

SSA Nonconfirmations

When an employee's case receives a 'SSA tentative nonconfirmation' result, this status will appear in the "current status" column in the "Top Pending E-Verify Actions" view on your dashboard. By clicking on the date link (in blue), the system will take you to the E-Verify page related to that I-9 form so that you can continue to process the case. The link will specifically take you to the "Manual Processing" E-Verify tab (which only appears in the system when there is an action related to E-Verify that you as the user need to take).

You should have the employee come to your office, since he/she will need to participate in this process and electronically sign documents with you.

On this page, you should follow the instructions to either correct any information that you can that was incorrect, or click on the "Continue Case" button if the information appears to be correct as entered into the system. [Fig 1.]

North Carolina State University: Hines, Stephanie

Guardian I-9 and E-Verify Compliance System

Minute I-9

E-Verify for Krantz, Irma

Case Incomplete

Check Information: The information is especially: INVALID

If the information is:

- 1) Correct as shown, click the **Continue Case** button.
- 2) Not Correct, you must **Close** this Case. Company policy prevents you from altering data originating from Section 1 of the I-9 form. To continue, you must close this case for reasons: Invalid data. Once closed, the I-9 must be amended with all changes to Section 1 values changed by the employee. Once the employee makes the updates and approves the amendments, resubmit the I-9 to E-Verify. Click the **Close Case** tab above to close this case.
- 3) Irrelevant, as the case needs to be closed for other reasons; Please proceed to the **Case Closure Options** section below.

Information Originally Submitted	Information to Re-Submit
Last Name: Krantz	<input type="text"/>
First Name: Irma	<input type="text"/>
Middle Initial:	<input type="text"/>
Maiden Name:	<input type="text"/>
Date of Birth: 11/01/1943	<input type="text"/>
Social Security No: 123456789	<input type="text"/>

