Software RFP Guide
Tracker by Mitratech
White Paper

MITRATECH

I-9 SOFTWARE RFP GUIDE

Questions you'll be Glad you Asked

OVERVIEW

Almost any I-9 solution can "deliver" high compliance when an organization devotes enough resources to it. Even manual processing of paper I-9s can produce high compliance when an organization dedicates a high level of resources to it.

For an electronic I-9 solution to make a strategic impact on your organization, you want to ensure it doesn't require high resource levels in order to achieve high compliance levels. You want a solution that automates the labor for you. This is especially critical if you hire in high volumes.

This document outlines important questions to ask as you evaluate I-9 solutions. It includes questions that will determine the breadth and depth of a system's compliance logic. But most importantly, it includes questions that will flush out the many inefficiency "gotchas" you wouldn't think to ask about, but will be glad you did. For example, unless you know that some systems require you to manually turn off email reminders after you complete the action you were reminded to do, you wouldn't think to ask about that.

Likewise, you may think to ask if something can be accomplished, but unless you know that in some systems it takes 8 extra steps to accomplish it, you wouldn't think to ask for the exact steps.

For these reasons, the questions in this document ask not only the "what" but also the "how." You'll also find an explanation of why the answer to each question will be important to you. The goal of this document is to ensure you get a full picture of any I-9 solution you consider, so you can choose a solution that delivers the highest compliance with the lowest labor costs.

