Xpress HR™

OnBoarding the World One Click at a Time

Version 4.7 with E-Verify v21

Release Notes

Product and Training Deck

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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.

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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).

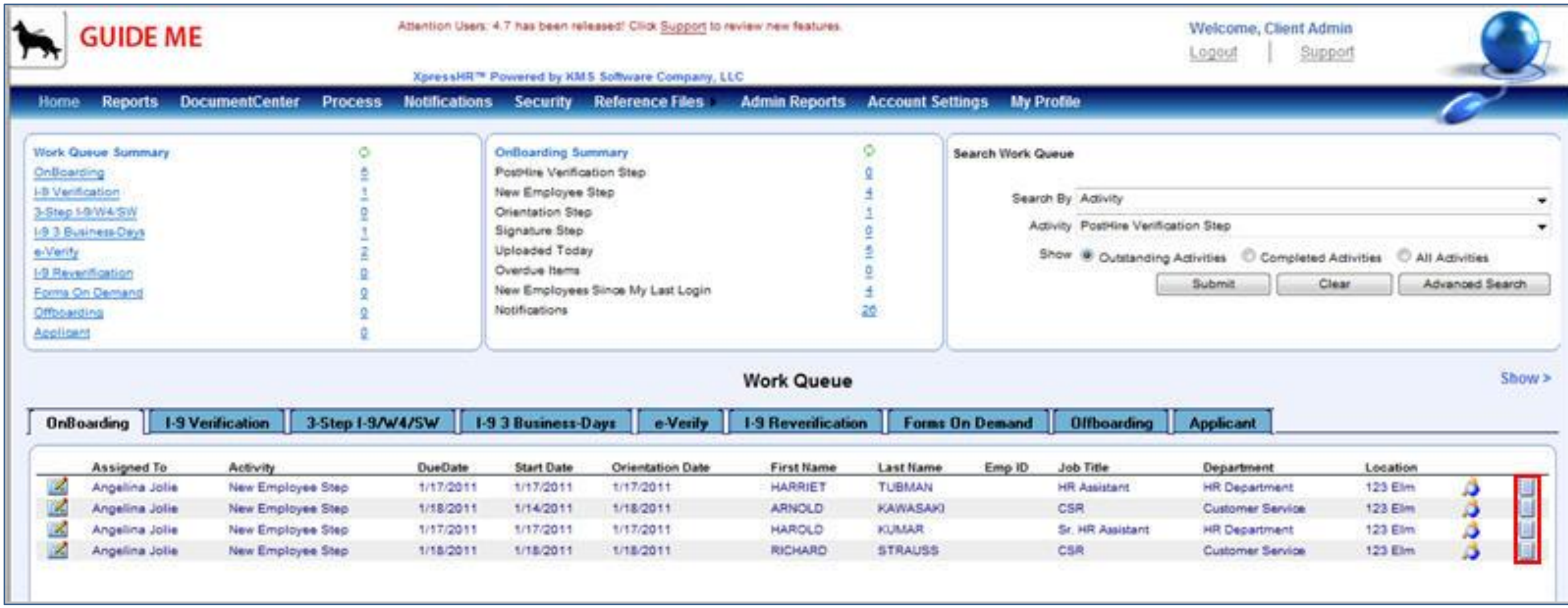
DEPLOYMENT TIMELINE

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.



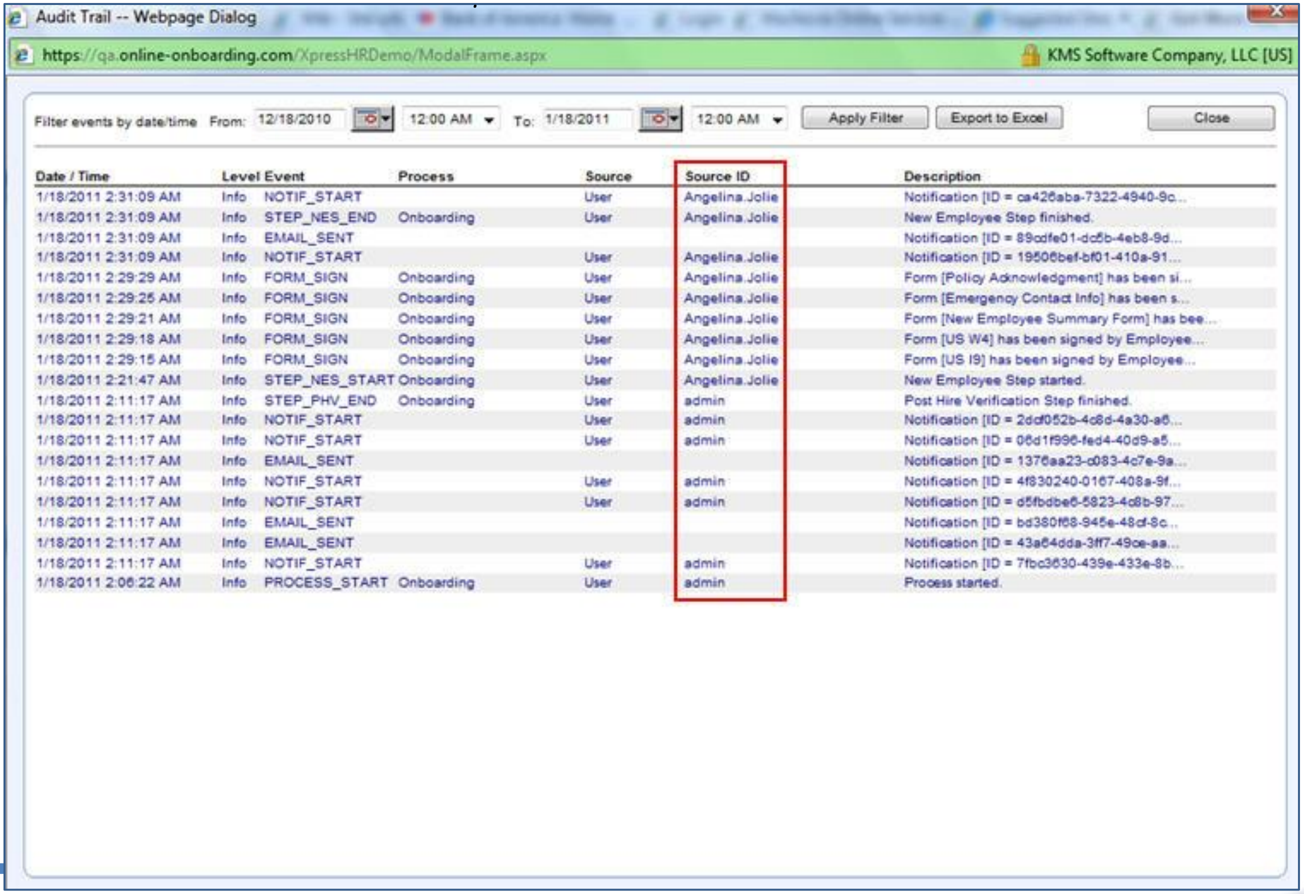
There is more information about this feature. Click to view .

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



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 = 89cdfe01-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 = 2ddf052b-4c8d-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 = d5fbdbe6-5823-4c8b-97...
1/18/2011 2:11:17 AM	Info	EMAIL_SENT				Notification [ID = bd380f68-945e-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.

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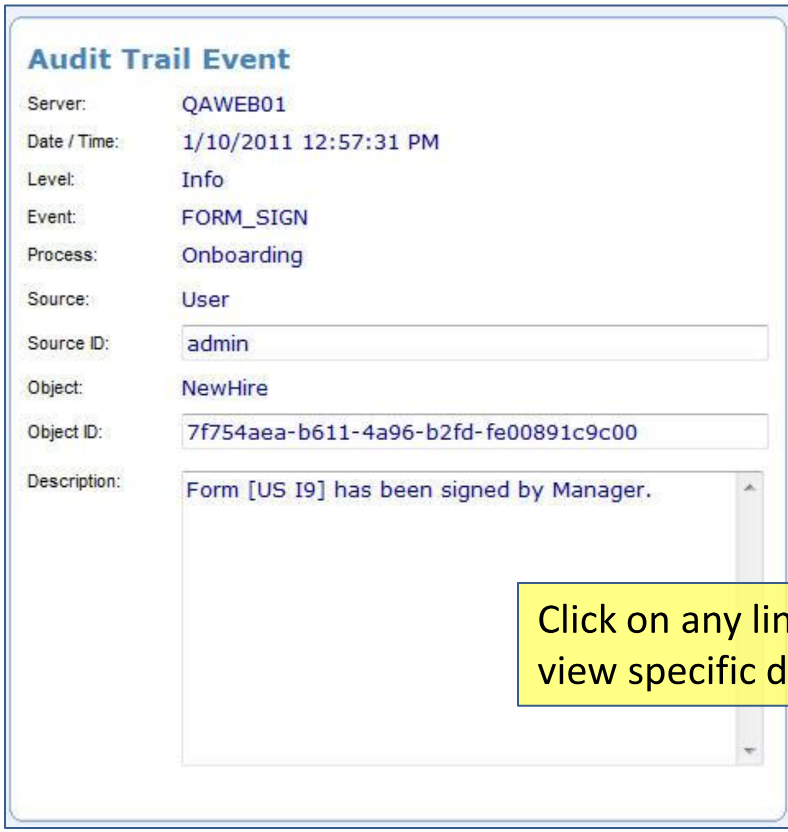
Audit Trail Improvements

Audit Trail User Interface Improvements

Determine when an activity was invoked or accessed.

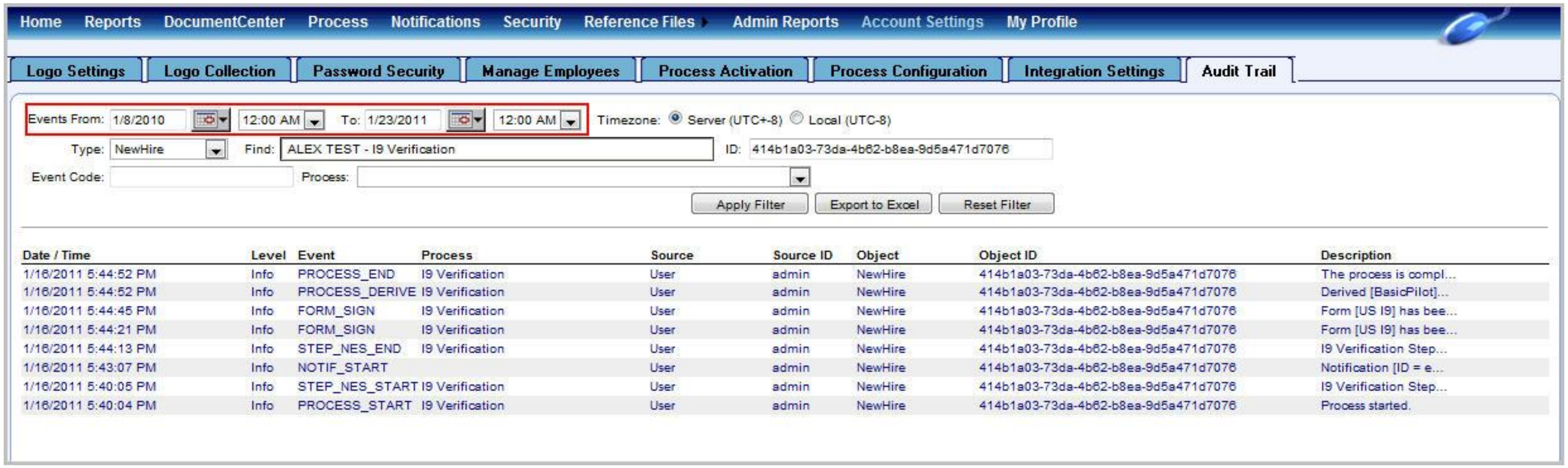

Audit Trail Event

Server:	QAWEB01
Date / Time:	1/10/2011 12:57:31 PM
Level:	Info
Event:	FORM_SIGN
Process:	Onboarding
Source:	User
Source ID:	admin
Object:	NewHire
Object ID:	7f754aea-b611-4a96-b2fd-fe00891c9c00
Description:	Form [US I9] has been signed by Manager.

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.

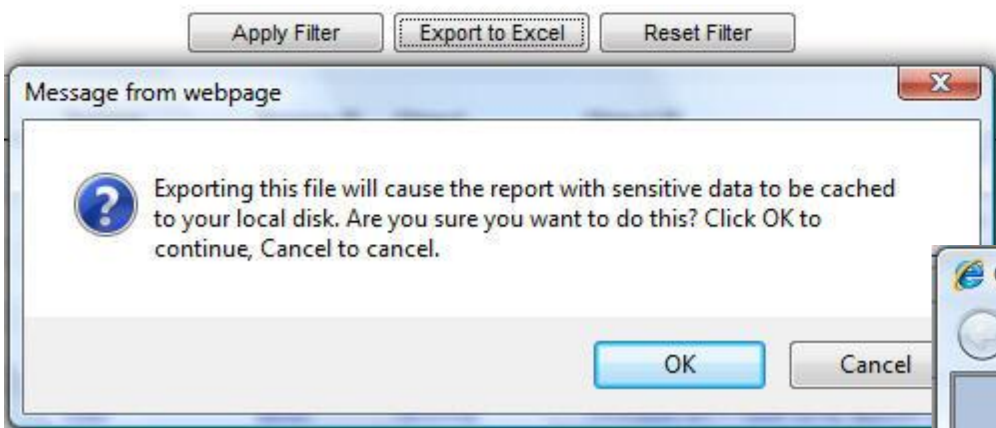
- Filter the Audit Trail view by Date Range, Type and Process.
- Choose a timestamp to format the date and time preferred.
- Or use the “Find” smart field to search for specific information.

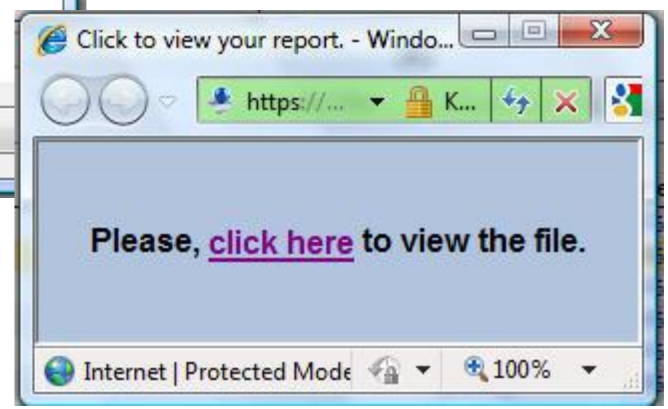
There is more information about this feature. Click to view .

Audit Trail Improvements

Audit Trail User Interface Improvements

Determine when an activity was invoked or accessed.



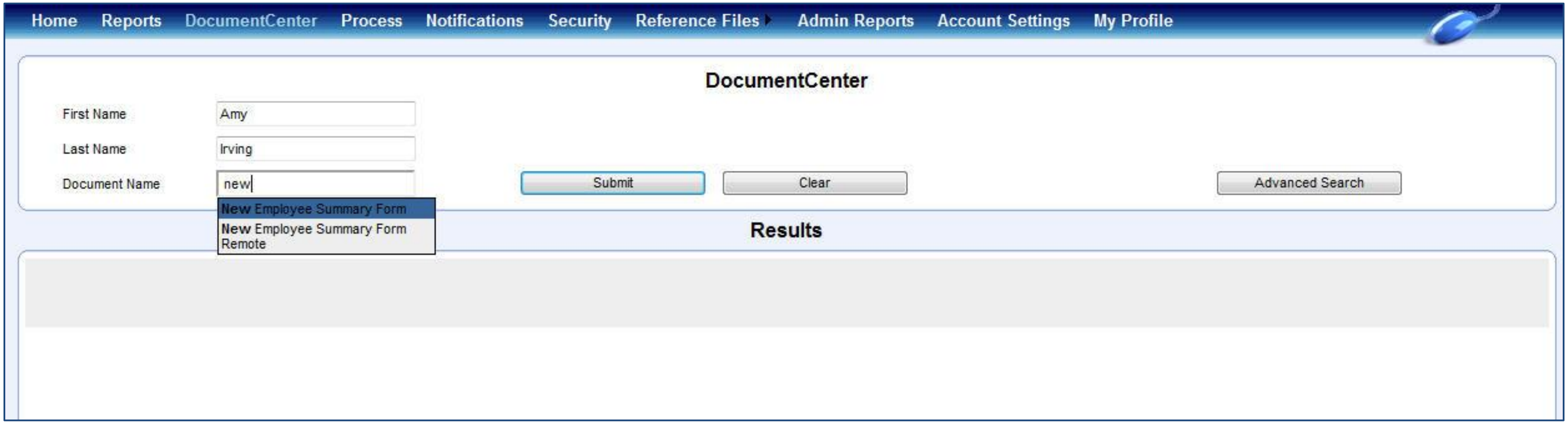


Easily export the information to Excel.

DocumentCenter Enhancements

DocumentCenter Changes

More robust search and find capabilities.

