

# Xpress HR™

*OnBoarding the World One Click at a Time*

*Version 4.7 with E-Verify v21*

*Release Notes*

*Product and Training Deck*



**K|M|S**  
SOFTWARE COMPANY

**KMS Software Company, LLC**  
1901 Avenue of the Stars, Suite 1455  
Los Angeles, CA 90067  
Office (323) 935-5300  
Fax (323) 297-4618

# XpressHR 4.7 Product Overview

## XpressHR 4.7 - What's New

### ★ E-Verify v21

With new case closure codes, improvements to the three-day rule and updated photo matching and retention capabilities.

### ★ Audit Trail User Interface Improvements

Determine when and by whom any document or activity was invoked or accessed.

### ★ Notifications

Greater ease in inserting data fields in notifications.

### ★ DocumentCenter Changes

More robust search and find capabilities.

### ★ Security Changes

Updated password security features a configurable three question challenge.



# XpressHR 4.7 Product Overview

## XpressHR 4.7 - What's New

- ★ **Ability to Use Test Email Address for Notifications**  
Users can now easily have a Test Email and Production Email Address upon request.
- ★ **Reports** – Build your own Advanced Report using easy to access HRData keys (Data Dictionary).
- ★ **Performance Optimization**  
Update and View work queue items with on-dashboard Refresh capability.
- ★ **Compliance**  
Updates to All Federal and State Withholding Tax Forms (2011).

### DEPLOYMENT TIMELINE

January 10, 2011

Updated Customer QA sites

January 24, 2011

Updated Customer Production sites



# Audit Trail Improvements

## Audit Trail User Interface Improvements

For those with permissions to view the Audit Trail, click on the Audit Trail icon adjacent to each activity to view events associated with the selected activity.

GUIDE ME Attention Users: 4.7 has been released! Click [Support](#) to review new features. Welcome, Client Admin Logout Support

XpressHR™ Powered by KMS Software Company, LLC

Home Reports DocumentCenter Process Notifications Security Reference Files Admin Reports Account Settings My Profile

Work Queue Summary Onboarding 1-9 Verification 3-Step I-9/W4/SW I-9 3 Business-Days e-Verify I-9 Reverification Forms On Demand Offboarding Applicant

Onboarding Summary PostHire Verification Step New Employee Step Orientation Step Signature Step Uploaded Today Overdue Items New Employees Since My Last Login Notifications

Search Work Queue Search By: Activity Activity: PostHire Verification Step Show: Outstanding Activities Completed Activities All Activities Submit Clear Advanced Search

Work Queue Show >

Onboarding 1-9 Verification 3-Step I-9/W4/SW I-9 3 Business-Days e-Verify I-9 Reverification Forms On Demand Offboarding Applicant

Assigned To	Activity	DueDate	Start Date	Orientation Date	First Name	Last Name	Emp ID	Job Title	Department	Location
Angelina Jolie	New Employee Step	1/17/2011	1/17/2011	1/17/2011	HARRIET	TUBMAN		HR Assistant	HR Department	123 Elm
Angelina Jolie	New Employee Step	1/18/2011	1/14/2011	1/18/2011	ARNOLD	KAWASAKI		CSR	Customer Service	123 Elm
Angelina Jolie	New Employee Step	1/17/2011	1/17/2011	1/17/2011	HAROLD	KUMAR		Sr. HR Assistant	HR Department	123 Elm
Angelina Jolie	New Employee Step	1/18/2011	1/18/2011	1/18/2011	RICHARD	STRAUSS		CSR	Customer Service	123 Elm

There is more information about this feature. Click to view.



# Audit Trail Improvements

## Audit Trail User Interface Improvements

Double click on the Audit Trail icon adjacent to each Activity in the Work Queue and view a log of all events associated with the Work Queue activity.



There is more information about this feature. [Click to view](#)

The screenshot shows a web browser window titled "Audit Trail -- Webpage Dialog" displaying a table of audit events. The table has columns for Date / Time, Level Event, Process, Source, Source ID, and Description. The Source ID column is highlighted with a red box. The events listed include various onboarding steps, notifications, and form signings.

Date / Time	Level Event	Process	Source	Source ID	Description
1/18/2011 2:31:09 AM	Info NOTIF_START		User	Angelina.Jolie	Notification [ID = ca426aba-7322-4940-9c...
1/18/2011 2:31:09 AM	Info STEP_NES_END	Onboarding	User	Angelina.Jolie	New Employee Step finished.
1/18/2011 2:31:09 AM	Info EMAIL_SENT				Notification [ID = 89cdf01-dc5b-4eb8-9d...
1/18/2011 2:31:09 AM	Info NOTIF_START		User	Angelina.Jolie	Notification [ID = 19506bef-bf01-410a-91...
1/18/2011 2:29:29 AM	Info FORM_SIGN	Onboarding	User	Angelina.Jolie	Form [Policy Acknowledgment] has been si...
1/18/2011 2:29:25 AM	Info FORM_SIGN	Onboarding	User	Angelina.Jolie	Form [Emergency Contact Info] has been s...
1/18/2011 2:29:21 AM	Info FORM_SIGN	Onboarding	User	Angelina.Jolie	Form [New Employee Summary Form] has bee...
1/18/2011 2:29:18 AM	Info FORM_SIGN	Onboarding	User	Angelina.Jolie	Form [US W4] has been signed by Employee...
1/18/2011 2:29:15 AM	Info FORM_SIGN	Onboarding	User	Angelina.Jolie	Form [US I9] has been signed by Employee...
1/18/2011 2:21:47 AM	Info STEP_NES_START	Onboarding	User	Angelina.Jolie	New Employee Step started.
1/18/2011 2:11:17 AM	Info STEP_PHV_END	Onboarding	User	admin	Post Hire Verification Step finished.
1/18/2011 2:11:17 AM	Info NOTIF_START		User	admin	Notification [ID = 2dd052b-4c6d-4a30-a6...
1/18/2011 2:11:17 AM	Info NOTIF_START		User	admin	Notification [ID = 06d1f996-fed4-40d9-a5...
1/18/2011 2:11:17 AM	Info EMAIL_SENT				Notification [ID = 1376aa23-c083-4c7e-9a...
1/18/2011 2:11:17 AM	Info NOTIF_START		User	admin	Notification [ID = 4f830240-0167-408a-9f...
1/18/2011 2:11:17 AM	Info NOTIF_START		User	admin	Notification [ID = d5fbdbe6-5823-4c6b-97...
1/18/2011 2:11:17 AM	Info EMAIL_SENT				Notification [ID = bd380f8-945e-48cf-8c...
1/18/2011 2:11:17 AM	Info EMAIL_SENT				Notification [ID = 43a64dda-3ff7-49ce-aa...
1/18/2011 2:11:17 AM	Info NOTIF_START		User	admin	Notification [ID = 7fbc3630-439e-433e-8b...
1/18/2011 2:06:22 AM	Info PROCESS_START	Onboarding	User	admin	Process started.



# Audit Trail Improvements

## Audit Trail User Interface Improvements

*Determine when an activity was invoked or accessed.*

### Audit Trail Event

Server: QAWEB01  
Date / Time: 1/10/2011 12:57:31 PM  
Level: Info  
Event: FORM\_SIGN  
Process: Onboarding  
Source: User  
Source ID:   
Object: NewHire  
Object ID:   
Description:

Click on any line item from the event log and view specific details about the line item.



# Audit Trail Improvements

As an Administrator, if you have rights to view the Audit Trail, navigate to Account Settings > Audit Trail to view the audit trail of any document or activity throughout the entire application.

Date / Time	Level	Event	Process	Source	Source ID	Object	Object ID	Description
1/16/2011 5:44:52 PM	Info	PROCESS_END	I9 Verification	User	admin	NewHire	414b1a03-73da-4b62-b8ea-9d5a471d7076	The process is compl...
1/16/2011 5:44:52 PM	Info	PROCESS_DERIVE	I9 Verification	User	admin	NewHire	414b1a03-73da-4b62-b8ea-9d5a471d7076	Derived [BasicPilot]...
1/16/2011 5:44:45 PM	Info	FORM_SIGN	I9 Verification	User	admin	NewHire	414b1a03-73da-4b62-b8ea-9d5a471d7076	Form [US I9] has bee...
1/16/2011 5:44:21 PM	Info	FORM_SIGN	I9 Verification	User	admin	NewHire	414b1a03-73da-4b62-b8ea-9d5a471d7076	Form [US I9] has bee...
1/16/2011 5:44:13 PM	Info	STEP_NES_END	I9 Verification	User	admin	NewHire	414b1a03-73da-4b62-b8ea-9d5a471d7076	I9 Verification Step...
1/16/2011 5:43:07 PM	Info	NOTIF_START		User	admin	NewHire	414b1a03-73da-4b62-b8ea-9d5a471d7076	Notification [ID = e...
1/16/2011 5:40:05 PM	Info	STEP_NES_START	I9 Verification	User	admin	NewHire	414b1a03-73da-4b62-b8ea-9d5a471d7076	I9 Verification Step...
1/16/2011 5:40:04 PM	Info	PROCESS_START	I9 Verification	User	admin	NewHire	414b1a03-73da-4b62-b8ea-9d5a471d7076	Process started.

- Filter the Audit Trail view by Date Range, Type and Process.
- Choose a timestamp to format the date and time preferred.
- Or use the “Find” smart field to search for specific information.



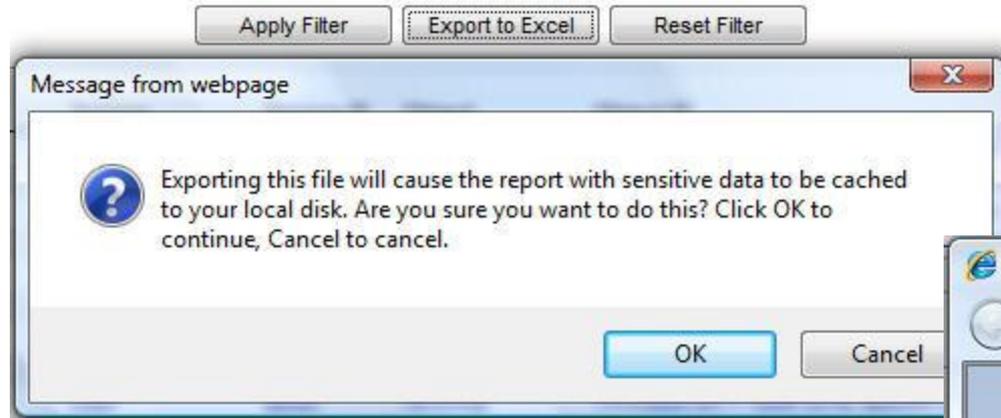
There is more information about this feature. [Click to view](#).



# Audit Trail Improvements

## Audit Trail User Interface Improvements

*Determine when an activity was invoked or accessed.*



Easily export the information to Excel.



# DocumentCenter Enhancements

## DocumentCenter Changes

*More robust search and find capabilities.*

The screenshot displays the DocumentCenter search interface. At the top, a navigation menu includes Home, Reports, DocumentCenter, Process, Notifications, Security, Reference Files, Admin Reports, Account Settings, and My Profile. The main search area is titled "DocumentCenter" and contains three input fields: "First Name" with the value "Amy", "Last Name" with the value "Irving", and "Document Name" with the value "new". Below the "Document Name" field, a dropdown menu is open, showing three options: "New Employee Summary Form", "New Employee Summary Form", and "Remote". To the right of the input fields are "Submit" and "Clear" buttons, and an "Advanced Search" button. Below the search area, a section titled "Results" is visible, but it is currently empty.

- Search by First and Last Name
- Search by Document Name
- Advanced Search features the same conditional user interface as in other Admin sections.