QUESTIONS BY CATEGORY

COMPLETE COMPLIANCE

PERFECT DOCUMENT COMPLIANCE

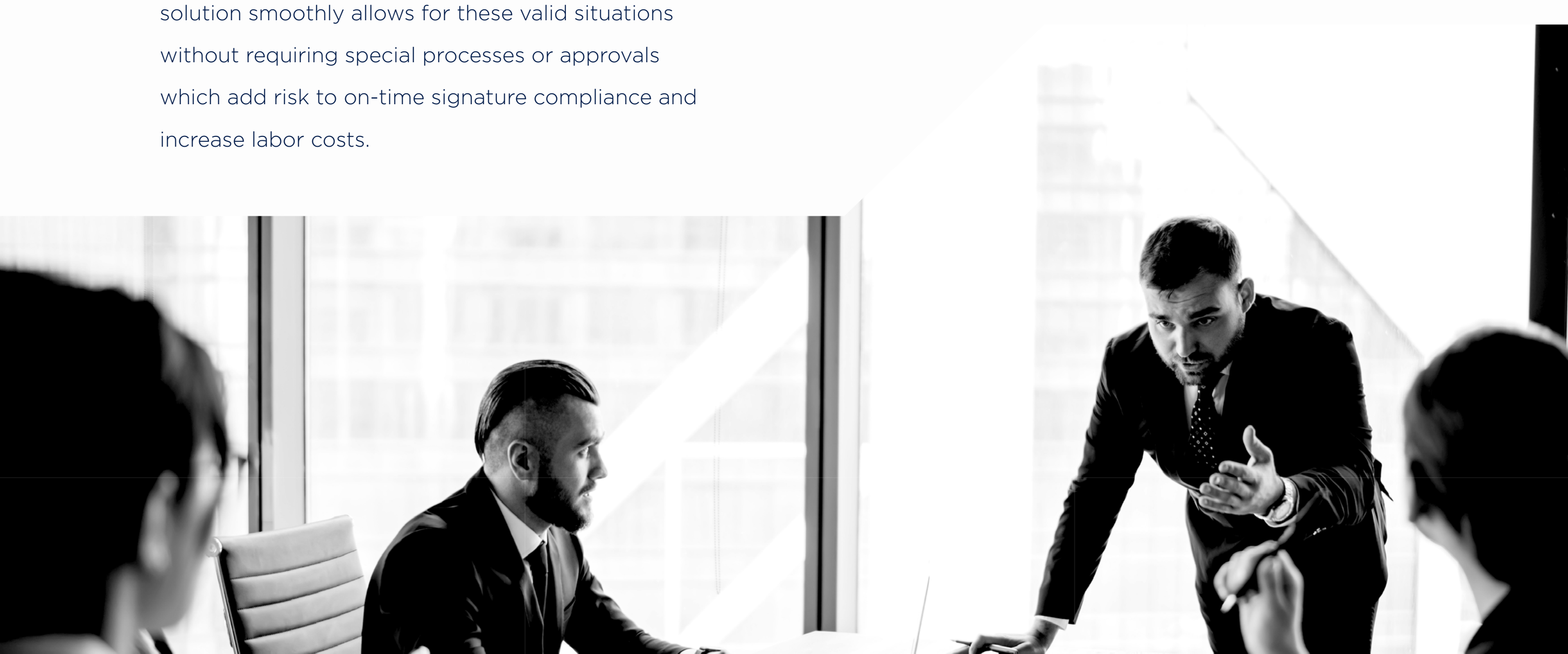
QUESTIONS TO ASK

- While filling out Section 2, can the manager choose a document that is not applicable to the selected citizenship status? If this error is prevented, describe how and at what point in the process it is prevented.
- When filling out Section 3, does your solution present any document choices that are not relevant to Section 3? List any choices presented that are not relevant.
- Before a hiring manager makes their document choice, can they hover their curser over each document option to see an image of the document? If they have to take extra steps to see images of the document options, describe exactly the series of clicks they need to take to see those images.
- Does your solution provide an image showing where to find the document number? Describe the clicks the user needs to take to find the document number for a sample document. Attach the image your solution shows to help the user find the document number on the permanent resident card and employment authorization card (since finding the document number is most problematic on these two).
- For each document, does your solution provide an image that is large enough for the text to be legible? List any documents for which your solution does not provide an image that is large enough for the text to be legible.
- Describe the validation your solution performs on the document number entered by the user.
- Describe how your solution prevents records with duplicate social security numbers while also accommodating situations where a social security number already exists in the system in a re-hire situation. Outline the exact series of steps the user has to take so they can continue completing the I-9 in a re-hire situation.
- Does your solution ever allow Section 2 to be signed with an invalid combination of documents? Describe any situation in which this occurs.
- Are there situations where your solution presents a field that is not applicable to a selected document? Outline every situation in which this occurs.
- Attach a screenshot of Section 2 that shows how your solution visually indicates whether each field is required or optional.
- Does your solution present all the necessary data fields in Section 2 to support every type of foreign national, without requiring escalations or workarounds? Provide a screenshot that shows the data fields collected in Section 2 for a foreign national authorized to work under H1-B portability, a non-immigrant visa extension, and an OPT EAD extension.

COMPLETE COMPLIANCE

WHY THE CAPABILITY IS IMPORTANT

- Document errors are the single biggest cause of non-compliance. Over 55% of errors on paper I-9s have to do with documents. It is advised that you evaluate the usability of the system's document selection capabilities very carefully.
- One of the limitations of the paper I-9 is that the fields presented to collect document information do not apply to all document types. Make sure the electronic solution does not replicate the faults of the paper I-9. It should only present fields relevant to the document selected.
- Finding the document number is extremely challenging on many document types. It is very important that the solution has a way to ensure your users get the document number correct.
- You want to ensure no two people ever use the same social security number, but at the same time you want to accommodate valid situations where a social security number may already be recorded on an existing I-9, such as with a re-hire. Make sure the solution smoothly allows for these valid situations without requiring special processes or approvals which add risk to on-time signature compliance and increase labor costs.
- Some solutions allow Section 2 to be signed with an invalid combination of documents. Even if this is later flagged as an error, you want to avoid ever allowing a signature with an incorrect combination of documents. Some solutions allow it to occur then fix it later, often through special and cumbersome "amendment" processes, which unnecessarily compromises your compliance levels and increases your labor costs.
- The I-9 solution should be able to smoothly guide the manager through all valid situations without confusion. You want to minimize the number of situations that require HR intervention. Escalations and workarounds increase resource costs and endanger on-time compliance.



