Software Review Protocol

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Washington, DC

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Westat Draft Web Services Software Review Protocol

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Section A.   E-Verify Browser Home Page

NOTE: The home page includes many navigation features and information for users to manage their various E-Verify activities. This also serves as the gateway to E-Verify; those who use the browser always start interfacing with E-Verify from here. This may be the area in which the Web Services software differs from the browser the most.

Overall Focus: Is Web Services software home page/management system as comprehensive and user-friendly as the E-Verify home page below? What's different?
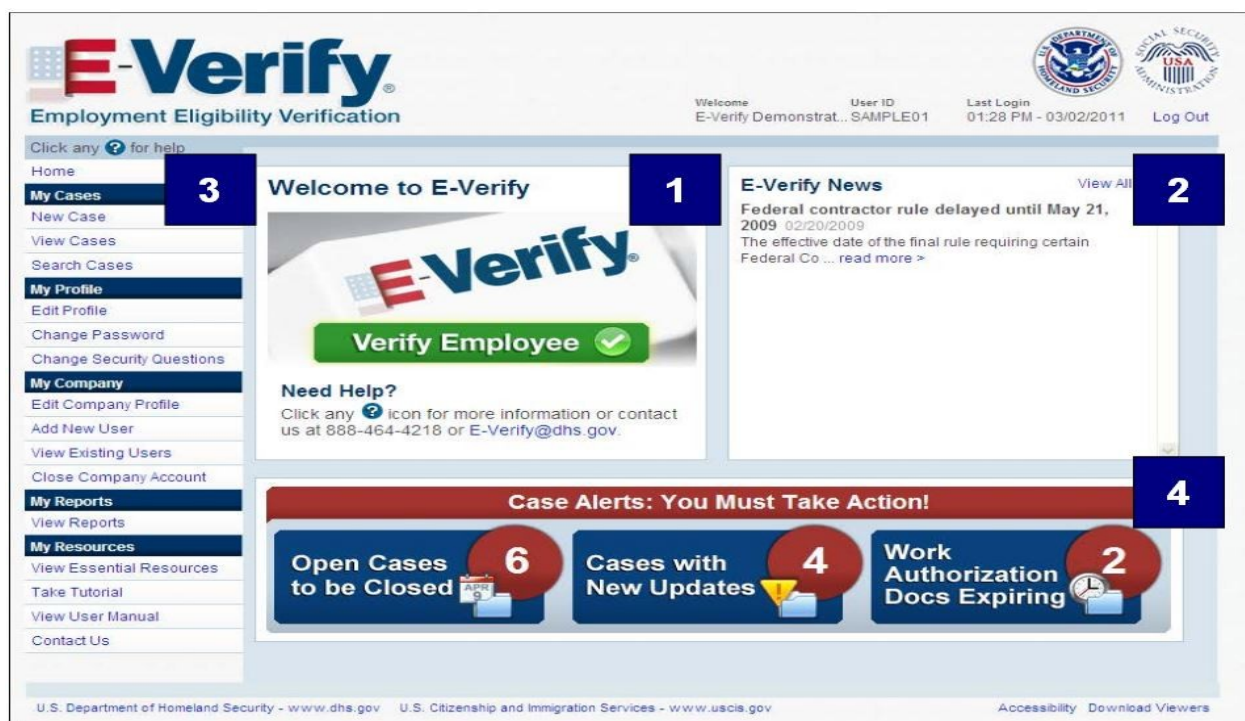
A1.   Using the E-Verify browser home page above as the basis of comparison, please respond to the following questions for the Web Services (WS) software home page.

1a.   (Navigation features)

The Web Services (WS) software home page includes:
(1) Exactly the same navigation features
(2) Additional navigation features (Specify):
(3) Fewer navigation features (Specify features NOT included in WS home page):

1b.   (Navigation features)

Does the WS software provide any of these navigation features outside of the home page?
(1) Yes (Describe features and how they are accessed):
(2) No

1c.   (User-friendliness)

The WS home page appears to be:
(1) Just as user-friendly
(2) More user-friendly (Explain):
(3) Less user-friendly (Explain):

1d.   (E-Verify news)

The WS home page provides:
(1) Major E-Verify news/updates on the same screen
(2) A link to E-Verify news (Explain):
(3) No link to E-Verify news

1e.   (Types of case alerts)

The WS home page provides:
(1) The same types of case alerts (SKIP TO 1g)
(2) Different types (Explain):   (SKIP TO 1g)
(3) No case alerts (GO TO 1f)

[ANSWER 1f ONLY IF RESPONSE TO 1e IS "NO CASE ALERTS"]

1f. (Types of case alerts)

If there are no case alerts on the WS home page, the WS software:
(1) Provides the same case alerts elsewhere (Specify how each screen is accessed):
(2) Provides different case alerts elsewhere (Specify how they are different and how each screen is accessed):
(3) Does not provide any case alerts

1g.   (Types of resources)

