

# U.S. Department of Labor

Employment and Training Administration  
200 Constitution Avenue, N.W.  
Washington, D.C. 20210



**MEMORANDUM TO:** State Workforce Agency Administrators

**FROM:** William Carlson *William L. Carlson*  
Chief, Division of Foreign Labor Certification

**SUBJECT:** Technical Instructions for Shipping Unprocessed Permanent Foreign Labor Certification Cases from State Workforce Agencies (SWAs) to Backlog Processing Centers

**DATE:** December 3, 2004

On September 29, 2004, Employment and Training Administration (ETA) Assistant Secretary, Emily Stover DeRocco provided you with our FY 2005 Foreign Labor Certification Transition Guidance which included ETA's plan to transfer unprocessed permanent labor certification cases from SWAs to the two newly opened Backlog Processing Centers in Philadelphia and Dallas. This memorandum provides SWAs with specific instructions regarding the schedule and logistics of this transfer.

The basic principle guiding the scheduling of the transfers is first-in, first-out (FIFO). ETA's Division of Foreign Labor Certification (DFLC) is committed to processing the oldest cases first in our backlog. For this reason, we have planned two shipments of unprocessed cases from the SWAs to the Backlog Processing Centers.

In the first shipment, SWAs must send all unopened cases in their system **with receipt dates prior to 2003**. This shipment must be received at each SWA's assigned Backlog Processing Center (see Attachment No. 1) no later than December 31, 2004. The second shipment, scheduled for receipt by your Backlog Processing Center by March 31, 2005, will include all remaining cases not in process at the state level by January 1, 2005. For cases open in your office past this date, we will provide additional guidance for the shipping of these cases.

Attachment No.1 identifies which Backlog Processing Center is assigned to receive and process cases from each SWA. Attachment No. 2 contains detailed shipping instructions prepared by our contractor, Team Exceed. These instructions specifically describe the steps to take to transfer cases from each SWA to the Backlog Processing Centers. As noted in the instructions, the contractor is responsible for providing shipping supplies and will pay for shipping costs through direct billing from UPS.

We are requesting that within **ten days** of the receipt of this memorandum, each SWA provide Team Exceed with the information requested in the shipping instructions (see Attachment No. 2, item IV).

Thank you for your cooperation and assistance in our joint efforts to re-engineer the permanent labor certification program. Please feel free to contact me at 202-693-3010 or Carole McCarthy at 202-693-3918.

cc: Jack Rapport, Administrator, Office of Field Operations  
Regional Administrators  
DFLC Center Directors

Attachments

***Employment and Training Administration***  
**Division of Foreign Labor Certification**  
Backlog Processing Centers  
and  
Corresponding State Workforce Agencies

**Philadelphia Backlog Processing Center**  
**One Belmont Avenue, Suite 220**  
**Bala Cynwyd, PA 19004**  
**Telephone (484) 270-1500**  
**Fax (484) 270-1600**

Alabama	Connecticut	Delaware	Florida
Georgia	Kentucky	Maine	Maryland
Massachusetts	Mississippi	New Hampshire	New Jersey
New York	North Carolina	Pennsylvania	Puerto Rico
Rhode Island	South Carolina	Tennessee	Vermont
Virgin Islands	Virginia	Washington, DC	West Virginia

**Dallas Backlog Processing Center**  
**700 North Pearl Street, Suite 400N**  
**Dallas, TX 75201**  
**Telephone (214) 237-9111**  
**Fax (214) 237-9115**

Alaska	Arizona	Arkansas	California
Colorado	Guam	Hawaii	Idaho
Illinois	Indiana	Iowa	Kansas
Louisiana	Michigan	Minnesota	Missouri
Montana	Nebraska	Nevada	New Mexico
North Dakota	Ohio	Oklahoma	Oregon
South Dakota	Texas	Utah	Washington
Wisconsin	Wyoming		

***Employment and Training Administration***  
**Division of Foreign Labor Certification**

Permanent Foreign Labor Certification Case Shipping Instructions from  
State Workforce Agencies to Backlog Processing Centers

**I. Purpose:** To provide State Workforce Agencies (SWAs) with shipping instructions for the transfer of unprocessed permanent foreign labor certification cases to the U.S. Department of Labor's (DOL) Dallas and Philadelphia Backlog Processing Centers.