COMPLETE COMPLIANCE

FLAWLESS SECTION 2

QUESTIONS TO ASK

» Does your system populate and validate the business name and address fields? Describe.

» Does your system provide any validation of the start date? Describe.

» Can your system automatically populate the start date? Describe.

WHY THE CAPABILITY IS IMPORTANT

- You want the solution to automate as much as possible to lower your labor costs.

CLEAR AND SIMPLE SECTION 1

QUESTIONS TO ASK

» Once a citizenship status is entered, is there ever a situation where your solution displays a field that is not relevant to that citizenship status?

» Submit a screenshot showing the fields that are displayed when the citizenship status entered is Alien Authorized to Work, and describe the workflow to complete the I-9.

» For Section 1, attach a screenshot that shows how your solution visually indicates whether each field is required or optional.

WHY THE CAPABILITY IS IMPORTANT

- On average, 15% of paper I-9 errors occur in Section 1, so it is worth the time to make sure the solution makes Section 1 clear and simple for a new hire who has no knowledge of an I-9.
- A common mistake on paper I-9s is for the employee to write something to the effect of “Not Applicable” or “NA” in optional fields. Make sure the solution makes it obvious when a field is optional (such as Middle Name, Other Names Used, Email Address).

COMPLETE COMPLIANCE

NO MISSING I-9S

QUESTIONS TO ASK

Outline how your system prevents missing I-9s. If there are manual steps involved, describe in detail the series of clicks that make up the process.

WHY THE CAPABILITY IS IMPORTANT

- Missing I-9s carry a fine of $1,100 for each occurrence and are hard to detect with manual processes.

ON-TIME SIGNATURES

QUESTIONS TO ASK

» Provide a screenshot of the dashboard / home page that a hiring manager would use to ensure on-time completion of all the next actions required of him/her. If your dashboard is configurable, present the configuration you recommend a hiring manager use as their default, or if there is more than one typical "type" of hiring manager, the configuration you recommend be used as the default for each.

» Does the dashboard show only the records and functions relevant to the user? Describe any scenarios where records may be presented for which the user is not responsible.

» Can each hiring manager identify at a glance the total number of I-9s for which they are responsible that have Section 1 unsigned? The total number of I-9s for which they are responsible with Section 2 unsigned? If yes:

- Submit a screenshot and highlight exactly whatinforms the manager of this.
- From this aggregate number of I-9s that require themanager's attention, can the manager drill downwith a single click to a full list of those records?

» Does your dashboard display a to-do list for the manager? Does that to-do list show only items for which the manager is responsible? Does it show only items that require their action? (That is, items where the manager's action will affect compliance. For example, an I-9 signed late should not appear on this list because there is no action the manager can take to "fix" a late signature.) Is it sorted by due date (by default)?

» Does your solution allow alerts to be set up so users can be notified of certain events? Outline those alerts, the events that trigger them, and the options for configuring the alert (timing, etc.).

» Are any of your email alerts persistent/standard (that is, they are always configured to "on")? Outline these alerts.

COMPLETE COMPLIANCE

WHY THE CAPABILITY IS IMPORTANT

- On average, 16% of compliance errors have to do with late signatures. Your best defense against late signatures is a simple and intuitive manager dashboard.
- It is critical that the dashboard is effective in guiding hiring managers to on-time completion of actions. It should show each hiring manager at a glance the exact number of items that require their action in order to meet compliance deadlines. For example, perhaps to meet on-time compliance deadlines a manager may need to ensure Section 1 is signed on two records by tomorrow and Section 2 is signed on five records by Friday. This should be immediately apparent by glancing at their dashboard. The manager should also get one-click access to all these records that require their attention.
- In addition to aggregating information, the dashboard should also use strong visual indicators (such as color, bar graphs) so the manager can see status at a glance. It should show just the records for which the manager is responsible, without clutter.
- Email alerts serve as a failsafe. If the manager has not done their to-do item by a critical time, they may want the extra reminder provided by email alerts.
- With regard to guiding managers to on-time completion of actions, ensure the manager dashboard does not mix non-actionable items (such as I-9s already signed late) with items that require the manager's action. You need a way to keep managers laser-focused on items that require their action.