The WS home page provides:
(1) The same types of resources   (SKIP TO A2)
(2) Different types (Explain):   (SKIP TO A2)
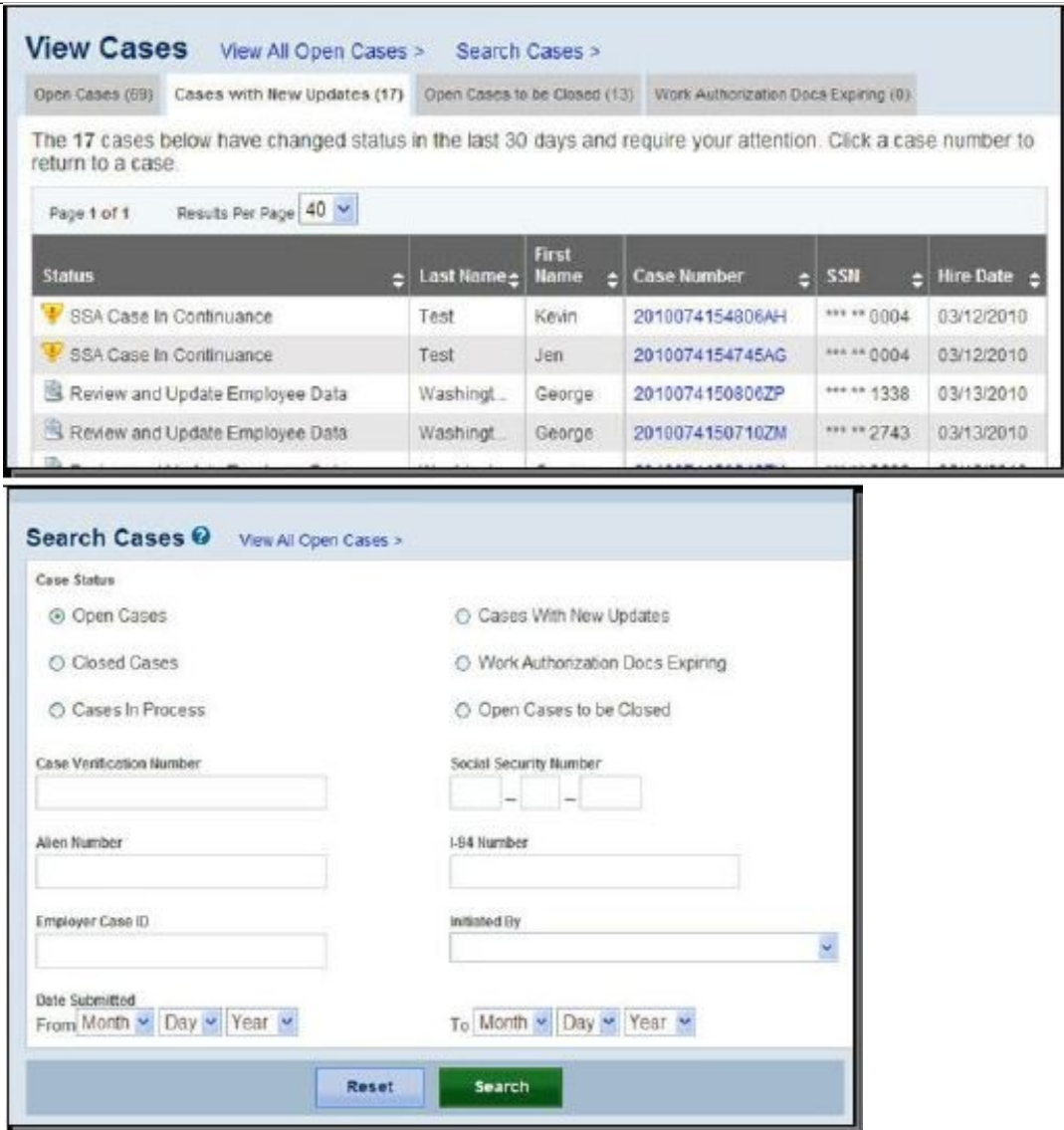(3) No resources (GO TO 1h)

[ANSWER 1h ONLY IF RESPONSE TO 1g IS "NO RESOURCES"]

1h.   (Types of resources)

If there are no resources on the WS home page, the WS software:
(1) Provides the same resources elsewhere (Specify how each screen is accessed):
(2) Provides different resources elsewhere (Specify how they are different and how each screen is accessed):
(3) Does not provide any resources

A2. **Using the E-Verify browser's View Cases and Search Cases screenshots below as the basis of comparison, please respond to the following questions about viewing and searching cases in the WS software.**

View Cases	
Search Cases	

2a. **(Case management- view cases)**

The WS features for viewing cases are:
(1) Located on the WS home page
(2) Located elsewhere (Specify location and how it is accessed):

2b. **Case management- view cases)**

The WS features for viewing cases are:
(1) The same as the E-Verify browser
(2) Not the same (Explain what is different):

2c. **(Functionality of view cases)**

Viewing existing cases in WS software appears to:
(1) Function in the same manner as the E-Verify browser
(2) Function differently (Explain):

2d. **(Case management- search cases)**

The WS features for searching cases are:
(1) Located on the WS home page
(2) Located elsewhere (Specify location and how it is accessed):

2e. **(Case management- search cases)**

The WS features for searching cases are:
(1) The same as the E-Verify browser
(2) Not the same (Explain what is different):

2f. **(Functionality of search cases)**

Searching cases in WS software appears to:
(1) Function in the same manner as the E-Verify browser
(2) Function differently (Explain):

Section B.   Data Input Section

NOTE: E-Verify browser requires users to enter Form I-9 information into the system.

Overall Focus: Is the data input section of the Web Services (WS) software as comprehensive as the E-Verify data input section below? What's different?

Citizenship Status

Form I-9

Type of Document

B1. **Using the E-Verify browser's Data Input screenshots above as the basis of comparison, please respond to the following questions in the WS software.**

1a. **(Data input approach)**

For data input, the Web Services (WS) software uses:
(1) Exactly the same approach (SKIP TO 1c)
(2) Electronic Form I-9
(3) Other approach (Specify):

1b. **(Data input approach)**

For data input, the WS software seems to:
(1) Link to other database outside of the software to extract/obtain the Form I-9 information
(2) Cannot determine

1c. **(Help/instruction for entering the information)**

The WS software includes help/instruction on the following:
(Detailed comparison of each help/instruction screen is included in section E.)
(1) Exactly the same fields
(2) Additional fields (Specify fields NOT included in the browser):
(3) Fewer fields (Specify fields NOT included in WS):
(4) No help/instruction fields are provided

Section C.   Initial Verification Process

NOTE: The E-Verify browser requires users to submit one case at a time.

Overall Focus: Is the initial verification process of the Web Services (WS) software as comprehensive as the E-Verify browser sections below? In E-Verify, the initial verification process refers to these three procedures: Pre-TNC check, Expired documentation, Photo matching process. What's different?

