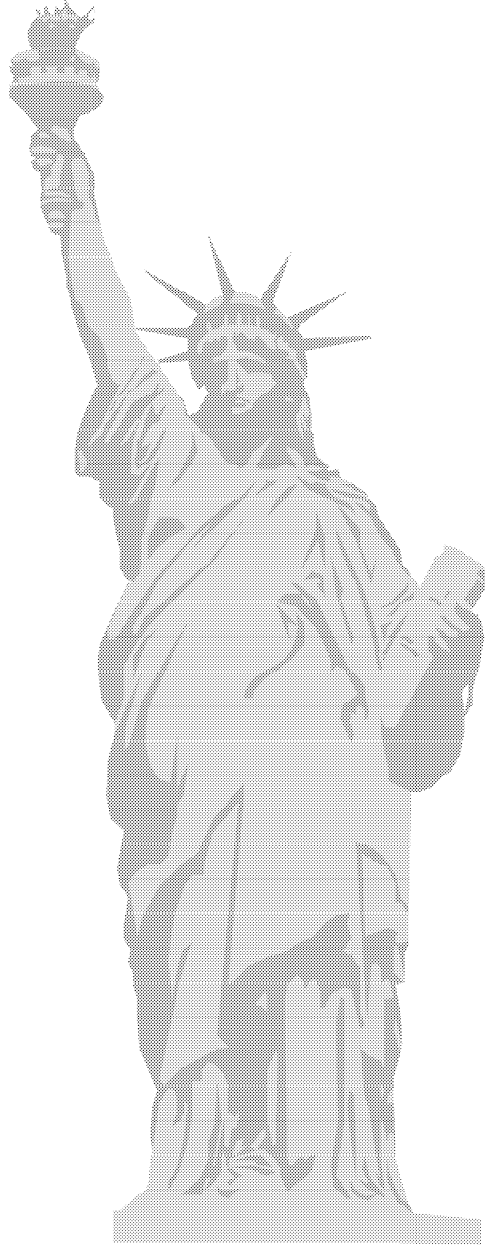


***Basic Pilot (BP) and
Designated Agent Basic Pilot (DABP)
User Manual***



Systematic Alien Verification for Entitlements (SAVE) Program
in cooperation with the Social Security Administration

A Deliverable to the Department of Homeland Security

Service Technology Alliance Resources

(STARS)

**Basic Pilot (BP) and
Designated Agent Basic Pilot (DABP)
User Manual**

Task Order No.: COW-2-D-0112

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1. INTRODUCTION

1.1 Purpose and Scope

This user manual is the primary reference tool for users of the Basic Pilot (BP) and Designated Agent Basic Pilot (DABP) system.

1.2 Organization

This user manual contains instructions and other related materials on Basic Pilot procedures, requirements, and the proper use of the system. All company employees and designated agents who will be performing Basic Pilot queries should read this manual to familiarize themselves with employer responsibilities relating to this pilot program.

Note: This user manual replaces the June 2003 Basic Pilot User Manual.

This user manual is organized into the following sections:

1. Introduction
2. Understanding the Basic Pilot Program
3. Case Administration
4. User Administration
5. Reports
6. Site Administration
7. Client Administration (DABP)

1.3 Points of Contact

For technical questions, please call the **Technical Help Desk at 800-741-5023**.

For policy and procedural questions, please call the **SAVE Program at 888-464-4218**.

1.4 Audience Description

There are 2 groups of participants in the Basic Pilot Program:

- Participants who submit verifications for their own company. This group uses the BP system.
- Participants who submit verifications on behalf of other employers. This group uses the DABP system.

Within each of the 2 groups of Basic Pilot Program participants, there are 3 types of user roles:

- **General Users:** This user type performs verification queries, views reports, and has the capability to update his or her personal user profile.
- **Program Administrators:** This user type is responsible for creating user accounts at his or her site for Corporate Administrators and General Users. He or she has the capability to view reports, perform queries, update profile information, and unlock user accounts.

- **Corporate Administrators:** At this time, this user type can only view reports for the site where he or she is physically located and he or she can update his or her personal user profile. Future enhancements will allow this user to manage multiple company accounts from a central location. The new user responsibilities will include unlocking accounts, viewing reports for multiple company sites, as well as creating and administering company and user accounts.

The user's role determines which functions are available to him or her. The following table shows the full navigation menu, and which users have access to the various menus.

Note: Only functions to which a user has access appear in a user's menu navigation area.

	Case Administration Initial Verification View Cases	Client Administration Add Client View Clients	User Administration Change Password Change Profile	Site Administration Add User View Users Maintain Employers Request Termination	Reports View Reports
General User	X		X		X
Program Administrator	X	X	X	X	X
Corporate Administrator			X		X
System	BP DABP	DABP	BP DABP	BP DABP	BP DABP

2. UNDERSTANDING THE BASIC PILOT PROGRAM

The Basic Pilot Program enables employers to verify employment eligibility of all their newly hired employees, regardless of citizenship. The Basic Pilot Program involves verification checks of the Social Security Administration (SSA) and Department of Homeland Security databases by using an automated system to verify employment authorization. The system uses Social Security numbers (SSNs), alien registration numbers (Alien Numbers), and I-94 numbers (Arrival/Departure Numbers) to perform these verification checks.

In 1996 Congress passed the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA), requiring the former Immigration and Naturalization Service (INS) and the Social Security Administration to conduct employment verification pilot programs. One of these pilots is the Basic Pilot Program.

Note: As of March 1, 2003, the Immigration and Naturalization Service no longer exists. All INS functions were transferred to the Department of Homeland Security.

2.1 Participating in the Basic Pilot Program

As an employer participating in the Basic Pilot Program, you are required to post the notice provided by the Department of Homeland Security indicating your company's participation in the Basic Pilot Program and the anti-discrimination notice issued by the Office of Special Counsel for Immigration-Related Unfair Employment Practices, Department of Justice (DOJ).

Prior to using the Basic Pilot system, both the Department of Homeland Security and the Department of Justice notices should be posted in your employment office in an area that is clearly visible to prospective employees.

2.1.1 Basic Pilot Program Participant States

The Basic Pilot is being offered in the states of California, Florida, Illinois, Nebraska, New York, and Texas; however, if an employer signs up to participate in one of the Basic Pilot states, the employer may bring on other hiring site(s) not located in a Basic Pilot state.

For example, the John Doe Company is located in New York and participates in the Basic Pilot Program to verify employment eligibility. The John Doe Company also has hiring sites in South Carolina and Georgia. Because the John Doe Company's New York site participates in the pilot, the sites in South Carolina and Georgia can also participate.

Note: Legislation signed by the President in December 2003 allows for the expansion of the Basic Pilot Program to employers in all 50 states. However, before the pilot can be expanded, a report from the Department of Homeland Security relating to this expansion is due to Congress by June 2004.

2.1.2 Basic Pilot Program Requirements for Use

When using the Basic Pilot Program to verify the employment eligibility of your newly hired employees, you must adhere to the following requirements:

- The employee must be newly hired and the Form I-9, Employment Eligibility Verification, completed before the employer initiates a verification query. The Form I-9 requirements remain the same as previously used, except that all List B identity documents must contain a photograph.
- Employers must make verification inquiries within 3 business days of hire.
- Employers may not verify selectively, and must follow the Basic Pilot procedures for all new hires while a company is participating.
- Employers may not use the system to pre-screen applicants for employment.
- Employers may not go back and check employees hired before the company signed the Memorandum of Understanding (MOU) with the Department of Homeland Security and the Social Security Administration.
- Employers should not use the system to reverify employment authorization.

2.2 Describing the Verification Process

The verification process involves a series of steps for submitting an initial verification, viewing the results, acknowledging the employee's response (Notice of Tentative Nonconfirmation), referring the case, and resolving the case using the Basic Pilot system.

2.2.1 Completion of the Form I-9

It is your responsibility as an employer to ensure that your newly hired employees fully complete Section 1 of the Form I-9 at the beginning of employment. Unless the employee attests in Section 1 of the Form I-9 that he or she is a citizen or national of the United States, the employee must provide his or her Alien Number or I-94 Number. There is no requirement that employees present documents to complete Section 1 of the Form I-9.

As the employer, you must complete Section 2 of the Form I-9 by examining evidence of identity and employment eligibility. You may not specify which document(s) from the approved list of documents shown on the Form I-9 an employee may present.

An employer may accept a List A document proving both identity and work authorization, or a combination of List B and List C documents proving identity and work authorization. Remember, a List B document presented to an employer participating in the Basic Pilot Program must contain a photograph.

If the employee is a non-citizen and provides an Alien Number but not a supporting immigration document, you may not ask to see a document that shows the employee's Alien Number. However, if the employee presents a Social Security card with a legend "VALID FOR WORK

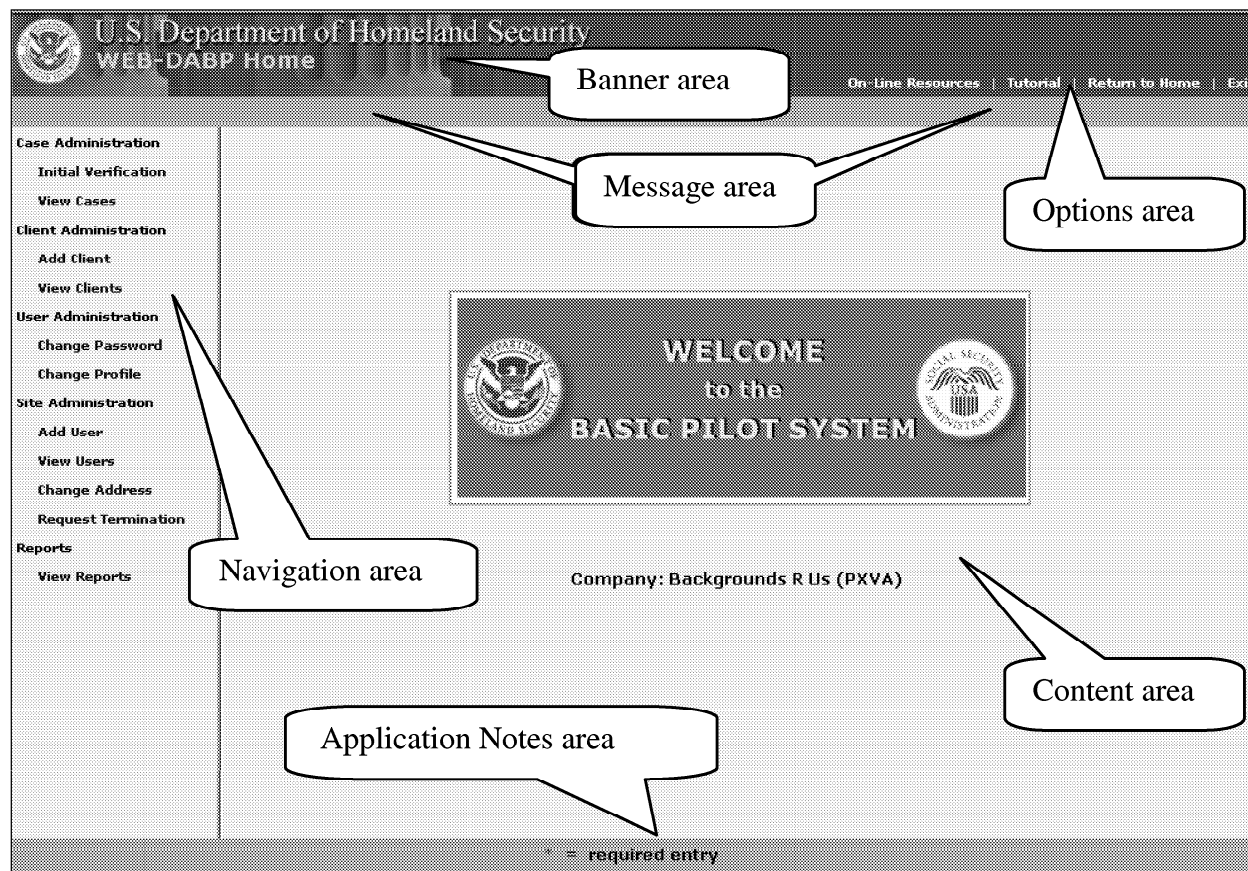
ONLY WITH INS AUTHORIZATION”, the employer can ask to see the immigration document authorizing employment.

If you need further information relating to the Form I-9 procedures, please refer to the online resource, *Handbook for Employers*; or you may call the SAVE Program at 888-464-4218 for assistance.

2.3 Navigating the Basic Pilot System

The screens of the Basic Pilot System are called pages, and a page in the Basic Pilot system has 5 distinct areas, plus the Banner area. Exhibit 2-1 shows a typical page with its areas labeled.

Exhibit 2-1: Basic Pilot Program Home Page



2.3.1 Banner Area

The Banner area contains the seal and name of the Department of Homeland Security, the program name (WEB-BP or WEB-DABP), and the name of the page. In Exhibit 2-1, Home is the name of the displayed page.

2.3.2 Options Area

The Options area contains 4 navigational controls: On-Line Resources, Tutorial, Return to Home, and Exit.

- When you select **On-Line Resources**, the system takes you to on-line resources that provide additional information relating to employment verification.
- When you select **Tutorial**, the system takes you to the Web-based tutorial.

- When you select **Return to Home**, the system takes you to the Basic Pilot system home page.
- When you select **Exit**, the system logs you off from the Basic Pilot system and then takes you to the Verification Information System Logon page.

Note: To exit the Basic Pilot system you should always select **Exit**, otherwise the system will consider you as logged on.

2.3.3 Message Area

The Message area displays the results of an action. For example, the Message area may display a page reference when there are multiple pages. This is also the area that displays a case's verification number. This area is not used on every page.

2.3.4 Navigation Area

The Navigation area contains menus that list various options. Selecting an option from a menu is the first step of a task or function and displays the page that is needed for completion. The menus that are available depend on your role (General User, Program Administrator, or Corporate Administrator) and which version of the Basic Pilot you are using. Exhibit 2-2 shows the full menu for the BP and DABP Program Administrator.

**Exhibit 2-2: BP and DABP Menus in the Navigation Area
(for Program Administrator)**

BP	DABP
<p>Case Administration</p> <ul style="list-style-type: none"> Initial Verification View Cases <p>User Administration</p> <ul style="list-style-type: none"> Change Password Change Profile <p>Site Administration</p> <ul style="list-style-type: none"> Add User View Users Change Address Request Termination <p>Reports</p> <ul style="list-style-type: none"> View Reports 	<p>Case Administration</p> <ul style="list-style-type: none"> Initial Verification View Cases <p>Client Administration</p> <ul style="list-style-type: none"> Add Client View Clients <p>User Administration</p> <ul style="list-style-type: none"> Change Password Change Profile <p>Site Administration</p> <ul style="list-style-type: none"> Add User View Users Change Address Request Termination <p>Reports</p> <ul style="list-style-type: none"> View Reports

2.3.5 Content Area

The Content area displays forms and information; this is the area where the steps of a task or function are performed. For some tasks or functions, only one page is necessary. For others, multiple pages are required. The name of the current page is always displayed in the Banner area. Exhibit 2-3 shows the content area of one of the Basic Pilot Program's pages.

Exhibit 2-3: Initial Verification Page

Enter Employee Information from Form I-9:	
Last Name:	<input type="text"/> * View instructions for entering
First Name:	<input type="text"/> *
Middle Initial:	<input type="text"/>
Maiden Name:	<input type="text"/>
Social Security Number:	<input type="text"/> *
Date of Birth: <small>(mm/dd/yyyy)</small>	<input type="text"/> *
Hire Date: <small>(mm/dd/yyyy)</small>	<input type="text"/> *
Citizenship Status:	<input type="radio"/> Citizen or National of the United States <input type="radio"/> Lawful Permanent Resident (Alien # required) <input type="radio"/> Alien Authorized to Work (Alien or I94 # required) *
<input checked="" type="radio"/> Alien Number:	<input type="text"/>
<input type="radio"/> I-94 Number:	<input type="text"/>
Document Type:	<input type="text"/> *
Doc. Expiration Date: <small>(mm/dd/yyyy)</small>	<input type="text"/>
Client Name:	<input type="text"/> *
<input type="button" value="Submit Initial Verification"/>	

When entering data onto a page, you may type it directly into a field, you may select an option button, or you may select from a field's drop-down list. Some fields are required, and these are indicated by an asterisk (*) appearing to the right of the field's text box. In addition, each text box in the content area has a helper text feature. When you place your cursor over the box, the helper text gives you a brief explanation for the use of the box, as illustrated in Exhibit 2-4.

Exhibit 2-4: Helper Text

Enter Employee Information from Form I-9:	
Last Name:	<input type="text"/> * View instructions for entering
First Name:	<input type="text"/> *
Middle Initial:	<input type="text"/> Required First Name must be between 1 and 25 alphabetic characters. Spaces, hyphens and quotes are not allowed.
Maiden Name:	<input type="text"/>
Social Security Number:	<input type="text"/> *

At the bottom of each page, there are command buttons. In addition to the command button(s) specific to the displayed page, some of the pages associated with a task or function may contain one or more of the following buttons: Back, Next, or Cancel.