# DocumentCenter Enhancements

## DocumentCenter Changes

*More robust search and find capabilities.*

Select Field

- Address
- Address
- Alien Work Until Date
- Citizenship Status
- City
- Date Of Birth
- Document Name
- Employee ID
- Employee Sign Date
- First Name
- Hire Date
- I9 Admission Number
- I9 Alien Number
- Jurisdiction
- Last Name
- Level 1
- Level 2
- Level 3
- Level 4
- Level 5
- Level 6
- List A Doc Number
- List A Doc Number 2
- List A Doc Title
- List A Expiration Date
- List A Expiration Date 2
- List A Issue Authority
- List B Doc Number
- List B Doc Title
- List B Expiration Date
- List B Issue Authority
- Save As Template

Select Field      Operator      Condition Value

Citizenship Status      Equals      A CITIZEN OF THE UNITED STATES       And       Or

If Citizenship Status Equals A CITIZEN OF THE UNITED STATES

     Template Name:      

- Use Advanced Search to find more specific information based on the indices associated with an onboarded employee.



# DocumentCenter Enhancements

## DocumentCenter Changes

*More robust search and find capabilities.*

**Results**

       
Print To Excel View Indices Audit Download

<input checked="" type="checkbox"/>	Document Name	SSN	Last Name	First Name	Middle Initial	Maiden Name	Date Of Birth	Start Date	Termination Date
<input type="checkbox"/>	US I9	xxx-xx-1111	SMITH	JANIE			12/12/1987	5/24/2010	
<input type="checkbox"/>	US I9	xxx-xx-9458	LARSEN	JULIE	T		12/12/1980	7/13/2010	
<input type="checkbox"/>	E-Verify Summary	xxx-xx-9458	LARSEN	JULIE	T		12/12/1980	7/13/2010	
<input type="checkbox"/>	US I9	xxx-xx-1111	SMITH	JOHN	T		9/9/1980	9/15/2010	
<input type="checkbox"/>	E-Verify Summary	xxx-xx-1111	SMITH	JOHN	T		9/9/1980	9/15/2010	
<input type="checkbox"/>	Direct Deposit	xxx-xx-1111	SMITH	JOHN	T		9/9/1980	9/15/2010	
<input type="checkbox"/>	US I9	xxx-xx-3123	TEST	ALEX			1/30/1987	1/17/2011	
<input type="checkbox"/>	PhotoConfirmation	xxx-xx-3123	TEST	ALEX			1/30/1987	1/17/2011	

⏪ < 1-8 > ⏩

- First, select an employee to see more details.



# DocumentCenter Enhancements

## DocumentCenter Changes

*More robust search and find capabilities.*

- Click on any employee to see detailed information.
- Click on any field under Indices and update information.

**Document Indices**

Document Name:

First Name:

Last Name:

**Indices**

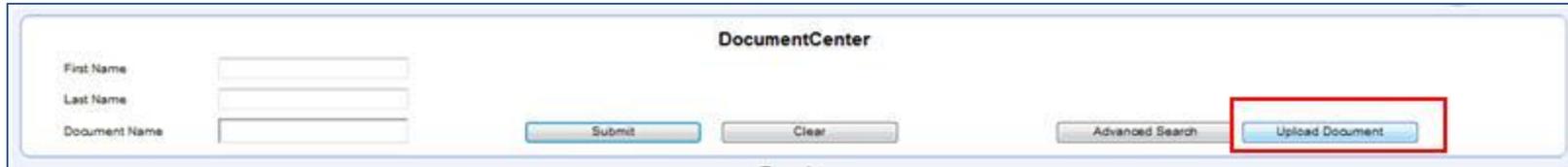
Index	Value
Address	24 ELM STREET
Alien Work Until Date	
Citizenship Status	A CITIZEN OF THE UNITED STATES
City	DENVER
Date Of Birth	12/12/1987
Employee ID	<input type="text" value="2345"/>
Employee Sign Date	5/24/2010
Hire Date	5/24/2010
I9 Admission Number	
I9 Alien Number	
Jurisdiction	
Level 1	ABC Corporation
Level 2	Southern Division
Level 3	345 Peactree Rd.
Level 4	Customer Service
Level 5	
Level 6	
List A Doc Number	3453453453
List A Doc Number 2	
List A Doc Title	UNITED STATES PASSPORT
List A Expiration Date	12/12/2013
List A Expiration Date 2	
List A Issue Authority	US STATE DEPARTMENT
List B Doc Number	
List B Doc Title	



# DocumentCenter Enhancements

## DocumentCenter Changes

*More robust search and find capabilities.*



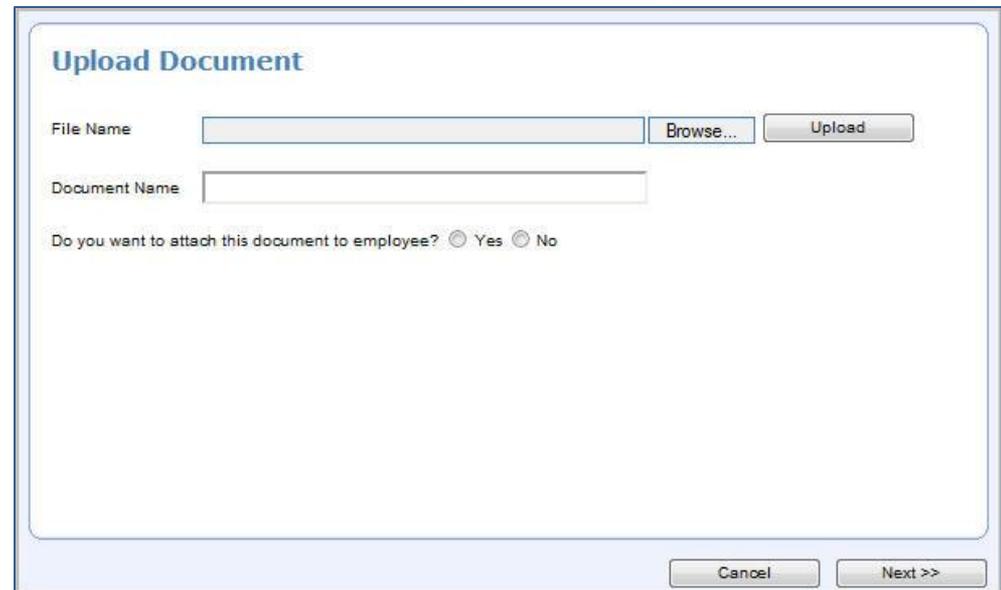
DocumentCenter

First Name

Last Name

Document Name

- Use the Upload Document feature to upload documents to DocumentCenter.
- Easily attach the document to the Employee Record.



Upload Document

File Name

Document Name

Do you want to attach this document to employee?  Yes  No



# DocumentCenter Enhancements

## DocumentCenter Changes

*More robust search and find capabilities.*

**Upload Document**

File Name: C:\Users\Anita.Coleman\Documents\KMS\Demo Images\S Browse... Upload

Document Name: j|

Do you want to attach this document to employee?  Yes  No

Employee: Sm|

- SMITH, JOHN (Onboarding, 1111, 09/15/2010)
- SMITH, JOHN (BasicPilot, 1111, 09/15/2010)
- SMITH, FRED (I9 Verification, 3333, 1/17/2011)
- SMITH, FRED (BasicPilot, 3333, 1/17/2011)
- SMITH, FRED (I9 Verification, 3335, 1/17/2011)
- SMITH, FRED (BasicPilot, 3335, 1/17/2011)

Cancel Next >>

**Upload Document**

File Name: C:\Users\Anita.Coleman\Documents\KMS\Demo Images\S Browse... Upload

Document Name: |

Do you want to attach this document to employee?  Yes  No

Employee: |

- JobLock Referral to DHS
- JobLock Referral to DHS (Spanish)
- NJ\_W4\_WT

- Use “Smart Fields” to choose a name for the Document and locate the employee.



# DocumentCenter Enhancements

- Click FINISH to complete the process.
- Click the Audit Trail icon to view the Audit Trail associated with the document at any time.

## Upload Document

Click Finish to submit the following form into Document Center:

Employee Name: SMITH, JOHN  
Document Name: JobLock Referral to DHS

The screenshot displays the DocumentCenter interface. At the top, there is a navigation bar with options like Home, Reports, DocumentCenter, Process, Notifications, Security, Reference Files, Admin Reports, and Account Settings. Below this, there is a search area with fields for First Name, Last Name, and Document Name, along with Submit and Clear buttons. The main content area is titled "Results" and contains a table of documents. The "Audit" icon in the toolbar is highlighted with a red box. An "Audit -- Webpage Dialog" window is open, showing a table of audit events for the selected document.

Occurred (UTC)	User	Audit Event
1/18/2011 12:03:31 PM	admin	View item audit
1/18/2011 12:03:11 PM	admin	View all properties
1/18/2011 12:02:51 PM	admin	Download document
1/18/2011 12:01:16 PM	admin	AuditMaskChange
1/18/2011 12:01:16 PM	admin	Upload document

Page 1 of 1

# Security Enhancements

**GUIDE ME**

New Employee Step English JANIS JOPLIN

### Create your Password and Security Question

**IMPORTANT: Your login information - Please remember your User Name and Password. You will need this information to complete your onboarding process.**

User Name: JJOPLINS  
First Name: JANIS  
Last Name: JOPLIN

A forgotten user name or password will be sent to your mail address. If you do not have an email address, make sure you select a password you can remember such as your High School and year you graduated.

Do you have an email address?  Yes  No

Create a Password - You will need a password to electronically sign your documents and in the event you need to log back into OnBoarding.  
The password must be between 7 and 30 characters and satisfy 2 of these conditions: Include One Number, Include One Symbol

Password: .....  
Re-Enter Password: .....

Create a Security Question - If you forget your password, in order to retrieve it you will need to answer a security question.

Please select your security question and write down the answer.

Security Question 1: Mother's Maiden Name  
Security Answer 1: .....

Security Question 2: Your Father's First Name  
Security Answer 2: ...

Security Question 3: Favorite Pet  
Security Answer 3: .....

Close << Back Next >>

- Updated password security protocol features a configurable three-question challenge.
- The OnBoarding Employee chooses Security Questions to answer if password is forgotten.

Please select your security question and write down the answer.

Security Question 1: Mother's Maiden Name  
Security Answer 1: .....

Security Question 2: Your Father's First Name  
Security Answer 2: .....

Security Question 3: Mother's Maiden Name  
Security Answer 3: .....



There is more information about this feature. [Click to view](#).



# Security Enhancements

## Security Changes

Updated password security protocol features a configurable three-question challenge.

Forgot your Password?

Click the “Forgot Password” link and you will be prompted to enter your User Name.



Sign On

Account

Guide

User Name: [Forgot User Name?](#)

Angelina.Jolie

Password: [Forgot Password?](#)

Sign on

### Forgot Password

Enter your User Name to receive your password:

User Name

Angelina.Jolie

If you do not recall the User Name, please click Cancel to return to the previous page to obtain the User Name.

Submit

Cancel



# Security Enhancements

Successfully complete the three-question challenge and proceed!

## Obtain Your Password

Please answer the security questions and click Submit to obtain your password:

Security Question 1

**Mother's Maiden Name**

Security Answer 1

Security Question 2

**Your Father's First Name**

Security Answer 2

Security Question 3

**Favorite Pet**

Security Answer 3

Submit

## Obtain Your Password

Your password has been successfully reset.

You may now use your new password to login to OnBoarding.

A Congratulations Message displays after successful password change!

Return



# Security Enhancements

## Security Changes

New Hire forgets Password and User ID?

- Those with Admin Rights in XpressHR can locate user, change the password and advise the new hire how to log in.

### Forgot Password

Your password cannot be recovered. Please, contact your HR Representative or Site Administrator for assistance.

Return



# Security Enhancements

## New Hire forgets Password and User ID?

- Those with Admin Rights in XpressHR can locate user, change the password and advise the new hire how to log in.