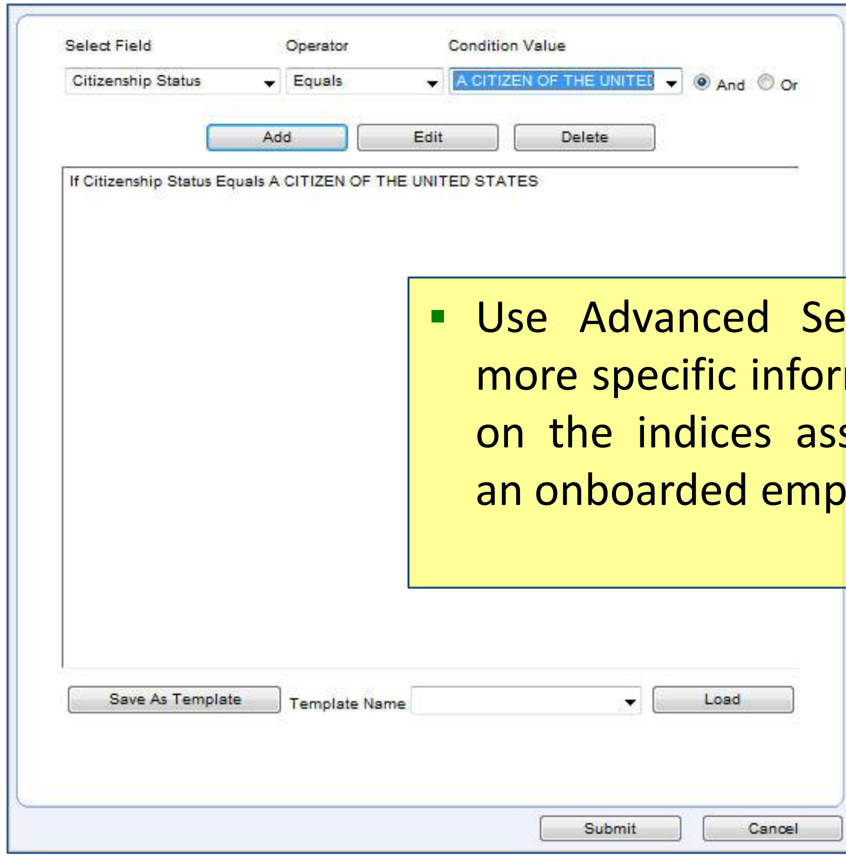


- Search by First and Last Name
- Search by Document Name
- Advanced Search features the same conditional user interface as in other Admin sections.

DocumentCenter Enhancements

DocumentCenter Changes

More robust search and find capabilities.



- 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

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

1– 8

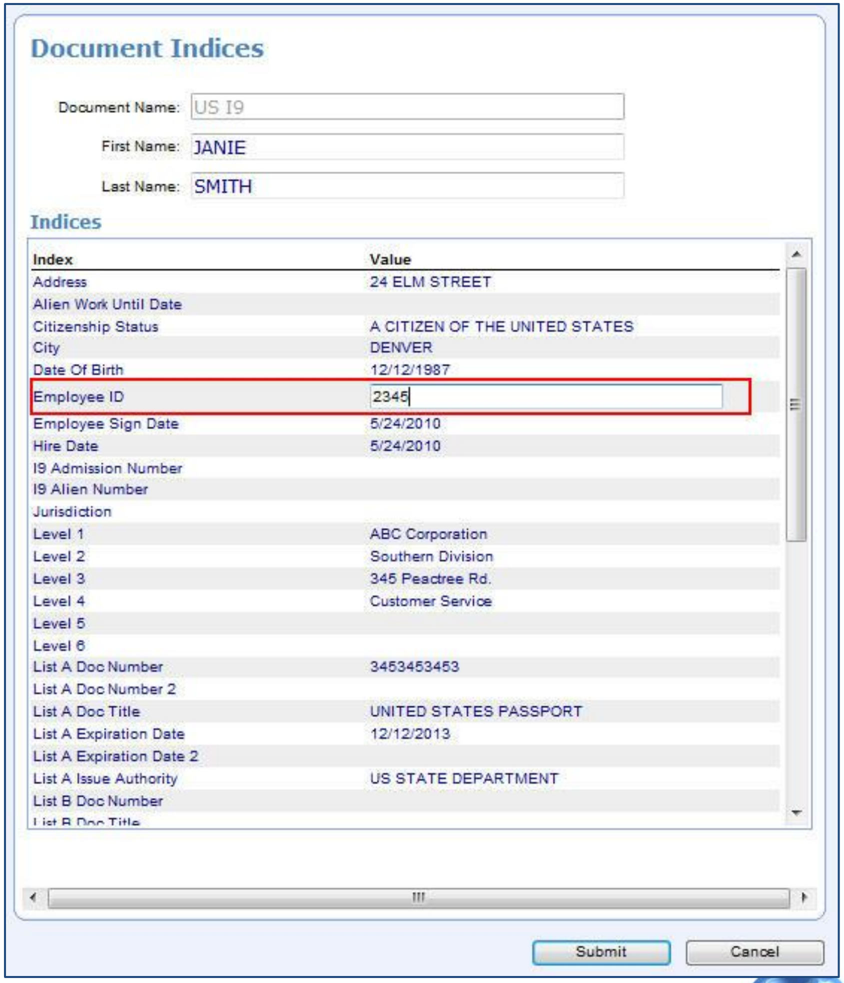
- First, select an employee to see more details.

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: US I9

First Name: JANIE

Last Name: SMITH

Indices

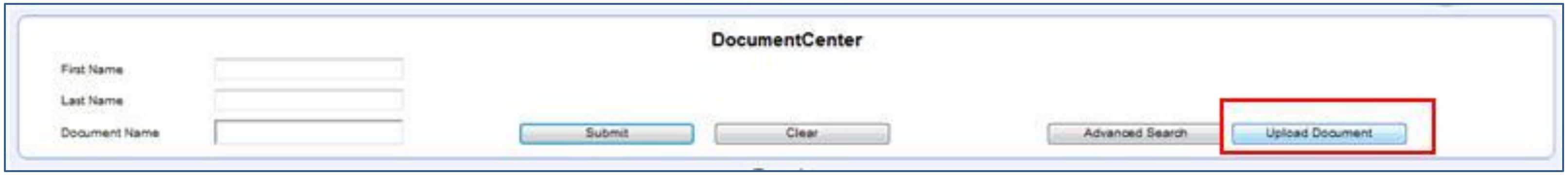
Index	Value
Address	24 ELM STREET
Alien Work Until Date	
Citizenship Status	A CITIZEN OF THE UNITED STATES
City	DENVER
Date Of Birth	12/12/1987
Employee ID	2345
Employee Sign Date	5/24/2010
Hire Date	5/24/2010
I9 Admission Number	
I9 Alien Number	
Jurisdiction	
Level 1	ABC Corporation
Level 2	Southern Division
Level 3	345 Peachtree 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	

Submit Cancel

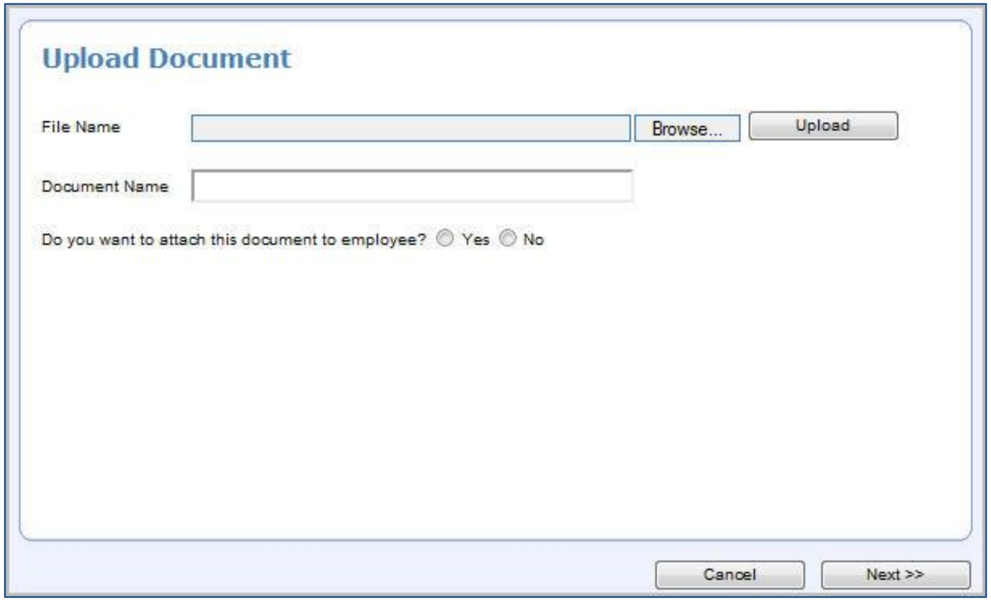
DocumentCenter Enhancements

DocumentCenter Changes

More robust search and find capabilities.



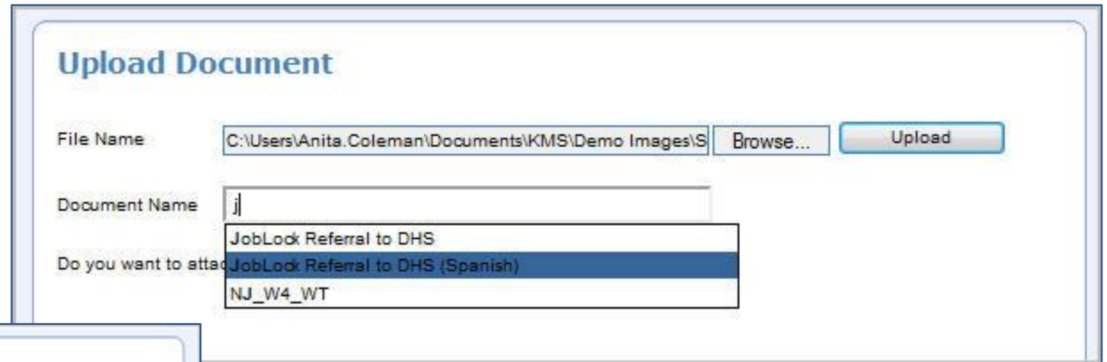
- Use the Upload Document feature to upload documents to DocumentCenter.
- Easily attach the document to the Employee Record.

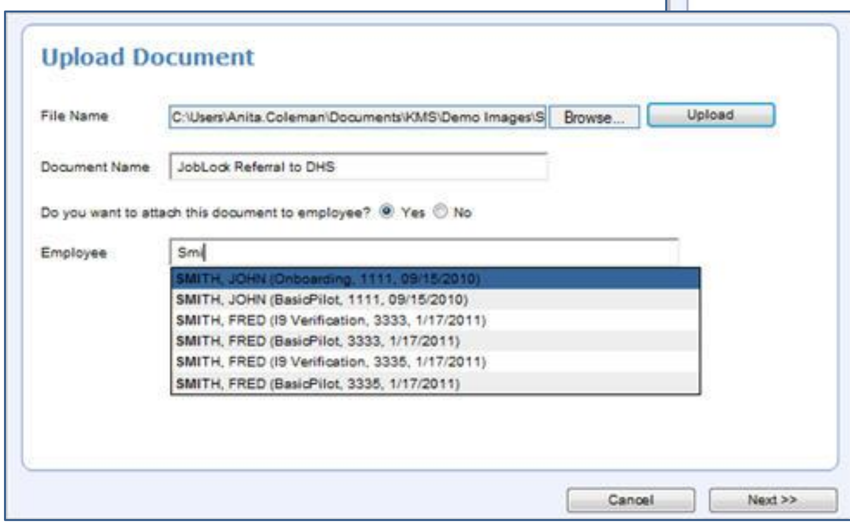


DocumentCenter Enhancements

DocumentCenter Changes

More robust search and find capabilities.

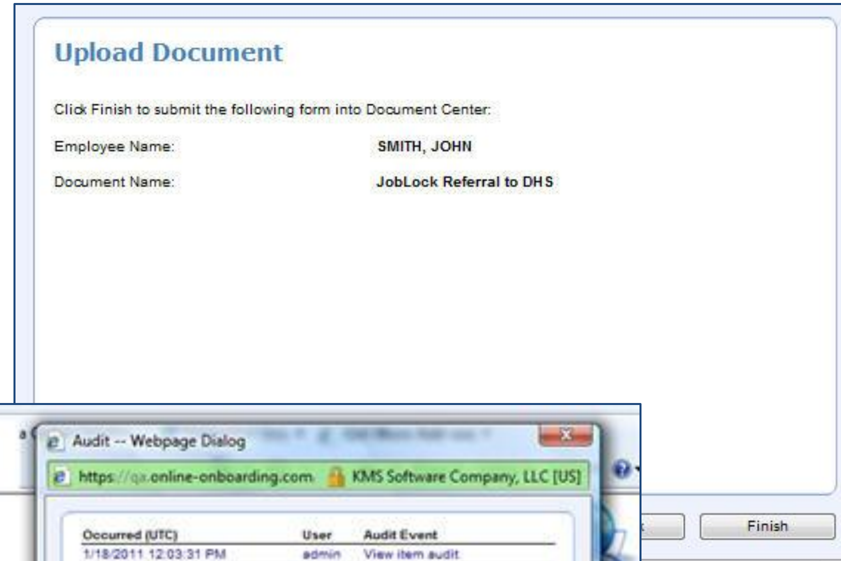


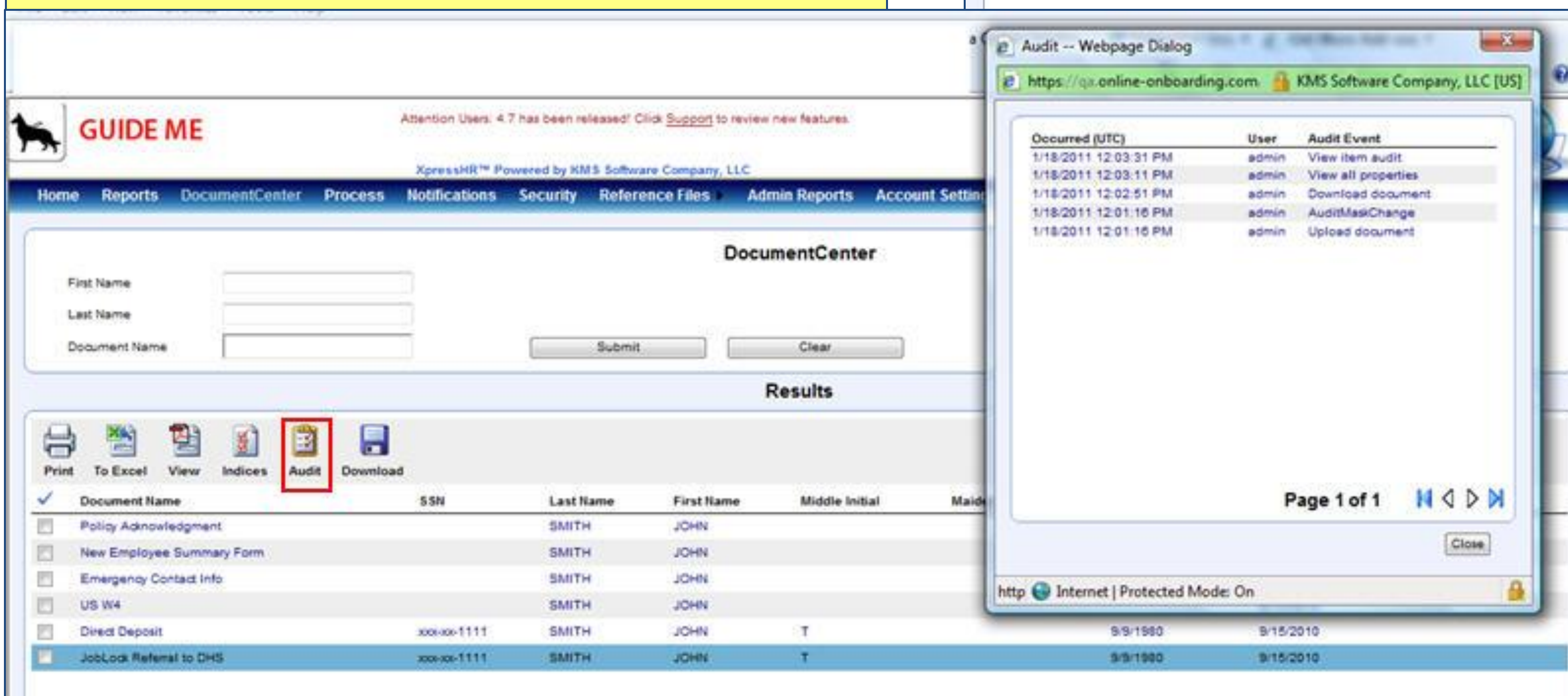


- Use “Smart Fields” to choose a name for the Document and locate the employee.