- When you select **Back**, the system takes you to the previous page.
- When you select **Next**, the system takes you to the next page.

- When you select **Cancel**, the system quits the task and returns you to the Basic Pilot system home page.

Note: On certain pages, selecting **Cancel** takes you to the previous page.

2.3.6 Application Notes Area

The Application Notes Area displays special remarks about the system. For example, in Exhibit 2-1, the application notes area displays “* = required entry” to designate the meaning of the asterisk that appears to the right of several fields.

3. CASE ADMINISTRATION

The Case Administration menu is used to verify employment eligibility for all newly hired employees, regardless of citizenship. It is also used to manage any open or closed cases.

The Case Administration menu provides the following 2 options:

- Initial Verification
- View Cases

3.1 Submitting an Initial Verification

An employee must have been hired and the Form I-9, Employment Eligibility Verification, completed before processing the verification query for that employee. This initial verification query must be conducted within 3 business days of hire.

Note: You must use the Basic Pilot procedures for all new hires while you are participating in the program. You may not verify selectively.

The Basic Pilot Program's Initial Verification page is used for entering the newly hired employee's information. This information is obtained from the employee's Form I-9.

Exhibit 3-1 displays the Initial Verification page, and the procedures for completing and submitting the initial verification follow the exhibit.

Exhibit 3-1: Initial Verification Page

Enter Employee Information from Form I-9:	
Last Name:	<input type="text"/> * View instructions for entering
First Name:	<input type="text"/> *
Middle Initial:	<input type="text"/>
Maiden Name:	<input type="text"/>
Social Security Number:	<input type="text"/> *
Date of Birth: <small>(mm/dd/yyyy)</small>	<input type="text"/> *
Hire Date: <small>(mm/dd/yyyy)</small>	<input type="text"/> *
Citizenship Status:	<input type="radio"/> Citizen or National of the United States <input type="radio"/> Lawful Permanent Resident (Alien # required) <input type="radio"/> Alien Authorized to Work (Alien or I94 # required) *
<input checked="" type="radio"/> Alien Number:	<input type="text"/>
<input type="radio"/> I-94 Number:	<input type="text"/>
Document Type:	<input type="text"/> *
Doc. Expiration Date: <small>(mm/dd/yyyy)</small>	<input type="text"/>
Client Name:	<input type="text"/> *
<input type="button" value="Submit Initial Verification"/>	

To submit an initial verification, perform the following steps:

STEP	ACTION
1.	In the Navigation area, from the Case Administration menu, select Initial Verification . (The Initial Verification page appears.)
2.	In the Last Name , First Name , Middle Initial , and Maiden Name fields, type the employee's name exactly as it appears in Section 1 of the Form I-9. For assistance in recording compound and hyphenated names, select the View Instructions for Entering link located to the right of the Last Name field.
3.	In the Social Security Number field, type the employee's Social Security number as it appears in Section 1 of the Form I-9. You have 3 options for entering an SSN: with spaces, without spaces, or with hyphens.
4.	In the Date of Birth field, type the employee's date of birth as it appears in Section 1 of the Form I-9. Enter the date in mm/dd/yyyy format. Slashes (/) must be included in the date field.
5.	In the Hire Date field, type the date when the employee was hired as it appears in Section 2 of the Form I-9. Enter the date in mm/dd/yyyy format. Slashes (/) must be included in the date field.
6.	For the Citizenship Status option, select the appropriate citizenship, residency, or work authorization status as indicated in Section 1 of the Form I-9. <ul style="list-style-type: none"> • If you select Lawful Permanent Resident, the Alien Number is a required field. • If you select Alien Authorized to Work, the Alien Number or I-94 Number, depending on which number was provided by the employee, is a required field. <p>A 9-digit number must be entered in the Alien Number field. If the Alien Number is less than 9-digits, add leading zeros to fill in the Alien Number field. Do not include the letter "A" as part of the Alien Number. An I-94 number consists of 11-digits which should be entered in the I-94 field.</p>
7.	In the Document Type field, select from the drop-down list the type of document(s) presented by the employee as shown in Section 2 of the Form I-9.
8.	In the Doc. Expiration Date field, type the expiration date for the presented document(s), if applicable. Enter the date in mm/dd/yyyy format. Slashes (/) must be included in the date field.
9.	(DABP only) In the Client Name field, select the client's name from the drop-down list.
10.	Select Submit Initial Verification . (The Confirm Initial Verification Information page appears.)
11.	Review the information you entered, and then select Submit Initial Verification . If necessary, you can return to the previous page to edit the information by selecting Back . (The Case Details page appears, and the verification number appears in the Message area.)



Tips

- Required fields are indicated by an asterisk (*).
- When you place your cursor over a field's text box, helper text appears for that field.
- Enter the date in mm/dd/yyyy format (**slashes (/) must be included in the date field**).
- Use leading zeros when an Alien Number is less than 9 digits.
- Do not include the letter "A" as part of the Alien Number field.
- For assistance when entering compound and hyphenated names "click" on **View Instructions for Entering** button.

3.2 Viewing the Results of an Initial Verification

Within seconds of submitting an initial verification, the Case Details page appears and displays the results in the Initial Verification Results section of the page. The initial eligibility statement will be one of the following responses:

- **EMPLOYMENT AUTHORIZED:** This response indicates that employment eligibility is verified and the case can be resolved. (See Section 3.8, Resolving Cases.)
- **SSA TENTATIVE NONCONFIRMATION:** This response indicates that the information furnished could not be verified. The employee must be notified of the Tentative Nonconfirmation response and referred to the Social Security Administration if he or she contests. (See Section 3.4, Notifying an Employee of a Tentative Nonconfirmation Response.)
- **DHS VERIFICATION IN PROCESS:** This response indicates that the information provided to the Social Security Administration matches the information contained in the Social Security Administration's records, but the Social Security Administration is unable to confirm the work eligibility of a non-citizen employee. The Department of Homeland Security responds to most of these cases within 24 hours, although the Department of Homeland Security is permitted up to 3 Federal Government workdays to respond. You should check the system periodically for a response. (See Section 3.9, Searching for Cases.)

The Case Details page, as shown in Exhibit 3-2, displays the initial verification information, the initial verification results, the case verification number, and several command buttons. This page is a historical record of the case as it moves through the system. The Print Case Details button always appears on this page so that you can print the case record at any time. The other command buttons that appear at the bottom of the page vary depending on the section of the page that is immediately above the buttons. For example, in Exhibit 3-2, the additional command buttons are Request Additional Verification and Resolve Case, because these would be appropriate for the EMPLOYMENT AUTHORIZED response.

<p>Note: The Case Verification Number is a unique number returned by the Basic Pilot system. Employers participating in the Basic Pilot Program are required to write the Case Verification Number on the employee's Form I-9; or, an employer can print the Case Details Page, which consists of the Case Verification Number, and attach it to the employee's Form I-9. The Case Verification Number is used by the Department of Homeland Security's SAVE Program to assist employers in researching a query.</p>

Exhibit 3-2: Case Details Page

Initial Verification			
Last Name:	Black	First Name:	Iris
Middle Initial:		Maiden Name:	
Social Security Number:	333-33-3333	Date of Birth:	09/12/1950
Hire Date:	02/11/2004	Citizenship Status:	Citizen or National of the United States
Alien Number:		I-94 Number:	
Document Type:	B,C Documents	Doc. Expiration Date:	
Initiated By:	SSHA8072	Initiated On:	03/24/2004
Initial Verification Results			
Last Name:		First Name:	
Initial Eligibility:	SSA TENTATIVE NONCONFIRMATION SSN is invalid		
<input type="button" value="Print Case Details"/>		<input type="button" value="View Tentative Non-Confirmation Notice"/>	
<input type="button" value="Close"/>		<input type="button" value="Initiate SSA Referral"/>	
		<input type="button" value="Resolve Case"/>	

Note: The Case Details page appears after you submit an initial verification. See Section 3.9, Searching for Cases, for information on accessing this page at other times.

To review the results of an initial verification, perform the following steps:

STEP	ACTION
1.	View the results in the Initial Verification Results section.
2.	Select the appropriate command button. The response that appears in the Initial Verification Results section determines which command buttons are available. The following sections of this user manual explain how to perform the various functions associated with the verification results.

3.3 Requesting an Additional Verification for Department of Homeland Security Employment Authorized (Optional)

Before you resolve a case as EMPLOYMENT AUTHORIZED, you should verify that both the last name and first name in the Initial Verification Results section match the information that you provided. If they do not match, you should request additional verification.

When you request an additional verification, the case is forwarded to a Department of Homeland Security Immigration Status Verifier. Within seconds, a response appears on the Eligibility line in the Verification Response section of the Case Details page, indicating that the request is in process. The Department of Homeland Security usually returns a response to a request for additional verification within 24 hours of receipt; however, the Department of Homeland Security is permitted 3 Federal Government workdays to respond.

Exhibit 3-3 shows the Case Details page prior to submitting a request for additional information.

Exhibit 3-3: Case Details Page

Initial Verification			
Last Name:	Ester	First Name:	Paul
Middle Initial:		Maiden Name:	
Social Security Number:	216-47-4104	Date of Birth:	06/30/1925
Hire Date:	03/22/2004	Citizenship Status:	Alien Authorized to Work (Alien or I94 # required)
Alien Number:	072735831	I-94 Number:	
Document Type:	I-766	Doc. Expiration Date:	02/06/2005
Initiated By:	SSHA8072	Initiated On:	03/23/2004
Initial Verification Results			
Last Name:	ESTER	First Name:	POLLY
Initial Eligibility:	EMPLOYMENT AUTHORIZED		
<input type="button" value="Print Case Details"/>		<input type="button" value="Request Additional Verification"/>	
		<input type="button" value="Resolve Case"/>	
		<input type="button" value="Close"/>	

Note: The Case Details page appears after you submit an initial verification. See Section 3.9, Searching for Cases, for information on accessing this page at other times.

To request an additional verification, perform the following steps:

STEP	ACTION
1.	Select Request Additional Verification . (A Comments field and the Submit Additional Verification button are added to the Case Details page.)
2.	In the Comments field, type the reason for the additional verification request.
3.	Select Submit Additional Verification . (The Case Details page is updated, and the verification response is DHS VERIFICATION IN PROCESS.)
4.	Check the system periodically for a response. (See Section 3.9, Searching for Cases.)

3.4 Notifying an Employee of a Tentative Nonconfirmation Response

You receive a Tentative Nonconfirmation response when the Social Security Administration and/or the Department of Homeland Security are unable to confirm that the information you provided matches their records. **The employee should continue to work during the verification process.**

A Tentative Nonconfirmation response does not necessarily mean that the employee is not authorized to work. When a Tentative Nonconfirmation response is received, you should notify the employee as soon as possible by providing the employee a copy of the Notice to Employee of Tentative Nonconfirmation. You should then instruct the employee to indicate on the Notice whether or not he or she wants to contest, and you and the employee should sign the Notice. You should file the original notice with the employee's Form I-9 and give a copy to the employee.

Exhibit 3-4 displays a Case Details page with a Tentative Nonconfirmation response.

Exhibit 3-4: Case Details Page with an SSA Tentative Nonconfirmation Response

Initial Verification			
Last Name:	Black	First Name:	Iris
Middle Initial:		Maiden Name:	
Social Security Number:	333-33-3333	Date of Birth:	09/12/1950
Hire Date:	02/11/2004	Citizenship Status:	Citizen or National of the United States
Allen Number:		I-94 Number:	
Document Type:	B,C Documents	Doc. Expiration Date:	
Initiated By:	SSHA8072	Initiated On:	03/24/2004
Initial Verification Results			
Last Name:		First Name:	
Initial Eligibility:	SSA TENTATIVE NONCONFIRMATION SSN is invalid		
<input type="button" value="Print Case Details"/>		<input type="button" value="View Tentative Non-Confirmation Notice"/>	
<input type="button" value="Close"/>		<input type="button" value="Initiate SSA Referral"/>	
		<input type="button" value="Resolve Case"/>	

To notify an employee of a Tentative Nonconfirmation response, perform the following steps:

STEP	ACTION
1.	Select View Tentative Nonconfirmation Notice . (The Notice to Employee of Tentative Nonconfirmation appears.)

Exhibit 3-5: SSA Tentative Nonconfirmation Notice

BASIC EMPLOYMENT VERIFICATION PILOT NOTICE TO EMPLOYEE OF TENTATIVE NONCONFIRMATION	
Employee Name:	Black, Iris
SSN:	333-33-3333
Date of Tentative Nonconfirmation:	03/24/2004
Agency Providing Tentative Nonconfirmation:	Social Security Administration
<p>This employer is participating in a pilot project with the Social Security Administration (SSA) and the Department of Homeland Security to verify employment eligibility information you provided when you completed the Form I-9. When your information was compared electronically to government records, SSA could not confirm that you are eligible to work in the United States. This tentative nonconfirmation does not mean that you are not work authorized, or that the information you provided is incorrect. There are many reasons why a work authorized employee could be the subject of a tentative nonconfirmation. The tentative nonconfirmation means, however, that you must contact the SSA to resolve the situation if you wish to continue your employment.</p>	
<p>You have a voluntary choice. You may Contest the tentative nonconfirmation, or you may choose to Not Contest the tentative nonconfirmation.</p>	
<p>If you Contest the tentative nonconfirmation, you must contact the SSA within 8 Federal Government work days of the date shown above to resolve your situation by providing additional information or documents that will permit the SSA to notify your employer that you are work authorized. During that time your employer may not terminate your employment or take adverse action against you based upon your employment eligibility status or because you have chosen to contest the tentative nonconfirmation. If you contest the tentative nonconfirmation, your employer will provide you with an information sheet that will tell you how to do it.</p>	
<p>If you do Not Contest the tentative nonconfirmation, you are making a choice voluntarily to give up your opportunity to correct the tentative nonconfirmation. If you do not contest the tentative nonconfirmation, it automatically becomes a final nonconfirmation. That means that your employer may terminate you immediately as an unauthorized employee. If you do not contest the tentative nonconfirmation, a legal presumption is created that your employer is in violation of the law if it continues your employment.</p>	
<p>If you have questions or concerns about immigration-related unfair employment practices, you may call the Office of Special Counsel for Immigration-Related Unfair Employment Practices toll free at 1-800-255-7688 or 1-800-237-2515 (TDD) for the hearing impaired.</p>	
<p>I choose to (check one):</p> <p><input type="checkbox"/> Contest the tentative nonconfirmation. I understand that I must contact the Social Security Administration within 8 Federal Government work days, and that my employer must provide me with information telling me how to do this.</p> <p><input type="checkbox"/> Not Contest the tentative nonconfirmation. I choose voluntarily to give up my opportunity to correct the tentative nonconfirmation. I understand that my voluntary choice not to contest the tentative nonconfirmation authorizes my employer to terminate my employment immediately.</p>	
Signature of Employee:	_____ Date: _____
BASIC EMPLOYMENT VERIFICATION PILOT NOTICE TO EMPLOYEE OF TENTATIVE NONCONFIRMATION	

2.	Print the Notice to Employee of Tentative Nonconfirmation.
3.	Instruct the employee to place a check mark to the left of either Contest or Not Contest .
4.	Instruct the employee to sign and date the Notice in the Signature of Employee area.
5.	Sign and date the Notice in the Signature of Employer Representative area.
6.	Give a copy of the signed Notice to the employee.
7.	File the original signed Notice with the employee's Form I-9.
8.	<p>If the employee contests the Tentative Nonconfirmation response, you must refer the employee to the appropriate agency (Social Security Administration or Department of Homeland Security) to resolve employment eligibility. (See Section 3.5, Referring an Employee to the Social Security Administration or Section 3.7, Referring an Employee to the Department of Homeland Security.)</p> <p>The employee should continue to work while eligibility is being resolved.</p>
9.	<p>If the employee does not contest the Tentative Nonconfirmation response, resolve the case. (See Section 3.8, Resolving Cases.)</p> <p>Employment can be terminated without the company being civilly or criminally liable for the termination.</p>

3.5 Referring an Employee to the Social Security Administration

If the employee contests an SSA TENTATIVE NONCONFIRMATION response, you must refer the employee to the Social Security Administration to resolve any discrepancies of the record. The employee has 8 Federal Government workdays from the date of referral to resolve the discrepancy in his or her case by visiting his or her local Social Security Administration office.

After the employee visits the Social Security Administration, you must wait 24 hours to resubmit the case. If the employee does not notify the employer of the Social Security Administration visit or did not visit the Social Security Administration, you should resubmit the case after 10 Federal Government workdays of the referral date. (For information on resubmitting a case to the Social Security Administration, see Section 3.6, Resubmitting a Case to the Social Security Administration.)

To begin the referral process, begin with the Case Details page, displayed in Exhibit 3.6.


