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# E-Verify Errors: What they mean and how to fix them

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## **E-Verify Error Management Guide**



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ADP TotalSource® accesses the USCIS E-Verify system as a Web Services User as our client's Employer Agent. ADP® has developed Web services software that allows ADP to transmit data from the Form I-9 to E-Verify automatically once the Form I-9 information is completed and saved in My TotalSource®.

## How to use this Guide

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After you complete a Form I-9 in the new-hire process, visit the E-Verify Dashboard to see if an E-Verify Case was created for the newly hired employee. Because ADP transmits Form I-9 data to E-Verify automatically when a Form I-9 is saved in our system, a result is returned very quickly.

If there is an Error Message, please utilize the charts in this Guide to help correct the error.

All corrections must be made by unlocking the Form I-9 at the bottom of Section 2 in the Form I-9 module in My TotalSource.



Note that if you are using the electronic Form I-9, where both you and the employee complete sections of the Form I-9 online as part of the paperless new-hire process, only the employee can make changes to Section 1. Once you unlock Section 1, the employee must sign on to My TotalSource and make any necessary changes.

## Why E-Verify Errors Occur

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If the information entered into the Form I-9 is incomplete or input incorrectly, E-Verify will respond to ADP with an Error Message. An Error Message means that E-Verify could not query the applicable government databases (Social Security Administration (SSA) or Department of Homeland Security (DHS)) based on the information transmitted.



An Error Message from E-Verify does not satisfy the employer's requirement to query E-Verify within three business days of the employee's first day of employment. The employer must receive an E-Verify Case number. Therefore, it is critical that employers monitor the E-Verify Dashboard to ensure an E-Verify Case was successfully created.

**If you require further assistance, please contact your Payroll Service Representative.**

# How to Prevent Errors

	<b>Employment Eligibility Verification</b> Department of Homeland Security U.S. Citizenship and Immigration Services	<b>USCIS</b> <b>Form I-9</b> OMB No. 1615-0047 Expires 03/31/2016			
<p>▶ <b>START HERE.</b> Read instructions carefully before completing this form. The instructions must be available during completion of this form.</p> <p><b>ANTI-DISCRIMINATION NOTICE:</b> It is illegal to discriminate against work-authorized individuals. Employers <b>CANNOT</b> specify which document(s) they will accept from an employee. The refusal to hire an individual because the documentation presented has a future expiration date may also constitute illegal discrimination.</p>					
<p><b>Section 1. Employee Information and Attestation</b> (Employees must complete and sign Section 1 of Form I-9 no later than the <b>first day of employment</b>, but not before accepting a job offer.)</p>					
Last Name (Family Name)		First Name (Given Name)	Middle Initial	Other Names Used (if any)	
Address (Street Number and Name)			Apt. Number	City or Town	State
Date of Birth (mm/dd/yyyy)	U.S. Social Security Number		E-mail Address		Telephone Number
<p>I am aware that federal law provides for imprisonment and/or fines for false statements or use of false documents in connection with the completion of this form.</p> <p>I attest, under penalty of perjury, that I am (check one of the following):</p> <p><input type="checkbox"/> A citizen of the United States</p> <p><input type="checkbox"/> A noncitizen national of the United States (See instructions)</p> <p><input type="checkbox"/> A lawful permanent resident (Alien Registration Number/USCIS Number): _____</p> <p><input type="checkbox"/> An alien authorized to work until (expiration date, if applicable, mm/dd/yyyy) _____. Some aliens may write "N/A" in this field. (See instructions)</p> <p>For aliens authorized to work, provide your Alien Registration Number/USCIS Number <b>OR</b> Form I-94 Admission Number:</p> <p>1. Alien Registration Number/USCIS Number: _____</p> <p style="text-align: center;"><b>OR</b></p> <p>2. Form I-94 Admission Number: _____</p> <p>If you obtained your admission number from CBP in connection with your arrival in the United States, include the following:</p> <p>Foreign Passport Number: _____</p> <p>Country of Issuance: _____</p> <p>Some aliens may write "N/A" on the Foreign Passport Number and Country of Issuance fields. (See instructions)</p>					
Signature of Employee:			Date (mm/dd/yyyy):		
<p><b>Preparer and/or Translator Certification</b> (To be completed and signed if Section 1 is prepared by a person other than the employee.)</p> <p>I attest, under penalty of perjury, that I have assisted in the completion of this form and that to the best of my knowledge the information is true and correct.</p>					
Signature of Preparer or Translator:				Date (mm/dd/yyyy):	
Last Name (Family Name)			First Name (Given Name)		
Address (Street Number and Name)			City or Town	State	Zip Code
<div style="display: flex; justify-content: space-between; align-items: center;"> <span></span> <span><b>Employer Completes Next Page</b></span> <span></span> </div>					
Form I-9 03/08/13 N			Page 7 of 9		

