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## Sodexo Live! WOTC Frequently Asked Questions (FAQ's)

### **Hiring Representative:**

**Q:** What is the Tax Credits and Incentives program?

**A:** The Tax Credit and Incentives program, which include the Work Opportunity Tax Credit (WOTC) program, are federal government programs designed to encourage employers to hire and retain employees from certain economically disadvantaged targeted individuals.

**Q:** How much can an employer earn for hiring an eligible employee?

**A:** The credit ranges from up to \$2,400 to \$9,600 for a certified employee depending on the target group under which s/he qualifies.

**Q:** Is there a retention requirement?

**A:** Yes, to earn credit the employee must be retained for a minimum of 120 hours. A higher credit is obtained if the employee works 400 hours or more.

**Q:** My new hire has a question about WOTC. What do I do?

**A:** Please provide your new hire with a copy of the WOTC FAQs for New Hires during the WOTC screening process. The New Hire FAQs are available on Spark in both English.

**Q:** Are rehires eligible for the Tax Credit?

**A:** Generally, no. The credit is meant for first time hires only. However, if the first time hire is certified, leaves and returns during their first year employment, the remaining wages and hours earned continue to count toward the credit until his/her anniversary.

**Please Note:** You are still required to call in all rehires; EY will determine their eligibility.

**Q:** Is there a deadline to submit the required forms that we print from the survey?

**A:** Yes, the Form 8850 must be submitted to the Department of Labor within 28 days of the new hire's start date in the HR/Payroll system if the employee does not electronically sign the form during the survey. If the deadline is missed, the company is disqualified from receiving the credit.

**Q:** How early can someone call into EY to screen for WOTC?

**A:** As soon as the verbal job offer is extended the employee can complete the WOTC screening. The screening goes into EY system and waits until a payroll file is matched with it, so even if a screening is completed 60 days prior to the employee coming to work, it will be available for reporting in the EY system as soon as the individual appears on payroll.

**Q:** How often should I send forms to EY?

**A:** Fax or mail the original, signed and dated, forms requested (when the new hire did not provide an electronic signature) to EY daily. When mailing, it is preferable to have the employee sign in blue ink so that there is no questions that the signature is original.

**Q:** I sent in a Mass Hiring packet, yet still see the employee on the weekly Not Surveyed Report. Why?

**A:** Frequently we receive Mass Hiring packets that are not completed properly or are not legible. Be sure to check the following prior to faxing or mailing the Mass Hiring packet:

- Make sure the employee's name and SSN are legible on all forms
- Make sure all forms have been signed and dated in the appropriate places
- Make sure the Questionnaire is completed with the employee's information and s/he has completed the questions
- Make sure all forms are sent in: Questionnaire, Form 8850, LTU Self-Attestation Page and Form W-4
- Make sure the Sodexo Live! Mass Hire WOTC Registration page is included with the forms and includes the unit number and start date for the employees

Q: Can I have the new hire complete the paperwork and then call EY myself?

A: No, the new hire must speak directly to the EY representative in order to electronically sign the Form 8850, if necessary.

Q: Would this program affect someone's government aid?

A: Participating in the program does not affect someone's government aid. The information does not go to the Department of Human Services; it goes to the Department of Labor. (Managers should be aware that by law, if the employee is receiving government aid, s/he is required to report to the respective caseworker that s/he now has employment).

Q: Who should I call if I have questions or need additional envelopes?

A: Forms can now be faxed to 1 (800) 929-0989. If access to a fax is not available, contact EY at 1 (844) 218-1435 to request envelopes or with any questions. Continue to mail forms daily to EY until supplies arrive. You may mail them in a regular envelope to:

EY  
Attn: WOTC Operations Center  
P.O. Box 226896  
Dallas, TX 75222

If choosing to send via UPS, mail to:

EY  
Attn: WOTC Operations Center  
1201 Elm Street, Suite 1400  
Dallas, TX 75270

Q: If a person has already called and screened with EY and their background check comes back unacceptable, do we need to let EY know? (They haven't been entered into the payroll system yet.)

A: No, you do not need to contact EY.

Q: I had my new hire call EY and received a confirmation number, yet I am still seeing them on my weekly Not Surveyed Report. Why?

A: There are several things that could be occurring in cases where a screened employee appears on the Not Surveyed report.

- Timing: The timing of when the report was run versus the timing of when the person was screened. EY creates the reports and sends them to Sodexo Live! on a weekly basis, the report is usually delivered to the field a day or two later. If the report has already been generated and the employee is then called in they will still appear on the report.
- Mismatched SSN: Sometimes the SSN provided during the survey does not match the SSN provided on payroll. Contact EY at [eytaxcreditsandreports@ey.com](mailto:eytaxcreditsandreports@ey.com) to provide the correct information.

Q: I have a new hire on the Not Surveyed Report who never started. Why?

A: There are several things that could be occurring in cases where the employee appears on the weekly Not Surveyed report but are not a new hire. In all of the following instances, the employee must be rescreened to keep them from appearing on the Not Surveyed report, even though only new hires can qualify for WOTC.

- Termined in Error: If the employee was termed in error on payroll and reinstated they appear as a new hire.
- The start date being passed to EY for the employee is actually a rehire date.

Q: Can the WOTC forms be sent via email instead of faxing or mailing?

A: No, because of the PII on the documentation we require the forms to be faxed or mailed.

Q: Should new hires who do not speak English call EY to complete the WOTC screening?

A: Yes, EY has over 90 languages available including fluent Spanish speakers to talk to the new hire.

Q: Should an International Student or Exchange Visitor be screened?

A: You must consider the employee's SSN status at time of hire. When an individual is hired with a temporary SSN (starting with 000), s/he is not required to complete the WOTC survey, and will be excluded from any reports provided to and by EY. If the employee is hired with their permanent SSN, s/he is not exempt from screening. This includes International Students hired with an F1 Visa and Exchange Visitors hired with a J1 Visa.

Q: Should I screen the employee when s/he receives their permanent SSN?

A: No, s/he is not required to complete the WOTC survey after receipt of the permanent SSN.

Q: Can the new hire call EY from any phone?

A: Yes, It is preferred that the new hire call from the main phone at the Sodexo Live! location, but they may call from any phone.

Q: Should the new hires screen if s/he is employed by the client site, not Sodexo Live!?

A: No, the new hire only needs to complete the survey if they are a Sodexo Live! employee.

Q: Should the new hire screen if s/he is under the age of 16?

A: Yes, all Sodexo Live! employees should complete the survey.

Q: Are Spanish Forms available?

A: The form set is available in Spanish, however the employee must complete the forms in English as the state agency will not accept Spanish forms.

Please Note: The Spanish form set has been watermarked as a reference guide to help complete the English version.