

E-Verify Upgrade

Duplicate Case Alert

Important: The Duplicate Case Alert does NOT take the place of any other E-Verify process. This is an ADDITIONAL process meant to prevent unnecessary duplicate entries in the E-Verify system.

When the same SSN has been submitted to E-Verify within the last 30 days, you will receive a Duplicate Case Alert. This alert will appear in the Manual Processing tab within E-Verify. See Fig. 1.

E-Verify for Smith, John Show All

Overview | E-Verify Status | Close Case | **Manual Processing**

Duplicate Case Alert

E-Verify found that the information for this case matches another case submitted by your organization for the same social security number within the past 30 days. Please review the information for this case to determine that the following is correct: last name, first name, middle initial, social security number, date of birth.

If the information in this case is correct, click **Continue**

If the information in this case is incorrect, edit the current case information below and click **Continue with changes**.

If the information for this case is incorrect and cannot be edited, or the case is no longer needed, click the **Close Case** tab above.

	Case Number	Date Submitted	Hire Date	Social Security Number	Case Status	Last Name
This Case	14344161636VU	12/10/2014 @ 15:16:35	12/10/2014	123456111	Duplicate Case	Smith
Prev. case	14344160320VD	12/10/2014 @ 16:03:20	12/10/2014	###-##-6111	Closed by system	

Continue | Continue with changes

Go Back | View I-9 | View Employee

Fig. 1

This can also be viewed from your dashboard panel under **Top Pending E-Verify Actions**. The case status will appear as **On Hold, waiting for user interaction [SSA Case Incomplete]**.

You will have three options within the Manual Processing tab to process the duplicate E-Verify submission:

1. Continue Case
2. Continue Case with Changes
3. Close Case

Below, please find a description of each option, as well as an explanation as to when each should be used. Please read each carefully and contact IE with any questions.

Continue Case:

When should the “Continue Case” option be used?

- When the duplicate case is warranted. (A rehire situation for someone who has been terminated and rehired in the **I-9 system**. Terminations in PeopleSoft do not equal terminations in the I-9 System. Only IE terminates Foreign Nationals and U.S. citizens in the I-9 system when we are made aware of the separation.)
- When the previous case was closed as invalid. (When amendments other than SSN additions had to be made to the I-9 form during the E-Verify submission.)

How do I continue a case?

- Review both cases (the current case you are submitting and the previous one submitted). Both are listed on the screen. You will review the following information:
 - Hire Dates, SSNs, Last Names, First Names, Middle Initials, and Dates of Birth (See Fig. 2)

The screenshot shows the E-Verify interface for John Smith. At the top, there are tabs for Overview, E-Verify Status, Close Case, and Manual Processing. A yellow alert box titled "Duplicate Case Alert" contains instructions: "E-Verify found that the information for this case matches another case submitted by your organization for the same social security number within the past 30 days. Please review the information for this case to determine that the following is correct: last name, first name, middle initial, social security number, date of birth. If the information in this case is correct, click **Continue**. If the information in this case is incorrect, edit the current case information below and click **Continue with changes**. If the information for this case is incorrect and cannot be edited, or the case is no longer needed, click the **Close Case** tab above." Below the alert is a table with columns: Case Number, Date Submitted, Hire Date, Social Security Number, Case Status, and Last Name. The first row is labeled "This Case" and shows Case Number 014344161636VU, Date Submitted 12/10/2014 @ 15:16:35, Hire Date 12/10/2014, Social Security Number 123456111, Case Status Duplicate Case, and Last Name Smith. The second row is labeled "Prev. case" and shows Case Number 014344160320VD, Date Submitted 12/10/2014 @ 16:03:20, Hire Date 12/10/2014, Social Security Number ##-##-6111, Case Status Closed by system, and Last Name Smith. At the bottom of the table, there are buttons for "Continue" and "Continue with changes". Below the table are buttons for "Go Back", "View I-9", and "View Employee".