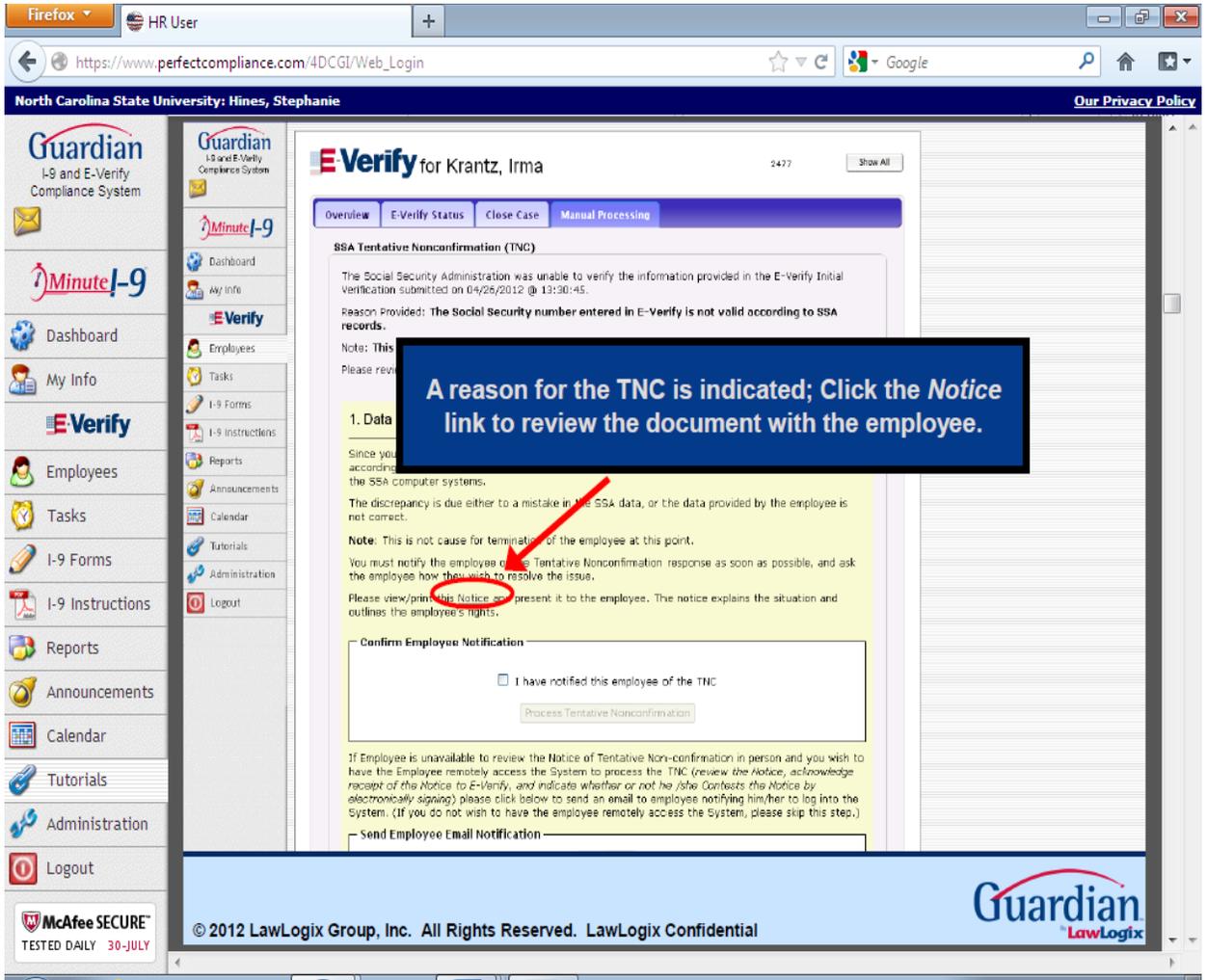
Note: The information above must match the employee's Form I-9. The data submitted to E-Verify is shown above. E-Verify has indicated the data from one or more of those fields does not match what is in their system. Our company policy prohibits anyone except the employee from changing this data. You may continue this case using the data above or close this case and have the employee amend the I-9 to reflect the correct information which may then be re-submitted to E-Verify.

[Continue Case](#)

