SuccessFactors: Recruiting/Onboarding Quick Reference Guide

COMPLETING SECTION 2 OF FORM I-9

Last Revised: 06/14/2019
Overview

Welcome to SuccessFactors! This Quick Reference Guide (QRG) was created to instructions for completing Section 2 of Form I-9 of employment verification.

For additional details on working with SuccessFactors, online training videos are available and can be found on the Manager’s Section of the HR Website under Recruitment and Hiring via the following link:

https://hr.duke.edu/managers/recruitment/successfactors.

Onboarding: Form I-9 Section 2 Steps for Onboarding Coordinator:

A NEW FORM I - 9 MUST BE COMPLETED FOR HIRES/REHIRES WITHIN 3 BUSINESS DAYS OF THE DATE EMPLOYMENT BEGINS.

Section 1 of the I-9 is completed by new hired as one of their onboarding tasks.

Section 2 of the I-9 is completed by a Duke representative from the hiring department.

Foreign nationals should meet with a Duke Visa Services representative for completion of the I-9.

ALL NEW HIRES MUST HAVE THEIR EMPLOYMENT AUTHORIZED THROUGH E-VERIFY.
FORM I-9 OUT OF COMPLIANCE:

I-9 forms that are out of compliance (beyond 3 business days from hire date) will require an explanation for why the form was completed late.

In the example below, the explanation is to correct the hire/start date:
Change Start Date:

The Form I-9 has not been completed within 3 Federal business days of the New Hire's start date and since the New Hire has not started work, you have decided to change the New Hire's start date. Please change the start date below, or click the Back button to choose another option.

I confirm that the New Hire has not started work yet and that I can change his/her Start Date.

Current Start Date: 6/1/2019
New Start Date: 6/13/2019

Please document the reason for the change in start date (30 lines max.).

Instructions for Completing Section 2 of the I-9:

Form I-9 Section 2 Instructions

Employee Responsibilities:
Employees must present unexpired original documentation that shows the employer their identity and employment authorization. Your employees choose which documentation to present.

- One selection from List A or
- One selection from List B in combination with one selection from List C

List A contains documents that show both identity and employment authorization. List B documents show identity only. List C documents show employment authorization only. In certain circumstances, your employee may present an acceptable receipt in lieu of a List A, B, or C document. Receipts only temporarily satisfy the document presentation requirement and the employee will need to bring in the original documents within 90 days of the start date.

Employer Responsibilities for Section 2
An employer or an authorized representative of the employer completes the next set of panels. Employers or their authorized representatives must physically examine the documentation presented and sign the form.

The employer or authorized representative must:
- Ensure that any document your employee presents is on the List of Acceptable Documents or is an acceptable receipt.
- Physically examine each document to determine if it reasonably appears to be genuine and to relate to your employee presenting it. If you determine the document does not reasonably appear to be genuine and relate to your employee, you should allow your employee to present other documentation from the List of Acceptable Documents.

Enter the information regarding the documents on the next set of panels. Return the documentation presented back to your employee.
Step 1: Confirm citizenship/immigration status.

Step 2: Select work authorization documents.

Ask the employee for the documents she/he will use to prove identity and employment eligibility to work in the United States. Physically examine each document to determine if it reasonably appears to be genuine and relate to your employee presenting it. If you determine the document does not reasonably appear to be genuine and relates to your employee, you should allow the employee to present other documentation from the List of Acceptable Documents. Please ensure that any document your employee presents is on the List of Acceptable Documents or is an acceptable receipt.

Select the Proof of Eligibility Document(s)

After reviewing the documents, please select which documents the employee presented, either one from A, or one from B and C.

**LIST A: (Identity and Eligibility)**
- UNITED STATES PASSPORT

**OR**

**LIST B: (Identity)**
- NONE

**LIST C: (Eligibility)**
- NONE

Does the employee have the proof of eligibility document(s) with him or her today?  
- Yes
- No

Is this List A document: 
- An original
- A receipt for lost, stolen, or damaged one?
Step 3: Input work authorization document numbers.