1. Alpha characters only. Any numbers, hyphens or commas will result in an E-Verify error.

2. Social Security Number is required for E-Verify. Leaving this blank will result in an E-Verify error.

3. Alien Registration Number must be nine digits long. You must add a leading zero if an employee presents an eight digit Alien Number. **Note: An eight digit Alien Number is acceptable, but E-Verify will only accept a 9-digit number.**

# Most Frequently Seen E-Verify Error Message Explanation Chart

Case Status Error Message	What it means and how to fix it
Photo Matching Required	Match the photo presented on the E-Verify Dash Board with a copy of the ID presented. Select the appropriate response in E-Verify indicating if the photo is the ID presented in question or not.
OverDueVerifyReason cannot be NULL	Employee was not verified within three days of their first day of employment. Please unlock Section 2 of the Form I-9 and re-enter the info with the same dates. This will prompt the overdue reason to appear. Please indicate an appropriate overdue reason for the delay in verification.
E-Verify failed due to unacceptable documents combination in Form I-9	Document combination used is invalid. Please verify that the documents selected on Section 2 make sense in light of selections made on Section 1.(e.g. Employee attests to being a U.S. citizen but presents an employment authorization document (EAD) card).
Invalid input field format, length/format (Receipt Number)	Refers to invalid information on Section 2 documents. I-766 should be three alpha and 10 numeric. This is the card number, not the USCIS number from the EAD.
Invalid input field format, length/format (I94 Number)	Length of entry is invalid. Alien number should be nine numeric digits. Add leading zeros at the start of the number to make it nine digits, if needed.
Invalid input field format, length/format (Card/Receipt Number)	Refers to invalid info on Section 2 docs. I-766 should be three alpha and 10 numeric. This is the card number, not the USCIS number from the EAD.
Invalid input field format, length/format (Visa Number)	Length of entry is invalid. Should be eight alpha-numeric.
Required input field (DMVDocumentNbr) is null	Required field not entered.
SSA Tentative Nonconfirmation (TNC)	Standard TNC message - review TNC with the employee.
The List B or C document is invalid for citizenship code	List B and C docs don't make sense with regards to employee's citizenship status.
DMVDocumentId must be between 8 and 14 alpha-numeric characters	Entry for Document number field too long or too short.
Invalid input field length/format (Aka)	The Other Names Used field will only accept alpha characters and spaces. No commas, slashes, periods, numbers or other special characters are allowed.
Invalid input field length/format (SSN)	Length of entry is invalid. SSN likely not entered on Section 1 of the Form I-9.
An unexpired document is required (DocExpDate)	List A, B or C document is expired.
Invalid input field format, length/format (Alien Number)	Length of entry is invalid. Alien number should be nine numeric digits. Add leading zeros at the start of the number to make it nine digits, if needed.

