

URGENT notice for E-verify Clients

Need to take immediate action

As it appears E-Verify started auditing all open cases for clients using E-Verify. The focus is on:

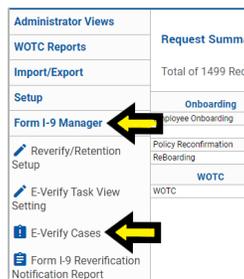
- Any open cases longer than 10 Days.
 - These include but not limited to TNC’s that need action, Case incomplete, Photo matching.
- Having more than 10-20 open cases can cause immediate termination of the MOU/E-Verify services.

Common mistakes or missed E-Verify tasks

- Open action item cases
 - Case in a status that will cause alarm from E-Verify:
 - Case Incomplete
 - Photo Matching
 - Open TNC (Tentative NonConfirmation)
 - Open meaning that the employee needs to be notified and/or chose the option of whether they are going to take action, also known as Contest or Not Contest.
- Instead of closing cases the client is Inactivating the Request.
 - Employees that have been submitted but did not become employed still **requires action** to resolve the open case.

What do I do to get started?

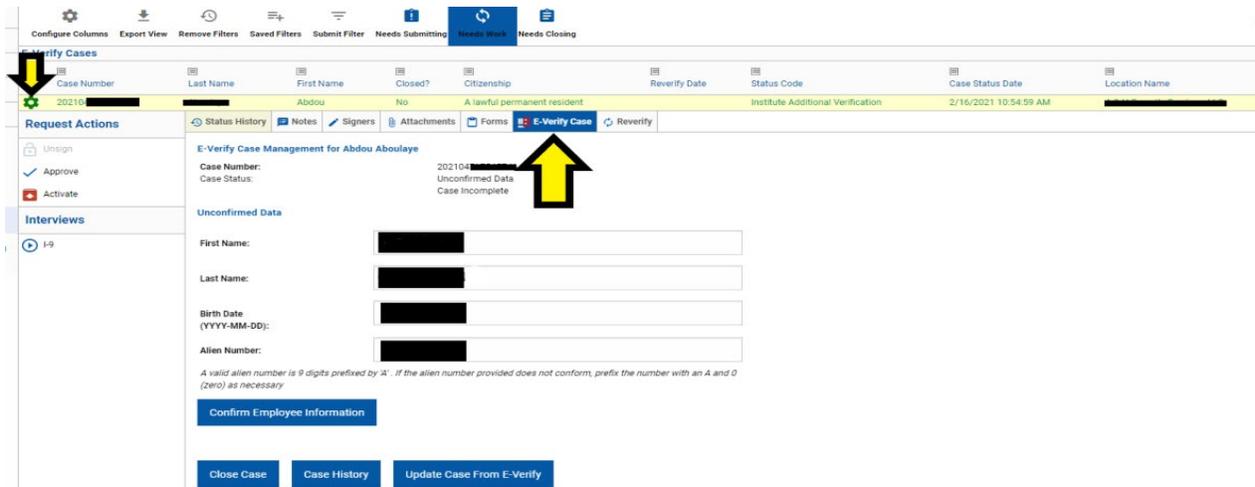
1. Admin or Manager will log in and go to the **Form I9 manager** tool in the lower left corner.
2. Then select the **E-Verify Cases** menu.



3. Click the **Needs Work** button and it will provide the immediate case that requires more action.



- Once in the screen Click the **Green Gear** of the employee record. Once open go to the **E-Verify Tab** and take the correct action for the type of status shown.



If you need further guidance, we have attached the E-Verify training guide below. For any further questions feel free to submit those to support@efficientforms.com

E-Verify Client Training Guide

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What is E-Verify and How Does it Work?

E-Verify is an Internet-based system operated by the U.S. Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA) that allows participating employers to electronically verify the employment eligibility of their newly hired employee and/or employee assigned to a federal contract. E-Verify works by comparing the information entered on an employee's Form I-9, Employment Eligibility Verification, with SSA and DHS records to verify employment eligibility.

Rules and Responsibilities

- **Must Do:**
 - Follow E-Verify procedures for each newly hired employee while enrolled/participating in E-Verify.
 - Notify each job applicant of E-Verify participation. (Which is completed through the I9 process within EHX)
 - Complete Form I-9, Employment Eligibility Verification, for each newly hired employee before creating a case in E-Verify.
 - Ensure that all Form I-9 List B identity documents have a photo. (If List B document is being used)
 - Create a case for each newly hired employee no later than the third business day after he or she starts work for pay.
 - Ensure that clients obtain a Social Security number (SSN) from Form I-9 for each newly hired employee.
 - Provide each employee with notice of and the opportunity to contest a Tentative Non-confirmation (TNC).
 - Not terminate the employee during the E-Verify verification process because he or she receives a TNC.
 - Create a case within a specified period. (Within the 3 days of start date) If a case is not created within those timeframes, you must note the reason for the delay and attach it to Form I-9. (This can be complete through the I9 process and will not require to attach but will be applied to the electronic I9.)
- **Must Not:**
 - Use E-Verify to pre-screen an applicant for employment.
 - Take adverse action against an employee based upon a case result unless E-Verify issues a final non-confirmation.
 - Specify or request which Form I-9 documentation a newly hired employee must use.

