

Question: What do I do when the employee's case receives a "SSA tentative nonconfirmation" or a "DHS tentative nonconfirmation" result?

Answer: Remain calm. Read and follow the instructions below.

We expect that in the vast majority of cases, the e-verify process will immediately confirm that the employee is eligible to work. In rare cases, the information provided may not match the information in the government data base and the system will not confirm that the employee is eligible to work. When that happens, the e-verify process will produce a document called a "tentative nonconfirmation" or "TNC". In most cases, TNC's are resolved quickly by the Social Security Administration or the Department of Homeland Security. In fact, over 95% of SSA tentative non-confirmations are resolved the same day as the SSA was contacted by the employee and over 99% of DHS tentative non-confirmations are resolved the same day as the DHS was contacted by the employee. However, there are some important steps to follow when you receive a TNC.

1. What do you do when the employee's case receives a "SSA tentative nonconfirmation" result?

An employee will receive a 'SSA tentative nonconfirmation' when the employee's Social Security number cannot be verified against a list of people eligible to work in the US. If that happens, you should:

- A. Contact the appropriate HR Consultant to make him or her aware of the TNC and introduce the employee to the HR consultant. (If you cannot reach an HR consultant, leave a message for the next available consultant to call you back. If it is possible, complete the next steps with the HR consultant on the phone.)
- B. Follow the instructions in E-verify User Manual, which begin on page 19.
- C. Complete a Dartmouth Routing Form.
- D. Send a copy of the TNC notice and the Dartmouth Internal Referral form with the I-9 to EIS/ Payroll. Email the Internal Referral form to Human.Resources@dartmouth.edu. The HR consultant will assume responsibility for final verification of the employee.

2. What do you do when the employee's case receives a "DHS tentative nonconfirmation" result in the system?

An employee receives a 'DHS tentative nonconfirmation' when a non-citizen's information matches the SSA's information, but not the Department of Homeland Security's information. The e-verify system automatically refers the case to DHS for further review. If this happens, you should:

- A. Contact the appropriate HR Consultant to make him or her aware of the TNC and introduce the employee to the HR consultant. (If you cannot reach an HR consultant, leave a message for the next available consultant to call you back. If it is possible, complete the next steps with the HR consultant on the phone.)
- B. Follow the instructions in E-verify User Manual, which begin on page 19.
- C. Complete the Dartmouth Internal Referral form.
- D. Send a copy of the TNC notice and the Dartmouth Internal Referral form with the I-9 to EIS/ Payroll. Email the Internal Referral form to Human.Resources@dartmouth.edu. The HR consultant will assume responsibility for final verification of the employee.