C1.   Using the E-Verify browser's Initial Verification Process screenshots below as the basis of comparison, please respond to the following questions in the WS software.

1a.   (Case submission)

For submitting cases, the Web Services (WS) software:
(1) Has to submit one case at a time (CONTINUE TO 1b)
(2) Has the capability to submit multiple cases at a time (SKIP TO 1c)
(3) Cannot be determined (CONTINUE TO 1b)

Pre-TNC screen	Expired document screen	Photo matching screen

1b.   (Prompts)

The screenshots above are from the E-Verify browser for Pre-TNC, Expired Document, and Photo matching. How does the software generate the above prompts:
(1) Generates screens that contain exactly the same info
(2) Generates screens that contain different info.
      (Specify :)
(3) Generates a different screen
      (Specify :)

1c.   (Prompts)

The screenshots above are from the E-Verify browser for Pre-TNC, Expired Document, and Photo matching. For the Web Services (WS) software that has the capability to submit multiple cases at a time, how does the software generate the above prompts:
(1) Generates screens that contain exactly the same info for one case at a time
(2) Generates screens that contain exactly the same info for multiple cases at a time
      (Specify :)
(3) Generates different screens
      (Specify :)

Section D.   Case Results

NOTE: The E-Verify browser provides the case results in three stages. Depending on the case, the initial finding is also the final (e.g., immediately work authorized cases), while others would have results in all three stages (e.g., contested TNC resulted in authorized or FNC). Regardless, they require the users/workers to take action.

Overall Focus: **Is the case results portion of Web Services (WS) software as comprehensive as in the E-Verify browser shown below? In E-Verify, the browser provides the case results in three stages – Initial, Interim, and Final. What's different? It is interesting to see how these results are generated by the software that has capability to submit multiple cases.**

D1. **Using the E-Verify browser's Case Results screenshots above as the basis of comparison, please respond to the following questions in the WS software.**

Single cases only:
> **1a.** **(Case results)**
>
> **The screen generated by the Web Services (WS) software to request a name review contains:**
> (1) Exactly the same information
> (2) Additional information (Specify):
> (3) Less information (Specify information NOT included in WS):

Multiple cases only:
> **1b.** **(Case results)**
>
> **The screen(s) generated by the Web Services (WS) software to request a name review contain(s):**
> (1) Exactly the same information on one screen
> (2) Exactly the same information on multiple screens
> (3) Additional information (Specify):
> (4) Less information (Specify information NOT included in WS):

Single cases only:
    1c.   **(Case results)**

        The screen generated by the Web Services (WS) software for a DHS verification in process contains:
        (1) Exactly the same information
        (2) Additional information (Specify):
        (3) Less information (Specify information NOT included in WS):

Multiple cases only:
    1d.   **(Case results)**

        The screen(s) generated by the Web Services (WS) software for a DHS verification in process contain(s):
        (1) Exactly the same information on one screen
        (2) Exactly the same information on multiple screens
        (3) Additional information (Specify):
        (4) Less information (Specify information NOT included in WS):

Single cases only:
    1e.   **(Case results)**

        The screen generated by the Web Services (WS) software for an SSA case in continuance contains:
        (1) Exactly the same information
        (2) Additional information (Specify):
        (3) Less information (Specify information NOT included in WS):

Multiple cases only:
    1f.   **(Case results)**

        The screen(s) generated by the Web Services (WS) software for an SSA case in continuance contain(s):
        (1) Exactly the same information on one screen
        (2) Exactly the same information on multiple screens
        (3) Additional information (Specify):
        (4) Less information (Specify information NOT included in WS):

All Cases:

1g.   **(Case results)**

The TNC process through the Web Services (WS) software has the user:
(1) Transferred over to the E-Verify browser (SKIP TO SECTION E)
(2) Continue through the WS software (CONTINUE TO 1h)
(3) Other (Specify): (SKIP TO SECTION E)

Single cases only:

    1h.   **(Case results)**

        The screens generated by the Web Services (WS) software for a DHS TNC contain:
        (1) Exactly the same information
        (2) Additional information (Specify):
        (3) Less information (Specify information NOT included in WS):

Multiple cases only:

    1i.   **(Case results)**

        The screens generated by the Web Services (WS) software for a DHS TNC contain:
        (1) Exactly the same information for all cases on each screen
        (2) Exactly the same information for all cases on multiple screens
        (3) Additional information (Specify):
        (4) Less information (Specify information NOT included in WS):

Enter Form I-9 Information ✓ | **Verification Results** | Close Case

Employment Eligibility:
⚠ SSA Tentative Nonconfirmation (TNC) ❓

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

This does NOT necessarily mean that the employee is not authorized to work in the United States; however, additional action is required.

Employers must allow the employee to contest a TNC and may not take adverse action against the employee because of the TNC while the employee is contesting the TNC and the E-Verify case is pending.

  ▸ To begin the TNC process click, **Continue**.

If you created this case in error or no longer need to continue this verification, click **Close Case**. ❓

To return to this case at a later time, click **Save Case and Exit**. ❓

[Close Case] [Save Case and Exit] [Continue]

Employment Eligibility:
⚠ SSA Tentative Nonconfirmation (TNC) ❓

TNC Process

Review the SSA TNC Further Action Notice with the employee. Follow the steps listed below.

1 Print the SSA TNC Further Action Notice.

  SSA TNC Further Action Notice ❓   Choose which language to print
  [English ▼] 🖨 **Print Notice**

2 Review the SSA TNC Further Action Notice privately with the employee. Ensure that you and the employee sign and date the SSA TNC Further Action Notice.

3 Indicate that the employee has been notified by selecting the check box below.

  Confirm Employee Notification
  ☐ I have notified this employee of the TNC.