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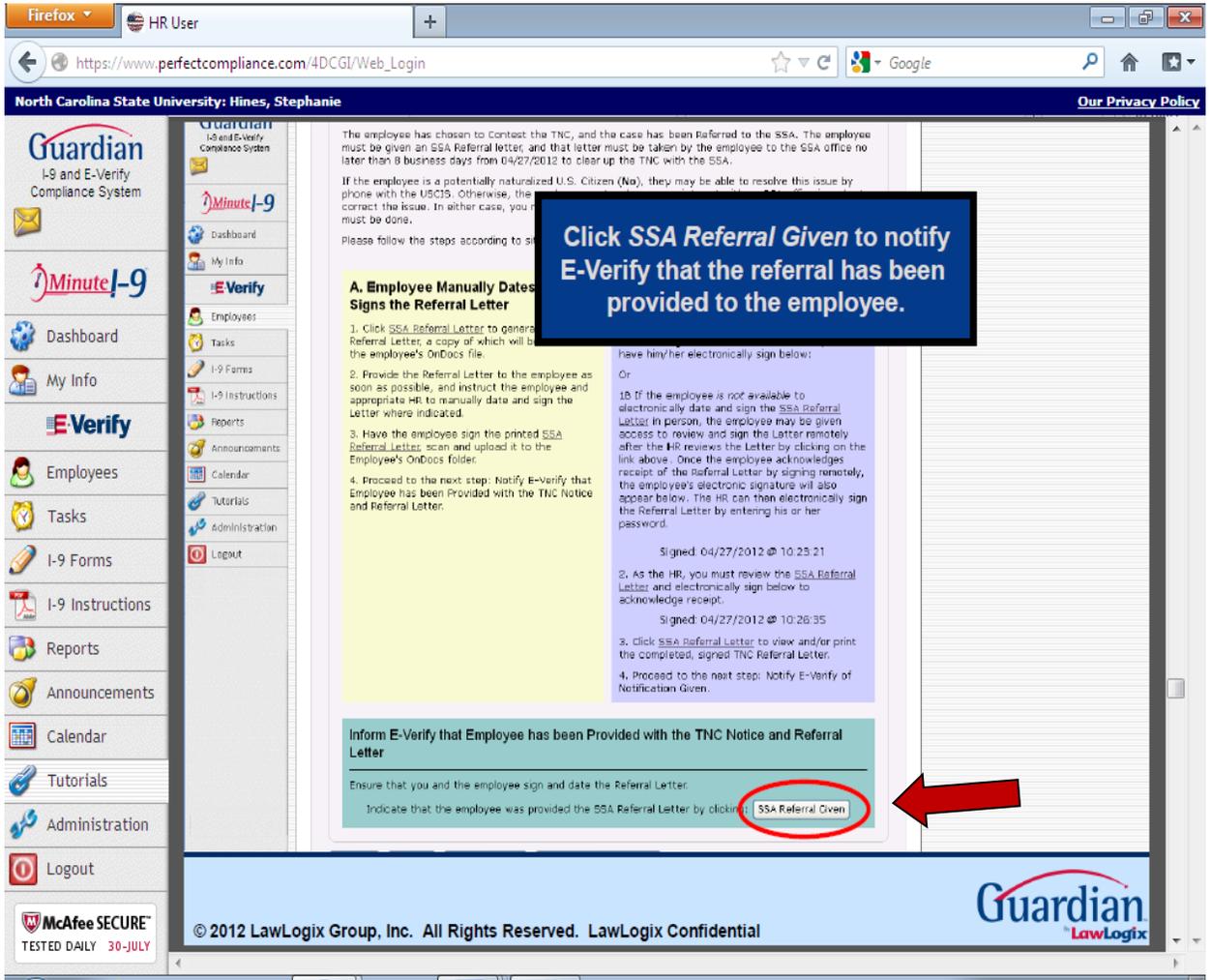
[Fig. 1]

You will follow the prompts and instructions to electronically review and sign the SSA Tentative Nonconfirmation (TNC) notice with the employee. Once both you and the employee have electronically signed the TNC notice, you should click on the word “notice” in item #3 to print a copy of the notice to give to the employee. [Fig. 2] An electronic copy of the notice is automatically stored in the employee’s I-9 “OnDocs” tab.



[Fig. 2]