FULL VISIBILITY FOR HR

ACTIONABLE INSIGHT AT A GLANCE

QUESTIONS TO ASK

» Outline in detail the numbers that are summarized and shown in aggregate on your administrative dashboard that inform HR of the actionable I-9 and E-Verify compliance risks currently open across the organization at the present moment. (That is, risk that can be eliminated with action. For example, the number of I-9s that do not yet have Section 1 signed, or that do not yet have Section 2 signed, but that are still within the on-time signature window). We are limiting this question to actionable risk vs. "sunk" risk which is too late for action (for example, I-9s that were signed after the due date, which cannot be fixed by further action.) Attach a screenshot that shows all of these aggregate numbers and illustrates how the current actionable compliance risk can be seen at a glance. Provide the precise definition of each aggregate number.

» If your solution provides the above capability, does the dashboard show only the data that is relevant to the administrator's access? If yes, can this access be set to show any grouping of worksites? (For example, access for HR Person 1 can be worksites 1, 7 and 22 while access for HR Person 2 can be worksites 6, 7, and 23-33.)

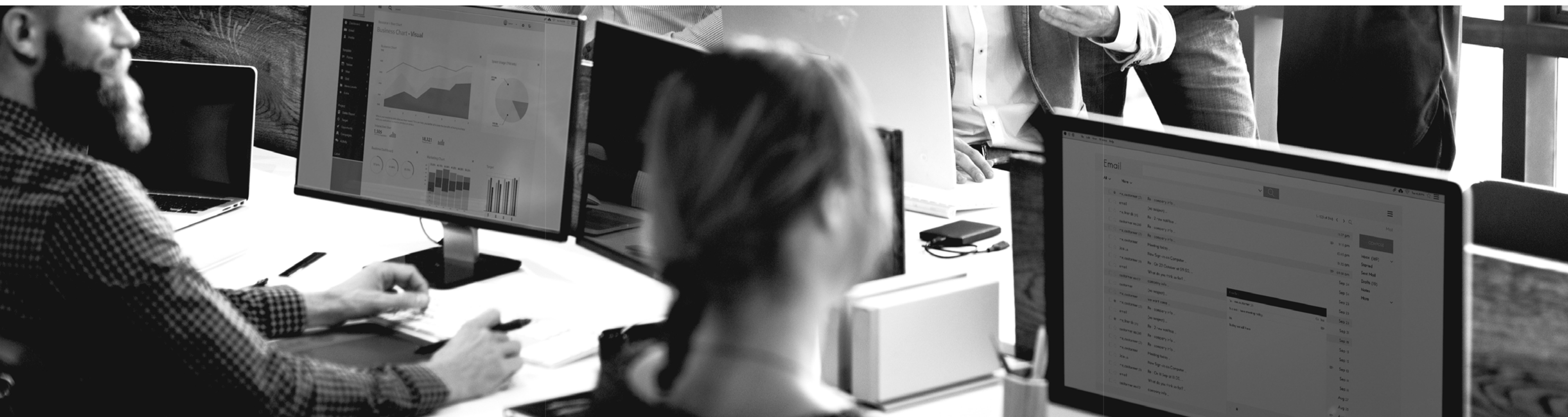
WHY THE CAPABILITY IS IMPORTANT

- It is essential that the I-9 solution gives HR an easy way to catch potential issues while there is still time to correct them. It should show at a glance the exact number of items that require action in order to meet compliance deadlines. Make sure these numbers cleanly reflect actionable items only, and are not rendered meaningless by being mixed with non-actionable items such as I-9s that were signed late. Ensure HR can quicklydrill down for more detail on any category ofissues or any specific issue.

