



# **VerifyNow! Compliance Report**

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## Introduction

*VerifyNow!* is our Roth Staffing proprietary software product that does two things: (1) it is an electronic Form I-9 PLUS (2) it automatically runs an E-Verify. We must use *VerifyNow!* on every new hire that we make. To help us remain compliant, we have the *VerifyNow!* Compliance Report that lists the Ambassadors who are currently on assignment but whose Form I-9s have not been correctly processed or whose E-Verify has not been successfully completed, and/or whose case has not been closed.

This report is auto-scheduled to send to you every Tuesday, and the branch must correct the Form I-9s or E-Verify for all of the Ambassadors who appear on the report. We will also run this report for all branches on a regular basis, and will follow up with those who do not resolve their *VerifyNow!* issues in a timely manner or who consistently process *VerifyNow!* incorrectly.

Please use the instructions below for running the report and following up on the various results. Please note that this report reflects your updates in *VerifyNow!* as you complete them, so if you update the outstanding Form I-9s or E-Verify issues on your initial report, you can run the report again to confirm that the changes have been made and that your branch is compliant.

## Running the *VerifyNow!* Compliance Report

1. Log into Crystal Enterprise Reporting by going to:  
<http://vcgreports/crystal/enterprise10/ePortfolio/en/logonform.csp>.
2. Enter your network username and password, and click **Log On**.

**Log On to Crystal Enterprise**

Existing User

System:

User Name:

Password:

Authentication:



3. Click **StaffSuite52 (Production)**.

The screenshot shows the Crystal Enterprise web interface. At the top, there is a search bar with the text "Corporate Logo" and a dropdown menu set to "title". Below the search bar, there are navigation links for "Home" and "Favorites". The "Folders" section displays a list of folders: "StaffSuite52(Production)" and "StaffSuite52(Training)". The "StaffSuite52(Production)" folder is highlighted with a red rectangular box. To the right of the folder list, there are two dropdown menus: "Type:" set to "All" and "Sort By:" set to "Title".

4. Click **Custom**.

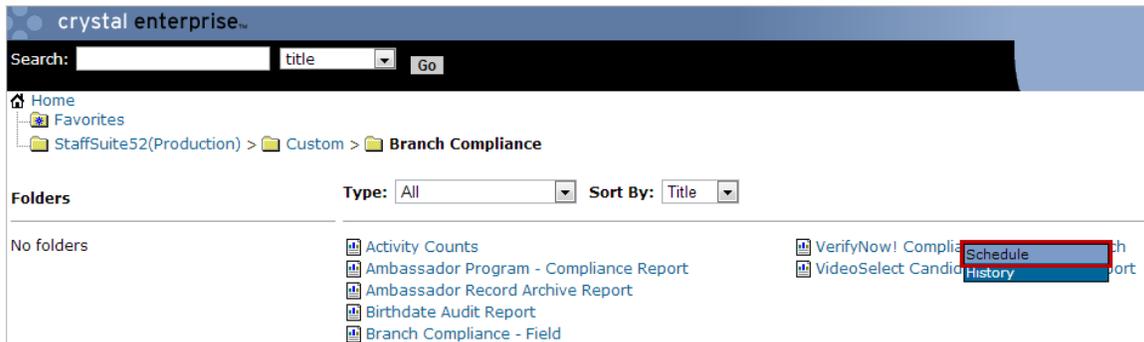
The screenshot shows the Crystal Enterprise web interface. The search bar now contains "SEARCH:". The "Folders" section displays a list of folders: "Custom" and "Invoice". The "Custom" folder is highlighted with a red rectangular box. The "Type:" dropdown menu is still set to "All" and the "Sort By:" dropdown menu is still set to "Title".