Case Number	Date Submitted	Hire Date	Social Security Number	Case Status	Last Name
This Case 014344161636VU	12/10/2014 @ 15:16:35	12/10/2014	123456111	Duplicate Case	Smith
Prev. case 014344160320VD	12/10/2014 @ 16:03:20	12/10/2014	##-##-6111	Closed by system	Smith

Fig. 2

- If this case is a rehire that needs to be resubmitted, or if the previous case was closed due to errors which were corrected and then resubmitted, then click “Continue” at the bottom of the screen. See Fig. 2.
- After continuing the case, you must select an appropriate reason for the duplicate case. The available options are:
 - The employee is a rehire and I am required to create a new case (again, we will only see this duplicate case process for rehires who have been terminated in the I-9 system)
 - The previous case is invalid because of incorrect data (after closing a case with I-9 errors, amending those errors, and resubmitting to E-Verify)
 - Other **NEVER CHOOSE OTHER!** See Fig. 3.

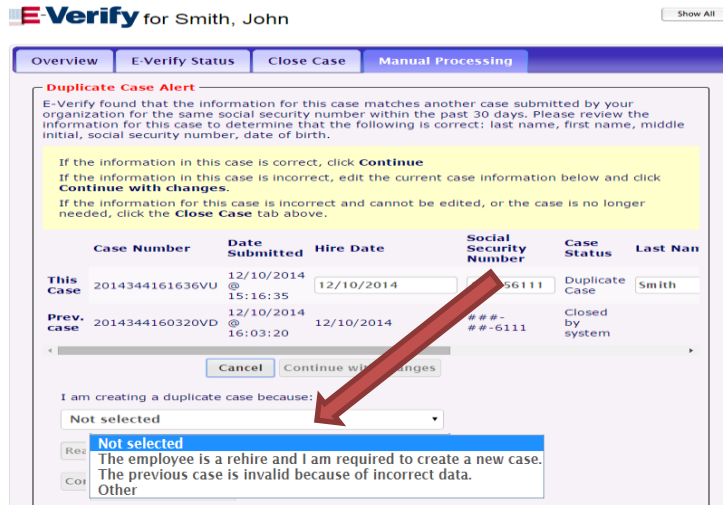


Fig. 3

- After selecting your option, click on “Continue with Reason” located at the bottom of the screen, and complete the close out process in E-Verify as you normally would.

Continue with Changes

When should the “Continue with Changes” option be used?

- If you notice certain errors during the review of the current case’s information, you may change the information during the Duplicate Case Alert process. You may only change information during the Duplicate Case Alert process if it is within one of the following fields:
 - Hire Date
 - SSN
 - Last Name
 - First Name
 - Middle Initial
 - Date of Birth

How do I make changes in this screen?

- **Make sure you are viewing the “This Case” row.** Correct the error in the appropriate box on this row, and click “Continue with Changes” from the bottom of the screen. See Fig. 4.

