

Electronic I-9 and E-Verify Processor Compliance Training



Welcome to Electronic I-9 and E-Verify Processor compliance training.

Course Objectives

You Will Learn To:

- Understand Electronic I-9 compliance requirements
- Identify steps to complete the Electronic I-9
- Use E-Verify and resolve cases
- Access and utilize the Manager Workbench dashboard
- Identify steps to compliance monitoring

This training will focus on steps that you, as a Sodexo Processor, must take in order to ensure compliance with the federally mandated program of Electronic I-9 and E-Verify. We will also review your role and responsibilities as a Processor.

Chapter 1



LEGAL REQUIREMENTS

3 – Electronic I-9 and E-Verify Processor Compliance Training – 2015



Chapter 1 – Legal Requirements

Legal Requirements

Compliance

- **Federal law requirement**
- Confirm a new hire's/rehire's identity and employment eligibility



4 – Electronic I-9 and E-Verify Processor Compliance Training – 2015

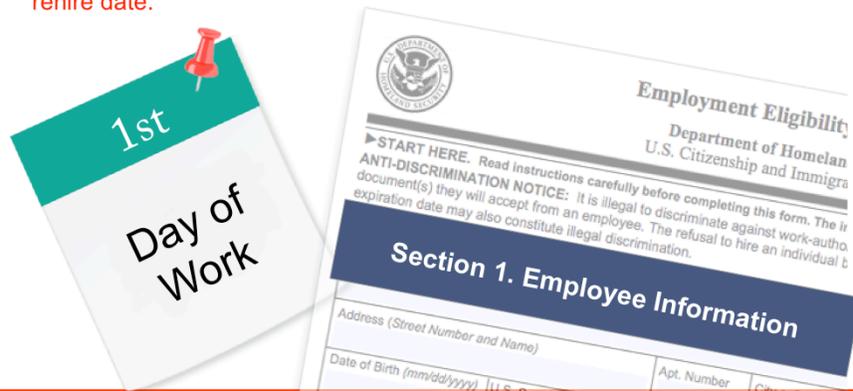


Sodexo, as a Federal Contractor, is **required by law** to use Electronic I-9 and E-Verify, an internet-based system that compares information from a new hire's/rehire's I-9 to data from the U.S. Department of Homeland Security and Social Security Administration in order to confirm their identity and employment eligibility. **Use of this electronic system is not optional** except in Puerto Rico and specific units in the Government Services Division with no internet access.

Legal Requirements

Section 1

- Employee must complete Section 1 of the Electronic I-9 on or before their hire/rehire date.



5 - Electronic I-9 and E-Verify Processor Compliance Training - 2015

sodexo
QUALITY OF LIFE SERVICES

The employee is required to complete Section 1 of the Electronic I-9 once an offer of employment has been accepted or no later than the hire/rehire date.

Legal Requirements

- Examine and make a copy of original unexpired document(s) used to establish identity and eligibility to work in the U.S.
- Paper Form I-9 no longer allowed except:
 - › In Puerto Rico
 - › In specific units in the Government division which have no internet access
 - › An international hire who has not yet received an SSN. Once the SSN is provided, Electronic I-9/E-Verify must be completed
- Complete Section 2 **within 3 business days of employee hire/rehire date.**



You are required to view the original unexpired document(s) the employee presents to establish their identity and eligibility to work in the U.S. You are also required to retain a copy of the document(s) for the confidential personnel file or I-9 binder.

Please note: You may use paper I-9 forms only in Puerto Rico and in specific units in the Government Services division, which have no Internet access. In these two instances mail the paper Form I-9 to ADP. Paper I-9 forms are also allowed when hiring an International hire who has not yet obtained a Social Security Number. However, in this situation **DO NOT MAIL THE PAPER FORM I-9 to ADP**. Once the International hire obtains and provides their Social Security card to you, have the employee complete the Electronic I-9 Section 1 to initiate the Electronic I-9 and E-Verify process. Instructions on how to process an international hire are under **Additional Resources** on the **SodexoNet Electronic I-9 and E-Verify** webpage.

Legal Requirements

Section 2

- Complete Section 2 of Electronic I-9 and E-Verify within **3 business days** of the employee hire/rehire date.

Section 2. Review of Acceptable Documentation

Employee Last Name, First Name and Middle Initial from Section 1:

List A Identity and Employment Authorization		OR	List B Identity	AND	Employment
Document Title:			Document Title:		Document Title:
Issuing Authority:			Issuing Authority:		Issuing Authority:
Document Number:			Document Number:		Document Number:
Expiration Date (if any)(mm/dd/yyyy):			Expiration Date (if any)(mm/dd/yyyy):		Expiration Date (if any)(mm/dd/yyyy):
Document Title:			Document Number:		Document Number:

7 - Electronic I-9 and E-Verify Processor Compliance Training - 2015

sodexo
QUALITY OF LIFE SERVICES

As a Processor, you are required to complete Section 2 of the Electronic I-9 and E-Verify after the employee completes Section 1 but no later than 3 business days from the employee hire/rehire date.

Legal Requirements

Legal Ramifications

- Failure to comply with these requirements may result in civil money penalties, and/or being barred from doing business.



8 – Electronic I-9 and E-Verify Processor Compliance Training – 2015

sodexo
QUALITY OF LIFE SERVICES

Failure to properly complete, retain, and/or make available for inspection Form I-9s or failure to use the E-Verify system as required by law, may result in civil monetary penalties. This could also result in Sodexo being barred from contracting with federal and state governments, or, in certain states, from doing any business whatsoever.

Legal Requirements

USCIS Required Training

- You must take the mandatory knowledge test within 14 days of becoming a new user to maintain access.



9 – Electronic I-9 and E-Verify Processor Compliance Training – 2015

sodexo
QUALITY OF LIFE SERVICES

The United States Citizenship Immigration Services (USCIS) requires that all approved Electronic I-9 and E-Verify users take a mandatory knowledge test. Once you are granted access to ADP's Electronic I-9 and E-Verify system, you are required to complete a 30-minute basic knowledge course and pass the test within 14 days of becoming a new user in order to maintain access to ADP's system.

If you do not take the test within the required time, you will be locked out of the system. This could jeopardize your unit's compliance with the requirement to have Section 2 and E-Verify completed for all new hire/ rehires within 3 business days of their hire date.

Legal Requirements

How to Access the Required Training

- 1 Log into **SodexoNet**
- 2 Click on the **Link** below to access the Form I-9 and E-Verify page
[Form I-9 Employment Eligibility Verification and E-Verify](#)
- 3 Click on the **Section 2 Blue Banner** button.