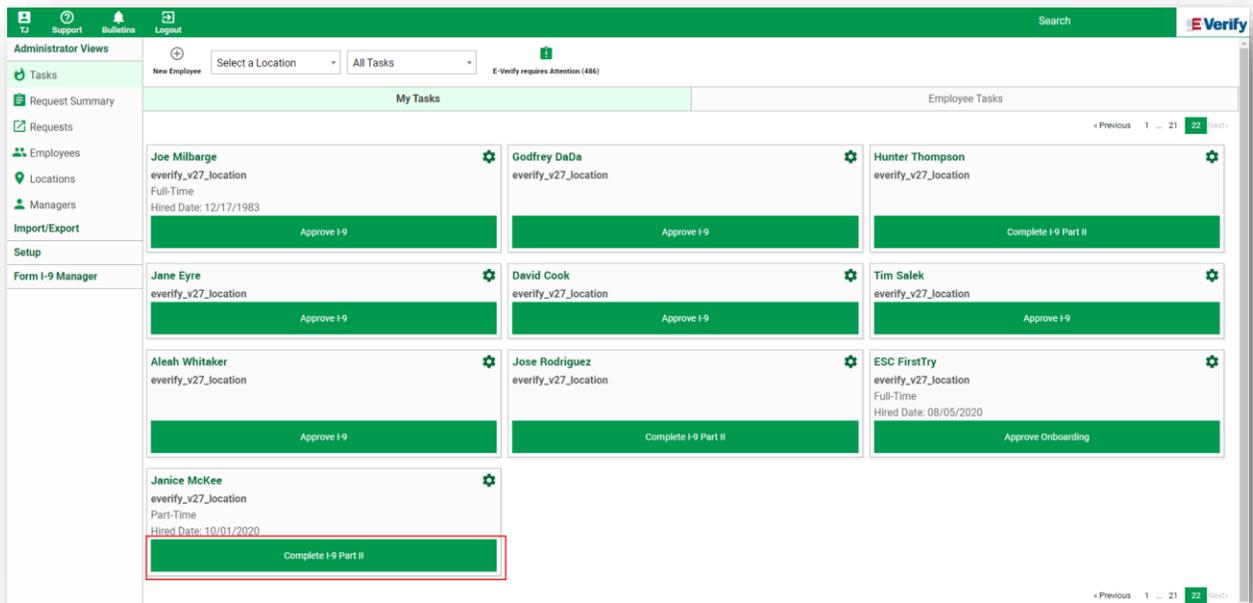
- Use E-Verify to discriminate against ANY job applicant or new hire on the basis of his or her national origin, citizenship or immigration status.
- Selectively verify the employment eligibility of a newly hired employee.
- Share any user ID and/or password.

Complete Section II of the Form I-9

If E-Verify is enabled, after completing Section II of the Form I-9, you will be prompted to submit the employee data to E-Verify. There are two ways of completing the I-9:

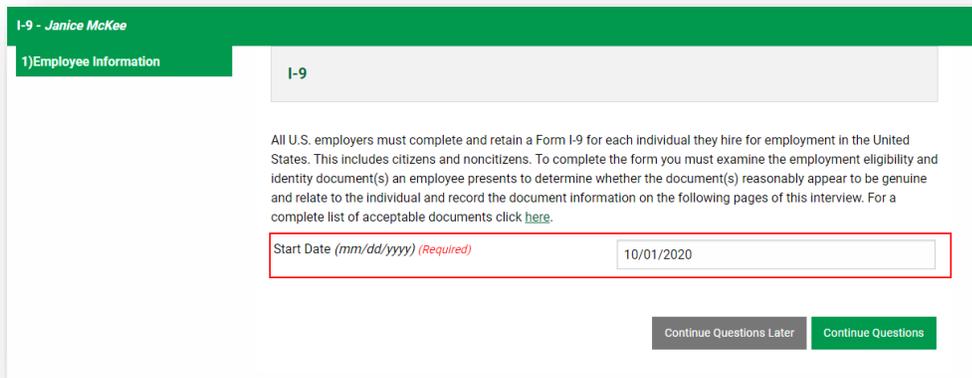
Complete Section II of the I-9 via the Task View

1. From the Task View, you simply click on *Complete I-9 Part II*



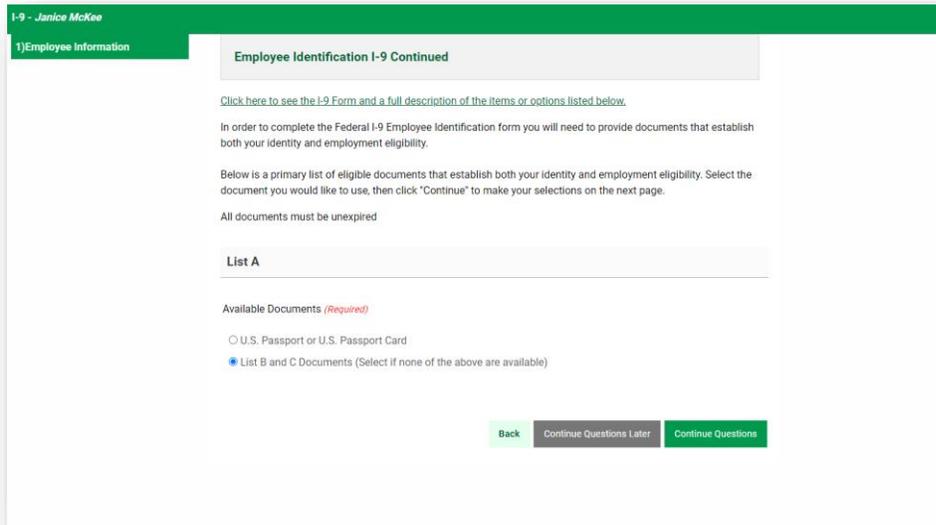
Note that if you are completing the onboarding approval first, you will be taken automatically into Section II of the I9.

2. Enter Start Date



The screenshot shows the 'I-9 - Janice McKee' form. The '1) Employee Information' section is active. Below the section title, there is a text box labeled 'I-9' and a paragraph of instructions. The 'Start Date (mm/dd/yyyy) (Required)' field is highlighted with a red box and contains the date '10/01/2020'. At the bottom of the form, there are two buttons: 'Continue Questions Later' and 'Continue Questions'.

3. Employee Identification – Select the document type(s) provided by the employee. (List A or B & C document type)



1) Employee Information

Employee Identification I-9 Continued

[Click here to see the I-9 Form and a full description of the items or options listed below.](#)

In order to complete the Federal I-9 Employee Identification form you will need to provide documents that establish both your identity and employment eligibility.

Below is a primary list of eligible documents that establish both your identity and employment eligibility. Select the document you would like to use, then click "Continue" to make your selections on the next page.

