account will be disabled, and you will have to send an email to PLC.Help@dol.gov asking to re-activate your account.

- When you login to the **PERM Online System** you cannot use another Web browser to log into the same account at the same time. You can only have one session with your account displayed at any given time.

- You will be prompted to change your password every 90 days.

- It is important that you **log out** of the system when you are not using it. If you leave the system idle for 45 minutes, you will be automatically logged out of the system. In that case, you must log back in when you are ready to continue.

Detecting Computer Security Incidents

Computer incident detection allows us to compile a record of every system incident when detecting or investigating the misuse of the system and its data. For the purposes of this section, an incident is defined as any real or suspected adverse event in relation to the security of the system.

An incident may include activities such as viruses, strange processes running, an outsider logged into the system, or someone attempting to hack the system, etc. Examples of incidents include (1) attempts to gain unauthorized access to the system or its data, (2) compromising the integrity of the information, (3) unwanted disruption or denial of service, (4) unauthorized use of the system for the processing or storage of data, (5) viruses, and (6) damage or change(s) to the system's hardware or software without permission, knowledge, or instruction.

If you notice a security incident, please immediately report it to PLC.Help@dol.gov. We ask that you provide the following information when you encounter an incident with the system:

- Incident Date and Time
- Reporter's Name, Telephone Number, and Email Address
- Incident Description/Problem Summary

Properly compiling and reporting this information allows us to know what happened, when it happened, and to track, record, and resolve the security issue.

2 ACCESSING THE SYSTEM

There are two ways to access the PERM Online System:

- As a first time Registrant, or
- As a Registered user.

To gain authorized access to the PERM Online System as a registered user, you must have created a unique login ID, which you do the first time you access the system. All registered users have access to the rich features of the PERM Online System (see the "Benefits of the PERM Online System" section on p. 6).

Registering as a System User

1. From your desktop, start Internet Explorer or Netscape.

2. Type in the following **Address** for Internet Explorer or **Location** for Netscape: http://www.plc.doleta.gov/ and press **Enter** on your keyboard. An alert message is displayed. Read the message and click **OK**.
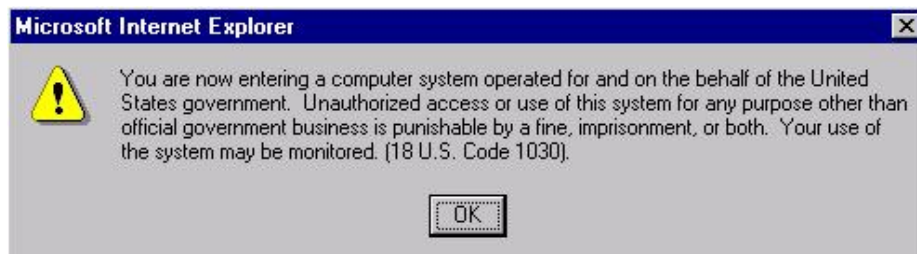
The PERM Online System Login page is displayed.

3. Click in the middle of the page.

The **Registration** page is displayed.

4. Click . The **Registration Terms and Conditions** page is displayed.

> **Note**: As a Registered Employer, you are required to enter your employer information for easier PERM application data entry, to view the status of your PERM cases online, to update your employer information online, and reuse PERM case data.

Registration

Please read the following terms and conditions.

Permanent Employment Certification - Permanent Online System Use (Terms and Conditions of Use)

Please read the Terms and Conditions of Use below which explains important information about the website's usage. Maintaining your privacy and the security of the data you share with DOL is one of our major commitments to you.

This website is a service provided to employers (and their attorneys or agents) who have documented a shortage of domestic workers and want to bring foreign workers to the U.S. This website allows employers (and their attorneys or agents) to complete the Application for Permanent Employment Certification (ETA Form 9089). This website will help you complete your applications by providing a tool to do so online.

The following Terms and Conditions for Use of this website apply:

- You are responsible for any and all activities that occur under your PIN for this online system.

- You must take the necessary steps to ensure that others do not use your account to gain unauthorized access to this system.

- Posting material or information that is unlawful, such as obscene materials, inappropriate content, or language on this site is prohibited.

- Your information will not be sold to mailing lists.

- It is your responsibility to submit accurate information. Knowingly furnishing false information in the preparation of this application and any supplement thereto or to aid, abet, or counsel another to do so is a federal offense punishable by a fine or imprisonment up to five years or both under 18 U.S.C §§ 2, 1001. Other penalties apply as well to fraud or misuse of ETA immigration documents and to perjury with respect to such documents under 18 U.S.C. §§ 1546 and 1621.

- Unauthorized attempts to upload information or change information provided by this service are strictly prohibited and may be punishable by law.

Do you accept all the registration terms and conditions? If you decline, you will be redirected to the home page. To continue entering information, you must accept these conditions.

Accept Decline

5. Carefully read the terms and conditions provided on the **Terms and Conditions** page. You can scroll through the text using the down arrow located in the scrollbar to the right of the text.

6. Click **Accept** to accept the terms and conditions, or **Decline** to quit the procedure without registering. When you click **Accept**, the **Welcome New Employer** page is displayed. On this page, you can enter your user profile information, business identification information, and your agent's contact information, if you have one.

User Profile

First Name: *

Last Name: *

Phone: *   -   -   ext:

Fax: -   -

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, we 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.

Employer Business Information

EIN Number: *   -

Enter employer's unique 9-digit identification number

Name of Employer: *

Address: *

City: *   *State: Select State

Province:

Country: * Select Country

Zip/Postal Code: *

Phone Number: *   ext:

NAICS Code: * Select NAICS Code

Year Commenced Business: *

Employer Contact Information

☐ Same as Employer Information

First Name: * [_____] MI: [____]

Last Name: * [_____]

Address: * [_____]

[_____]

City: * [_____] *State: [Select State ▼]

Province: [_____]

Country: * [Select Country ▼]

Postal Code: * [_____]

Phone Number: * [_____] ext: [____]

Email: * [_____]

[Submit] [Cancel]

1. Fill in the **User Profile**, **Employer Business Information**, and **Employer's Contact Information** sections on the **Welcome New Employer** page. Required fields are marked with an asterisk (*).

> **Note:** Your **Username** and **Password** each must be 8-15 characters long. The Username *cannot* contain special characters such as %, &, #, etc. The Password, on the other hand, must contain at least one special character and at least one numeral (0-9).
>
> **Tip:** Use the "**Same as Employer Information**" checkbox to pre-fill the **Employer Contact Information** section with data from the **Employer Business Information** section, if the employer contact works at the same location as the employer's headquarters.

2. The **Email address** of the user and employer contact are required as email is the primary mode of communication in the registration process.

3. Click [Submit]. A page is displayed confirming that you registered with the PERM Online System.

Registration Confirmation

Thank you for registering with the Permanent Online System.

For security purposes, an email confirmation letter with your password and pin will be sent to you if the information you provided to us is verified.

If your information cannot be verified, you will be contacted via email too. **Please do not create a second account, as verification could take up to five days.**

If you have any problems, feel free to email us at : **PLC.HELP@dol.gov**

[OK]

4. Click OK .

Your business information is screened for verification when you submit your registration information. If the business information is *verified*, the employer contact is sent an email containing the username and a temporary password. Use the temporary password to login to the PERM Online System (see **Accessing the System as a Registered User** below); you will be asked to change your password before continuing. A second email is also sent to the employer contact containing a unique 4-digit PIN needed to submit Perm cases to the Online System.

If your business information is *not initially verified*, the employer contact is sent an email asking them to send proof of business entity (e.g. articles of incorporation, business license, state registration, etc.) and proof of physical location (e.g. utility bill, tax record, etc.) to the appropriate processing center, based on the area of intended employment for the occupation for which you are submitting applications. These two processing centers are in Chicago and Atlanta. **Please be patient – this email may take up to five business days to be sent.**

An analyst in the processing center will attempt to verify the business' existence using the documentation provided by the employer. If the business information is again *not verified*, the employer contact is sent an email explaining that the registration information was not verified and the user cannot use the PERM Online System. If the business information is verified by the analyst, the employer contact is sent the two emails, one containing the username and temporary password for the system; the other containing the employer's unique PIN for submitting cases.

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5. Follow the instructions in the next section of this *User Guide* (**Accessing the System as a Registered User**) to log in and use the PERM Online System if your registration information passes the existence verification process.