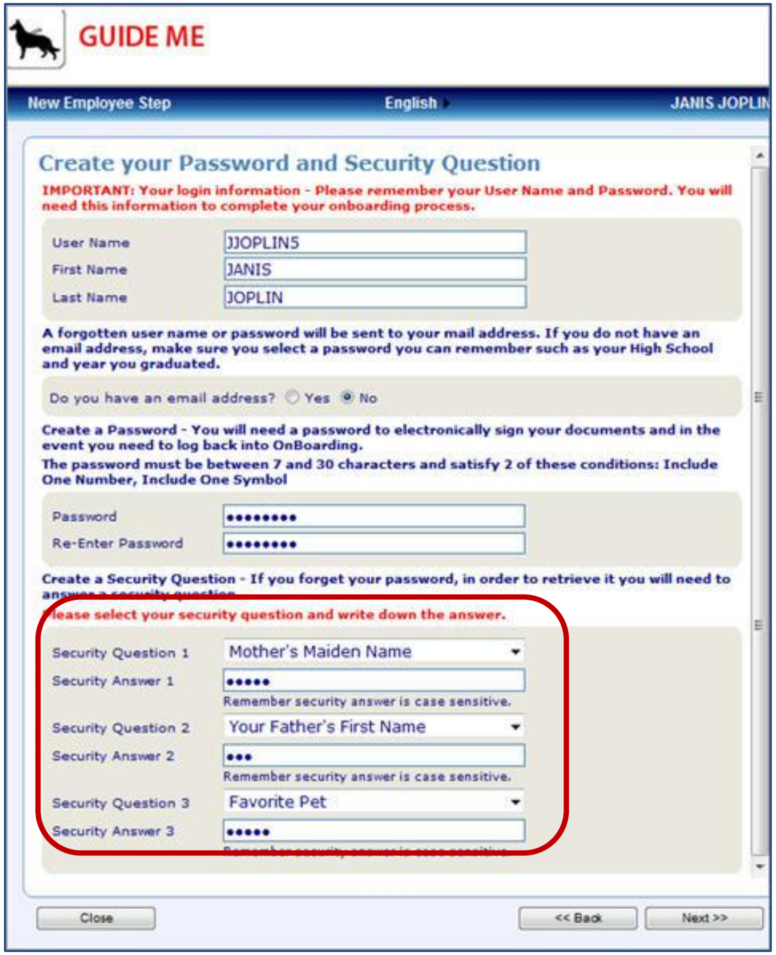
DocumentCenter Enhancements

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

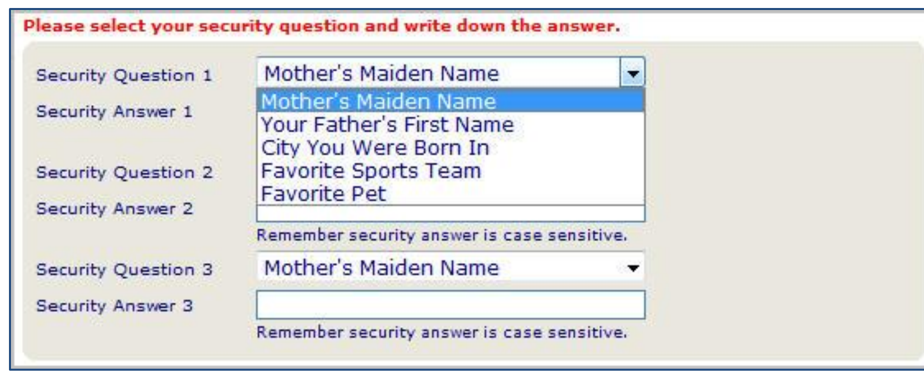




Security Enhancements



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



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

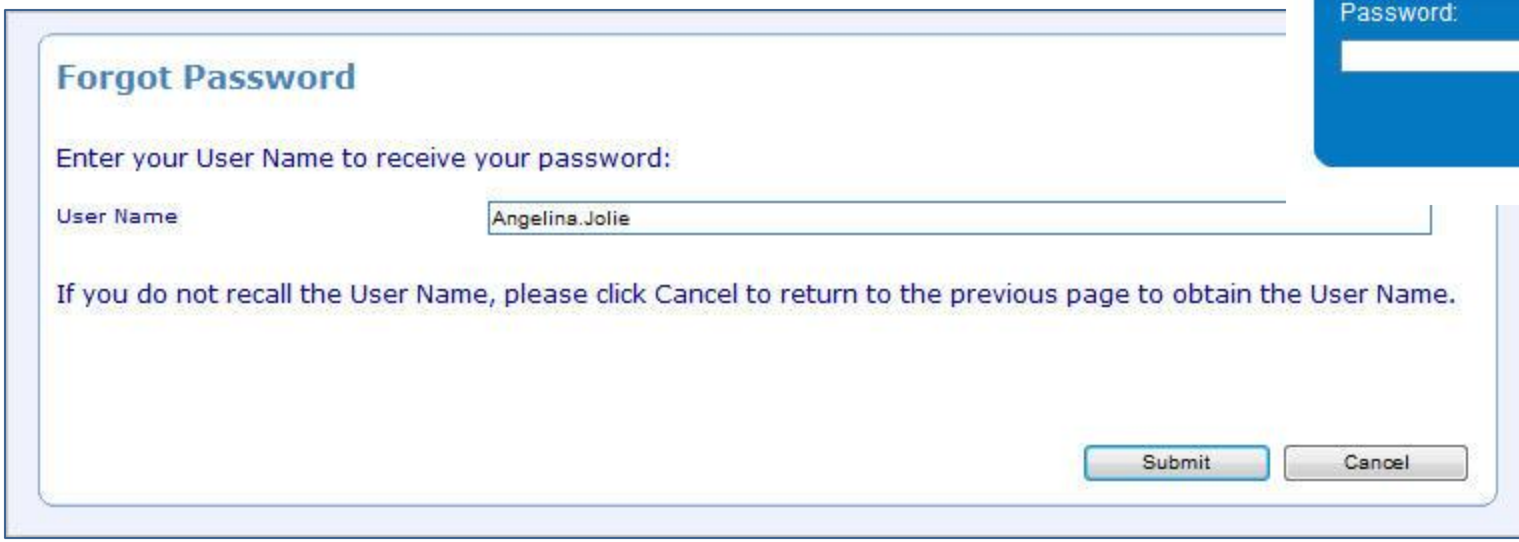
Security Enhancements

Security Changes

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

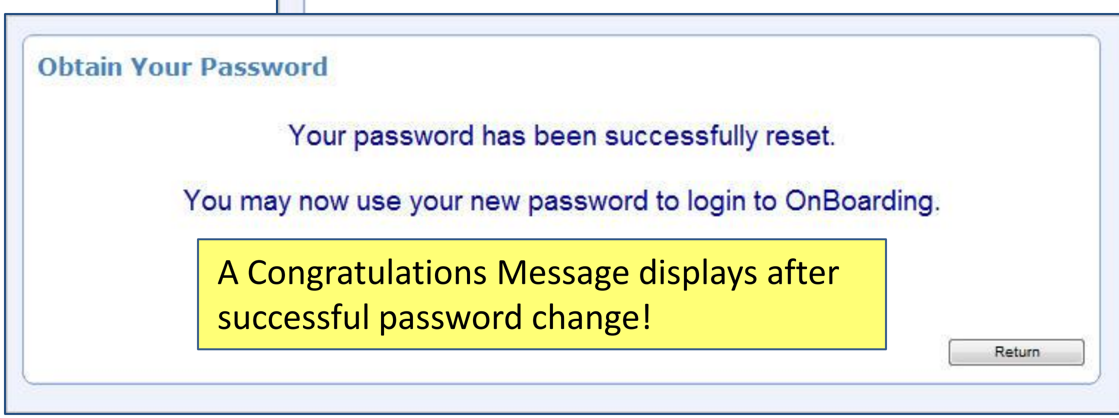
Forgot your Password?

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



Security Enhancements

Successfully complete the three-question challenge and proceed!



A Congratulations Message displays after successful password change!

Security Enhancements

Security Changes

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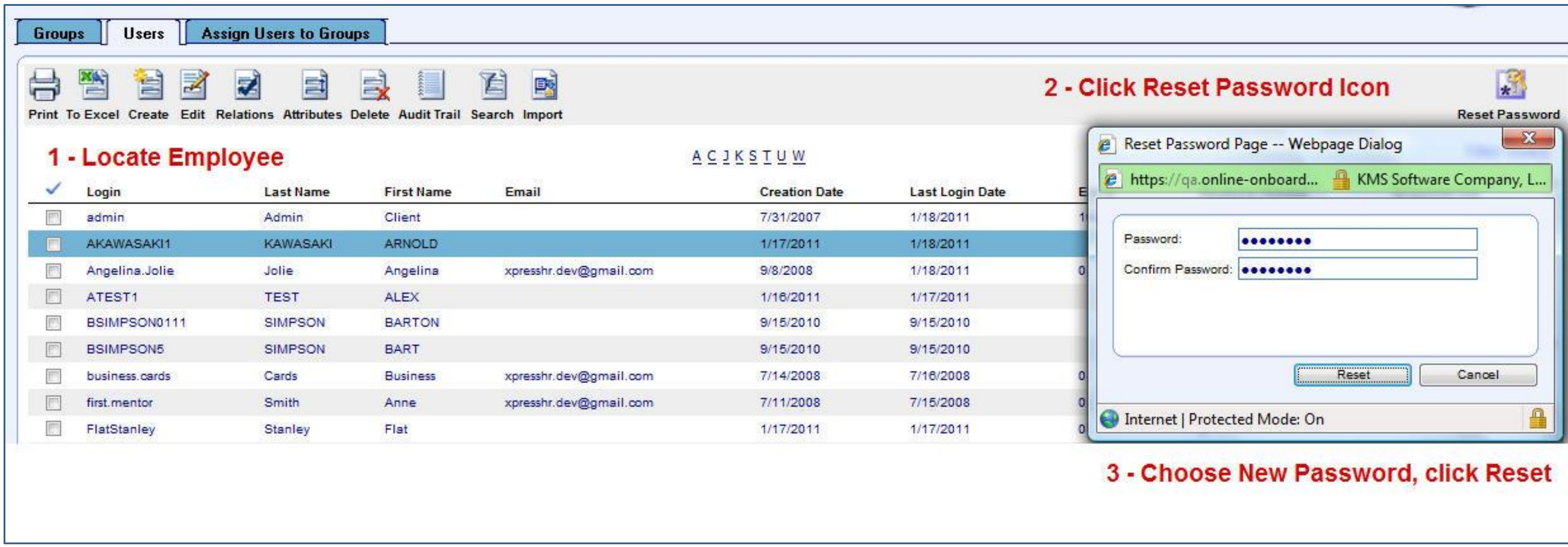
New Hire forgets Password and User ID?

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

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.



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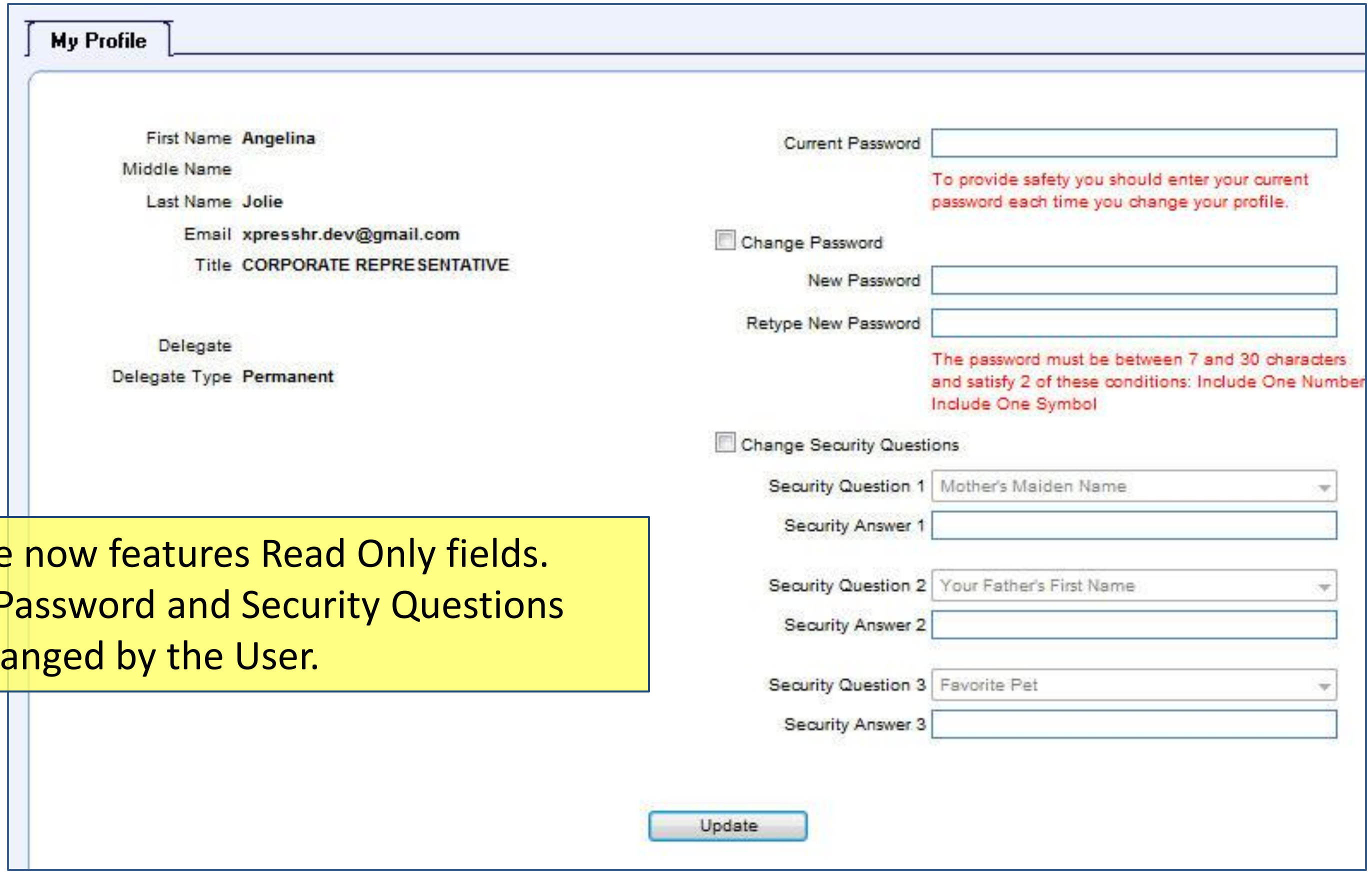
Security Enhancements

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

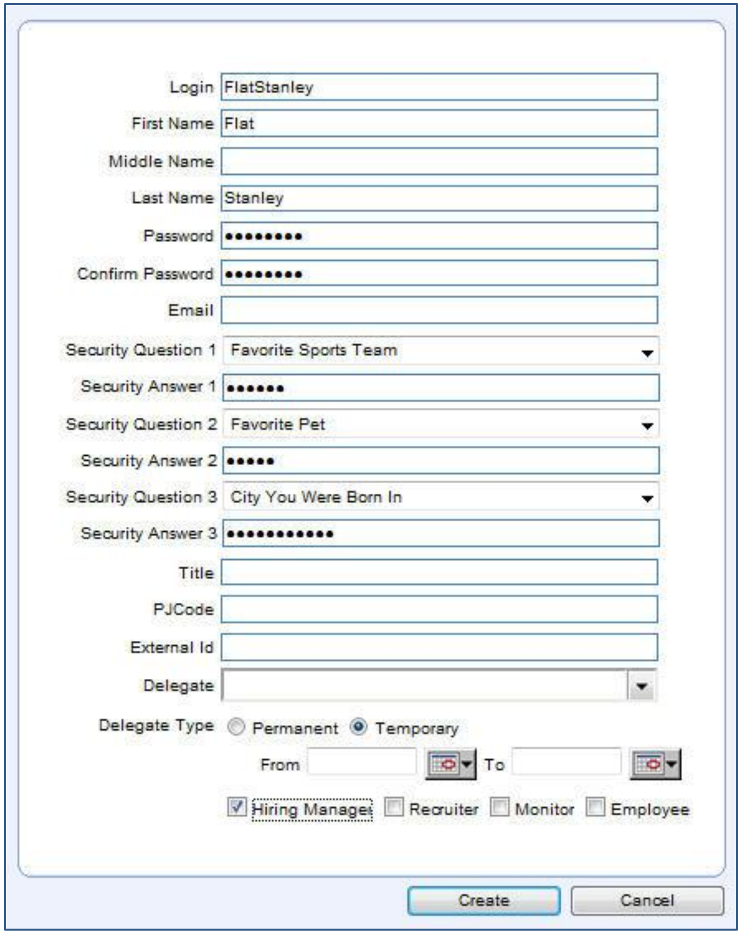


My Profile now features Read Only fields. Only the Password and Security Questions can be changed by the User.

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.