Section 2 – Designated
E-Verify User Click Here



In order to receive proper credit for attending the course, access the **Form I-9 Employment Eligibility Verification and E-Verify** page from **SodexoNet**. Next, click on the **Section 2 Blue Banner** button to enter ADP's electronic I-9 and E-Verify system.

Legal Requirements

- 4 Enter your **own Access Code** so that your passing of the course can be tracked.



Welcome. The following training has been assigned to you. Please read and take necessary action as required. Thank you.

Training	Due By	Required	Access Code
E-Verify Mandatory Training	14 days from being granted access to the system	Yes-Access to system will be revoked if not taken by the training due date	e-I9-xxxxxxxxxxxxxxxxxxxxxxxxx 

Register for the training with your **Sodexo Outlook** email address and your unique Access Code so that your passing of the course can be tracked.

Please note: This mandatory training does not replace other resources posted on **SodexoNet** that focuses on understanding Sodexo policy and requirements.

CHAPTER 2



PROCESSOR KEY RESPONSIBILITIES

12 – Electronic I-9 and E-Verify Processor Compliance Training – 2015



Chapter 2: Processor Key Responsibilities

Processor Key Responsibilities

- Have at least two Processors set up for each unit.
- View and understand resources posted on **SodexoNet Electronic I-9 and E-Verify** webpage and resources on ADP I-9 homepage.
- Take mandatory training through ADP within 14 days of being granted access.
- REMEMBER your unit will be in jeopardy of incurring financial penalties if you are locked out of the system and are unable to process employee records timely.

Here are some important tips regarding your responsibilities as a Processor:

- There should always be at least two Processors set up for each unit in case one person is on vacation or leave of absence. It is not a valid reason to submit an employee record late because you were not available.
- View and understand resources posted on the **SodexoNet Electronic I-9 and E-Verify** webpage and resources on ADP I-9 homepage.
- Take the USCIS mandatory training through ADP within 14 days of being granted access to the system.

Please remember that your unit will be in jeopardy of incurring financial penalties if you are locked out of the system and are unable to process employee records in a timely manner.

Processor Key Responsibilities

- Ensure employees complete Section 1 of the Electronic I-9 **on or before their hire/rehire date.**
- Complete Section 2 and E-Verify **within 3 business days of employee hire/rehire date.**
- When asked for Work Start Date, enter the employee's actual **payroll hire/rehire date.**
- Print and retain Section 2 confirmation number and a copy of **original unexpired** documents presented by employee.
- After completing Section 2, you must view the E-Verify results on the **E-Verify** tab to close the case in its entirety. Print the E-Verify confirmation number and completed Electronic I-9 form.

The keys to success for a Processor in driving compliance is:

- Ensure that all employees complete Section 1 of the Electronic I-9 once an offer of employment has been accepted or **no later than their hire/rehire date.**
- Enter the employee's data into Section 2 **within 3 business days of employee hire/rehire date.**
- ALWAYS enter the the payroll hire/rehire date when asked for the Work Start Date in the Electronic I-9.
- Print and retain Section 2 confirmation number and a copy of **original unexpired** documents presented by employee.
- After completing Section 2, you must view the E-Verify results on the **E-Verify** tab to close the case in its entirety. Print the E-Verify confirmation number and the completed Electronic I-9 form.

Processor Key Responsibilities

- By law, you must allow an employee to choose to Contest or Not Contest an DHS/SSA Tentative Nonconfirmation (TNC) received.
 - › Print the Further Action Notice, also called the “FAN” letter.
 - › Provide a copy to the employee and retain a copy with supporting I-9 documents.
- Monitor compliance/action required from the dashboard on the Manager Workbench tab.
- Report any record that does not progress within 72 hours to I9Help@adp.com.
- Print E-Verify results and completed Form I-9.
- It is against Sodexo and USCIS Policy to allow an employee to continue to work with an unauthorized result (Final Non Confirmation or No Show).

- Allow an employee to choose to Contest or Not Contest the findings of an DHS/SSA Tentative Non Confirmation result, as required by law. Print the Further Action Notice, also called the “FAN” letter for the employee and retain a copy with supporting Electronic I-9 documents.
- Monitor open records requiring additional action from the **Manager Workbench** tab.
- Report any E-Verify records that do not progress within 72 hours to the I9 help desk via email.
- Print out the E-Verify results and retain it with the Electronic I-9 documents **and** be certain to print the Form I-9.
- Remember that it is **against Sodexo and USCIS policy to allow an employee to continue to work with an unauthorized result.**

Processor Key Responsibilities

- All cases submitted to E-Verify must be RESOLVED with the appropriate closure reason to remain compliant.
 - › Includes Active and Terminated employees.
- Electronic I-9 items not completed prior to employee separation are removed from Manager Workbench and reports when the employee is terminated in payroll.
- Incomplete Electronic I-9 records removed from view due to termination remain subject to audit by DHS and/or State.
- Processor access allows records to be completed for anyone at that location and is not unique to report to manager.
- Transferring unit and receiving unit must validate proper I-9 documentation.

16 – Electronic I-9 and E-Verify Processor Compliance Training – 2015



- RESOLVE All E-Verify cases with the appropriate closure reason selected; otherwise the case remains open is non-compliant with E-Verify requirements. This includes Active and Terminated Employees.

Other key facts to know:

- For Electronic I-9 items not completed prior to an employee terminating, these records are removed from the Workbench and ADP reports once the separation is processed in payroll. Although the incomplete records are removed, the records are subject to auditing purposes where financial penalties could still occur for not complying with the law.
- It is important to know that whether you were the Processor in the unit to initiate a record or you are a newly assigned Processor, you can complete open records.
- Processor access allows records to be completed for anyone at that location and is not unique to report to manager.
- When an employee transfers, know whether the paper Form I-9 or the Electronic I-9 documents have been received with the

CHAPTER 3



COMPLETING SECTION 1

17 – Electronic I-9 and E-Verify Processor Compliance Training – 2015

sodexo
QUALITY OF LIFE SERVICES

Chapter 3: Completing Section 1

Completing Section 1

Employee enters personal information in Section 1 found on either:

- 1 Web Link **Electronic I-9 Participation Memo to New Hires** or **iCIMS New Hire Portal for Management**