Exhibit 3-6: Case Details Page to Initiate an SSA Referral

Initial Verification			
Last Name:	Black	First Name:	Iris
Middle Initial:		Maiden Name:	
Social Security Number:	333-33-3333	Date of Birth:	09/12/1950
Hire Date:	02/11/2004	Citizenship Status:	Citizen or National of the United States
Alien Number:		I-94 Number:	
Document Type:	B,C Documents	Doc. Expiration Date:	
Initiated By:	SSHA8072	Initiated On:	03/24/2004
Initial Verification Results			
Last Name:		First Name:	
Initial Eligibility:	SSA TENTATIVE NONCONFIRMATION SSN is invalid		
<input type="button" value="Print Case Details"/>		<input type="button" value="View Tentative Non-Confirmation Notice"/>	
<input type="button" value="Close"/>		<input type="button" value="Initiate SSA Referral"/>	
		<input type="button" value="Resolve Case"/>	

To refer an employee to the Social Security Administration, perform the following steps:

STEP	ACTION
1.	Select Initiate SSA Referral . (The Confirm Employee Notification page appears with the question: Has the employee been notified of the Tentative Nonconfirmation Notice? Two buttons also appear: Notified and Not Notified.)

Exhibit 3-7: TENTATIVE NONCONFIRMATION NOTICE

 The Tentative Nonconfirmation Notice should be discussed with the employee prior to submitting the SSA Referral.

Has the employee been notified of the Tentative Nonconfirmation Notice?

2. Select **Notified**, if the employee has been notified of the Tentative Nonconfirmation. (The Case Details page appears, and the Referral Date field and the Submit SSA Referral button are added to the Case Details page.)

Exhibit 3-8: Case Details Page with Enter SSA Referral Date

Initial Verification			
Last Name:	Black	First Name:	Iris
Middle Initial:		Maiden Name:	
Social Security Number:	333-33-3333	Date of Birth:	09/12/1950
Hire Date:	02/11/2004	Citizenship Status:	Citizen or National of the United States
Alien Number:		I-94 Number:	
Document Type:	B,C Documents	Doc. Expiration Date:	
Initiated By:	SSHA8072	Initiated On:	03/23/2004
Initial Verification Results			
Last Name:		First Name:	
Initial Eligibility:	SSA TENTATIVE NONCONFIRMATION SSN is invalid		
Enter SSA Referral Date			
Referral Date: <small>(mm/dd/yyyy)</small>	<input style="width: 100%;" type="text" value="mm/dd/yyyy"/> *		
<input type="button" value="Submit SSA Referral"/>		<input type="button" value="Close"/>	

3. In the **Referral Date** field, type the referral date. Enter the date in mm/dd/yyyy format. Slashes (/) must be included in the date field.
4. Select **Submit SSA Referral**. (The Case Details page appears and contains the View SSA Referral button.)
5. Select **View SSA Referral**. (The referral letter appears.)

Exhibit 3-9: SSA Referral Letter

NOTIFICATION TO THE EMPLOYEE REFERRAL TO THE SOCIAL SECURITY ADMINISTRATION	
Name of Employee:	<u>Black, Iris</u>
Social Security Number (SSN):	<u>333-33-3333</u> Month/Year of Birth: <u>09/1950</u>
Reason for Referral:	<input type="checkbox"/> SSN does not match <input checked="" type="checkbox"/> SSN is invalid <input type="checkbox"/> SSA unable to confirm U.S. Citizenship <input type="checkbox"/> SSA unable to process data
<p>This employer is participating in a pilot project with the Social Security Administration (SSA) and the Department of Homeland Security to verify employment eligibility information you provided when you completed the Form I-9. When your information was compared to SSA's records, SSA could not confirm that you are work eligible for the reason shown above. You have chosen to contest SSA's tentative nonconfirmation. The tentative nonconfirmation does not mean that the information you provided is incorrect, but it means you must visit the SSA to resolve your case. When you visit SSA, you must bring proof of your age, identity, and citizenship or alien status. (You must submit original documents.) Please call SSA at 1-800-772-1213, or 1-800-325-0778 (TDD) for the hearing impaired, if you have any questions or to find out the location of the nearest SSA office.</p> <p>It is your responsibility to visit SSA within 8 Federal Government work days from today to clarify your employment eligibility status. TAKE THIS FORM WITH YOU TO SSA. If, as a result of your visit to SSA, any of the information you gave your employer changes, you must notify your employer of those changes immediately.</p> <p>Your employer may not terminate your employment or take adverse action against you because your case has been referred to the SSA.</p> <p>If you do not understand what you are required to do, please call the SSA toll free number and they will assist you.</p> <p>If you have questions or concerns about immigration-related unfair employment practices, you may call the Office of Special Counsel for Immigration-Related Unfair Employment Practices toll free at 1-800-255-7688 or 1-800-237-2515 (TDD) for the hearing impaired.</p>	
Date Referred to SSA:	<u>03/24/2004</u>
Name of Employer:	<u>The Testing Company</u>
Name of Employer Representative:	<u>Scott Sham</u> Phone #: <u>(555) 555 - 5555</u>
Employer Official's Signature:	_____ Date Signed: _____
Employee's Signature:	_____ Date Signed: _____
----- FOR COMPLETION BY THE SOCIAL SECURITY ADMINISTRATION -----	
Office Stamp:	
	SSA Employee Name: _____
	Date of Visit: _____

6.	Print the referral letter.
7.	Sign and date the referral letter.
8.	Instruct the employee to sign and date the referral letter.
9.	Give the referral letter to the employee, and instruct the employee to return the referral letter to you after the Social Security Administration representative signs and dates the letter. (The referral letter contains instructions for the employee to contact the Social Security Administration.)

3.6 Resubmitting a Case to the Social Security Administration

After the employee visits the Social Security Administration and notifies you of the visit, you must wait 24 hours to resubmit the case. This allows the Social Security Administration time to update its records. When you resubmit the case, the information is matched against the Social Security Administration records, and within seconds the system returns a response.

Note: The employee is responsible for notifying the employer of any changes made to his or her Social Security Administration record.

A case resubmitted to the Social Security Administration could have the following results:

- **EMPLOYMENT AUTHORIZED:** This indicates that employment eligibility is verified. You should resolve the case, ending the verification process.
- **SSA FINAL NONCONFIRMATION:** This indicates that the Social Security Administration could not verify the furnished information. You should resolve the case, ending the verification process.
- **DHS VERIFICATION IN PROCESS:** This indicates that the system automatically forwarded the case to the Department of Homeland Security for verification of employment eligibility, because the employee's information now matches Social Security Administration records but the Social Security Administration does not have employment eligibility information for the non-citizen employee. The Department of Homeland Security responds to most of these cases within 24 hours, although the Department of Homeland Security is permitted up to 3 Federal Government workdays to respond. You should check the system periodically for a response. (See Section 3.9, Searching for Cases.)

Note: If the employee does not visit a Social Security Administration office, or does not return the referral letter stamped and signed by the Social Security Administration, the employer should resubmit the case after 10 Federal Government workdays from the date of referral.

To resubmit a case to the Social Security Administration, begin with the Case Details page, as shown in Exhibit 3-10.

Exhibit 3-10: Case Details Page Prior to Resubmittal to the Social Security Administration

Initial Verification			
Last Name:	Black	First Name:	Iris
Middle Initial:		Maiden Name:	
Social Security Number:	333-33-3333	Date of Birth:	09/12/1950
Hire Date:	02/11/2004	Citizenship Status:	Citizen or National of the United States
Alien Number:		I-94 Number:	
Document Type:	B,C Documents	Doc. Expiration Date:	
Initiated By:	SSHA8072	Initiated On:	03/23/2004
Initial Verification Results			
Last Name:		First Name:	
Initial Eligibility:	SSA TENTATIVE NONCONFIRMATION SSN is invalid		
SSA Referral			
Referral By:	SSHA8072	Referral Date:	03/23/2004
<input type="button" value="Print Case Details"/>		<input type="button" value="View SSA Referral"/>	
<input type="button" value="Close"/>		<input type="button" value="Initiate SSA Resubmittal"/>	
<input type="button" value="Resolve Case"/>			

To resubmit a case to the Social Security Administration, perform the following steps:

STEP	ACTION
1.	On the Case Details page, select Initiate SSA Resubmittal . (The Modify SSA Information section is added to the Case Details page.)

Exhibit 3-11: Case Details Page to Modify Social Security Administration Information

SSA Referral			
Referral By:	PRENAUT1	Referral Date:	02/12/2004
Modify SSA Information (revise if necessary)			
Last Name:	<input type="text" value="Black"/> *		
First Name:	<input type="text" value="Iris"/> *		
M. I.:	<input type="text"/>		
Maiden Name:	<input type="text"/>		
Social Security Number:	<input type="text" value="333-33-3333"/> *		
Date of Birth:	<input type="text" value="09/12/1950"/> *		
	<small>(mm/dd/yyyy)</small>		
<input type="button" value="Submit SSA Resubmittal"/>			

2.	In the Modify SSA Information section, update the information provided by the employee in the fields so that it agrees with any changes that were made to the employee's record at the time of his or her visit to the Social Security Administration office.
3.	Select Submit SSA Resubmittal . (The Confirm SSA Resubmittal page appears with a warning message and a Submit SSA Resubmittal button.)
4.	Read the warning message on the Confirm SSA Resubmittal page, and verify that you have met the criteria for proceeding with the resubmittal. A case may only be resubmitted once.
5.	Select Submit SSA Resubmittal . (The Case Details page appears with a verification response and command buttons relative to the response.)
6.	Review the response. The response will be one of the following: <ul style="list-style-type: none"> • EMPLOYMENT AUTHORIZED • SSA FINAL NONCONFIRMATION • DHS VERIFICATION IN PROCESS
7.	Resolve the case if the response is EMPLOYMENT AUTHORIZED or SSA FINAL NONCONFIRMATION. (See Section 3.8, Resolving Cases.) If the response is DHS VERIFICATION IN PROCESS, you should check the system periodically for a response. (See Section 3.9, Searching for Cases.)

3.6.1 DHS Verification in Process

An automatic referral to the Department of Homeland Security (DHS VERIFICATION IN PROCESS) could have the following results:

- **EMPLOYMENT AUTHORIZED:** Employment eligibility is verified, and the case can be resolved.
- **DHS TENTATIVE NONCONFIRMATION:** Employment eligibility could *not* be verified, so the employee must be notified of the response and referred to the Department of Homeland Security if he or she contest.
- **CASE IN CONTINUANCE:** The Department of Homeland Security needs more than 10 Federal Government workdays to resolve employment eligibility. You must wait until a definitive response is received before resolving the case.

Note: The employee continues to work during the verification process.

3.7 Referring an Employee to the Department of Homeland Security

If the employee contests a DHS TENTATIVE NONCONFIRMATION response, you must refer him or her to the Department of Homeland Security to resolve the employment eligibility. The employee has 8 Federal Government workdays from the date of referral to resolve the discrepancy in his or her case by calling a toll-free number and providing the Department of Homeland Security Immigration Status Verifier with his or her verification number and other information on the referral notice.

Note: At this time, the toll free telephone number provided to employees listed on the Basic Pilot Referral Notice is manned only by Immigration Status Verifiers located in Los Angeles, California. Their office hours are 7:00 AM until 5:30 PM, Pacific Standard Time. For your information, the toll free number is 888-897-7781, and the toll free fax number at the same site is 888-265-0999.

If the employee contacts the Department of Homeland Security, the Basic Pilot system provides one of the following responses:

- EMPLOYMENT AUTHORIZED
- DHS EMPLOYMENT UNAUTHORIZED

For either of these responses, you should resolve the case, ending the verification process.

If the employee does not contact the Department of Homeland Security to resolve his or her case and 10 Federal Government workdays have passed since the date of referral, the system automatically provides the following response:

- DHS NO SHOW

The DHS NO SHOW response is considered a Final Nonconfirmation. You should resolve the case, ending the verification process.

To begin the referral process, begin on the Case Details page, displayed in Exhibit 3.12.

Exhibit 3-12: Case Details Page with a DHS TENTATIVE NONCONFIRMATION Response

Case Verification Number: 2004072155935RP			
Initial Verification			
Last Name:	Black	First Name:	Iris
Middle Initial:		Maiden Name:	
Social Security Number:	333-33-3333	Date of Birth:	09/12/1950
Hire Date:	02/12/2004	Citizenship Status:	Citizen or National of the United States
Alien Number:		I-94 Number:	
Document Type:	B,C Documents	Doc. Expiration Date:	
Initiated By:	PRENAUT1	Initiated On:	03/12/2004
Initial Verification Results			
Last Name:		First Name:	
Initial Eligibility:	SSA TENTATIVE NONCONFIRMATION SSN does not match		
Additional Verification			
Comments:			
Initiated By:	Initiated On:		
Verification Response			
Eligibility:	DHS Tentative Nonconfirmation	Response Date:	03/12/2004
Print Case Details	View Tentative Non-Confirmation Notice	Initiate DHS Referral	Resolve Case

To refer an employee to the Department of Homeland Security, perform the following steps:

STEP	ACTION
1.	Select Initiate DHS Referral . (The Confirm Employee Notification page appears with the question: Has the employee been notified of the Tentative Nonconfirmation Notice? Two buttons also appear: Notified and Not Notified.)
2.	Select Notified , if the employee has been notified of the referral. (The Case Details page appears, and the Referral Date field and the Submit DHS Referral button are added to the Case Details page.)
3.	In the Referral Date field, type the referral date. Enter the date in mm/dd/yyyy format. Slashes (/) must be included in the date field.
4.	Select Submit DHS Referral . (The Case Details page appears and contains the View DHS Referral button.)
5.	Select View DHS Referral . (The referral letter appears.)
6.	Print the referral letter.
7.	The employee and employer should sign and date the letter.
8.	Give the referral letter to the employee. (The referral letter contains instructions for the employee to contact the Department of Homeland Security.)
9.	Check the system periodically for a response. (See Section 3.9, Searching for Cases.)
10.	Resolve the case. (See Section 3.8, Resolving Cases.)

3.8 Resolving Cases

The final step in the employment verification process is to resolve the case.

You may resolve a case under the following circumstances:

- When the Social Security Administration responds with EMPLOYMENT AUTHORIZED or SSA FINAL NONCONFIRMATION.
- When the Department of Homeland Security responds with EMPLOYMENT AUTHORIZED, DHS EMPLOYMENT UNAUTHORIZED, or DHS NO SHOW.
- When the employee does not contest a response of SSA TENTATIVE NONCONFIRMATION or DHS TENTATIVE NONCONFIRMATION.
- When the employee has quit or been terminated for reasons unrelated to immigration status while the verification query is in process.
- When a duplicate case or case with incorrect data was entered into the system, you should resolve as an invalid query.

After you resolve the case, the Case Resolution section appears on the Case Details page, which includes the case resolution, the User ID of the person who resolved the case, and the date of resolution. The Case Details page also includes the information on the case in the order in which it was entered or supplied by the system. It is recommended that you print the case information for your records.

Exhibit 3-13 shows the Case Details page for a case that can be resolved.

Exhibit 3-13: Case Details Page

Initial Verification			
Last Name:	Black	First Name:	Iris
Middle Initial:		Maiden Name:	
Social Security Number:	333-33-3333	Date of Birth:	09/12/1950
Hire Date:	02/11/2004	Citizenship Status:	Citizen or National of the United States
Alien Number:		I-94 Number:	
Document Type:	B,C Documents	Doc. Expiration Date:	
Initiated By:	SSHA8072	Initiated On:	03/23/2004
Initial Verification Results			
Last Name:		First Name:	
Initial Eligibility:	SSA TENTATIVE NONCONFIRMATION SSN is invalid		
SSA Referral			
Referral By:	SSHA8072	Referral Date:	03/23/2004
Confirm SSA Resubmittal			
Last Name:	Black	First Name:	Iris
M. I.:		Maiden Name:	
Social Security Number:	333-33-3333	Date of Birth:	09/12/1950
Initiated By:	SSHA8072	Initiated On:	03/23/2004
Resubmittal Verification Results			
Eligibility:	SSA FINAL NONCONFIRMATION		
<input type="button" value="Print Case Details"/> <input type="button" value="Resolve Case"/> <input type="button" value="Close"/>			

To resolve a case, perform the following steps:

STEP	ACTION
1.	Display the Case Details page if it is not already displayed. (See Section 3.9, Searching for Cases, for information on accessing this page.)
2.	Select Resolve Case . (The Enter Case Resolution section is added to the Case Details page.)