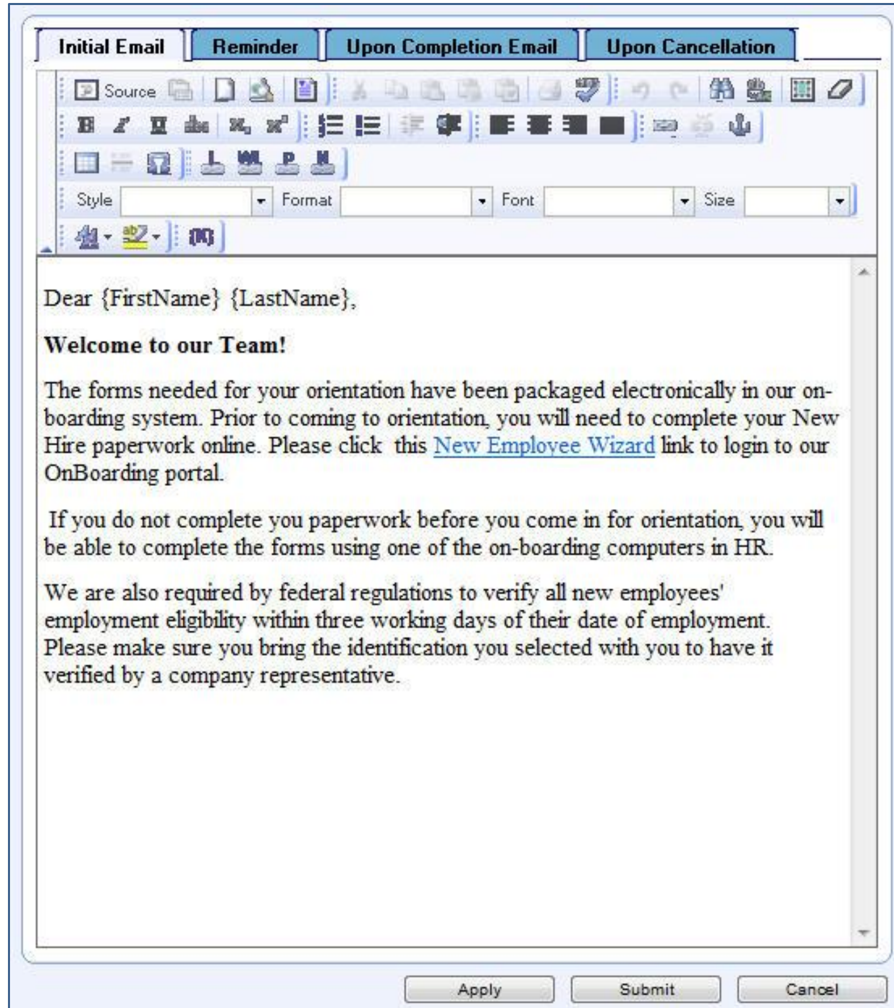


Notification Enhancements

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, XpresssHR 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 .

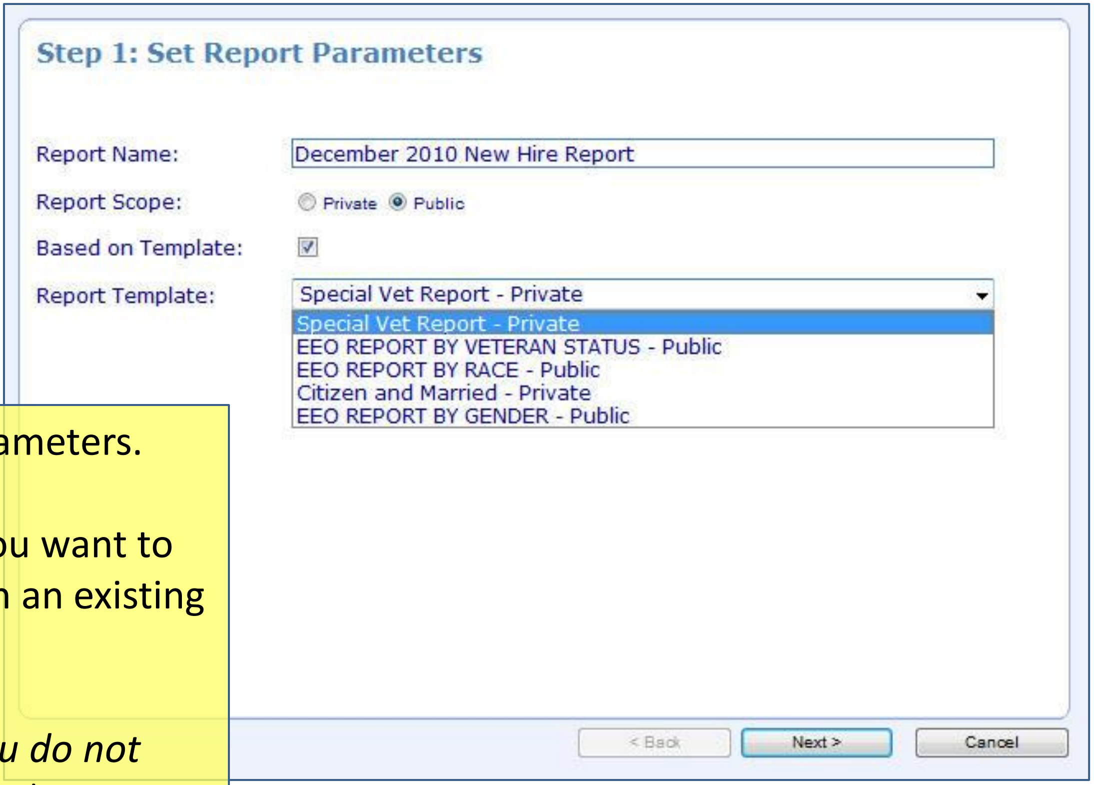
Report Enhancements

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.

Report Enhancements

Report Enhancements

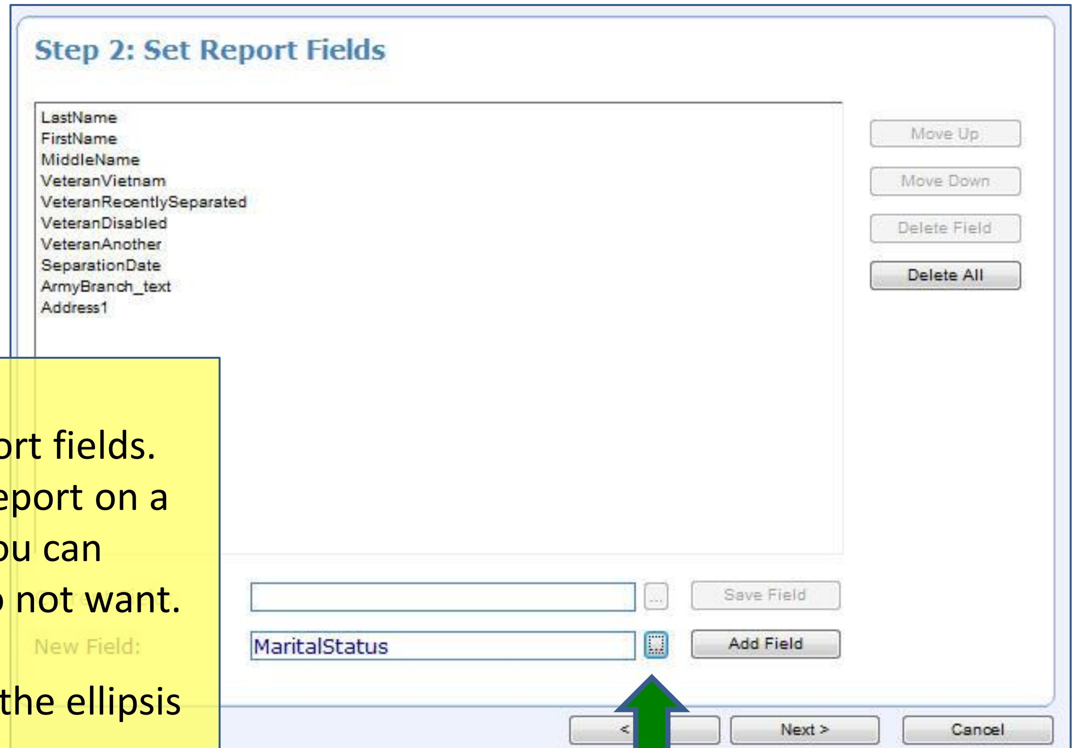


- First, set the Report Parameters.
- Next, decide whether you want to base your new report on an existing template.

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

Report Enhancements

Report Enhancements



- 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.

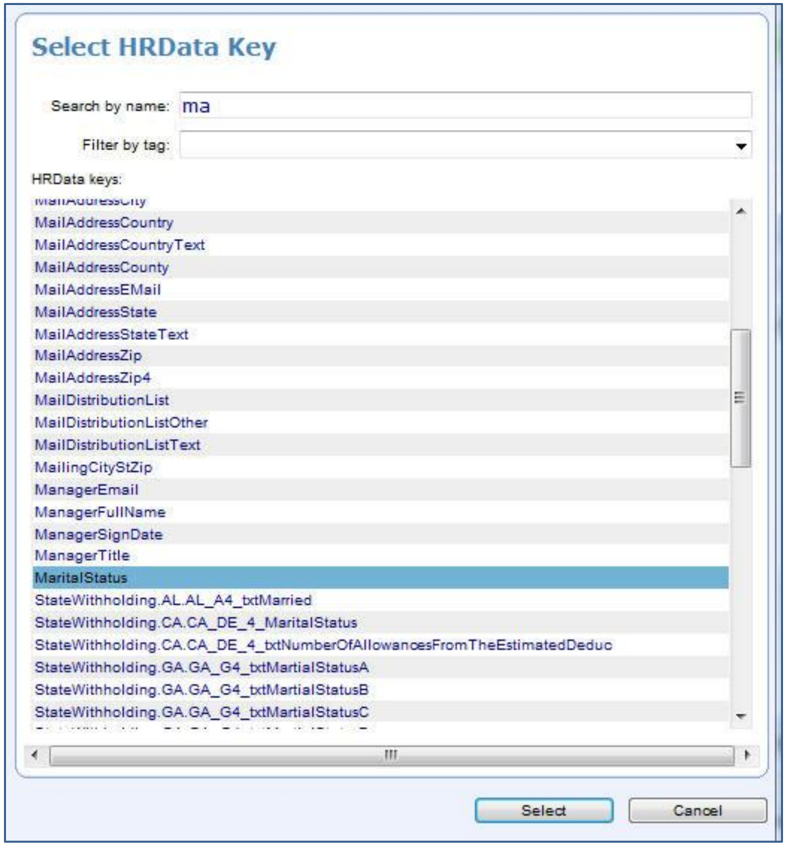
Ellipsis Icon

Report Enhancements

Report Enhancements

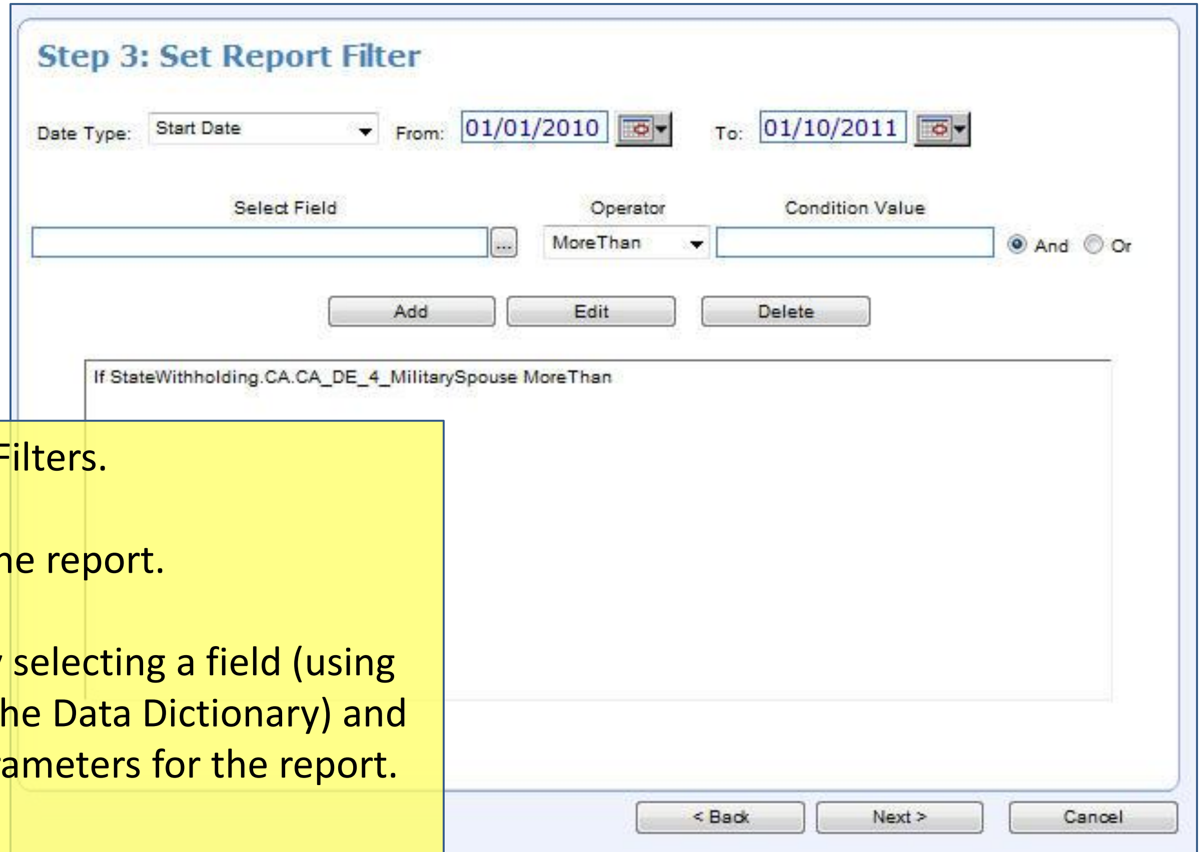
- The ellipsis icon allows you to access the data dictionary and select any other fields you need for the report.

- 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.



Report Enhancements

Report Enhancements

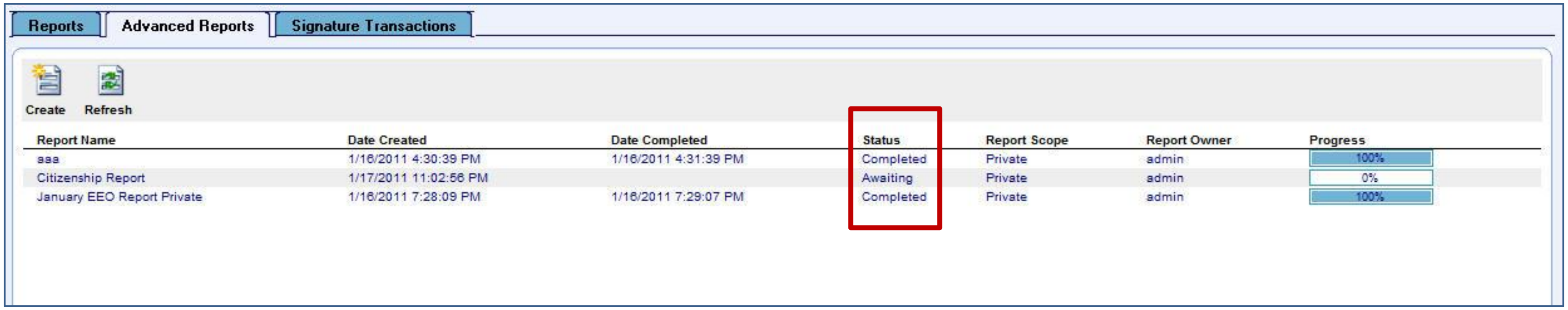


- In Step 3, set your Report Filters.
- Choose a Date Range for the report.
- Further filter the report by selecting a field (using the ellipsis icon to access the Data Dictionary) and creating the remaining parameters for the report.
- Click NEXT to continue.