All documents must be unexpired

List A

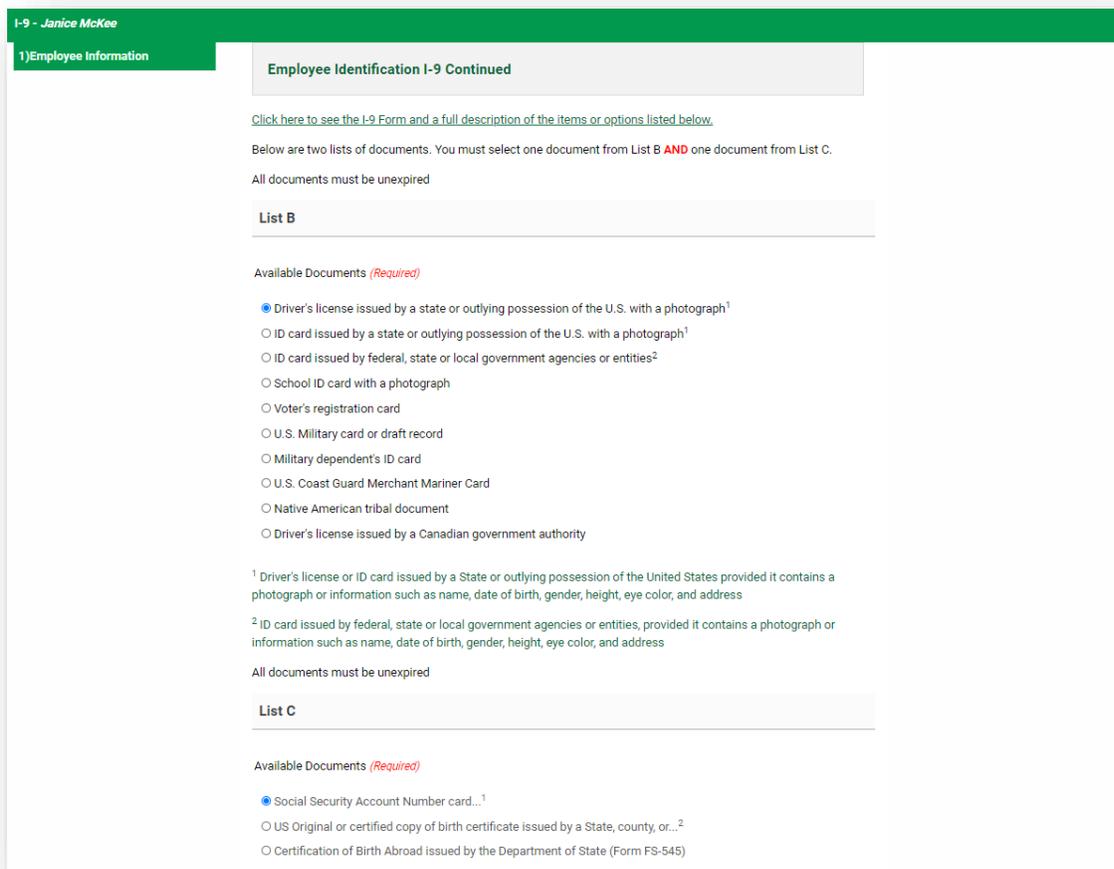
Available Documents *(Required)*

U.S. Passport or U.S. Passport Card

List B and C Documents (Select if none of the above are available)

[Back](#) [Continue Questions Later](#) [Continue Questions](#)

4. Employee Identification (continued) – select or enter appropriately selected documentation.



1) Employee Information

Employee Identification I-9 Continued

[Click here to see the I-9 Form and a full description of the items or options listed below.](#)

Below are two lists of documents. You must select one document from List B **AND** one document from List C.

All documents must be unexpired

List B

Available Documents *(Required)*

Driver's license issued by a state or outlying possession of the U.S. with a photograph¹

ID card issued by a state or outlying possession of the U.S. with a photograph¹

ID card issued by federal, state or local government agencies or entities²

School ID card with a photograph

Voter's registration card

U.S. Military card or draft record

Military dependent's ID card

U.S. Coast Guard Merchant Mariner Card

Native American tribal document

Driver's license issued by a Canadian government authority

¹ Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address

² ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address

All documents must be unexpired

List C

Available Documents *(Required)*

Social Security Account Number card...¹

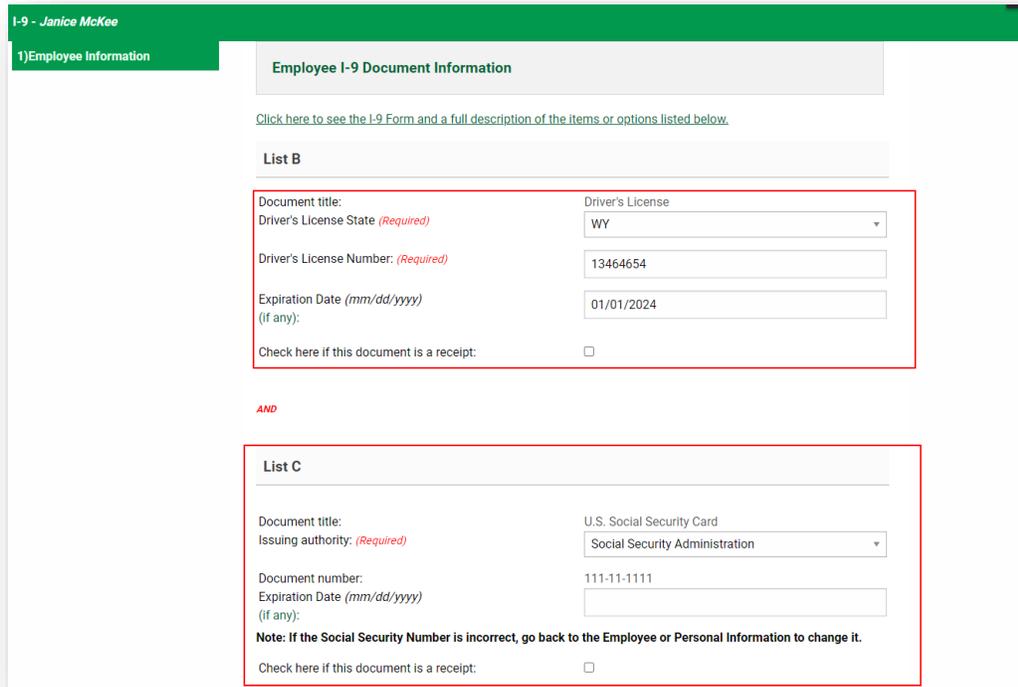
US Original or certified copy of birth certificate issued by a State, county, or...²