4 If the employee:
  ▸ Chose to CONTEST the SSA TNC, click **Refer Case**.
  ▸ Chose to NOT CONTEST the SSA TNC, click **Close Case**. ❓

If you created this case in error or no longer need to continue this verification, click **Close Case**. ❓

To return to this case at a later time, click **Save Case and Exit**. ❓

[Close Case] [Save Case and Exit] [Refer Case]

Enter Form I-9 Information ✓ | **Verification Results** | Close Case

Referral Date Confirmation   Choose which language to print
⚠ Employee Referred to SSA   [English ▼] 🖨 **Print Confirmation**

This employee has been referred to SSA on **July 31, 2013**. Select a language and print the Referral Date Confirmation. Provide this to the employee who has contested this SSA TNC. Inform the employee that he/she has until **August 12, 2013** to contact SSA.

Check for Case Status Updates

E-Verify will update the employee's case status by **August 15, 2013**. E-Verify will alert you of an update through the case status alert feature on the E-Verify home page. Be sure to log in to E-Verify periodically — you'll need to close the case once it is updated with a final status.

To reprint the SSA TNC Further Action Notice, click **Reprint Notice**.

  SSA TNC Further Action Notice   Choose which language to print
  [English ▼] 🖨 **Reprint Notice**

To return to the E-Verify home page, click **E-Verify Home**.

If you created this case in error or no longer need to continue this verification, click **Close Case**. ❓

To begin a new case, click **New Case**.

[E-Verify Home] [Close Case] [New Case]

Single cases only:

1j.   **(Case results)**

The screens generated by the Web Services (WS) software for an SSA TNC contain:
(1) Exactly the same information
(2) Additional information (Specify):
(3) Less information (Specify information NOT included in WS):

Multiple cases only:

1k.   **(Case results)**

The screens generated by the Web Services (WS) software for an SSA TNC contain:
(1) Exactly the same information for all cases on each screen
(2) Exactly the same information for all cases on multiple screens
(3) Additional information (Specify):
(4) Less information (Specify information NOT included in WS):

All Cases:

1l.   **(Case results)**

The TNC letters/notices through the Web Services (WS) software are:
(1) The same as in the E-Verify browser
(2) Different from those in the E-Verify browser (Explain):

Single cases only:

1m.   **(Case results)**

The screen generated by the Web Services (WS) software for a DHS FNC contains:
(1) Exactly the same information
(2) Additional information (Specify):
(3) Less information (Specify information NOT included in WS):

Multiple cases only:

1n.   **(Case results)**

The screen(s) generated by the Web Services (WS) software for a DHS FNC contain(s):
(1) Exactly the same information for all cases on one screen
(2) Exactly the same information for all cases on multiple screens
(3) Additional information (Specify):
(4) Less information (Specify information NOT included in WS):

Single cases only:

1o. **(Case results)**

The screen generated by the Web Services (WS) software for an SSA FNC contains:

(1) Exactly the same information

(2) Additional information (Specify):

(3) Less information (Specify information NOT included in WS):

Multiple cases only:

1p. **(Case results)**

The screen(s) generated by the Web Services (WS) software for an SSA FNC contain(s):

(1) Exactly the same information for all cases on one screen

(2) Exactly the same information for all cases on multiple screens

(3) Additional information (Specify):

(4) Less information (Specify information NOT included in WS):

Single cases only:

1q. **(Case results)**

The screen generated by the Web Services (WS) software for a DHS No Show contains:

(1) Exactly the same information

(2) Additional information (Specify):

(3) Less information (Specify information NOT included in WS):

Multiple cases only:

1r. **(Case results)**

The screen(s) generated by the Web Services (WS) software for a DHS No Show contain(s):

(1) Exactly the same information for all cases on one screen

(2) Exactly the same information for all cases on multiple screens

(3) Additional information (Specify):

(4) Less information (Specify information NOT included in WS):

Verify Employee

Employee Name   Case Verification Number

🖨 View/Print Case Details

Enter Form I-9 Information ✔   Verification Results ✔   Close Case

Is   currently employed with this company?
Select yes or no and click **Continue.**

○ Yes
○ No

Back   **Continue**

Enter Form I-9 Information ✔   Verification Results ✔   Close Case

Select the appropriate statement and click **Continue.** ❓

○ The employee continues to work for the employer after receiving an Employment Authorized result.
○ The case is invalid because another case with the same data already exists.
○ The case is invalid because the data entered is incorrect.

Back   **Continue**

Enter Form I-9 Information ✔   Verification Results ✔   Close Case ✔

Case Closed

🖨 View/Print Case Details

✔ Employment Authorized

You have closed case   Record this case verification number on the employee's
Form I-9 or print the case details and keep on file.

Last Name	First Name	Middle Initial	Other Names Used
		--	--

Date of Birth	Social Security Number	Email Address
	*** ** 0007	--

Citizenship Status
A citizen of the United States

Document Type	Document Name	Document State
Driver's license or ID card issued by a U.S. state or outlying possession	Driver's license	Minnesota

Document Expiration Date
December 04, 2016

Hire Date	Employer Case ID
August 14, 2013	--

Submitted By	Submitted On
	August 14, 2013

E-Verify Home   New Case

Single cases only:

1s.   (Case results)

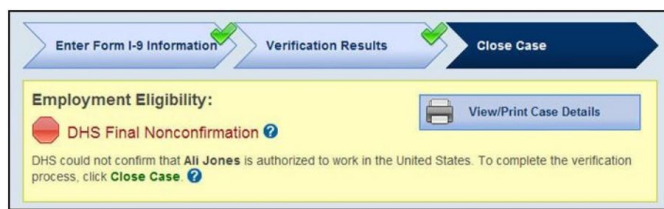**The screen generated by the Web Services (WS) software for closing a case contain:**
(1) Exactly the same information
(2) Additional information (Specify):
(3) Less information (Specify information NOT included in WS):

Multiple cases only:

1t.   (Case results)

The screen(s) generated by the Web Services (WS) software for closing a case contain(s):
(1) Exactly the same information for all cases on one screen
(2) Exactly the same information for all cases on multiple screens
(3) Additional information (Specify):
(4) Less information (Specify information NOT included in WS):

Section E.   Help Screen

Overall Focus: Are the help screens of the Web Services (WS) software as comprehensive as in the E-Verify browser shown below?