## Less Frequently Seen Error Messages

Case Status Error Message	What it means and how to fix it
ALIEN NUMBER IS NULL	Alien Registration number/USCIS number on Section 1 not filled in.
Card Number must be exactly 3 alphabetic characters [A-Z] followed by 10 digits [0-9]	List A, B or C document number is not in the correct format.
Case Incomplete	Review E-Verify case for next steps.
CLIENT COMPANY IS NULL	The code is not set up for E-Verify correctly. Please contact your Payroll Service Representative.
DHS Tentative Nonconfirmation (TNC)	Standard TNC message - review TNC with the employee.
DMVDocNoExpirationDate must be null	Expiration date should be blank.
DMVDocumentId must be alpha-numeric	Bad characters used in document number field.
Document expiration date cannot be more than 10 years in the future from the current date	Expiration date too far in the future to be valid.
Employment Authorized	Employee OK to work. Final step is to close out the E-Verify case.
ESB Error	IT issue. Contact your Payroll Service Representative for assistance.
ESB Timed out	IT issue. Contact your Payroll Service Representative for assistance.
Foreign Passport Number or No Foreign Passport Number must exist (but not both)	Documents need to be Foreign Passport with I-94 first, then Form I-94 (Arr/Dep record). Cannot be Form I-94 first or we receive this error.
Hire date must be greater than birth date	Birth date likely incorrect.
Invalid Birth Date	Birth date likely incorrect.
Invalid Card Number/Citizenship Status/Document Type combination	Document combination used is invalid. Usually they claim Alien Authorized to Work on Section 1 and use I-551 on Section 2. This is not valid. Alien Authorized to Work should use temporary I-551. If using non-temporary I-551, they should indicate Lawful Permanent Resident Alien on Section 1.
Invalid DocType	Document type selected is invalid.
Invalid input field format, length/format (First Name)	Length of entry is invalid. Only alpha, spaces and single quotes allowed.
Invalid input field format, length/format (Last Name)	Length of entry is invalid. Only alpha, spaces and single quotes allowed.
Invalid input field format, length/format (Passport Number)	Length of entry is invalid. Generally six to nine characters for U.S.
Invalid input field length/format (MiddleInitial)	Length of entry is invalid. Use one letter only, no period.
Invalid Issuing Authority List B or C Document ID	Invalid Issuing Authority used. Cannot be blank.
Invalid or missing input field(CLIENTCOMPANYID)	IT issue. Contact your Payroll Service Representative for assistance.
INVALID START DATE + EXPIRE DATE COMBINATION	May not be set up for E-Verify. Please contact your Payroll Service Representative.

## Less Frequently Seen Error Messages

Case Status Error Message	What it means and how to fix it
IQ -Invalid closure code for the current state of the case	IT issue. Contact your Payroll Service Representative for assistance.
ORA-01403: no data found	IT issue. Contact your Payroll Service Representative for assistance.
OverDueVerifyReason must be NULL	Employee is not overdue, an overdue reason may not be entered.
OverDueVerifyReason value is invalid	Legacy error due to government shutdown. Should not occur any longer.
OverDueVerifyReasonOther cannot be NULL	Overdue reason indicated as Other so additional info must be provided. Please type in an overdue reason in the field provided. Cannot be blank.
Required input field (Card/Receipt Number) is null	Required field not entered.
Required input field (CountryOfIssuance) is null	Required field not entered.
Required input field (Hire Date) is null	Required field not entered.
Required input field (Last Name)is null	Required field not entered.
Required input field (List B Document)is null	Required field not entered.
Required input field (Receipt Number)is null	Required field not entered.
Review and Update Employee Data - Resolved on: 04/12/2012	DHS or SSA stepped in and pushed things along. DHS or SSA reviewing submitted information. Final disposition not yet available.
SSA EMPLOYMENT AUTHORIZED	Employee OK to work. Final step is to close out the E-Verify case.
SSA Final Nonconfirmation - Resolved on: 02/09/2014	Employee NOT OK to work. You must term employee if TNC cannot be resolved.
SUCCESSFUL	Review case for valid next steps. SUCCESSFUL result only means E-Verify was able to successfully query the DHS or SSA database. This does not necessarily mean the employee is eligible to work.
Supporting Document ID must be NULL	IT issue. Contact your Payroll Service Representative for assistance.
System error submitting Initial Verification.Additional Details Print Here	See error message, usually due to DHS system being down. Resubmit in I-9 module at bottom of Section 2.
The (CountryOfIssuance)field must be NULL	IT issue. Contact your Payroll Service Representative for assistance.
The document expiration date cannot be more than 10 years in the future (DocExpDate)	Expiration date too far in the future to be valid.
The Hire Date must be between 11/07/1986 and the current date + 365 days	Hire date cannot be future dated over one year.
The Passport field should be null	IT issue. Contact your Payroll Service Representative for assistance.
The Passport Number must be NULL	IT issue. Contact your Payroll Service Representative for assistance.
The Receipt Number must be NULL	IT issue. Contact your Payroll Service Representative for assistance.
USER'S EMPLOYER ID DOES NOT MATCH CLIENT COMPANY'S EMPLOYER ID	Incorrect account ID set up. The client ID being used does not exist under our agent ID. Please contact your Payroll Service Representative.