Report Enhancements

Report Enhancements

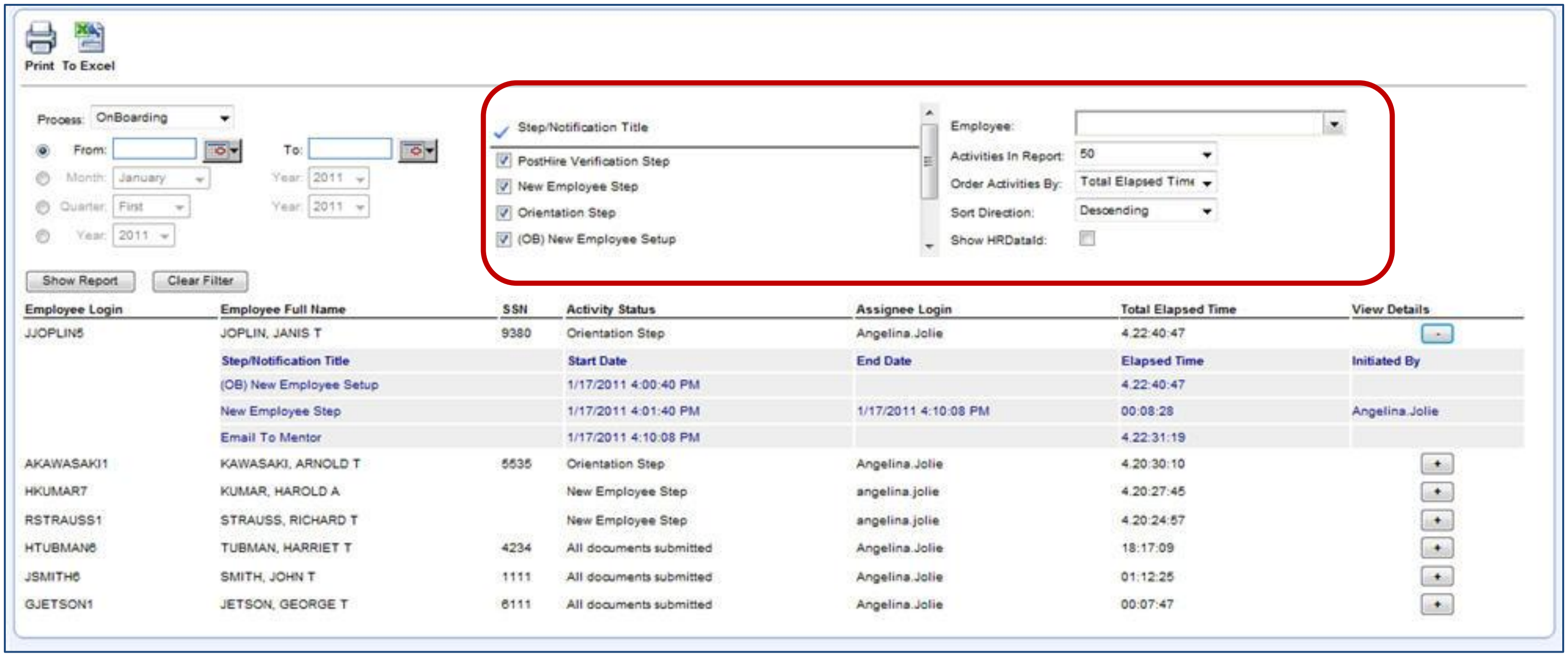
- The Report begins to build.
- The status icon advises “Awaiting.”
- The Report typically takes about 60 seconds to complete
- Click REFRESH to view after 60 seconds or wait a moment for the Status to update.



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.



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	-
	Step/Notification Title		Start Date	End Date	Elapsed Time	Initiated By
	(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	+
GJETSON1	JETSON, GEORGE T	6111	All documents submitted	Angelina.Jolie	00:07:47	+

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

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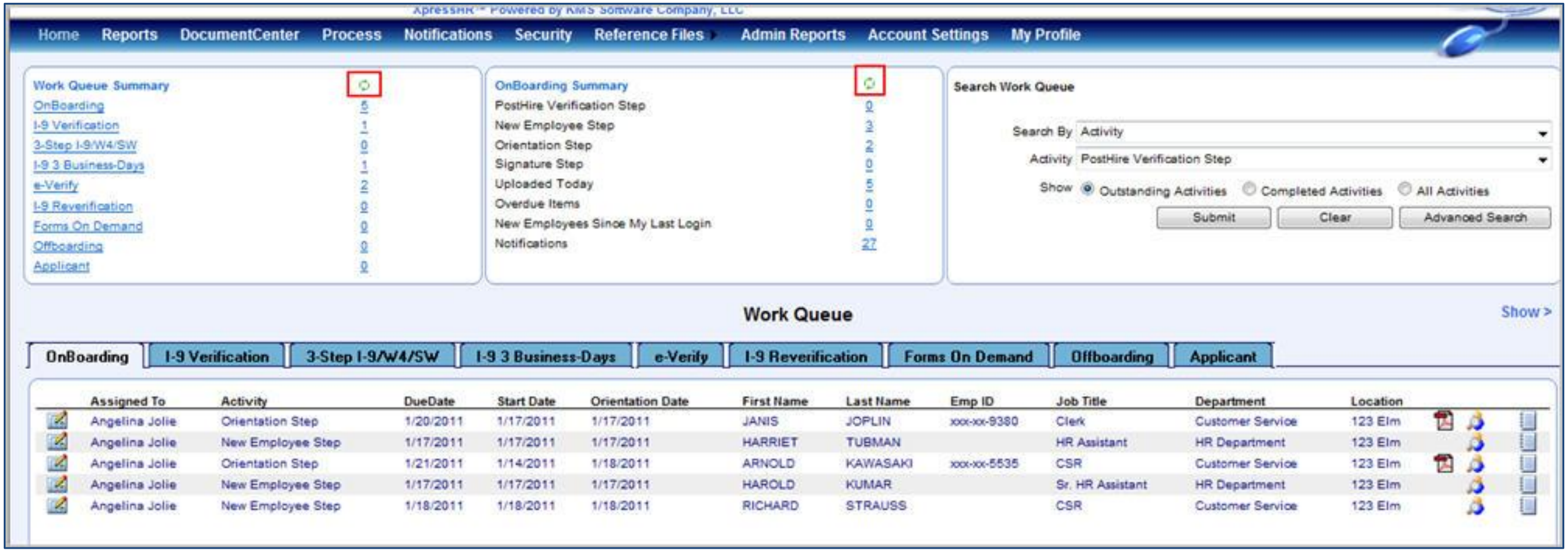
WQ Optimization

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!



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Compliance | 2011 Federal and State Forms

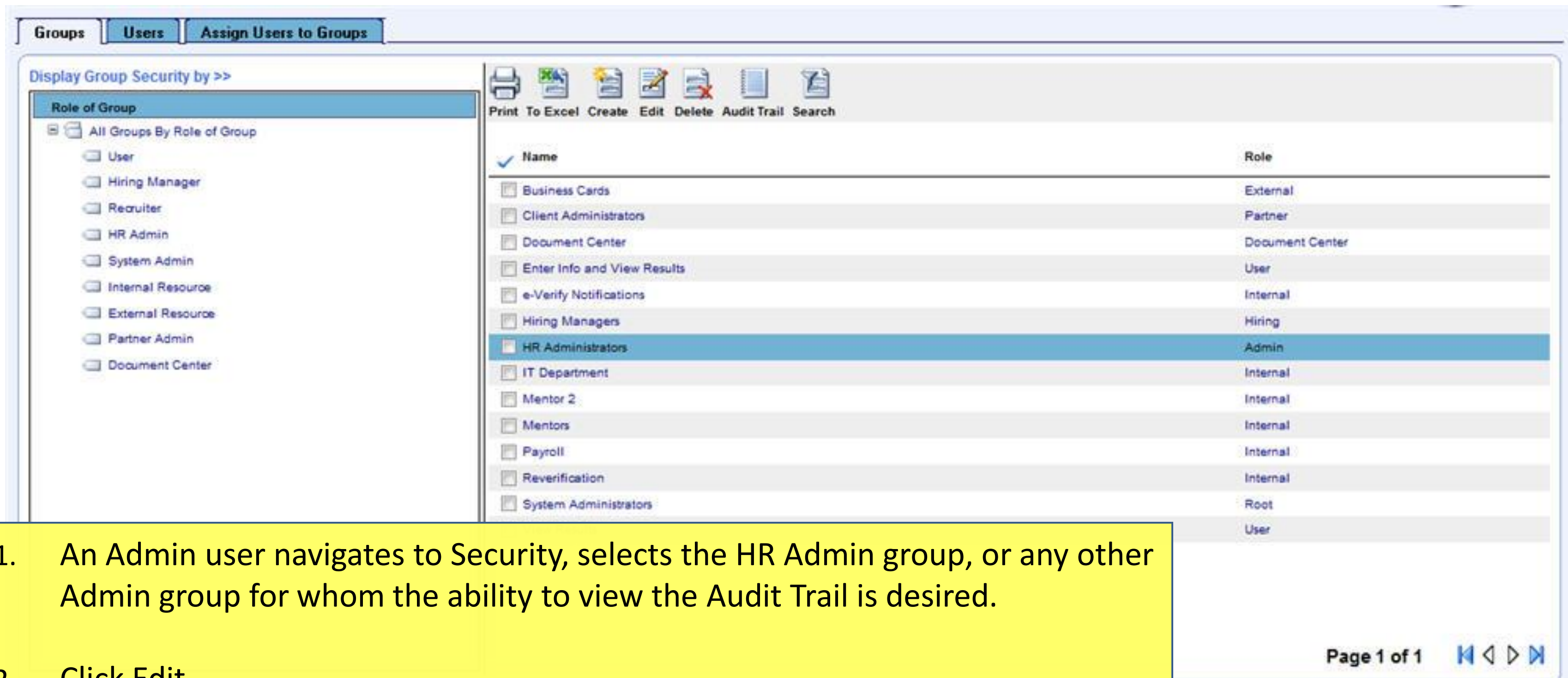
The 2011 Federal and State forms listed below have been updated and added to this release:

- 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



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.

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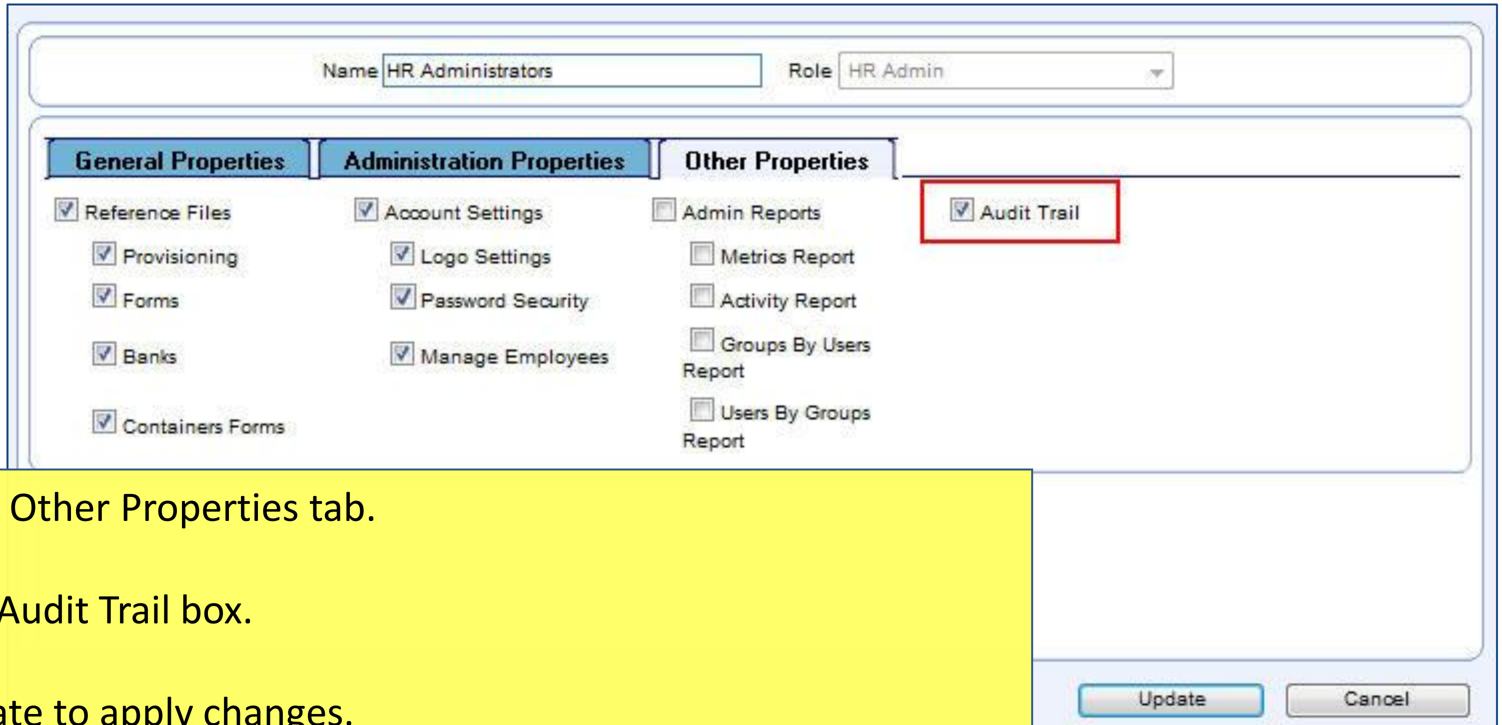
Audit Trail Notes

XpressHR 4.7 – Enable Audit Trail

How to Enable Audit Trail Functionality



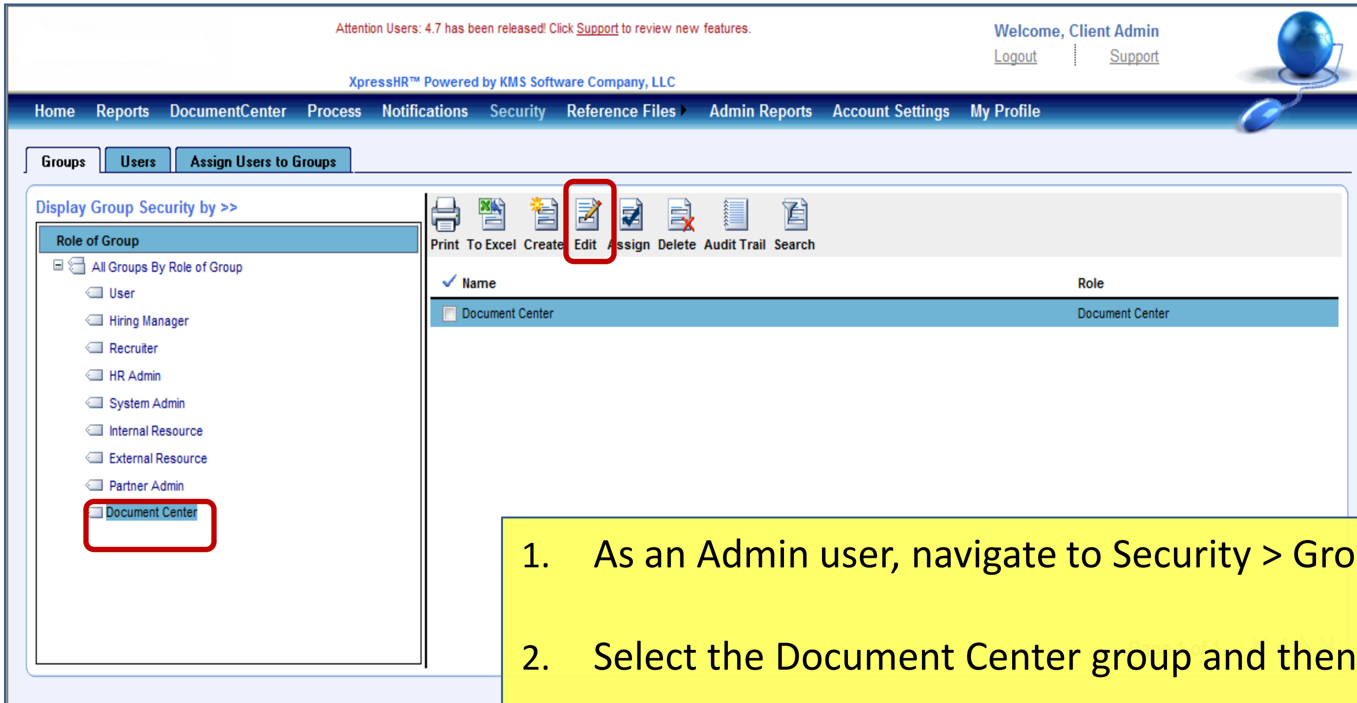
3. Select the Other Properties tab.