E1.   Citizenship Status

1a.   (Citizenship status)

Does the WS software have instruction/help for citizenship status?
(1) Yes (GO TO 1b)
(2) No (SKIP TO E2)

1b.   (Citizenship status)

Does the help/instruction appear:
(1) Through the current software
(2) Through a link to a different site/location (Explain):

1c.   (Citizenship status)

Does the WS software provide the same instruction/help as the E-Verify browser?
(1) Yes
(2) No (Specify):

Citizenship Status

U.S. Citizen

A citizen of the United States according to the Constitution and laws of the United States, either by birth or naturalization.

Noncitizen Nationals of the United States

Persons born in American Samoa; certain former citizens of the former Trust Territory of the Pacific Islands who relinquished their U.S. citizenship acquired under section 301 of Public Law 94-241 (establishing the Commonwealth of the Northern Mariana Islands) by executing a declaration before an appropriate court that they intended to be noncitizen nationals rather than U.S. citizens; and certain children of noncitizen nationals born abroad. Generally, noncitizen nationals are American Samoans.

Lawful Permanent Resident

A noncitizen who has been lawfully granted the privilege of residing and working permanently in the United States.

Alien Authorized to Work

A noncitizen who is allowed to work because of his or her immigration status or a noncitizen who is granted work authorization by USCIS upon request. This option should not be selected for a Lawful Permanent Resident.

E2.   Various documents used for verification

2a.   (Various documents used for verification)

Does the WS software have instruction/help for these documents?
(1) Yes, for all of them (CONTINUE TO 2b)
(2) Yes, for some of them (Specify): (CONTINUE TO 2b)
(3) No (SKIP TO E3)

2b.   (Various documents used for verification)

Does the help/instruction appear:
(1) Through the current software
(2) Through a link to a different site/location (Explain):

2c.   (Various documents used for verification)

Does the WS software provide the same instruction/help as the E-Verify browser?
(1) Yes
(2) No (Specify):

Help for List B and List C Documents

When List B and C documents are used, Form I-9 rules require one document from List B and one document from List C. Use the employee's Form I-9 to select one document from each column and click 'Continue'. The documents displayed vary depending on the employee's attested citizenship status.

Note: As an E-Verify participant, you may only accept List B documents that contain a photo. Consult the E-Verify User Manual for more information.

Help for Driver's license or ID card issued by a U.S. state or outlying possession

Driver's licenses and ID cards are documents usually issued by a state department of motor vehicles or similar agency. Driver's licenses include driving permits, commercial driver's licenses or similar documents that include driving privileges. ID cards are usually issued similar to driver's licenses, but do not include driving privileges.

A driver's license or ID card may be issued by a U.S. state or outlying possession (including the District of Columbia, Puerto Rico, U.S. Virgin Islands, Guam, American Samoa and the Commonwealth of the Northern Mariana Islands).

Note: As an E-Verify participant, you may only accept a driver's license or ID card that contains a photo. Consult the E-Verify User Manual for more information.

Help for ID card issued by a U.S. federal, state or local government agency

ID cards may be issued by U.S. federal, state or local government agencies. Examples include government employee IDs, Transportation Worker Identification Credentials (TWIC), hunting and fishing licenses and firearms permits. While many documents may be acceptable, they must contain a photo.

Do not select this document type for driver's licenses or ID cards issued by a state department of motor vehicles or similar agency. For these documents, select 'Driver's license or ID card Issued by a U.S. state or outlying possession'.

Note: As an E-Verify participant, you may only accept an ID card issued by a U.S. federal, state or local government agency that contains a photo. Consult the E-Verify User Manual for more information.

Help for Native American tribal document

The Native American tribal document is the only Form I-9 document that appears on both List B and List C and establishes both identity and employment authorization. If an employee presents a Native American tribal document, you must select it from both the List B and List C columns in E-Verify.

Note: As an E-Verify participant, you may only accept a Native American tribal document that contains a photo. Consult the E-Verify User Manual for more information.

Help for Social Security Card

The U.S. Social Security account number card is issued by the Social Security Administration (older versions were issued by the U.S. Department of Health and Human Services). Social Security Cards that contain special notations, such as 'Valid for Work Only with DHS Authorization' or 'Not Valid for Employment,' are **NOT** acceptable List C documents. Metal or plastic reproductions of Social Security Cards are not acceptable.

Help for Employment authorization document issues by the U.S. Department of Homeland Security

There are documents in addition to those specified on List C that may establish employment authorization. The documents and the circumstances under which they may be acceptable depend on several factors. If you're unsure whether a document is acceptable for List C, contact E-Verify Customer Support for assistance.

Note: This document type is different from the Employment Authorization Document (Form I-766), which is a List A document that establishes both identity and employment authorization.

Consult the Handbook for Employers, Instructions for Completing Form I-9 (M-274) for more information.

Help for Arrival/Departure Record (Form I-94) with temporary I-551 Stamps or Refugee Admission Stamp (reciept)

Important: To ensure that you are using E-Verify correctly, only make this selection if the employee presented one of the following acceptable receipts for Form I-9. For more information on acceptable receipts refer to I-9 Central.

Arrival/Departure Record (Form I-94) with Temporary I-551 Stamp

A lawful permanent resident may present the arrival portion of an Arrival/Departure Record (Form I-94 or I-94A) that contains an unexpired temporary I-551 stamp and a photo as proof of employment authorization and identity. The unexpired temporary I-551 stamp may contain the following language: 'Upon endorsement, serves as temporary I-551 evidencing permanent residency.'