Accessing the System as a Registered User

1. From your desktop, start Internet Explorer, Netscape, or other browser.

2. Type in the following **Address** for Internet Explorer or **Location** for Netscape: http://www.plc.doleta.gov/ and press **Enter** on your keyboard. An alert message is displayed. Read the message and click **OK**. The **PERM Online System Home** page is displayed.

> **Note:** Please make sure that **you**, as the employer contact, complete the initial login into the Permanent Labor Certification System using the credentials supplied you in the Email that you will receive from the Department. Once you have completed your initial login of the system and have successfully changed your password, you may then create sub-accounts for your employees, attorneys, or agents to file Permanent applications on your company's behalf.

3. Type your `username` in the **Username** field. Your username must be 8-15 characters long, and special characters (*, %, @), &, etc.) are not allowed.

4. Type your `password` in the **Password** field. Your password must be 8-15 characters long, and contain one special character (*, %, @), &, etc.) and at least one numeral (0-9).

> **Note**: If this is your first time accessing the system, type in the *temporary password* supplied in the email you received after registering to the system. If the temporary password is entered correctly, the system will ask you to change your password and select a **Secret Question** and **Secret Answer** by which the administrator can verify that you are the appropriate user if you ever forget your password (see **Forgot Your Username/Password?** below).

5. Click .

> **Note**: If you are unsuccessful at logging into your account, the system will allow you another login attempt, until you have made **three** unsuccessful attempts. After that time, your account will be disabled, and you will have to send an email to PLC.Help@dol.gov asking to re-activate your account.

Once you have successfully logged in, the system displays the **PERM Online System User Home** page. This page contains important information such as news and system alerts. It is important that you read these messages since they may notify you of actions you are required to take, or warn you about upcoming system changes or maintenance issues.

> **Note**: When you login to the **PERM Online System** you cannot use another Web browser to log into the same account at the same time. You can only have one session with your account displayed at any given time.

Depending on your registration level (Employer or Attorney/Agent), the **PERM Online System User Home** page displays options giving you access to certain features and functions of the PERM Online System.

Forgot Your Username/Password?

If you forget your username or password, you can request this information via email.

1. With the **PERM Online System Home** page displayed in your Web browser,

   click **Forgot your username and/or password?** . The **Forgot your Username/Password?** page is displayed.

   Forgot your Username/Password?

   If you've forgotten your username or password, we can email it to you. Just enter either the username or email address below and click 'Continue'.

   Enter your username: [   ]
   Enter your email address: [   ]
   Secret Question: [▼]
   Secret Answer: [   ]

   [Continue]   [Cancel]

2. Enter your username and email address, select the **Secret Question** you chose when you registered, and provide the **Secret Answer**. Click [Continue]. An email response will be sent to you automatically containing your username and password. When you receive the login information, we recommend that you memorize it and delete the email.

   > **Tip:** To add an additional level of security, you will be prompted to change your password every 90 days.

Logging Out of the System

To ensure system security, it is important that you log out of the system when you are not using it. When you have finished using the system, you must completely log out. If you leave the system idle for 45 minutes, you will be automatically logged out of the system. In that case, you must log back in when you are ready to continue.

> **Tip**: If you are entering a case and have not advanced to a new page in several minutes, you should select '**Save as Draft**' to save the current data before the system times out. Entering data and making selections on a single page does not register in the system as saved actions; if you do not navigate between pages within 45 minutes, the system will time out, and information not saved will be lost.
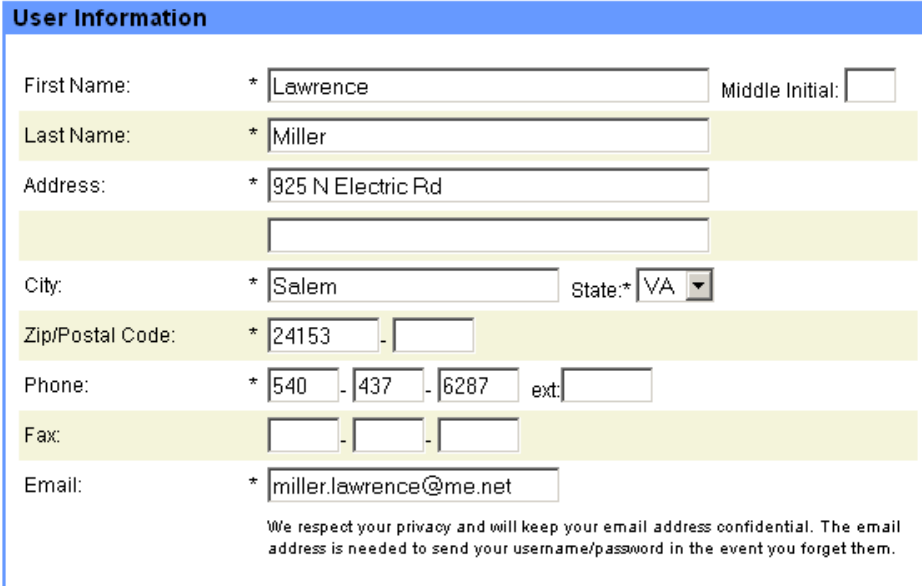
To log out, click ![logout] at the top of any screen in the PERM Online System. The system returns you the **PERM Online System Home** page and displays a message that you have successfully logged out.

3   MANAGING YOUR PROFILE

When you register on the PERM Online System, you enter specific profile information such as your full name, address, email, fax contact information, and so on. As a registered user, or a user with a sub-account, you have the ability to view and/or modify your user and login information.

Viewing and Editing Your User Information

1. If you are not logged in, follow the instructions provided in Chapter 2 *Accessing the System*, p. 13, of this *User Guide*, then proceed to step 2. If you are logged in, proceed to step 2.

2. Select the **MY PROFILE** tab.

3. Click **USER INFORMATION**. The **User Information** page is displayed.

4. To modify your user information, place the cursor in the field that you want to change and overwrite the information currently displayed in the field. Make sure to space over any additional characters.

> **Note**: If you are an attorney or agent representing a client employer, the information on the **User Information** screen in **My Profile** is the data that is populated in the electronic Form 9089 when you enter cases for the employer.

5. Click **Save** to save any changes you made, **Undo** to erase any unsaved changes and start over, or **Cancel** to exit the **User Information** page without saving your changes.

6. On the next page, select [Done] to return to the **User Home** page, or [Modify] to make more changes to your user information.

Viewing and Editing Your Login Information

1. If you are not logged in, follow the instructions provided in Chapter 2 *Accessing the System*, p. 13, of this *User Guide*, then proceed to step 2. If you are logged in, proceed to step 2.

2. Select the [MY PROFILE] tab.

3. Click [LOGIN INFORMATION]. The **Login Information** page is displayed. The **Username** field is auto-populated with your username.

> **Login Information**
>
> Username: * lawrencemiller
>
> Password: [   ]   Confirm Password: [   ]
>
> Providing a unique username and password will be the "key" to accessing the
> Permanent Online System. Username and Password must be 8-15 characters long.
> Username cannot contain special characters. Password must contain at least a
> number and a special character (&, @, %, $, etc).
>
> [Undo] [Save] [Cancel]

4. To change your password, click in the **Password** field and type a new password. Your password must be 8-15 characters and contain one special character (*, %, @, &, etc.) and at least one numeral (0-9).

5. Click in the **Confirm Password** field, and type the same password again. Be sure to type the password exactly as you typed it in the previous field. Otherwise, you will receive an error message that your password does not match the **Confirm Password** entry.

> **Note**: To maintain system security, you will be prompted to change your password every 90 days

6. Click [Save] to save any changes you made, [Undo] to erase any unsaved changes and start over, or [Cancel] to exit the **Login Information** page without saving your changes.

7. On the next page, review the updated information and select [Done] to return to the **User Home** page, or [Modify] to make more changes to your login information.

4 MANAGING EMPLOYER INFORMATION

Registered users (employers and any sub-accounts that have been given the proper permissions – see Chapter 5) can add new employer information, and view or edit the employer's business and contact information. Required fields are marked with an asterisk (*). This employer information is populated in the electronic Form 9089 when either the employer or their designee (i.e. an attorney in a sub-account) prepares a PERM case for the employer.