The screenshot displays the XpressHR user management interface. At the top, there are tabs for 'Groups', 'Users', and 'Assign Users to Groups'. Below the tabs is a toolbar with icons for 'Print', 'To Excel', 'Create', 'Edit', 'Relations', 'Attributes', 'Delete', 'Audit Trail', 'Search', and 'Import'. The main area shows a table of users with columns for 'Login', 'Last Name', 'First Name', 'Email', 'Creation Date', and 'Last Login Date'. The user 'AKAWASAKI1' is highlighted. A red text overlay '1 - Locate Employee' points to this user. A 'Reset Password' dialog box is open over the table, with a red text overlay '2 - Click Reset Password Icon' pointing to the dialog's title bar. The dialog contains fields for 'Password' and 'Confirm Password', and 'Reset' and 'Cancel' buttons. A red text overlay '3 - Choose New Password, click Reset' points to the 'Reset' button. The dialog also shows the URL 'https://qa.online-onboard...' and the text 'Internet | Protected Mode: On'.

Login	Last Name	First Name	Email	Creation Date	Last Login Date
admin	Admin	Client		7/31/2007	1/18/2011
AKAWASAKI1	KAWASAKI	ARNOLD		1/17/2011	1/18/2011
Angelina.Jolie	Jolie	Angelina	xpresshr.dev@gmail.com	9/8/2008	1/18/2011
ATEST1	TEST	ALEX		1/16/2011	1/17/2011
BSIMPSON0111	SIMPSON	BARTON		9/15/2010	9/15/2010
BSIMPSON6	SIMPSON	BART		9/15/2010	9/15/2010
business.cards	Cards	Business	xpresshr.dev@gmail.com	7/14/2008	7/16/2008
first.mentor	Smith	Anne	xpresshr.dev@gmail.com	7/11/2008	7/15/2008
FlatStanley	Stanley	Flat		1/17/2011	1/17/2011



# Security Enhancements

**Sign On**  
Change your password

Account:

User Name:

Password:

New Password:

Confirm New Password:

Security Question 1:

Security Answer 1:

Security Answer 2:

Remember security answer is case sensitive.

Security Question 3:

Security Answer 3:

Remember security answer is case sensitive.

## New Hire forgets Password and User ID?

- After the password is changed by the HR Administrator and the new hire successfully logs in, he or she will be prompted to create a new password upon their first login.
- They will also be prompted to create a new three-question challenge to recover their own password in the future.



*There is more information about this feature. Click to view .*



# Security Enhancements

**My Profile**

First Name **Angelina**  
Middle Name  
Last Name **Jolie**  
Email **xpresshr.dev@gmail.com**  
Title **CORPORATE REPRESENTATIVE**

Delegate  
Delegate Type **Permanent**

Current Password

To provide safety you should enter your current password each time you change your profile.

Change Password

New Password

Retype New Password

The password must be between 7 and 30 characters and satisfy 2 of these conditions: Include One Number Include One Symbol

Change Security Questions

Security Question 1

Security Answer 1

Security Question 2

Security Answer 2

Security Question 3

Security Answer 3

My Profile now features Read Only fields. Only the Password and Security Questions can be changed by the User.



# Security Enhancements

When creating users who will assist new hires in the onboarding process, XpressHR Administrators can now create an initial password and a three-question challenge.

When the New User logs in, they will be immediately prompted to create a new password and three-question challenge.

The screenshot shows a user creation form with the following fields and values:

- Login: FlatStanley
- First Name: Flat
- Middle Name: (empty)
- Last Name: Stanley
- Password: (masked with dots)
- Confirm Password: (masked with dots)
- Email: (empty)
- Security Question 1: Favorite Sports Team
- Security Answer 1: (masked with dots)
- Security Question 2: Favorite Pet
- Security Answer 2: (masked with dots)
- Security Question 3: City You Were Born In
- Security Answer 3: (masked with dots)
- Title: (empty)
- PJCode: (empty)
- External Id: (empty)
- Delegate: (empty)
- Delegate Type:  Permanent  Temporary
- From: (empty) To: (empty)
- Hiring Manager  Recruiter  Monitor  Employee

Buttons: Create, Cancel

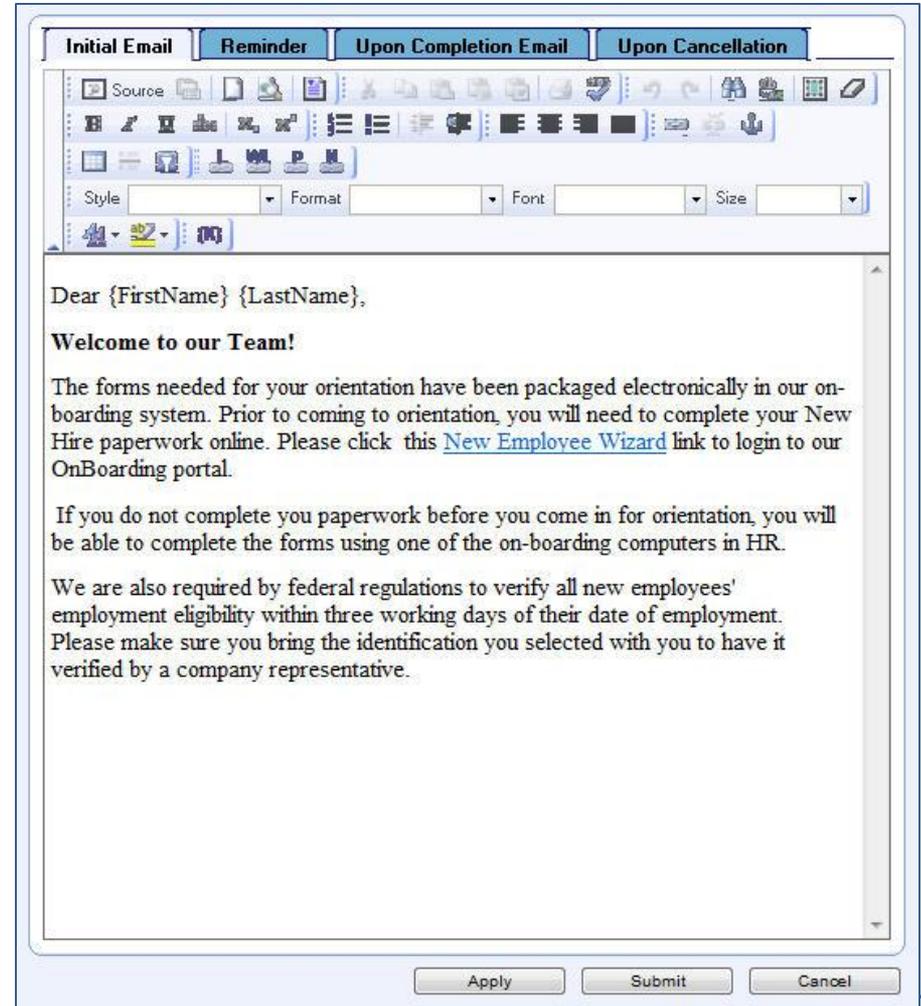


# Notification Enhancements

Several new icons have been added to the Notifications Email Editor to help you build notifications:

L	inserts an XpressHR Login page link.
WL	inserts a Welcome Letter link.
P	inserts a Portal link.
N	inserts a Notification Wizard link.
K	inserts an XpressHR Data Key

You can now use these links to create new notifications or modify existing ones.



# Notification Enhancements

## Additional Notification Enhancements

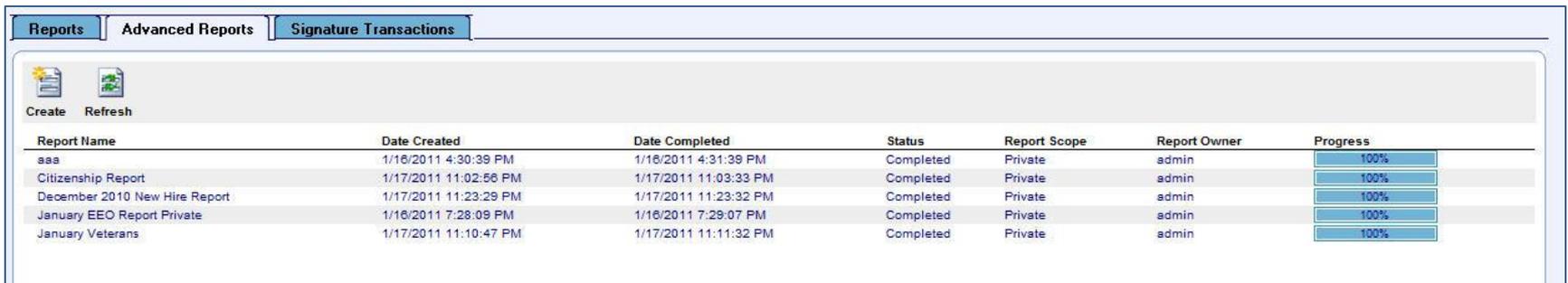
- A default test email can be set up where all your test notifications can be received. Using this test email, the email address in the user profiles will be ignored.
- When in test mode, the corporate structure can still be uploaded with all company email addresses, but now we have the option to use test email addresses as we build and test notifications.
- Previously, when new functionality was requested and then deployed to QA, a manual change to the email addresses was required in order to test the notifications. Now, XpressHR features an override feature that can be enabled or disabled with a checkmark whenever you need to enter a test mode.
- When you require specific groups of people in XHR to receive and or review test notifications at an email address other than their corporate email address, this “QA notification mode” can assist. Contact your Project Manager or use our support system in NetSuite to request assistance .



# Report Enhancements

## Report Enhancements

- XpressHR Reports now features an “Advanced Report” tab where you can build more sophisticated reports based on any field in the database.
- In addition, the HRData Keys (Data Dictionary) associated with those fields can be easily accessed as you build the report.
- You can also save your report as a template and use the template to build other, similar types of reports.



The screenshot shows the XpressHR Reports interface. At the top, there are three tabs: "Reports", "Advanced Reports", and "Signature Transactions". Below the tabs, there are two icons: a document icon labeled "Create" and a refresh icon labeled "Refresh". The main area contains a table with the following columns: Report Name, Date Created, Date Completed, Status, Report Scope, Report Owner, and Progress. The table lists five reports, all of which are completed and have a progress of 100%.

Report Name	Date Created	Date Completed	Status	Report Scope	Report Owner	Progress
aaa	1/16/2011 4:30:39 PM	1/16/2011 4:31:39 PM	Completed	Private	admin	100%
Citizenship Report	1/17/2011 11:02:56 PM	1/17/2011 11:03:33 PM	Completed	Private	admin	100%
December 2010 New Hire Report	1/17/2011 11:23:29 PM	1/17/2011 11:23:32 PM	Completed	Private	admin	100%
January EEO Report Private	1/16/2011 7:28:09 PM	1/16/2011 7:29:07 PM	Completed	Private	admin	100%
January Veterans	1/17/2011 11:10:47 PM	1/17/2011 11:11:32 PM	Completed	Private	admin	100%



# Report Enhancements

## Report Enhancements

**Step 1: Set Report Parameters**

Report Name:

Report Scope:  Private  Public

Based on Template:

Report Template:

- Special Vet Report - Private
- EEO REPORT BY VETERAN STATUS - Public
- EEO REPORT BY RACE - Public
- Citizen and Married - Private
- EEO REPORT BY GENDER - Public

< Back   Next >   Cancel

- First, set the Report Parameters.
- Next, decide whether you want to base your new report on an existing template.

*(You can delete fields you do not need for your new report.)*



# Report Enhancements

## Report Enhancements

**Step 2: Set Report Fields**

LastName  
FirstName  
MiddleName  
VeteranVietnam  
VeteranRecentlySeparated  
VeteranDisabled  
VeteranAnother  
SeparationDate  
ArmyBranch\_text  
Address1

Move Up  
Move Down  
Delete Field  
Delete All

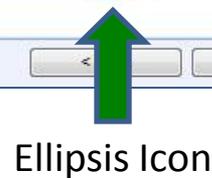
New Field:

MaritalStatus

Save Field  
Add Field

< Next > Cancel

- In Step Two, set the Report fields. If you have based your report on a template this is where you can remove the fields you do not want.
- Add fields by clicking on the ellipsis icon.