Exhibit 3-14: Case Details Page With Resolution Options


Resubmittal Verification Results	
Eligibility:	SSA FINAL NONCONFIRMATION
Enter Case Resolution	
Resolve Options:	<input checked="" type="radio"/> Resolved Authorized * <input type="radio"/> Resolved Unauthorized / Terminated <input type="radio"/> Self Terminated <input type="radio"/> Invalid Query <input type="radio"/> Employee Not Terminated
<input type="button" value="Submit Resolve Case"/>	

3.	<p>In the Enter Case Resolution section, select the appropriate resolve option.</p> <ul style="list-style-type: none"> • Resolved Authorized: Select this option when employment is authorized. • Resolved Unauthorized/Terminated: Select this option when employment is not authorized (SSA FINAL NONCONFIRMATION, DHS EMPLOYMENT UNAUTHORIZED, or DHS NO SHOW), or when there is an uncontested Tentative Nonconfirmation response <i>and</i> employment is terminated. • Self Terminated: Select this option if an employee quits or is terminated for reasons unrelated to employment eligibility status while the verification query is in process. • Invalid Query: Select this option if a duplicate query was discovered after the query was sent, or if a query was sent with incorrect data. • Employee Not Terminated: Select this option to notify the Department of Homeland Security that you are not terminating an employee whose employment is not authorized (SSA FINAL NONCONFIRMATION, DHS EMPLOYMENT UNAUTHORIZED, or DHS NO SHOW), or who is not contesting a Tentative Nonconfirmation response.
4.	<p>Select Submit Resolve Case. (The Enter Case Resolution section changes to the Case Resolution section, and the Print Case Details button returns to the Case Details page.)</p>
5.	<p>Select Print Case Details. (The Case Details Report appears on another page.)</p>

Exhibit 3-15: Print Case Details screen

Case Verification Number: 2004063161155QT			
Initial Verification:			
Last Name:	Elack	First Name:	Iris
Middle Initial:		Maiden Name:	
Social Security Number:	333-33-3333	Date of Birth:	09/12/1950
Hire Date:	02/11/2004	Citizenship Status:	Citizen or National of the United States
Alien Number:		I-94 Number:	
Document Type:	E,C Documents	Doc. Expiration Date:	
Initiated By:	SSHA8072	Initiated On:	03/23/2004
Initial Verification Results:			
Last Name:		First Name:	
Initial Eligibility:	SSA TENTATIVE NONCONFIRMATION SSN is invalid		
SSA Referral:			
Referral By:	SSHA8072	Referral Date:	03/23/2004
SSA Resubmittal:			
Last Name:	Elack	First Name:	Iris
Middle Initial:		Maiden Name:	
Social Security Number:	333-33-3333	Date of Birth:	09/12/1950
Initiated By:	SSHA8072	Initiated On:	03/23/2004
Resubmittal Verification Results:			
Eligibility:	SSA FINAL NONCONFIRMATION		
DHS Referral:			
Referral By:		Referral Date:	
Additional Verification:			
Comments:		Initiated On:	
Initiated By:			
Verification Response:			
Eligibility:		Response Date:	
DHS Referral Results:			
Eligibility:		Response Date:	
Case Resolution:			
Resolve Option:	Resolved Unauthorized / Terminated		
Resolved By:	SSHA8072	Resolved On:	03/23/2004

- | | |
|----|--|
| 6. | Select the Print icon on the browser's toolbar. You can also use the menu by selecting File, Print .
(The report prints at your default printer.) |
| 7. | Select Back on the browser's toolbar.
(The Case Details page reappears.) |
| 8. | Select Close .
(The Case Details page reappears.) |
| 9. | File the report with the employee's Form I-9. |

	<p>Tips</p> <ul style="list-style-type: none"> You can print the Case Details Report at any time during the verification process.
---	---

3.9 Searching for Cases

The View Cases option allows you to search for cases so that you can check for verification responses or allows the Program Administrator to monitor his or her company workload. You are able to search for cases, display a list of cases, and access the details of a specific case.

Exhibit 3-16 displays the Case Search page, which provides several search options.


Exhibit 3-16: Case Search Page

Enter Case Search Criteria	
Case Status:	<input checked="" type="radio"/> All Open Cases <input type="radio"/> Cases Requiring Action <input type="radio"/> Cases In Process <input type="radio"/> Resolved Cases
Client Name:	<input type="text"/>
Verification Number:	<input type="text"/>
Alien Number:	<input type="text"/>
I-94 Number:	<input type="text"/>
Social Security Number:	<input type="text"/>
Date Initiated From: (mm/dd/yyyy)	<input type="text"/>
Date Initiated To: (mm/dd/yyyy)	<input type="text"/>
Initiated By:	<input type="text"/>
<input type="button" value="Display Case Summary List"/> <input type="button" value="Cancel"/>	

To search for a case, perform the following steps:

STEP	ACTION
1.	In the Navigation area, from the Case Administration menu, select View Cases . (The Case Search page appears.)
2.	Select the Case Status option. <ul style="list-style-type: none"> You may search for a case based on case status alone, or you can include additional criteria. It is important that you select the correct status of the case so that the system can locate the case. The default Case Status option is All Open Cases.
3.	(DABP only) From the Client Name drop-down list, select the client (optional).
4.	In the Verification Number field, type the case's verification number (optional). The verification number is the system-generated number that appears in the Message area of the Case Details page.
5.	In the Alien Number field, type the employee's alien number (optional).
6.	In the I-94 Number field, type the employee's I-94 number (optional).

STEP	ACTION
7.	Type the employee's SSN in the Social Security Number field (optional).
8.	Type dates in the Date Initiated From and Date Initiated To fields to see a list of cases that were initiated during a specific time period (optional). Enter the date in mm/dd/yyyy format. Slashes (/) must be included in the date field.
9.	In the Initiated By field, select the name of a specific user who initiated the case(s) from the drop-down list (optional).
10.	Select Display Case Summary List . (The Case Summary List page appears.)

	Reminder
	<ul style="list-style-type: none">• It is important that you select the correct status of the case so that the system can locate the case.

3.10 Navigating the Case Summary List Page

After entering the case search criteria, each row on the Case Summary List page displays information for a single case, which is identified by the verification number. The Case Summary List may include multiple rows or may include only one row, depending on the search criteria that you used when you performed your search.

Exhibit 3-17 displays a Case Summary List page with multiple rows.

Exhibit 3-17: Case Summary List Page

Case Summary List											
Previous		Next									
Case Status ¹	Verification Number	SSN	Alien Number	I-94 Number	Date of Birth	Last Name	First Name	Date of Hire	Status	Initiated By	Initiate Date
	2004083160609QS	333-33-3333			09/12/1950	Black	Iris	02/11/2004	SSA TENTATIVE NONCONFIRMATION	SSHA8072	03/23/20
	2004083152019QQ	333-33-3333			09/12/1950	Black	Iris	02/11/2004	SSA TENTATIVE NONCONFIRMATION	SSHA8072	03/23/20
	2004083151407QP	216-47-4104	072735031		06/30/1925	Ester	Paul	03/22/2004	EMPLOYMENT AUTHORIZED	SSHA8072	03/23/20
	2004083151013QN	216-47-4104	072735831		06/30/1925	Ester	Paul	03/22/2004	DHS Verification in Process	SSHA8072	03/23/20
	2004083150828QM	216-47-4104	072735831		06/30/1925	Ester	Polly	03/23/2004	DHS Verification in Process	SSHA8072	03/23/20
Previous		Next									
Legend: - Case Requiring Action - Cases with Additional Verification Responses - Case In Process - Closed Case											
Close											

Note: Use the scroll bars that appear along the bottom and right side of the screen when the list information extends beyond the viewing area.

The column headers identify the types of information that appear for each case. You can view the information listed on the Case Summary List Page, or to view the information for a specific case select the Verification number. The following table lists each of the column headers and the type of information that is displayed for each of them

COLUMN HEADER	DESCRIPTION
Case Status	This column contains icons that represent the status of the case. The Legend area at the bottom of the screen contains a description of each icon.
Verification Number	A unique number that the system assigns to the case when it is submitted for verification. This number appears in the Message area of the Case Details page.
SSN	The Social Security Number for the employee.
Client Name	(DABP only) The name of the client.

COLUMN HEADER	DESCRIPTION
Alien Number	A unique 7-, 8- or 9-digit number assigned to a non-citizen at the time his or her A-File is created.
I-94 Number	An 11-digit number that is found on the Arrival-Departure Record (Form I-94).
Date of Birth	The date of birth of the employee.
Last Name	The last name of the employee.
First Name	The first name of the employee.
Date of Hire	The hire date of the employee.
Status	The current system response. Some system response examples are EMPLOYMENT AUTHORIZED, DHS VERIFICATION IN PROCESS, and SSA REFERRED – 02/02/2004.
Initiated By	The system user who initiated the verification.
Initiated Date	The date when the initial verification was submitted.
Last Updated By	The user who performed the last update.
Last Update Date	The date when the last update occurred.
Resolution Code	The resolution selected when the case was resolved. These options include Resolved Authorized, Resolved Unauthorized/Terminated, Self Terminated, Invalid Query, and Employee Not Terminated. (See Section 3.8, Resolving Cases, for an explanation of each option.)
Resolved By	The system user who resolved the case.
Resolved Date	The date when the case was resolved.

**Tips**

- You can change the order of the listed cases by selecting a column header. For example, if you select the SSN column header, the list will be sorted in ascending order by SSN. If you select the header again, the list will appear in descending order by SSN.
- Use the scroll bars that appear along the bottom and right side of the screen when the list information extends beyond the viewing area.
- When the search criteria yield multiple pages, select **Previous** or **Next** to move to another page of the list. When the search results consists of more than one page, an appropriate notation appears in the Message area of the page.
- You can access the Case Details page of a specific case by selecting the verification number that appears underlined in the Verification Number column. When the Case Details page appears, you can view the history of the case. You can also use one of the command buttons that appear at the bottom of the Case Details page. These buttons change depending on the status of the case; however, the Print Case Details button is always available.

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4. USER ADMINISTRATION

The User Administration menu is used to change your password and update your personal profile.

The User Administration menu provides the following 2 options:

- Change Password
- Change Profile

4.1 Changing Your Password

Passwords should be protected; therefore, do not write down your password or share it with anyone. If you feel that your password has been compromised, change it immediately. Additionally, for security purposes, passwords expire every 90 days. When your password expires, the system prompts you to change your password. Exhibit 4-1 displays the Change Password page.

Exhibit 4-1: Change Password Page

Enter Old and New Passwords

Old Password: *


New Password: *

Re-type New Password: *

To change your password, perform the following steps:

STEP	ACTION
1.	In the Navigation area, from the User Administration menu, select Change Password . (The Change Password page appears.)
2.	In the Old Password field, type your current password.
3.	In the New Password field, type your new password. The system prevents the reuse of your previous 6 passwords. A password must <ul style="list-style-type: none"> • Be at least 8 characters in length, but no more than 14 characters. • Include 3 of the following 4 characteristics: <ul style="list-style-type: none"> • An uppercase letter • A lowercase letter • A number • One of the following special characters: ! @ \$ % * () < > ? : ; { } + - ~
4.	In the Re-Type New Password field, type your new password.

5.	Select Submit Password Change . (A confirmation message appears.)
6.	View the confirmation message. <ul style="list-style-type: none">• If the system processed the password change, you should use that password the next time you log on to the system.• If the system was unable to process the password change due to an error on your part, carefully repeat the steps for changing your password.• If the system was unable to process the password change, try changing your password later.

	Tips
	<ul style="list-style-type: none">• If you forget your password, contact your Program Administrator, who will give you a temporary password. When you log on, the system prompts you to change your password.• If you make 3 attempts to log on with an incorrect password, the system locks your user account. When this happens, contact your Program Administrator, who is able to unlock your user account.• If your Program Administrator cannot update or unlock your password, contact the Technical Help Desk at 800-741-5023.

4.2 *Updating Your Profile*

Each person with access to the Basic Pilot system has a user profile that includes name, telephone number, fax number, and e-mail address. You can update this information whenever necessary.

Exhibit 4-2 displays the Change User Profile page, which is used to change your profile.

Exhibit 4-2: Change User Profile Page

Enter User Profile Information

Last Name: *

First Name: *

M.I.:

Phone Number: () - ext. *

Fax Number: () -

E-mail Address: *

To update your profile, perform the following steps:

STEP	ACTION
1.	In the Navigation area, from the User Administration menu, select Change Profile . (The Change User Profile page appears.)
2.	Add information or edit the fields as necessary. An asterisk (*) next to a field indicates that it is a required field.
3.	Select Submit User Profile Changes . (The Change User Profile Results page appears, which contains the confirmation message and your profile information.)
4.	Review the confirmation message to see whether the request for the updates to your profile was successful or unsuccessful. If the system was unable to process the updates to your profile, try updating your profile later. If you are still unable to update your profile after the second attempt, contact the Technical Help Desk at 800-741-5023.

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5. REPORTS

The Reports menu is used to generate and view reports. After a report is generated, it can be viewed, printed, and saved.

The Reports menu provides the following option:

- View Reports

5.1 Generating a Report

You can choose from a selection of pre-defined reports and set parameters for the generation of the various reports. The following table shows the available reports and their descriptions.

REPORT	DESCRIPTION
Corporate Overview of Pilot Usage	<p>This report displays the number of cases initiated by your company within a fiscal year. If your company has not initiated any queries during the fiscal year, zeros will be shown on the report. This report is available to Corporate Administrators and Program Administrators.</p> <p>Report parameters:</p> <ul style="list-style-type: none"> • Pilot • Fiscal Year
User Audit Report	<p>The User Audit Report provides summary level case data about each case that matches the user entered query criteria. The summary level case data includes the case verification number, the date the case was initiated, the social security number, alien number, I-94 number, last name, first name, initial verification eligibility, additional verification eligibility, third-step eligibility, and employer resolution code. This report is available to Program Administrators and General Users.</p> <p>Report parameters:</p> <ul style="list-style-type: none"> • Initiated By • Reporting Date From • Reporting Date To • State • City
User Report	<p>This report displays a detail list of user(s) who access Web-BP or Web-DABP. This report is grouped by Employer Company and is available to Program Administrators and General Users.</p> <p>Report parameters:</p> <ul style="list-style-type: none"> • State • City • User Role

<p>Monthly List of Primary Queries by Active Companies</p>	<p>This report displays a usage count by month for your company during the fiscal year. This report is available to Program Administrators and Corporate Administrators.</p> <p>This report also displays the client usage for Designated Agent Corporate Administrators.</p> <p>Report parameters:</p> <ul style="list-style-type: none">• Pilot• Fiscal Year
<p>List of Active Companies by Fiscal Year</p>	<p>This report displays the usage count by fiscal year for each of your companies that performed one or more initial verifications during the fiscal year. This report is available to Corporate Administrators.</p>

Exhibit 5-1 shows the Report Selection page for Program Administrators.

Exhibit 5-1: Report Selection Page for Program Administrators

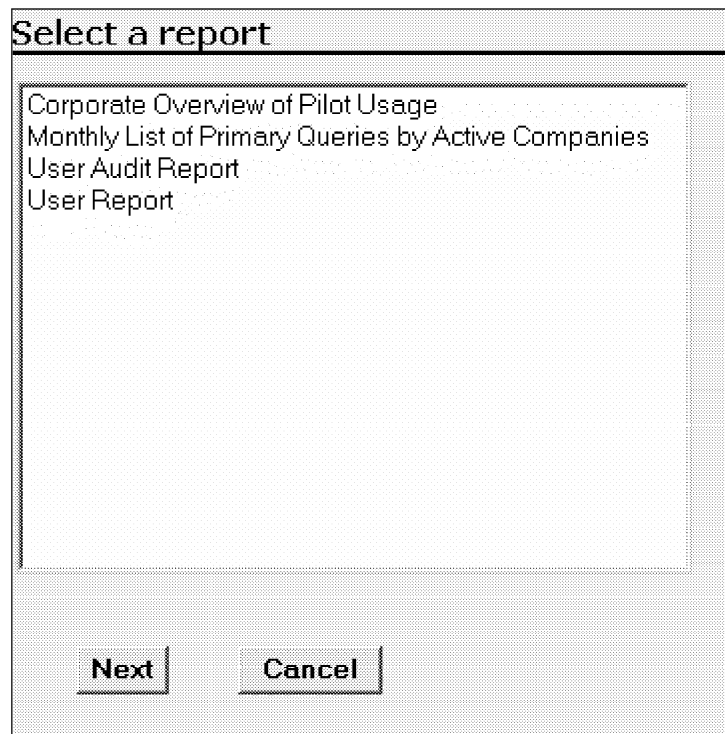


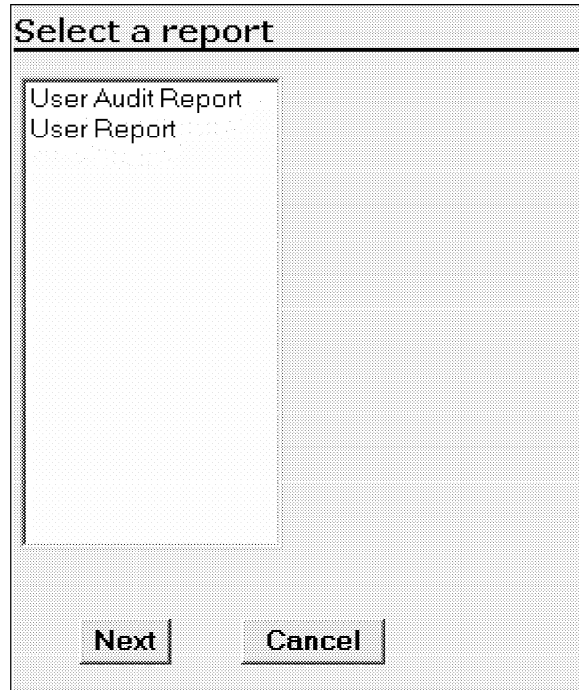
Exhibit 5-2 shows the Report Selection page for Corporate Administrators.

Exhibit 5-2: Report Selection Page for Corporate Administrators



Exhibit 5-3 shows the Report Selection page for General Users.