1. From any page on the PERM system, select the **EMPLOYER DATA** tab. The **Employer Data** page is displayed.

Employer Business Information

EIN Number:	* 54 - 1595546
	Enter employer's unique 9-digit identification number
Name of Employer:	* PINKERTON CHEVROLET INC
Address:	* 925 N ELECTRIC RD
City:	* SALEM State: * VA - USA
Province:	
Country:	* UNITED STATES OF AMERICA
Zip/Postal Code:	* 24153
Phone:	* 540-562-1337 ext:
NAICS Code:	* 441110 New Car Dealers
Year Commenced Business:	* 1972

Employer Contact Information

First Name:	* Lawrence MI:
Last Name:	* Miller
Address:	* 925 N Electric Rd
City:	* Salem *State: VA
Province:	
Country:	* UNITED STATES OF AMERICA
Postal Code:	* 24153
Phone Number:	* 540-562-1337 ext:
Email:	* miller.lawrence@me.net

Undo | Save

> **Note**: The fields on the Employer Data page will be displayed and automatically populated with the profile data you entered.

2. Place the cursor in the field you want to change and overwrite the information currently in the field. Make sure to space over any additional characters.

3. Click **Save** to save any changes you made or **Undo** to erase any unsaved changes and start over.

4. On the next page, review the updated information and select **Done** to return to the **Employer Data** page.

5   MANAGING USER ACCOUNTS
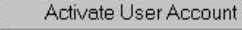
Employers can create and manage user accounts for their attorneys or employees. This feature is useful if a company or law firm employs several people to work on visa issues and needs several accounts to access employers' PERM records online. The employer may give access to the attorneys, agents or employees to manage users' accounts.

In this paradigm, only the employer can create sub-accounts under their employer account. The users with the sub-accounts can enter, edit, reuse, and withdraw PERM applications, but they cannot create new user accounts, nor can they edit the employer's business information.
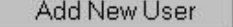
The employer master account can view and edit all of the sub-accounts he/she has created, but the sub-accounts cannot "see" the other sub-accounts the employer has created. When entering cases, the sub-account will notice that the employer's information on the electronic ETA Form 9089 is pre-filled and cannot be edited by the user in the sub-account. When the employer is entering cases, they will have the option of choosing from a list of attorneys/agents that they have already used to populate the Attorney/Agent section of the ETA Form 9089.

Adding a User

1. From any page on the PERM system, any person granted the right to manage user accounts can select the **USER ACCOUNTS** tab. The **User Access List** page is displayed.

> **Note**: If you have not activated the user account feature, click **Activate User Account** in the middle of the page.

2. Select **Add New User**. The **User Information** edit page is displayed.

3. In the **User Information** section, type the new user's information in the displayed fields. Mandatory fields are indicated with an asterisk (*).

4. In the **Login Information** section, type the new user's username.

5. In the **Security Access** section, select the box next to the access level(s) you want the user to be given.

> **Note**: Sub-accounts do not have the permissions to **Manage User Accounts** or **Edit Employer Data.**

6. Click to save any changes you made, to erase any unsaved changes and start over, or to exit the **User Information** page without saving your changes.

Viewing, Editing, and Deleting User Accounts

1. To display a user's account information for review, select **view** next to a user name in the **User Access List** table. The **User Information** view-only page is displayed.

2. Select if you want to edit the displayed information. Select to return to the **User Access List.**

3. To edit a user's account information, select **edit** next to a user name in the **User Access List** table. The **User Information** edit page is displayed.

4. Edit the fields you want to change and overwrite (or check/uncheck) the information currently in the field. Make sure to space over or delete any additional characters.

5. Click [Save] to save any changes you made, [Undo] to erase any unsaved changes and start over, or [Cancel] to exit the **User Accounts** page without saving your changes.

6. To delete a user account (other than your own), check the box next to the user's name in the **User Access List** and select [Delete]. The user information is removed from public access but will remain in the DOL database. You may also delete multiple user accounts by checking the box next to each user listed, and selecting the **Delete** button.
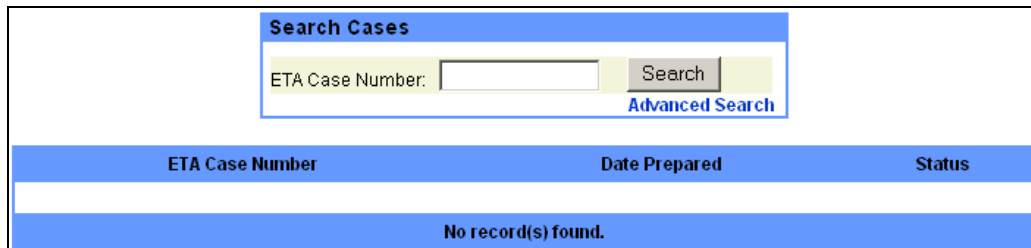
Delete		User (Firstname Lastname)
	edit view	Joe Louis
☐	edit view	Miranda Key
	Add New User	

6   SUBMITTING PERM CASES

The PERM Online System allows employers and agents to easily prepare a PERM application and submit it to DOL for processing. The online data entry allows faster processing of PERM applications and the ability to view the status of the case within minutes.

Completing the *ETA Form 9089*

1. From any page on the PERM system, select the **MY APPLICATIONS** tab. The **Search Cases** page is displayed by default.

    You can use this screen to search any cases you have started or submitted in the PERM Online System (see **Chapter 9** – *Searching and Managing PERM Cases*).
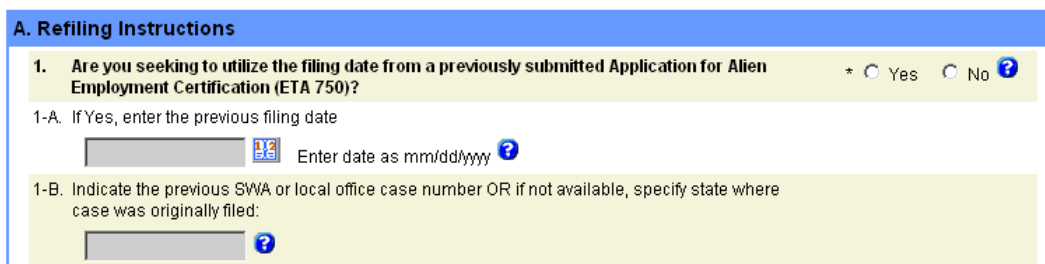
2. Click **CREATE CASE**. **Step ①** of the case is displayed. **Next Page**.

    > **Note**: At the top of each **Create Case** page, the system displays the step of the online *ETA Form 9089* you are currently using. As the step is completed, it changes color from gray to yellow. The Step you are currently on is displayed in blue. You can also navigate back and forward between completed Steps by clicking on the Step number.
    >
    > you are here
    > STEPS: ① ⋯ ② ⋯ ③ ⋯ ④ ⋯ ⑤ ⋯ ⑥ ⋯ ⑦ ⋯ ⑧ ⋯ ⑨ ⋯ ⑩ ⋯ ⑪ ⋯ ⑫ ⋯ 🔍

Completing Step ① of the *ETA Form 9089*

1. In the first section of the electronic ETA Form 9089, mark whether you are requesting to use the filing date from a previously submitted Application for Alien Employment Certification (ETA 750).

> **Note**: Employing or continuing to employ an alien unauthorized to work in the United States is illegal and may subject the employer to criminal prosecution, civil money penalties, or both.

> **Tip**: Many of the fields in the electronic Form 9089 may appear gray and you cannot type in them (for instance, fields 1-A and 1-B). These fields will become "enabled" after you answer the associated question in a certain way.

2. In section B of the 9089, select whether this application is in support of a Schedule A or Sheepherder occupation. If you answer *Yes*, you will navigate to **Step 2** of the Form to fill out your employer address information. At the end of that step, you will not be allowed to continue entering information into the ETA Form 9089, as you must apply directly to the appropriate Department of Homeland Security office.

3. To continue to **Step 2** of the **Form ETA 9089**, click ⬚ Next Page ⬚. **Step** ② is displayed.

> **Tip**: Use ⬚ Save As Draft ⬚ to save your work on the form up to that point. You will be able to return immediately to the form where you left off, or return to it at a later time. To view instructions on how to find and return to Incomplete Cases, see **Chapter 7** - *Searching and Managing PERM Cases*.

> **Tip:** Use ⬚ Reset Yes/No Selections ⬚ to blank out the Yes/No radio button selections on a page. If you just need to choose the other option (i.e. *Yes* instead of *No*), simply select it.

Completing Step ② of the *Form ETA 9089*

1. In **Step 2**, you will view the employer's business information, and enter the Number of Employees.

> **Note:** Employer information in fields (1-4) and (6-8) should be pre-populated from the **Employer Data** entered during registration.

