

Guardian E-Verify: Duplicate Case Alert

- 1. <u>Getting Started FAQ3</u>

Getting Started – FAQ

When is a duplicate case alert triggered?

When I-9 information is submitted, E-Verify identifies whether the same social security number has been submitted for the same employer account within the last 30 days and returns a "duplicate case" alert when this situation is true.

What are the next steps after receiving this status?

There may be many reasons why a duplicate case exists (e.g. rehire, previous case was closed with invalid data). It is important to review the information related to the new case and previous case(s) to determine next steps. User may either continue with the case as-is, or go back. If the user chooses not to continue they may make Amendments to the I-9, if needed, and continue with the E-Verify submission later.

Getting Started – FAQ

How does this case status appear in Guardian?

When I-9 information is submitted that triggers the alert from EVerify, Guardian presents the information on the **Manual Processing Tab** within the employee's E-Verify record. When viewed from the **Top Pending E-Verify Actions** Dashboard, the case status appears as 'On Hold' and 'Waiting for user interaction' [Duplicate Case].

When should the "Continue" option be used?

After reviewing the submitted case details and previous case information, utilize this option when the new case is warranted (i.e. the case represents a re-hire situation, or the previous case was closed as invalid), and the information related to the current case is correct.

Duplicate Case Alert

From the Manual Processing tab, review and compare the current E-Verify submission to the prior submissions shown.

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	Overview	E-Verify Status	Close Case 🛛 🕅	lanual Processing	
ashboard	Not Started -	Dunlicate Case			
tart I-9	E-Verify found	another case su	bmitted by your orga	nization for this SSN.	
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ports	E-Verify Dup	one or more cases	submitted by your c	rganization for this emplo	yee's social security number wit
mployees	the past 30 day	s. Please review t	he list and determine	whether to continue the c	urrent submission.
9 Forms	Hire Date	Submitted	Case Creator	Case Number	Status
asks	10/09/2019	10/09/2019	Jane Doe	Pending	Continue This Case
arts & Graphs	10/03/2019	10/09/2019	lames Trammel	2019282160306MI	
uncements	,,	,,	Jannes manning		Closed
ancements				2010202100000.00	Closed
udit	10/09/2019	10/09/2019	James Trammel	2019282163949BH	Closed
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Overview	E-Verify Status	Close Case	Manual Processir
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E-Verify Duplicate Case

E-Verify found one or more cases submitted by your organization for this employee's social security number within the past 30 days. Please review the list and determine whether to continue the current submission.

0/09/2019	10/09/2019	Jane Doe	Pending	Continue This Case
0/03/2019	10/09/2019	James Trammel	2019282160306MJ	Closed
0/09/2019	10/09/2019	James Trammel	2019282163949BH	Closed
08/20/2019	09/09/2019	James Trammel	2019252160921MD	Closed

Click **Continue This Case** if it is determined that a new E-Verify case is required.

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Otherwise, click **Go Back**. An E-Verify case has *not* been created at this point, so Case Closure is not required.

Guardian

I-9 and E-Verify Compliance System

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E-Verify Dup E-Verify found o the past 30 day	olicate Case one or more cases /s. Please review t	s submitted by your or he list and determine v	 The employee is Other (Enter real 	s a rehire and I am required ason below)	to create a new case.
Hire Date	Submitted	Case Creator			1
				Back	Continue with Reason

Select the appropriate reason for the duplicate case.

Note: If **Other** is selected, include a reason (up to 200 characters) and click **Continue with Reason**.

Wait for the submission to process. Processing typically takes less than 30 seconds.

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rms Stat	tus: E-Verify in Process			Fir	rst Name: Elaine	
E-Ve	erify Status:			La	ast Name: Goodell	
& Graphs	iated By: Jane Doe			Da	ate of Hire: 10/09/2019	
Init	iated On: 10/09/2019			Do	ocument Type: List A Documents	
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Guardian E-Verify for Goodell, Elaine I-9 and E-Verify **Compliance System** Overview E-Verify Status Close Case \sim Dashboard The E-Verify case is closed O Start I-9 📁 E-Verify Case Verification Number: 2019282163949BH III Reports **Employee Information** 😁 Employees **Case Status** Status: E-Verify Verification Complete First Name: Elaine 🕼 I-9 Forms Last Name: Goodell E-Verify Status: Closed 📑 Tasks Initiated By: Jane Doe Date of Hire: 10/09/2019 Initiated On: 10/09/2019 Document Type: List A Documents 🔟 Charts & Graphs **Employment Eligibility: Employment Authorized** Citizenship Type: A citizen of the United States Announcements Resolution: 10/09/2019 ICE Audit 🞓 Help Go Back **Refresh Overview** View I-9 View Employee Re-Submit to E-Verify Delete i My Settings **m** Administration \bigcirc Created: 10/09/2019 @ 09:40:39 😃 Logout

Confirm that E-Verify responded with an **Employment Authorized** result.

Cases that are returned as Employment Authorized will be automatically closed. No further action is necessary.

For Additional Assistance

- Select **Help** from the vertical toolbar to access other Guardian tutorials.
- For additional assistance contact your in-house Guardian expert.

Confidential User Guide

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Thank you.

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