<https://ei9.adp.com/ei9/public/Section1SpecialConsideration.do?clientId=SODEXO>

- 2 SodexoNet **Form I-9 Employment Eligibility Verification and E-Verify page**

Section 1 – Employee
Click Here



18 – Electronic I-9 and E-Verify Processor Compliance Training – 2015

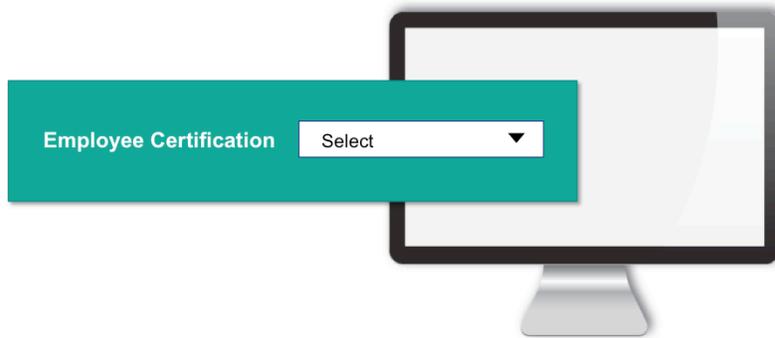
sodexo
QUALITY OF LIFE SERVICES

The Electronic I-9 and E-Verify process begins with the employee entering their personal information in Section 1 of the Electronic I-9 once an offer of employment has been accepted OR no later than their hire/rehire date. Section 1 can be completed one of two ways:

1. Through a stand alone hyperlink. The URL can be found in the **Memo to the New Hire** located on the **SodexoNet Electronic I-9 and E-Verify** landing page, OR
2. Allow the employee access to a Sodexo computer. From the **SodexoNet Form I-9 Employment Eligibility Verification and E-Verify page**, click on the **Section 1** button to enter their personal data.

Completing Section 1

Employee is required to electronically sign Section 1 to authenticate their identity and eligibility to work in the U.S.



19 – Electronic I-9 and E-Verify Processor Compliance Training – 2015

sodexo
QUALITY OF LIFE SERVICES

It is imperative that you do not complete Section 1 for an employee. After signing the Electronic I-9, the employee will answer security questions to validate their identity and eligibility to work in the U.S. If Section 1 is not completed on or before the employee's 1st day of work, your unit is subject to penalties.

CHAPTER 4



COMPLETING SECTION 2

20 – Electronic I-9 and E-Verify Processor Compliance Training – 2015



Chapter 4: Completing Section 2

Completing Section 2

Accessing Section 2

1

Click on the **Section 2 Blue Banner** button.

**Section 2 – Designated
E-Verify User Click Here**



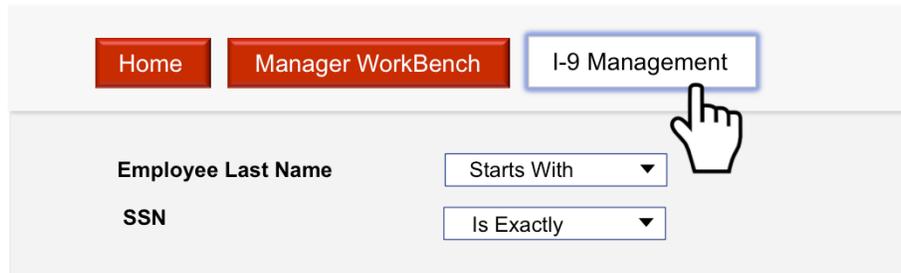
Section 2 must be completed **within 3 business days of the employee's hire/ rehire date**. From the **SodexoNet Electronic I-9 and E-Verify** webpage, you will click on the **Blue Banner** button to enter ADP's Electronic I-9 and E-Verify system.

REMEMBER: If the employee completed Section 1 at the time the employment offer was accepted, you do not have to wait until the actual hire/rehire date to complete Section 2.

Completing Section 2

2

Search for employee record by name or SSN from the **I-9 Management** tab.



The screenshot shows a web interface with three navigation tabs: "Home", "Manager WorkBench", and "I-9 Management". The "I-9 Management" tab is highlighted with a blue border and a hand cursor pointing to it. Below the tabs, there are two search filters: "Employee Last Name" with a dropdown menu set to "Starts With", and "SSN" with a dropdown menu set to "Is Exactly".

22 – Electronic I-9 and E-Verify Processor Compliance Training – 2015


QUALITY OF LIFE SERVICES

At the ADP homepage, click on the Electronic **I-9 Management** tab and then enter the employee's name or SSN. Then, click the **Search** button for the employee record.

Completing Section 2

3 Select the **Edit Actions** icon.

I-9 Status Reason	Status	Empl Status	Actions
Section 2 Required / Section 1 Complete		Active	

When the employee name appears, click on the **Edit Actions** icon that appears to the right of the employee name.

Completing Section 2

- 4 Click on the **Number 2** in the upper right hand corner to enter data.



- 5 Enter employee's hire/rehire date and work unit number.

When the employee record is opened, the screen will display the data entered in Section 1. In the upper right hand corner is a **Number 2** icon. You will click on the icon and enter the employee's hire/rehire date and work unit number.

Completing Section 2

- The **hire date** in the Electronic I-9 must match the **payroll hire/rehire date**.
- Entering a work start date that does not match employee payroll hire/rehire date will create a duplicate employment record.

Employee	SSN	Cust Em Id	Process Type	Location	Hire Date	Section 1 Date
Jane Doe	***_**-****	#####	Web	Location A	05/07/2015	05/05/2015
Jane Doe	***_**-****	#####	Web	Location A	04/29/2015	05/05/2015



25 – Electronic I-9 and E-Verify Processor Compliance Training – 2015



Always insert the same hire date that appears in payroll into Section 2 otherwise another record with an incorrect hire/rehire date will appear requiring additional action.

Completing Section 2

6

A confirmation appears.

Confirmation

Thank you! This confirms that John Doe completed and electronically signed Section 2 of the I-9 Form for Test Record on 05/10/2015 11:24:02AM

Your confirmation number is: XXXXXXXXX

NOTE: If you need a copy of this confirmation, select File > Print from the browser menu to print this.

Finish

Once you have entered the document(s) that the employee provided, the system will ask you to enter your name, title, and to acknowledge and accept the documents.

A confirmation will appear.

Completing Section 2

- You are **required to print the confirmation page** from Section 2.
- Retain this page with all other supporting Electronic I-9 documentation.