2. Enter the **Number of employees** in the area of intended employment in field (5).

3. Select whether the employer is a closely-held corporation, partnership, or sole proprietorship in which the alien has an ownership interest in, or if there is a familial relationship between the owners, stockholders, partners, corporate officers, incorporators, and the alien in field (9).

4. Click **[Next Page]** to continue to **Step 3** of **Form ETA 9089**. Click **[Previous Page]** to return to **Step 1** of Form ETA 9089.

Completing Step ③ of the *Form ETA 9089*

1. In **Step 3**, you will enter the employer's contact information and agent/attorney information, if applicable.

> **Note:** Employer Contact information should be pre-populated from the **Employer Data** section of the employer's account.
>
> **Tip:** You can populate this section with the same data from the Employer's Information by clicking on the checkbox labeled "**Same as Employer Information**."

D. Employer Contact Information (This section must be filled out. This information must be different from the agent or attorney information listed in Section E.)

Same as Employer Information	☐	
1. Contact's last name:	* Joyce	❓
First name:	* James	Middle initial:
2. Address 1:	* 925 N Electric Rd	
Address 2:		
3. City:	* Salem	State: VA ▼
Province:		
Country:	UNITED STATES OF AMERICA ▼	Postal code: 24153-0909
4. Phone Number:	* 540-562-1337	
5. E-mail address:	jjoyce@joyce.net	

2. Enter the **Agent or Attorney Information** in Section E.

E. Agent or Attorney Information (If applicable)

1. Agent or attorney's last name:		**Search for Agent**
First name:		Middle initial:
2. Firm name:		
3. Firm EIN:	___ - _____ ❓	
4. Phone number:		
5. Address 1:		
Address 2:		
6. City:		State: Select State ▼
Province:		❓
Country:	Select Country ▼	Postal Code:
7. E-mail address:		

[Previous Page] [Next Page] [Save As Draft] [Cancel]

Note: When you enter the agent/attorney's last name, the rest of the fields will become un-grayed.

Tip: Use the **Search for Agent/Attorney** link to search for an agent/attorney that you have entered in a previous case. If you select an agent/attorney from the search results, the Firm Name, Firm EIN, Address, Telephone, City, State, and Zip Code are pre-filled. *In most cases, searching and selecting an agent/attorney is preferable to submitting a new entry for the same agent/attorney.*

---

3. Enter the **Email Address** of the agent or attorney, if applicable.

4. Click [Next Page] to continue to **Step 4** of **Form ETA 9089**. Click [Previous Page] to return to **Step 2** of Form ETA 9089.

Completing Step 4 of the *Form ETA 9089*

1. In **Step 4**, you will enter the Prevailing Wage Information and the Wage Offered Information for the job opportunity listed on this PERM application. You must complete **section F** using information you received from the **State Workforce Agency (SWA)**.

2. In field (1), enter the **Prevailing Wage Tracking Number** (if applicable).

3. In field (2), select the **SOC/O*NET (OES) Code** for this job opportunity.

4. In field (3), enter the **Occupation Title** for this job opportunity.

5. In field (4), enter the **Skill Level** related to **Occupation Title** and Occupation Code. (**Note: There are now four skill levels instead of two.)**

6. In field (5), enter the **Prevailing Wage** and select the **Period**.

7. In field (6), select the **Prevailing Wage Source**.

8. In field (7), select the **Prevailing Wage Determination Date**.

    - You can manually type a date range in the **Date** fields (in mm/dd/yyyy format), or you can click the associated calendar icons to display the calendar and select a date on the calendar to auto-populate the **Date** fields.

    - Click ☒ in the upper right-hand corner of the **Calendar** window to close the window.

    - (**Note: All prevailing wage determination dates based on OES must be March 8th, 2005 or later. If your determination date based on OES is March 7th, 2005 or earlier, you must obtain a new prevailing wage determination that falls within one of the four new skill levels.)**
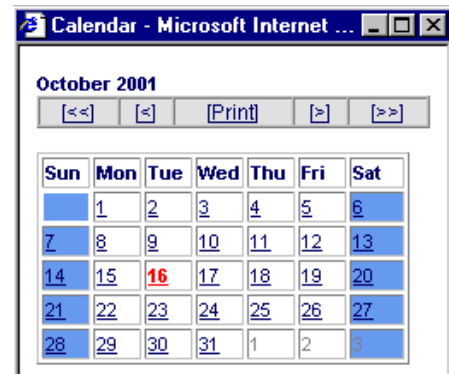
9. In field (8), select the **Prevailing Wage Expiration Date**. You can use the calendar function as you did in step 8 above, or manually type in a date (in the format *mm/dd/yyyy*).

10. Enter the **Offered Wage** and **Period** in section G.

11. Click [Next Page] to continue to **Step 5** of **Form ETA 9089**. Click [Previous Page] to return to **Step 3** of Form ETA 9089.

Completing Step (5) of the *Form ETA 9089*

1. In **Step 5**, you will enter the Job Opportunity Information for this position and the Location of Primary Worksite.

H. Job Opportunity Information (Where work will be performed)		
1.	Primary worksite (where work is to be performed) address 1 *	[_____] ❷
	Address 2	[_____]
2.	City: *	[_____]
	State: *	[Select State ▼] Postal code: * [____] - [____]
3.	Job title *	[_____]
4.	Education: minimum level required *	[Select Education ▼]
4-A.	If Other is indicated in question 4, specify the education required:	[_____]
4-B.	Major field of study	[_____]
5.	Is training required in the job opportunity? *	○ Yes ○ No 5-A. If Yes, number of months training required: [___]
5-B.	Indicate the field of training:	[_____] ❷
6.	Is experience in the job offered required for the job? *	○ Yes ○ No ❷ 6-A. If Yes, number of months experience required: [___]
7.	Is there an alternate field of study that is acceptable? *	○ Yes ○ No ❷
7-A.	If Yes, specify the major field of study:	[_____]
8.	Is there an alternate combination of education and experience that is acceptable? *	○ Yes ○ No
8-A.	If Yes, specify the alternate level of education required:	[Select Education ▼]
8-B.	If Other is indicated in question 8-A, indicate the alternate level of education required:	[_____]
8-C.	If applicable, indicate the number of years experience acceptable in question 8:	[___]

| Previous Page | Next Page | Save As Draft | Reset Yes/No Selections | Cancel |

2. In fields (1) and (2), enter the **Address of the Primary Worksite**.

3. Enter the **Job Title** in field (3).

4. Enter the **Minimum Level of Education Required** for the job in field (4). If you select *Other* field (4-A) becomes enabled.

5. In fields (5), (5-A), and (5-B) enter the **Training**, number of months, and field of training required for the job.

6. Enter the **Experience** information in fields (6) and (6-a).

7. Enter the **Alternate Field of Study** information in fields (7) and (7-A).

8. Enter the **Alternate Combination of Education and Experience** information in fields (8 to 8-C).

9. Click [Next Page] to continue to **Step 6** of **Form ETA 9089**. Click [Previous Page] to return to **Step 4** of Form ETA 9089.

Completing Step ⑥ of the *Form ETA 9089*

1. In **Step 6**, you will continue entering Job Opportunity Information for this position.

2. In field (9), select whether a **foreign educational equivalent** is acceptable.

3. Enter any **alternate occupation** information in fields (10 to 10-B).

4. Enter the **Job Duties** in field (11). Please limit your text to 4,000 characters.

5. Answer whether the job opportunity's requirements are normal for the occupation in field (12).

6. Answer whether a foreign language is required to perform the job duties in field (13).

7. Describe the specific skills or other requirements in the text box of field (14). Please limit your text to 4,000 characters.

8. Answer *Yes* or *No* to fields (15-18). If you answer *Yes* to field (18), answer question (18-A).

9. Click [Next Page] to continue to **Step 7** of **Form ETA 9089**. Click [Previous Page] to return to **Step 5** of Form ETA 9089.

Completing Step ⑦ of the *Form ETA 9089*

1. In **Steps 7** and **8** of the **Form 9089**, you will describe the efforts made to recruit U.S. workers prior to applying for PERM certification.

> **Note**: Many of the questions in section I are enabled or disabled depending on how you answer questions (1) and (2). If you can't seem to type in a particular field, it is because you do not need to answer that question based on how you answered (1) and (2).