5. Click **Branch Compliance**.

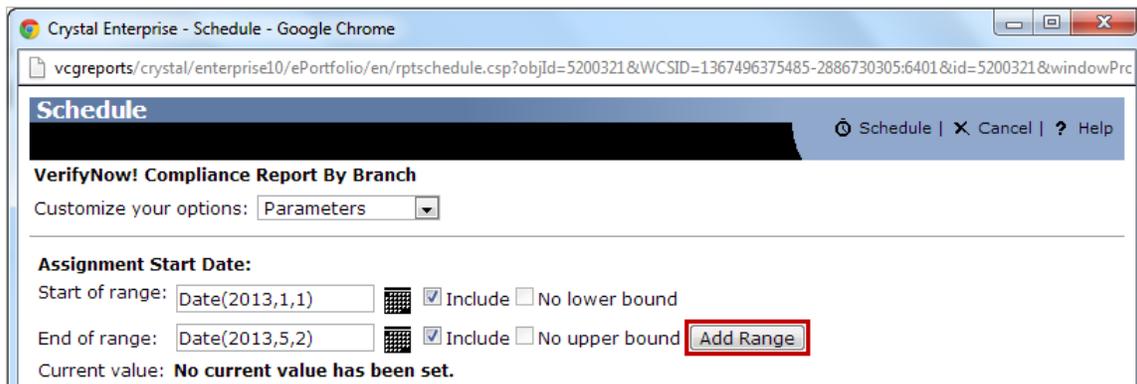
The screenshot shows the Crystal Enterprise web interface. The breadcrumb navigation path is "StaffSuite52(Production) > Custom". The "Folders" section displays a list of folders: "AR Reports", "Assignment", "Branch Compliance", "Branch Listing", and "Company". The "Branch Compliance" folder is highlighted with a red rectangular box. The "Type:" dropdown menu is still set to "All" and the "Sort By:" dropdown menu is still set to "Title". Below the folder list, the text "No objects" is displayed.



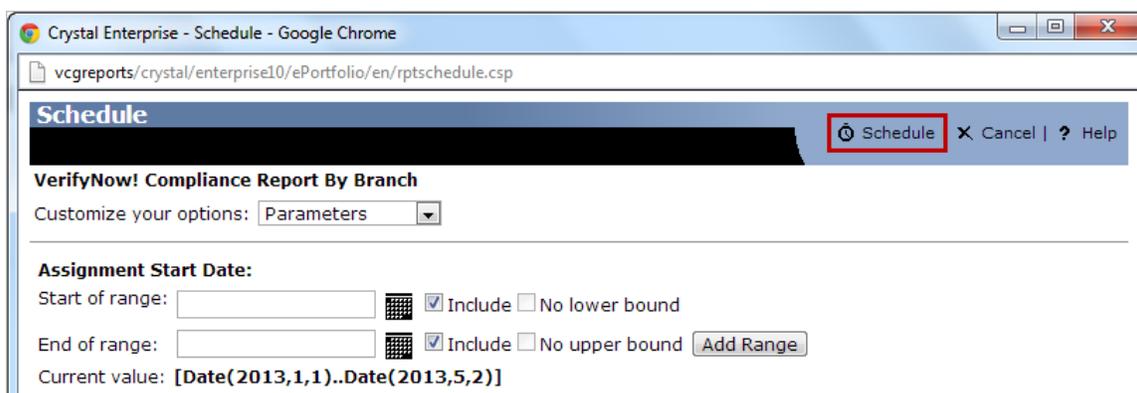
- Click **VerifyNow! Compliance Report by Branch** and select **Schedule**.



- Use the Schedule window to select the date range. Because we want this report to represent the year-to-date compliance, select January 1 of the current year as the **Start of range** and today's date as the **End of range**. When those dates have been entered, click **Add Range**.