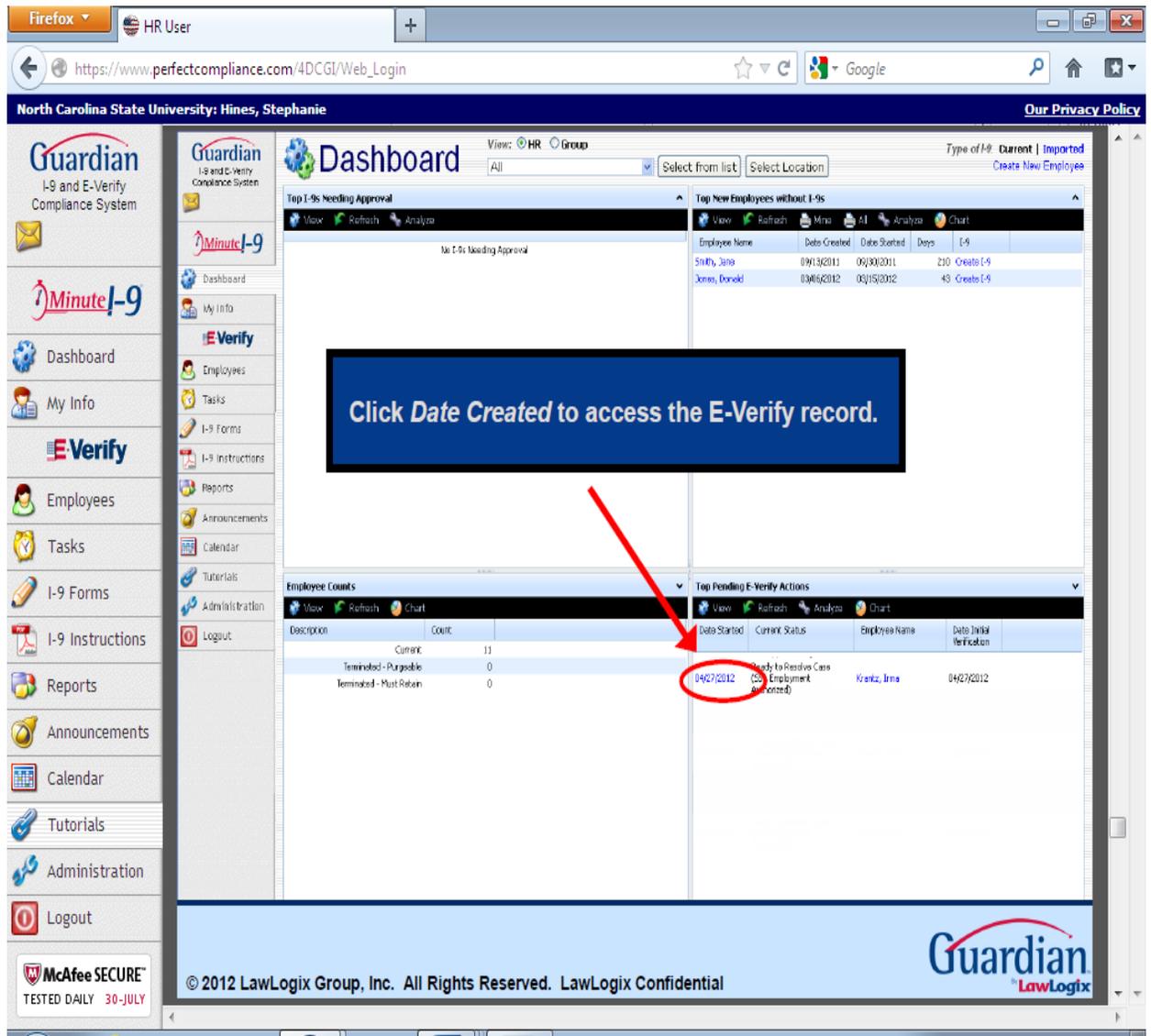
After you have completed, electronically signed and printed the TNC notice, you will click on the “Initiate SSA Referral” button at the bottom of the page. You and the employee will again review the notice and both electronically sign it. You will then click on the “SSA Referral Letter” link in item #3 on the screen to print a copy of the letter for the employee, and you will then click on the “SSA Referral Given” button at the bottom of the page. [Fig. 2] An electronic copy of the notice is automatically stored in the employee’s I-9 “OnDocs” tab.



[Fig. 3]