Exhibit 5-3: Report Selection Page for General Users



To generate a report, perform the following steps:

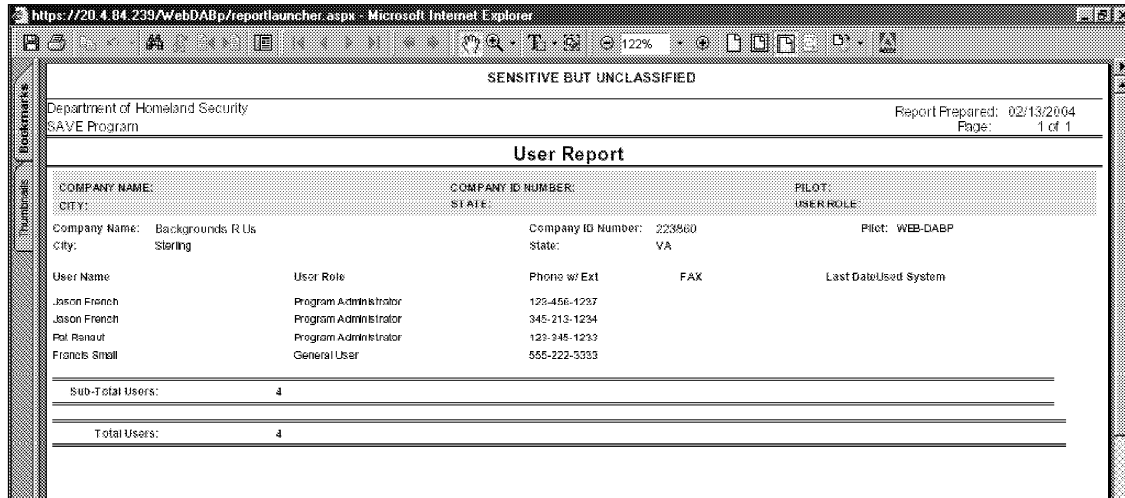
STEP	ACTION
1.	In the Navigation area, from the Reports menu, select View Reports . (The Report Selection page appears.)
2.	Select the appropriate report and view the description if necessary. As each report is selected, its description appears in the lower half of the page.
3.	Select Next . (The Report Parameter Data Entry page appears with fields for the parameters and a Run Report button.)
4.	Enter the parameters for the selected report. (Refer to the table on the previous page(s) for the list of appropriate parameters.)
5.	Select Run Report . (The report appears as an Adobe Portable Document Format (.pdf) file.)

5.2 Viewing a Generated Report

When the system has completed gathering the necessary information and compiling the report, it generates the report as a .pdf file and opens the file using Adobe® Acrobat Reader®, which allows you to view, print, and save reports generated by the Basic Pilot System.


Exhibit 5-4 shows an example of a generated report.

Exhibit 5-4: A Generated Report in the Adobe® Acrobat Reader® Window



To view a generated report, perform the following steps:

STEP	ACTION
1.	Use the scroll bars and page buttons as necessary to view the report.
2.	Select the Print icon to print the report (optional).
3.	Select the Save icon to save the report (optional). (The Save a Copy dialog box appears.) <ul style="list-style-type: none"> In the Save in field, navigate to the appropriate folder. In the File name field, type a name for the file. Select Save.

	Tips
	<ul style="list-style-type: none"> To open a report that you have saved as an Adobe .pdf file, use My Computer to navigate to the correct folder and then double-click the file name.

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6. SITE ADMINISTRATION

The Site Administration menu is used to create and manage user accounts, change your company's profile, and terminate your company's access to the Basic Pilot system. If you are a BP user, you can only access the records for your company. If you are a DABP user, you can only access the records for your company and your client companies.

Note: Site Administration is reserved for Program Administrators. General Users and Corporate Administrators do not perform Site Administration functions.

The Site Administration menu provides the following options:

- Add User
- View Users
- Maintain Employers
- Request Termination

6.1 Adding a User Account

Before a user is able to access the Basic Pilot system, a user account must be set up by defining the user's role, profile, and logon information. The user account information must include the user's role, name, telephone number, and e-mail address. You may also enter the user's fax number.

Note: The new user must be located at the site with the Program Administrator.

Exhibit 6-1 displays the Add User page with the Personal Information section.

Exhibit 6-1: Add User Page with Personal Information Section

Add User - Personal Information	
User Role:	<input type="text"/> *
Last Name:	<input type="text"/> *
First Name:	<input type="text"/> *
M.I.	<input type="text"/>
Phone Number:	(<input type="text"/>) <input type="text"/> - <input type="text"/> ext. <input type="text"/> *
Fax Number:	(<input type="text"/>) <input type="text"/> - <input type="text"/>
E-mail Address:	<input type="text"/> *
<input type="button" value="Next"/> <input type="button" value="Cancel"/>	

To add a user account, perform the following steps:

STEP	ACTION
1.	In the Navigation area, from the Site Administration menu, select Add User . (The Add User page appears.)

STEP	ACTION
2.	From the User Role drop-down list, select the user's role. <ul style="list-style-type: none"> • General User • Program Administrator • Corporate Administrator The General User and Corporate Administrator do not have access to Site Administration.
3.	In the Last Name field, type the user's last name.
4.	In the First Name field, type the user's first name.
5.	In the M.I. field, type the user's middle initial (optional).
6.	In the Phone Number field, type the user's telephone number.
7.	In the Fax Number field, type the user's fax number (optional).
8.	In the E-mail Address field, type the user's e-mail address.
9.	Select Next . (The Add User page's content changes to the Enter Password section.)

Exhibit 6-2: Add User Page with Enter Password Section

The screenshot shows a web form titled "Add User - Enter Password". It contains three input fields: "User ID:" with the text "EKEF6988" and an asterisk, "Password:" with an asterisk, and "Re-type Password:" with an asterisk. At the bottom of the form are three buttons: "Back", "Submit New User", and "Cancel".

10.	In the User ID field, either accept the system-generated User ID or change it (optional). If you change a User ID, and it already exists in the system, you will have to enter a new User ID. The User ID must be exactly 8 characters in length. The characters may be letters, numbers, or a combination of both. The User ID is not case-sensitive.
11.	In the Password field, type a password for the user. Requirements: <ul style="list-style-type: none"> • Make the password at least 8 characters in length, but no more than 14 characters. • Include 3 of the following 4 characteristics: <ul style="list-style-type: none"> • An uppercase letter • A lowercase letter • A number • One of the following special characters: ! @ \$ % * () < > ? : ; { } + - ~
12.	In the Re-type Password field, retype the password.

13.	Select Submit New User . (The Add User page displays the user information and a Close button.) If the user account could not be created, an explanation appears.
-----	---

Exhibit 6-3: Add User Confirmation Page

Success adding user JDOE3643																			
Case Administration Initial Verification View Cases Client Administration Add Client View Clients User Administration Change Password Change Profile Site Administration Add User View Users Change Address Request Termination Reports View Reports	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #cccccc;"> <th colspan="2" style="text-align: left; padding: 2px;">User Information.</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px;">User Role:</td> <td style="padding: 2px;">Program Administrator</td> </tr> <tr> <td style="padding: 2px;">Last Name:</td> <td style="padding: 2px;">Doe</td> </tr> <tr> <td style="padding: 2px;">First Name:</td> <td style="padding: 2px;">John</td> </tr> <tr> <td style="padding: 2px;">M.I.:</td> <td style="padding: 2px;"></td> </tr> <tr> <td style="padding: 2px;">Phone Number:</td> <td style="padding: 2px;">(202) 824 - 7604</td> </tr> <tr> <td style="padding: 2px;">Fax Number:</td> <td style="padding: 2px;">(202) 824 - 7995</td> </tr> <tr> <td style="padding: 2px;">E-mail Address:</td> <td style="padding: 2px;">jdoe@dhs.gov</td> </tr> <tr> <td colspan="2" style="text-align: center; padding: 10px;"> <input type="button" value="Close"/> </td> </tr> </tbody> </table>	User Information.		User Role:	Program Administrator	Last Name:	Doe	First Name:	John	M.I.:		Phone Number:	(202) 824 - 7604	Fax Number:	(202) 824 - 7995	E-mail Address:	jdoe@dhs.gov	<input type="button" value="Close"/>	
User Information.																			
User Role:	Program Administrator																		
Last Name:	Doe																		
First Name:	John																		
M.I.:																			
Phone Number:	(202) 824 - 7604																		
Fax Number:	(202) 824 - 7995																		
E-mail Address:	jdoe@dhs.gov																		
<input type="button" value="Close"/>																			

14.	Select Close .
-----	-----------------------

6.2 Viewing User Accounts

The View Users option allows the Program Administrator to search for, view, and maintain user accounts. From a displayed list of users, the Program Administrator can perform such functions as deleting user accounts, accessing and modifying user information, and resetting a user's password.

Exhibit 6-4 displays the User Search page, which provides several search options.

Exhibit 6-4: User Search Page

Enter User Search Criteria

User Role:

- All Roles
- Corporate Administrators
- Program Administrators
- General Users

User Status:

- All
- Locked
- Password Change Required

User:

Last Name:

First Name:

To view user accounts, perform the following steps:

STEP	ACTION
1.	In the Navigation area, from the Site Administration menu, select View Users . (The User Search page appears.)
2.	Select the User Role option. You can search for users based on the user's role and status alone, or you can include additional criteria.
3.	Select the User Status option. You can search for users based on the user's role and status alone, or you can include additional criteria.
4.	Select the User ID for a specific user from the User drop-down list (optional).
5.	Type the last name for a specific user in the Last Name field (optional). If you are searching by user name, you can type up to 30 alphabetic characters (hyphens and spaces allowed). You can also enter a partial name and use the percent sign (%) before or after as a wildcard character.
6.	Type the first name for a specific user in the First Name field (optional). If you are searching by user name, you can type up to 30 alphabetic characters (hyphens and spaces allowed). You can also enter a partial name and use the percent sign (%) before or after as a wildcard character.
7.	Select Display User Summary List . (The User Summary List page appears.)

6.3 Navigating the User Summary List Page

Each row on the User Summary List page displays information for a single user, who is identified by the User ID. The User Summary List may include multiple rows or only one row, depending on the search criteria that you used when you performed your search.

Exhibit 6-5 displays a User Summary List page with multiple rows.


Exhibit 6-5: User Summary List Page

User Summary List									
Previous		Next							
User ID	Company	User Role	Last Name	First Name	Last Login Date	Status	Locked	Logged On	
BBET6188	THE NEW TEST COMPANY LLC	Program Administrator	Beta	Barry	03/16/2004 03:05 PM	Current	N	Y	<input type="button" value="Delete"/>
SSIG6824	THE NEW TEST COMPANY LLC	Program Administrator	Sigma	Suzanne	03/12/2004 02:25 PM	Current	N	Y	<input type="button" value="Delete"/>
Previous		Next							
<input type="button" value="Close"/>									

The column headers identify the types of information that appear for each user. You can view the information listed on the User Summary List Page, or to view the information for a specific user select the User ID. The following table lists each of the column headers and the type of information that is displayed for each of them.

COLUMN HEADER	DESCRIPTION
User ID	The User ID for the user.
Company	The company name for the user.
User Role	The role for the user, that is, General User, Program Administrator, or Corporate Administrator.
Last Name	The last name of the user.
First Name	The first name of the user.
Last Login Date	The date and time when the user last logged on to the Basic Pilot system.

COLUMN HEADER	DESCRIPTION
Status	The status for the user, such as Current or Change Password.
Locked	The locked status for a user, which is either Y or N to indicate if the user is locked out from the system.
Logged On	The logged on status for a user, which is either Y or N to indicate if the user is logged on to the system.
Delete button at the right side of each row	The Delete button is used to delete the user account that is displayed to the left of the Delete button.

	<p>Tips</p>
	<ul style="list-style-type: none"> • You can change the order of the listed cases by selecting a column header. For example, if you select the User Role column header, the list will be sorted in ascending order by user roles. If you select the header again, the list will appear in descending order by user roles. • Use the scroll bars that appear along the bottom and right side of the screen when the list information extends beyond the viewing area. • When the search criteria yield multiple pages, select Previous or Next to move to another page of the list. When the search results consists of more than one page, an appropriate notation appears in the Message area of the page. • You can access the Administer Users page for a specific user by selecting the User ID that appears underlined in the User ID column. When the Administer Users page appears, you can modify the user's information, reset the user's password, or delete the user.

6.4 Deleting a User Account

Each row on the User Summary List page contains a Delete button, which allows you to delete the user account for that row. Selecting this button takes you to the Delete User page, which displays the information for the user whom you want to delete.


Exhibit 6-6 displays the Delete User Page for a specific user.

Exhibit 6-6: Delete User Page

User Deletion Information	
User Role:	Corporate Administrator
Last Name:	Keffer
First Name:	Elaine
M.I.:	
Phone Number:	(555) 555 - 5555 ext. 1234
Fax Number:	
E-mail Address:	ekeffer@somewhere.com
User Status:	Password must change
<input type="button" value="Delete User"/> <input type="button" value="Cancel"/> <input type="button" value="Close"/>	

To delete a user account, perform the following steps:

STEP	ACTION
1.	On the User Summary List page (see Exhibit 6-4), select Delete for the row of the user that you want to delete. (The Delete User page appears.)
2.	Select Delete User . (The User Status changes to “Deleted,” and the Delete User button changes to the Return to User List button.)
3.	Select Return to User List . (The user is no longer included on the User Summary List page.)

	Tips
	<ul style="list-style-type: none"> You can also delete a user from the Administer Users page. See Section 6.5, Modifying a User Account.

6.5 Modifying a User Account

You can access a user's account to modify information or reset the password. You perform these functions on the Administer Users page, where you can modify any of the data in the View/Modify User Information section as necessary.

Note: You can also delete a user account from the Administer Users page by selecting **Delete User**.

Exhibit 6-7 displays the Administer Users page, which has 2 sections: View/Modify User Information and Reset User Password.

Exhibit 6-7: Administer Users Page

View / Modify User Information	
User ID:	PRENAUT1
User Role:	Program Administrator *
Last Name:	Renaut *
First Name:	Pat *
M.I.	
Phone Number:	(123) 345 - 1233 ext. *
Fax Number:	() - *
E-mail Address:	prenaud@csc.com *
Force Change Password:	<input type="checkbox"/>
Reset Logged On Indicator:	<input checked="" type="checkbox"/>
Reset User Password	
New Password:	<input type="password"/>
Re-type New Password:	<input type="password"/>
<input type="button" value="Submit User Modifications"/> <input type="button" value="Delete User"/> <input type="button" value="Cancel"/>	

To modify a user account, perform the following steps:

STEP	ACTION
1.	On the User Summary List page (see Exhibit 6-4), select the User ID for the user whose information you want to modify. (The Administer Users page appears.)
2.	In the View/ Modify User Information section, modify the data as necessary.
3.	Select Submit User Modifications . (The Update User page appears with the updated information and a Close button.)
4.	Select Close .

6.6 Resetting a User Password

In addition to modifying user information, you can also use the Administer Users page for any of the following reasons:

- It is necessary to prompt a user to change his or her password.
- A user is not able to log on because the system thinks his or her User ID is currently in use. When this happens, you can “unlock” the User ID and allow the user to log on to the Basic Pilot system.
- A user forgets his or her password. When this happens, you can assign a temporary password to the user.

Exhibit 6-8 displays the Administer Users page, which has 2 sections: View/Modify User Information and Reset User Password.

Exhibit 6-8: Administer Users Page

View / Modify User Information	
User ID:	PRENAUT1
User Role:	Program Administrator *
Last Name:	Renaut *
First Name:	Pat *
M.I.	<input type="text"/>
Phone Number:	(123) 345 - 1233 ext. <input type="text"/> *
Fax Number:	() - <input type="text"/>
E-mail Address:	prenaut@csc.com *
Force Change Password:	<input type="checkbox"/>
Reset Logged On Indicator:	<input type="checkbox"/>
Reset User Password	
New Password:	<input type="password"/>
Re-type New Password:	<input type="password"/>
<input type="button" value="Submit User Modifications"/> <input type="button" value="Delete User"/> <input type="button" value="Cancel"/>	

To reset a user password, perform the following steps:

STEP	ACTION
1.	On the User Summary List page (see Exhibit 6-4), select the User ID for the user. (The Administer Users page appears.)

STEP	ACTION
2.	Select the appropriate check box or complete the Reset User Password section, depending on which of the following 3 functions you wish to perform: <ul style="list-style-type: none">• Select Force Change Password if you want to prompt the user to change his or her password.• Select Reset Logged On Indicator if you want to unlock a User ID so that the user can log on to the system.• Complete the New Password and Re-type New Password fields if you need to change a user's password.
3.	Select Submit User Modifications . (The Update Information page appears with the updated information and a Close button.)
4.	Select Close .

6.7 Maintaining Employers

Use the Maintain Employer option when you need to update your company address information. The Employer Summary screen, as shown in Exhibit 6-9, displays the current information for your company. Each section of this screen can be modified by selecting **View/Edit** in the appropriate section.