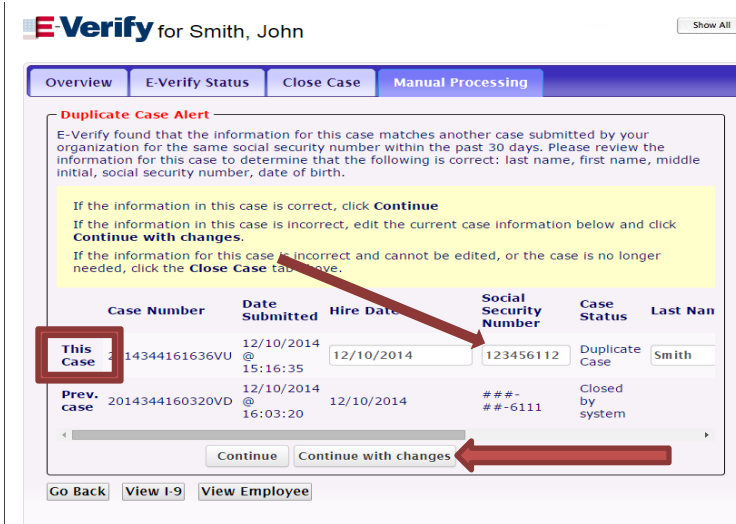


Fig. 4

- Some of these changes may result in amendments that you must approve once the E-Verify process is complete. These can be found under the Amendments tab in the employee’s I-9 record.
- Once all corrections have been submitted, the review screen **will appear again**. Please double check your changes and click **“Continue”**. (This will be the only option to choose from. “Continue with changes” will be grayed out because you already submitted changes.)
- The Duplicate Case Alert may not appear again if you correct the SSN field. That is OK. Please process the E-Verify case as normal.
- After continuing the case, you must select the appropriate reason for the duplicate case. The available options are:
 - The employee is a rehire and I am required to create a new case (again, we will only see this duplicate case process for rehires who have been terminated in the I-9 system)
 - The previous case is invalid because of incorrect data (after closing a case with I-9 errors, amending those errors, and resubmitting to E-Verify)
 - Other **NEVER CHOOSE OTHER!** See Fig. 3.
- After selecting your option, click on “Continue with Reason” at the bottom of the screen, and complete the close out process in E-Verify as you normally would.

Close Case

When should the “Close Case” option be used?

- When a new case was created in error (i.e. This case was created within 30 days of the previous case **and** contains exactly the same information.)
- When the case contains incorrect information that you did not have the opportunity to change during the “Continue with Changes” process. You must close the case, go to the Amendments tab for the I-9 record, complete **and approve** the amendments (or changes), and resubmit the case to E-Verify.

How do I close a case?

- Review and compare “This Case” information to “Prev. Case” information. See Fig. 2.
- If the incorrect information cannot be edited (make sure you are viewing the **“This Case”**, or top row), or if the case is invalid because another case for the same information was processed in the past 30 days, click the **“Close Case”** tab at the top of the screen. See Fig. 5

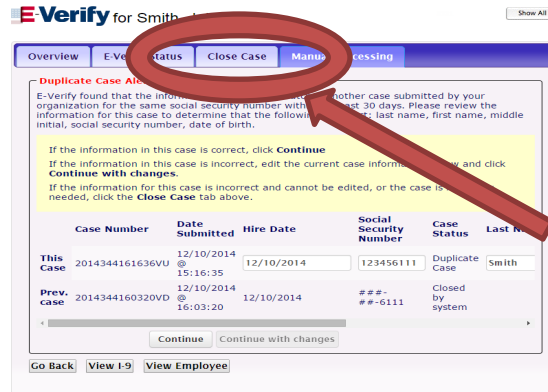


Fig. 5

- Indicate the employee is currently employed (similar to what we see now)
- Select a reason to close this case from the options listed:
 - This case is a duplicate because the employee created a case with the same data within the past 30 days
 - The case is invalid because the data entered is incorrect (If you choose this option, you must go to the I-9 record, [View I-9 option found at the bottom of the screen], click on the Amendments tab, create the amendment/change, and approve this change. Once approved, you must resubmit the case to E-Verify.
 - Click on “Close This Case” to complete the process. See Fig. 6.

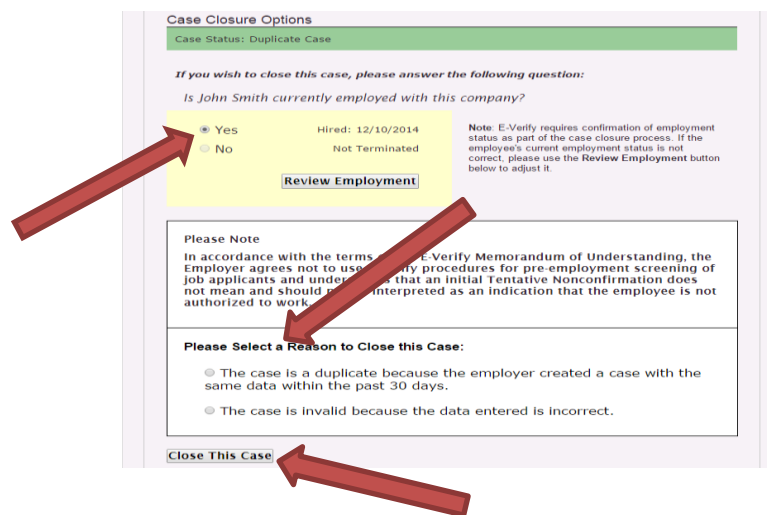


Fig. 6