![Image of input work authorization document numbers]

Step 4: Review name, Social Security number, and date of birth. If information is incorrect, click on incorrect data and update.

![Image of reviewing name, Social Security number, and date of birth]
Step 5: Review citizenship status, hire date, and documents. If information is incorrect, click on the incorrect data and update.

Step 6: Confirm if someone other than the new hire helped complete the I-9.
Step 7: Electronic Signature Agreement:

Default password: onboardingPW77 if you have not already setup your own password.

Step 8: Photo-matching is only required if using a passport, permanent resident ID card, or EAD (I-766) card.

a) Scan and upload required document

Browse for scanned copy of passport, then press Upload
Check to make sure document successfully uploaded:

```
USPassport.pdf
Document Uploaded Successfully - haggerty passport.pdf
```

Initial Verification

```
Initial Verification

First Name: [Name]
Middle Initial: [Name]
Social Security Number: [Number]
Citizenship Status: Citizen of the United States
Document Type: Unexpired U.S. Passport or U.S. Passport Card
Hire Date (mm/dd/yyyy): 6/13/2019
Doc. Expiration Date (mm/dd/yyyy): I-54 Number:
```

Step 8: Photo Matching

b) Confirm photo – Click the “Confirm “button even if no image appears.

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Confirm Photo
A photo of the employee being verified is displayed below. You are required to compare the displayed photo to the photo shown on the employee's documentation. Please read the instructions and confirm whether the photos are the same.

Please compare employer's L1H-issued photo document with the photo displayed. Photo matching helps ensure that the documents provided by employees are valid.

To match an E-Verify photo with a photo document, simply compare the photos shown in E-Verify to the photo on the DHS-issued document provided by the employee. The two photos should be identical.

Do NOT match the photo in E-Verify to the in-person employee.

Click to enlarge.

Determine if the photograph in E-Verify appears identical to the photograph on the employee's photo document, and then select Confirm or Reject:

- Confirm
  The photo on the employee's document matches the photo displayed in E-Verify. Clothing, hair style, facing direction, and appearance on the document should be identical to the photo displayed by E-Verify.

- Reject
  The photo on the employee's document is not identical to the photo in E-Verify.
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Show Onboarding version information:
Step 9: Submit to E-Verify

a) Click on “Submit to E-Verify”

Step 9: Submit to E-Verify - Initial Verification

b) Confirm verification result is “Employment Authorized”
If employment not authorized immediately (Verification in Process), click the “Next” button to continue to Refresh Case Status.

Click on “Refresh Case Status” until a new E-Verify result returns. You may return to open E-Verify tasks shown on your Onboarding dashboard at a later time to check E-Verify status and close the case once employment is authorized.

<table>
<thead>
<tr>
<th>Initial Verification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Verification Result</td>
</tr>
<tr>
<td>Last Name:</td>
</tr>
<tr>
<td>Initial Eligibility: Verification in Process</td>
</tr>
<tr>
<td>Case Number: 201964140246JJ</td>
</tr>
</tbody>
</table>

Verification Response

<table>
<thead>
<tr>
<th>Verification Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility: Verification in Process</td>
</tr>
<tr>
<td>Response Date:</td>
</tr>
</tbody>
</table>

This case has been submitted, but additional time is needed to verify employment eligibility. Please note that you may not take any adverse action against the employee due to the additional time required.

You will be notified when the case status is updated.

If you created this case in error and no longer need to verify employment eligibility, click Resolve Case.

[Refresh Case Status]
Step 10: Complete the E-Verify step by answering employment question and closing the case.

Is the employee currently employed with this company? Answer “YES”

Click on “Finish” to exit Form I-9 Section 2 onboarding

NOTE: Cases should only be closed with an E-Verify response of “Employment Authorized.”

If you receive a Tentative Non Confirmation Result, you will need to click the “Resolve Case” button and ask the new hire if he/she plans to contest the results (recommended since the new hire cannot remain on the payroll if employment is not authorized through E-Verify).

For assistance with Tentative Non Confirmation Result, please contact the HR Information Center at 919-684-5600.