# Report Enhancements

## Report Enhancements

- The ellipsis icon allows you to access the data dictionary and select any other fields you need for the report.
- The “Search by” field is a smart field. Just begin typing the name of the field, or any letter in the name of the field and XpressHR will return a result list.

The screenshot shows a dialog box titled "Select HRData Key". It has a search field with "ma" entered and a "Filter by tag:" dropdown menu. Below is a list of HRData keys. The key "MaritalStatus" is highlighted in blue. Other keys include MailAddressCountry, MailAddressCountryText, MailAddressCounty, MailAddressE-Mail, MailAddressState, MailAddressStateText, MailAddressZip, MailAddressZip4, MailDistributionList, MailDistributionListOther, MailDistributionListText, MailingCityStZip, ManagerEmail, ManagerFullName, ManagerSignDate, and ManagerTitle. At the bottom are "Select" and "Cancel" buttons.

HRData keys:
MailAddressCountry
MailAddressCountryText
MailAddressCounty
MailAddressE-Mail
MailAddressState
MailAddressStateText
MailAddressZip
MailAddressZip4
MailDistributionList
MailDistributionListOther
MailDistributionListText
MailingCityStZip
ManagerEmail
ManagerFullName
ManagerSignDate
ManagerTitle
<b>MaritalStatus</b>
StateWithholding.AL.AL_A4_txtMarried
StateWithholding.CA.CA_DE_4_MaritalStatus
StateWithholding.CA.CA_DE_4_txtNumberOfAllowancesFromTheEstimatedDeduc
StateWithholding.GA.GA_G4_txtMaritalStatusA
StateWithholding.GA.GA_G4_txtMaritalStatusB
StateWithholding.GA.GA_G4_txtMaritalStatusC



# Report Enhancements

## Report Enhancements

**Step 3: Set Report Filter**

Date Type: Start Date ▼ From: 01/01/2010 [calendar icon] To: 01/10/2011 [calendar icon]

Select Field	Operator	Condition Value	
<input type="text" value=""/>	MoreThan ▼	<input type="text" value=""/>	<input checked="" type="radio"/> And <input type="radio"/> Or
<input type="button" value="Add"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>			
If StateWithholding.CA.CA_DE_4_MilitarySpouse MoreThan			

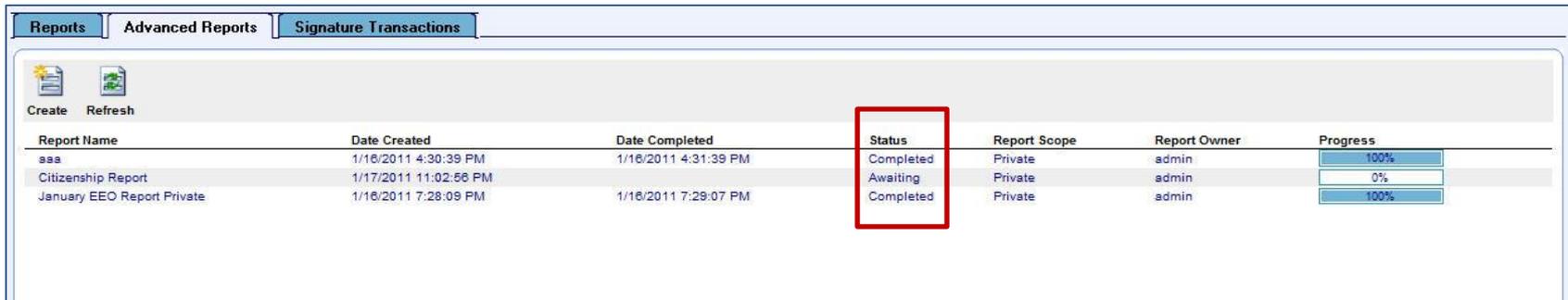
- In Step 3, set your Report Filters.
- Choose a Date Range for the report.
- Further filter the report by selecting a field (using the ellipsis icon to access the Data Dictionary) and creating the remaining parameters for the report.
- Click NEXT to continue.



# Report Enhancements

## Report Enhancements

- The Report begins to build.
- The status icon advises “Awaiting.”
- The Report typically takes about 60 seconds to complete
- Click REFRESH to view after 60 seconds or wait a moment for the Status to update.



Report Name	Date Created	Date Completed	Status	Report Scope	Report Owner	Progress
aaa	1/16/2011 4:30:39 PM	1/16/2011 4:31:39 PM	Completed	Private	admin	100%
Citizenship Report	1/17/2011 11:02:56 PM		Awaiting	Private	admin	0%
January EEO Report Private	1/16/2011 7:28:09 PM	1/16/2011 7:29:07 PM	Completed	Private	admin	100%



# Report Enhancements

XpressHR 4.7 also features an enhancement to Admin Reports. The new Admin Report feature is located under Admin Reports > Activities tab. It calculates Activity Metrics for each step and each activity.

The screenshot displays the XpressHR Admin Report interface. At the top left, there are icons for 'Print' and 'To Excel'. Below these, the 'Process' is set to 'Onboarding'. There are input fields for 'From' and 'To' dates, and dropdowns for 'Month' (January), 'Quarter' (First), and 'Year' (2011). A red box highlights the filter section, which includes checkboxes for 'Step/Notification Title', 'PostHire Verification Step', 'New Employee Step', 'Orientation Step', and '(OB) New Employee Setup'. To the right of the red box, there are dropdowns for 'Employee', 'Activities In Report' (50), 'Order Activities By' (Total Elapsed Time), 'Sort Direction' (Descending), and a 'Show HRDataId' checkbox.

Employee Login	Employee Full Name	SSN	Activity Status	Assignee Login	Total Elapsed Time	View Details
JJOPLIN5	JOPLIN, JANIS T	9380	Orientation Step	Angelina.Jolie	4:22:40:47	
	<b>Step/Notification Title</b>		<b>Start Date</b>	<b>End Date</b>	<b>Elapsed Time</b>	<b>Initiated By</b>
	(OB) New Employee Setup		1/17/2011 4:00:40 PM		4:22:40:47	
	New Employee Step		1/17/2011 4:01:40 PM	1/17/2011 4:10:08 PM	00:08:28	Angelina.Jolie
	Email To Mentor		1/17/2011 4:10:08 PM		4:22:31:19	
AKAWASAKI1	KAWASAKI, ARNOLD T	5535	Orientation Step	Angelina.Jolie	4:20:30:10	
HKUMAR7	KUMAR, HAROLD A		New Employee Step	angelina.jolie	4:20:27:45	
RSTRAUSS1	STRAUSS, RICHARD T		New Employee Step	angelina.jolie	4:20:24:57	
HTUBMAN6	TUBMAN, HARRIET T	4234	All documents submitted	Angelina.Jolie	18:17:09	
JSMITH6	SMITH, JOHN T	1111	All documents submitted	Angelina.Jolie	01:12:25	
GUETSON1	JETSON, GEORGE T	6111	All documents submitted	Angelina.Jolie	00:07:47	

*This functionality will be deployed after the core upgrade on January 24<sup>th</sup>. Activity Metrics for your account will be re-calculated and you will be able to view the updated report beginning February 4, 2011.*



# WQ Optimization

You can now refresh activities in the Work Queue Summary and Detail frames by clicking on the Refresh icon located next to the title in the Summary frames. Both summary frames and the activity line item in the work queue will update when you click refresh!

ApressHR™ Powered by KMS Software Company, LLC

Home Reports DocumentCenter Process Notifications Security Reference Files Admin Reports Account Settings My Profile

**Work Queue Summary** 

- [OnBoarding](#) 5
- [I-9 Verification](#) 1
- [3-Step I-9/W4/SW](#) 10
- [I-9 3 Business-Days](#) 1
- [e-Verify](#) 2
- [I-9 Reverification](#) 0
- [Forms On Demand](#) 0
- [Offboarding](#) 0
- [Applicant](#) 0

**OnBoarding Summary** 

- PostHire Verification Step 0
- New Employee Step 0
- Orientation Step 0
- Signature Step 0
- Uploaded Today 0
- Overdue Items 0
- New Employees Since My Last Login 0
- Notifications 27

**Search Work Queue**

Search By: Activity

Activity: PostHire Verification Step

Show  Outstanding Activities  Completed Activities  All Activities

**Work Queue** Show >

OnBoarding | **I-9 Verification** | 3-Step I-9/W4/SW | I-9 3 Business-Days | e-Verify | I-9 Reverification | Forms On Demand | Offboarding | Applicant

Assigned To	Activity	DueDate	Start Date	Orientation Date	First Name	Last Name	Emp ID	Job Title	Department	Location	
 Angelina Jolie	Orientation Step	1/20/2011	1/17/2011	1/17/2011	JANIS	JOPLIN	xxx-xx-9380	Clerk	Customer Service	123 Elm	  
 Angelina Jolie	New Employee Step	1/17/2011	1/17/2011	1/17/2011	HARRIET	TUBMAN		HR Assistant	HR Department	123 Elm	  
 Angelina Jolie	Orientation Step	1/21/2011	1/14/2011	1/18/2011	ARNOLD	KAWASAKI	xxx-xx-5535	CSR	Customer Service	123 Elm	  
 Angelina Jolie	New Employee Step	1/17/2011	1/17/2011	1/17/2011	HAROLD	KUMAR		Sr. HR Assistant	HR Department	123 Elm	  
 Angelina Jolie	New Employee Step	1/18/2011	1/18/2011	1/18/2011	RICHARD	STRAUSS		CSR	Customer Service	123 Elm	  



# Compliance | 2011 Federal and State Forms

The 2011 Federal and State forms listed below have been updated and added to this release:

- **U.S. Government Federal Form:** W-4 2011 (W-4 SP 2011 is not published yet)
- **Application for a Social Security Card Form:** SS-5, SS-5 SP
- **Alabama:** AL A-4 rev 11/10
- **California:** CA DE-4 2011
- **Hawaii:** HI HW-4 Rev 2010
- **Iowa:** IA W-4 2011
- **Kentucky:** KY K-4 Rev 42A804 (11-10)
- **Maryland:** MD MW-507 Rev COM/RAD-036 10-49
- **Michigan:** MI W-4 Rev 07-10
- **Missouri:** MO W-4 (Rev 12-2010)
- **New York:** NY IT-2104 2011



# Audit Trail Notes

## XpressHR 4.7 – Enable Audit Trail

### How to Enable Audit Trail Functionality

Groups | Users | **Assign Users to Groups**

Display Group Security by >>

Print To Excel Create Edit Delete Audit Trail Search

Role of Group

- All Groups By Role of Group
  - User
  - Hiring Manager
  - Recruiter
  - HR Admin
  - System Admin
  - Internal Resource
  - External Resource
  - Partner Admin
  - Document Center

Name	Role
<input type="checkbox"/> Business Cards	External
<input type="checkbox"/> Client Administrators	Partner
<input type="checkbox"/> Document Center	Document Center
<input type="checkbox"/> Enter Info and View Results	User
<input type="checkbox"/> e-Verify Notifications	Internal
<input type="checkbox"/> Hiring Managers	Hiring
<input checked="" type="checkbox"/> HR Administrators	Admin
<input type="checkbox"/> IT Department	Internal
<input type="checkbox"/> Mentor 2	Internal
<input type="checkbox"/> Mentors	Internal
<input type="checkbox"/> Payroll	Internal
<input type="checkbox"/> Reverification	Internal
<input type="checkbox"/> System Administrators	Root
	User

Page 1 of 1

1. An Admin user navigates to Security, selects the HR Admin group, or any other Admin group for whom the ability to view the Audit Trail is desired.
2. Click Edit.



