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:

![Form I-9 Out of Compliance Orientation Activities](image-url)
Instructions for Completing Section 2 of the I-9:

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

- Employees must 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 relate 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 List 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 or
- a receipt for lost, stolen or damaged one?
Step 3: Input work authorization document numbers.

Section 2 - Employer Review and Verification
Orientation Activities

Please examine and record the document(s) selected by the employee as proof of eligibility to work in the United States. Also record the issuing authority and the document number and expiration date, if any.

LIST A UNITED STATES PASSPORT

<table>
<thead>
<tr>
<th>Passport #</th>
<th>Expiration Date</th>
</tr>
</thead>
</table>

Issuing Authority: U.S. DEPARTMENT OF STATE

I reviewed the document selected above. It identifies the employee and proves the employee is eligible to work in the U.S.

Start Date:

I attest, under penalty of perjury, that (1) I have examined the document(s) presented by the above-named employee, (2) the above-listed document(s) appear to be genuine and to relate to the employee named, and (3) to the best of my knowledge the employee is authorized to work in the United States.

If you are not sure what a document looks like, click here to review eligibility documents.

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

Review and Approve - Orientation Activities

Please review the data you have entered. If any information is incorrect simply click on the incorrect data. A wizard screen will pop-up where you can correct the data. Once corrected, click ‘Finish’ on the pop-up to return to the Review and Approval page.

New Hire Name & SSN Information

Name:
Do you have a social security number? Yes Social Security Number __________
I acknowledge my last name differs from that shown on my social security card Yes

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: Confirm and upload the specified documents, if you used remote document examination procedures. Additional information is available at the link below.

https://www.uscis.gov/i-9-central/remote-examination-of-documents
Step 8: Electronic Signature with DocuSign:
Electronic signatures are completed with the external service from DocuSign. Please follow the instructions in the email for signing the document.

Step 9: Check your email:
The email will come from: Duke Careers <careers@sign.onboarding.duke.edu> and includes the following branding. On completion you will receive another as noted to the right.
Step 10: Go back to Success Factors
The E-Verify initial verification task is created by the completion of the signatures and needs to be selected to continue the process. Uploading of documents 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
b.) Check to make sure document successfully uploaded:

Initial Verification

Step 11: Photo Matching

b) Confirm photo – Click the “Confirm “button even if no image appears.
Step 12: Submit to E-Verify

a) Click on “Submit to E-Verify”

Step 13: Submit to E-Verify - Initial Verification

b) Confirm verification result is “Employment Authorized”
Step 14: 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.
Step 15: 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.