2. In part (a), field (1), answer *Yes* or *No* whether the application is for a professional occupation, other than a college or university teacher.

3. If the application **is** for a college or university teacher, answer field (2) appropriately. If you answer *Yes* to (2), you are required to answer (2-A) and (2-B).

3. Part (b) becomes enabled if you answer *Yes* to field (2-A). Enter the **Date** the alien was selected for the position. Use the calendar feature to pick a date, or enter the date manually, using the format *mm/dd/yyyy*.

4. In field (4) enter the **Name** and **Date** of the professional journal in which the advertisement for the position was placed.

5. Specify additional recruitment information in field (5). Please limit your text to 4,000 characters.

6. Unless your answer to field (2-A) was *Yes*, you will complete part (c).

7. Enter the **Start** and **End Dates** of the **SWA Job Order** in fields (6) and (7).

8. Mark whether there is a Sunday edition of the newspaper in the area of intended employment in field (8).

9. If you answered *Yes* to question (8), enter the **Name** of the newspaper in field (9).

10. In field (10), enter the **Date of the first advertisement** identified in field (9).

11. Enter the **Name** of the newspaper or journal in which a second ad was placed in field (11). Also, mark whether it was a newspaper or journal.

12. Enter the **Date** of the second ad in field (12).

13. Click [Next Page] to continue to **Step 8** of **Form ETA 9089**. Click [Previous Page] to return to **Step 6** of Form ETA 9089.

Completing Step 8 of the *Form ETA 9089*

1. If you answered *Yes* to either field (1) or field (2-B) in part (a) of section I, in part (d) you will enter the dates that you advertised for the job opportunity.

I. Recruitment Information Continued

d. Professional Recruitment Information - Complete if the answer to question I.a.1 is Yes or if the answer to I.a.2-B is Yes. Complete at least 3 of the items.

	From	To
13. Dates advertised at job fair		Enter date as mm/dd/yyyy
14. Dates of on-campus recruiting		Enter date as mm/dd/yyyy
15. Dates posted on employer web site		Enter date as mm/dd/yyyy
16. Dates advertised with trade or professional organization		Enter date as mm/dd/yyyy
17. Dates listed with job search web site		Enter date as mm/dd/yyyy
18. Dates listed with private employment firm		Enter date as mm/dd/yyyy
19. Dates advertised with employee referral program		Enter date as mm/dd/yyyy
20. Dates advertised with campus placement office		Enter date as mm/dd/yyyy
21. Dates advertised with local and ethnic newspapers		Enter date as mm/dd/yyyy
22. Dates advertised with radio or TV ads		Enter date as mm/dd/yyyy

2. Use the calendar feature to select dates, or enter the dates manually in fields (13-22). Use the format *mm/dd/yyyy*. **You must complete at least 3 of the items in section (d).**

3. **Everyone** must complete section (e).

e. General Information - All must complete this section

23.	Has the employer received payment of any kind for the submission of this application ?	* ○ Yes ○ No
23-A.	If Yes, describe details of the payment including the amount, date and purpose of the payment:	
24.	Has the bargaining representative for workers in the occupation in which the alien will be employed been provided with notice of this filing at least 30 days but not more than 180 days before the date the application is filed?	* ○ Yes ○ No ○ N/A
25.	If there is no bargaining representative, has a notice of this filing been posted for 10 business days in a conspicuous location at the place of employment, ending at least 30 days before but not more than 180 days before the date the application is filed?	* ○ Yes ○ No ○ N/A
26.	Has the employer had a layoff in the area of intended employment in the occupation involved in this application or in a related occupation within the six months immediately preceding the filing of this application?	* ○ Yes ○ No
26-A.	If Yes, were the laid off U.S. workers notified and considered for the job opportunity for which certification is sought?	○ Yes ○ No ○ N/A

Previous Page | Next Page | Save As Draft | Reset Yes/No Selections | Cancel

4. In field (23), mark whether the employer has received payment of any kind for the submission of the application.

5. If *Yes* is answered in (23), describe the details of the payment in field (23-A).

6. In fields (24 and 25), answer the questions pertaining to whether a notice has been posted with either the bargaining representative for the workers or at the place of employment. Mark *N/A* for (24) if there is no bargaining representative. Mark *N/A* for field (25) if you answered *Yes* or *No* to (24).

7. Use field (26) to note whether the employer has had a layoff in the past six months related to the occupation, or in a related occupation.

8. If *Yes* is answered in field (26), you must answer field (26-A).

9. Click [Next Page] to continue to **Step 9** of **Form ETA 9089**. Click [Previous Page] to return to **Step 7** of Form ETA 9089.

Completing Step (9) of the *Form ETA 9089*

1. In section J, you will enter the first part of the alien's information, including current address.

2. Enter the alien's full **Name** in fields (1).

3. Enter the alien's **Current Address** in fields (2) and (3), including Province and Country, if applicable.

4. Enter the alien's current **Phone Number** in field (4).

5. Select the alien's **Country of Citizenship** and **Country of Birth** in fields (5 & 6).

6. Enter the alien's **Date of Birth** in field (7).

7. Select the alien's **Class of Admission** in field (8).

8. If they have an A number, enter the alien's **registration number** (A#) in field (9).

9. If they have an I-94 (**admission number**), enter it in field (10).

10. Click [Next Page] to continue to **Step 10** of **Form ETA 9089**. Click [Previous Page] to return to **Step 8** of Form ETA 9089.

Completing Step ⑩ of the *Form ETA 9089*

1. In **Step 10**, you will enter the alien's education and experience and answer whether he/she satisfies the job requirements entered in Steps 5 and 6.

2. Select the highest educational level achieved by the alien in field (11). If you select "*Other*", you must complete field (11-A).

3. In field (12), identify the alien's **major field of study** for the educational level selected in field (11).

4. In field (13), enter the **year** (in four digits) that the alien completed the relevant education.

5. Identify the alien's institution where relevant education was received, including the institution's address in fields (14-16).

6. In fields (17-20), answer whether the alien completed the requisite training or experience as related to section H.

7. Select whether the alien gained any of the qualifying experience with the employer in field (21).

8. In field (22), mark whether the employer paid for any of the alien's education or training.

9. In field (23), mark whether the alien is currently employed by the petitioning employer.

10. Click ![Next Page] to continue to **Step 11** of **Form ETA 9089**. Click ![Previous Page] to return to **Step 9** of Form ETA 9089.

Completing Step ⑪ of the *Form ETA 9089*

1. In Step 11, you will enter the alien's work experience. You will add these to the application one at a time, adding up to 10 experiences.

> **Note**: If the alien is currently employed by the **Employer** named in field (K.1), please enter that work experience **first** and you can leave the **Job End Date** blank. For all other past work experiences, you must enter both **Job Start** and **End Dates**.

2. Enter the **Employer's Name** and **Address** information for the alien's primary work experience in fields (1-3).

3. In field (4), enter the **Type of Business** of the employer.

4. Enter the **Job Title** the alien held while working for this employer in field (5).

5. Enter the **Start** and **End Dates** of the position in fields (6 & 7). If the alien is currently working and this is the first work experience you are entering, leave the **End Date** blank.

6. Enter the **Number of Hours** worked per week for this position in field (8).

7. In field (9), describe the **Job Duties** for the position held by the alien in the previous work experience.

8. To save the alien's previous work experience information, click [Add This Alien Experience]. The **Alien Work Experience Information** list is redisplayed with the edited entry and a new, blank Alien Experience section is displayed.

Alien Experience Information				
	Employer Name	**Job Title**	**Start Date**	**End Date**
○	ACME Technologies	Clerk	02/15/1995	07/17/1999
			Edit Alien Experience	Delete Alien Experience
A total of 1 record(s) were found.				

9. Complete the next Alien Work Experience (fields 1-9) and again click [Add This Alien Experience] to add that experience to the list.

10. To edit or delete an experience, select the experience using the button to the left of the list and click the appropriate button at the bottom of the table. An **Edit Alien Experience** window is displayed.

11. Edit the work experience information as necessary. Click [Save This Alien Experience] when you're finished editing the fields.

12. When you've completed all the alien's work experiences and added them to the list, click [Next Page] to continue to **Step 12** of **Form ETA 9089**. Click [Previous Page] to return to **Step 10** of Form ETA 9089.

Completing Step 12 of the *Form ETA 9089*

1. In Step 12, the employer and alien will make a declaration of authenticity of the PERM application and enter the name of the preparer if the employer did not complete the application.

