



E-Verify Version 30 Preview Guide

Tracker E-Verify V30 Preview

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Introduction

USCIS supports an application called E-Verify that lets employers verify the employment eligibility of their new hires. The Tracker I-9 solution integrates with the E-Verify application via an E-Verify supported integration service known as E-Verify Web Services. Earlier this year, USCIS released the latest version 30 of E-Verify Web Services (EVWS v30) that includes many notable improvements. These changes impact the Tracker I-9 solution, and a summary of these changes are described below.

In early December 2019, Tracker will begin submitting cases to E-Verify Web Services v30. All the E-Verify rules, guidelines, and best practices are unchanged in v30. For example, with few exceptions, Employers who participate in E-Verify must E-Verify all new hires who are hired at a worksite that participates in E-Verify. All E-Verify cases must be submitted no later than the third Federal business day after the new hire's first day of work for pay. The list of rules, guidelines and best practices are covered in the E-Verify training and user manual.

Summary of Changes

The E-Verify workflow and key concepts in v29 are carried over and in affect in v30. For example, E-Verify cases can require a Photo Match step or enter a Tentative Non-confirmation (TNC) state. However, in our opinion, overall the E-Verify process in v30 has been simplified, and with a few exceptions, most of the changes in v30 are improvements.

Here's a breakdown of the improvements and downsides of the major changes in v30 as compared to its predecessor v29:

Improvements

- Enhanced E-Verify Preview Page.
- Automated case closure for ALL Employment Authorized cases.
- Streamlined Tentative Non-confirmation workflows.
- Enhanced duplicate check workflow.
- New Auto-synchronization feature that self-corrects E-Verify cases that are out-of-sync.
- Streamlined TNC workflow: now an E-Verify cases can only have one TNC.
- Update to TNC deadline for Employee Resolution now starts when the case enters the TNC state, instead of starting after an Employee's decision to contest a TNC is recorded in the system.

Drawbacks

- Required submission of E-Verify Case Creator information.
- Discontinued support for FAN electronic signatures.

A general overview of the E-Verify Workflow is described below, as well as a more detailed summary of these key changes.

Improvements

E-Verify Preview

Once the new employee has filled out and signed Section 1, and the employer representative has filled out and signed Section 2, the Form I-9 is considered complete. If the Auto-submit to E-Verify setting is disabled, unless the employee has presented a receipt in lieu of an original document in Section 2, the application will navigate the User to the E-Verify Preview Page. Here you can preview the Form I-9 information, make changes, and/or send immediately to E-Verify by clicking the continue button.

The enhanced E-Verify Preview page dynamically displays only the required E-Verify fields based upon the new hire's citizenship status and Section 2 documents.

E-Verify: James Jones

Case ID: Not Submitted

1 Submit Case 2 Review Case 3 Case Result

E-Verify Preview

Employee Information and Attestation

Last Name ¹ First Name

Middle Initial Other Last Names Used
If multiple last names, enter each one and hit 'Enter' to submit

Date of Birth U.S. Social Security Number

Employee's Email Address N/A Employee's Phone Number N/A

Citizenship Status

Section 2 Document and Employment Information

Employee's First Day of Employment

Document Types

List B Document

State

Driver's License / ID Expiration Date No Expiration Date
If the document has an expiration date, you MUST provide that expiration date here.