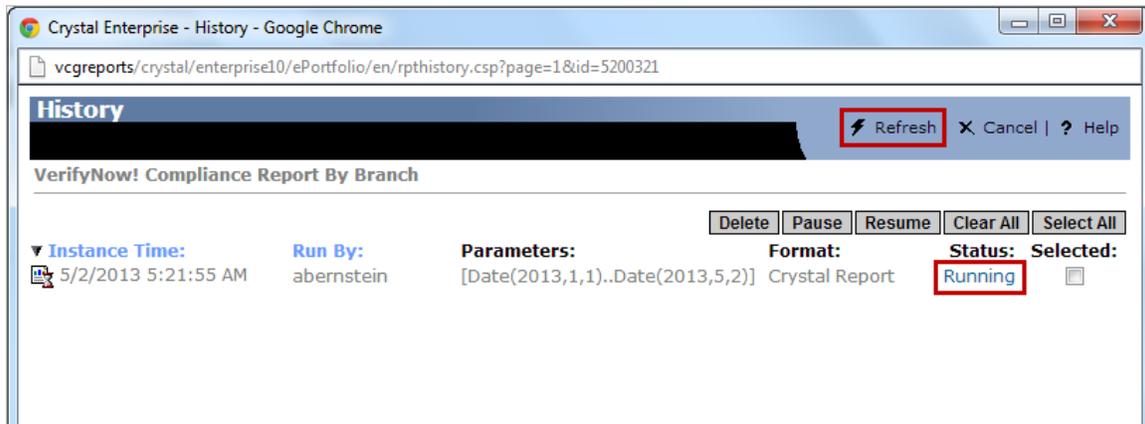


- The dates that you selected will appear under **Current Value**. Confirm that the dates are correct and click **Schedule**.

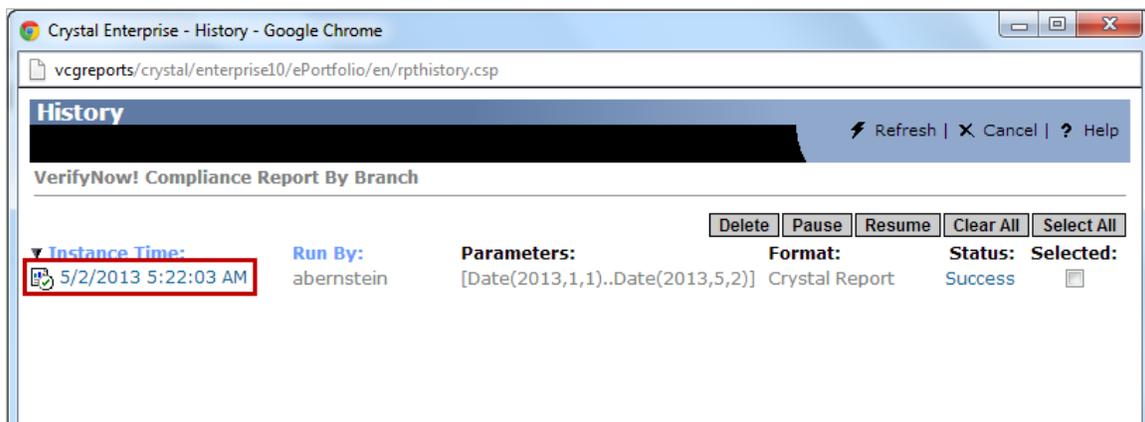




9. You will see the status “Running” while the report is created. Click **Refresh** for an updated status.



10. When the status says “Success,” click on the **Instance Time** to view the report.



11. Once in the report, use the buttons at the top of the screen to either: a) export the report; b) print the report; or c) move from page to page or to the end of the report.



## Assignment Starts with Missing/Unresolved Form I-9s

The first section of the report is the “Assignment Starts with Missing/Unresolved Form I-9s,” which lists those Ambassadors who have been put on an assignment, but whose Form I-9s have either not yet been created in *VerifyNow!* or an E-Verify case has been created but further action is required in order to complete the E-verification process.



### Assigning Branch vs. I-9 Branch

The Ambassadors listed in your report are directly tied to the Assigning Branch (the branch that placed the Ambassador on assignment). The I-9 Branch column displays the branch that the Ambassador selected when filling out Section 1 of the Form I-9, which may differ from the Assigning Branch location. This column cannot display any information for those cases with a Case Status of No Electronic I-9 / E-Verification.