▪ Confirmation

Thank you! This confirms that John Doe completed and electronically signed Section 2 of the I-9 Form for Test Record on 05/10/2015 11:24:02AM

Your confirmation number is: XXXXXXXXXX

NOTE: If you need a copy of this confirmation, select File > Print from the browser menu to print this.

Finish



You are required to print the confirmation page that covers Section 2 and retain it with all other supporting Electronic I-9 documentation. These records should be retained in a secured I-9 binder or confidential file.

Completing Section 2

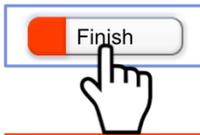
7 Click on the **Finish** button.

Confirmation

Thank you! This confirms that John Doe completed and electronically signed Section 2 of the I-9 Form for Test Record on 05/10/2015 11:24:02AM

Your confirmation number is: XXXXXXXXX

NOTE: If you need a copy of this confirmation, select File > Print from the browser menu to print this.



Next, click on the **Finish** button.

Completing Section 2

The Electronic I-9 is now complete. However you are **not FINISHED!**

~~**FINISHED**~~

While the Electronic I-9 is now complete, you are not yet finished with the system process.

Completing Section 2

- 7 Now review E-Verify results.



Now review the E-Verify results.

CHAPTER 5



E-VERIFY RESULTS

31 – Electronic I-9 and E-Verify Processor Compliance Training – 2015



Chapter 5: E-Verify Results

Results

Reviewing E-Verify Results

DO NOT click on the **Number 3** icon now appearing in upper right-hand corner.

▪ Current I-9 Status I-9 Complete / Section 2 Complete     

Section 1 **Section 2** **Section 3** **E-Verify** **Audit**

▪ Form I-9 Screening

Section 1 Date:	04/01/2015
Section 2 Date:	05/03/2015
Case Number:	XXXXXXXXXX

▪ Information Initially Submitted to E-Verify

After completing Section 2, the data is automatically sent to the E-Verify system and appears on the **E-Verify** tab.

You should **NOT** click on the **Number 3** icon now appearing in the upper right-hand corner.

Results

1 View the results on the **E-Verify** tab.

Current I-9 Status I-9 Complete / Section 2 Complete

Section 1 Section 2 Section 3 **E-Verify** Audit

Form I-9 Screening

Section 1 Date:	04/01/2015
Section 2 Date:	05/03/2015
Case Number:	XXXXXXXXXX

Information Initially Submitted to E-Verify

Now, view the results on the **E-Verify** tab.

Results

2 Scroll to the bottom of the page.

Status:	SSA EMPLOYMENT AUTHORIZED
Status Date:	05/30/2014

▪ **Actions**

 **97% of results returned are Employment Authorized**



34 - Electronic I-9 and E-Verify Processor Compliance Training - 2015

sodexo
QUALITY OF LIFE SERVICES

Scroll down to the bottom of the page to view the E-Verify results. 97% of the results returned are Employment Authorized and must be resolved immediately. You may see other employment status results and we will discuss those later in this chapter.

Results

Resolving Employment Authorized Results

3

Click on the **Resolve Case** button.

Status:

SSA EMPLOYMENT AUTHORIZED

Status Date:

05/30/2014

■ Actions

Resolve Case

Cancel



Click on the **Resolve Case** button located in the Actions area.

Results

4

Select **Currently Employed** or **Currently Not Employed** from the drop down menu.

Section 1 Date:	04/17/2014
Section 2 Date:	05/30/2014
Case Number:	XXXXXXXXXX

■ **Current E-Verify Status**

Status:	SSA EMPLOYMENT AUTHORIZED
Status Date:	05/30/2014

■ **Case Resolution Options**

Select Current Employment Status:

Select	▼
Select	
Currently Employed	
Currently Not Employed	

Resolve Case

Cancel



A drop down box will appear asking for the employee status. Choose **Currently Employed** or **Currently Not Employed**.

Results

5 Choose a reason to close the case and then click on the **Resolve Case** button.

Select Current Employment Status: Currently Employed ▼

Currently Employed

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

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

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

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

Invalid Case

The case is invalid because the data entered is incorrect.

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

Resolve Case
Cancel
Reset

37 – Electronic I-9 and E-Verify Processor Compliance Training – 2015



Select a reason to close the case. A reason for closing a case is required.

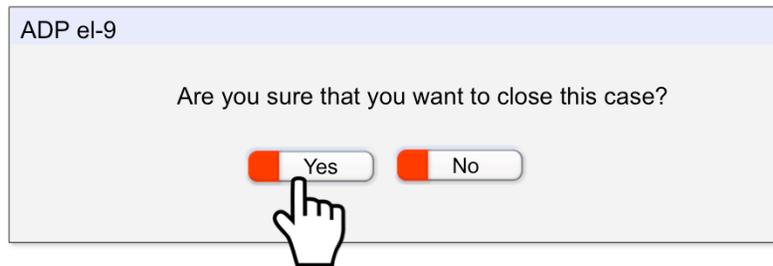
For active employees, select **Currently Employed** from the drop down menu next to the Current Employment Status. Then choose the radio button **The employee continues to work for the employer after receiving an Employment Authorized result.**

If the employee is no longer employed, select **Currently Not Employed** from the drop down menu and then select the appropriate termination reason.

After choosing either scenario, click inside the radio button and then select the **Resolve Case** button.

Results

6 Select the **Yes** button to close the case.



Next, a pop up box will appear asking if you are sure you want to close the case. Select the **Yes** button to close the case.

Results

The case will display status results are **Case Closed**.



Current E-Verify Status

Status:

Case Closed



Status Date:

05/15/2015

Actions

Once these steps are completed, the record is returned back to the **E-Verify** tab. The case will display the status results as Case Closed. Print this page that contains an E-Verify confirmation number and retain it with other required supporting I-9 documentation.

Results

- 7 Print the Electronic I-9 form and include with other supporting I-9 documentation.

Current I-9 Status I-9 Complete / Section 2 Complete

3    

Section 1 Section 2 Section 3 E-Verify Audit

Form I-9 Screening

Section 1 Date:	04/01/2015
Section 2 Date:	05/03/2015
Case Number:	20134893JDOW

Information Initially Submitted to E-Verify

The Electronic I-9 and E-Verify process is now complete. Print the Electronic I-9 form to include with other supporting I-9 documentation.