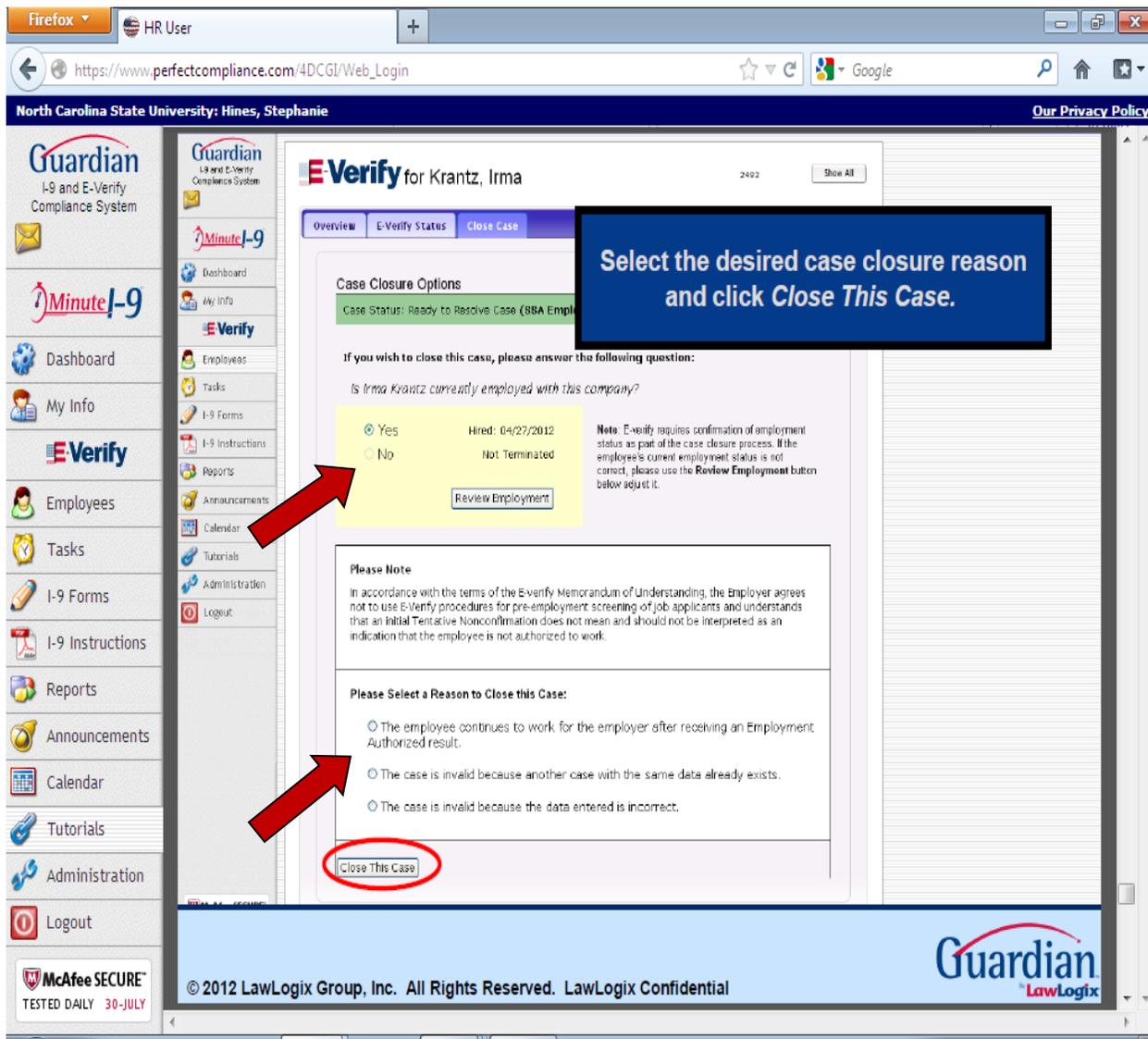
The employee now has eight (8) federal government work days in which to contact the SSA office to try to get the issue resolved. The employee should take his/her copies of the TNC Notice and Referral Letter to the SSA office to help get the issue resolved.

After you click the “SSA Referral Given” button, the system will take you to the “E-Verify” tab, which will then reflect that the case is “Pending further SSA/DHS Action.” You will need to monitor the case in the “Top Pending E-Verify Actions” view on your dashboard, and once the “current status” column is updated by the E-Verify database, you can take the next action based on the response. If the response is a Final Nonconfirmation, please contact International Employment immediately for guidance on next steps. If the response is “Ready to Resolve Case,” you should click on the date link (in blue) to go to the employee’s E-Verify record. [Fig. 4]



[Fig. 4]

You may then close out the case by answering the final two questions. [Fig. 5]



[Fig. 5]