2. By entering their **Full Name** in section L, the alien is attesting that Sections J and K of the Form 9089 are true and correct. They are also attesting that they intend to accept the position offered in section H of the application if a labor certification is approved and they are granted a visa or an adjustment of status.

3. In section M, answer whether the application was completed by the employer. If not, complete fields (2-4) with the preparer's information.

4. In section N, enter the employer's **Name** and **Title**.

5. In the last section of the ETA Form 9089, enter the 4-digit **PIN number** sent by email to the applicant at registration. This email is distinct from the email sent with the user's username and password. This PIN is unique and directly tied to the employer.

6. If you would like to preview the ETA Form 9089 before submitting it to the Processing Center, click
   Preview . To return to the electronic ETA Form 9089, click Return to PLC at the bottom of the
   Preview page.

7. Click Submit to save the electronic ETA Form 9089 and display the **Pre-Submit Confirmation
   Screen**.

Confirming and Printing Your PERM Application

1. If you choose to "Submit" your case, the **ETA Form 9089 Pre-Submit Confirmation** screen is
   displayed.

2. Here, you can choose to Save the case before finally submitting it. Or click Submit to save the
   electronic Form 9089 to the PERM database and send it through the decision processing system. The
   Decision Matrix checks the case for obvious errors and deniable or auditable items.

> **Note:** The ETA Case Number listed (T-xxxxx-yyyyyy) is a temporary case number,
> assigned when a case is Incomplete. After you click Submit , the system assigns a
> new case number with only the first letter changed. If the work to be performed is in
> the Eastern U.S., it will be assigned the letter "A" to indicate the case will be
> processed in Atlanta; if in the Western U.S., it will be assigned the letter "C" as the
> case will be processed in Chicago. The other digits remain the same and you can
> search for the case using as few as five of those digits.

The Print and Sign page is displayed after you click "Submit." You should print out the Form 9089 for
your own records.

> **Note:** You do not need to sign the ETA Form 9089 that you print out at this time. However, you will be required to obtain all of the appropriate signatures upon receipt of the certified ETA Form 9089.

3. To print Form 9089, click the large button in the middle of the page.

> **Note:** You must have *Adobe Acrobat Reader* 4.0 or higher installed on your computer to print the Form 9089.

- A separate *Adobe Acrobat* window will appear from which you can review the completed Form 9089.

- Print it on your local printer by clicking the icon on the PDF form.

- You can also save the completed forms to your computer's hard drive by selecting the icon on the PDF form.

7   SEARCHING AND MANAGING PERM CASES

The PERM Online System allows you to locate and retrieve existing PERM applications for viewing, printing, and reusing. You can locate a specific PERM case by entering the unique ETA Case Number assigned to it by the system, or you can search cases by entering search criteria on the **Search Cases** page and generating a Search Results list. From this page, you may also withdraw one or more PERM applications.
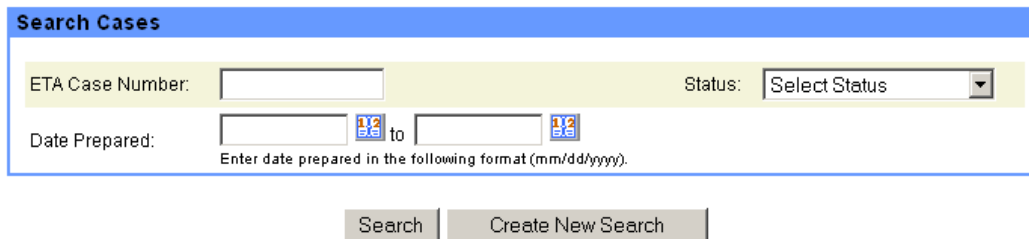
Searching and Listing PERM Cases

1. From any page on the PERM Online System, select the [MY APPLICATIONS] tab. The **Search Cases** page is displayed by default.

2. If you need to search on something other than the ETA Case Number, click **Advanced Search**. The **Advanced Search Cases** window is displayed.

3. Enter search criteria data in the **Search Cases** page's fields. Enter more data to further refine your search.

    - You can manually type a date range in the **Date Prepared** fields (in mm/dd/yyyy format), or you can click the associated calendar icons to display the calendar and select a date on the calendar to auto-populate the **Date Prepared** fields.

        - Click [X] in the upper right-hand corner of the **Calendar** window to close the window.

        - You can search cases by their status in the system. Use the drop-down menu to select a **Status.**
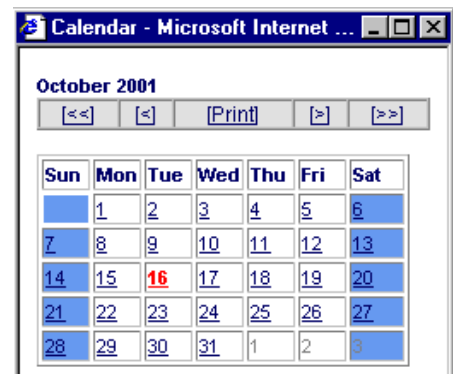
4. Click [Search]. The Search Results list is displayed.

> **Note**: The search results table also displays the total number of records found. The maximum number of records displayed on the page is 20. To view additional records, click ⬚Next⬚. To go back to records on previous pages, click ⬚Previous⬚.
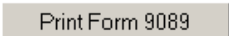

5. To sort the search results, click the column headers, i.e. **ETA Case Number**, **Date Prepared**, or **Status**.

6. To print the search results on your local printer, click **Print Search Result.** Then use the printer icon on your web browser to print the resulting page.
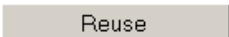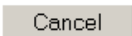
Viewing and Printing Cases

1. Follow the instructions provided in the previous section (§ *Searching and Listing PERM Cases*) of this *User Guide* to search PERM cases, then proceed to step 2.

2. You may view completed Forms ETA 9089 by selecting a case link in the **ETA Case Number** column. The **Case Information** page is displayed.

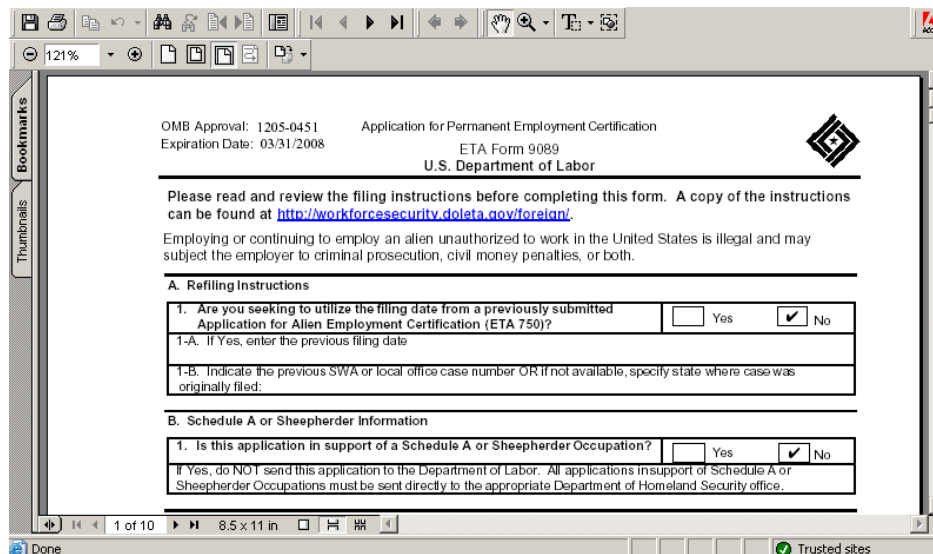3. To view the form, select ⬚View Form 9089⬚. The **PERM View** window is displayed. You are not permitted to edit a submitted application.

4. When you are finished reviewing the PERM form, click ⬚✕⬚ in the upper right-hand corner of the **PERM View** window to close the window.

> **Note**: You should close the PERM View window after viewing a form. This is important because the system will open a new window each time you view a PERM form, and you could run out of system resources if you do not close windows that are not needed.

5. To print a form, click [Print Form 9089] on the **Case Information** page to display the PERM form in *Adobe Acrobat*. To print the form, you must have *Adobe Acrobat Reader* 4.0 or higher installed on your computer. Use the [ ] button at the top of the PDF form to print the document to your local printer.

Reusing a PERM Case

The user may elect to create a new Form 9089 that is pre-populated with data copied from an older 9089. This saves the user time by allowing them to bypass several questions and fields in completing the Form 9089.