Certification of Birth Abroad issued by the Department of State (Form FS-545)

Certification of Report of Birth issued by the Department of State (Form DS-1250)

[Back](#) [Continue Questions Later](#) [Continue Questions](#)

5. Documentation Information will then need to be entered (document numbers, expiration dates, Issuing Authority, etc.)



I-9 - Janice McKee

1) Employee Information

Employee I-9 Document Information

[Click here to see the I-9 Form and a full description of the items or options listed below.](#)

List B

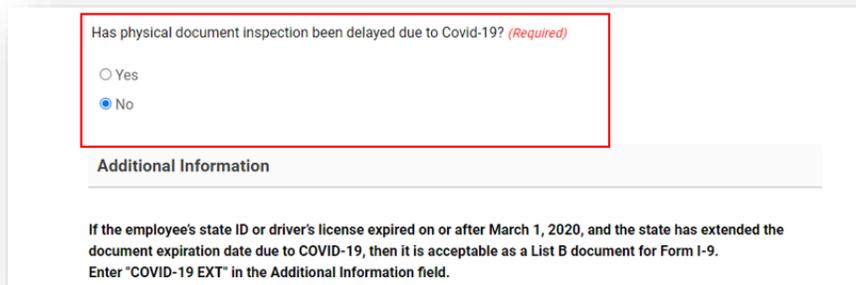
Document title:	Driver's License
Driver's License State: <i>(Required)</i>	WY
Driver's License Number: <i>(Required)</i>	13464654
Expiration Date (mm/dd/yyyy) (if any):	01/01/2024
Check here if this document is a receipt:	<input type="checkbox"/>

AND

List C

Document title:	U.S. Social Security Card
Issuing authority: <i>(Required)</i>	Social Security Administration
Document number:	111-11-1111
Expiration Date (mm/dd/yyyy) (if any):	
Note: If the Social Security Number is incorrect, go back to the Employee or Personal Information to change it.	
Check here if this document is a receipt:	<input type="checkbox"/>

6. Then within the screen you will need to select the Covid-19 physical document inspection question.



Has physical document inspection been delayed due to Covid-19? *(Required)*

Yes

No

Additional Information

If the employee's state ID or driver's license expired on or after March 1, 2020, and the state has extended the document expiration date due to COVID-19, then it is acceptable as a List B document for Form I-9. Enter "COVID-19 EXT" in the Additional Information field.

7. Next step is to complete the Attestation that you have:
 - a. I attest, under penalty of perjury, that (1) I have examined the document(s) presented by the above-named employee, (2) the above-listed document(s) appear to be genuine and to relate to the employee named, and (3) to the best of my knowledge the employee is authorized to work in the United States
 - b. Even with COVID-19, you should be able to see/review some sort of physical or copy of the submitting documents. Due to COVID-19 you will be able to review the physical documents later and date per your restriction within your industry.

Has physical document inspection been delayed due to Covid-19? *(Required)*

Yes
 No

Additional Information

If the employee's state ID or driver's license expired on or after March 1, 2020, and the state has extended the document expiration date due to COVID-19, then it is acceptable as a List B document for Form I-9. Enter "COVID-19 EXT" in the Additional Information field.

Please enter any additional information related to the document(s) above.

[Click here to see a list of acceptable I9 documentation and a full description of the options listed below.](#)

Attestation

I attest, under penalty of perjury, that (1) I have examined the document(s) presented by the above-named employee, (2) the above-listed document(s) appear to be genuine and to relate to the employee named, and (3) to the best of my knowledge the employee is authorized to work in the United States. *(Required)*

Yes
 No

Complete Section II of Form I-9 via the Request Summary

1. Click on the hyperlinked requests that require your attention

	Incomplete	Interview Complete	Waiting for Employee eSign	Pending Manager Approval	Pending Admin Review	Approved by Admin	Under SB Review	Approved by SB	Benefits - Not Eligible	Benefits Declined	Enrollment Pending	Enrolled	Cancelled	Additional Information Required
Benefits														
Onboarding														
Employee Onboarding	37	3	1	19	1	1								
I9	100	1	2	68	10	26								3
Policy Reconfirmation														
ReOnboarding	1	1												

2. Click the green action gear next to the employee name
3. Click on I-9 under Interviews
4. Complete the process as above (steps 2 through 7)

Complete E-Verify Process

1. I9 Summary Review

- a. This is the best opportunity to confirm all data that will be sent to E-Verify. At this point you can go back and correct any mistakes entered by your representative and/or the last chance to have the employee correct any of their mistakes.

I-9 - Janice McKee

1) Employee Information

I-9 Summary Information

Review the information listed below as it will be submitted to E-Verify as it is displayed.

If the **document information** shown below is incorrect, click Employee Information in the navigation menu to the left to return to the beginning and use the Continue buttons to page through your entries and make corrections where necessary.

If the **start date** is incorrect, click Continue Questions Later to exit this interview, then go to the Employee Profile on the onboarding request and change the date. Once completed, return to this interview.

If any of the **employee's personal data** is incorrect (such as name, SSN, date of birth, etc.), click Continue Questions Later to exit this interview.