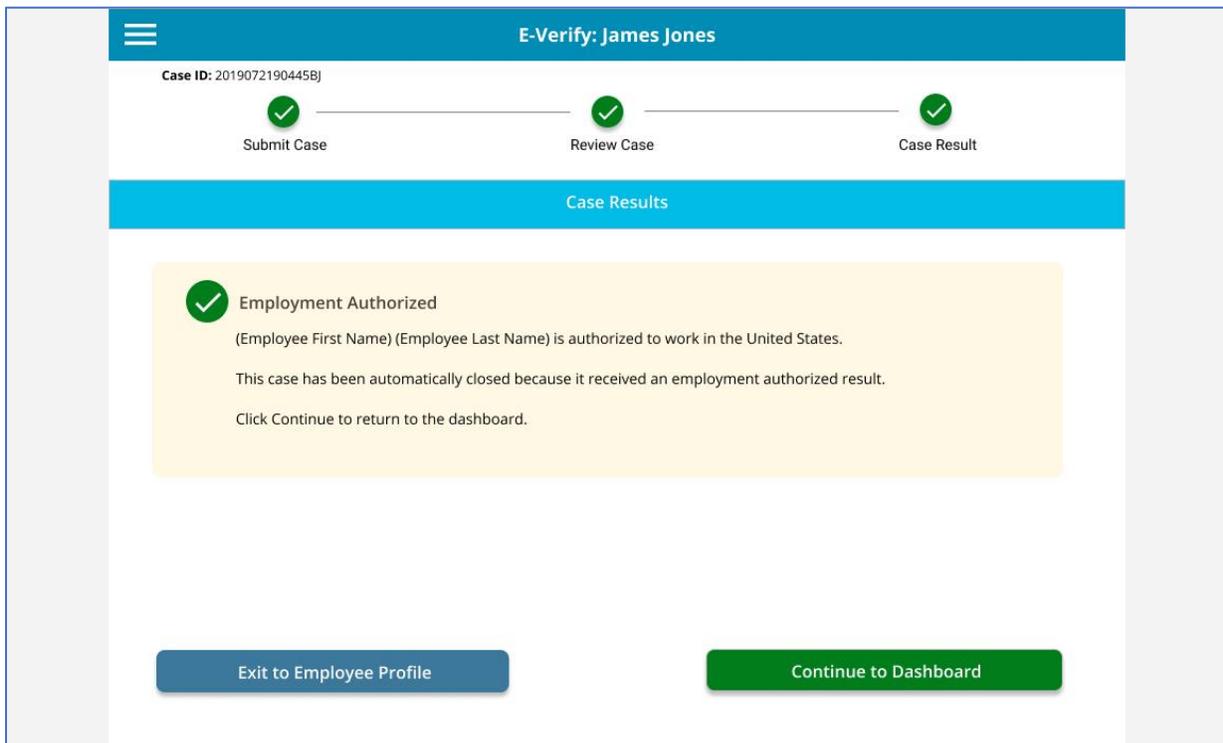
List C Document

If the Auto-submit to E-Verify setting is enabled, the Tracker system will automatically attempt to submit the Form I-9 information to E-Verify. The User will then be presented with the E-Verify screen based upon the E-Verify system's response to the submission.

Employment Authorized

ALL Employment Authorized cases are now automatically closed by the E-Verify system. This improvement will significantly reduce the time to complete the E-Verify process. I-9 Managers will no longer be prompted to close an Employment Authorized case. In addition, the Batch Close Authorized Case feature will no longer be needed to support E-Verify v30 cases.

After clicking the continue button, or if auto-submit is enabled, Tracker will submit the data entered to E-Verify. If no issues are encountered, E-Verify will return a response indicating the employee is authorized and will automatically close the case. The application will display the page below when employment has been authorized.



NOTE: Some E-Verify cases will need to be closed manually, including cases that are closed prior to receiving a final result, or cases that receive a final result other than Employment Authorized (e.g. Final Non-confirmation).

Reason for Delay

If an E-Verify case is not created within 3 federal workdays of the employee's start date, the I-9 Manager must indicate the reason for the delay. Tracker will display the following page in this case and the User will need to indicate the reason for the delay.

Duplicate Case

After submitting a new case to E-Verify, Tracker I-9 Complete will display a Duplicate Case Alert page if a duplicate is detected. The list of potential duplicates will include important details about those cases, including the name of the employee, hire date, worksite and other information. The screenshot below shows an example of what to expect when E-Verify detects a duplicate case.