CHAPTER 6



ACTION

41 – Electronic I-9 and E-Verify Processor Compliance Training – 2015



Chapter 6: Action

Action

Three Initial Possible Responses:

- Employment Authorized: employment eligibility is verified and the case can be resolved.
- DHS/SSA Tentative Nonconfirmation: the information cannot be verified.
 - > Law requires employer to inform employee. Employee can contest or not contest the result.
- DHS Verification in Process: the information provided matches the SSA records, but the SSA is not able to confirm work eligibility of a non-citizen employee. DHS must review.
 - > DHS is permitted 3 federal government business days to respond.
 - > Check back no later than 3 federal government business days for result.

As mentioned earlier, the Electronic I-9 and E-Verify system may provide a result requiring your action other than Employment Authorized. These possible results may be DHS/SSA Tentative Nonconfirmation or DHS Verification in Process. When the result is anything other than Employment Authorized, take additional action within a specified time frame to remain compliant with the law. A response of a DHS/SSA Tentative Non Confirmation means that the information submitted could not be verified. By law, you must inform the employee of this Tentative Non Confirmation result. Another instance requiring additional action is the response DHS Verification In Process.

Action

DHS/SSA Tentative Nonconfirmation (TNC)

1

Click the **Review DHS/SSA TNC** button.

Current E-Verify Status

Status: DHS Tentative Nonconfirmation (TNC)
Status Date: 05/15/2015

Actions

Resolve Case

Review DHS/SSATNC



When the initial result is DHS/SSA Tentative Nonconfirmation, click on the **Review DHS/SSA TNC** button.

Action

2

Review the DHS/SSA TNC with employee by selecting language, then the **Open** hyperlink.

ADP eI-9

E-Verify Case Management for John Doe

Notification to Review You must review the following notifications before you can continue. To view a notification, select a language and click Open.

English ▼ DHS TENTATIVE NONCONFIRMATION FAN LETTER [Open](#)

Actions After reviewing **all** notifications, select the appropriate actions to continue.

[Cancel](#)

To review the DHS/SSA TNC with the employee, select a language and then click the **Open** hyperlink to review “FAN” letter.

Action

- 3 You and employee must read the "FAN" letter.



Further Action Notice

Both you and the employee must read the "FAN" letter.

Action

The employee has two choices:

- Contest the Result

Contest Findings

- Do Not Contest the Result

Do Not Contest Findings

After reviewing the letter, the employee has two choices: Contest the Result or Do Not Contest the Result.

Action

If the employee chooses to: **Contest Findings**

4a Click on the **Contest Findings** button.

Notifications to Review

You must review the following notifications before you can continue. To view a notification, select a language, and click Open.

English ▼ DHS TENTATIVE NONCONFIRMATION FAN LETTER

Actions

After reviewing all notifications, select the appropriate actions to continue.



47 - Electronic I-9 and E-Verify Processor Compliance Training - 2015

sodexo
QUALITY OF LIFE SERVICES

If the employee chooses to contest the Tentative Nonconfirmation, then click the **Contest Findings** button.

Action

- 5a You and employee must electronically sign the 'FAN' letter.



Signature

- 6a Print the letter for the employee.



Now both you and the employee must sign the 'FAN' letter. You will then **print the 'FAN' letter and provide a copy to the employee.**

Action

- The employee has **8 federal government workdays** from the date of the referral to resolve the Tentative Nonconfirmation by visiting a local SSA office or contacting DHS.
- Resubmit the case **24 hours** after the employee contacts DHS/SSA but **no more than 10 federal government workdays from the date of the TNC**.
- You must allow the employee to continue to work during the verification process.
- Instructions to contact DHS are posted on the **SodexoNet Electronic I-9 and E-Verify** webpage under additional resources.
- If the employee does not contact DHS/SSA within **8 federal business days**, the TNC becomes a DHS/SSA No Show. Immediately contact your HR representative.

Once you have printed the FAN letter and have given a copy to the employee, the employee then has 8 federal business days to attempt to resolve the Tentative Nonconfirmation with DHS/SSA. The employee needs to tell you when they have contacted the appropriate agency so that you can go back into the E-Verify system and resubmit the case 24 hours after the employee has visited the agency but no more than 10 federal business days from the date of the TNC. You must allow the employee to continue to work during this verification process.

Please note: Most DHS Tentative NonConfirmations can be resolved by calling DHS. Instructions for this process are posted on the **SodexoNet Electronic I-9 and E-Verify** webpage, under Additional Resources. An employee that receives a Tentative Nonconfirmation from SSA must go to the local Social Security Administration office to rectify the issue. If the employee does not contact DHS/SSA within 8 federal business days, the result becomes a No Show, which is equivalent to a Final Nonconfirmation. Should this occur, contact your HR representative immediately.

Action

If the employee chooses to: **Do Not Contest Findings**

4b Click on the **Do Not Contest Findings** button.

Notifications to Review

You must review the following notifications before you can continue. To view a notification, select a language, and click Open.

English ▼

DHS TENTATIVE NONCONFIRMATION FAN LETTER

Actions

After reviewing **all** notifications, select the appropriate actions to continue.

Contest Findings

Do Not Contest Findings

Cancel



When presenting DHS/SSA findings to the employee and the result is Tentative Nonconfirmation AND the employee chooses NOT to contest the findings, choose the **Do Not Contest Findings** button.

Action

- 5b You and employee must read and electronically sign the 'FAN' letter.



Signature

- 6b Print the letter for employee.



You and the employee must read and electronically sign the 'FAN' letter. You will then print a copy of the letter for the employee and then resolve the case immediately. The Tentative Nonconfirmation will now become a Final Nonconfirmation.

Action

Employee chooses not to contest Tentative Nonconfirmation

- **Do not allow the employee to continue to work.**
- The case should be resolved immediately and will become a Final Nonconfirmation.
- Terminate employee's employment after consulting with your HR representative.

It is Sodexo policy that if an employee chooses not to contest the Tentative Nonconfirmation, you **MUST** terminate his or her employment immediately after consulting with Human Resources. **Do NOT ALLOW AN EMPLOYEE TO CONTINUE TO WORK FOR SODEXO AFTER CHOOSING Not to Contest a Tentative Nonconfirmation or whenever a Final Nonconfirmation or DHS/SSA No Show appears.**

Action

- **DHS Verification in Progress**
- Check the system within 72 hours for a response - DHS is permitted **3 federal government workdays** to respond.