The receipt is valid until:

- The expiration date of the temporary I-551 stamp, or
- If there is no expiration date, one year from date of issue

At the end of the receipt validity period, the employee must present the actual Permanent Resident Card (Form I-551).

Arrival/Departure Record (Form I-94) with Refugee Admission Stamp

A refugee may present the departure portion of an Arrival/Departure Record (Form I-94 or I-94A) with an unexpired refugee admission stamp as proof of employment authorization and identity. The unexpired refugee admission stamp may contain the following language: 'Admitted as a refugee/dependent of a refugee for an indefinite period pursuant to Section 207(c)(2) of the Immigration and Nationality Act.'

The receipt is valid:

- For 90 days from the date of hire, or
- If used for reverification (Section 3 of Form I-9), 90 days from the date employment authorization expires.

At the end of the receipt validity period, the employee must present either:

- An unexpired Employment Authorization Document (Form I-766), or
- A combination of a valid List B document and an unrestricted Social Security Card.

Note: The Arrival/Departure Record (Form I-94 or I-94A) is not listed on Form I-9, but is an acceptable List A document receipt in the situations described above. Consult the Handbook for Employers, Instructions for Completing Form I-9 (M-274) for more information.

E3.   Data entry fields

3a.   (Data entry fields)

Does the WS software have instruction/help for the data entry fields?
(1) Yes, for all of them (CONTINUE TO 3b)
(2) Yes, for some of them (Specify): (CONTINUE TO 3b)
(3) No (SKIP TO E4)

3b.   (Data entry fields)

Does the help/instruction appear:
(1) Through the current software
(2) Through a link to a different site/location (Explain):

3c.   (Data entry fields)

Does the WS software provide the same instruction/help as the E-Verify browser?
(1) Yes
(2) No (Specify):

Help for entering Last Name (Complex Surnames)

1. Hyphenated names and names with apostrophes are permitted. Enter the entire surname, including prefixes or name stems (excluding periods).

   Example:

Correct
De La Cruz
O'Donoghue
Lopez-Garcia

2. Do not include suffixes. This includes Jr., Sr., III, etc.

   Example:

Correct	Not Correct
Garcia	Garcia, Sr.

3. Do not use periods for abbreviations.

   Example:

Correct	Not Correct
St John	St. John

4. Individuals from some cultures may write their surnames first and their given names last. Always enter the surname in the "Last Name" field.

   Example:

Employee's Name	Correct	Not Correct
Nguyen Mai	Nguyen	Mai

If you encounter a name that you think may fall into this category, ask the employee for clarification or check the original document (if available). If you make a mistake, you may begin another case with the correct name. Close the original case as a **The case is invalid because the data entered is incorrect** and keep the case details page or case verification number with the employee's Form I-9.

Help for entering Driver's License or ID Card Expiration Date

The expiration date is required of any driver's license or ID card that contains one. The location of the expiration date may vary depending on the issuing authority.

While most licenses and IDs contain an expiration date, some do not. If (and only if) the document does not have an expiration date, you must check the box 'This document has no expiration date'. You may NOT check this box if the document contains an expiration date. E-Verify will enforce this rule and compliance action may be taken against users who submit false expiration date information.

There are commercially available guides to driver's licenses and state IDs that may help you identify documents from various states and other issuing authorities.

Note: As of April 3, 2009, all documents presented by an employee for Form I-9, which include driver's licenses and ID cards, must be unexpired.

Help for entering Hire Date

Hire Date

The hire date is the date the employee began (or will begin) work for pay. Enter the Section 2 'Certification' date from the employee's Form I-9, circled below, as the hire date in E-Verify.

Click to Enlarge

If you rehired an employee and completed Section 3 of Form I-9, enter the 'Date of Rehire' from Section 3 of the employee's Form I-9 as the hire date in E-Verify.

If the employee's hire date changes after you have created the case in E-Verify, no additional action is required in E-Verify as you cannot change the hire date once you've created the case. You must, however, make a correction to the Section 2 'Certification' date on the employee's Form I-9 if the employee's hire date changes.

Consult the Handbook for Employers: Instructions for Completing Form I-9 (M-274) or I-9 Central for more information.

Help for entering Employer Case ID

Employer Case ID

The "Employer Case ID" is an optional, 40-character field that employers may use to easily identify and locate cases for their internal tracking purposes. For example, you may want to populate this field with an internal human resources number or employee number. Please do not use this field for the Employer Identification Number (EIN).

Help for U.S. Passport and Passport Card Number

The U.S. Department of State issues U.S. Passports and Passport Cards to U.S. citizens and nationals. The U.S. Passport Card is a wallet-size card that can be used only for land and sea travel between the United States and Canada, Mexico, the Caribbean and Bermuda.

Enter the U.S. Passport or Passport Card number exactly as it appears on the document. The number must be between six and nine alphanumeric characters (letters and numbers). You may not enter any special characters.

U.S. Passport Number

A U.S. Passport number, circled below, usually contains nine numeric characters. There are a few versions of the U.S. Passport still in circulation that vary from the version shown. In some cases, a U.S. Passport number contains eight characters—one letter followed by seven numeric characters.

Click to Enlarge

U.S. Passport Card Number

The U.S. Passport Card number, circled below, begins with the letter 'C', followed by eight numeric characters.

Click to Enlarge

Help for U.S. Passport and Passport Card Expiration Date

The U.S. Department of State issues U.S. Passports and Passport Cards to U.S. citizens and nationals. The U.S. Passport Card is a wallet-size card that can be used only for land and sea travel between the United States and Canada, Mexico, the Caribbean and Bermuda.

Select the U.S. Passport or Passport Card expiration date exactly as it appears on the document.

Note: As of April 3, 2009, all documents presented by an employee for Form I-9, which include U.S. Passports and Passport Cards, must be unexpired.

U.S. Passport Expiration Date

The U.S. Passport expiration date is circled below. There are a few versions of the U.S. Passport still in circulation that vary from the version shown.