The screenshot shows the E-Verify interface for James Jones. At the top, the case ID is 2019072190445B. A progress bar indicates three steps: 1. Submit Case, 2. Review Case, and 3. Case Result. Below this, a blue header reads "Duplicate Cases". A yellow warning box with a triangle icon states "Duplicate Case Detected". The text inside the box explains that there are currently (#) existing cases created within the last 30 days that contain some of the same information as (Employee First Name) + space + (Employee Last Name). It asks the user to review the list below and make sure they need to create a new case before proceeding. A link "When should I proceed with a duplicate case?" is provided. Below the text is a table of duplicate cases.

Name	Case Creator	Case ID	Status	Last 4 SSN	Start Date	Created On
James Jones	I-9 Manager A	2019072198876KI	Closed	9876	01/01/1800	01/01/1800
James Jones	I-9 Manager A	2019072198876KI	Closed	9876	01/01/1800	01/01/1800
James Jones	I-9 Manager B	2019072198803MP	Photo Match	9876	01/01/1800	01/01/1800
RESTRICTED ⓘ	I-9 Manager C	2019072196510KP	Closed	1111	01/01/1800	01/01/1800
UNKNOWN ⓘ	I-9 Manager D	2019072154009PR	Case Referred	6422	01/01/1800	01/01/1800

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Buttons at the bottom: Back, Exit to Employee Profile, Continue with New Case

The duplicate check process uses Social Security Number and the employer ID for the employer creating the case to determine if a case has already been created within the past 30 days. In which case, it will trigger a duplicate notification, and this is now done before a case is created.

Tentative Non-Confirmation (TNC)

When a case results in a TNC, the page displayed below will be presented to the User with instructions on how to proceed. In EVv30, both the SSA and DHS TNC's have been combined into a single workflow, streamlining the process for both cases. Previously, there could be multiple TNCs for a single case.

To proceed with the TNC review process, Users will download the Further Action Notice (FAN), review it with the employee (in private) as soon as possible, then indicate if the employee will, or will not, take action to resolve the case. If the employee was not willing or able to review the notice with you, you may choose, "Neither of the above", and close the case. As in v29, in v30 employees will have a combined total of eight federal business days to contact the appropriate government agency to resolve the case. This deadline is defined and described in the FAN.

E-Verify: James Jones

Case ID: Not Submitted

1 Submit Case 2 Review Case 3 Case Result

Review Case

⚠ Tentative Nonconfirmation

E-Verify needs some more information from you and (Employee First Name) (Employee Last Name) before providing a final case result. Here are the next steps you both will need to take.

IMPORTANT: (Employee First Name) (Employee Last Name) must take action to resolve this Tentative Nonconfirmation no later than (Action Deadline).

Step 1

Review the Further Action Notice with (Employee First Name). Provide them with a copy of the Further Action Notice.

Download and review the Further Action Notice with (Employee First Name) privately. Make sure that (Employee First Name) fully understands the Further Action Notice. This document explains why (Employee First Name) received this result and what to do next. (Employee First Name) will need to print and sign the Further Action Notice to indicate how they will proceed.

[Download Further Action Notice](#)

[Download Further Action Notice \(Spanish\)](#)

[Having trouble downloading?](#)

Step 2

Review the Further Action Notice completed by the Employee. Confirm below if (Employee First Name) will choose to take action to resolve this error and correct the data mismatch that lead to this result.

- **If (Employee First Name) chooses to take action** to resolve this case, indicate that in the option below. Make sure (Employee First Name) understands that after you select this option, **there will be a deadline of 8 federal work days starting today** to take action.
- **If (Employee First Name) chooses not to take action** to resolve this case, indicate that in the option below. You will receive a final result that indicates that E-Verify was unable to confirm employment eligibility. **(Employee First Name) needs to understand that refusing to take action could result in losing this job.**

After (Employee First Name) has indicated their decision and signed the printed Further Action Notice, review the document and select the decision below.

(Employee First Name) will take action to resolve this E-Verify case.
(Employee First Name) understands that action must be taken by (Action Deadline).

(Employee First Name) will not take action to resolve this case.
(Employee First Name) understands that this cannot be undone and choosing not to take action could result in termination of employment.

Neither of the above.
I am choosing to close this case for other reasons.