# Audit Trail Notes

## XpressHR 4.7 – Enable Audit Trail

### How to Enable Audit Trail Functionality

The screenshot shows a configuration window for 'HR Administrators' with the role 'HR Admin'. It features three tabs: 'General Properties', 'Administration Properties', and 'Other Properties'. The 'Other Properties' tab is active, and the 'Audit Trail' checkbox is checked and highlighted with a red box. Other checkboxes include Reference Files, Provisioning, Forms, Banks, Containers Forms, Account Settings, Logo Settings, Password Security, Manage Employees, Admin Reports, Metrics Report, Activity Report, Groups By Users Report, and Users By Groups Report. 'Update' and 'Cancel' buttons are at the bottom right.

3. Select the Other Properties tab.
4. Mark the Audit Trail box.
5. Click Update to apply changes.



# Document Indices Notes

XpressHR 4.7 – Document Indices

## How to Enable Document Indices Functionality

Attention Users: 4.7 has been released! Click [Support](#) to review new features.

Welcome, Client Admin  
[Logout](#) | [Support](#)

XpressHR™ Powered by KMS Software Company, LLC

Home Reports DocumentCenter Process Notifications Security Reference Files Admin Reports Account Settings My Profile

Groups Users Assign Users to Groups

Display Group Security by >>

Role of Group

- All Groups By Role of Group
  - User
  - Hiring Manager
  - Recruiter
  - HR Admin
  - System Admin
  - Internal Resource
  - External Resource
  - Partner Admin
  - Document Center**

Print To Excel Create **Edit** Assign Delete Audit Trail Search

Name	Role
Document Center	Document Center

1. As an Admin user, navigate to Security > Groups.
2. Select the Document Center group and then choose Edit.



# Document Indices Notes

## XpressHR 4.7 – Document Indices

### How to Enable Document Indices Functionality

Edit Group -- Webpage Dialog

https://qa.online-onboarding.com/KMS/ModalFrame.aspx KMS Software Company, LLC [US]

Name  Role

Allow view document:

Allow save document:

Allow view document indices:

Allow update document indices:

Allow remove document:

Allow upload document:

Allow view document audit:

Allow re-index document:

Update Cancel

Mode: On

3. Next, mark the *“Allow view document indices”* box.
4. You may also mark any other options you would like to see such as *“Allow upload document”* or *“Allow view document audit.”*
5. Click Update to apply.



# Security Notes

## XpressHR 4.7 – Enable Security Three Question Challenge

### How to Enable the Security Three-Question Challenge

The screenshot shows the 'Password Security' tab in the XpressHR 4.7 administration interface. The settings are as follows:

- Provide Password Security:
- Force User to Change Password on First Logon:
- Password Minimum Length (value must be 4 or greater): 7
- Password Maximum Length (value must be 60 or less): 30
- Password Expiration in Days (make 0 to never expire): 0
- Password History Security (keep last 5):
- Number of Criteria That Must Be Met Making Passwords: 2
- Enforce Passwords To Include One Uppercase Letter:
- Enforce Passwords To Include One Lowercase Letter:
- Enforce Passwords To Include One Number:
- Enforce Passwords To Include One Symbol:
- Number of Security Questions: 3
- Enter text for password security instructions: [Empty text box]
- Recover Password by Mail:
- Email To Reset Passwords For Users Who Have No Email: [Empty text box]

An 'Apply' button is located at the bottom of the form.

1. An Admin user navigates to Account Settings.
2. Select the Password Security tab.
3. Chose the number of security questions from the drop down list.
4. Click Apply.



# Security Notes

XpressHR 4.7

Enable Security Three Question Challenge

## How to Enable the Security Three-Question Challenge

5. Next, go to Security > Users > Create.
6. Confirm your requested entries.

Form fields and options:

- Login
- First Name
- Middle Name
- Last Name
- Password
- Confirm Password
- Email
- Security Question 1: Mother's Maiden Name
- Security Answer 1
- Security Question 2: Mother's Maiden Name
- Security Answer 2
- Security Question 3: Mother's Maiden Name
- Security Answer 3
- Title
- PJCode
- External Id
- Delegate
- Delegate Type:  Permanent  Temporary
- From: [User Selection] To: [User Selection]
- Hiring Manager  Recruiter  Monitor  Employee
- Create
- Cancel



# XpressHR 4.7 | *Understanding E-Verify*

- The Department of Homeland Security's (DHS) U.S. Citizenship and Immigration Services Bureau (USCIS) and the Social Security Administration (SSA) jointly conduct **E-Verify**, a federal employment eligibility program.
- The E-Verify program checks the DHS database, using an automated system to verify the employment authorization of all newly hired employees.
- After the Form I-9 is completed, new hire data is transmitted from XpressHR to the Department of Homeland Security's database.
- DHS checks the validity of:
  - The new hire name
  - Social Security Number and other immigration documents
  - Date of Birth
  - Citizenship
- If non-citizen, DHS now requests that the employer compare the photo displayed on the screen with the photo presented to the employer by the new hire.



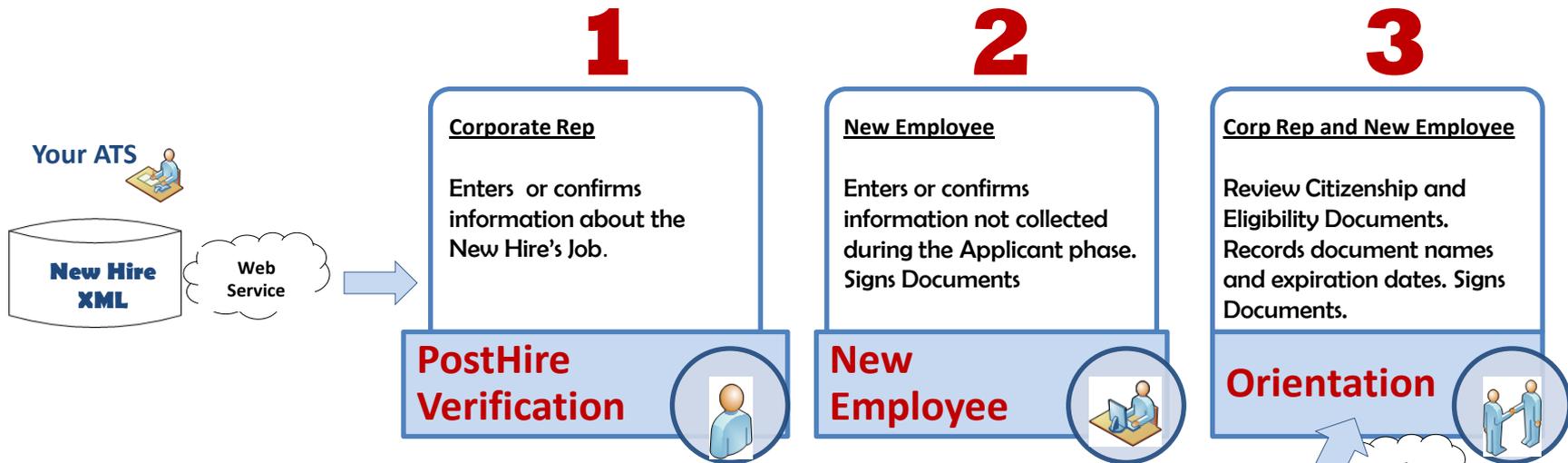
# XpressHR 4.7 | Still 3 Easy Steps



**Process Oversight**  
at all times for Corporate Reps



**Task Management**  
Data collected in wizards trigger email notifications and/or processes that can be viewed in work queues.



## The DHS E-Verify Program



Employee Name, SSN, Citizenship Status and Other Form I-9 information is sent to the Department of Homeland Security databases and a statement is returned to you in seconds regarding the New Employee's eligibility to work in the United States.



# XpressHR 4.7 *with* E-Verify v21

**E-Verify** requires that an employee have a Social Security number in order to be processed through the E-Verify system. XpressHR accommodates the process for employees who are awaiting a Social Security number and provides a methodology to track when the number is received. If the SSN number is received more than three days past the employee's start date, XpressHR provides an opportunity for the employer to state the reason for the delay.

Once the OnBoarding™ and I-9 Verification processes are completed, the employee identification information is automatically passed into the Web Service method. This method checks the data at the Social Security Agency (SSA) and Department of Homeland Security (DHS), and returns the eligibility statement to XpressHR OnBoarding™. The queue of steps in the E-Verify process depends on the initial eligibility statement returned.



XpressHR also provides a way for you to view samples of immigration documents to assist you in the document review and verification process.



# XpressHR 4.7 *with* E-Verify v21

- Complete OnBoarding Steps as you normally do.
- You may click the E-Verify Tab to quickly view all E-Verify Activities only.

The screenshot displays the XpressHR 4.7 E-Verify v21 interface. At the top, it shows the company logo (ABC Corporation), user information (Welcome, Client Admin), and navigation links (Logout, Support). The main navigation bar includes Home, Reports, Process, Notifications, Security, Reference Files, Admin Reports, Account Settings, and My Profile.

The interface is divided into several sections:

- Work Queue Summary:** A table listing various activities and their counts:
 

OnBoarding	8
I-9 3 Business-Days	2
E-Verify	10
I-9 Reverification	1
Forms On Demand	1
Offboarding	1
eApplication	1
- E-Verify Summary:** A table listing E-Verify specific activities and their counts:
 

Initial Verification	8
Secondary Verification	1
Third Verification	1
Signature Step	2
Uploaded Today	0
Overdue Items	10
New Employees Since My Last Login	0
Notifications	0
- Search Work Queue:** A search interface with a dropdown for 'Search By' (set to Activity) and a text input for 'Activity' (set to Initial Verification). It also includes radio buttons for 'Outstanding Activities', 'Completed Activities', and 'All Activities', along with 'Submit', 'Clear', and 'Advanced Search' buttons.
- Work Queue:** A section with tabs for different activity types: OnBoarding, I-9 3 Business-Days, E-Verify, I-9 Reverification, Forms On Demand, Offboarding, and eApplication. The 'E-Verify' tab is selected.
- Assigned To Activity Table:** A table listing assigned activities with columns for Assigned To Activity, DueDate, Hiring Date, Case Verification Number, Emp ID, Alien Number I-94, Number Date Of Birth, Last Name, First Name, and Case Status.
 

Assigned To Activity	DueDate	Hiring Date	Case Verification Number	Emp ID	Alien Number I-94	Number Date Of Birth	Last Name	First Name	Case Status
Jolie, Angelina Initial Verification	9/3/2009	8/26/2009	2009082905452JB	xxx-xx-4423		2/2/1982	GRANT	HUE	SSA TENTATIVE NONCONFIRMATION
Jolie, Angelina Initial Verification	9/3/2009	8/29/2009	2009082906571PP	xxx-xx-1111		2/2/1982	RIGHT	BOB	EMPLOYMENT AUTHORIZED
Jolie, Angelina Initial Verification	9/3/2009	8/29/2009	2009082906571PP	xxx-xx-4423		2/2/1969	SIMON	KEITH	
Admin, Client Initial Verification	9/6/2009	9/1/2009	0909010608188MW	xxx-xx-1111		01/01/1980	TESTCMLP AA	TESTCMLP AA	EMPLOYMENT AUTHORIZED
Jolie, Angelina Initial Verification	9/3/2009	8/29/2009	2009082907252AM	xxx-xx-1003		01/01/1970	JOEL	BILLY	SSA TENTATIVE NONCONFIRMATION
Jolie, Angelina Initial Verification	9/3/2009	8/29/2009	2009082907272IQ	xxx-xx-1003		01/01/1970	JOEL	BILLY	SSA TENTATIVE NONCONFIRMATION
Jolie, Angelina Secondary Verification	9/12/2009	8/29/2009	2009082909162GP	xxx-xx-2423		2/2/1982	JONES	MAE	DHS TENTATIVE NONCONFIRMATION+ NOT CONTEST
Jolie, Angelina Third Verification	9/10/2009	8/29/2009	2009082906542XK	xxx-xx-1326	324234234	2/2/1985	GREEN	LUCY	CASE IN CONTINUANCE



# XpressHR 4.7 *with* E-Verify v21

## E-Verify v21 - What's New

The latest upgrade to the XpressHR OnBoarding™ Platform – Version 4.7, features an important E-Verify v21 upgrade that streamlines the E-Verify process and updates the user interface

### **Improvements to the 3-day Rule**

If you are unable to create an E-Verify case within 3-days of Start Date, you will now be prompted to enter the reason for the delay.