Click to Enlarge

U.S. Passport Card Expiration Date

The U.S. Passport Card expiration date is circled below.

Click to Enlarge

Help for Permanent Resident Card (Form I-551)

U.S. Citizenship and Immigration Services (USCIS) issues Permanent Resident Cards (Form I-551), commonly called green cards, to individuals granted authorization to live and work in the United States on a permanent basis.

The card is green in color and contains the bearer's name, photo, fingerprint, card number, alien/USCIS number, birth date and card expiration date, along with several security features.

The document number, also called a card number, is printed on the back of the current version of the card. The expiration date, circled below in blue, is located at the bottom on the front of the card. Previous versions of the card featured the document number and expiration date on the front of the card.

Enter the document number exactly as it appears on the document. The document number, circled below in red, is exactly 13 alphanumeric characters (letters and numbers). You must enter three letters followed by 10 numeric characters. You may not enter any special characters. See below for instructions for older Resident Alien Cards that do not contain document numbers.

The current version of the card was introduced in May 2010 and features security technologies such as holographic images, laser engraved fingerprints and high resolution micro-images.

Click to Enlarge

Click to Enlarge

The Permanent Resident Card (Form I-551) was first issued in December 1997 and was revised in May 2004 when the U.S. Department of Homeland Security (DHS) seal and a detailed hologram were added to the front of the card. These earlier versions may still be valid and are shown below.

Click to Enlarge

Click to Enlarge

Also in circulation are older Resident Alien Cards, issued by the U.S. Department of Justice, Immigration and Naturalization Service prior to December 1997. These cards are peach in color and contain the bearer's fingerprint and photo. Resident Alien Cards do NOT have document numbers.

Since a Resident Alien Card does not contain a document number, enter three 'A's followed by 10 zeroes (i.e., 'AAA0000000000') so that you enter exactly 13 characters in E-Verify.

Cards issued between August 1989 and December 1997 contain expiration dates, but do not have document numbers and have since expired.

Click to Enlarge

Cards issued between January 1977 and August 1989 do not have document numbers or expiration dates and are valid indefinitely.

Click to Enlarge

Help for Alien and I-94 Numbers

You can find either the alien number or I-94 number in Section 1 of the employee's Form I-9. An alien number (referred to on Form I-9 as alien registration number/USCIS number) may contain between seven and nine digits while an I-94 number (referred to on Form I-9 as an admission number) is an 11-digit number.

Alien Number

Alien numbers, also called alien registration numbers, USCIS numbers, or A-numbers are identification numbers issued to noncitizens by U.S. Citizenship and Immigration Services (USCIS).

Enter the alien number as indicated on the employee's Form I-9. Do not enter the alien number with a preceding 'A.' While alien numbers may consist of between seven and nine digits, you must enter exactly nine numeric characters in E-Verify. For alien numbers with fewer than nine digits, add one zero (0) to the beginning of an eight-digit alien number and two zeroes (00) to the beginning of a seven-digit alien number. For example, if the employee's alien number is 'A1234567,' enter '001234567' in E-Verify. You may not enter any letters or special characters.

You may use the following examples to assist the employee in locating his or her alien number.

Permanent Resident Card (Form I-551)

The USCIS number listed on the front of Permanent Resident Cards (Form I-551) issued after May 10, 2010, and circled below, is the same as the alien number except it does not contain the 'A' prefix before the number. The alien number can also be found on the back of these Permanent Resident Cards and is also circled below.

Click to Enlarge

Click to Enlarge

Employment Authorization Document (Form I-766)

The USCIS number listed on the front of Employment Authorization Documents (Form I-766) issued after October 24, 2011, and circled below, is the same as the alien number.

Click to Enlarge

U.S. Visa

The alien number is listed as the 'Registration Number' on the front of U.S. visas.

Click to Enlarge

I-94 Number

I-94 numbers, also called admission numbers, are printed on Arrival/Departure Records (Form I-94 or Form I-94A) issued to nonimmigrants by U.S. Customs and Border Protection (CBP) and U.S. Citizenship and Immigration Services.

Enter the I-94 number as indicated on the employee's Form I-9. You must enter exactly 11 numeric characters. You may not enter any letters or special characters.

Important: If Section 1 of the employee's Form I-9 contains both an I-94 number and a foreign passport number, you must enter the foreign passport number in the field "Foreign Passport Number from Section 1 of Form I-9."

You may use the following examples to assist the employee in locating his or her I-94 number.

Click to Enlarge

Click to Enlarge

Help for Foreign Passport Number

The foreign passport document number is required for a foreign passport. Enter the document number exactly as it appears on the foreign passport. The location of the document number may vary depending on the country that issued the passport.

The document number must be between six and 12 characters. Some document numbers contain only numbers while others contain a combination of letters and numbers. You may not enter any special characters.

The foreign passport document number is also included on a machine-readable immigrant visa (MRIV). An example of an MRIV with the foreign passport number circled is shown below.

Click to Enlarge

Some aliens authorized to work may provide both an I-94 number and a foreign passport number in Section 1 of Form I-9. If your employee provided a foreign passport number in Section 1 of Form I-9, enter the document number exactly as it appears. If no Foreign Passport Number exists, you must check the box 'Section 1 of Form I-9 does not contain Foreign Passport Number.'

The document number must be between six and 12 characters. Some document numbers contain only numbers while others contain a combination of letters and numbers. You may not enter any special characters.

Use the following example of Section 1 of Form I-9 to assist you in determining if an alien authorized to work presented both an I-94 number and a foreign passport number.

Click to Enlarge

A foreign passport is an official document issued by the government of a foreign country. If you enter a foreign passport number in E-Verify, you must also select the country that issued the passport from the country of issuance list.

The country of issuance list in E-Verify displays the names of countries and the codes that represent the countries based on a standard developed by the International Organization for Standardization (ISO). For a complete list of country names and codes refer to I-9 Central.