### # Days Open

The # of Days Open column displays the number of days elapsed that a Form I-9/E-Verify has not yet been completed since the Ambassador started on assignment. This column will not have any value for those cases with a Case Status of Reverification, or for assignments entered with a future start date in StaffSuite.

**Note:** Unless there is a valid, unavoidable reason, we must have the Ambassador's Form I-9 and E-Verify completed within three (3) business days from when the employee started work for pay. For more details regarding the Three Day Rule, you can email [Everify@rothstaffing.com](mailto:Everify@rothstaffing.com).

### Case Status

Depending on the statuses of the incomplete *VerifyNow!* cases, they will fall into one of five categories:

- No Electronic I-9 / E-Verification
- No Electronic I-9 / E-Verification – 6 Months
- Non-Authorized Results
- Non-Verified E-Verify Candidates
- Reverification

## No Electronic I-9 / E-Verification

This status occurs when an Ambassador is on assignment but does not have a Form I-9/E-Verify inputted in *VerifyNow!*. There are two reasons why this occurs: the first is that a *VerifyNow!* (Form I-9 and E-Verify) was never created for an Ambassador before they went on assignment, or that a paper Form I-9 was filled out. This is very serious, as every Ambassador must have a Form I-9/E-Verify created through *VerifyNow!*. Please DO NOT fill out paper Form I-9s. Contact [everify@rothstaffing.com](mailto:everify@rothstaffing.com) if you are ever in a situation where you may have to fill out a paper Form I-9.

The second and more common reason that this status occurs is that a case was created in *VerifyNow!* for the Ambassador, but the social security number (SSN) does not match the SSN input in StaffSuite. Because we match Ambassadors' SSNs in *VerifyNow!* to those in StaffSuite to determine whether a case in *VerifyNow!* was created for them, mismatched SSNs will make it appear as though a *VerifyNow!* case was never created for the Ambassador. This is also serious, as the SSNs must be correct in both databases for tax purposes.

#### Next Steps:

1. Make sure that the Ambassador has a Form I-9/E-Verify in *VerifyNow!*. For instructions on how to perform a search in *VerifyNow!*, please refer to pages 4-5 of the *VerifyNow!* User Manual located in Roth U.
2. If no Form I-9/E-Verify exists for the Ambassador, you must create one immediately through *VerifyNow!*. Refer to pages 8-32 of the *VerifyNow!* User Manual for directions on how to complete this process. If one does exist, compare the SSN inputted on the Form I-9 in



VerifyNow! to the SSN in StaffSuite. For security reasons, the first half of the SSN is hidden from view and only the last 4 digits will be visible. Please work with your Branch Manager to review the SSN entered as only management is authorized to view the full SSN.

3. If they do not match, update StaffSuite with the correct SSN number. If you have any trouble validating the SSN or need further assistance, send an email to [Everify@rothstaffing.com](mailto:Everify@rothstaffing.com).
4. Once the numbers match, the Ambassador will no longer appear on the report.

## No Electronic I-9 / E-Verification – 6 Months

This status occurs when there has been a 6-month gap between the Ambassador’s last assignment and the assignment that they are currently on. Company policy requires that every Ambassador who has a 6-month or longer gap between assignments be re-hired (with all new hire paperwork filled out), including filling out and processing a new Form I-9 through *VerifyNow!*.

Next Steps:

1. Create a new case for the Ambassador by having them complete Section 1 of the Form I-9 and processing it through *VerifyNow!*. Refer to pages 8-32 of the *VerifyNow!* User Manual for directions on how to complete this process.
2. Keep the Ambassador on the assignment or terminate them based on the final case result.

## Non-Authorized Results

This status occurs when an Ambassador receives any case result other than “Employment Authorized.” These results will be highlighted in red, as it is imperative that all Ambassadors receive an Employment Authorized case result to begin or continue on assignment. All other case results must be resolved according to the definitions outlined below.