### **New Audit Trail for Tentative Nonconfirmations (TNC) Notices and Referral Letters**

XpressHR has always provided an audit trail of all actions taken throughout the application. Now however, E-Verify will also record when the user prints the TNC Notice or Referral Letters.

### **Updates to terminology in the SSA and DHS TNC Notices and Referral Letters.**

These updates improve user understanding of the information and instructions provided.

### **New Case Closure Process**

When closing a case, employers will be prompted by a wizard to answer a question that will provide more clarity around the closed case and offer appropriate and easy to understand closure codes.



# XpressHR 4.7 *with* E-Verify v21

## E-Verify v21 - What's New

### **New Case Closure Codes**

The closure code language has also been simplified to improve user understanding and case closure accuracy.

### **Improvements to the reasons for a Social Security Administration (SSA) TNC**

The language describing the reasons for the SSA TNC has been updated so it is easily understood by both employers and employees.

### **User Interface**

Several E-Verify panels have been consolidated and verbiage/instructions clarified to make the process more intuitive.

### **E-Verify for Federal Contractors**

For Federal contractors who must E-Verify existing employees, a standardized process has been developed.



# XpressHR 4.7 *with* E-Verify v21 | Details

## Improvements to the 3-day Rule

Current rules associated with E-Verify processing indicate that the employee must submit an E-Verify query within three (3) days of the date the employee starts work for pay.

XpressHR now accommodates all categories indicated by E-Verify when you need to state an Overdue Reason if you fail to submit the E-Verify query within 3 days.

- Awaiting Social Security Number
- Technical Problems
- Audit Revealed that New Hire Was Not Run through E-Verify
- Federal Contractor with E-Verify Clause verifying an existing employee
- Other

The screenshot shows the 'Initial Verification' screen in the E-Verify Webpage Dialog. The user is IRMA KRANZ. The 'Overdue Reason' section contains the following text: 'Select the reason why this case was not submitted within 3 business days of hire. For reasons other than those listed above, please provide a general explanation for the delay in submitting the case. Please note that for privacy and security reasons, you should not enter any personally identifying or sensitive information. Please keep your response to fewer than 150 characters.' Below this text are five radio button options: 'Awaiting Social Security Number', 'Technical Problems', 'Audit Revealed that New Hire Was Not Run', 'Federal Contractor with E-Verify Clause verifying an existing employee', and 'Other'. The 'Awaiting Social Security Number' option is selected.

The screenshot shows the 'Initial Verification' screen in the E-Verify Webpage Dialog. The user is IRMA KRANZ. The screen displays the following information:

Last Name:	KRANZ	First Name:	IRMA
Middle Initial:		Maiden Name:	
Social Security Number:	211-11-0111	Date of Birth (mm/dd/yyyy):	11/19/1987
Hire Date (mm/dd/yyyy):	11/1/2010	Citizenship Status:	Citizen of the United States
Alien Number:		I94 Number:	
Document Type:	List B and C Documents	Doc. Expiration Date (mm/dd/yyyy):	

At the bottom of the screen, there is a red box highlighting the 'Overdue Verify Reason: Awaiting Social Security Number' field. Navigation buttons include '<< Back', 'Next >>', 'Close', and 'Submit Initial Verification'.

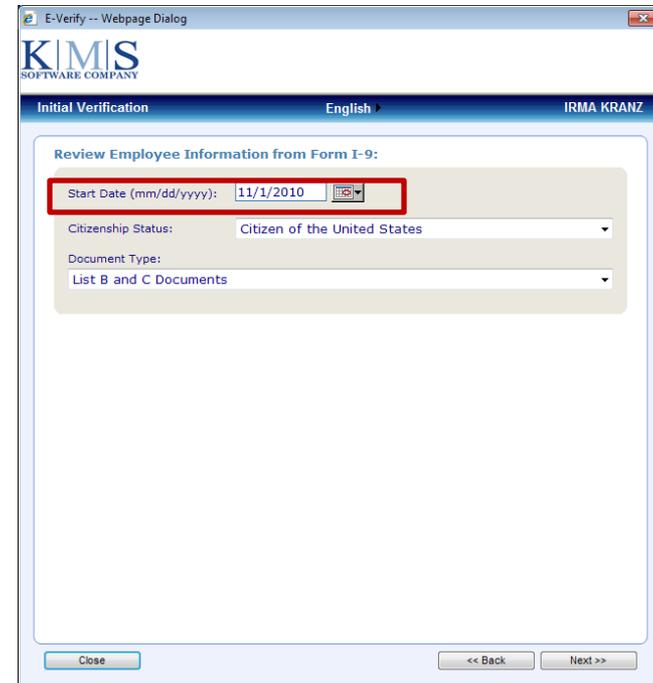


# XpressHR 4.7 *with* E-Verify v21 | *Details*

## Improvements to the 3-day Rule Hire Date vs. Start Date

The E-Verify Hire Date / Start Date issue has also been clarified and programmatically addressed in XpressHR with E-Verify v21 in the following ways:

- Offer Date = The employee accepts the employer's offer of employment
- Start Date = The Date the employee starts work for pay



The screenshot shows a web browser window titled "E-Verify -- Webpage Dialog" with the KIMS Software Company logo. The page is titled "Initial Verification" and is in English. The user is identified as IRMA KRANZ. The main content area is titled "Review Employee Information from Form I-9:" and contains the following fields:

- Start Date (mm/dd/yyyy): 11/1/2010 (highlighted with a red box)
- Citizenship Status: Citizen of the United States (dropdown menu)
- Document Type: List B and C Documents (dropdown menu)

At the bottom of the form, there are three buttons: "Close", "<< Back", and "Next >>".

The E-Verify Hire date is calculated based on when the E-Verify activity is created:

- If the E-Verify Create date is less than the Start Date, then the Hire Date = E-Verify Create Date
- If the E-Verify Create Date is equal to or greater than the Start Date, then the E-Verify Hire Date = Start Date



# XpressHR 4.7 *with* E-Verify v21 | Details

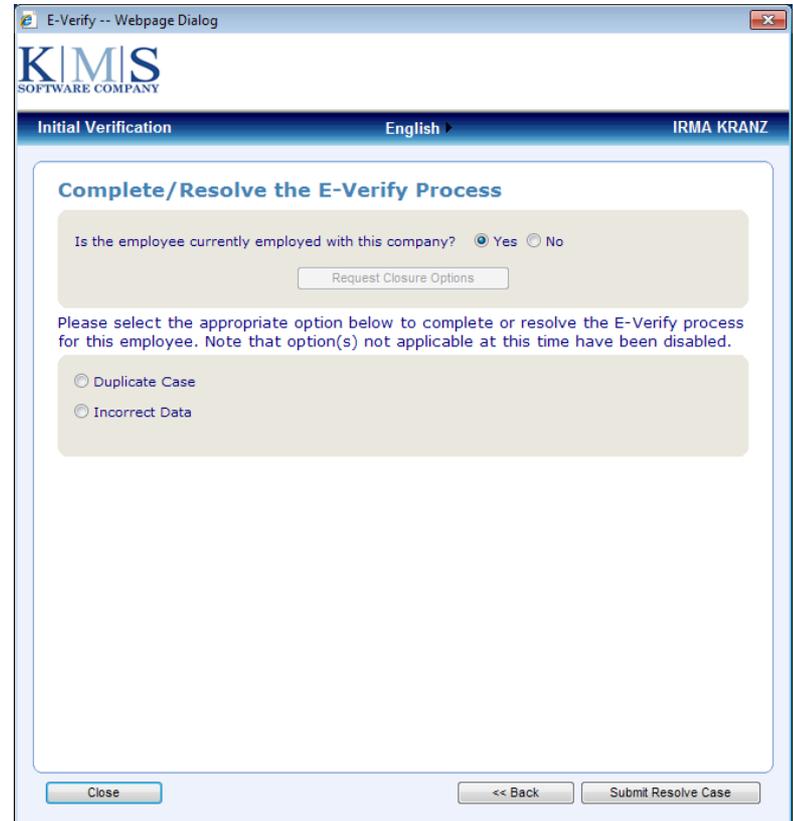
## New Case Closure Process

When closing a case, employers will be prompted by a wizard to answer a question that will provide more clarity around the closed case and offer appropriate and easy to understand closure codes.

The Resolve Case option, formerly used to close a case in E-Verify, has been streamlined and is more dynamic. With E-Verify v21, the Complete/ Resolve Case Closure option displays as a result of three major conditions:

- Employee is Employment Authorized.
- Employee Receives a Final Nonconfirmation.
- Employee Receives a Tentative Nonconfirmation and/or the E-Verify case is in process.

For each major condition, the case closure language has been simplified and offers reason codes that are specific to the case.



The screenshot shows a web browser window titled "E-Verify -- Webpage Dialog". The page header includes the KIMS SOFTWARE COMPANY logo, "Initial Verification", "English", and the user name "IRMA KRANZ". The main content area is titled "Complete/Resolve the E-Verify Process". It contains a question: "Is the employee currently employed with this company?" with radio buttons for "Yes" (selected) and "No". Below the question is a "Request Closure Options" button. A note states: "Please select the appropriate option below to complete or resolve the E-Verify process for this employee. Note that option(s) not applicable at this time have been disabled." Below the note are two radio button options: "Duplicate Case" and "Incorrect Data". At the bottom of the page are three buttons: "Close", "<< Back", and "Submit Resolve Case".



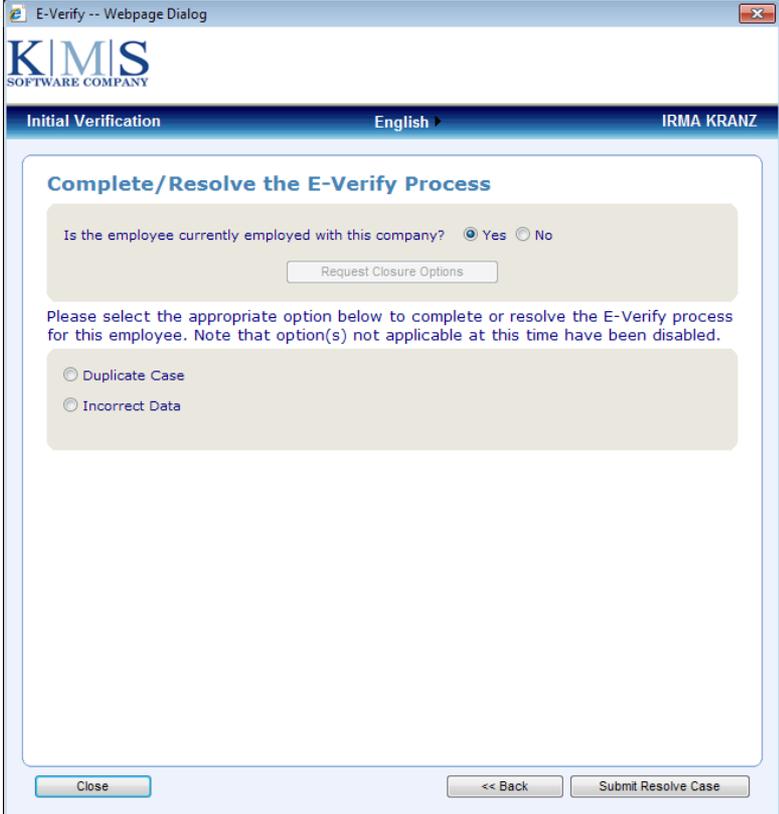
# XpressHR 4.7 *with* E-Verify v21 | Details

## New Case Closure Process

DHS dynamically presents the reason codes specific to each of the 3 major conditions.