4. Mark the Audit Trail box.

5. Click Update to apply changes.

Document Indices Notes

How to Enable Document Indices Functionality



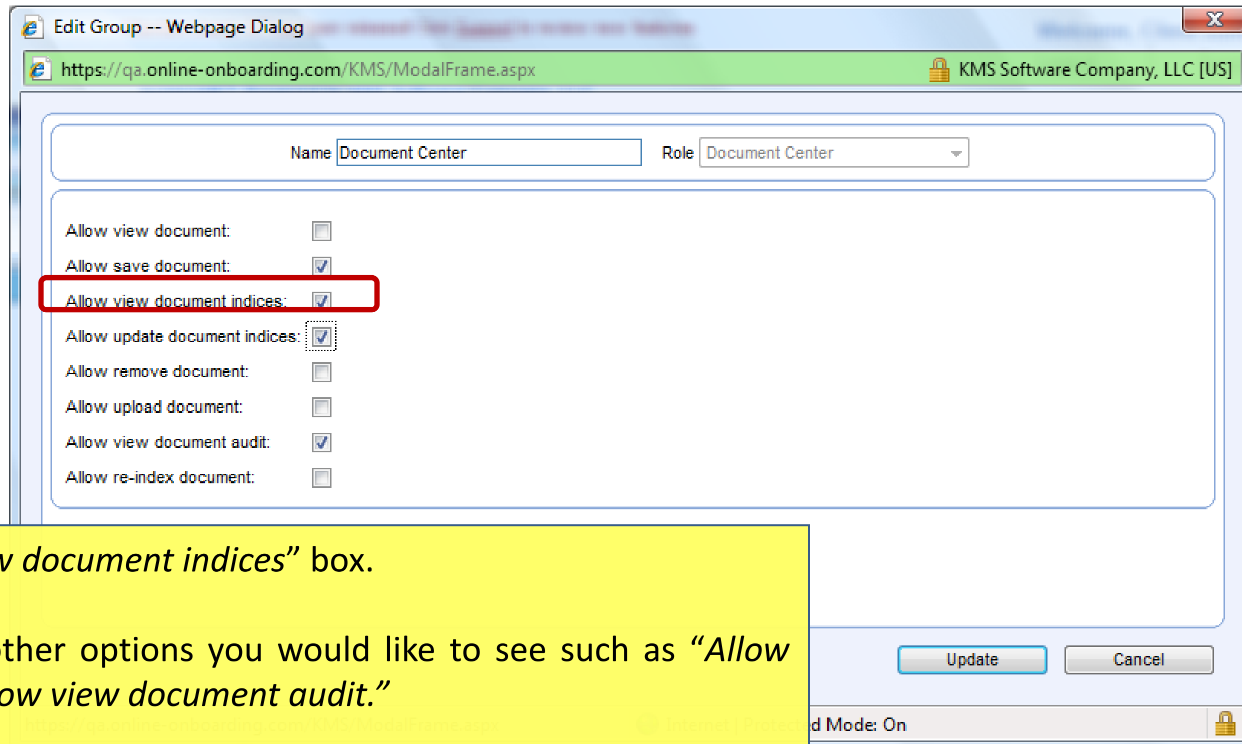
1. As an Admin user, navigate to Security > Groups.

2. Select the Document Center group and then choose Edit.

Document Indices Notes

XpressHR 4.7 – Document Indices

How to Enable Document Indices Functionality



3. Next, mark the *"Allow view document indices"* box.

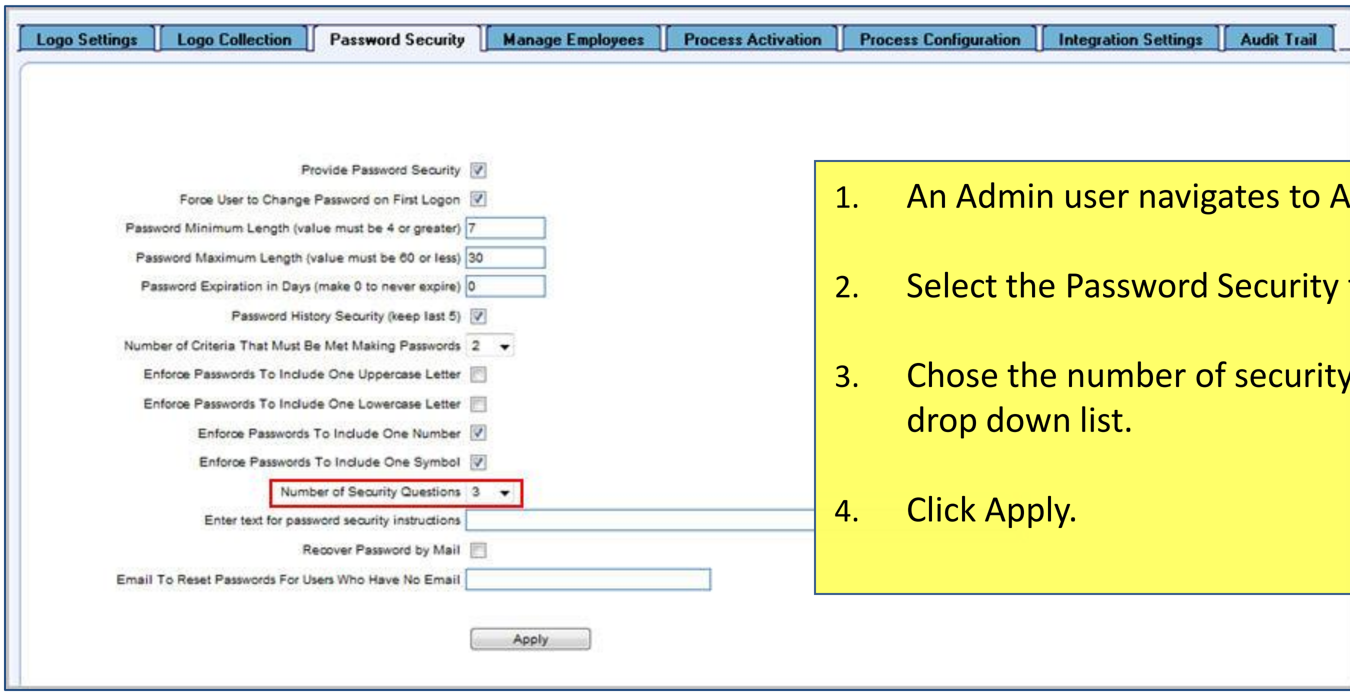
4. You may also mark any other options you would like to see such as *"Allow upload document"* or *"Allow view document audit."*

5. Click Update to apply.

Security Notes

XpressHR 4.7 – Enable Security Three Question Challenge

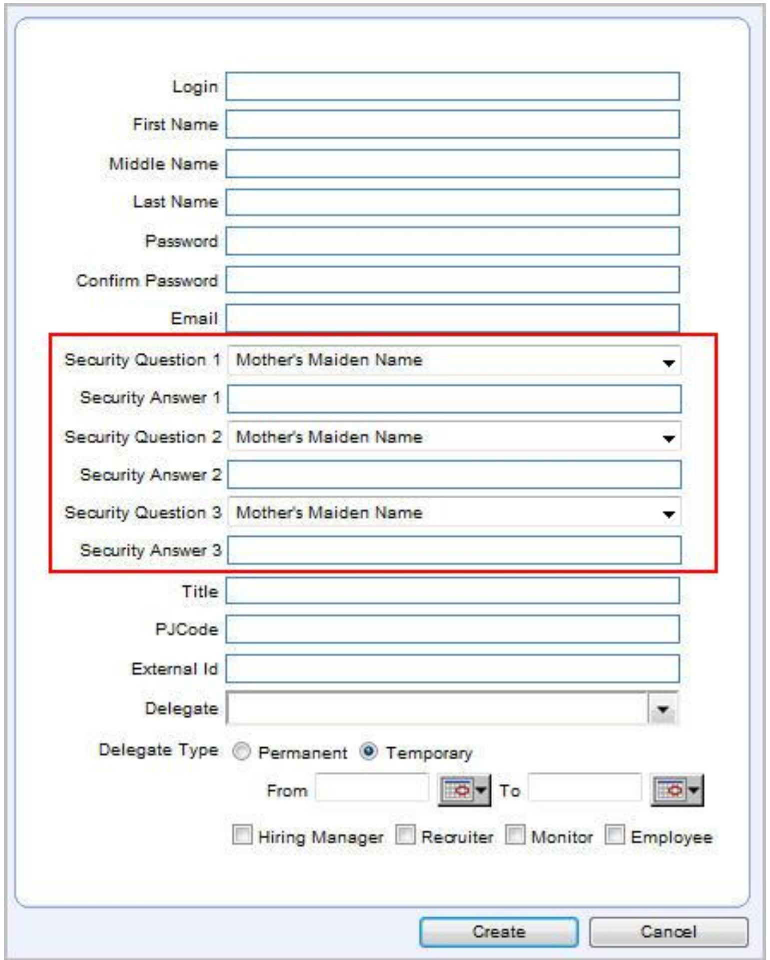
How to Enable the Security Three-Question Challenge



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.

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*

XpressHR™ OnBoarding

E-Verify

Helping Employers Hire Right

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.

Your ATS

New Hire XML

Web Service

1

Corporate Rep

Enters or confirms information about the New Hire's Job.

PostHire Verification

2

New Employee

Enters or confirms information not collected during the Applicant phase. Signs Documents

New Employee

3

Corp Rep and New Employee

Review Citizenship and Eligibility Documents. Records document names and expiration dates. Signs Documents.

Orientation

Web Service

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.

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XpressHR 4.7 *with* E-Verify v21

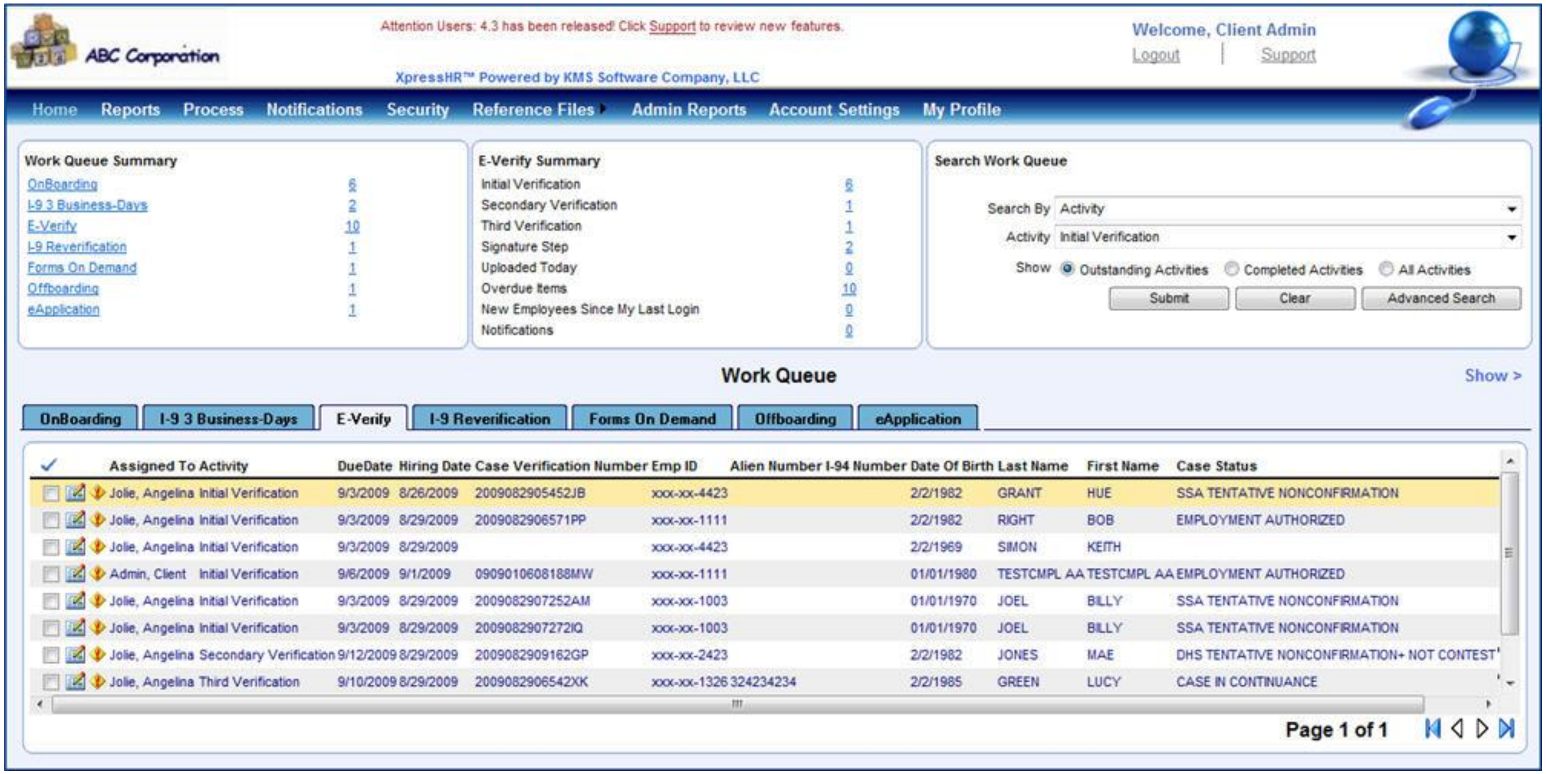
E-Verify requires that an employee have a Social Security number in order to be processed through the E-Verify system. XpressHR accommodates the process for employees who are awaiting a Social Security number and provides a methodology to track when the number is received. If the SSN number is received 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 <u>E-Verify Activities only</u>.



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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.

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.

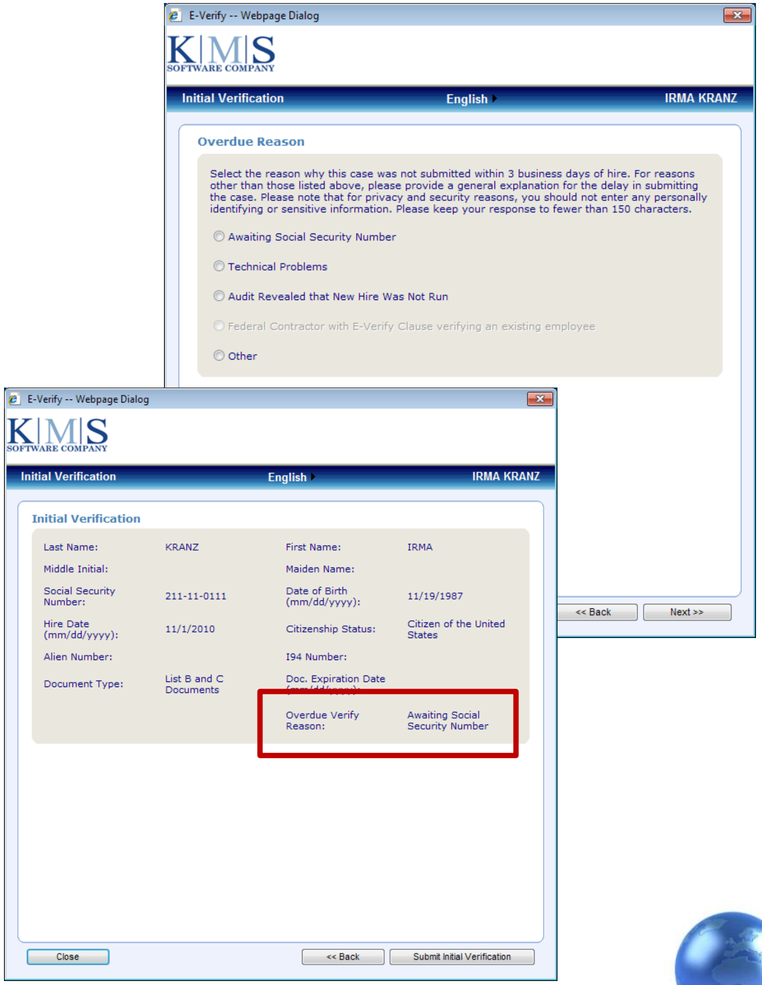
E-Verify for Federal Contractors
For Federal contractors who must E-Verify existing employees, a standardized process has been developed.

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.

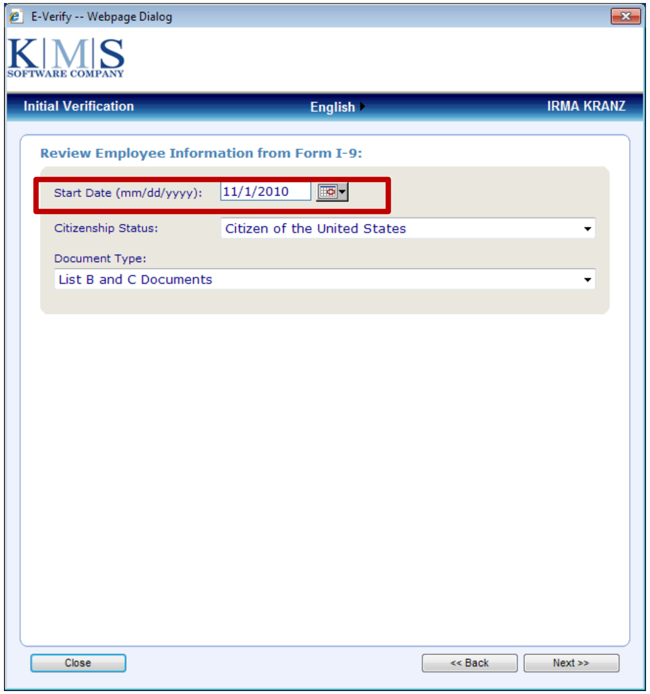
- Awaiting Social Security Number
- Technical Problems
- Audit Revealed that New Hire Was Not Run through E-Verify
- Federal Contractor with E-Verify Clause verifying an existing employee
- Other



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 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*

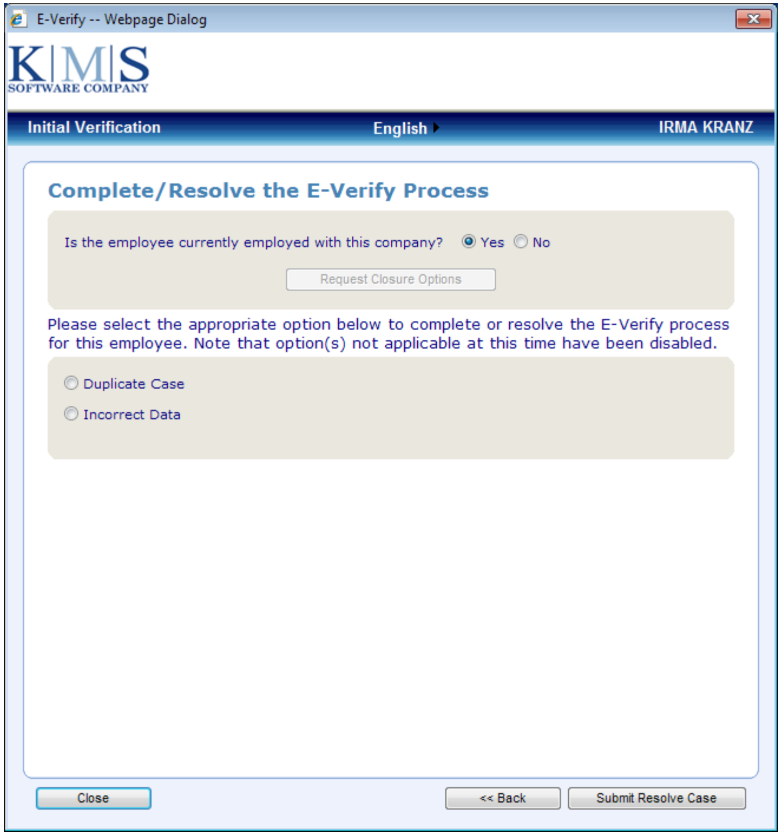
New Case Closure Process

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.



