

How to address late I-9s

- Section 1 is not completed on or before date of hire (DOH)
- Section 2 is not completed within 3 business days of the DOH

1. Do not allow the employee to work. It may be necessary to terminate the employee until proper documentation is received.
2. Upon receipt of proper documentation complete Section 2. Change the DOH if employee was terminated and rehired.
3. Add a comment by returning to the Employee Detail page and clicking the **“Comment”** button at the bottom of the page. Give a detailed explanation of the situation.

How to resolve errors in Section 1, when completing Section 2:

- Any error in Section 1 can be fixed prior to the completion of Section 2.
- Verifying Section 1 while completing Section 2:
 1. On the Quick Search Menu click **“Pending”**.
 2. The Search for Employee page is displayed. Click the blue link of the employee’s name.
 3. Section 2 – Employer Review and Verification is displayed. Click **“Review/Change Section 1 Information”**.
 4. Review Section 1 and change any incorrect information.
 5. Scroll to the bottom and complete the preparer/translation section. Note: This section may be pre-filled with information, make sure to verify that the pre-filled information is correct and complete any blank fields.
 6. Click **“Continue”** and finish completing Section 2.

How to address errors after Section 2 has been completed:	Corrected By:	
SECTION 1	Employee	Employer
<p>Error: Employee’s name incorrect</p> <p>Correction: Complete Section 3</p> <ol style="list-style-type: none"> 1. Click “Search For Employee”. 2. Use the employee’s incorrect name as it was entered in the system to search for the employee. 3. Click the blue link of employee’s name; this will display the Employee Detail page. 4. Click the “Section 3” button toward the bottom of the page. 5. Follow the instructions to complete Section 3. 6. Add a comment by returning to the Employee Detail page and clicking the “Comment” button toward the bottom of the page. 7. Give a detailed explanation of the correction. 	X	X
<p>Error: Date of birth incorrect</p> <p>Correction: New I-9 Required</p> <ol style="list-style-type: none"> 1. Send employee information required to complete Section 1 (link, DOH, & location). 2. Upon Employee’s completion of Section 1, have the employee bring in documents to complete Section 2. Click “Pending” on the Quick Search Menu. 3. The Search for Employee page is displayed. Click the blue link of the employee’s name. 4. This will display the Duplicate SSN page. 5. Click “Same” to confirm the new I-9 is the same person as the I-9 already on file. 6. Review Section 1 for accuracy and complete Section 2. 	X	X

7. When complete, both I-9s will be merged together under the same SSN.
8. Add a comment by returning to the Employee Detail page and clicking the **"Comment"** button toward the bottom of the page.
9. Give a detailed explanation of the correction.

Error: Employment date, location code, middle name, social security number, termination date or visa type is incorrect

X

Correction: Correct Completed I-9

1. Click **"Search For Employee"**.
2. Use search criteria to find employee.
3. Click the blue link with the employee's name, this will bring you to the Employee Detail page.
4. Click the blue link that corresponds with the error to be corrected on the I-9.
5. Add a comment by returning to the Employee Detail page and clicking the **"Comment"** button toward the bottom of the page.
6. Give a detailed explanation of the correction.

How to update SSN Applied For on Quick Search box

- Employee selects SSN Applied For in Section 1.
 - Employee must supply SSN within 90 days of the date of hire.
 - Note: Employer cannot require an employee to show SS Card, only the SS Number must be provided. The employer may request the SSC, as it is in the best interest of the employer and the employee that the SSN is accurate, however, the employee has the right to not show their SS Card.
1. Click **"SSN Applied For"** in the Quick Search box.
 2. The Search for Employee window is displayed.
 3. Use search criteria to find employee.
 4. Click the blue link with the employee's name; this will bring you to the Employee Detail page.
 5. Click the blue link **"Change SSN"**.
 6. Click the **"Edit SSN"** box.
 7. Enter in the Social Security Number.
 8. Click **"Continue"**.
 9. Note: Do not add a comment unless the SSN was entered after the receipt expired.

How to update I-9 when Receipt Used for supporting documentation

- Employee provided one of the following acceptable receipts for supporting documentation:
 - A receipt showing the employee applied to replace a lost, stolen or damaged document
 - The arrival portion of Form I-94/I-94A with a temporary I-551 stamp
 - Departure portion of from I-94/I-94A with a refugee admission stamp
 - Receipts are valid for 90 days.
 - Employer must see original documentation before the receipt expires and update electronic I-9.
1. Click **"Reverification Due"** in the Quick Search box, the Search for Employee window is displayed.
 2. Use search criteria to find employee.
 3. Click the blue link with the employee's name, this will bring you to the Employee Detail page.
 4. Click **"Receipt Update"**.
 5. Select which receipts are being updated.
 6. Click **"Continue,"** the Receipt Update page will display.
 7. Verify that the document information is the same then check the box provided, click **"Continue"**.
 8. The employee detail page will appear when the original I-9 receipt was updated successfully.
 9. Note: Add a comment if the receipt was not updated within 90 days.

For further information go to <https://www.hr.msu.edu/ua/i9/faqs/index.html> to review FAQs.