Electronic I-9 FAQs

1. If I go back to Section 1, will I have to fill out the Preparer section again? Yes
2. Do you need dashes for the driver’s license number? No
3. What if DHS is wrong? Employee will need to go and correct their information with DHS before a resolution can be reached in the Electronic I-9 system.
4. What if the Case Verification Number (CVN) is incorrect on the PA? The employee can be found in the Electronic I-9 system by using their Social Security Number, Name, Location, to determine you have the correct CVN.
5. Must a Passport be unexpired to be entered into the Electronic I-9 system? Yes, documentation that is expired will not be allowed to be entered into the system.
6. Can a J1 work 20 hours per week for the year? A J1 employee is able to work 20 hours per week and may work more during scheduled breaks designated by DHS.
7. Will I see other responses other than “Employment Authorized?” Yes
8. How often will the PIN need to be changed? Every 90 days
9. Is there a character maximum for the employee’s name? 64 characters is the maximum in fields for first and last names
10. What if the maiden name is not changed on the Social Security Card? The I-9 Completer must put the maiden name in the “maiden name” field with the married name in the “last name” field for the Electronic I-9 system to validate this employee’s employment eligibility.
11. If I hired the same employee as another campus, will they show for me to view in the Electronic I-9 system? No, the I-9 Completer will only have access to their designated campus. The I-9 Completer will only be able to see duplicate I-9s for their designated campus. The designated campus locations are West Lafayette, North Central Campus, Calumet Campus, and Fort Wayne Campus.
12. Who should I call if my PIN is locked? The System Administrator in PASC, or contact by email, I-9Support@purdue.edu
13. With the function of LTLs that end every year and then are hired back, will the employee need to do Section 1 again? No, but the “New I-9” button will need to be implemented since there was a break in employment, but if the rehire is within the retention period of 3 years after hire date or 1 year after termination, whichever is later, will not need to be sent back through E-Verify.
14. If an employee is under the age or 14, will they process through E-verify? No, if an employee is under age 14, they will not process.
15. Will I be able to make changes to Section 1 if the case has been closed? No, the I-9 Completer will not be able to make changes to Section 1 when the case has been closed.
16. Do you put ‘DLN’ before the driver license numbers in the license field? It is not necessary to enter ‘DLN’ before the license number.

17. How soon can an employee enter their information into the Electronic I-9 system before starting employment? A new employee can enter their information in Section 1 180 days before their date of hire.

18. How far in advance can the I-9 Completer enter information into Section 2 of the Electronic I-9 system? Section 2 information can be entered for an employee whose date of hire is within 60 days forward from current date of entry. Ex: DOH is 12/1/11; Entry Date is 10/3/11.

19. What do I do when receiving the result DHS Verification in Process? In this case the I-9 Completer will need to go back and review the case within 24 hours to see if a final result of “Employment Authorized” or “TNC” has been received.

20. What do I enter in the “Employee Name or Code” field when I am logged out of the Electronic I-9 system? You will need to enter Purdue’s code of 14300.


22. What is the visa type for a Permanent Resident? “PR” will need to be entered in the visa type field even though a Permanent Resident does not have a visa.

23. What name should I use in the Electronic I-9 system? The legal name off of federally issued identity documents should be used.

24. What if I can’t view a PDF document such as the “Original I-9” from the Electronic I-9 system? Please follow the below steps to correct:
   a. Launch Adobe Reader
   b. Go to Edit
   c. Click Preferences
   d. Click Internet (on left pane)
   e. Check the Display pdf box in Browsers or Uncheck (depending on the current setting)

25. How long do employees that receive a TNC have to resolve the case? The employee has 3 federal business days after receiving the TNC to meet with the PASC representative. If the employee chooses to contest the TNC, they have 8 federal business days to completely resolve the case starting from the meeting date with PASC.

26. Do the I-9 Completers have to see original identity documents? Yes, when the I-9 Completer is electronically signing the I-9 they are confirming that original documents were reviewed by them.

27. Can the hire date be changed after Section 2 receives an employer signature? Yes

28. Is the SSN updated from TALX? No, this will be a manual process performed by Payroll.

29. Will the interface update work authorizations in SAP? Yes

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30. Is it necessary to enter an employee into TALX that already has an active PRNR? No, I-9 Completers will only enter information into TALX that are considered New Hires, Rehires, and those with expired/expiring work authorizations.

31. Does the PA require the CVN if the employee has not been processed through TALX? No, only provide the CVN for employees that have actions of New Hires and Rehires.

32. Is the residency status required on all PAs? Yes

33. If the employee was separated by accident, do the I-9 Completers need to process the employee into TALX? If there will be no break in employment, there is no need to process the employee in the Electronic I-9 system. If there is a break of employment and it is within the retention period of 3 years after DOH or 1 year after termination, whichever is later, the employee does need to be processed in the Electronic I-9 system but is not required to be sent to E-Verify.

34. What information was loaded into the Electronic I-9 system prior to roll-out? All employees have been entered into the Electronic I-9 system due to the use of The Work Number (TWN). Employees that were currently employed before roll-out and have a paper I-9 on file with Purdue University were loaded and a bold, red ‘M’ is located by their name. I-9 Completers will be able to view these ‘M’ employees but little information is provided in the Electronic I-9 system.

35. What determines the use of the “Section 3” button? If the employee has a work authorization that is expiring and is in the Electronic I-9 system, the I-9 Completer will use the “Section 3” button which will not send their case through E-Verify but will only update the work authorization date.

36. What determines the use of the “New I-9” button? If the employee is being rehired or changing residency status, the “New I-9” button will need to be used in order for the employee’s case to be sent through E-Verify.

37. Will business offices continue to receive the expired/expiring report? Yes

38. When a student employee resigns, do we need to go into the Electronic I-9 system and do anything? No, the interface will populate the termination date into the Electronic I-9 system.

39. What does the business office need to do if an employee does not have access to a computer? The employee can be instructed to go to any campus computer lab, use an extra computer in the business office, or can go to any computer available to them and complete Section 1.

40. Is an employee considered in pay status if they complete the I-9 in the business office before their actual date of hire? Yes, if an employee comes to the business office to complete their I-9, they must be paid for their time.

41. Do we need to scan and attach a copy of a high school student’s work permit? No