**II. Overview:** This document outlines the steps and processes to be used by SWAs to prepare and ship permanent foreign labor certification cases to the Dallas or Philadelphia Backlog Processing Centers. DOL has instructed Team Exceed, the Backlog Processing Centers' contractor, to enter cases received by the centers using the first-in, first-out (FIFO) method. With FIFO, all cases will be prioritized by the date the case was first received by the SWA or local office. Accordingly, to assure FIFO processing, it is important that all cases be organized and shipped in compliance with these instructions.

**III. Points of Contact (see Exhibit A for contact information):** Mr. Charles Daniels is the initial point of contact for all coordination between SWAs and Team Exceed. Mr. Daniels will also serve as the point of contact for coordinating all SWA shipments destined to the Dallas Backlog Processing Center. Mr. Bill McIntire will serve as the back up-point of contact in Dallas.

Ms. Brenda Hunt will serve as the point of contact for coordinating all SWA shipments destined to the Philadelphia Backlog Processing Center. Mr. Bob Brabson will serve as the back-up point of contact in Philadelphia.

Questions about the specific steps and processes should be referred to Team Exceed at a Backlog Processing Center or to the Division of Foreign Labor Certification (DFLC), attention TATC Consulting, at the DOL National Office in Washington, DC.

**IV. Pre-Shipping Process:** Within **ten days** of receipt of these instructions, all SWAs must forward the following information to Charles Daniels so that shipping schedules can be fully coordinated (see Exhibit A for complete mailing address):

- a) SWA name and complete mailing address
- b) SWA Point of Contact (name, telephone number, and e-mail address)

- c) Approximate number of cases anticipated to be shipped as part of shipment 1 (i.e., cases with receipt dates prior to 2003) and shipment 2 (i.e., all remaining unopened cases)
- d) Approximate date range of cases to be shipped
- e) Preferred shipping date (s) and anticipated time required to complete all case shipments.

**V. Case Organization:** These instructions require cases to be organized, boxed, tracked and shipped in a manner that maintains the SWA local office date order and integrity. The instructions presume that any number sequencing of cases by the local office date order will be maintained within the boxing, tracking and shipping process. Sending the cases in order by date will facilitate processing of cases using the FIFO method. If the SWA does not currently maintain cases by the date a case was first received by the SWA or local office, we are requesting that SWAs organize cases in this order prior to boxing and shipping.

The SWA must identify and separate the cases designated for transfer and shipment in accordance with these instructions:

- a) Boxing of Cases: Cases are to be packed in shipping boxes in SWA or local office date order using the FIFO method. TR and RIR cases should be placed in separate boxes. *Example:* If a shipment from a SWA involves 10 boxes of TR cases and 10 boxes of RIR cases, boxes 1-10 should contain TR cases ranging from the “oldest” cases in box 1 to the “newest” cases in box 10. Boxes 11-20 should contain the RIR cases ranging from the “oldest” cases in box 11 to the “newest” cases in box 20.
- b) Creation of a Case Transfer Manifest: A manifest must be completed for each box to be shipped (See Exhibit B). The manifest must include the following information:
  - 1. Name of State
  - 2. Name of SWA
  - 3. Date of shipment
  - 4. The sequence number of the box (e.g. box 5 of 22)
  - 5. Date of receipt range: from\_\_\_\_to\_\_\_\_\_
  - 6. The number of cases in the box
  - 7. Type of cases (RIR or TR)
  - 8. The page number of the manifest (e.g., 1 of 2 if the box contains more than one manifest)
  - 9. A listing of the cases included in the box, by local office case number, local office date and SWA case number (if any)

10. Signatures of two SWA staff members as discussed below

Note: The information required in 9 above may be provided via a computer printout if the SWA uses this method of tracking cases and if this method is more feasible than creating a manual manifest. Please discuss this option with the assigned representative of Team Exceed.

- c) Audit of Shipping Box: Once a box is packed and a manifest is completed, an audit of each box should be performed that verifies the information contained on the manifest. Two SWA staff members should complete this audit and attest to it by signing the appropriate line on the manifest. Two Team Exceed staff members will attest to receipt of the material as described on the manifest.

**VI. Distribution of Manifests:** Upon completion of the Case Transfer Manifest, copies shall be made and a copy must be:

- a) Inserted into the respective box for inclusion in the shipment
- b) Retained by the SWA (This copy enables the SWA to identify the status of each case and the respective “box location” when answering inquiries)
- c) Transmitted to the appropriate Backlog Processing Center point of contact (see Exhibit A) via overnight delivery
- d) Transmitted to DFRC: attention TATC Consulting, in the DOL National Office (see Exhibit A) via overnight delivery.