The screenshot shows the Manager WorkBench interface with the following elements:

- Navigation tabs: Home, Manager WorkBench (selected), I-9 Management
- Section 2 Required Pool
- Search filters: ALL (dropdown), JANE DOE (input), Search (button)
- UNIT list: NAME A LISTED HERE - ####, NAME B. LISTED HERE - ####, NAME C. LISTED HERE - ####
- NAME LISTED HERE ####
- Compliance At-A-Glance: Statistics show organizational
- Table with columns: Year, Month, # of Hires, # of Completed I9s, Compliance Percentage
- Open Items section:

Section 1 Required	0	Work Authorization Expiring
Section 2 Required	0	Document Receipt Follow-up
Section 3 Required	0	Problem Mail-in Forms

53 – Electronic I-9 and E-Verify Processor Compliance Training – 2015

sodexo
QUALITY OF LIFE SERVICES

We have covered E-Verify Results for Employment Authorized and DHS/SSA Tentative Nonconfirmation. Last, we will discuss the third possible E-Verify result DHS Verification in Process.

DHS is permitted 3 federal government workdays to respond when a verification is in 'process'. **Be sure to monitor the E-Verify Case Status category on the Manger Workbench tab to take appropriate action once an update is received. A few possible results could be:**

- Case in Continuance and you are required to continue to monitor the case for a final result.
- Incomplete if identification documents do not match and data needs to be resubmitted.

The case may be closed immediately if the response is Employment Authorized.

Action

- DHS Verification In Process result that does not progress within 72 hours – contact ADP I-9 Help Desk:
 - › Email I9Help@adp.com
 - › Subject Line: Tier 2 Escalation
 - › Request Push to E-Verify
 - › Include employee name, DHS Status, date result returned
- ADP intervenes to push record to E-Verify and within 72 hours, an update will appear.
- Requests that do not update within 72 hours:
 - › Forward original request to HR Share Services mailbox
 - › Contact information on the **SodexoNet Electronic I-9 and E-Verify** webpage.

When you receive an initial DHS Result of Verification In Process and an E-Verify update does not appear within 72 hours, report the status to the ADP I9 Help Desk. ADP will then push the record to E-Verify and within 72 hours an update should appear.

Requests are to be sent via email to:

I9Help@adp.com

Subject Line: Tier 2 Escalation

In the body of email, you should request to Push Record Through and provide the employee name, E-Verify status, and the date the initial DHS/SSA result was returned.

CHAPTER 7



MANAGER WORKBENCH TAB

55 – Electronic I-9 and E-Verify Processor Compliance Training – 2015



Chapter 7: Manager Workbench Tab

Manager Workbench Tab

1

Click on the **Manager WorkBench** button.

Home

Manager Workbench

I-9 Management

Client Administration

We will now look at how you use the dashboard on the **Manger Workbench** tab. This screen can be referred to as the one-stop to obtain a quick view of what is happening at a location. From the ADP Electronic I-9 homepage, you will select the **Manger Workbench** tab.

Manager Workbench Tab

2

Leave **UNIT** selection to **ALL**. The next box is left blank.

3

Click the Search button.

Section 2 Required Pool

ALL [] Search

UNIT

- NAME A. LISTED HERE - ####
- NAME B. LISTED HERE - ####
- NAME C. LISTED HERE - ####

Compliance At-A-Glance Statistics show organizational

Year	Month	# of Hires	# of Completed I9s

Open Items

57 – Electronic I-9 and E-Verify Processor Compliance Training – 2015

sodexo
QUALITY OF LIFE SERVICES

If your units do not appear on the left of the screen when the dashboard loads, leave Unit selection at **ALL**. The next box is left blank. Next, click on the **Search** button. Units that have been assigned to your access will appear below the boxes in this section.

Please note: Entering a unit number will not yield results as units are identified by name in the Electronic I-9 and E-Verify system.

Manager Workbench Tab

4 Click on the selected unit.

Section 2 Required Pool

ALL ▾ Search

UNIT

- NAME A. LISTED HERE - ####
- NAME B. LISTED HERE - ####
- NAME C. LISTED HERE - ####



NAME LISTED HERE - ####

■ **Compliance At-A-Glance** Statistics show organizational compliance...

	Month	# of Hires	# of Completed I9s	Compliance Percentage
2014	August	2	2	100.0
2014	September	1	0	0

■ **Open Items**

Section 1 Required	1	Work Authorization Expiring
Section 2 Required	1	Document Receipt Follow-up
Section 3 Required	0	Problem Mail-in Forms

■ **E-Verify Case Status** E-Verify Cases Not Resolved

Case Needing Attention

Employment Authorized	2	Final Nonconfirmation
-----------------------	---	-----------------------

To view compliance within a unit, click on the selected unit. The Compliance At-A-Glance will load to the right of the screen. This feature shows your unit history.

Manager Workbench Tab

NAME LISTED HERE - ####

Section 2 Required Pool

ALL [] Search

UNIT NAME A. LISTED HERE - ####
NAME B. LISTED HERE - ####
NAME C. LISTED HERE - ####

NAME LISTED HERE - ####

■ **Compliance At-A-Glance** Statistics show organizational compliance...

Month	# of Hires	# of Completed I9s	Compliance Percentage	
2014	August	2	2	100.0
2014	September	1	0	0

■ **Open Items**

Section 1 Required	1	Work Authorization Expiring
Section 2 Required	1	Document Receipt Follow-up
Section 3 Required	0	Problem Mail-in Forms

■ **E-Verify Case Status** E-Verify Cases Not Resolved

Case Needing Attention

Employment Authorized	2	Final Nonconfirmation
-----------------------	---	-----------------------

59 – Electronic I-9 and E-Verify Processor Compliance Training – May 2015

sodexo
QUALITY OF LIFE SERVICES

The dashboard can now be seen as broken into two sections. The first section is for the Electronic I-9 and is entitled Open Items. This section covers both the employee and employer action to complete an I-9 Form and submit a case to E-Verify. The second section covers the E-Verify Case Status. This covers the employer responsibility to ensure that all cases submitted to DHS/SSA have been closed and resolved successfully. If either section displays an action with a number next to it requires your attention to clear the record(s) from the page.

Manager Workbench Tab

5

Click on the **Employment Authorized** hyperlink.