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# Final Case Resolution: How to Close a Case

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## Overview

To complete the E-Verify process, every case must receive a final case result and be resolved/completed.

## Final Nonconfirmation (FNC)

A Final Nonconfirmation means that a final case result has been provided and you must resolve/complete the case. There are three Final Nonconfirmations (FNC). These include:

- SSA Final Nonconfirmation
- DHS Final Nonconfirmation
- DHS NO SHOW

### SSA Final Nonconfirmation and DHS Final Nonconfirmation

A SSA or DHS Final Nonconfirmation case result is received when E-Verify cannot verify an employee's employment eligibility after an employee has contacted DHS or SSA.

You may terminate employment with no civil or criminal liability as noted in Article 11, Section C - Responsibilities of the Employer (#6) in the MOU. Please remember to confirm with your HRBP that termination is appropriate.

### DHS No Show

A DHS No Show indicates that the employee did not contact DHS within the eight federal government workdays. A DHS No Show response is considered a Final Nonconfirmation. A Final Nonconfirmation means that the case must be resolved/completed in E-Verify.

You may terminate employment with no civil or criminal liability as noted in Article 11, Section C - Responsibilities of the Employer (#6) in the MOU. Please remember to confirm with your HRBP that termination is appropriate.

## Resolve (Close) Case

Every case created in E-Verify MUST be resolved/closed. Each case is resolved/closed by using one of the Close Case Options listed below. The E-Verify dashboard will present only those resolve/close options that are relevant to each case. This means that in some cases, not all of the Resolve Case options are available. Use the information below to select the Resolve Case option that best suits the situation for the case.



# Final Case Resolution: How to Close a Case

## E-Verify Case Details

<b>Employee Name</b>	John Doe	<b>Case Number</b>	1025036698356
<b>Employee ID</b>	1234567	<b>Case Status</b>	SS - Employment Authorized
<b>Company</b>	TDR	<b>Manual Req.</b>	04 1920100324 PU
<b>I-9 Submit Date</b>	04 / 19 / 2013	<b>Recent Req.</b>	04 1920100324 PU

**Further Actions**

Close Case

You must select Close Case to display the available options.

**Choose from the following**

Invalid Query

Self Terminated

Resolved Authorized

Req/Resp Type	Req/Resp Time	Additional Information
0ABP Initial Verification Response	04 1920100324 PU	SS - Employment Authorized
0ABP Initial Verification Request	04 1920100324 PU	

Case Closure Code	Description	Comments
EELIG	The employee continues to work for the employer after receiving an Employment Authorized result.	This is okay, employee is eligible to work.
EFNC	The employee continues to work for the employer after receiving a Final Non-Confirmation result.	This is not okay. Employee likely not authorized to work. Please contact your HRBP prior to selecting this option.
ENOACT	The employee continues to work for the employer after receiving a No Show result. Employer retains employee.	This is not okay. Employee did not resolve the TNC. Please contact your HRBP prior to selecting this option.
EUNCNT	The employee continues to work for the employer after choosing not to contest a Tentative Non-Confirmation.	This is not okay. Employee did not resolve the TNC. Please contact your HRBP prior to selecting this option.
TRMFNC	The employee was terminated by the employer for receiving a Final Non-Confirmation result.	This is okay.
EQUIT	The employee voluntarily quit working for the employer	This is okay.
TERM	The employee was terminated by the employer for reasons other than E-Verify.	This is okay. (Providing other non-discriminatory reasons for termination are valid. Note - employers must give employees time to resolve TNCs).
NOACT	The employee was terminated for receiving a No Show result.	This is okay.
UNCNT	The employee was terminated by the employer for choosing not to contest a Tentative Nonconfirmation.	This is okay.
DUP	The case is invalid because another case with the same data already exists.	This is okay; providing another case really does exist.
INCDAT	The case is invalid because the data entered is incorrect.	This is not okay. Employer must correct data and resubmit. Not appropriate to close case without resolution.