### *Employee receives a Tentative Nonconfirmation*

- Employer decides to allow the employee to continue working even though the employee has received a Tentative Non Confirmation and has chosen to Not Contest the TNC.
- The E-Verify case is a duplicate.
- The E-Verify case contains inaccurate information. (*formerly Invalid Query*)
- Employee is terminated before the case is updated. Answer “No” to the first question and select the appropriate reason code presented.



The screenshot shows a web browser window titled "E-Verify -- Webpage Dialog". The page header includes the KIMS SOFTWARE COMPANY logo, the text "Initial Verification", the language "English", and the user name "IRMA KRANZ". The main heading is "Complete/Resolve the E-Verify Process". The first question is "Is the employee currently employed with this company?" with radio buttons for "Yes" (selected) and "No". Below this is a "Request Closure Options" button. A note states: "Please select the appropriate option below to complete or resolve the E-Verify process for this employee. Note that option(s) not applicable at this time have been disabled." Below the note are two radio button options: "Duplicate Case" and "Incorrect Data". At the bottom of the form are buttons for "Close", "<< Back", and "Submit Resolve Case".

*Note: You must follow all steps after receiving a Notice of Tentative Nonconfirmation. 1) Advise the Employee, 2) Allow the Employee to Contest or Not Contest the statement and 3) Sign the Notice and Referral Letter. Both the Corporate Rep and Employee must sign The Notice and Referral letters whether the employee chooses Contest or Not Contest.*



# XpressHR 4.7 *with* E-Verify v21 | Details

## New Case Closure Process

*Eligibility data sent to DHS contains duplicate or incorrect information.*

### Complete/Resolve the E-Verify Process

Is the employee currently employed with this company?  Yes  No

Please select the appropriate option below to complete or resolve the E-Verify process for this employee. Note that option(s) not applicable at this time have been disabled.

Duplicate Case

**Incorrect Data**

1. Answer “Yes” to the first question and click the *Request Closure Options* button.
2. Select “Incorrect Data” to resolve the E-Verify process for the employee. (This also resolves the DHS E-Verify case number associated with the employee.)
3. XpressHR reinitiates the I-9 Verification process and provides an opportunity for the data to be corrected.
4. The E-Verify process starts again.



# XpressHR 4.7 with E-Verify v21 | Details

## New Case Closure Process

*Employer receives a Final Nonconfirmation.*

E-Verify -- Webpage Dialog

KIMS SOFTWARE COMPANY

Third Verification English IRMA KRANZ

### Completing the E-Verify Process for DHS FINAL NONCONFIRMATION

The Department of Homeland Security has determined that IRMA KRANZ is not authorized to work in United States. To complete E-Verify Process, please answer the question below regarding the employment status of the employee.

Do you intend to continue the New Hire's employment?  Yes  No

I understand that by continuing the employment of this New Hire my company will be subject to a civil money penalty between \$500 and \$1,000 for each failure to notify the Department of Homeland Security.

Click "Finish" to complete the E-Verify process.

If you click "Close", the activity will remain in the Work Queue at its current status.

To resolve the case manually, click "Resolve Case" and choose the appropriate resolve reason.

Close Resolve Case << Back Finish

E-Verify -- Webpage Dialog

KIMS SOFTWARE COMPANY

Third Verification English IRMA KRANZ

### Completing the E-Verify Process for DHS FINAL NONCONFIRMATION

The Department of Homeland Security has determined that IRMA KRANZ is not authorized to work in United States. To complete E-Verify Process, please answer the question below regarding the employment status of the employee.

Do you intend to continue the New Hire's employment?  Yes  No

I understand that by continuing the employment of this New Hire my company will be subject to a civil money penalty between \$500 and \$1,000 for each failure to notify the Department of Homeland Security.

Click "Finish" to complete the E-Verify process.

If you click "Close", the activity will remain in the Work Queue at its current status.

To resolve the case manually, click "Resolve Case" and choose the appropriate resolve reason.

Close Resolve Case << Back Finish



# XpressHR 4.7 with E-Verify v21 | Details

## New Case Closure Codes

*Employer receives an Employment Authorized Statement*

KIMS SOFTWARE COMPANY

Initial Verification IRMA KRANZ

### Completing the E-Verify Process for EMPLOYMENT AUTHORIZED

To complete the E-Verify process, please answer the question below regarding the employment status of the employee.

Is the employee currently employed with this company?  Yes  No

Please choose the reason the employee is not currently employed with this company:

- The employee was terminated by the employer for reasons other than E-Verify.
- The employee voluntarily quit working for the employer.

Click "Finish" to complete the E-Verify process.

If you click "Close", the activity will remain in the Work Queue at its current status.

To resolve the case manually, click "Resolve Case" and choose the appropriate resolve reason.

Close Resolve Case << Back Finish

http://localhost:8080/XpressHR47/ModalFrame? Internet | Protected Mode: On

KIMS SOFTWARE COMPANY

Initial Verification IRMA KRANZ

### Completing the E-Verify Process for EMPLOYMENT AUTHORIZED

To complete the E-Verify process, please answer the question below regarding the employment status of the employee.

Is the employee currently employed with this company?  Yes  No

Please choose the reason the employee is not currently employed with this company:

- The employee was terminated by the employer for reasons other than E-Verify.
- The employee voluntarily quit working for the employer.

Click "Finish" to complete the E-Verify process.

If you click "Close", the activity will remain in the Work Queue at its current status.

To resolve the case manually, click "Resolve Case" and choose the appropriate resolve reason.

Close Resolve Case << Back Finish

http://localhost:8080/XpressHR47/ModalFrame? Internet | Protected Mode: On



# XpressHR 4.7 *with* E-Verify v21 | Details

## Improvements to the reasons for a Social Security Administration (SSA) TNC

The language describing the reasons for the SSA TNC has been updated so it is easily understood by both employers and employees.

E-Verify -- Webpage Dialog

K|M|S SOFTWARE COMPANY

Initial Verification English JOHN ADAMS

**STOP Corporate Representative: Please pass the keyboard to the employee.**

**Tentative Nonconfirmation**

**Instructions for Employee:**  
When your information was compared electronically to government records, SSA could not confirm that you are eligible to work in the United States.

The reason returned by SSA is:

- **The name and/or date of birth entered for this employee do not match SSA records.**

The 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.

I choose to (check one):

**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.

**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.

Close Resolve Case << Back Next >>

E-Verify -- Webpage Dialog

K|M|S SOFTWARE COMPANY

Initial Verification English JOHN ADAMS

You have decided to **Contest** the tentative nonconfirmation, you must contact the SSA within 8 Federal Government work days 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.

I acknowledge that I understand the above

**STOP Please pass the keyboard to the Corporate Representative. The Corporate Representative will then continue the E-Verify process by selecting one of the button below.**

Close Resolve Case << Back Submit SSA Referral



# XpressHR 4.7 with E-Verify v21 | Details

## Improvements to the reasons for a Social Security Administration (SSA) TNC

The XpressHR Remote Employee process also features updated language describing the reasons for the SSA TNC that can be easily understood by both employers and employees.

E-Verify -- Webpage Dialog  
http://localhost:8080/XPressHR47/ModalFrame.aspx

KIMS SOFTWARE COMPANY

Initial Verification IRMA KRANZ

### Tentative Nonconfirmation

When the employee's information was compared electronically to government records, SSA could not confirm that you are eligible to work in the United States. The reason returned by SSA is:

- The name and/or date of birth entered for this employee do not match SSA records.

The tentative nonconfirmation does not mean that employee is not work authorized, or that the information is incorrect. The tentative nonconfirmation means, however, that the employee must contact SSA to resolve the situation if he/she wishes to continue employment.

Click "Notify Employee" to send a notification to the employee instructing him/her of the tentative nonconfirmation and the option to contest or not contest.

If you need to communicate with the employee, other than via the notification, below is the contact information:

**Email: alexander.shiryaev@kmssoftware.com Phone: XXX-XXXXXXX .**

Close Resolve Case << Back Notify Employee

http://localhost:8080/XPressHR47/ModalFrame | Internet | Protected Mode: On

E-Verify -- Webpage Dialog  
http://localhost:8080/XPressHR47/ModalFrame.aspx

KIMS SOFTWARE COMPANY

Remote Hire: Need SSA Contest IRMA KRANZ

### Tentative Nonconfirmation

When your information was compared electronically to government records, SSA could not confirm that you are eligible to work in the United States.

The reason returned by SSA is:

- The name and/or date of birth entered for this employee do not match SSA records.

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.

I choose to (check one):

**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.

**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.

Close Next >>

http://localhost:8080/XPressHR47/ModalFrame | Internet | Protected Mode: On

E-Verify -- Webpage Dialog  
http://localhost:8080/XPressHR47/ModalFrame.aspx

KIMS SOFTWARE COMPANY

Remote Hire: Need SSA Contest IRMA KRANZ

### Agreement to Sign E-Verify Documents

The Department of Homeland Security has made the following determination regarding your eligibility to work in the United States:

- The name and/or date of birth entered for this employee do not match SSA records.

You have chosen to **Contest** this determination. The next step in the process is for you to check the boxes below in order to sign the following document(s). After you have signed, they will be forwarded to your corporate representative to be counter-signed and then returned to you via e-mail.

**Agreement to Use Electronic Click Signature to Sign Documents**  
I, IRMA KRANZ, agree to sign these electronic PDF documents using "click" signature technology. I understand that a record of each document and my signing of it will be stored in electronic code. I intend both the signature I inscribe with the "click" signature technology and the electronic record of it to be my legal signature to the document. I confirm that the document is "written" or "in writing" and that any accurate record of the document is an original of the document.

I agree to sign [SSA Notice to Employee Of Tentative Nonconfirmation](#)

I agree to sign [SSA Referral Letter](#)

If you have any questions, please contact your corporate representative at xxx-xxx-xxxx.

Close << Back Finish

http://localhost:8080/XPressHR47/ModalFrame | Internet | Protected Mode: On



# XpressHR 4.7 *with* E-Verify v21 | Details

## Improvements to the User Interface: An Initial Verification Document Upload Panel

When an employee presents a Permanent Resident card (Form I-551) or an Employment Authorization Document (Form I-766) as a verification document, XpressHR now facilitates retention of the document with a Scan and Upload feature that can be used immediately or later, at a more convenient time.

The screenshot shows the 'Initial Verification Document Upload' panel in the XpressHR system. The panel title is 'Initial Verification Document Upload' and the user is identified as 'IRMA KRANZ'. The instructions state: 'If an employee presents a Permanent Resident card or Alien Registration Receipt Card (I-551) as the verification document, the employer must make a copy of that document and keep it on file with Form I-9. You can either scan and upload the document or copy the document for future uploading into the employee's I-9 file. Please choose which option you will use:'. Two radio button options are present: 'Scan and Upload Now' (which is selected and highlighted with a red box) and 'Scan and Upload Later'. Below the 'Scan and Upload Now' option, there is a sub-section titled 'Permanent Resident Card or Alien Registration Receipt Card (Form I-551)' with instructions: 'Scan the document and upload the file. File must be in TIFF, GIF, PNG, JPEG or TIFF format and no larger than 1.5 MB.' This sub-section includes a file input field with a 'Browse...' button and an 'Upload' button. At the bottom of the panel are 'Close', '<< Back', and 'Next >>' buttons.

The screenshot shows the 'Initial Verification Document Upload' panel in the XpressHR system, identical to the previous one. The instructions are the same. In this version, the 'Scan and Upload Later' radio button is selected and highlighted with a red box. The 'Scan and Upload Now' option is unselected. The rest of the panel, including the instructions, the 'Permanent Resident Card or Alien Registration Receipt Card (Form I-551)' sub-section, and the navigation buttons, remains the same.



