

A dark blue telephone handset with a coiled cord, resting on a dark surface. The handset is positioned horizontally, with the receiver on the left and the base on the right. The cord is coiled and extends towards the right edge of the frame.

OTAA PETITION INVESTIGATIONS EXTERNAL COMMUNICATION OVERVIEW

OTAA CORRESPONDENCE TOUCH POINTS

Submit a petition



When a petition is filed, the petitioner is required to file with both DOL and the state. For online-filed petitions, the online system automatically provides a copy of the petition to the state. Petitioners who file through the online system and provide an email address also receive a confirmation email of their submission. For petitions submitted via mail, fax, or email (to taa.petition@dol.gov), the petitioner is responsible for ensuring the state receives a copy of this initial filing.

Review petition



DOL reviews petitions for validity, typically on the first business day after receiving a submission. DOL will notify the petitioner(s) if their petition is invalid. During review, it may also be necessary to get some clarification on petition materials provided to ensure that the petition is valid. In these situations, DOL will reach out to the petitioner(s) to acquire that clarification.

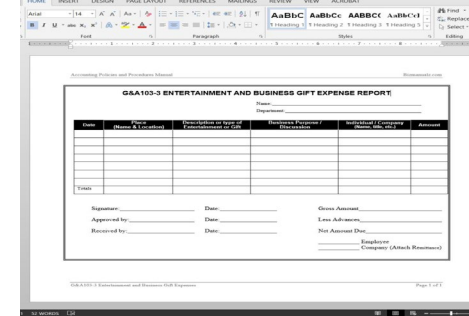
OTAA CORRESPONDENCE TOUCH POINTS (CONT.)

Start investigation



Petitions determined to be valid are assigned an investigator and a case TAW number. This is typically done in the afternoon of the first business day following the day the petition was received. Company officials and states (if they are part of the petition filing process) will receive [a letter](#) containing the TA-W number and investigator contact information.

Early Investigation

A screenshot of a Microsoft Word document titled "GSA103-3 ENTERTAINMENT AND BUSINESS GIFT EXPENSE REPORT". The document is a form with a table for recording expenses. The table has columns for "Date", "Event (Name & Location)", "Entertainment or Business Purpose", "Expense Category", "Individual's Name", "Amount", and "Remarks". Below the table, there are sections for "Signatures", "Approved By", "Reviewed By", "Date", "Expense Amount", "Date Submitted", "Not Account Due", and "Employee Company (Attach Resumes)". The document is displayed in a Word window with the ribbon visible at the top.

In the first week or two of an investigation, there are several other communications that occur at the start of the investigation. These include:

- Investigator contacts petitioner(s) within the first five business days to give them a point of contact, collect information, and answer their questions.
- Investigator contacts the company official(s) to identify who should be receiving the [Business Data Request \(BDR\)](#) and gather additional information, if needed.
- Each Monday (typically), an email is sent out the SWAs with a list of petitions instituted the previous week and our most up-to-date company official information. The intent is that this information will allow SWAs to contact the company to determine rapid response services, collect worker lists, etc.
- Redacted petitions are usually posted to the website in 5 to 7 business days after the investigation starts as these are sent twice a week for posting on the website (which takes a few days).

OTAA CORRESPONDENCE TOUCH POINTS (CONT.)

During Investigation



During the investigation, there are no longer structured communications. Investigators are working closely with company officials to collect the necessary information. Investigators may also request more information from petitioners and other stakeholders.

End of Investigation



When an investigation is complete, it is signed by the certifying officer.

- Two days a week (Tuesday, Friday), a report is issued with determinations issued since the prior report. The Office of Congressional and Intergovernmental Affairs (OCIA) is then given through the next business day to make notifications to Congress.
- Two business days after the report (and thus approximately 4 business days after the decision was signed), a variety of notifications are sent out including:
 - Notification letters to petitioner(s) and company officials(s) ([email](#), [certification](#), [denial](#))
 - An email is also sent to SWAs through the OTAA Notifications list with a table of determinations, a copy of each determination, and a contact list of the current company official for each initial determination rendered.
 - Additionally, the determinations are sent to the website team for posting in the next few business days (posted 7-10 business days after original decision).