1. Unsign the I9 request
2. Unsign the employee onboarding request
3. Have the employee update their information
4. E-sign both requests.
5. Return to the I9 interview

Employee Information

Name	Janice McKee
Date of Birth	07/14/1981
Start Date	10/01/2020
Social Security Number:	111-11-1111

Employee Citizenship Status

Citizenship Status	A citizen of the United States
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I-9 Documents List B

Document Title	Driver's License
Issuing Authority	State of Wyoming DOT
Document Number	13464654
Expiration Date	01/01/2024

I-9 Documents List C

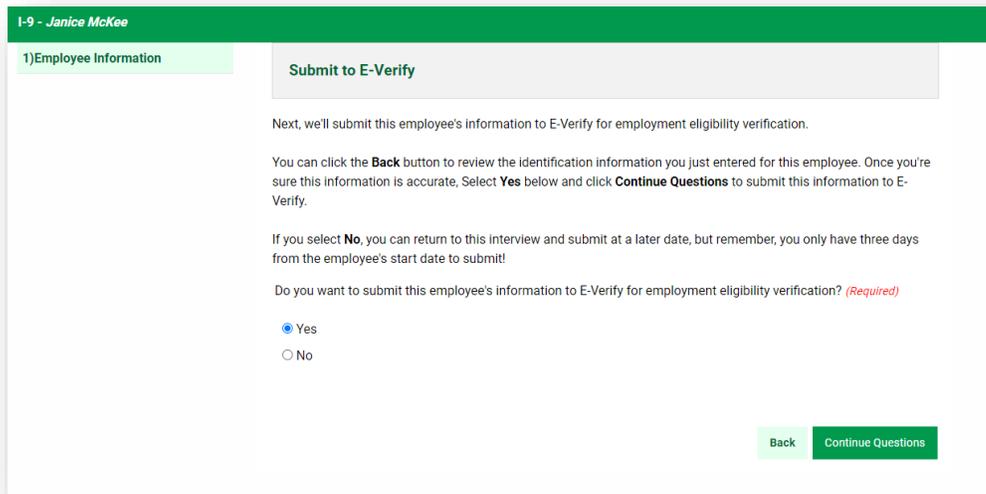
Document Title	U.S. Social Security Card
Issuing Authority	Social Security Administration
Document Number	111-11-1111
Expiration Date	

Additional Information

Back
Continue Questions Later
Continue Questions

*****Very important to understand once you submit this information it will lock the ability to make any correction and could result in prolonging the process of getting a final status as well as require extra unnecessary steps involving the employee. *****

2. **Submit to E-Verify** – Next you will be asked “Do you want to submit this employee’s information to E-Verify for employment eligibility verification?”



1-9 - Janice McKee

1) Employee Information

Submit to E-Verify

Next, we'll submit this employee's information to E-Verify for employment eligibility verification.

You can click the **Back** button to review the identification information you just entered for this employee. Once you're sure this information is accurate, Select **Yes** below and click **Continue Questions** to submit this information to E-Verify.

If you select **No**, you can return to this interview and submit at a later date, but remember, you only have three days from the employee's start date to submit!

Do you want to submit this employee's information to E-Verify for employment eligibility verification? *(Required)*

Yes
 No

Back **Continue Questions**

- a. Submitting: **Yes** – it will send the information and will end in a result within a just a few seconds.
 - i. Most commonly, the “**Employment Authorized**” status will appear along with an issued case number. E-Verify will automatically close this case and you will then be able to continue through the approval process.
 - ii. Any other status: Will display a current Status along with the issued case number. For these statuses please refer to the E-Verify tab for further instructions.
 1. E-Verify Tab – All results will be visible under this tab.
 - a. Reference the Case Number
 - b. Reference the Current Status
 - c. Proceed with any further action status. (Please review your status details under “**Status Results**” section below.)
 - d. The additional options that are not required or necessary:
 - i. Case History – Allows you to review the different stages that case has gone through. This is a good tip to see any previous status it may have gone through as well as dates of those updates.
 - ii. Update Case form E-Verify – This can be used at any time. The purpose is to reestablish connection with E-Verify web service to capture the latest status E-Verify holds with in their system for that case number.
 - b. Submitting: **No** – It will let you continue back to the request menu. (**Important Note:** Selecting this option will prevent any approval of the I9 request. This prevents any employees making it through the entire process without being submitted.)
3. Approval Process/Status - In order to approve the employee’s I9 request you will have to submit the provided information. This will move the request from a “Pending Manger” status to one of these statuses:
- a. Employment Authorized - Just needed to approve as the E-Verify will close the case for you.
 - b. E-Verification Pending – This will require additional steps in most cases, but it could also result in waiting on a response/or update from E-Verify. At this point you may approve the employee’s I9 to get them through to your export process (in most cases Payroll). Refer to the I9 Manger instructions below to understand how to monitor and track these open E-Verify Cases.
 - c. Employment Not Authorized – If you receive this status at any time during the process the expected result would be to end or stop employment/ process of that employee immediately.
 - d. A second level of approval could be required depending on your site configuration.

- i. Most common I9 approval process: Employee eSigns->Pending Manger->One of (Employment Authorized/E-Verification Pending)->Pending Administrator->Approved by Administrator
 1. For Single stage Approval of I9
 - a. Employee eSigns->Pending Manger->One of (Employment Authorized/E-Verification Pending)-> Approved by Administrator
 2. If any employee status results in *Employment Not Authorized* see above description as the request will not be able to be approved any further. This could result in stopping the export of employee data.

Approve the Form I-9

After completing the E-Verify process, you will be asked to review the completed Form I-9 and simply click Approve

The screenshot shows the E-Verify Form I-9 Manager interface. The form is titled "Form I-9 07/17/17 N" and is on page 2 of 3. The form contains various fields for employee and employer information, including a certification statement and a signature line. At the bottom of the form, there is a text box for a note and two buttons: "Approve" (highlighted with a red box) and "Cancel".

Status Results

- **Employment Authorized** –The employee's information matched with DHS and/or SSA records. This case will auto close without any additional steps needed. **It's that easy!**
- **Case Incomplete** (Institute Additional Verification) – A prompt to review, update and resubmit the employee's Form I-9 information.
- **Photo Matching**
 - E-Verify prompts you to compare the photo on an employee's Form I-9 photo document with a photo displayed on the E-Verify screen. This helps you ensure that the document provided matches DHS records.
 - The photo matching step happens automatically. This may occur when an employee presents a U.S. Passport or Passport Card, Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) for Form I-9 completion.
- **Scan and Upload** – Requires a scan or photo of the actual document to be uploaded into EHX for E-Verify to review for processing.
- **Tentative Non-Confirmation (TNC)** from either the SSA or DHS – Please note, a TNC does NOT necessarily mean that the employee is not authorized to work in the United States. This case result is also considered an interim case result because it requires additional action by you and the employee.
 - Information does not initially match with SSA or DHS records. Additional action is required due to an example below:

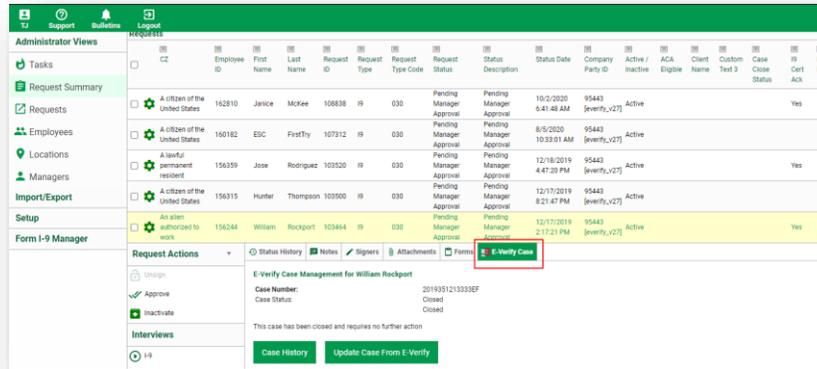
- SSA TNC
 - Citizenship or immigration status was not updated with SSA
 - Name change was not reported to SSA
 - Name, SSN or date of birth is incorrect in SSA records
 - SSA record contains another type of error
 - Information was not entered correctly by the employer
- DHS TNC
 - Name, A-number and/or I-94 number are incorrect in DHS records
 - U.S. Passport, Passport Card or driver's license information could not be verified
 - ID photo document differs from the photo in DHS records
 - Information was not updated in the employee's DHS records
 - Citizenship or immigration status changed
 - Record contains another type of error
 - Information was not entered correctly by the employer
- Final Non-Confirmation (SSA or DHS)
 - E-Verify cannot verify an employee's employment eligibility.
 - This could be after the employee has visited SSA or contacted DHS.
 - The employee did not contact DHS or SSA within the eight Federal Government working days.
 - Client may terminate employment based on a case result of SSA or DHS Final Non-Confirmation with no civil or criminal liability as noted in Article II, Section C - Responsibilities of the Employer (#6) in the MOU.
- DHS Verification in Process
 - This case is referred to DHS for further verification. No action is required until further notice from E-Verify.
 - There is also a subset to this sort of status, and it is SSA or DHS Case in Continuance - The employee has visited an SSA field office or contacted DHS, but more time is needed to determine a final case result.

Tentative Non-Confirmation (TNC) Process

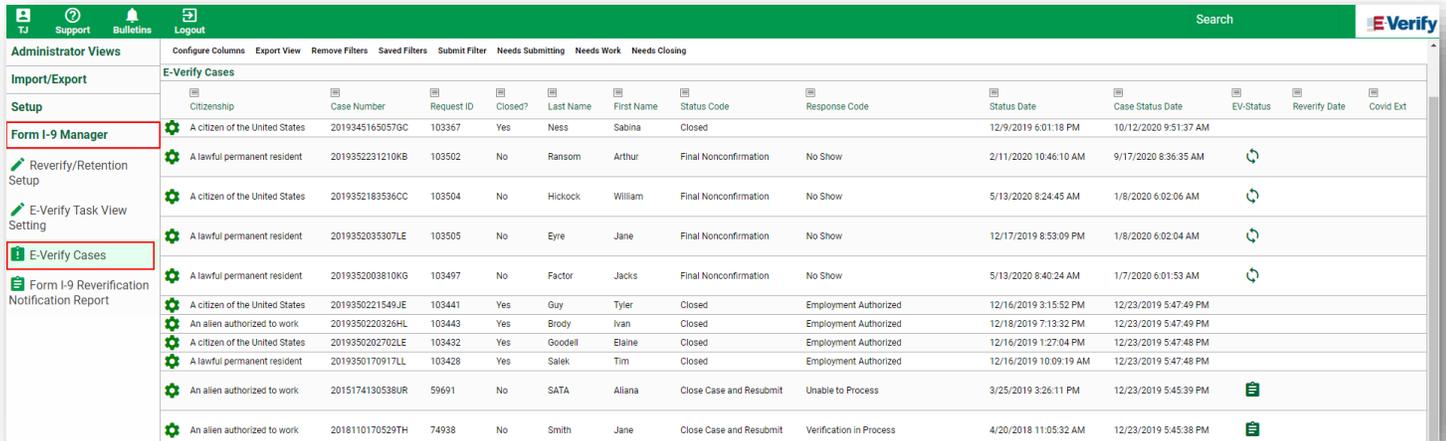
1. Follow the steps under the E-Verify Tab
2. Print Fan Letter (Further Action Notice Letter)
3. Notify the Employee of TNC
4. Confirm Employee Decision
5. Refer Employee or Close Case
6. Check for Case Status Updates
 - a. Instruct the employer to have the employee indicate whether he or she will contest or not contest the TNC on the Further Action Notice.
 - b. Ensure that the employer and the employee sign and date the English version of the Further Action Notice.
 - c. Instruct the employer to give the employee a copy of the signed Further Action Notice in English and attach the original to the employee's Form I-9.
7. Instruct the employer to have the employee indicate whether he or she will contest or not contest the TNC on the Further Action Notice.
8. Ensure that the employer and the employee sign and date the English version of the Further Action Notice.
9. Instruct the employer to give the employee a copy of the signed Further Action Notice in English and attach the original to the employee's Form I-9.

Post Submission Tools

E-Verify tab – Location of historical and current status of the E-Verify details (See further details above under I9 process/E-Verify Tab)



I9 Manager (This will only appear if you are an E-Verify Enabled client) – The following tasks can be completed from the I9 Manager tab

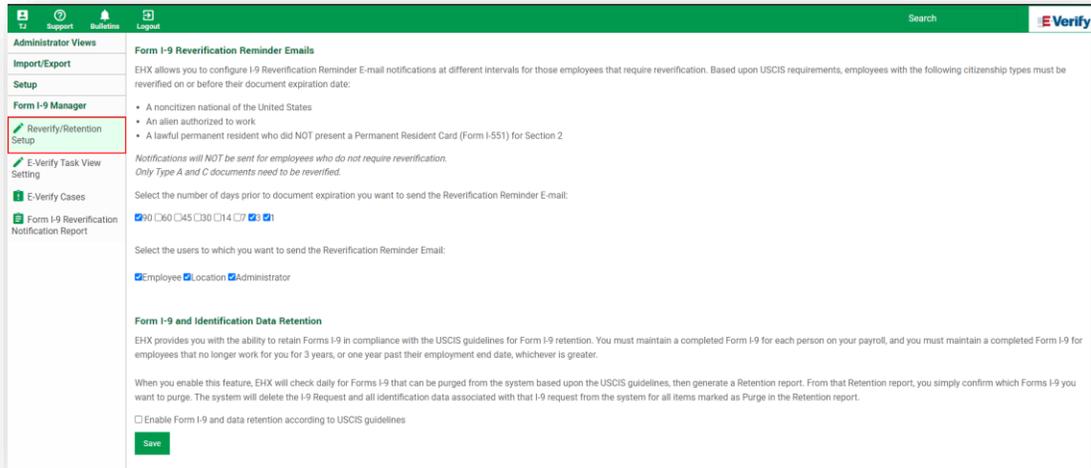


- E-Verify Cases
 - Area to review all Open and Closed cases
 - Track and monitor the outstanding E-Verify submission results
 - Finding “Final” Non-Confirmation & what action needs to take place (ending employment status)
 - COVID filter if necessary

Form I9 Reverification Notification Report

- **How to use the I9 Manager/E-Verify Cases section**
 - **Note:** Be sure to set up your columns. This is typically a one-time process, per user.
 - In the top menu you will find “Configure Columns” selection to add/remove and adjust columns. Recommend columns (not limited to):
 - Case Number
 - Last Name
 - First Name
 - Closed?
 - Status Description
 - Citizenship
 - Case Status Date
 - Location Name (optional if you have single location)

- Email
- Reverify Date
- COVID Ext (Optional if used in the I9 process for further reporting)
- Searching for open cases
 - Click on the column name “Closed?” to open a drop-down menu. Here you will enter “no” in the menu and submit.
 - Then review only ones that have an established case number (disregard the “not submitted” employees at this time).
 - Click the green gear and navigate to the E-Verify tab. Proceed with the instructions provided and to see further details refer to “Status Results” section previously listed.
 - “Not Submitted status” what does that mean and why?
 - If an employee has the “Not Submitted” label it identifies that that particular employee’s information has not been submitted to E-Verify.
 - Should I be worried about the ones with that label?
 - At this time there is no reason to be alarmed as this tool is used as a precaution to any E-Verify (Government) shutdown. This status will help you identify employees that may have been approved but will need to act later in the process. Again, normal operations only focus on the ones that have case numbers. During normal operations, the EHX system will not allow the employee’s I9 to be approved without submitting their information to E-Verify.
- **Reverify (Section III)/Retention Setup** – EHX allows you to configure I-9 Reverification Reminder E-mail notifications at different intervals for those employees that require reverification. Based upon USCIS requirements, employees with the following citizenship types must be reverified on or before their document expiration date:
 - A noncitizen national of the United States
 - An alien authorized to work
 - A lawful permanent resident who did NOT present a Permanent Resident Card (Form I-551) for Section 2
- Multiple selections can be made for these notifications to go out: 90, 60, 45, 30, 14, 7, 3, 1
- These can also be setup to notify selected: Employee, Admins, and Location Primary contacts
- Form I-9 and Identification Data Retention
 - EHX provides you with the ability to retain Forms I-9 in compliance with the USCIS guidelines for Form I-9 retention. You must maintain a completed Form I-9 for each person on your payroll, and you must maintain a completed Form I-9 for employees that no longer work for you for 3 years, or one year past their employment end date, whichever is greater.
 - When you enable this feature, EHX will check daily for Forms I-9 that can be purged from the system based upon the USCIS guidelines, then generate a Retention report. From that Retention report, you simply confirm which Forms I-9 you want to purge. The system will delete the I-9 Request and all identification data associated with that I-9 request from the system for all items marked as Purge in the Retention report. (See details of the report below)



Form I-9 Reverification Reminder Emails

EHX allows you to configure I-9 Reverification Reminder E-mail notifications at different intervals for those employees that require reverification. Based upon USCIS requirements, employees with the following citizenship types must be reverified on or before their document expiration date:

- A noncitizen national of the United States
- An alien authorized to work
- A lawful permanent resident who did NOT present a Permanent Resident Card (Form I-551) for Section 2

Notifications will NOT be sent for employees who do not require reverification. Only Type A and C documents need to be reverified.

Select the number of days prior to document expiration you want to send the Reverification Reminder E-mail:

30 45 90 14 7 31

Select the users to which you want to send the Reverification Reminder Email:

Employee Location Administrator

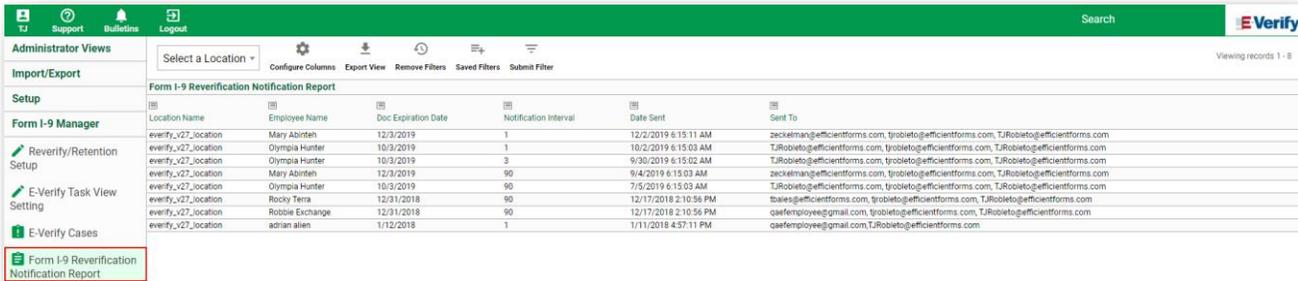
Form I-9 and Identification Data Retention

EHX provides you with the ability to retain Forms I-9 in compliance with the USCIS guidelines for Form I-9 retention. You must maintain a completed Form I-9 for each person on your payroll, and you must maintain a completed Form I-9 for employees that no longer work for you for 3 years, or one year past their employment end date, whichever is greater.

When you enable this feature, EHX will check daily for Forms I-9 that can be purged from the system based upon the USCIS guidelines, then generate a Retention report. From that Retention report, you simply confirm which Forms I-9 you want to purge. The system will delete the I-9 Request and all identification data associated with that I-9 request from the system for all items marked as Purge in the Retention report.

Enable Form I-9 and data retention according to USCIS guidelines

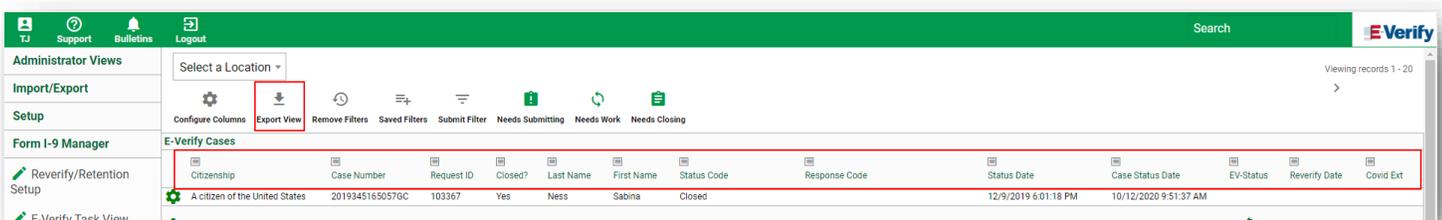
- **Form I-9 Reverification Notification Report** – This report is always available to view the key points of Location, Employee Name, Doc Expiration Date, Interval of notice, and the Sent to emails.
 - Only if you enable the Purge option if you Enable Form I-9 and data retention according to USCIS guidelines.



Location Name	Employee Name	Doc Expiration Date	Notification Interval	Date Sent	Sent To
everfy_v27_location	Mary Abinfeh	12/3/2019	1	12/2/2019 6:15:11 AM	zackelman@efficientforms.com, trobiato@efficientforms.com, T.Robieto@efficientforms.com
everfy_v27_location	Olympia Hunter	10/3/2019	1	10/2/2019 6:15:03 AM	T.Robieto@efficientforms.com, trobiato@efficientforms.com, T.Robieto@efficientforms.com
everfy_v27_location	Olympia Hunter	10/3/2019	3	9/30/2019 6:15:02 AM	T.Robieto@efficientforms.com, trobiato@efficientforms.com, T.Robieto@efficientforms.com
everfy_v27_location	Mary Abinfeh	12/3/2019	90	9/4/2019 6:15:03 AM	zackelman@efficientforms.com, trobiato@efficientforms.com, T.Robieto@efficientforms.com
everfy_v27_location	Olympia Hunter	10/3/2019	90	7/5/2019 6:15:03 AM	T.Robieto@efficientforms.com, trobiato@efficientforms.com, T.Robieto@efficientforms.com
everfy_v27_location	Rocky Terns	12/31/2018	90	12/17/2018 2:10:56 PM	baas@efficientforms.com, trobiato@efficientforms.com, T.Robieto@efficientforms.com
everfy_v27_location	Robbie Exchange	12/31/2018	90	12/17/2018 2:10:56 PM	caefemployee@gmail.com, trobiato@efficientforms.com, T.Robieto@efficientforms.com
everfy_v27_location	adrian alien	1/12/2018	1	1/11/2018 4:57:11 PM	caefemployee@gmail.com, T.Robieto@efficientforms.com

Q&A

- **How do I submit a NEW I9?**
 - All cases for that employee need to be closed
 - Unfortunately, we do not control how and when E-Verify closes the case. We utilize the auto-close function only when the case is *Employment Authorized*. If the case is in any other status you will have to continue to wait until E-Verify completes their side before continuing.
 - Understand that when creating a New Request, the employee will have to log in and eSign the new request to confirm the information for the new I9 document.
 - Once all cases are closed and the remaining I9 requests are inactive then go to the employee Available actions menu and create the New Document.
 - Why is there no option to close the case as E-Verify support told me to?
 - There are two types of processes that can be used with E-Verify. (Only one option is preferred for the visibility in keeping within E-Verify compliance)
- **Why does Efficient Hire support tell me something different than E-Verify support?**
 - There is a process to use the Direct Account/Website to process employees. This is their primary support and gives only guidance to this process strictly.
 - EHX is integrated through the Web Service process. This allows us to send and receive employee data to process your employee through E-Verify without leaving the hiring platform EHX. The functionality is very close to the exact same process with a few exceptions due to small limitations provided by E-Verify's Web Service. These small changes will not affect your company's ability to be compliant.
 - The overall process is the same with no change in status or employee documentation submissions.
 - The key to avoid this scenario is to be sure with in the Summary screen before submitting is to review all employee information before selection "Yes" to submission. Once you submit it will lock the I9 and will require E-Verify to provide an update.
 - If you confirmed all information and still awaiting E-Verify to update than you may continue to employee that person until you receive that result (Refer to I9 Manager).
- **Why am I being asked to submit a Duplicate case?**
 - This only happens if you submit the same SSN/Employee within 30 days of the original. This typically happens due to the requirement of issuing a new I9. Why a new I9? If a previous I9 was submitted with incorrect information and you needed to screen that employee.
 - After confirming that is the case simply choose the option to "Submit Case without Update"
 - If it is not that case, you may need to check for duplicates for that employee as they may have already been processed.
- **How do I export this data?**
 - Only a Super Admin they can export views within the screens of EHX. This will allow them to configure columns and export to a csv file.
 - This function is mostly used for, but not limited to providing report for review about:
 - Open E-Verify cases
 - E-Verify case details such as case numbers and employment statuses
 - Incomplete employees
 - Re-Verification date
 - Outstanding COVID I9 documentation requirement (If used)



Citizenship	Case Number	Request ID	Closed?	Last Name	First Name	Status Code	Response Code	Status Date	Case Status Date	EV-Status	Reverify Date	Covid Ext
A citizen of the United States	20193451650576C	103367	Yes	Ness	Sabina	Closed		12/9/2019 6:01:18 PM	10/12/2020 9:51:37 AM			