1. Follow the instructions provided in § *Searching and Listing PERM Cases* of this chapter to search cases, then proceed to step 2.

2. On the **Case Information** page, click [Reuse]. The first step of the **Create Case** is displayed. See **Chapter 6** *Submitting PERM Cases*, p. 25 for instructions on how to enter a PERM case.

3. You will notice as you step through the case that many of the fields are already populated with an answer or text. You can edit and change these fields as you like.

Searching Incomplete Cases

If you have not completed the Form ETA 9089, you can access the case through the **Search Incomplete Cases** screen.

1. From any page on the PERM Online System, select the [MY APPLICATIONS] tab. The **Search Cases** page is displayed by default. Select the subtab [SEARCH INCOMPLETE CASES]. The **Incomplete Cases** page is displayed. If you have incomplete cases saved, the search results table will automatically list them.

ETA Case Number	Date Prepared	Status
T-05094-00679	04/06/2005	Incomplete
T-05094-00671	04/04/2005	Incomplete
T-05094-00675	04/04/2005	Incomplete
T-05091-00670	04/01/2005	Incomplete
T-05006-00563	03/31/2005	Incomplete
T-05089-00666	03/30/2005	Incomplete
T-05076-00626	03/17/2005	Incomplete
T-05073-00616	03/14/2005	Incomplete
T-05068-00610	03/09/2005	Incomplete

A total of 9 record(s) were found.

2. Select an incomplete case using the link in the **ETA Case Number** field. The last step of the case that you were working on when you '*Saved as Draft*' is displayed.

ETA Case Number: T-05094-00671 (Edit Mode)

you are here

STEPS: 1 ... 2 ... 3 ... 4 ... 5 ... 6 ... 7 ... 8 ... 9 ... 10 ... 11 ... 12 ... C

Please enter the appropriate information below regarding your ETA 9089. Required fields are marked with an asterisk (*). Once you have completed this portion of the f please click 'Next Page' to enter data for the next page of the application. If you do not wish to complete this form, click 'Cancel'.

L. Alien Declaration

I declare under penalty of perjury that Sections J and K are true and correct. I understand that to knowingly furnish false information in the preparetion of this form and any supplement thereto or to aid, abet, or counsel another to do so is a federal offense punishable by a fine or imprisonment up to five years or both under 18 U.S.C. 2, 1001. Other penalties apply as well to fraud or misuse of ETA immigration documents and to perjury with respect to such documents under 18 U.S.C. 1546 and 1621.

In addition, **I further declare** under penalty of perjury that I intend to accept the position offered in Section H of this application if a labor certification is approved and i am granted a visa or an adjustment of status based on this application.

1. Alien's last name: * Jimenez

First name: * Alberto   Middle name:

3. Edit any field on that step, or select one of the step buttons at the top of the page to edit that particular step, if you have already worked on it. If you are mid-way through entering the case, use the [Next Page] button to advance to the next unedited page.

Withdrawing a PERM Case

If you have been given the proper access privileges in your user account (see Chapter 5 *Managing User Accounts*) you may withdraw PERM applications from the PERM Online System using the **Withdraw Cases** page. You may only withdraw online those applications that have placed in a status of "Pending", "Sponsorship" or "Incomplete"; you cannot withdraw cases online that have been "Denied". When a DOL analyst has begun the review process, the case is moved out of "Pending" status and may not be withdrawn without a written withdrawal request from the employer or their agent/attorney.

1. From any page on the PERM Online System, select the ▭ **MY APPLICATIONS** ▭ tab. The **Search Cases** page is displayed by default. Select the sub tab ▭ **WITHDRAW CASES** ▭. The **Withdraw Cases** page is displayed. If you have cases "Pending", "Sponsorship", or "Incomplete", the search results table will automatically list them.

2. On the **Withdraw Cases** results page, select the checkbox in the **Withdraw** column next to a listed case. You can select multiple cases to withdraw.

Withdraw			
Withdraw	ETA Case Number	Date Prepared	Status
☐	T-05094-00679	04/06/2005	Incomplete
☐	T-05094-00671	04/04/2005	Incomplete
☐	T-05094-00675	04/04/2005	Incomplete
Withdraw			
A total of 3 record(s) were found.			

3. Click ▭ Withdraw ▭. The **Withdraw Permanent Case(s)** page is displayed.

Withdraw Permanent Case(s)

ETA Case Number:	T-05094-00671	Status:	Incomplete

Enter Pin number: * ▭
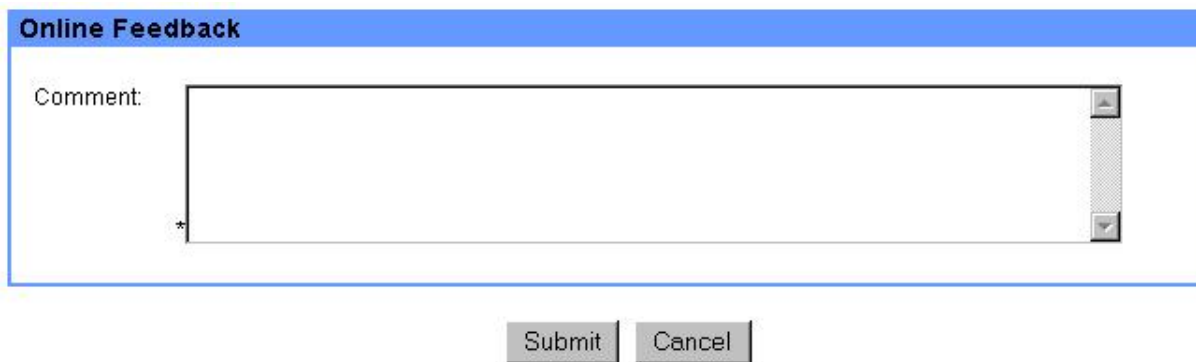
▭ Save ▭   ▭ Cancel ▭

4. Enter the PIN assigned to the employer and click ▭ Save ▭. The PERM application (Form 9089) is withdrawn from the Processing Center queue and from your account. A record of the case remains in the system as 'Withdrawn.'

8 PROVIDING FEEDBACK

The PERM Online System allows the user to provide feedback pertaining to any features, content, or functionality of the system. The DOL takes such feedback very seriously in its efforts to continually provide quality service to users of the PERM Online System.

Submitting a Comment

1. From any page on the **PERM Online System** website, select the **HOME** tab. The **PERM Online System User Home** page is displayed.

2. Select the **SUBMIT COMMENT** tab. The **Online Feedback** page is displayed.

3. Enter your comments in the **Comment** text field. Select **Cancel** to return to the **PERM Online User Home** page. Select **Submit** when you have completed your entry. An email is sent to the PERM Help Desk with your comments in the text of the email.

   Thank you for your input.

9 *OTHER USEFUL SYSTEM FEATURES*

The PERM Online System includes hyperlinks to other useful sites, such as the Employment and Training Administration, Department of Labor, and Division of Foreign Labor Certification web sites. There are links to Department of Labor Regulations, Foreign Labor Certifications and Forms, Wage Information, and Foreign Labor Contacts, and cover pages containing instructions for the ETA Form 9089:

REGULATIONS | CERTIFICATIONS | WAGE INFO | DOCUMENTS | CONTACT | COVER PAGES

Feel free to explore these sites by clicking the appropriate hyperlink you want to visit.

There are also hyperlinks to pages specific to the PERM Online System. These links include Home, FAQ, Online Help, and Privacy:

HOME | FAQ | ONLINE HELP | PRIVACY

Regulations

The **REGULATIONS** hyperlink opens a new browser window and navigates you to the appropriate Department of Labor website. The page shown includes detailed information regarding the Department of Labor Regulations Part 656 Subpart A. To research this information, simply scroll over the Subpart Names and click the topic of your choice.

Certifications

The **CERTIFICATIONS** hyperlink opens a new browser window and navigates you to the Foreign Labor Certification website. The page shown includes detailed information on available labor certifications within the United States. Each section describes the certification program and steps to file a request for labor certification, along with frequently asked questions and program regulations.

Wage Information

The **WAGE INFO** hyperlink is your source to research available data for a wage source determination. Included on this site are numerous links to search and download individual state files, occupational codes, and coding notes along with a substantial amount of other useful documentation.

Documents

To view the most recent Foreign Labor Certification Forms, click **DOCUMENTS**. You will be able to select your desired form and read it in either text format, or PDF format for larger documents. Keep in mind, you must have *Adobe Acrobat* Reader 4.0 or higher installed on your computer in order to view PDF files.