Exhibit 6-9: Employer Summary Screen

Name and Location Information		View / Edit
Employer ID Number:	5020	
Employer Name:	The Testing Company	
Address 1:	123 Main Street	Alt Address 1:
Address 2:		Alt Address 2:
City:	Dallas	Alt City:
State:	TX	Alt State:
Zip Code:	75234	Alt Zip Code:
Total Point of Contacts:	2	View / Edit
Additional Information		View / Edit
Employer Identification Number:		
Number of Employees:	1	
Parent / Affiliated Company:		
NAICS:	5511 - MANAGEMENT OF COMPANIES AND ENTERPRISES	View / Edit
Total Hiring Sites:	2	View / Edit

6.7.1 Updating Company Name and Location Information

To update the company name or site address, perform the following steps:

STEP	ACTION
1.	In the Navigation area, from the Site Administration menu, select Maintain Employer . (The Employer Summary screen appears.)
2.	Select View/Edit in Name and Location Information section. (The Employer Address screen will appear, as shown in Exhibit 6-10.)

Exhibit 6-10: Employer Address Screen

Enter Employer Name	
Employer Name:	<input type="text" value="The Testing Company"/> *
Facility Address	
Address 1:	<input type="text" value="123 Main Street"/> *
Address 2:	<input type="text"/>
City:	<input type="text" value="Dallas"/> *
State:	<input type="text" value="TEXAS"/> *
Zip code:	<input type="text" value="75234"/> *
County / Parish:	<input type="text" value="DALLAS"/> *
Alternate Address (complete if mail is not delivered to your above facility address.)	
Address 1:	<input type="text"/>
Address 2:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
Zip code:	<input type="text"/>
<input type="button" value="Submit Employer Modifications"/> <input type="button" value="Cancel"/>	

- | | |
|----|--|
| 3. | Update the Employer Name, Facility Address, and/or Alternate Address. An alternate address is necessary if mail is not delivered to your facility address. |
| 4. | Select Submit Employer Modifications .
(The Employer Summary screen appears with the updated information.) |

6.7.2 Updating Company Point(s) of Contact

To update the company point(s) of contact, perform the following steps:

STEP	ACTION
1.	Select Maintain Employer from the Site Administration menu, in the Navigation area. (The Employer Summary screen appears.)
2.	Select View/Edit in Total Points of Contact section. (The Point of Contact Summary List screen will appear, as shown in Exhibit 6-11.)

Exhibit 6-11: Point of Contact Summary List Screen

Point of Contact Summary List							
Previous		Next					
<input type="button" value="Add"/>	First Name	Last Name	Middle Name	Phone Number	Fax Number	E-mail Address	Last Updated By
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	Sample	Sam	(555) 555 - 5555	(444) 444 - 4444	ssample@thetest.com	RGREHQ01
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	Scott	Sham	(555) 555 - 5555	(444) 444 - 4444	sshams@thetest.com	RGREHQ01
Previous		Next					
<input type="button" value="Submit Employer Modifications"/>				<input type="button" value="Cancel"/>			


STEP	ACTION
3.	Select the appropriate update button. <ul style="list-style-type: none"> • Select Add to add a point of contact. • Select Edit in the same row of the point of contact whose information you want to edit. • Select Delete in the same row of the point of contact whom you want to delete.
4.	On the Company Point of Contact page, add or update the fields' information, and then select Add/Update POC . OR On the Delete Point of Contact page, select Delete POC . (The updated Point of Contact Summary List page appears.) Selecting Cancel returns you to the Point of Contact Summary List screen.
5.	Repeat Steps 3 and 4 for any additional additions, edits, or deletions.
6.	Select Submit Employer Modifications . (The Employer Summary screen appears with the updated information.)

6.7.3 Updating Additional Information

To update the Additional Information, perform the following steps:

STEP	ACTION
1.	Select Maintain Employer from the Site Administration menu, in the Navigation area. (The Employer Summary screen appears.)
2.	Select View/Edit in the Additional Information section. (The Employer Additional Information screen will appear, as shown in Exhibit 6-12.)

Exhibit 6-12: Employer Additional Information Screen

 **Parent Company:** A company that controls or owns another company or companies.

Affiliated Company: A company associated with another company as a subordinate or subsidiary.

Enter Additional Information

Employer Identification Number:
(also known as Federal Tax ID Number)

Number of Employees: *

Parent / Affiliated Company:


STEP	ACTION
3.	Update all necessary information.
4.	Select Submit Employer Modifications . (The Employer Summary screen appears with the updated information.)

6.7.4 Updating NAICS Information

To update the North American Industry Classification System (NAICS) Code information, perform the following steps:

STEP	ACTION
1.	Select Maintain Employer from the Site Administration menu, in the Navigation area. (The Employer Summary screen appears.)
2.	Select View/Edit in the NAICS section. (The NAICS Code screen will appear, as shown in Exhibit 6-13.)

Exhibit 6-13: NAICS Code Screen

 **If you know your company's 6-character North American Industry Code System (NAICS) code, please enter it and click 'Next'.**

If you do not know your company's NAICS code, click 'Generate NAICS Code' and select the category that best fits your company.

NAICS Code: MANAGEMENT OF COMPANIES AND ENTERPRISES


3.	Select the appropriate action. <ul style="list-style-type: none"> • Enter your Company’s NAICS Code if you know it. OR <ul style="list-style-type: none"> • Select Generate NAICS Code if you do not know your Company’s NAICS Code. (A NAICS screen appears that prompts you through creating a new NAICS Code.) The NAICS Code will be generated by using a series of pages to build it. On each page, you use a drop-down list to select the appropriate sector, subsector, industry group, industry, and United States industry. As you move from one page to the next, you can see the number building in the NAICS Code field.
4.	Select Submit Employer Modifications when updates are complete. (The Employer Summary screen appears with the updated information.)

6.7.5 Updating Company Hiring Site(s)

To update the company hiring site(s), perform the following steps:

STEP	ACTION
1.	Select Maintain Employer from the Site Administration menu, in the Navigation area. (The Employer Summary screen appears.)
2.	Select View/Edit in the Total Hiring Sites section. (The Employer Hiring Sites screen will appear, as shown in Exhibit 6-14.)

Exhibit 6-14: Employer Hiring Sites

 For each hiring site that your company is verifying for, enter the total number of Hiring Sites for each State.

Hiring Sites

Previous Next

	<u>Add</u>	<u>State</u>	<u>Number of Hiring Sites</u>
<u>Edit</u>	<u>Delete</u>	ALABAMA	1
<u>Edit</u>	<u>Delete</u>	TEXAS	1

Previous Next

STEP	ACTION
3.	<p>Select the appropriate update button.</p> <ul style="list-style-type: none">• Select Add to add hiring sites in a new state. (A new Employer Hiring Site screen appears that allows you to select a new state and add the number of hiring sites in that state.)• Select Edit in the same row as a particular state to edit the number of hiring sites within that state. (A new Employer Hiring Site screen appears that allows you to update the number of hiring sites in that state.)• Select Delete in the same row as a particular state to delete that state and all of its hiring sites. (The Employer Delete Hiring Site screen appears for the selected state.) <p>Selecting Cancel returns you to the Point of Contact Summary List screen.</p>
4.	Repeat Step 3 for any additional additions, edits, or deletions.
5.	<p>Select Submit Employer Modifications. (The Employer Summary screen appears with the updated information.)</p>

6.8 Requesting Termination

Use the Request Termination option if you wish to terminate your company's participation in the Basic Pilot Program. If your company has more than one site using the system and the entire company is dropping out, then each site must go through this process.


Exhibit 6-15 displays the Request Termination page.

Exhibit 6-15: Request Termination Page

 Are you sure you want to request termination of your company's access to the Basic Pilot System?	
Termination Request Information	
Company Name:	Backgrounds R Us
Termination Request Date:	02/13/2004
Termination Request Reason:	<input type="text"/>
<input type="button" value="Request Termination"/> <input type="button" value="Cancel"/>	

To request termination, perform the following steps:

STEP	ACTION
1.	In the Navigation area, from the Site Administration menu, select Request Termination . (The Request Termination page appears.)
2.	In the Termination Request Reason field, type the reason for your termination.
3.	Select Request Termination . (A message appears informing you that the Basic Pilot Program office will be notified of your request to terminate your company's participation in the program.)
4.	Select Close .

	Reminder
	<ul style="list-style-type: none"> If your company has more than one site using the system and the entire company is dropping out, then the above steps must be performed for each company site.

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Section 7 Applies Only to Designated Agent Users.

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7. CLIENT ADMINISTRATION (DABP)

This section contains information specific to the functions of a Designated Agent. *Please continue reading this section only if you are a Designated Agent.*

The Client Administration menu is used to add a client, view client information, update client information, and terminate a client.

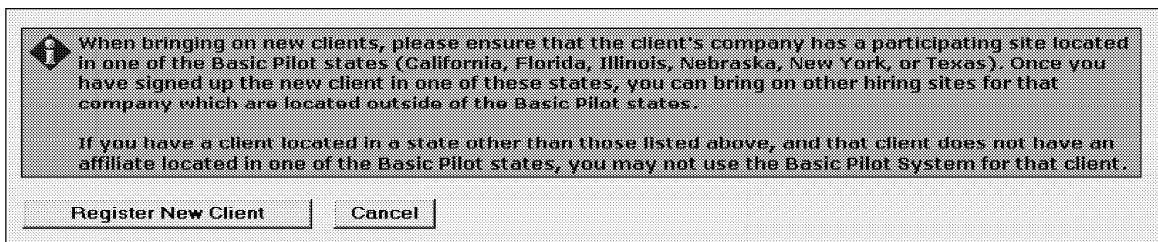
The Client Administration menu provides the following 2 options:

- Add Client
- View Clients

7.1 Adding a Client

There are several steps and pages involved with adding a client to the Basic Pilot System. The first page is the Add Client Company page, which is shown in Exhibit 7-1. It contains a message asking you to ensure that the client's company has a participating site located in one of the Basic Pilot states (California, Florida, Illinois, Nebraska, New York, or Texas). After you have registered a client from one of these states, you can add other hiring sites for the company that are located outside the Basic Pilot states.

Exhibit 7-1: Add Client Company Page



The following table lists the steps for adding a client. However, because there are several pages involved with adding a client, these steps are repeated in more detail over the next few pages of this user manual.

To add a client, perform the following steps:

STEP	ACTION
1.	In the Navigation area, from the Client Administration menu, select Add Client . (The Add Client Company page appears, as shown in Exhibit 7-1.)
2.	Select Register New Client . (The Client Company Address page appears, as shown in Exhibit 7-2.)
3.	Enter the Client Company's name and address information, and then select Next . (The Client Company Point of Contact page appears, as shown in Exhibit 7-3.)
4.	Type the Client Company's point of contact information, and then select Add/Update POC . (The Point of Contact Summary List page appears, as shown in Exhibit 7-4.)

STEP	ACTION
5.	Update the point of contact list information if necessary, and then select Next . (The Additional Client Company Information page appears, as shown in Exhibit 7-5.)
6.	Enter additional Client Company information, and then select Next . (The North American Industry Classification System (NAICS) Code page appears, as shown in Exhibit 7-6.)
7.	Type the NAICS Code, and then select Accept NAICS Code and Continue . (The Hiring Sites page appears, as shown in Exhibit 7-8.) If you do not know the NAICS Code, select Generate the NAICS Code , and then complete the subsequent NAICS Code pages.
8.	Select Single Site Verification to verify a single Client Company site. (The Client Company Confirmation page appears, as shown in Exhibit 7-10.) To verify multiple Client Company sites, select Multiple Sites Verification , and then complete the subsequent Hiring Sites pages.
9.	Select Generate MOU and Agency Agreement , print the documents, sign the MOU and Agency Agreement, and fax the signature pages to the Department of Homeland Security at 202-514-9981.

7.1.1 Entering the Client Company's Name and Address

After completing the Add Client Company page (see Exhibit 7-1), the Client Company Address page appears. Use the Facility Address section of this page for the Client Company's physical address. If regular mail is delivered to an alternate address, you should also complete the Alternate Address section.

Exhibit 7-2 displays the Client Company Address page.

Exhibit 7-2: Client Company Address Page

Enter Client Company Name	
Client Company Name:	<input type="text"/>
Facility Address	
Address 1:	<input type="text"/>
Address 2:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
Zip code:	<input type="text"/>
County / Parish:	<input type="checkbox"/>
Alternate Address (complete if mail is not delivered to your above facility address.)	
Address 1:	<input type="text"/>
Address 2:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
Zip code:	<input type="text"/>
<input type="button" value="Back"/>	<input type="button" value="Next"/> <input type="button" value="Cancel"/>

To enter the Client Company's name and address, perform the following steps:

STEP	ACTION
1.	Type the Client's Company name in the Client Company Name field.
2.	Type the Client Company address information in the Facility Address section. The County/Parish drop-down list contains counties or parishes based on the address of the facility.
3.	Type the Client Company address information in the Alternate Address section. An alternate address is only necessary if mail is not delivered to your Client Company's facility address.
4.	Select Next . (The Client Company Point of Contact page appears.)

7.1.2 Entering the Client Company's Point of Contact Information

After completing the Client Company Address page (see Exhibit 7-2), the Client Company Point of Contact page appears. Use this page to enter the name, telephone and fax numbers, and e-mail address for the Client Company's point of contact.

Exhibit 7-3 displays the Client Company Point of Contact page.

Exhibit 7-3: Client Company Point of Contact Page

The screenshot shows a web form titled "Enter Client Company Point of Contact". It contains the following fields and controls:

- Last Name:** A text input field with an asterisk (*) to its right.
- First Name:** A text input field with an asterisk (*) to its right.
- Middle Name:** A text input field.
- Phone Number:** A field with a format of () - ext. , where each part is a small input box. An asterisk (*) is to the right.
- Fax Number:** A field with a format of () - , where each part is a small input box.
- E-mail Address:** A text input field with an asterisk (*) to its right.
- Buttons:** Two buttons at the bottom: "Add / Update POC" and "Cancel".

To enter the Client Company's point of contact information, perform the following steps:

STEP	ACTION
1.	In the Last Name field, type the point of contact's last name.
2.	In the First Name field, type the point of contact's first name.
3.	In the Middle Name field, type the point of contact's middle name (optional).
4.	In the Phone Number field, type the point of contact's telephone number.
5.	In the Fax Number field, type the point of contact's fax number (optional).
6.	In the E-mail Address field, type the point of contact's e-mail address.
7.	Select Add/Update POC . (The Point of Contact Summary List page appears.)

7.1.3 Updating the Client Company’s Point of Contact Information

After completing the Client Company Point of Contact page (see Exhibit 7-3), the Point of Contact Summary List page appears. Use this page to enter additional points of contact for the Client Company. You may also edit the information for the existing point(s) of contact and delete point(s) of contact.

Exhibit 7-4 displays the Point of Contact Summary List page.

Exhibit 7-4: Point of Contact Summary List Page

Point of Contacts							
Previous		Next					
<input type="button" value="Add"/>	First Name	Last Name	Middle Name	Phone Number	Fax Number	E-mail Address	Last Updated By
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	Anthony	Esposito		(703) 450 - 9820	tonys_pizza@email.com	JFRENCH6
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	Dominic	Esposito		(703) 555 - 5555	dominic@tonyspizzaemail.com	PRENAUT1
Previous		Next					
<input type="button" value="Submit Company Modifications"/>				<input type="button" value="Cancel"/>			

To update the Client Company’s point of contact information, perform the following steps:


STEP	ACTION
5.	<p>Select the appropriate update button.</p> <ul style="list-style-type: none"> • Select Add to add a point of contact. (A blank Client Company Point of Contact page appears.) • Select Edit in the same row of the point of contact whose information you want to edit. (A Client Company Point of Contact page appears for the selected point of contact.) • Select Delete in the same row of the point of contact whom you want to delete. (A Delete Point of Contact page appears for the selected point of contact.)
6.	<p>On the Client Company Point of Contact page, add or update the fields’ information, and then select Add/Update POC. OR On the Delete Point of Contact page, select Delete POC. (The updated Point of Contact Summary List page appears.) Selecting Cancel returns you to the Point of Contact Summary List page.</p>
7.	Repeat Steps 1 and 2 for any additional additions, edits, or deletions.
8.	<p>Select Next. (The Additional Client Company Information page appears.)</p>

7.1.4 Entering Additional Client Company Information

After reviewing and updating the Point of Contact Summary List page (see Exhibit 7-4), the Additional Client Company Information page appears. Use this page to enter the Client Company’s employer identification number, the number of employees, and the name of any parent or affiliated company.

Exhibit 7-5 displays the Additional Client Company Information page.

Exhibit 7-5: Additional Client Company Information Page

 **Parent Company:** A company that controls or owns another company or companies.

Affiliated Company: A company associated with another company as a subordinate or subsidiary.

If your Parent/Affiliated Company is in the drop down list please select your Company. Otherwise enter your Parent/Affiliated Company in the text box.

Enter Additional Client Company Information

Employer Identification Number:
(also known as Federal Tax ID Number)

Number of Employees: *

Parent / Affiliated Company:

-- OR --

Enter Parent / Affiliated Company:

To enter additional Client Company information, perform the following steps:

STEP	ACTION
1.	In the Employer Identification Number field, type the Client Company’s employer identification number. This number is also known as the Federal Tax ID Number.
2.	In the Number of Employees field, type the Client Company’s number of employees.
3.	Type or select the name of a Client Company’s parent or affiliated company in the Parent/Affiliated Company field.
4.	Select Next . (The North American Industry Classification System (NAICS) Code page appears.)