Section 2 Required Pool

ALL Search

UNIT

- NAME A. LISTED HERE - ###
- NAME B. LISTED HERE - ###
- NAME C. LISTED HERE - ###

2014	August	2	2	100.0
2014	September	1	0	0

Open Items

Section 1 Required	1	Work Authorization Expiring
Section 2 Required	1	Document Receipt Follow-up
Section 3 Required	0	Problem Mail-in Forms

E-Verify Case Status

[E-Verify Cases Not Resolved](#)

Case Needing Attention

Employment Authorized	2	Final Nonconfirmation
SSA Inactive Nonconfirmation	0	Document Receipt Follow-up
DHS Inactive Nonconfirmation	0	Problem Mail-in Forms

60 - Electronic I-9 and E-Verify Processor Compliance Training - May 2015

sodexo
QUALITY OF LIFE SERVICES

There is a high number of E-Verify Employment Authorized results that are being missed after Section 2 is completed. Since this is a common issue that is often missed, we will demonstrate how to close an Employment Authorized Result from the Manager Workbench.

By clicking on the **Employment Authorized** hyperlink, you will be able to see the employee record that needs to be closed.

Manager Workbench Tab

Employment Authorized – Clearing Multiple Cases

Section 2 Required Pool NAME LISTED HERE #####

ALL ▾ JANE DOE Search

UNIT NAME A. LISTED HERE - ####
 NAME B. LISTED HERE - ####
 NAME C. LISTED HERE - ####

E-Verify Cases Employment Authorized Not Resolved

■ Person with E-Verify Cases Employment Authorized Not Resolved

[Count:5]

Close one or ore E-Verify cases at a time by selecting a reason for the closure, select all person to which that reason applies and then select the Resolve Case button. Alternatively, you may use the actions on the right hand side of the page to address a single case.

Closure Reason - Resolve Case **Resolve Case**

Employee/Email	Location	SSN	Case Number	Status	Actions
<input type="checkbox"/> John A. Doe	Location A	***-**-****	#####	SSA Employment Authorized	
<input type="checkbox"/> John B. Doe	Location A	***-**-****	#####	SSA Employment Authorized	
<input type="checkbox"/> John C. Doe	Location A	***-**-****	#####	SSA Employment Authorized	

61 – Electronic I-9 and E-Verify Processor Compliance Training – 2015

sodexo
QUALITY OF LIFE SERVICES

You have the option to close a single record or multiple records. Multiple records can be closed all at once but only if they are closed for the same reason. You will select a closure reason from the **Closure Reason** drop down menu. There will be two different reasons to choose from.

Currently Employed AND

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

OR

Currently Not Employed

Before you can select a closure reason from this category, know if the separation was voluntary or involuntary.

The employee voluntarily quit working for Sodexo.

OR

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

After you select the reason for closure, you will select the box beside the employee name and then click on the **Resolve Case** button. You will follow

Manager Workbench Tab

6

Access the I-9 **Manager WorkBench** tab and print the case details.

Home

Manager Workbench

I-9 Management



After you have closed all open records, you will go to the **I-9 Management** tab to print the case details. **Retain the printed documentation with other supporting I-9 documentation.**

Manager Workbench Tab

7 Enter employee name or SSN and click **Search**.



8 When results return click on edit **Actions** icon.

I-9 Status Reason	Status	Empl Status	Actions
I-9 Complete / Section 2 Complete	Case Closed	Active	



63 – Electronic I-9 and E-Verify Processor Compliance Training – 2015

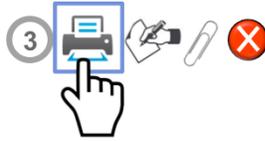

QUALITY OF LIFE SERVICES

From the **I-9 Management** tab, enter either the employee name or Social Security number and then click the **Search** button. When the employee record appears, you will open the record by clicking on the edit **Actions** icon.

Manager Workbench Tab

9

The record will open. Click on the **Printer** icon in right-hand corner.



- Print box appears.

Documents	
Documents	<input type="checkbox"/>
Form I-9	<input type="checkbox"/>
E-Verify Case Details	
E-Verify Summary	<input type="checkbox"/>
<input type="button" value="Close"/>	<input type="button" value="Print Selected Populated Forms"/>

When the record opens you will see the printer icon in the upper right-hand corner. Click on the **Printer** icon. A pop up box appears for you to print the E-Verify Summary and/or the Electronic Form I-9.

Manager Workbench Tab

- 10 If the **Select ALL** box is checked, only the I-9 portion of documents will be printed.

Documents	
Documents	Select ALL
Form I-9	<input type="checkbox"/>
E-Verify Case Details	
E-Verify Case Details	Select
E-Verify Summary	<input type="checkbox"/>

At the top of the page there is a **Select ALL** box. If this box is checked, only the I-9 portion of documents will be printed.

Manager Workbench Tab

11

Click in the **E-Verify Summary** box to print the E-Verify details.

Documents	
Documents	<input type="checkbox"/> Select ALL
Form I-9	<input type="checkbox"/>

E-Verify Case Details	
E-Verify Summary	<input type="checkbox"/> Select



At the bottom of the page there is an **E-Verify Summary** box. If this box is checked, the entire E-Verify summary will be printed.

Manager Workbench Tab

12

Click the Print Selected Populated Forms button to receive selected document(s).

Documents	
Documents	<input type="checkbox"/> Select ALL
Form I-9	<input type="checkbox"/>
E-Verify Case Details	
E-Verify Summary	<input type="checkbox"/> Select

67 – Electronic I-9 and E-Verify Processor Compliance Training – 2015

sodexo
QUALITY OF LIFE SERVICES

At this time, check the box **Form I-9** box and then click the **Print Selected Populated Forms** button.

Manager Workbench Tab

If records do not appear on the **Manager Workbench** or **I-9 Management** screen, access the **Section 2 Required Pool** hyperlink.

13

Click on Section 2 Required Pool hyperlink above where your location(s) is displayed.

The screenshot displays the Manager Workbench interface. At the top, there is a blue link labeled "Manager WorkBench >>". Below it, a blue link labeled "Section 2 Required Pool" is highlighted with a blue box. Underneath, there is a search section with a dropdown menu set to "ALL", a text input field labeled "ORG ID or Name Contains", and a "Search" button. Below the search field, the word "DIVISION" is followed by two lines of blue text: "NAME A. LISTED HERE - ####" and "NAME B. LISTED HERE - ####".

We would now like to review the Section 2 Required Pool in the Manager Workbench.

You may not be able to locate an employee on the I-9 Management screen or Manager Workbench screen. This is when you need to go to the **Section 2 Required Pool** hyperlink to locate the employee. You will find this hyperlink to the left of the screen just above the box that displays the location.

Manager Workbench Tab

Section 2 Required Pool

- Stores employee Section 1 information only if Section 1 is completed:
 - › Prior to being hired onto payroll.
 - › 10 days before or 10 days after hire/rehire date.
 - › With incorrect personal data that did not align with payroll record.