[Exit to Profile](#) [Continue](#)

Photo Match

The photo matching step occurs automatically in Tracker I-9 Complete when you create a case for an employee who has presented a US Passport or Passport Card, Permanent Resident Card (Form I-551), or an Employment Authorization Document (Form I-766) for his or her Form I-9 documentation.

When photo matching is required, you must 1) acquire and retain a copy of the employee's document, and 2) fulfill the E-Verify photo matching requirement. Tracker I-9 Complete displays an alert message reminding the User of this requirement in Section 2 when the employee will be subject to E-Verify.

The following screen will appear when a case that has been submitted to E-Verify requires photo matching.

The screenshot shows the 'E-Verify: James Jones' interface. At the top, a blue header contains a menu icon and the title. Below the header, a progress bar shows three steps: '1 Submit Case' (completed with a green checkmark), '2 Review Case' (current step, highlighted with a blue circle), and '3 Case Result'. A large blue button labeled 'Review Case' is centered below the progress bar. Underneath, a 'Photo Match' section features a person icon and a large image placeholder containing a mountain range icon. Below the image is the text 'List A Document Image: imagefilename.jpg'. To the right of the image is a yellow box with the question: 'Does the photo displayed match the photo that appears on (Employee First Name) (Employee Last Name)'s (DocumentTypeName)?'. Below this question is a blue link: 'When should I retain copies of documents to comply with E-Verify Photomatch requirements?'. Below the link is a white box containing three radio button options: 'Yes, this photo matches' (with a green checkmark icon), 'No, this photo does not match' (with a yellow warning triangle icon), and 'No, photo displayed' (with a red 'X' icon). At the bottom of the interface are three buttons: 'Exit to Profile' (blue), 'Close Case' (blue link), and 'Continue to Case Results' (green).

In the event the user indicates the E-Verify photo does not match, or if E-Verify did not have an image on file, Users must upload images of the front and back of the document, as shown in the image below.

A third option has also been added allowing User's to indicate 'No, Photo Displayed', to indicate if a photo is not shown at all or is not a photograph of a person.

☰
E-Verify: James Jones

Case ID: Not Submitted

✓
 Submit Case

2
 Review Case

3
 Case Result

Review Case

Upload (Employee First Name)'s U.S. Passport or Passport Card

Because there was no photo found for (Employee First Name) (Employee Last Name)'s document, a photo will need to be uploaded from your device. Acceptable file formats include .jpg, .pdf, or .png and no greater than 5MB.

1. Please upload the (Document TypeName) ID page.

📷
2. Please upload the (Document TypeName) Barcode page.

📷

Exit to Profile

[Close Case](#)

Continue

Auto-Synchronization

Previously, the case status between the Tracker I-9 application and E-Verify web services could in some instances be out of sync due to EVv29's design. In EVv30, the out of sync case has been accounted for in the design, and the Tracker application can now automatically synchronize the case status with E-Verify web services. In these instances, User's will see the following pop up displayed:

✓

E-Verify Case Out-of-Sync Resolved

Oops! This case was out of sync with the E-Verify system. We took care of the issue and synchronized the case status. The case now has a status of (new case status). Click Okay to proceed with the next step in the E-Verify process.

Okay

Close Case

All E-Verify cases must be resolved properly in order to officially close each case. Every case is different, and at various stages of an E-Verify case you may be offered the option to close the case. The available options to close a pending case are based the case status and results. Typically, once an employee has been authorized either immediately or after a referral to the SSA or DHS, or has received a final non-confirmation, you must close the case.

The image below will display when User's attempt to close a case.