Help for Visa Number

The U.S. Department of State issues U.S. visas to citizens of foreign countries who seek to enter the United States. The visa number, also called a visa foil number, is a red number printed on the bottom right side of the document.

Enter the visa number exactly as it appears on the document. You must enter exactly eight alphanumeric characters (letters and numbers). You may not enter any special characters.

An employee may have several U.S. visas in his or her passport. Review the issue date printed in the center of each visa and enter the visa number of the most recently issued visa.

Entering the visa number is optional. If the employee provides a visa number, you are encouraged to enter it as doing so may prevent a tentative nonconfirmation (TNC).

A U.S. visa number, circled below, usually contains eight numeric characters. In some cases, a U.S. visa number contains one letter followed by seven numeric characters.

Earlier versions of U.S. visas may still be valid and are shown below.

Click to Enlarge

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Help for Machine-Readable Immigrant Visa (MRIV)

A foreign passport presented with a machine-readable immigrant visa (MRIV) must contain a temporary I-551 printed notation. An example of an MRIV with the temporary I-551 printed notation circled is shown below.

Click to Enlarge

Close Window

Help for Employment Authorization Document (Form I-766)

U.S. Citizenship and Immigration Services (USCIS) issues Employment Authorization Documents (Form I-766) to individuals granted temporary employment authorization in the United States.

The card contains the bearer's name, photo, fingerprint, card number, Alien number, birth date, card expiration date and signature, along with a holographic film and the U.S. Department of Homeland Security (DHS) seal. The document number, also called a card number, is printed on the front of the card. The expiration date, circled below in blue, is located at the bottom of the card.

Enter the document number exactly as it appears on the document. The document number, circled below in red, is exactly 13 alphanumeric characters (letters and numbers). You must enter three letters followed by 10 numeric characters. You may not enter any special characters.

The current version of the card was introduced in May 2010 and features a machine-readable strip on the back of the card. The front of the card is the same as the previous version. The card number is located on both the front and the back of the card in this version.

Click to Enlarge   Click to Enlarge

An earlier version of the Employment Authorization Document (Form I-766) introduced in May 2004 may still be valid and is shown below.

Click to Enlarge   Click to Enlarge

E4. **Three-day rule**

4a.   (Three-day rule)

Does the WS software have instruction/help for the three-day rule?
(1) Yes (CONTINUE TO 4b)
(2) No (SKIP TO E 5)

4b.   (Three-day rule)

Does the help/instruction appear:
(1) Through the current software
(2) Through a link to a different site/location (Explain):

4c.   (Three-day rule)

Does the WS software provide the same instruction/help as the E-Verify browser?
(1) Yes
(2) No (Specify):

Case has not been submitted within three (3) business days of hire

You must submit a case no later than the end of three (3) business days after a new hire has begun work for pay. You may still submit the case beyond the three-day deadline, but you must state a reason why you submitted the case late or choose one of the following options:

Awaiting Social Security Number

Technical Problems

Audit Revealed that Employee was not verified

Federal Contractor with FAR E-Verify Clause verifying an existing employee

Other

For reasons other than those listed above, please provide a general explanation for the delay in submitting the case. Please note that for privacy and security reasons, you should not enter any personally identifying or sensitive information. You may enter up to 200 characters including spaces. You may not enter any apostrophes (').

E5. Closing a case

5a. (Closing a case)

Does the WS software have instruction/help for closing a case?
(1) Yes (CONTINUE to 5b)
(2) No (END)

5b. (Closing a case)

Does the help/instruction appear:
(1) Through the current software
(2) Through a link to a different site/location (Explain):

5c. (Closing a case)

Does the WS software provide the same instruction/help as the E-Verify browser?
(1) Yes
(2) No (Specify):

The employee continues to work for the employer after receiving an Employment Authorized result.

E-Verify has verified that the employee is eligible to work in the United States and the employee continues to work for the employer.

The employee continues to work for the employer after receiving a Final Nonconfirmation result.

E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the tentative nonconfirmation (TNC), but was unable to resolve it. The employer chooses to exercise its legal right to allow the employee to continue to work.

The employee continues to work for the employer after receiving a No Show result.

E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the tentative nonconfirmation (TNC), but did not take action to resolve it. The employer chooses to exercise its legal right to allow the employee to continue to work.

The employee continues to work for the employer after choosing not to contest a Tentative Nonconfirmation.

E-Verify cannot verify that this employee is authorized to work in the United States. The employee chose not to contest the tentative nonconfirmation (TNC). The employer chooses to exercise its legal right to allow the employee to continue to work.

The employee was terminated by the employer for receiving a Final Nonconfirmation result.

E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the tentative nonconfirmation (TNC), but was unable to resolve it. The employer terminated the employee because of the final nonconfirmation result.

The employee was terminated by the employer for receiving a No Show result.

E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the tentative nonconfirmation (TNC), but did not take action to resolve it. The employer terminated the employee because of the 'no show' result.

The employee was terminated by the employer for choosing not to contest a Tentative Nonconfirmation.

E-Verify cannot verify that this employee is authorized to work in the United States. The employee chose not to contest the tentative nonconfirmation (TNC). The employer terminated the employee because the employee chose not to contest the TNC.

The employee voluntarily quit working for the employer.

The employee chose to stop working for the employer.

The employee was terminated by the employer for reasons other than E-Verify.

The employer terminated the employee for reasons unrelated to E-Verify.

The case is invalid because another case with the same data already exists.

An E-Verify case with the same data was already created for this employee. This is a duplicate case.

NOTE: If a case is closed as invalid, it does not void the case or change the case result. A case closed as invalid will still display the last case result even though it has been closed.

The case is invalid because the data entered is incorrect.

The data entered for this employee was not correct.

NOTE: If a case is closed as invalid, it does not void the case or change the case result. A case closed as invalid will still display the last case result even though it has been closed.