**VII. Labeling of Box (see Exhibit C):** The box must be sealed and prepared for shipping. Preparation includes affixing the pre-printed shipping label supplied by Team Exceed and writing the following information on the exterior of the box with indelible ink:

- a) Date of shipment
- b) State Name
- c) SWA Name
- d) SWA Point of Contact
- e) Phone number
- f) Box Sequence (e.g., 6 of 18)
- g) Date range of cases included

h) Type of cases included- RIR or TR.

**VIII. Shipping of Boxes:** All boxes will be shipped from SWAs to either the Dallas or Philadelphia Backlog Processing Center using a shipping account number which Team Exceed will provide. The Dallas Processing Center, as soon as reconciliations are satisfactorily completed with the shipping company, will pay for services received.

### Shipping Process

Team Exceed will coordinate with each SWA point of contact to establish an acceptable case transfer timetable, consistent with the December 31, 2004 and March 31, 2005 dates required by this memorandum. Acceptable shipping schedule considerations with SWAs include:

- a) The total number of cases to be transferred
- b) The number of cases required by the Backlog Processing Centers to maintain an acceptable production level
- c) The ability of each Backlog Processing Center to receive a finite number of boxes each day.

As case shipment date ranges are agreed to between Team Exceed and the SWAs, Team Exceed will work with the shipping company's account representative to provide SWAs with the following:

- a) A local SWA shipping company account representative to create and manage box pickup requirements as SWAs pack boxes for shipment
- b) Boxes and adhesive tape for SWAs to pack cases for shipment
- c) Pre-printed shipping labels addressed to either the Dallas or the Philadelphia Backlog Processing Center
- d) Pre-addressed overnight envelopes for SWAs to forward manifests of each shipment to the respective centers.

As shipment plans are executed, Team Exceed will verify that the Backlog Processing Centers are receiving copies of manifests for each shipment. Team Exceed will also insure that reporting of boxes shipped by SWAs is being completed as requested.

After a SWA has completed shipping all cases, Team Exceed will advise the Department of Labor that the particular state has completed its case transfer.

## **Exhibit A**

### **Points of Contact**

**U.S. Department of Labor  
Division of Foreign Labor Certification  
Attention: TATC Consulting**

Point of Contact: Carole McCarthy  
Address: 200 Constitution Ave., N.W., Room C4311  
Washington, DC 20210  
Phone: 202-693-3918  
E-mail: mccarthy.carole@dol.gov

**Backlog Processing Center Contractor: Team Exceed in Dallas**

Point of Contact: Charles Daniels  
Address: 700 North Pearl St., Suite 400N  
Dallas, TX 75201  
Phone: 214-237-9123  
E-mail: Cdaniels@DAL.DFLC.US

Back-up POC: Bill McIntire  
Address: 700 North Pearl St., Suite 400N  
Dallas, TX 75201  
Phone: 214-237-9122  
E-mail: Bmcintire@DAL.DFLC.US

**Backlog Processing Center Contractor: Team Exceed in Philadelphia**

Point of Contact: Brenda Hunt  
Address: One Belmont Ave., Suite 220  
Bala Cynwyd, PA 19004  
Phone: 484-270-1561  
E-mail: Bhunt@PHI.DFLC.US

Back-up POC: Bob Brabson  
Address: One Belmont Ave., Suite 220  
Bala Cynwyd, PA 19004  
Phone: 484-270-1503

E-mail:

Bbrabson@PHI.DFLC.US

## Exhibit B

### Case Transfer Manifest

State Name: \_\_\_\_\_

SWA Sending Cases: \_\_\_\_\_

Date of Shipment: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Box Number: \_\_\_\_\_ of \_\_\_\_\_

Date of Receipt Range: From \_\_\_\_\_ to \_\_\_\_\_

Number of Cases Included: \_\_\_\_\_

Type of Cases (RIR or TR) \_\_\_\_\_

Manifest: Page: \_\_\_\_\_ of \_\_\_\_\_

Signatures:

SWA

1. \_\_\_\_\_ 2. \_\_\_\_\_

Team Exceed

1. \_\_\_\_\_ 2. \_\_\_\_\_

Local Office Case # In box	Local Office Date of Case	SWA Case # (if any)
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
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23		

**Exhibit C****Example of Supplementary Data to be placed on Boxes in  
Addition to the Shipping Company Label**

Date of Shipment:

State Name:

SWA Name:

SWA Point of Contact:

Phone Number:

Box Sequence (e.g., 6 of 18):

Date Range of Cases:

RIR or TR: