

E-Verify Reference Guide

5.27.2016

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Prior to using E-Verify

Federal law states that you must complete Form I-9 for each newly hired employee before creating a case in E-Verify. Whether the I-9 is completed through our software or elsewhere, it is important to personally look through the new hire's Form I-9 and check for any obvious errors or omissions. Failure to catch an error may result in a Tentative Nonconfirmation (TNC) response from E-Verify, even if the employee is eligible to work in the United States.

The two most common areas for errors in the I-9 are:

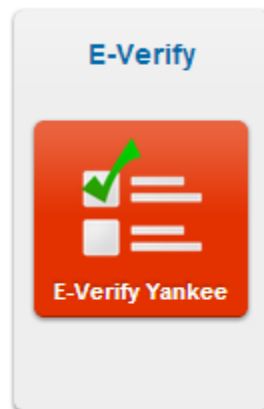
1. incorrectly typed document numbers
2. improper completion of List A-C document information by the employer.

To prevent errors on documents on List A-C, it is recommended that employers stay up-to-date on the types of documents that can be presented and which numbers should be entered on the I-9 based on the document type. A complete list of the documents and how to understand them can be found on the [USCIS Handbook For Employers](#) document.

If an error is found on the document when using our software, it is recommended that the employer **shred** or **reject** the document and have the employee resubmit a new Form I-9 with the correct information

Beginning the E-Verify Process

Once the employee's Form I-9 is **approved** by the employer, a new button will appear in the **employee's folder** area. The button should look like this:



Button To E-Verify Employee Named Yankee Doodle

After clicking on the button, a popup window will appear in your browser. This popup will contain the questions needed to perform the E-Verify process for the employee as well as a copy of the employee's most recently completed Form I-9

[E-Verify Guide](#) [Case Manager](#)


E-Verify an Employee:

Welcome to the E-Verify section. To begin the verification process for Yankee Doodle, click the 'Begin E-Verify Process' button.

Also on this page is Yankee's most recent I-9 Form. You can use this as a guide for entering the verification data.

[Begin E-Verify Process](#)

The Most Recent I-9 For Yankee Doodle: [\[Too Small? \]](#)



Employment Eligibility Verification
Department of Homeland Security
U.S. Citizenship and Immigration Services

USCIS
Form I-9
OMB No. 1615-0047
Expires 03/31/2016

*** START HERE: Read instructions carefully before completing this form. The instructions must be available during completion of this form. ANTI-DISCRIMINATION NOTICE: It is illegal to discriminate against work-authorized individuals. Employees CANNOT specify which document(s) they will accept from an employee. The refusal to hire an individual because the documentation presented has a future expiration date may also constitute illegal discrimination.**

Section 1. Employee Information and Attestation (Employees must complete and sign Section 1 of Form I-9 no later than the first day of employment, but not before accepting a job offer)

Last Name (Family Name)	First Name (Given Name)	Middle Initial	Other Names (used if any)
Doodle	Yankee	N/A	N/A
Address (Street Number and Name)	Appt. Number	City or Town	State
123 Fake St		Oklahoma City	OK
Date of Birth (mm/dd/yyyy)	U.S. Social Security Number	Employer Address	Telephone Number
07/04/1976	777-777-7777		111-222-3333

I am aware that federal law provides for imprisonment and/or fines for false statements or use of false documents in connection with the completion of this form.

I attest, under penalty of perjury, that I am (check one of the following):

A citizen of the United States

Beginning The E-Verify Process For Yankee Doodle

Completing E-Verify Information

Once you begin the E-Verify process, you will go through a series of steps where you verify the information provided on the I-9. It is important to note that a case will not be created for the employee until all information is validated. If you notice invalid information during this process, you should close the window and go through the proper steps to correct the Form I-9 on file

Step 1: Verify Employee's Basic Information

The Employee Information section is the first area where information provided within the employee's Form I-9 is pre-populated in the E-Verify fields. This is done for your convenience, however you should verify the information yourself by scrolling the I-9 panel to the corresponding area. When all required data has been entered, the continue button at the bottom will be enabled.

Employee Information:

First Name:	MI:	Last Name:
<input type="text" value="Yankee"/>	<input type="text"/>	<input type="text" value="Doodle"/>
Other Names Used:	Email Address:	
<input type="text"/>	<input type="text" value="name@email.com"/>	
Social Security #:	Birth Date:	
<input type="text" value="77777777"/>	<input type="text" value="07/04/1976"/>	
Hire Date:		
<input type="text" value="mm/dd/yyyy"/>		

Step 1(b): Reason For Overdue Verification

Hire Date Follow-up:

An employee must be verified through E-Verify within 3 federal business days of the hire date. The given hire date suggests that the verification for this employee may be overdue. Because of this, an overdue reason must be given

Reason for overdue verification:

In cases where you fail to verify the employee within three (3) Federal Working days from the hire date supplied in the *Employee Information* section, you will be directed to complete a follow-up section where you must provide the reason for the delay

Step 2: Selecting Citizenship Status

The Citizenship Status option will be pre-selected to reflect the option chosen by the employee when completing the Form I-9. The questions presented in the following screens will be customized based on this selection.

Back

Citizenship Status:

A citizen of the United States

Continue

Step 2(b): Additional Citizenship Information

In the case where additional documentation is needed based on the citizenship status selected in **Step 2**, you will be prompted to enter/confirm that documentation on the following page. This area may request the employee's Alien Registration Number or Form I-94 Admission Number.

Step 3: Document Type

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Documentation Type:

Employment Authorization Document:

I-9 Response: List B & C Documents

List B and C Documents

Continue

The Document Type selection is based on the citizenship status selected in **Step 2**. From this screen, you will have a choice to either select from the List A documents available for the employee's citizenship status or a combination of List B & List C documents.

Federal rules on completing the Form I-9 do not permit our software to give document options during the electronic approval of the Form I-9 - instead the employer is prompted to type the document titles and issuing authorities for the documents provided by the new hire. Due to this requirement, rather than pre-select the document in this step, the employer's selection is displayed above the selection box. The employer may use this information and match the selection choice to what was written on the Form I-9.

Step 4: Document Information

Based on the selection in **Step 3**, the employer will be prompted to enter the document information provided within Section 2 of the Form I-9.

[Back](#)

List A Documentation Information:

U.S. Passport or Passport Card

Passport #:

Expiration Date:

[Continue](#)

Document Information area for U.S. Citizen with U.S. Passport or Passport Card

List B and C Documentation Information:

List B Document:

Driver's license or ID card issued by a U.S. state or outlying pr ⌵

Issuing Authority:

Alabama ⌵

Document Title:

⌵

Document Number:

870165815

Exp. Date (if any):

12/03/2020

Document Information area for U.S. Citizen with List B (Driver's license) and C documents

The document numbers and expiration dates (where applicable) will pre-populate based on the document numbers and expiration dates provided in Section 2 of the Form I-9.

Step 5: Submit Verification Request

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Submit Verification Information:

The E-Verify case to determine the eligibility of Yankee Doodle to work in the United States is ready for submission. If you need to make any corrections, please hit the back button. Otherwise, hit the 'Continue' button to initiate the verification process.

Continue

Up through this step, no case information has been submitted to E-Verify. If you discover any errors, you should close the E-Verify window without creating a Case Number for the new hire. If all information is believed to be accurate, pressing the Continue button will result in the information provided in **Steps 1-4** being transferred to E-Verify for verification.

Note: The process of sending the information to E-Verify and receiving the verification response may take several seconds to complete. While this is processing, it is important not to close, refresh or redirect your browser. Doing so will result in our software not receiving the employee's case information.

Step 7: Eligibility Results

Based on the document information provided, E-Verify will respond with its initial employment eligibility results. If all information provided is verified as accurate, the employee's case will be complete (as pictured below).

Follow-up Steps To Complete Verification:

Yankee Doodle has been authorized for employment. This case can now be closed.

Close Case

This employee has been authorized for employment

Step 8: Closing A Case

Once employment eligibility has been authorized by E-Verify, you should close the case. **E-Verify does not consider the process completed until the case has been closed.** After answering the basic questions in the Close Case dialog, you may close your E-Verify window.

Close Case:

Case #2016138145111UV

Is Yankee Currently Employed For Your Company?

Yes

No

Closure Status:

The case is invalid because the data entered is incorrect.

Continue

Case Closed:

Case #2016138145111UV has been closed

Additional Steps (Incomplete Cases):

Duplicate Cases

Upon submission of an E-Verify case, the service will now check to see if the Social Security Number matches that of any other employees you have recently entered. If a match is found, you will receive a 'Duplicate Case' warning. We will then display the list of all previous cases with the matched SSN.

Follow-up Steps To Complete Verification:

Duplicate Case Alert

Case #2016138145111UV

A case with the same Social Security Number has been processed for this employer within the last thirty days.

Other Cases:

1. Case 2016124122500DZ created on Tuesday, May 3rd 2016
2. Case 2016124122107DX created on Tuesday, May 3rd 2016

Make Changes

Continue Without Changes

Close Case

If a mistake was not made, choosing 'Continue Without Changes' will prompt you to provide a reason for the duplicate case. As long as a reason is provided, the case will continue as usual from beyond this point

Follow-up Steps To Complete Verification:

Case #2016138145111UV

Reason for continuing with a duplicate case:

The previous case is invalid because of incorrect data.

Continue

Close Case


Photo Matching

Based on the citizenship status and document information provided, the employer may be prompted to verify that a photo on the E-Verify system matches the photo on the documentation provided by the employee. In this case, our software will display the image provided by E-Verify for the employer's confirmation

Follow-up Steps To Complete Verification:

Photo Matching Required

Does the following photo match the photo on Yankee Doodle's documentation?



Yes No

Case Incomplete

If an employee's information is inaccurate or invalid, the employer may be prompted to re-verify the information provided.

When a **Case Incomplete** response is received, it is very important to double-check the document information provided for any potential errors. Correcting any errors for an otherwise eligible employee will most likely result in an **Employment Authorized** response, however if it is still not possible for E-Verify to verify employment eligibility after re-verification, the employee may be referred to a SSA or DHS office to perform additional verification. This process can take several days to resolve.

The following images are examples of additional steps taken after receiving a Case Incomplete response during initial verification:

Follow-up Steps To Complete Verification:

You need to perform an DHS re-verification by re-sending the data (input parameters) required by DHS for its portion of an initial verification. Please take another look at the information you submitted and ensure that there are no errors.

[Begin Re-Verification](#)

[Close Case](#)

Example of Re-Verification Request. This area gives the employer a chance to correct mistakes

Case #2016138144646UQ

SSA Tentative Nonconfirmation (TNC):

The citizenship status selected for this employee did not match SSA records.

The employee's eligibility cannot be verified at this time. Please refer this employee to SSA to resolve this verification issue.

Employees who receive a SSA TNC due to SSA not having up-to-date naturalization information have the option to contact SSA to resolve their issue. Employers must provide these employees with the SSA Referral Letter specific to potentially naturalized citizens.

The employee has eight federal government workdays from the date of the referral to resolve their discrepancy by visiting his or her local SSA office. After the employee visits SSA, an SSA operator processes and resolves the case.

1. Present the following letter(s) to your employee:

SSA_NATZ_FAN:

 **Print English**

 **Print Spanish**

Example of Tentative Nonconfirmation. Re-verification was not conclusive and now the employee must be referred to DHS (pictured) or SSA for additional verification. When referring an employee to one of these offices, you must present the employee with a copy of the appropriate Further Action Notice



Further Action Notice

U.S Department of Homeland Security Tentative Nonconfirmation (DHS TNC)

Doodle, Yankee	6789
Employee's Last Name, First Name	Last Four Digits of Employee's Social Security Number
	Driver's License: 231124241
Employee's A-Number	Employee's Document Number
02/27/2014	2014058084956HB
Date of DHS Tentative Nonconfirmation	Case Verification Number
Reason for this Notice:	DHS TNC. The information entered for this employee did not match DHS records.

EMPLOYER INSTRUCTIONS:

1. Review this Further Action Notice in private with the employee as soon as possible.
IMPORTANT: If the employee does not speak English as his or her primary language or has a limited ability to read or understand the English language, also provide the employee with a translated version of this Further Action Notice. Translated versions are available in the 'View Essential Resources' section of E-Verify. If the employee cannot read this document for some other reason, provide the information in an alternative format.
2. Check that all of the information at the top of this Further Action Notice is correct. If this information is incorrect, close this case in E-Verify and create a new case with the correct information.
3. Ask the employee to indicate whether he or she will contest the DHS Tentative Nonconfirmation (DHS TNC) by signing and dating Page 2 of this Further Action Notice, and then sign and date below as the employer.
4. Give the employee a copy of the signed Further Action Notice in English (and a translated version, if appropriate) and attach the original to the employee's Form I-9.
5. Log in to E-Verify and search for this case using the information above. Follow the instructions in E-Verify to refer the case to DHS if the employee contests the TNC, or close the case if the employee does not contest the DHS TNC. If the employee chooses not to contest the DHS TNC, you may terminate his or her employment and close the case in E-Verify.
IMPORTANT: If the employee contests the DHS TNC, refer the case to DHS, print the Referral Date Confirmation

Example of Further Action Notice (FAN) document. All FAN documents must be provided to the employee after receiving a TNC

1. Present the following letter(s) to your employee:

SSA_NATZ_FAN:

Print English

Print Spanish

The document will be loaded in a new window

2. Please confirm that you have notified your employee of the Tentative Non-Confirmation

I have notified Yankee Doodle of the SSA TNC

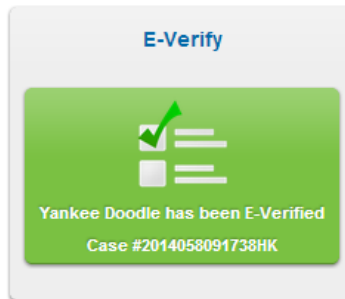
If, after receiving the result of a TNC, the employee elects to contest the results, DHS or SSA will be notified of this decision. The employer must send document information to E-Verify either over the web service interface or via express mail

Retrieving Existing Case Information

Employee Folder

Once a case has been started, the latest information on the case can be found on the new hire's *employee folder*. The container is color-coded based on current eligibility status. When a case is complete, the box will turn green (pictured).

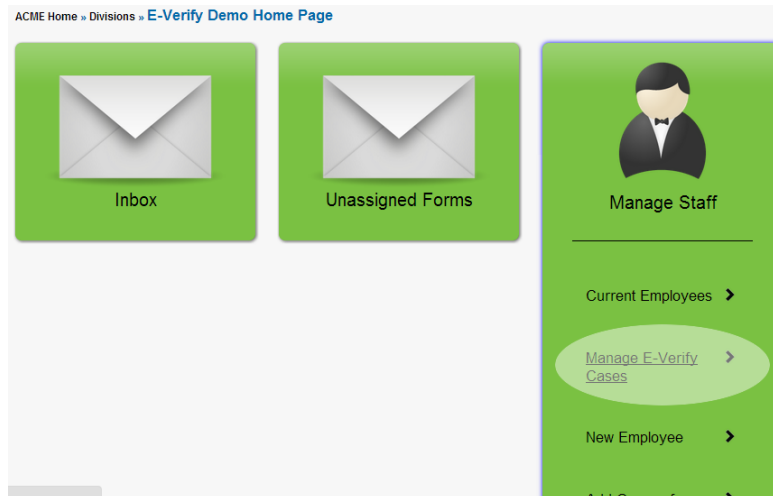
If a case is incomplete, the container will be yellow and you should check back regularly for status updates



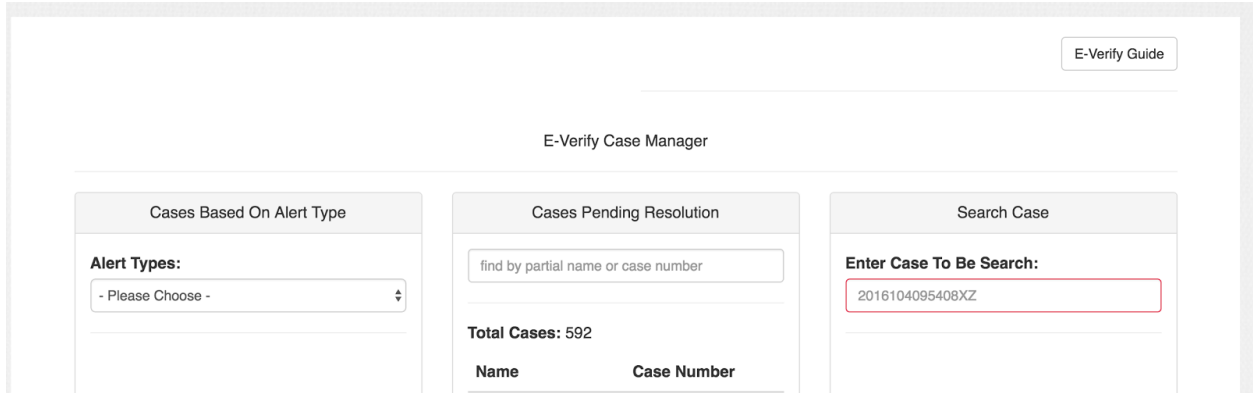
Once a case number has been assigned to the new hire, clicking on the link within the container will send the employer to the *E-Verify Manager Page*.

E-Verify Manager Page

In each division that uses E-Verify, there is a link to the E-Verify manager page from the division's home page. This area will allow you to search all cases completed through our software and attend to cases that were sent back for additional verification



Displaying the location of the Manage E-Verify Cases link



A list of the options available within the E-Verify Manager Page

Case Search

The Case Search area allows an employer to enter the case number of an existing employee and receive the latest information regarding that employee's case

The screenshot shows a "Search Case" form. It has a header "Search Case" and a label "Enter Case To Be Search:". Below the label is a text input field containing the case number "2016138150642VN". At the bottom of the form is a blue button labeled "Find Case".

When clicking on the E-Verify button on a pending or completed case through the *Employee Folder* page, the employer will be directed to the case search results for that case number

Details for Case #2016138150642VN

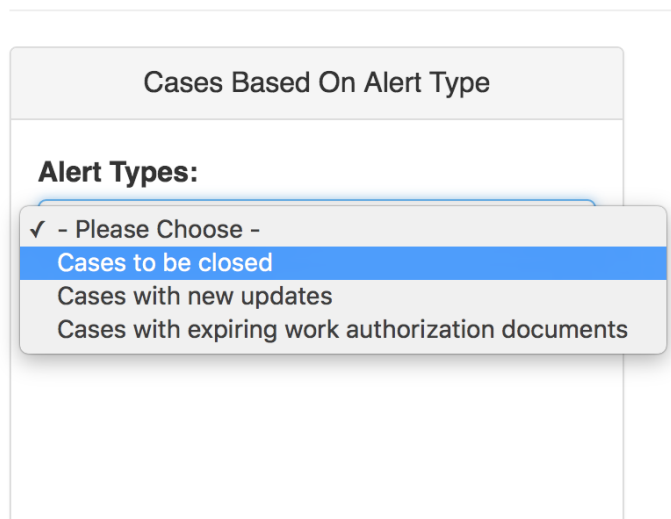
This case has been closed and does not require any more action

Detail	Value
AdditionalComments	
AlienNumber	
BirthDate	1977-06-09
CaseCreatedDate	2016-05-17
CitizenshipStatusCode	4

An example of an employee who has been confirmed as eligible for employment in the U.S.

Based on the current state of the case, the employer may be able to continue the verification of a case through this portal.

Cases Based on Alert Type



A list of options available when selecting lists of cases based on 'Alert Type'

If the manager is interested in resolving existing cases, lists of cases with actionable information can be found in the *Cases Based on Alert Types* section of E-Verify Manager page.

Alert Types:

Cases to be closed



Find Cases

Total Cases: 6

Name	Case Number	Case State
Doodle, Yankee	2016099154021FV	SSA Final Nonconfirm
Goodell, Elaine	2016102144935QU	DHS No S

After selecting 'Cases to be closed' a list of employees is provided

Selecting the employee's **Case Number** will take the employer to the section retrieved when performing a **Case Search**. The **Close Case** option will be available based on the case's current state

Details for Case #2016099154021FV

[Click Here](#) to manage this case

Detail	Value
AdditionalComments	
AlienNumber	
BirthDate	1976-07-04
CaseCreatedDate	2016-04-08
CitizenshipStatusCode	4

An example of case details for a case that is incomplete

Cases Pending Resolution

Cases in need of additional processing by the employer can be found in the *Cases Pending Resolution* area. These cases have been updated by DHS or SSA and are ready for next steps to be completed

Follow-up Steps To Complete Verification:

E-Verify has returned an SSA Final Nonconfirmation for Yankee Doodle. This case can now be closed

Close Case

An example of an employee with an updated response of 'Final Nonconfirmation'

The steps for completion of any of these cases pending resolution are the same as those outlined within the *Additional Steps (Incomplete Cases)* section

Field Format Information

Name Information

Some errors occur when the employee name information provided cannot be recognized by E-Verify's computers. To ensure a smooth process, the employer should follow these guidelines:

First Name/Last Name/Other Names Used:

May contain only alphabetic characters, spaces, and single quotes. If an employee entered a suffix, such as 'Sr.,' it should be omitted during the E-Verify process

Middle Initial:

Should only contain the first letter of the middle name.

Document Format Information

One of the most frequent mistakes made during initial verification is the misinterpretation of documents provided by the new hire. When the wrong number is provided in the information, the chance of an incorrect TNC is very likely. To avoid these common errors, here are the basic guidelines on the format expected for different documents:

Social Security Number

Must contain exactly 9 numbers.

Alien Number

Must be exactly 9 numbers. If an alien number contains only 8 numbers, a '0' should be inserted in the front of the document number.

I-94 number

Must be exactly 11 characters. If the I-94 number contains fewer than 11 characters, a '0' should be placed at the front of the document number until it reaches 11 characters long.

I-551/I-766 Card Number

Must be exactly 3 letters followed by 10 numbers

Foreign Passport

Must be between 6 and 12 letters and/or numbers long

U.S. Passport

Must be between 6 and 9 letters and/or numbers long

Visa Number

Must be 8 letters and/or numbers long

Reference Document Updates

Date	Information
3.3.2014	Initial creation of the Reference Document
12.31.2014	Addition of 'Duplicate Cases' section
5.27.2016	Update for major changes on Version 29