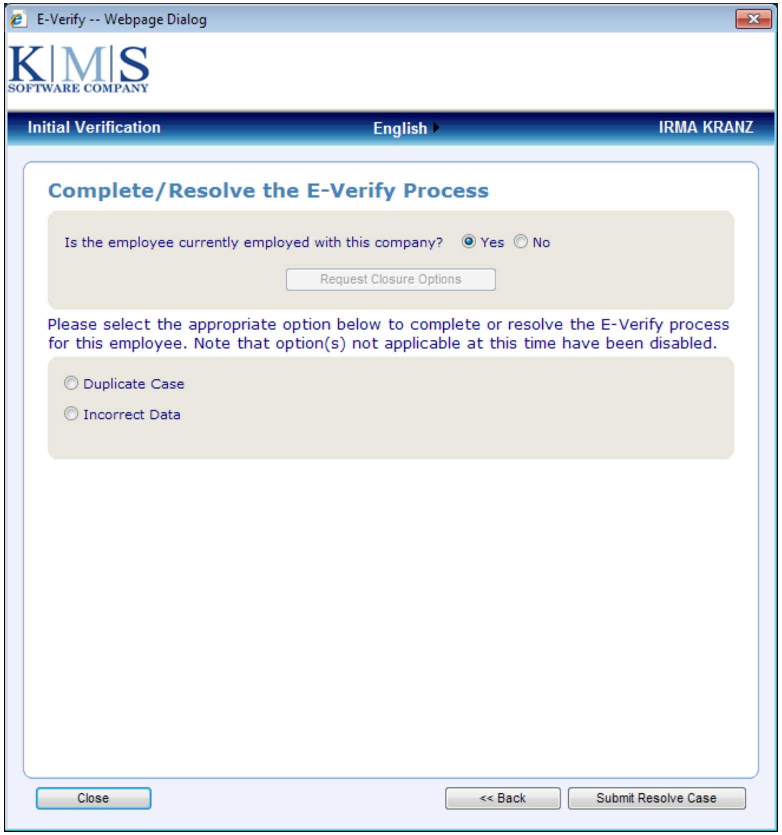
XpressHR 4.7 *with* E-Verify v21| *Details*

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.

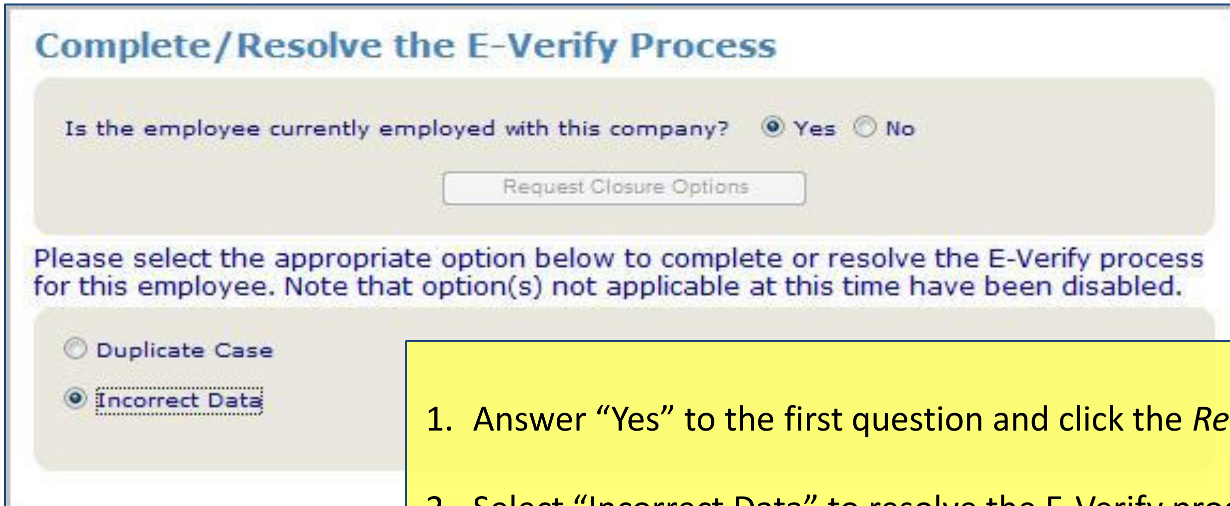


Note: You must follow all steps after receiving a Notice of Tentative Nonconfirmation. 1) Advise the Employee, 2) Allow the Employee to Contest or Not Contest the statement and 3) Sign the Notice and Referral Letter. Both the Corporate Rep and Employee must sign The Notice and Referral letters whether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

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

New Case Closure Process

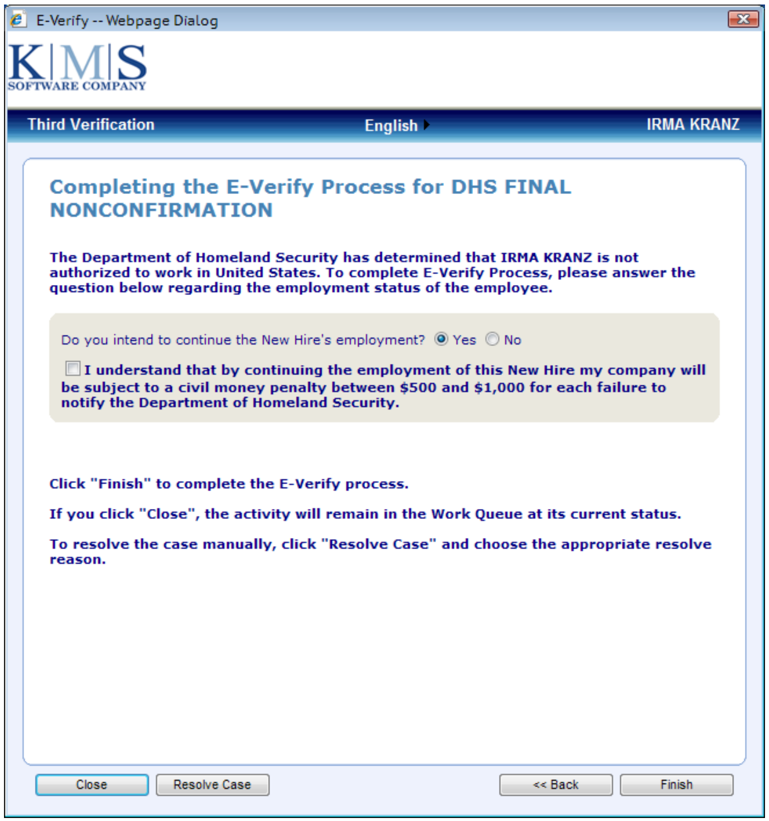
Eligibility data sent to DHS contains duplicate or incorrect information.

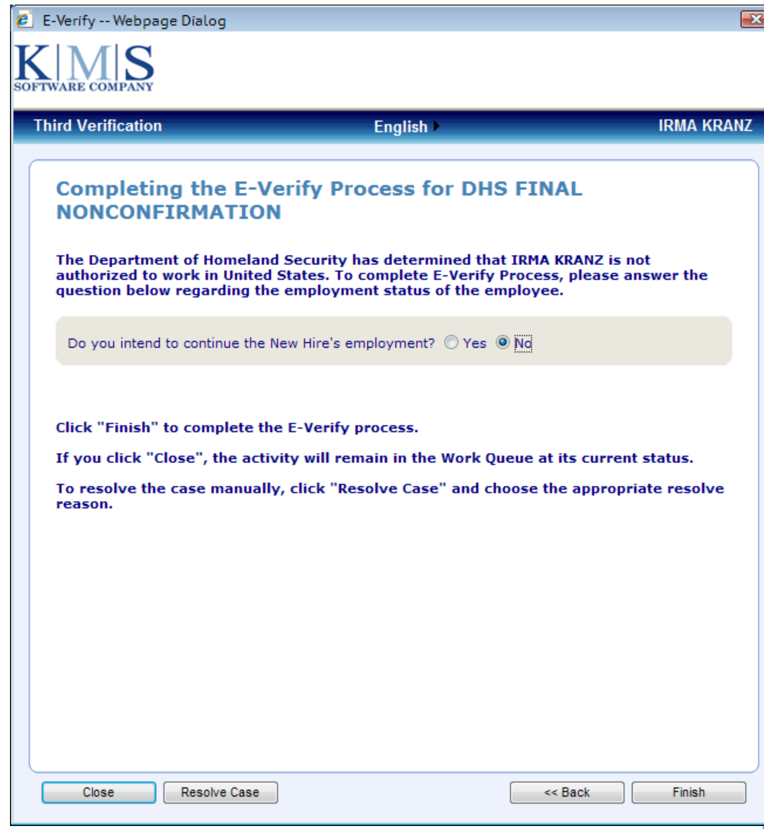


1. Answer "Yes" to the first question and click the *Request Closure Options* button.
2. Select "Incorrect Data" to resolve the E-Verify process for the employee. (This also resolves the DHS E-Verify case number associated with the employee.)
3. XpressHR reinitiates the I-9 Verification process and provides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

New Case Closure Process

Employer receives a Final Nonconfirmation.

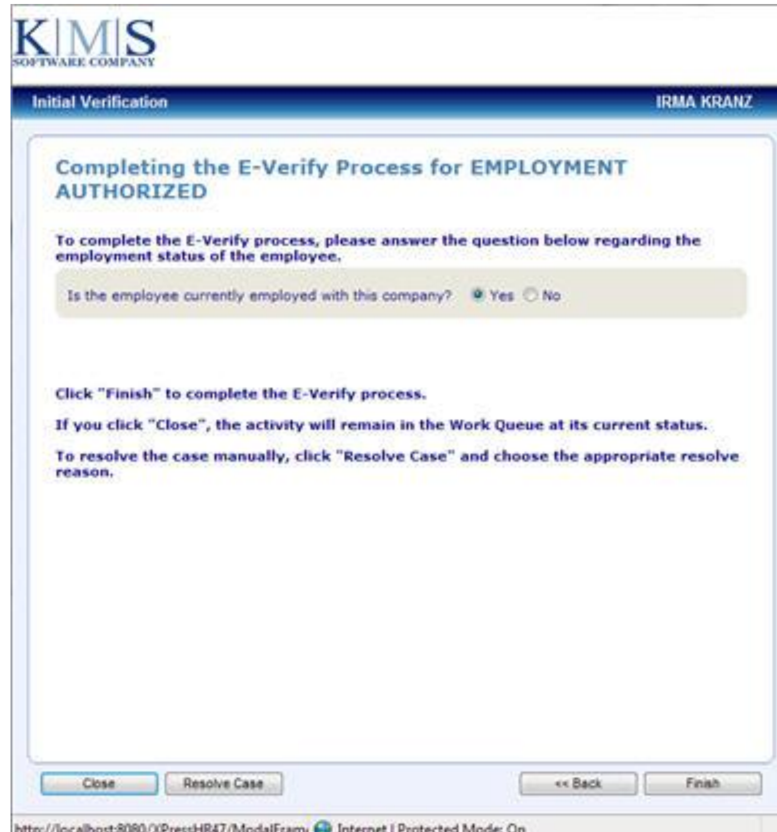




XpressHR 4.7 *with* E-Verify v21| *Details*

New Case Closure Codes

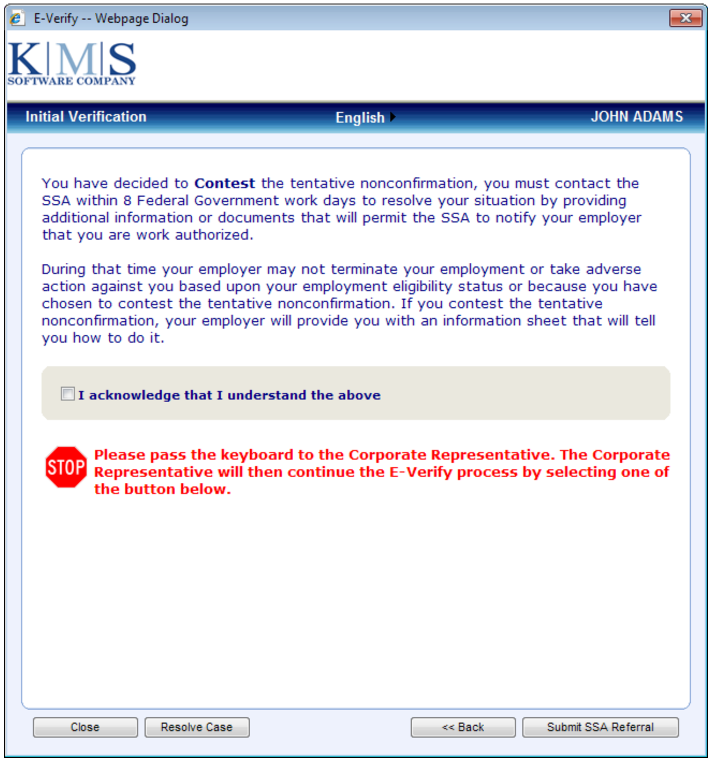
Employer receives an Employment Authorized Statement



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

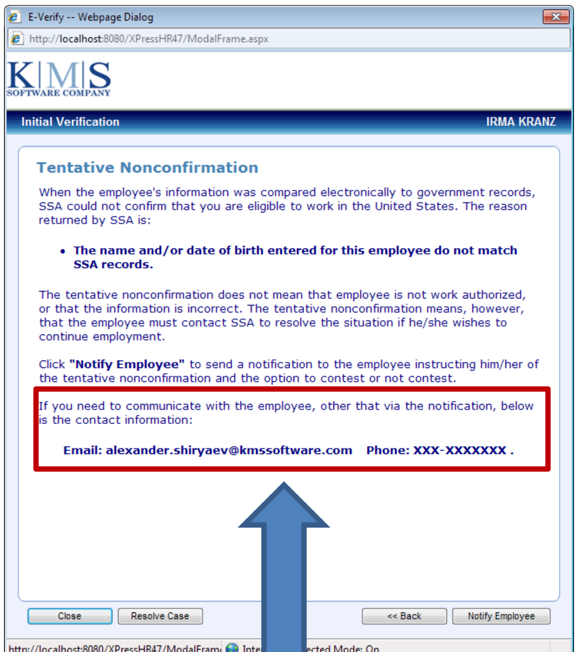
Improvements to the reasons for a Social Security Administration (SSA) TNC

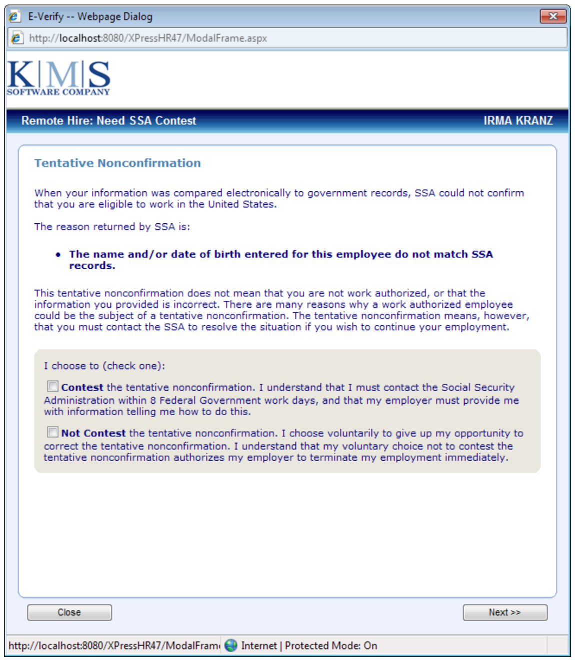
The language describing the reasons for the SSA TNC has been updated so it is easily understood by both employers and employees.