7.1.5 Entering the NAICS Code

After completing the Additional Client Company Information page (see Exhibit 7-5), the North American Industry Classification System (NAICS) Code page appears. Use this page to enter the company's NAICS Code.


The NAICS Code, an industry classification system, is a 6-digit code that represents the following information:

- Sector (first 2 digits)
- Subsector (third digit)
- Industry group (fourth digit)
- NAICS industry (fifth digit)
- United States industry (sixth digit)

Note: The system requires at least a 4-digit number be entered for the NAICS Code, up to the industry group. The fifth and sixth digits are optional.

Exhibit 7-6 displays the NAICS Code page.

Exhibit 7-6: NAICS Code Page

 If you know the Client Company's 6-character North American Industry Code System (NAICS) code, please enter it and click 'Accept NAICS Code and Continue'.

If you do not know the Client Company's NAICS code, click 'Generate NAICS Code' and select the category that best fits the Client Company.

NAICS Code:

If you do not know the Client Company's NAICS Code, you can generate the code by using a series of pages to build the code. On each page, you use a drop-down list to select the appropriate sector, subsector, industry group, industry, and United States industry. As you move from one page to the next, you can see the number building in the NAICS Code field. These pages are illustrated in Exhibit 7-7.

Exhibit 7-7: Generating a NAICS Code

<h4>1. NAICS Sector Page</h4> <div style="border: 1px solid black; padding: 5px;"> <p>Enter NAICS Code - Sector</p> <p>Sector: OTHER SERVICES (EXCEPT PUBLIC ADMINISTRATION) (81)</p> <p>Back Continue NAICS Code Cancel</p> </div>	<h4>2. NAICS Subsector Page</h4> <div style="border: 1px solid black; padding: 5px;"> <p>Enter NAICS Code - Subsector</p> <p>NAICS Code: 81</p> <p>Sector: OTHER SERVICES (EXCEPT PUBLIC ADMINISTRATION) (81)</p> <p>Subsector: []</p> <p>Back Continue NAICS Code Cancel</p> </div>
<h4>3. NAICS Industry Group Page</h4> <div style="border: 1px solid black; padding: 5px;"> <p>Enter NAICS Code - Industry Group</p> <p>NAICS Code: 012</p> <p>Sector: OTHER SERVICES (EXCEPT PUBLIC ADMINISTRATION) (81)</p> <p>Subsector: PERSONAL AND LAUNDRY SERVICES (812)</p> <p>Industry Group: []</p> <p>Back Continue NAICS Code Accept NAICS Code and Continue Cancel</p> </div>	<h4>4. NAICS Industry Page</h4> <div style="border: 1px solid black; padding: 5px;"> <p>Enter NAICS Code - Industry</p> <p>NAICS Code: 0129</p> <p>Sector: OTHER SERVICES (EXCEPT PUBLIC ADMINISTRATION) (81)</p> <p>Subsector: PERSONAL AND LAUNDRY SERVICES (812)</p> <p>Industry Group: OTHER PERSONAL SERVICES (8129)</p> <p>Industry: []</p> <p>Back Continue NAICS Code Accept NAICS Code and Continue Cancel</p> </div>
<h4>5. US Industry Page</h4> <div style="border: 1px solid black; padding: 5px; margin: auto; width: 80%;"> <p>Enter NAICS Code - US Industry</p> <p>NAICS Code: 01299</p> <p>Sector: OTHER SERVICES (EXCEPT PUBLIC ADMINISTRATION) (81)</p> <p>Subsector: PERSONAL AND LAUNDRY SERVICES (812)</p> <p>Industry Group: OTHER PERSONAL SERVICES (8129)</p> <p>Industry: ALL OTHER PERSONAL SERVICES (81299)</p> <p>US Industry: []</p> <p>Back Accept NAICS Code and Continue Cancel</p> </div>	

To enter the NAICS Code, perform the following steps if you know the Client Company’s NAICS Code:

STEP	ACTION
1.	In the NAICS Code field, type the Client Company’s NAICS Code. Client Company’s NAICS Code must be at least 4 digits. The fifth and sixth digits are optional.
2.	Select Accept NAICS Code and Continue . (The Hiring Sites page appears.)

To enter the NAICS Code, perform the following steps if you do not know the Client Company’s NAICS Code:

STEP	ACTION
1.	Select Generate NAICS Code . (The NAICS Sector page appears, as shown in Exhibit 7-7.)
2.	From the Sector drop-down list, select the sector that applies to the Client Company. Selecting Cancel on this or any of the code-building pages takes you to the NAICS Code page.

STEP	ACTION
3.	Select Continue NAICS Code . (The NAICS Subsector page appears, as shown in Exhibit 7-7.)
4.	From the Subsector drop-down list, select the subsector that applies to the Client Company.
5.	Select Continue NAICS Code . (The NAICS Industry Group page appears, as shown in Exhibit 7-7.)
6.	From the Industry Group drop-down list, select the industry group that applies to the Client Company.
7.	Select Continue NAICS Code . (The NAICS Industry page appears, as shown in Exhibit 7-7.) Selecting Accept NAICS Code and Continue accepts the 4 digits that represent the sector, subsector, and industry group and then takes you to the Hiring Sites page. Therefore, the NAICS Code appears as a 4-digit code on all pages that list the NAICS Code.
8.	From the Industry drop-down list, select the industry that applies to the Client Company.
9.	Select Continue NAICS Code . (The NAICS US Industry page appears, as shown in Exhibit 7-7.) Selecting Accept NAICS Code and Continue accepts the 5 digits that represent the sector, subsector, industry group, and industry (NAICS industry) and then takes you to the Hiring Sites page. Therefore, the NAICS Code appears as a 5-digit code on all pages that list the NAICS Code.
10.	From the US Industry drop-down list, select the United States industry that applies to the Client Company.
11.	Select Accept NAICS Code and Continue . (The Hiring Sites page appears.)

7.1.6 Selecting the Verification Type

After entering or generating the NAICS Code, the Hiring Sites page appears. Use this page to select the type of verification performed for this client, which is either multiple sites verification or single site verification. If performing multiple sites verifications, the system requests additional information on the number of hiring sites per state.

Exhibit 7-8 displays the Hiring Sites page.


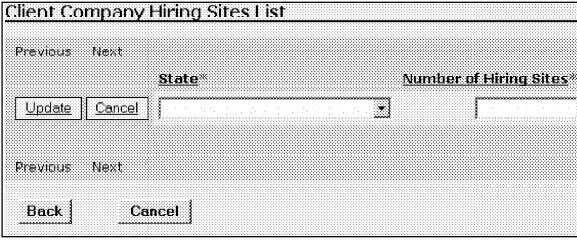
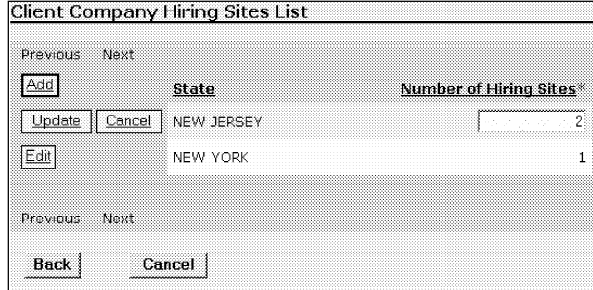

Exhibit 7-8: Hiring Sites Page



The screenshot shows a dialog box with a question mark icon. The text inside reads: "Will the company verify for multiple sites or for a single site?" followed by two instructions: "If you are verifying for multiple sites click 'Multiple Sites Verification'." and "If you are verifying for a single site click 'Single Site Verification'." At the bottom, there are four buttons: "Back", "Multiple Sites Verification", "Single Site Verification", and "Cancel".

If the Client Company has multiple hiring sites, the Client Company Hiring Sites List page appears, where you can add, edit, or delete the number of hiring sites and the states in which they are located. Exhibit 7-9 shows the pages that are used for modifying this hiring site information.

Exhibit 7-9: Modifying Hiring Sites

<p>Client Company Hiring Sites List Page</p> 	<p>Adding a State</p> <p>The Client Company Hiring Sites List page's fields become active after selecting Add, and the row's buttons change to Update and Cancel.</p> 
<p>Editing the Number of Sites</p> <p>The Client Company Hiring Sites List page's Number of Hiring Sites field becomes active after selecting Edit, and the row's buttons change to Update and Cancel.</p> 	<p>Deleting a Site</p> <p>The Delete Hiring Site Page appears after selecting Delete.</p> <p>Note: Deleting a site removes the state and all of its hiring sites. However, if you only want to update the number of hiring sites within a particular state, select Edit rather than Delete.</p> 

To select the verification type, perform the following steps if there is only one verification site.

STEP	ACTION
1.	Select Single Site Verification . (The Client Company Confirmation page appears.)

To select the verification type, perform the following steps if there are multiple verification sites.

STEP	ACTION
1.	Select Multiple Sites Verification . (The Client Company Hiring Sites List page appears, as shown in Exhibit 7-9.)

STEP	ACTION
2.	Select Add .
3.	From the State field drop-down list, select the state.
4.	In the Number of Hiring Sites field, type the number of hiring sites for the selected state.
5.	Select Update . (The Client Company Hiring Sites List page returns to a read-only state.) Selecting Cancel to the right of Update takes you to the Client Company Hiring Sites List page without adding an additional state or sites.
6.	If you need to add more states, select Add , and repeat Steps 3 to 5. (The Client Company Hiring Sites List page is updated and returns to a read-only state.)
7.	If you need to change the number of hiring sites, select Edit in the same row of the state whose sites you want to edit. Change the number of hiring sites, and select Update . (The Client Company Hiring Sites List page is updated and returns to a read-only state.)
8.	If you need to remove a state and all of its hiring sites, select Delete in the same row of the state that you want to remove. This takes you to the Delete Hiring Site page. Select Delete Site . (The Client Company Hiring Sites List page appears, and the state and all of its hiring sites are removed from the list.)
9.	Select Submit Company Modifications . (The Client Company Confirmation page appears.)

7.1.7 Generating and Submitting the Memorandum of Understanding and Agency Agreement


After entering the site verification information, the Client Company Confirmation page appears. Use this page to generate the Memorandum of Understanding (MOU) and the Agency Agreement. You need to print these documents, sign them, and fax *only the signature pages of both the MOU and the Agency Agreement* to the Department of Homeland Security.

Note: Both the Client Company and the Designated Agent need to sign the MOU and the Agency Agreement.

The MOU and Agency Agreement set forth the responsibilities of the Client Company, the Designated Agent, the Department of Homeland Security, and the Social Security Administration. You may only verify the employment eligibility of employees hired after signing the MOU and Agency Agreement.

Exhibit 7-10 displays the Client Company Confirmation page.

Exhibit 7-10: Client Company Confirmation Page

 To complete the registration process click 'Generate MOU and Agency Agreement' and print. Sign the MOU signature page and the Agency Agreement signature page, and fax to the SAVE Program at (202) 514-9981. Upon receipt of your MOU signature page and Agency Agreement signature page, the SAVE Program will begin processing your application.

Generate MOU and Agency Agreement

Close

To generate and submit the MOU and Agency Agreement, perform the following steps:

STEP	ACTION
1.	Select Generate MOU and Agency Agreement . (The MOU and Agency Agreement appear.)
2.	Select Print . (The documents print at your default printer.)
3.	Select Back . (The Client Company Confirmation page appears.)
4.	Select Close .
5.	Complete the signature pages. Both the client (Employer) and you (Designated Agent) must sign the documents.
6.	Fax the signature pages of both the MOU and the Agency Agreement to the Department of Homeland Security at 202-514-9981.

7.2 Viewing Client Information

An overview of client information appears on the Client Company Summary List page (see Exhibit 7-12). When accessing this page, you can include all your clients, or you can group them by their status (Pending, Active, Terminated, or Rejected). Or, you can list just one company or perhaps all those associated with a particular parent or affiliated company.

Exhibit 7-11 shows the Client Company Search page, which is used to generate the Client Company Summary List page.

Exhibit 7-11: Client Company Search Page

To view client information, perform the following steps:

STEP	ACTION
1.	In the Navigation area, from the Client Administration menu, select View Clients . (The Client Company Search page appears.)
2.	Type a company's ID number to search for a specific company in the Company ID Number field (optional).
3.	Select a client's company name to search for a specific company from the Client Company Name drop-down list (optional).
4.	Type a city name to search for companies located in a specific city in the City field (optional).
5.	Select a state to search for companies located in a specific state from the State drop-down list (optional).
6.	Type or select a parent or affiliated company name to search for all companies associated with the selected parent or affiliated company in the Parent/Affiliated Company field (optional).

STEP	ACTION
7.	<p>In the Client Company Status section, select the appropriate option:</p> <ul style="list-style-type: none">• Pending Registration• Active Companies• Terminated• Rejected• All <p>The default option for the Client Company Status is Pending Registration. You may use this option or select another. It is important to select the correct client status in order for the system to locate a specific client or group of clients.</p>
8.	<p>Select Display Client Company Summary List. (The Client Company Summary List page appears.)</p>

7.3 Navigating the Client Company Summary List Page

The Client Company Summary List page displays the client companies in alphabetical order by Client Company name. Each row on the Client Company Summary List page displays information for a single Client Company, which is identified by the company ID number. The Client Company Summary List page may include multiple rows or may include only one row, depending on the search criteria that you used when you performed your search.

Exhibit 7-12 displays a Client Company Summary List with multiple rows.


Exhibit 7-12: Client Company Summary List Page

Client Company List										
Previous		Next								
Company ID Number	Client Company Name	City	State	Status	MOU Sign Date	Rejection / Termination Date	Last Updated By	Last Update Date		
<input type="button" value="Edit"/>	<input type="button" value="Terminate"/>	223861	Tonys Pizza	Reston	VA	ACTIVE	01/20/2004	PRENAUT1	02/07/2004	
Previous		Next								
<input type="button" value="Close"/>										

The column headers identify the types of information that appear for each Client Company and may be used to sort the list. View the information on the Client Company Summary List page, or select **Edit** to view and/or change the information for a specific Client Company. The following table lists each of the column headers and the type of information that is displayed for each of them.

COLUMN HEADER	DESCRIPTION
Company ID Number	A unique number assigned by the system to identify the Client Company.
Client Company Name	The name of the Client Company.
City	The city where the Client Company is located.
State	The state where the Client Company is located.
Status	The status for the Client Company, which will be Pending, Active, Terminated, or Rejected.
MOU Sign Date	The date when the Memorandum of Understanding was signed.
Rejection/Termination Date	The date when the Client Company's MOU and Agency Agreement were rejected, or when the Client Company's participation in the Basic Pilot Program was terminated, or when the Designated Agent's participation in the Basic Pilot Program was terminated.

COLUMN HEADER	DESCRIPTION
Last Updated By	The user who last updated the Client Company's record.
Last Updated Date	The date when the Client Company's record was last updated.
Edit button at the left side of each row	The Edit button is used to modify the Client Company's record that is displayed to the right of the Edit button.
Terminate button at the left side of each row	The Terminate button is used to discontinue participation in the Basic Pilot Program for the Client Company that is displayed to the right of the Delete button.

	Tips
	<ul style="list-style-type: none"> <li data-bbox="397 772 1421 919">• You can change the order of the listed cases by selecting a column header. For example, if you select the Status column header, the list will be sorted in ascending order by status. If you select the header again, the list will appear in descending order by status. <li data-bbox="397 940 1421 1003">• Use the scroll bars that appear along the bottom and right side of the screen when the list information extends beyond the viewing area. <li data-bbox="397 1024 1421 1171">• When the search criteria yields multiple pages, select Previous or Next to move to another page of the list. When the search results consists of more than one page, an appropriate notation appears in the Message area of the page.

7.4 Updating Client Information

Besides viewing clients on the Client Company Summary List page, you can also view and/or update a specific Client Company's record by selecting **Edit** for the corresponding row for the client whose record you want to view or update. This takes you to the Client Company Summary page for the selected Client Company.

Exhibit 7-13 shows the Client Company Summary page, which lists the Client Company's information in 5 sections with a **View/Edit** button for each section. Selecting **View/Edit** opens the corresponding page, which was explained in Section 7.1, Adding a Client.


Exhibit 7-13: Client Company Summary Page

Name & Location Information		View / Edit
Client ID Number:	5023	
Client Company Name:	The Newest Test Company	
Address 1:	123 Back St	Alt Address 1:
Address 2:		Alt Address 2:
City:	Asbury Park	Alt City:
State:	NJ	Alt State:
Zip Code:	07728	Alt Zip Code:
County:	OCEAN	
Total Point of Contacts:	1	View / Edit
Additional Information		View / Edit
Employer Identification Number:		
Number of Employees:	8	
Parent / Affiliated Company:	PAPPAS PARTNERS LP	
NAICS:	7115 - INDEPENDENT ARTISTS, WRITERS, AND PERFORMERS	View / Edit
Total Hiring Sites Verifying For:	1	View / Edit
Return to Company List		View MOU and Agency Agreement

To update client information, perform the following steps:

STEP	ACTION
1.	On the Client Company Summary List page, select Edit in the corresponding row for the client you need to update. (The Client Company Summary page appears.)
2.	Select View/Edit for the section that you want to update.
3.	Modify the information on the corresponding page. <ul style="list-style-type: none"> • Company Address page (see Exhibit 7-2) • Point of Contact Summary List page (see Exhibit 7-4)

STEP	ACTION
	<ul style="list-style-type: none"> • Additional Client Company Information page (see Exhibit 7-5) • NAICS Code page (see Exhibit 7-6) • Client Company Hiring Sites List page (see Exhibit 7-9) Each of these pages contains a Submit Company Modifications button.
4.	Select Submit Company Modifications . (The Client Company Summary page appears.)
5.	Repeat Steps 2 to 4 for each section you want to update.
6.	Select Return to Company List . (The Client Company Summary List page appears, as shown in Exhibit 7-12.)

