

T4WOTC™ — FAQ's



The purpose of this document is to try to address some questions that either the company representatives or the new applicants may have regarding the WOTC program or the T4WOTC process. The information in this document is subject to change. The latest version of the document is available via the Help section of our T4WOTC™ website. Contact your Deloitte Tax engagement team for further assistance.

Program Information

What exactly is WOTC?

Originating in 1996, WOTC stands for the Work Opportunity Tax Credit and is a program that rewards companies with tax incentives for employing individuals who belong to groups that have had a hard time either finding or maintaining employment. The program benefits the government, the company and the applicant in different ways.

Who (and what) is Deloitte Tax?

Deloitte Tax ("Deloitte") is an independent third party who administers the WOTC program on behalf of your company. Deloitte coordinates the WOTC screening process, the forms collection process, and the certification process for your company.

Does the applicant have to participate in WOTC screening?

As part of the orientation process, your company strongly encourages that the applicant supports his/her new role and participates in the WOTC screening (although voluntary). Once the applicant's initial concerns are addressed, we find that the participation rate is near 100 percent.

The new applicant doesn't want to lose his benefits so he doesn't want to screen for WOTC.

Information provided by the applicant while participating in the process is confidential and will not affect the applicant's job, wages or taxes. Participating in WOTC should not affect any current benefits for the applicant.

What is SSI (Supplemental Security Income)?

SSI stands for Supplemental Security Income. The Social Security Administration (SSA) administers this program. SSA pays monthly benefits to people with limited income and resources who are disabled, blind, or age 65 or older. Blind or disabled children may also get SSI. In fact, the application for SSI is also an application for Social Security benefits. However, SSI and Social Security are different in many ways.

Who is eligible for SSI?

Anyone who is:

- aged (age 65 or older);
- blind; or
- disabled.

And who:

- has limited income; and
- has limited resources; and
- is a U.S. citizen or national, or a certain category of alien (**Note:** In general, an alien who is subject to an active warrant for deportation/removal does not meet the citizenship/alien requirement); and
- is a resident of one of the 50 States, the District of Columbia, or the Northern Mariana Islands; and
- is not absent from the country for a full calendar month or for 30 consecutive days or more; and

- applies for any other cash benefits or payments for which he or she may be eligible, (for example, pensions, Social Security benefits); and
- gives SSA permission to contact any financial institution and request any financial records about you; and
- files an application; and
- meets certain other requirements.

What are the differences between SSI (Supplemental Security Income) and SSDI (Supplemental Security Disability Income)?

	Social Security Disability Insurance (1960)	Supplemental Security Income (1974)
Eligibility	A disabled or blind individual must have paid Social Security taxes to become insured for benefits.	A disabled or blind adult or child must meet all of the following categories: <ul style="list-style-type: none"> • Have limited income; • Have limited resources; • Be a U.S. citizen or national, or in one of certain categories of aliens; and • Live in the United States or Northern Mariana Islands.

SSDI is an earned benefit that focuses on physical and mental impairments that are severe enough to prevent people from engaging in their normal occupations or any other work. Their impairment must be expected to last for at least 12 months or to end in death. An SSDI recipient can qualify if he or she is participating in the Ticket to Work program, is a "Ticket Holder" and has an IWP in place ending on the hire date

Operations Information

Could you give me some technical information regarding the T4WOTC website?

Deloitte's T4WOTC website is a secure website using 128 bit SSL (Secure Sockets Layer) encryption. The information resides behind a firewall and is hosted by Deloitte. The website also begins with the prefix "https:" indicating that the webpages are secured.

What are the hours of operation for the C&I Center of Excellence?

Deloitte's Tax Credits & Incentives ("C&I") Center of Excellence is open from 7:00 am to 7:00 pm (Central Time) Monday through Friday.

Who do I call if I have any questions about the program ?

Contact your Deloitte WOTC Engagement Manager or the C&I Center of Excellence at 1-888-9-T4WOTC (1-888-984-9682) for further directions.

What is my role as the HR representative or the Hiring Manager?

After the applicant enters the information he or she may be prompted to electronically sign the form (If the applicant is potentially eligible). In some cases an additional checklist / instruction page may print. We need your help to approve forms (as the company representative) and to facilitate the process if any additional documentation has been requested. Documentation can be faxed to the Center of Excellence at 877-336-0686.

The new applicant had questions about the program. Who can I direct them to contact?

Most questions can be addressed by this Frequently Asked Questions document. If further questions remain, please contact the Deloitte C&I Center of Excellence at 1-888-9-T4WOTC (1-888-984-9682) to resolve the issue.

Account Information

How can I change my password?

Contact your Deloitte WOTC Engagement Manager or the Deloitte C&I Center for Excellence at 1-888-9-T4WOTC (1-888-984-9682) to obtain a new password.

I am “locked out” and cannot access my account, what do I do?

For your security, your account will be locked after 5 failed login attempts. To unlock your account, please wait 15 minutes or contact the C&I Center for Excellence at 1-888-9-T4WOTC (1-888-984-9682) or T4WOTC@deloitte.com

I forgot my user name and password, what do I do?

Access the link directly underneath the “Login” button on the Admin home page. This link will prompt you to enter your email address that you used when you registered in the T4WOTC™ application.

The former WOTC Administrator has left the company.

Contact your company’s current WOTC Administrator who will notify his/her Deloitte WOTC Engagement Manager to disable the access.

T4WOTC™ Information

I (as a company representative) need access to more information / functionality on the T4WOTC™ Administration portal.

Contact your company’s WOTC Administrator who will discuss with his/her Deloitte WOTC Engagement Manager.

The applicant cannot access the system due to a technological issue. What should I do?

Contact your Deloitte WOTC Engagement Manager or the C&I Center of Excellence at 1-888-9-T4WOTC (1-888-984-9682) for further directions.

The applicant had to stop halfway through the questionnaire. Will the information be saved in the T4WOTC™ system?

No information is saved until the form is submitted. Please have the applicant proceed to the “Login” screen and start the questionnaire process again.

The applicant keyed in his or her street address but the system isn’t accepting it?

- Confirm that “Pop-ups are enabled” in your browser.
- If a street is entered, the proper suffix is also applied such as ST, DR or RD.
- If the city isn’t accepted, try the largest city in the neighboring metropolitan area.

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