Contact

Click **CONTACT** to email a question or suggestion to the PERM Help staff. Clicking this link will generate an email message window in which you can write your question and send the note. The email message will go to PLC.Help@dol.gov and will be answered in a timely manner.

Cover Pages

To view and print the cover pages and instructions for the Form ETA 9089, click **COVER PAGES**. An Adobe Acrobat PDF version of the instructions and cover page is displayed in a new browser window. Keep in mind, you must have *Adobe Acrobat* Reader 4.0 or higher installed on your computer in order to view PDF files. Use the print icon at the top of the window to print the file to your local printer.

PERM Online System Home Page

To display the PERM Online System Home page, click **HOME |**.

Online Help

Step-by-step instructions on how to use the system have been included to help you perform work tasks with ease. Print a hard-copy of the instructions to serve as a useful reference guide when you first start to use the system. It will help answer many of your questions, and you can refer back to it as needed. To view or print the instructions, click **| ONLINE HELP**. An Adobe Acrobat PDF version of the PERM Online Help Guide is displayed in a new browser window. Keep in mind, you must have *Adobe Acrobat* Reader 4.0 or higher installed on your computer in order to view PDF files. Use the print icon at the top of the window to print the file to your local printer.

Privacy Information

To review information on Labor Certification privacy issues, click **PRIVACY**.

How Do I Obtain Technical Assistance?

If you experience problems with the system, please send an email to PLC.Help@dol.gov. Include a detailed explanation of the problem you are experiencing, along with the urgency of your request for help. Also, include a contact name and phone number of the person to call in case additional information is needed. An experienced technician will either respond to your email or contact you to discuss a solution over the phone.

Frequently Asked Questions (FAQ's)

As the PERM Online System matures, the list of Frequently Asked Questions (FAQ's) will be updated to ensure that questions and answers are presented to all system users in a timely manner. We recommend that you take the time to read over the FAQ's periodically. To read the FAQ's online, click . An Adobe Acrobat PDF version of the FAQ's is displayed in a new browser window. Keep in mind, you must have *Adobe Acrobat* Reader 4.0 or higher installed on your computer in order to view PDF files. Use the print icon at the top of the window to print the file to your local printer.

PERM - External Upload Quick Guide

This *Quick Guide* was prepared for external users for PERM CMS as a basis for instruction for using the external upload functionality. It was prepared to serve as a handy desk reference. The external user will now be able to upload documents to the system as needed. This function is not specific to any specific external role, (i.e. employers, agents, attorneys) all have the capability to upload documentation.

- **Pre-condition:** The external user will already be logged into the system, and the 'My Applications' tab will be selected.

- The user will now see a new sub-tab under the 'My Applications' tab, which is 'Upload Documents.

- The user will now search for the case number for the application that he/she wants to upload documents too.

- The system will display the search results.

NOTE: Documents can be uploaded up to 30 calendar days after the notice of proposed final agency action is issued on an application. The ability to upload documents up to 30 calendar days after the notice of proposed final agency action is issued on an application shall not be construed to: 1) supersede time frames and deadlines imposed by the Department's actual notice letters to filers in any medium (electronic or otherwise); or,

2) supersede applicable regulations governing the Department's permanent labor certification program.

NOTE: Documents can't be uploaded to an application in the status of 'Incomplete' or 'Certified-Expired'. Also if you're an agent or lawyer, only the account that created the application has the ability to upload documents.

- The user will then click on the case number enabled hyperlink.
- The system displays the Upload Documents page.

- The user selects the <u>Browse</u> button, and selects the file in which he/she wants to upload. The file name will display in the 'Select File' field, which is a required field. The maximum size limit per individual document upload is 30MB.

- Next, the user proceeds to the 'Category' field and makes a selection from the dropdown menu. The system populates the selection in the 'Category' field, which is a required field.

    NOTE: The fields "Category" and "Document Type" are related to the application's processing queue (i.e., Audit, Appeal, SR, etc.)

- The user will now select a 'Document Type' and choose from options in the dropdown menu. The system populates the selection in the 'Document Type' field, which is a required field.

- The user may elect to enter a 'File Name' manually in the free form text field. For example, if the user is uploading multiple iterations of the same document type, the user may elect to give the document a name designation such as 'Part 1' etc.

  NOTE: This field is optional.

- The user may elect to enter a 'Note' specifically pertaining to the document upload. The 'Note' maximum character limit is 250.

  NOTE: This field is optional.

- The user selects the Upload button.
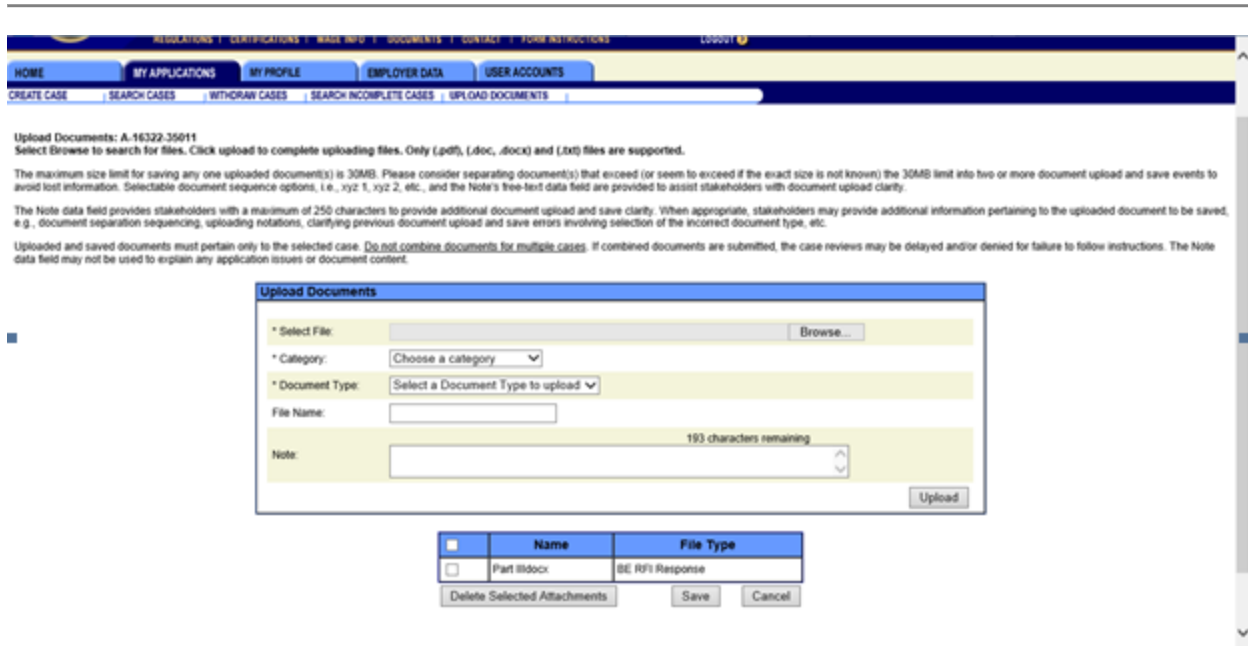
- The system displays the document that was uploaded.

- The user will now select the Save button. This is when the document is actually uploaded and saved. The system creates an item in the case events log for this action. Also, it creates a case note automatically. Last, the system sends email notification to the external point of contact, and routes an email notification to the internal mailbox based upon the case status.

- The user has the option to upload additional documents if necessary.

- If the user selects the Cancel button, prior to saving the action is canceled.

- If the user selects the checkbox corresponding to the uploaded file prior to saving and selects the Delete Selected Attachments button, the file will be deleted.

- The system displays an attachment icon ![icon] which indicates that a document has been uploaded.

- In order to view/retrieve the document that was uploaded, click on the attachment icon ![icon] under 'Attachments'.

- The system displays the uploaded documents.
- The user clicks on the 'file name enabled hyperlink' to view/retrieve the document.

- Sample email of the external email notification.

- Sample email of the external email notification.

Correspondence has been uploaded for case A-12345-67890 Inbox x

PLC, Help - **ETA** <plc.help@dol.gov>
to me

1:23 PM (0 minutes ago)

This email is to notify you that correspondence has been added to A-12345-67890. Correspondence type uploaded:
-BE-RFI Response Erica Employer (eemployer12345)