The Section 2 Required Pool stores employee information when:

- Section 1 is completed prior to the employee being hired onto payroll.
- Section 1 is completed 10 days before or 10 days after the employee hire date.
- If the employee entered incorrect personal information in Section 1 that did not align with payroll data.

Manager Workbench Tab

14 To locate an employee, launch the **Spy Glass** to the right.

Form I-9 Section 2 Required

Records per page  

Persons needing to complete Section 2

Count: 4129] 1 [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) > >>

Employee	Email	Location	SSN	Most Recent Hire Date	Section 1 Completion Date	Actions
JOHN DOE			***-**-****	05/01/2015	05/15/2015	   

When you click on the **Section 2 Required Pool** hyperlink it will take a few moments to load as it is being populated by the Section 1 information from all Sodexo employees whose data has not yet been cleared.

Once the page loads, go to the right of the screen and launch the spy glass.

Manager Workbench Tab

15 A pop up box will appear and you will search by employee name or SSN.

ADP eI-9

First Name:	Contains ▼	<input type="text"/>
Last Name:	Contains ▼	<input type="text"/>
SSN:	Contains ▼	<input type="text"/>
Hire Date:	Since ▼	<input type="text"/>
Section 1 Date:	Since ▼	<input type="text"/>
Section 2 Date:	Since ▼	<input type="text"/>

71 – Electronic I-9 and E-Verify Processor Compliance Training – 2015

sodexo
QUALITY OF LIFE SERVICES

A pop up box will appear and you will search by employee name or SSN.

Manager Workbench Tab

- 16 Choose to delete the record by clicking on the red **X** –OR– select the **Number 2** to proceed to Section 2 and then E-Verify.

Form I-9 Section 2 Required

Persons needing to complete Section 2 Records per page  

Count: 1]

Employee	Email	Location	SSN	Most Recent Hire Date	Section 1 Completion Date	Actions
JOHN DOE			***_*_*_****	05/01/2015	05/15/2015	    

72 – Electronic I-9 and E-Verify Processor Compliance Training – 2015

 **sodexo**
QUALITY OF LIFE SERVICES

When the employee record appears you will have the option to delete Section 1 if you have already verified that a complete and valid record exists for the employee.

In some cases, you will delete the record because the employee was not required to use the Electronic I-9 and E-Verify.

Please note: Deleted records may re-appear for employees rehired due to termed in error. Should this occur, report the issue to ADP.

Manager Workbench Tab

- 17 If you choose to click on the red **X** to delete the record, a pop up box will appear.

	Most Recent Hire Date	Section 1 Completion Date	Actions
	05/01/2015	05/15/2015	

73 – Electronic I-9 and E-Verify Processor Compliance Training – 2015

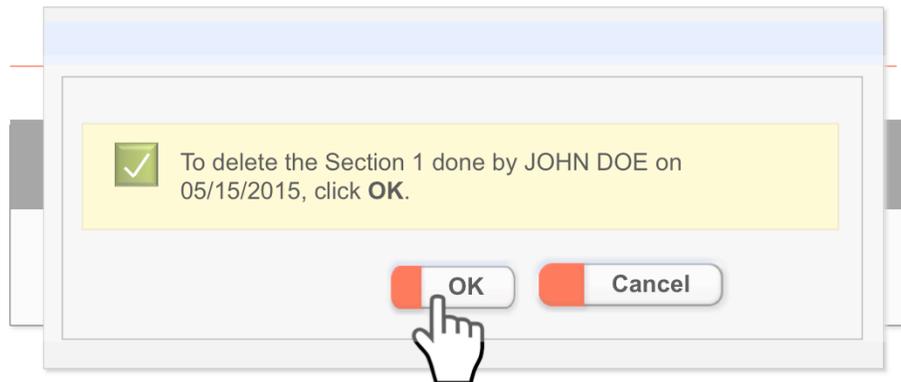

QUALITY OF LIFE SERVICES

If you choose to click on the **Red X** to delete the record, a pop up box will appear.

Manager Workbench Tab

18

Click the **OK** button to delete Section 1.



74 – Electronic I-9 and E-Verify Processor Compliance Training – 2015

sodexo
QUALITY OF LIFE SERVICES

The pop up screen asks if you want to delete Section 1. Click on the **OK** button to delete Section 1.

If the system gives you an option to delete the employment where a record already exists, do not delete the employment. Only delete Section 1.

Manager Workbench Tab

19

If you must complete Section 2, click on the number 2 radio button.

	Most Recent Hire Date	Section 1 Completion Date	Actions
	05/01/2015	05/15/2015	    

75 – Electronic I-9 and E-Verify Processor Compliance Training – 2015


QUALITY OF LIFE SERVICES

If you must complete Section 2, click on the **Number 2** radio button to complete Section 2 of the Electronic I-9 and then E-Verify, as demonstrated earlier in this presentation.

CHAPTER 8



Contacts

76 – Electronic I-9 and E-Verify Processor Compliance Training – 2015



Chapter 8: Contacts

Contacts

- Contact your **HR representative** when an employee chooses NOT to Contest a Tentative Nonconfirmation, or when the result is Final Nonconfirmation or DHS/SSA No Show.
- Security access:
HR Shared Services Mailbox
- General question:
ADP I-9 Help Desk
1-866-709-7095
(Monday – Friday 8 a.m. - 8 p.m. EST)
- Email questions:
I9Help@adp.com

77 – Electronic I-9 and E-Verify Processor Compliance Training – 2015



Contacts

- If you have questions when an employee chooses Not to Contest a Tentative Nonconfirmation or receives a Final Nonconfirmation or is a DHS/SSA No Show, you must contact your **Human Resources representative**.
- If you need access to the Electronic I-9 and E-Verify system or need to make changes to your current access, you can send an email to the appropriate HR Shared Services mailbox for your segment/market which can be found on the bottom of **SodexoNet Electronic I-9 and E-Verify** webpage.
- If you have any questions throughout the Electronic I-9 and E-Verify process, you can contact the ADP Electronic I-9 Management Team at **1-866-709-7095** (Monday through Friday, 8am to 8pm Eastern time) OR email **ADP@I9Help@adp.com**.

Please note: When contacting the Electronic I-9 Help Desk, have the employee's payroll information as the Help Desk does not have access to that data. If you are having an employee appear with duplicate

Conclusion



Thank You

Thank you for attending this training to further educate you on the legal and time sensitive requirements of Electronic I-9 and E-Verify.