	<p>Tips</p>
	<ul style="list-style-type: none"> • Select View MOU and Agency Agreement to view and/or print the Memorandum of Understanding and Agency Agreement.

7.5 Terminating a Client

If you wish to terminate a client's participation in the Basic Pilot Program, use the Client Company Summary List Page to initiate this request. After selecting **Terminated** for the corresponding row for the client whose account you want to terminate, the Request Client Company Termination page appears for the selected Client Company.

Note: If the Client Company has more than one site participating in the Basic Pilot Program, and all sites are dropping out, you must go through this process for each of the Client Company's sites.

Exhibit 7-14 displays the Request Client Company Termination page.

Exhibit 7-14: Request Client Company Termination

? Are you sure you want to request termination of Tonys Pizza's access to the Basic Pilot System?

Client Termination Request Information

Client Company Name: Tonys Pizza
 Employer Identification Number: 881234567
 City: Reston
 State: VA
 Parent / Affiliated Company:
 MOU Sign Date: 01/20/2004
 Termination Request Date: 02/18/2004
 Termination Request Reason:

To terminate a client, perform the following steps:

STEP	ACTION
1.	On the Client Company Summary List page, select Terminate in the row for the client you need to terminate from the Basic Pilot Program. (The Request Client Company Termination page appears.)
2.	In the Termination Request Reason field, type the reason for the termination.
3.	Select Request Client Termination . (The Terminate Company page appears.) If the Client Company has more than one site participating in the Basic Pilot Program, and all sites are dropping out, you <u>must</u> go through this process for each of the Client Company's sites.
4.	Select Close .

APPENDIX A: GLOSSARY

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A

Acceptable Documents for Verifying Identity and Employment Eligibility

Documents designated for determining employment eligibility under the Immigration & Nationality Act (INA) are listed in the Handbook for Employers (M 274), Part Eight, pages 20 and 21.

The list has been modified since the publication of the Handbook. List A now includes only the following: (1) an Unexpired/Expired United States Passport; (2) an Alien Registration Receipt Card with photograph or Permanent Resident Card (Form I-551); (3) an Unexpired Foreign Passport with a Temporary I-551 stamp or attached Form I-94 indicating unexpired employment authorization; (4) an Unexpired Employment Authorization Document (EAD) issued by the Department of Homeland Security which contains a photograph (Form I-766, Form I-688A or Form I-688B), and (5) an Unexpired Temporary Resident Card (Form I-688).

List B and C are unchanged from those stated in the Handbook, but list B documents presented to an employer participating in the Basic Pilot Program **must** contain a photograph.

Admission Number or I-94 Number

An 11-digit number that is found on the Arrival-Departure Record (Form I-94).

Alien Status Verification Index (ASVI)

A Department of Homeland Security database accessed by benefit issuing agencies, licensing agencies, other entities and employers to verify non-citizen immigration and employment eligibility status. In June 2004, ASVI will be replaced by the Customer Processing System (CPS).

Alien (Non-citizen)

Any person who is not a citizen or national of the United States.

Alien File (A-File)

The history file containing data and documentation pertaining to an individual non-citizen. An A-File is created when any one of several Department of Homeland Security actions occur, for example, application for permanent resident status.

Alien Registration Number ("A" Number)/Alien ID Number/or Alien Number

A unique 7-, 8- or 9-digit number assigned to a non-citizen at the time his or her A-File is created.

Alien Registration Receipt Card, Form I-151

This card was introduced in 1946 and issued to lawful permanent residents. Through 18 years of various revisions, it remained primarily green in color causing it to become known as a "green card." As of March 20, 1996, the Form I-151 is no longer acceptable as evidence of lawful permanent resident status. If a non-citizen is in possession of a Form I-151, it does not revoke his or her lawful permanent resident status; however, the document itself is expired and the applicant should be referred to the Department of Homeland Security for a replacement card.

Anti-discrimination Notice

The Anti-discrimination Notice is published by the Office of Special Counsel for Immigration-Related Unfair Employment Practices, Department of Justice, and provides information to employees concerning discrimination in the workplace. The Basic Pilot Memorandum of Understanding requires participating employers to display both the English and Spanish versions of the notice in a prominent place that is clearly visible to prospective employees.

Arrival/Departure Record (Form I-94)

A document issued to non-citizens when admitted into the United States. Some of these forms are stamped to indicate work authorized status. The Form I-94 contains an 11-digit Admission Number, which may be used as part of the Primary Query verification process if the non-citizen employee does not have an Alien Registration Number.

Asylee

A non-citizen already in the United States or at a port of entry, who is granted asylum in the United States, based on race, religion, nationality, or membership in a particular social group or political opinion. This status is covered by Section 208 of the Immigration and Nationality Act (INA).

Asylum

Asylum may be granted to a person who is unable or unwilling to return to his or her country of nationality, because they fear persecution.

B**Basic Pilot**

The Basic Pilot is a voluntary pilot program in which employment eligibility of all newly hired employees will be confirmed after the Employment Eligibility Verification (Form I-9) has been completed. The pilot involves separate verification checks (if necessary) of databases maintained by the Social Security Administration and the Department of Homeland Security.

Basic Pilot Participation Notice

The Basic Pilot Notice informs perspective employees that a company is participating in the Basic Pilot Program. The Memorandum of Understanding (MOU) requires participating employers to display both the English and Spanish versions of the notice in a prominent place that is clearly visible to prospective employees.

C**Case in Continuance**

The Department of Homeland Security needs more than 10 Federal Government workdays to resolve a case. The employee continues to work until a definitive answer is received from the Department of Homeland Security.

Case Verification Number

The Case Verification Number is a unique number returned by the Basic Pilot system. Employers participating in the Basic Pilot Program are required to record the case verification number on the employee's Form I-9, or to print the screen containing the case verification number and attach it to the employee's Form I-9.

Corporate Administrator

This user type can only view reports for the site where they are physically located. They can also update their personal user profile.

Customer Processing System

The Department of Homeland Security's database accessed by benefit issuing agencies, licensing agencies, other entities, and employers to verify immigration and employment eligibility status.

D

DHS Verification in Process

The response given, if the employee's information matches the Social Security Administration records but the Social Security Administration does not have employment eligibility information for the non-citizen employee. The system automatically forwards the case to the Department of Homeland Security for verification of employment eligibility. The Department of Homeland Security responds to most of these cases within 24 hours, but has up to 3 Federal Government workdays to respond. An employer should check the system periodically for response.

Document Type

Type of document(s) presented by the newly hired employee to verify identity and employment eligibility.

E

Employee Not Terminated

A closure option used when the employee is **not** terminated after the employer receives a SSA Final Nonconfirmation; DHS Employment Unauthorized; DHS No Show; **or if the employee is not terminated after he or she does not contest a Social Security Administration or Department Homeland Security Tentative Nonconfirmation response.**

Employment Authorized

A response received from either the Social Security Administration or the Department of Homeland Security indicating the information provided by the employer matched the information contained in the database(s) and work eligibility has been confirmed.

Employment Authorization Card I-688A

A card issued by the former Immigration and Naturalization Service to non-citizens who qualified under the "Amnesty Program" of the Immigration Reform and Control Act (IRCA) of 1986. It is valid until the expiration date stated on the face of the card or on the sticker(s) placed on the back of the card.

Employment Authorization Card I-688B

A card issued by the Department of Homeland Security to non-citizens granted temporary employment authorization in the United States. The expiration date is noted on the face of the card. The I-688B is a laminated card.

Employment Authorization Document (EAD) I-766

A document issued to non-citizens who are authorized to work temporarily in the United States. The document has been issued since January 1997. It is a credit card-type document.

Employment Eligibility Verification (Form I-9)

Every time an employer hires any employee to perform labor or services in return for wages or other remuneration, the employee and the employer must complete the Form I-9. This requirement applies to all employees hired after November 6, 1986.

F**Final Nonconfirmation**

If an employee's work eligibility cannot be confirmed, an employer will receive a Final Nonconfirmation response from the Social Security Administration or the Department of Homeland Security. An employer receiving a Final Nonconfirmation response may terminate the employment of the employee and shall not be civilly or criminally liable under any law for the termination, as long as the action was taken in good faith reliance of the information provided through the Basic Pilot system.

G**General Users**

This user type performs verification queries, views reports, and has the capability to update their personal user profile.

Green Card

A slang term describing the Alien Registration Receipt Card (Form I-551). Many versions of the I-551 are not green in color.

H**Handbook for Employers (M 274)**

Provides a step-by-step explanation of what an employer must do to meet its responsibilities under the Employer Sanctions provision of the Immigration and Nationality Act (INA). It also explains the responsibilities and rights of employees in the hiring and verification process and provides expanded information about how to avoid employment discrimination based on citizenship or national origin.

I**Illegal Alien**

A foreign national who (1) entered the United States without inspection or with fraudulent documentation or (2) who, after entering legally as a non-immigrant, violated status and remained in the United States without authorization.

Immigrant

A non-citizen who has been lawfully granted the privilege of residing and working permanently in the United States.

Immigration and Nationality Act of 1952 (INA)

The Act (INA), which, along with other immigration laws, treaties, and conventions of the United States, relates to the immigration, temporary admission, naturalization, and removal of non-citizens.

Immigration Reform and Control Act of 1986 (IRCA)

Public Law 99-603 (Act of 11/6/86), which was passed in order to control and deter illegal immigration to the United States. Its major provisions stipulate legalization of undocumented non-citizens who had been continuously unlawfully present since 1982, legalization of certain agricultural workers, sanctions for employers who knowingly hire undocumented workers, and increased enforcement of U.S. borders.

Immigration Status

The legal status conferred on a non-citizen by immigration law.

Immigration Status Verifier (ISV)

A Department of Homeland Security employee who has the responsibility for verifying immigration and employment eligibility status for SAVE customers. ISVs are located at Department of Homeland Security field offices.

Immigrant Visa

A document, issued by a United States Department of State consulate or embassy abroad, which authorizes a non-citizen to apply for admission as an immigrant to the United States. This document does not grant work authorization.

Initial Query

The first step of the automated employment verification process.

Initial Verification

An automated query of the Social Security Administration and if necessary the Department of Homeland Security databases. Results will either verify employment eligibility or require additional verification, which is conducted through the Basic Pilot system.

Invalid Query

A resolution option for a duplicate query or incorrect data input.

J

K

L

Lawful Permanent Resident

A non-citizen who has been lawfully granted the privilege of residing and working permanently in the United States.

M

N

Non-Immigrant

A non-citizen who enters the United States temporarily for a specific period of time and purpose. This category includes foreign government officials, visitors for business and pleasure, students and temporary workers.

No Show

A response received when the employee did not contact the Department of Homeland Security to resolve his or her case and 10 Federal Government workdays have passed since the date of referral. The No Show response is considered a Final Nonconfirmation.

Notice to Employee of Tentative Nonconfirmation

This is a computer generated notice given to an employee after a Tentative Nonconfirmation response has been received from the Social Security Administration or the Department of Homeland Security. If an employee contest the Tentative Nonconfirmation response, he or she must contact the appropriate Government Agency to resolve the discrepancy to continue employment. An employee has **8** Federal Government workdays to resolve his or her case.

O

P

Parolee

A non-citizen applying for admission to the United States may be paroled into the United States under emergency conditions or when the non-citizen's entry is determined to be in the public interest. Parolee status is covered by Section 212 of the INA.

Passport

Any travel document issued by competent authority showing the bearer's origin, identity, and nationality, if any, which is valid for the entry of the bearer into a foreign country. If this document is used for Form I-9 purposes, it must be unexpired with either an I-551 stamp or an attached Form I-94 indicating unexpired employment authorization.

Password

Each person performing verification queries should have his or her own password. The password provided to a new user is temporary and should be changed. A password must be between 8 and 14 characters and include 3 of the following 4 characteristics: an upper case letter, a lower case letter, a number and a special character (i.e. ! @ \$ % * () < > ? : ; { } + - ~). A user will be required to change his or her password every 90 days and will be prompted by the system to do so.

Permanent Resident or Legal Permanent Resident

A non-citizen who has been lawfully granted the privilege of residing and working permanently in the United States.

Permanent Resident Card, Form I-551, DEC 1997

Issued by the former INS after December 1997, this card is the current version given to Permanent Resident Aliens. The document is valid for 10 years. In this version of the I-551, the card title was changed from Resident Alien to Permanent Resident Card.

Point of Contact

Is someone in your company who can be contacted on Basic Pilot policy issues. This person may or may not be 1 of the 3 user types.

Primary Verification (Initial Query)

The first step of the electronic verification process.

Program Administrator

This user type is responsible for creating user accounts at their site for Corporate Administrators and General Users. They have the capability to view reports, perform queries, update account information and unlock user accounts.

Q**R****Referral Notice**

An employee contesting a Tentative Nonconfirmation response from the Social Security Administration or the Department of Homeland Security is provided with the appropriate agency referral notice instructing him or her to contact the Government within 8 Federal Government workdays from the date of referral to resolve any discrepancy in his or her record.

Refugee

Any person who is outside their country of nationality who is unable or unwilling to return to that country because of persecution or a well-founded fear of persecution. Unlike asylees, refugees apply for and receive this status prior to entry into the United States. This status is covered by Section 207 of the Immigration and Nationality Act.

Request Additional Verification

If the information returned from the Department of Homeland Security database is different from the information provided by the employee on the Form I-9, this feature provides the employer an option to provide additional information on the employee's case to the Department of Homeland Security requiring a further search of the case.

Resident Alien Card, Form I-551, AUG 1989

This card was introduced in August 1989 and was the first Resident Alien Card to contain an expiration date. The card was issued to both conditional and lawful permanent residents. Valid only for a limited period of time – 2 years from the date of admission/adjustment for conditional permanent residents and 10 years from issuance for lawful permanent residents. The expiration date indicates when the card expires and must be renewed. It does not indicate that the non-citizen's status expires. The expiration date is stated on the front of the card. This version is rose-colored with a blue logo. It was modified in January 1992 when a white box was added behind the fingerprint.

Resident Alien Card, Form I-551, JAN 1977

This card was introduced in January 1977 and phased in over a period of time. Although this card is no longer issued, it is valid indefinitely. In addition to the photograph, the I-551 will contain the bearer's signature and photograph. This card was issued to lawful permanent residents.

Resolve Case

This feature allows the user to select the appropriate option to resolve (close) all cases queried through the Basic Pilot Program.

Resolved Authorized

A resolution option for the cases where an Employment Authorization response is received.

Resolved Unauthorized/Terminated

A resolution option if a Social Security Administration or Department of Homeland Security Final Nonconfirmation or No Show response is received, or if the employee does not contest a Social Security Administration or Department of Homeland Security Tentative Nonconfirmation response, and **is terminated**.

S

Self Terminated

A resolution option if the employee has quit or been terminated for reasons unrelated to employment eligibility status while the verification query is in process.

SSA Resubmittal

After an employee is referred to the Social Security Administration and visits one of its local offices and 24 hours have passed since they returned the referral letter to the employer, the user must resubmit the case through the Basic Pilot system to receive a final response.

If the employee does not visit a Social Security Administration office, or does not return the stamped and signed referral letter to the employer, the employer should resubmit the case **after 10** Federal Government workdays from the date of referral.

Systematic Alien Verification for Entitlements (SAVE) Program

The SAVE Program Branch is responsible for administering Department of Homeland Security verification programs involving customer access to the CPS database. The SAVE Branch administers the SAVE Program itself, which enables federal, state, and local benefit-issuing agencies to obtain immigration status information needed in order to determine applicants' eligibility for many public benefits. In addition, the SAVE program conducts employment verification pilot programs that enable employers to quickly and easily verify the work authorization of their newly hired employees.

Social Security Administration

A Federal Government agency that administers a national program of contributory social insurance whereby employees, employers, and the self-employed pay contributions that are pooled in special trust funds. The Social Security Administration and the Department of Homeland Security are jointly conducting the Basic Pilot Program.

T

Tentative Nonconfirmation

The employee information was compared to Government records and could not be confirmed. This does not mean that the employee is not work authorized, or that the information provided was incorrect. The employee must contact either the Social Security Administration or the Department of Homeland Security to resolve the discrepancy in order to continue employment.

U

U.S. Passport

Document issued by the Department of State to United States Citizens and Nationals.

User ID

Each person performing verification queries should have his or her own User ID. The User ID is a system generated alphanumeric ID, which the Program Administrator can accept or change when adding a new user. The User ID must be 8 characters and may be letters, numbers, or a combination of both. A User ID is not case sensitive.

V

W

X

Y

Z