

“Now I Audit from my Desk”

How the world’s largest carpet manufacturer enhanced oversight of I-9 and E-Verify



Shaw Floors

As the world’s largest carpet manufacturer, Shaw Floors needed an electronic I-9 and E-Verify solution for its nationwide footprint. As the world’s largest carpet manufacturer, Shaw needed an electronic I-9 and E-Verify solution for its nationwide footprint.

“A key role for HR is to establish and maintain effective compliance practices,” said Mark Ketchem, Shaw’s HR manager who oversees I-9 and E-Verify processes.

“With our large number of locations, our employment authorization practices depended on hundreds of individuals across the country to know how to effectively complete I-9 records and E-Verify submissions. We couldn’t monitor these processes without corporate oversight.”

The Shaw Floors Challenge

Shaw needed to ensure high I-9 and E-Verify compliance with:

- 22,500 employees
- Hundreds of hiring managers and work locations
- No central compliance oversight
- Separate process for E-Verify

Mitratech’s Tracker I-9 Compliance software for I-9 and E-Verify automation

Shaw’s Results

With Tracker Compliance I-9, keeping employees compliant is a breeze.

- Central oversight & control
- Virtually perfect compliance
- One process for I-9 and E-Verify
- Auto-tracked re-verifications

I-9 compliance levels could not be measured

With I-9s being processed at so many locations, the only way for Shaw to evaluate overall compliance was to send someone out to do manual audits. “We didn’t have the resources required for this kind of scrutiny,” said Mark. “Yet we are very serious about employment authorization compliance.”

Human error was inevitable

With 400+ hiring managers responsible for the accurate completion of what is a complex and highly time-sensitive form, human error is inevitable. “A paper I-9 process is subject to a large number of errors,” said Mark, “including problems with completeness, accuracy, signature timing and legibility.”

E-Verify was a separate process

With its strong commitment to ensuring work authorization, Shaw was proactively using E-Verify for all hires across all locations by 2008 - years before E-Verify was required at many of their locations. Yet re-keying I-9 data into E-Verify was one more manual process for the HR department to manage.

Re-verifications were difficult to track

“Each manager used his or her own method to track re-verifications,” said Mark. “Our users were using location-specific tracking methods. This was another area prone to error.”

With Tracker: Full visibility and flawless I-9s

To empower managers to process I-9s more accurately and on-time, and to provide HR with central oversight, Shaw implemented Mitratach’s Tracker’s I-9 Compliance. Below are some of the benefits Shaw gained immediately.

Uniform and failsafe processes

“Now, with Tracker I-9 Compliance, it is almost impossible for our managers to fill out a field incorrectly,” said Mark. Shaw now has uniform processes and reliable results. The I-9 Complete dashboard guides Shaw’s hiring managers on next steps for all of their open I-9 and E-Verify items. “It is easy for a manager to see if an I-9 is pending, if a re-verification is due, or if something else needs attention,” said Mark.

Greater visibility immediately with Tracker

“As soon as we got Tracker up and running, our visibility and oversight was greatly enhanced,” said Mark. Now, after three years of operation, Shaw has over 26,000 electronic records in Tracker I-9 Compliance. “We’ve been very satisfied since day one,” said Mark. “We view Tracker as a valuable partner.”

Real-time view for HR

With I-9 Compliance, Shaw’s human resources team can have full visibility into the work underway including anything that’s at risk. “When you’re overseeing a critical function like employment authorization, you need to be able to clearly see how you’re doing on a real-time basis,” said Mark.



“Now we can monitor these processes through the Tracker dashboard. Our hiring managers take compliance very seriously, and we’re all on the same page using the same consistent Tracker workflow.”

“Now I audit from my desk”

While the HR team monitors ongoing compliance of all I-9 and E-Verify activity as it transpires, Mark also regularly spot checks completed records as part of his due diligence. To do this, he conducts a random audit of I-9 records. “While before we had no way to know how good or bad the records were without sending someone to visit each location and pour through paper, now I can audit from my desk,” says Mark. “With a few clicks I can quickly review an I-9 record.”

Compliance, efficiencies,
HR strategic value: all
greatly improved

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Shaw’s HR team has empowered its managers to process I-9s in a way that is both accurate and efficient. “We’ve significantly elevated oversight and established a more effective and consistent process,” said Mark. “We’ve also increased the strategic value of the HR team.”

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Mark Ketchem HR Manager

About Tracker I-9 Compliance

I-9 Complete automates the entire compliance workflow and transforms hiring compliance into a highly efficient and reliable operation for the enterprise. It eliminates over 90 minutes of labor per hire while delivering full compliance and complete visibility. Leveraging manager selfservice it guides field managers easily through successful completion of each I-9 with no special training. It integrates with all leading HR systems, and gives HR up-to-the-minute insight into the human element of I-9 compliance performance across the organization for early detection of trouble spots.

About Mitratesch

Mitratesch is a proven global technology partner for corporate legal, risk & compliance, and HR professionals seeking to maximize productivity, control expense, and mitigate risk by deepening operational alignment, increasing visibility, and spurring collaboration across their organization.

With Mitratesch's proven portfolio of end-to-end solutions, organizations worldwide are able to implement best practices and standardize processes across all lines of business to manage risk and ensure business continuity.

Mitratesch serves over 1,500 organizations worldwide, including 30% of the Fortune 500 and over 500,000 users in 160 countries.

For more info, visit: www.mitratesch.com

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