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.





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

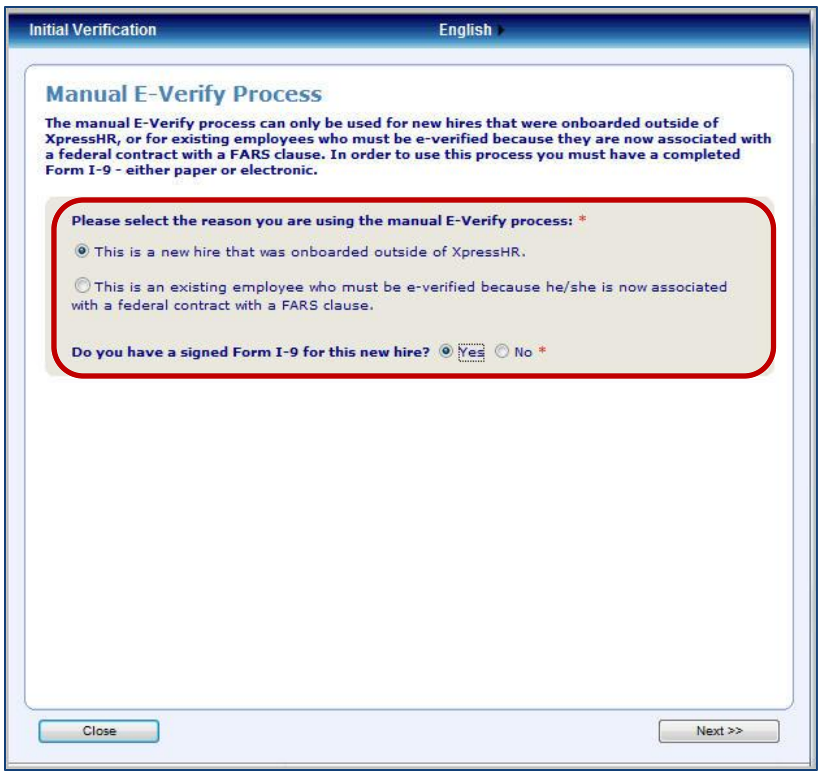
When an employee presents a Permanent Resident card (Form I-551) or an Employment Authorization Document (Form I-766) as a verification document, XpressHR now facilitates retention of the document with a Scan and Upload feature that can be used immediately or later, at a more convenient time.

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


Initial Verification English

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.

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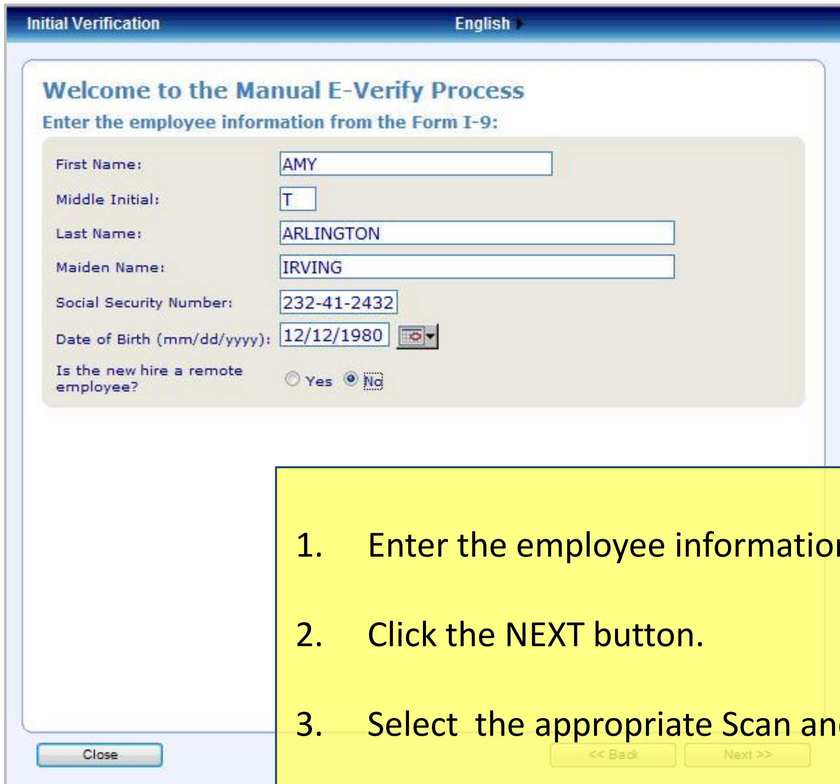
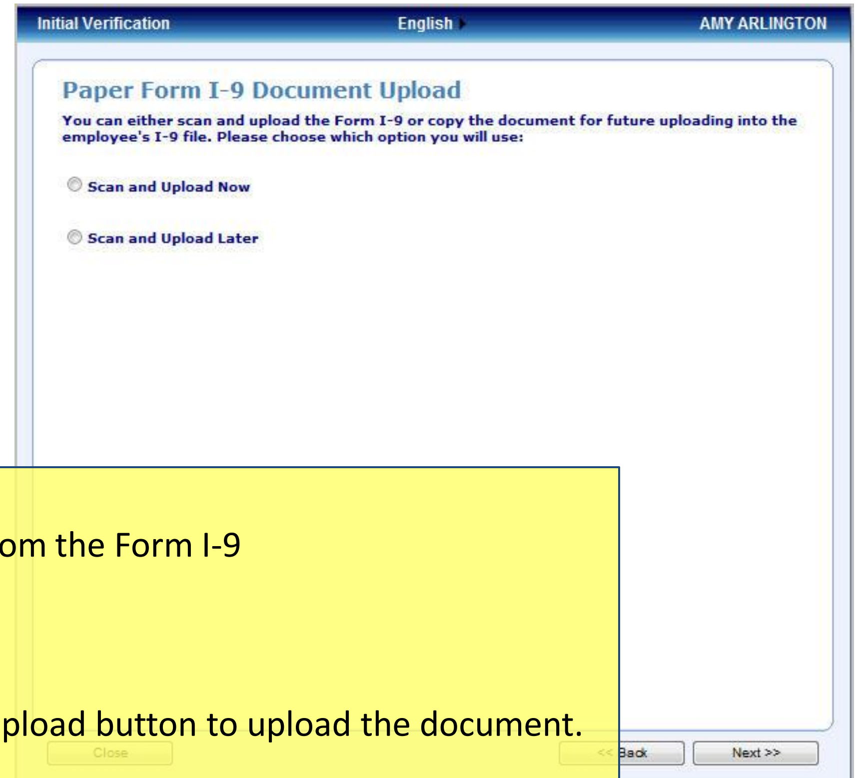
The E-Verify Process for Manual Entries or Existing Employees

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





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.

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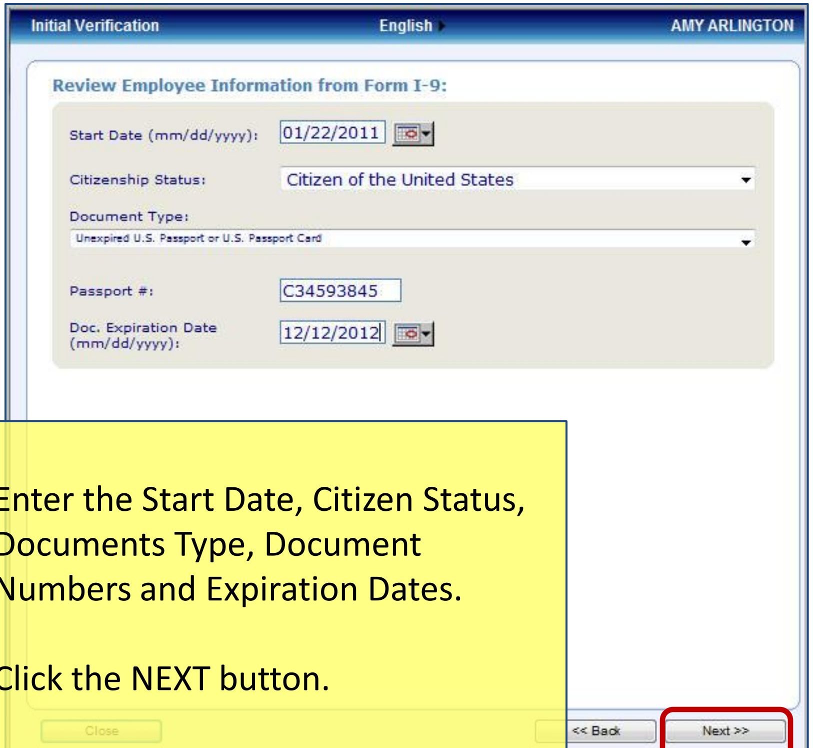
XpressHR 4.7 *with* E-Verify v21| *Details*

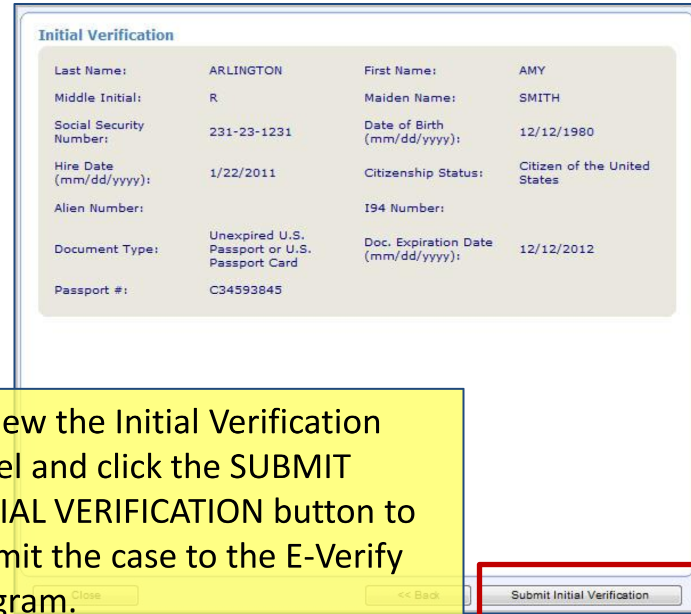
The E-Verify Process for Manual Entries or Existing Employees

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



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

2. Click the NEXT button.

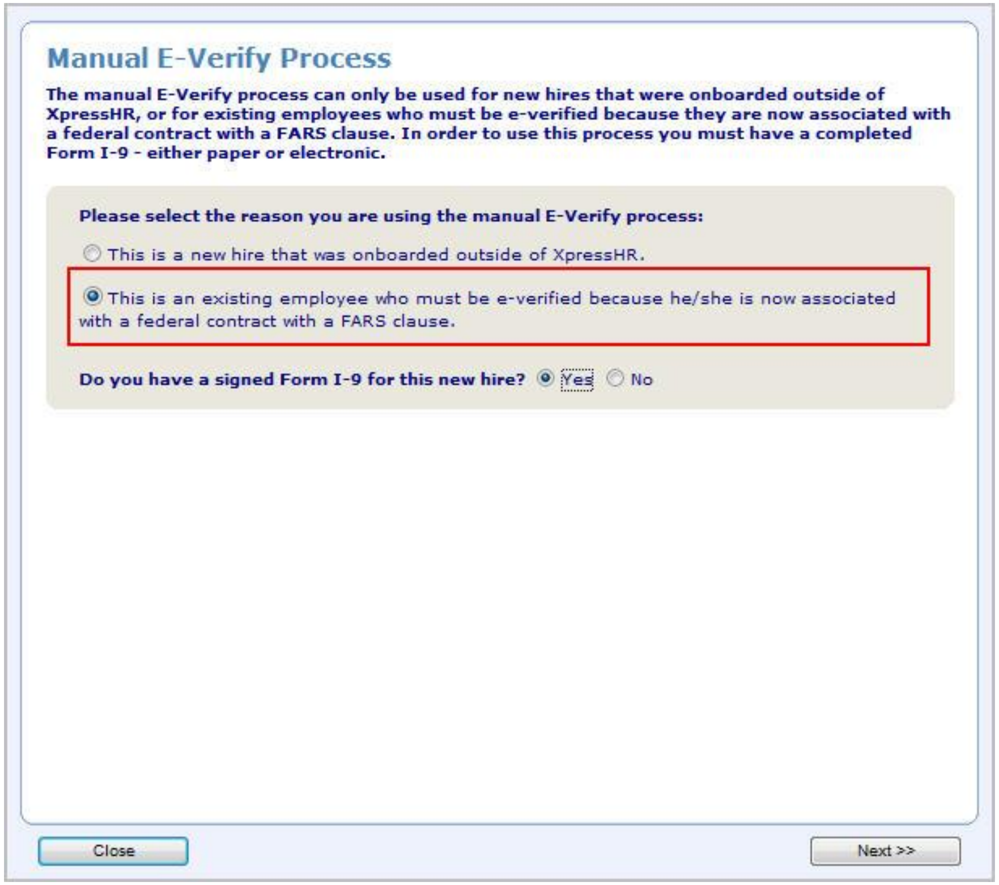


3. Review the Initial Verification panel and click the SUBMIT INITIAL VERIFICATION button to submit the case to the E-Verify program.

4. Follow the steps required when the Initial Verification statement is returned.

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.



If your XpressHR application has been configured with this functionality:

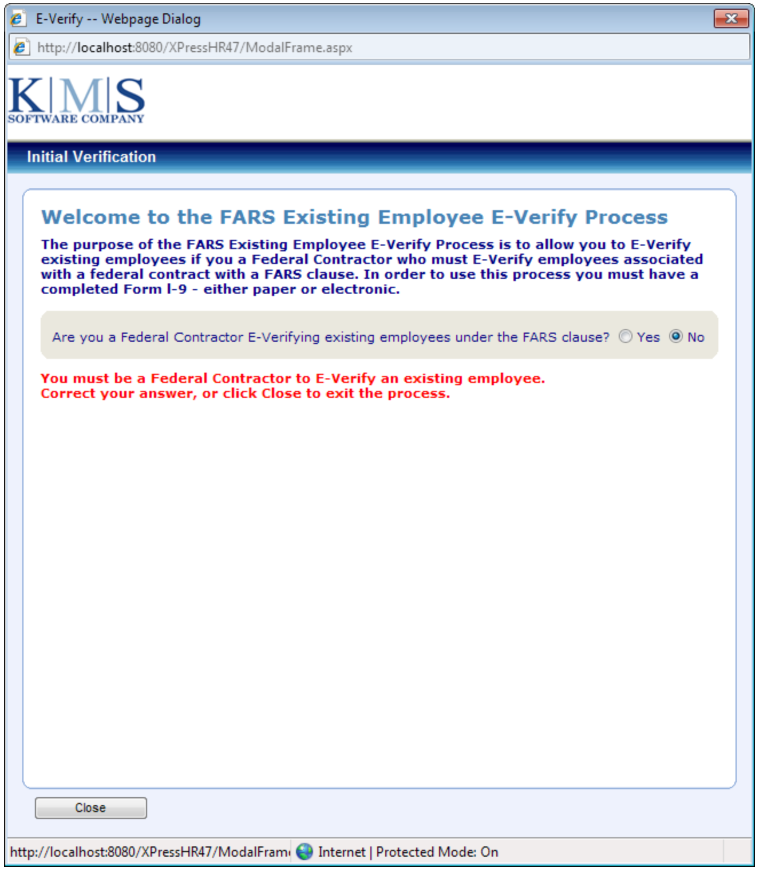
1. Navigate to Process and Select the E-Verify tab.
2. Review the E-Verify process information at the top of the panel and select the appropriate category.
3. Click the NEXT button.

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

E-Verify for Federal Contractors

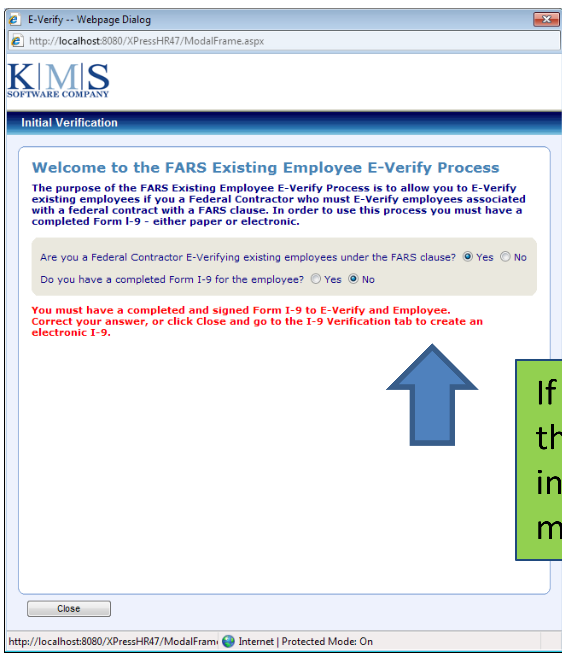
For clients who are federal contractors with an E-Verify clause, XpressHR now features a standardized E-Verify process to streamline the input and easy upload of Form I-9 information for existing employees.

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 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.



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

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]
- 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 6th 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 6th 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
- 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