To determine the Ambassador’s current case result, look at the **Verification Result** column.

Assignment Starts With Missing / Unresolved Form I-9s										
Assigning Branch	Case Status	Name	Emp ID	Case #	Interviewer	I9 Branch	Start Date	Verification Date	Verification Result	Days Open
150 CEC-OP	Non-Authorized Results	Smith, John	7462563	150891726	Wood, Jodie		02/23/2015	04/01/2015	SSA Tentative Nonconfirmation (TNC)	44
013 Woodland Hills U	No Electronic I-9 / E-Verification	Jones, Jane	9192573		Acuna, Lilliana		03/30/2015		Verification Required	42

Next Steps:

The next steps depend on the case result displayed in this column:

### Photo Matching Required

This case result means you exited *VerifyNow!* before completing the final step of verification, which is matching the photo on the Ambassador’s ID to the person. You will need to open the Ambassador’s case in *VerifyNow!* to complete this step. For instructions on how to complete this step, please refer to pages 19-20 of the *VerifyNow!* User Manual.

### SSA Tentative Nonconfirmation and DHS Tentative Nonconfirmation (TNC)

This case result means the information entered on the Form I-9 did not match records available to the Department of Homeland Security (DHS) or the Social Security Administration (SSA). Review the data entered with the Ambassador. If data was incorrectly entered on the Form I-9, you may close the case and have the employee resubmit Section 1 in *VerifyNow!*. Otherwise, follow the steps outlined in the *VerifyNow!* TNC Procedures. Close the case in *VerifyNow!* once a final case result is issued.



### Final Nonconfirmation

This case result means the Ambassador is not authorized to work in the United States. It is illegal for us to continue to employ an Ambassador that is not employment authorized. You will need to terminate the employee, and note the reason for their termination in StaffSuite.

### Case Incomplete

This case result means you clicked **Close Case** while on the Check Information screen (the step that asks you to confirm an individual's information) before the case was properly submitted through to the E-Verify system. This is serious, as the Ambassador is working without a completed E-Verify case. You must start the Form I-9 and E-Verify process from the beginning. For instructions on how to complete the process, please refer to pages 8-32 of the *VerifyNow!* User Manual.

<b>I9Form Details</b> First Name: Elaine Last Name: Goodell SSN: XXX-XX-6798 Date Of Birth: 6/9/1977 Street Address: Test Apt. Number: City: test State: AK Zip Code: 11111 Employee Hire Date: 1/9/2014 Employee ID:	<b>Everify Details</b> Case Number: 2014009061701RN Last User Action: Initial Verify Current Case Status: <b>Case Incomplete</b> Current Employment Status: <b>Verification Incomplete</b>
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**The Social Security number entered in E-Verify was not valid according to SSA records.**

**Check Information**

The information below **MUST** match the employee's Form I-9. Please check and make sure the information is correct.

If the information is:

- Correct, click **Continue**
- NOT correct, update the appropriate field(s) and click **Continue**

If you created this case in error or no longer need to continue this verification, click **Close Case**

First Name:	<input type="text" value="Elaine"/>	Last Name:	<input type="text" value="Goodell"/>
Middle Initial:	<input type="text"/>	Maiden Name:	<input type="text"/>
SSN:	<input type="text" value="123456798"/>	BirthDate:	<input type="text" value="06"/> <input type="text" value="09"/> <input type="text" value="1977"/>

Back  Continue

### Non-Verified E-Verify Candidates

This status occurs when Section 1 of a Form I-9 was completed for an Ambassador, but Section 2 was never submitted.

