



# Guardian E-Verify: Duplicate Case Alert

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# 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.

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

### Not Started - Duplicate Case

E-Verify found another case submitted by your organization for this SSN.

### 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.

Hire Date	Submitted	Case Creator	Case Number	Status
10/09/2019	10/09/2019	Jane Doe	Pending	<a href="#">Continue This Case</a>
10/03/2019	10/09/2019	James Trammel	2019282160306MJ	Closed
10/09/2019	10/09/2019	James Trammel	2019282163949BH	Closed
08/20/2019	09/09/2019	James Trammel	2019252160921MD	Closed
08/20/2019	09/09/2019	James Trammel	2019252162150AF	Closed
08/20/2019	09/09/2019	James Trammel	2019252162309AH	Closed
08/20/2019	09/09/2019	James Trammel	2019252171434DB	Closed

# Continue Case

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

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** for Goodell, Elaine 11433

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

**Not Started - Duplicate Case**  
E-Verify found another case submitted by your organization for this SSN.

**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.

Hire Date	Submitted	Case Creator	Case Number	Status
10/09/2019	10/09/2019	Jane Doe	Pending	<a href="#">Continue This Case</a>
10/03/2019	10/09/2019	James Trammel	2019282160306MJ	Closed
10/09/2019	10/09/2019	James Trammel	2019282163949BH	Closed
08/20/2019	09/09/2019	James Trammel	2019252160921MD	Closed

[Go Back](#)

Created: 10/09/2019 @ 12:18:38

# Continue Case

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**.

**Guardian**  
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## E-Verify for Goodell, Elaine

Overview E-Verify Status Close Case Ma

Not Started - Duplicate Case  
E-Verify found another case submitted by your organ

### E-Verify Duplicate Case

E-Verify found one or more cases submitted by your or the past 30 days. Please review the list and determine v

Hire Date	Submitted	Case Creator
10/09/2019	10/09/2019	Jane Doe
10/03/2019	10/09/2019	James Trammel
10/09/2019	10/09/2019	James Trammel
08/20/2019	09/09/2019	James Trammel

### Duplicate Case

Please select the reason for creating a duplicate case:

- The previous case contained incorrect information.
- The employee is a rehire and I am required to create a new case.
- Other (Enter reason below)

Back

Continue with Reason

# Continue Case

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

## Guardian

I-9 and E-Verify  
Compliance System



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Start I-9

E-Verify

Reports

Employees

I-9 Forms

Tasks

Charts & Graphs

Announcements

ICE Audit

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## E-Verify for Goodell, Elaine

11433

Overview

E-Verify Status

Close Case

### E-Verify Submission in Process

This case has been submitted to E-Verify. This page will refresh automatically when an update is available.



Case Verification Number: Pending

#### Case Status

Status: **E-Verify in Process**

E-Verify Status:

Initiated By: Jane Doe

Initiated On: 10/09/2019

Employment Eligibility: **Pending**

Resolution:

#### Employee Information

First Name: Elaine

Last Name: Goodell

Date of Hire: 10/09/2019

Document Type: **List A Documents**

Citizenship Type: **A citizen of the United States**

Go Back

Refresh Overview

View I-9

View Employee

Re-Submit to E-Verify

Delete

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# Continue Case

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.

**Guardian**  
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## E-Verify for Goodell, Elaine

Overview | E-Verify Status | Close Case

The E-Verify case is closed

Case Verification Number: 2019282163949BH

<b>Case Status</b> Status: <b>E-Verify Verification Complete</b> E-Verify Status: <b>Closed</b> Initiated By: <b>Jane Doe</b> Initiated On: <b>10/09/2019</b> Employment Eligibility: <b>Employment Authorized</b> Resolution: <b>10/09/2019</b>	<b>Employee Information</b> First Name: <b>Elaine</b> Last Name: <b>Goodell</b> Date of Hire: <b>10/09/2019</b> Document Type: <b>List A Documents</b> Citizenship Type: <b>A citizen of the United States</b>
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[Go Back](#) [Refresh Overview](#) [View I-9](#) [View Employee](#) [Re-Submit to E-Verify](#) [Delete](#)

Created: 10/09/2019 @ 09:40:39

# 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

Please do not distribute this document outside of your organization without our written permission.

Thank you.