The screenshot shows the E-Verify interface for a case titled "E-Verify: James Jones". At the top, there is a blue header with a menu icon and the case title. Below the header, the "Case ID: 20190721904458J" is displayed. A progress bar shows three steps: "Submit Case" (completed with a green checkmark), "Review Case" (completed with a green checkmark), and "Case Result" (active, indicated by a blue circle with the number 3). Below the progress bar is a blue bar labeled "Case Results". The main content area is titled "Case Status: [status value]" and contains the text: "Some of the employee's information submitted to E-Verify did not match the information in the E-Verify system. Select a Case Closure Code to continue." Below this text is a yellow box containing two radio button options:
1. (Employee Profile Employer Name) will no longer employ (Employee First Name) (Employee Last Name).
2. (Employee Profile Employer Name) will continue to employ (Employee First Name) (Employee Last Name).
Below the radio buttons is a text input field with the label "Please indicate why you are closing this case:". At the bottom of the form, there are two buttons: "Exit to Profile" (blue) and "Close Case" (grey). A small number "256" is visible at the bottom right of the form area.

Drawbacks

Case Creator Configuration

The upcoming release of E-Verify v30 will require name, email address, and phone information for the organization's point of contact for each new E-Verify case. Phone information requires a 10-digit phone number and an optional extension. In anticipation of these new E-Verify requirements, Tracker will offer clients the following options:

1. The name, email address, and phone information will be populated by default settings that are configured for each Employer in the Tracker system. With this option, these default name, email, and phone information will always be sent for every new E-Verify case for the Employer.
2. The name, email address, and phone information will be populated with the information on the I-9 Manager's user account page. If the I-9 Manager phone number is not present, the phone information will be populated with the Employer default phone information.

To support clients who want to populate the point of contact phone information with the I-9 Manager phone information, Tracker has upgraded its API and SSO. Updated API and SSO guides are available for clients who maintain their own API or SSO. If a client relies on the API or SSO provided by a Tracker partner, the partner has already received the updated API and/or SSO guide.

E-Verify has not indicated how often they will call about cases, but we think it will be infrequent. If E-Verify calls about a case, Tracker suggests clients direct the call to an E-Verify expert who has access to the E-Verify case in the Tracker system. If the I-9 Manager is not considered an E-Verify expert, Tracker suggests designating an organizational E-Verify expert as the point of contact in the Employer default settings to ensure E-Verify contacts a knowledgeable individual.

Tracker will populate the default E-Verify Case Creator information for each client with contact information for each client's primary support contact and set the default option to Always Send Default Case Creator Details. These settings are only available for Tracker Employer records with E-Verify enabled. Clients can view and modify these default settings using their Client Admin log in credentials.

Employer E-Verify Settings

These settings determine the E-Verify configuration for the Employer

The screenshot shows the 'Employer E-Verify Settings' interface. It includes a section for 'Default E-Verify Case Creator Information' which is highlighted with a red box. This section contains two radio button options: 'Always Send Default Case Creator Details' (selected) and 'Always Send I-9 Manager Details, unless unavailable'. Below these are input fields for 'Case Creator First and Last Name', 'Case Creator Phone Number' (with an 'Extension' field), and 'Case Creator Email'. Other settings visible include 'Turn on E-Verify for this Employer' (checked), 'E-Verify Employer Agent ID' (17682), 'Employer E-Verify Effective MOU Date', and several unchecked checkboxes for 'This Employer is a Federal Contractor', 'Auto submit Form I-9 to E-Verify upon completion', 'Display E-Verify Options on Summary Tab', and 'E-Verify all I-9s'.

Support Removed for FAN Electronic Signatures

When an E-Verify case enters a Tentative Non-confirmation status (TNC), the employer must review the Further Action Notice (FAN) with the employee in private as soon as possible. The employee's decision to take action, or not take action, to resolve the TNC must be recorded and then the FAN must be signed.

Today, in v29, both the employee and employer must sign the FAN, and the Tracker v29 user interface supports the ability to capture a paper *or* electronic signature for both signatories.

In v30, only the employee must sign the FAN; an employer signature is no longer necessary, which is a welcomed improvement. However, in v30, E-Verify does not provide Tracker I-9 Complete with access to the information that is required to support an electronic signature feature. This means that all FAN letters must be printed and signed with a wet signature by the employee. Unfortunately, until E-Verify closes this gap or Tracker finds an alternative solution, Tracker will not be able to support an electronic signature feature for the FAN letter.