#### Next Steps:

1. Look up the Ambassador's Form I-9 in *VerifyNow!* on the Active I9Forms tab. For instructions on how to perform a search in *VerifyNow!*, please refer to pages 4-5 of the *VerifyNow!* User Manual.
2. If it is still within three days of when the Ambassador completed Section 1 of the Form I-9, have the Ambassador return to the branch with his/her original I-9 document(s), click **Verify** and complete the *VerifyNow!* process. For instructions on how to complete the process, please refer to pages 8-32 in the *VerifyNow!* User Manual. If three days has passed, you will need to Hide the original Form I-9 case and have the Ambassador complete Section 1 again. (For instructions on how to Hide a form I-9 in *VerifyNow!*, please refer to pages 7-8 of the *VerifyNow!* User Manual.) **Please note that it is against the law for you to fill out Section 1 for an Ambassador**, even if they have filled it out before. The Ambassador must return to



the branch to complete it. Review the original document(s) presented by the Ambassador to fill out Section 2 of the Form I-9.

3. In some rare cases, you may have completed Section 2, but on the wrong Form I-9. Be sure to close the incorrect Form I-9 case immediately, selecting the reason as "The case is invalid because the data entered is incorrect." You will then need to start a new Form I-9 for the Ambassador.
4. For more details regarding the Three Day Rule, you can email [Everify@rothstaffing.com](mailto:Everify@rothstaffing.com).

## Reverification

This status occurs when the Ambassador's work eligibility documentation has expired, and updated information needs to be entered into *VerifyNow!* for reverification.

Next Steps:

1. Look up the Ambassador's Form I-9 in *VerifyNow!*. For instructions on how to perform a search in *VerifyNow!*, please refer to pages 4-5 of the *VerifyNow!* User Manual.
2. Click **Reverify** in the Action column.
3. Enter the Ambassador's updated work documentation information in Section 3 and click ReVerify. Refer to pages 33-34 of the *VerifyNow!* User Manual for instructions on reverifying a case.

## Open Cases to be Closed

At the bottom of the report, the Open Cases to be Closed section lists all cases that must be closed in *VerifyNow!*. Remember that the verification process is not complete until the case is closed in *VerifyNow!*. All created cases in *VerifyNow!* must be closed if the case receives a final case result, is a duplicate, or is invalid due to incorrect information.

Next Steps:

1. Look up the Ambassador's Form I-9 in *VerifyNow!*. For instructions on how to perform a search in *VerifyNow!*, please refer to pages 4-5 of the *VerifyNow!* User Manual.
2. Click **Action Required** in the Action column.
3. Select **Close Case**.
4. Select whether the Ambassador is currently working, and the reason for closing the case. For more information on the Close Case options, please refer to page 32 of the *VerifyNow!* User Manual.

## Frequently Asked Questions

**Q: Can I use a paper Form I-9 for an Ambassador?**

A: There is no situation that requires an Ambassador to fill out a paper Form I-9 while at the branch. If you are working at a hiring event outside of the branch, contact the IT Department, as they should be able to equip you with computers for the event. If this is a remote hire situation, email [everify@rothstaffing.com](mailto:everify@rothstaffing.com) for information on the proper process.

**Q: Why is one Ambassador showing up on the report multiple times, and sometimes with a different case category?**

A: An Ambassador will only appear on the report more than once if there has been more than one Form I-9 entered into *VerifyNow!*. The Form I-9s may have different statuses because they were entered at different times, and are at different stages in the verification process. You need



to close the duplicate cases in *VerifyNow!*, keeping just the original *VerifyNow!* case. If one of the results is a Final Nonconfirmation, the Ambassador needs to be terminated.

**Q: Why are some cases highlighted in red on the report?**

A: A case which receives a Non-Authorized Result such as a Tentative Nonconfirmation, Final Nonconfirmation, Case Incomplete and so on will be highlighted in red and urgently need to be resolved as soon as possible.

**Q: I know I've already completed an E-Verify case in *VerifyNow!* for an Ambassador. Why is their name still showing up on the report?**

A: It could be because the SSN entered in StaffSuite does not match the SSN on the Ambassador's Form I-9. See the [No Electronic I-9/E-Verification](#) section (page 6) above for more details on how to resolve this issue.

For questions regarding the *VerifyNow!* Compliance Report, send your question via email to [everify@rothstaffing.com](mailto:everify@rothstaffing.com).