# XpressHR 4.7 *with* E-Verify v21 | *Details*

## The E-Verify Process for Manual Entries or Existing Employees

A Manual E-Verify process is also available in XpressHR 4.7 and can be invoked two for reasons:

- To complete an E-Verify process for an employee who has completed a Form I-9 outside the XpressHR application.
- An existing employee who is assigned to a federal contract with a FARS clause

The screenshot shows a software window titled "Initial Verification" with a language dropdown set to "English". The main heading is "Manual E-Verify Process". Below the heading is a paragraph of text: "The manual E-Verify process can only be used for new hires that were onboarded outside of XpressHR, or for existing employees who must be e-verified because they are now associated with a federal contract with a FARS clause. In order to use this process you must have a completed Form I-9 - either paper or electronic." A red rounded rectangle highlights a section containing the instruction "Please select the reason you are using the manual E-Verify process: \*". This section has two radio button options: "This is a new hire that was onboarded outside of XpressHR." (which is selected) and "This is an existing employee who must be e-verified because he/she is now associated with a federal contract with a FARS clause." Below this section is a question: "Do you have a signed Form I-9 for this new hire?" with "Yes" (selected) and "No" radio buttons. At the bottom of the window are "Close" and "Next >>" buttons.

If your XpressHR application has been configured with this functionality:

1. Navigate to Process and Select the E-Verify tab.
2. Review the E-Verify process information at the top of the panel and select the appropriate category.
3. Click the NEXT button.



# XpressHR 4.7 *with* E-Verify v21 | Details

## The E-Verify Process for Manual Entries or Existing Employees

Completing an E-Verify process for an employee who has completed a Form I-9 outside the XpressHR application.

Initial Verification English

### Welcome to the Manual E-Verify Process

Enter the employee information from the Form I-9:

First Name:

Middle Initial:

Last Name:

Maiden Name:

Social Security Number:

Date of Birth (mm/dd/yyyy):

Is the new hire a remote employee?  Yes  No

Close << Back Next >>

Initial Verification English AMY ARLINGTON

### Paper Form I-9 Document Upload

You can either scan and upload the Form I-9 or copy the document for future uploading into the employee's I-9 file. Please choose which option you will use:

Scan and Upload Now

Scan and Upload Later

Close << Back Next >>

1. Enter the employee information from the Form I-9
2. Click the NEXT button.
3. Select the appropriate Scan and Upload button to upload the document.
4. Click NEXT to continue entering information from the Form I-9.



# XpressHR 4.7 with E-Verify v21 | Details

## The E-Verify Process for Manual Entries or Existing Employees

Completing an E-Verify process for an employee who has completed a Form I-9 outside the XpressHR application.

Initial Verification English AMY ARLINGTON

Review Employee Information from Form I-9:

Start Date (mm/dd/yyyy): 01/22/2011

Citizenship Status: Citizen of the United States

Document Type: Unexpired U.S. Passport or U.S. Passport Card

Passport #: C34593845

Doc. Expiration Date (mm/dd/yyyy): 12/12/2012

Navigation: Close, << Back, Next >>

1. Enter the Start Date, Citizen Status, Documents Type, Document Numbers and Expiration Dates.
2. Click the NEXT button.

Initial Verification

Last Name:	ARLINGTON	First Name:	AMY
Middle Initial:	R	Maiden Name:	SMITH
Social Security Number:	231-23-1231	Date of Birth (mm/dd/yyyy):	12/12/1980
Hire Date (mm/dd/yyyy):	1/22/2011	Citizenship Status:	Citizen of the United States
Alien Number:		I94 Number:	
Document Type:	Unexpired U.S. Passport or U.S. Passport Card	Doc. Expiration Date (mm/dd/yyyy):	12/12/2012
Passport #:	C34593845		

Navigation: Close, << Back, Submit Initial Verification

3. Review the Initial Verification panel and click the SUBMIT INITIAL VERIFICATION button to submit the case to the E-Verify program.
4. Follow the steps required when the Initial Verification statement is returned.



# XpressHR 4.7 *with* E-Verify v21 | Details

## E-Verify for Federal Contractors

For clients who are federal contractors with an E-Verify clause, XpressHR now features a standardized E-Verify process to streamline the input and easy upload of Form I-9 information for existing employees.

### Manual E-Verify Process

The manual E-Verify process can only be used for new hires that were onboarded outside of XpressHR, or for existing employees who must be e-verified because they are now associated with a federal contract with a FARS clause. In order to use this process you must have a completed Form I-9 - either paper or electronic.

Please select the reason you are using the manual E-Verify process:

This is a new hire that was onboarded outside of XpressHR.

This is an existing employee who must be e-verified because he/she is now associated with a federal contract with a FARS clause.

Do you have a signed Form I-9 for this new hire?  Yes  No

Close Next >>

If your XpressHR application has been configured with this functionality:

1. Navigate to Process and Select the E-Verify tab.
2. Review the E-Verify process information at the top of the panel and select the appropriate category.
3. Click the NEXT button.



# XpressHR 4.7 *with* E-Verify v21 | Details

## E-Verify for Federal Contractors

For clients who are federal contractors with an E-Verify clause, XpressHR now features a standardized E-Verify process to streamline the input and easy upload of Form I-9 information for existing employees.

Employers will be asked to confirm that they are a Federal Contractor with a FAR E-Verify clause and whether a Form I-9 has been completed for the Employee.



E-Verify -- Webpage Dialog  
http://localhost:8080/XPressHR47/ModalFrame.aspx

**KIMS**  
SOFTWARE COMPANY

Initial Verification

**Welcome to the FARS Existing Employee E-Verify Process**

The purpose of the FARS Existing Employee E-Verify Process is to allow you to E-Verify existing employees if you a Federal Contractor who must E-Verify employees associated with a federal contract with a FARS clause. In order to use this process you must have a completed Form I-9 - either paper or electronic.

Are you a Federal Contractor E-Verifying existing employees under the FARS clause?  Yes  No

You must be a Federal Contractor to E-Verify an existing employee.  
Correct your answer, or click Close to exit the process.

Close

http://localhost:8080/XPressHR47/ModalFrame.aspx Internet | Protected Mode: On



# XpressHR 4.7 with E-Verify v21 | Details

## E-Verify for Federal Contractors

Employers will be asked to confirm that they are a Federal Contractor with a FAR E-Verify clause and whether a Form I-9 has been completed for the Employee. If the answer to each of the questions posed is “yes,” the employer will be presented with panels to provide the required I-9 information; scan and upload the Form I-9; and invoke the E-Verify process.

The screenshot shows the 'Initial Verification' page with the following content:

**Welcome to the FARS Existing Employee E-Verify Process**  
The purpose of the FARS Existing Employee E-Verify Process is to allow you to E-Verify existing employees if you a Federal Contractor who must E-Verify employees associated with a federal contract with a FARS clause. In order to use this process you must have a completed Form I-9 - either paper or electronic.

Are you a Federal Contractor E-Verifying existing employees under the FARS clause?  Yes  No  
Do you have a completed Form I-9 for the employee?  Yes  No

**You must have a completed and signed Form I-9 to E-Verify and Employee. Correct your answer, or click Close and go to the I-9 Verification tab to create an electronic I-9.**

Close



If you do not provide the requested information, an error message displays.

The screenshot shows the 'Initial Verification' page with the following content:

**Welcome to the FARS Existing Employee E-Verify Process**  
The purpose of the FARS Existing Employee E-Verify Process is to allow you to E-Verify existing employees if you a Federal Contractor who must E-Verify employees associated with a federal contract with a FARS clause. In order to use this process you must have a completed Form I-9 - either paper or electronic.

Are you a Federal Contractor E-Verifying existing employees under the FARS clause?  Yes  No  
Do you have a completed Form I-9 for the employee?  Yes  No

**Enter the employee information from the Form I-9:**

First Name:   
Middle Initial:   
Last Name:   
Maiden Name:   
Social Security Number:   
Date of Birth (mm/dd/yyyy):

Close Next >>



# XpressHR 4.7 | QA Testing Guidelines

## What and How to Test

- ❖ Test all new features and functionality outlined in this document.
- ❖ To prepare for a photo upload, snag or scan a picture of a person and save it as .GIF file that is no larger than 1.5 Mb.
- ❖ Log in to your QA environment. The QA url always begins this way:  
[https://qa.online-onboarding/\[yourcompanysitename\]](https://qa.online-onboarding/[yourcompanysitename])
- ❖ Use the SSN numbering sequence on the following pages to display the various E-Verify statements.



# XpressHR 4.7 | QA Testing Guidelines

- ❖ Process a new hire the way you normally do. The test account uses an Everify Mock Service, so you will not create real E-Verify cases.
- ❖ The mock service is SSN-driven with the 6<sup>th</sup> digit of the SSN triggering various results. Use these sample SSNs to test E-Verify v21 new features:
  - 111-11-1111 – To return an EMPLOYMENT AUTHORIZED statement
  - 111-11-0111 – To return a PHOTO MATCHING required statement
  - 111-11-2111 – To return a SSA RE-VERIFY statement
  - 111-11-3111 – To return a SSA RE-VERIFY – DHS RE-VERIFY
  - 111-11-4111 – To return a SSA RE-VERIFY – DHS RE-VERIFY – CONFIRM PHOTO
  - 111-11-5111 – To return a SSA RE-VERIFY – CONFIRM PHOTO
  - 111-11-6111 – To return a DHS RE-VERIFY statement (*please select Lawful Permanent Resident, not US Citizen as Citizenship status*)
  - 111-11-7111 – To return a DHS RE-VERIFY – SSA RE-VERIFY
  - 111-11-8111 – To return a DHS RE-VERIFY – SSA RE-VERIFY – CONFIRM PHOTO
  - 111-11-9111 – To return a DHS RE-VERIFY– CONFIRM PHOTO
  - 511-11-1111 – To return a DHS TENTATIVE NONCONFIRMATION statement on Initial Verification

Please note citizenship status does not apply (in testing only) when the 6<sup>th</sup> digit in the SSN triggers a photo matching result. For example, if you select U.S. Citizen, and use the SSN 111-11-9111 the photo matching will still trigger.



# XpressHR 4.7 | Where and How to Get Support

## Call Center Support | **Client Services Representatives: Melonie Towell and Phyllis Wilsie**

- First Line of support for all system issues
- Enter an entry to the NetSuite System (preferred)
- Email: [support@kmssoftware.com](mailto:support@kmssoftware.com)
- Telephone: 323.935.5300 x 5843
- All service issues reported or received are assigned a severity level
  - ❖ **P1/ Emergency:** This type of issue/problem adversely impacts business significantly, rendering the application non-functional. This type of issue is immediately addressed.
  - ❖ **P2/ High:** This type of issue/problem adversely impacts your business significantly and severely limits operations of the application.
  - ❖ **P3/ Medium:** This type of issue/problem disrupts the operations of the application, however a work around (temporary fix) has been identified.
  - ❖ **P4/ Low:** This type of issue/problem requires technical attention, but there is no visible disruption to the operations of the Software.



# XpressHR 4.7 | Where and How to Get Support

## Call Center Support | **Client Services Representatives: Melonie Towell and Phyllis Wilsie**

- After severity level is defined the service request ticket is sent to appropriate KMS contact:
  - **P1/P2:** Technical Support Resource
  - **P3:** Account Management
  - **P4:** Product Development
- After your ticket is entered you will receive an email from support advising that your ticket is being addressed.
  - P1 items: strive to resolve same day if possible
  - P2 items: strive to resolve within 72 hours if possible



# XpressHR 4.7 | Where and How to Get Support

## To Expedite your Support Issues

- When important information is not included in your entry it slows down the process.
- To expedite your support issues include the following information in your entry:
  - One issue per entry. Add any questions or responses to the original entry.
  - In the subject line of your entry/email include your account name and a brief description of the issue.

## In the Body of your Entry Include

- A detailed description of the issue.
- Where in the process did the issue happen?
- Step by step information just prior to the issue occurring including the last action before the issue occurred.
- When did the issue occur?
- Is the issue still occurring or is it a onetime issue?
- Add any names of persons who are part of the issue.
- If possible please provide a screen shot.



# Thank You!

Questions?

E-Mail Us!

[support@kmssoftware.com](mailto:support@kmssoftware.com)