- In addition to providing aggregate information on open compliance actions, the dashboard should also use strong visual indicators (such as color, bar graphs) so HR can monitor open compliance risk at a glance.

- Check that a person's record access can be set to any grouping of worksites, and that the dashboard aggregates the actionable compliance risk across the specific worksite group the person oversees.

- When viewing a demo of the administrative dashboard, ask for it to be configured with the number of I-9s your organization typically processes in an average week.



FULL VISIBILITY FOR HR

PERCEPTIVE SELF-AUDITS

QUESTIONS TO ASK

- » Does your solution allow us to run a real-time report that shows on-time signature performance by person, location, team and region, for any custom time period? Can we export the data to a .csv file?
- » Does your solution allow us to configure a report with the columns we choose, filter the data with the fields described above, and save it so it can be run later?

WHY THE CAPABILITY IS IMPORTANT

- A system with complete and detailed compliance logic combined with excellent usability will prevent field errors, which allows HR to focus on monitoring on-time signature performance. Even with the best I-9 system, a manager can fail to complete an I-9 or sign it on time. You want to provide HR with the tools for early detection of any ongoing late signature behavior or trouble spots. HR needs to be able to easily assess on-time signature performance for any person or location.

HIGHEST LABOR SAVINGS

ERROR-PROOF MANAGER SELF-SERVICE

QUESTIONS TO ASK

» Provide a list of all the prompts presented to the hiring manager as he/she fills out an I-9, and outline when the prompt is presented. Include a list of the errors that are flagged and the accompanying error messages / prompts.

» Sometimes managers will realize after they submit their signature that they transposed a number or made another undetectable typo on an I-9. Outline the exact series of steps needed for a manager to change an I-9 once they have submitted their signature.

» Describe the exact process, including all clicks, for updating an I-9 record with original document information in caseswhere the employee presented a document receipt uponcreation of the I-9.

WHY THE CAPABILITY IS IMPORTANT

- Since a large, distributed organization has to rely on field managers to process their I-9s, the electronic I-9 solution needs to be so intuitive that it guides these non-I-9-specialists in successfully completing I-9s in all scenarios.
- Changing an I-9 once you have signed it should be an easy and error-proof process that does not require HR intervention.
- In some systems it can take up to 10 clicks for this simple function to be accomplished. Any time the user has to take a long series of steps to get something done, the likelihood of questions and errors increases, and your labor costs increase.

HIGHEST LABOR SAVINGS

ONE PROCESS WITH E-VERIFY

QUESTIONS TO ASK

» Does your system offer the option for I-9 records to be submitted to E-Verify automatically at the time the Section 2 signature is submitted (e.g. "Auto-E-Verify")? Does your solution allow us to turn this feature on or off on a per-worksite basis?

» If Auto-E-Verify is not selected or not offered, confirm that after the user signs the I-9, they need only make a single click to both review the data and submit it to E-Verify. If your solution does not provide this with a single click, outline the complete series of clicks that need to be taken to review the data and submit it to E-Verify after the Section 2 signature is submitted.

» Does your solution allow us to see the status of all open E-Verify cases, on one screen, without ever logging into the E-Verify site?

» Does your solution immediately notify of any sensitive E-Verify results (such as new TNCs, TNC referral or final results, and FNCs)? If yes, explain this notification including who is notified, how and when.

» When the document provided is an E-Verify photo-match document, does your solution prevent us from submitting to E-Verify until after the document has been scanned anduploaded? (which is problematic as we don't want ourcompliance levels to rely on our scanner being up andavailable and the manager knowing how to use it)

» If the E-Verify website is down upon initial submission, does your solution ensure the submission gets received by the E-Verify site, without manual intervention? If yes, describe.

» What does your system do when an employee does not have a social security number at the time they complete Section 1, for an I-9 that is subject to E-Verify? Outline the workflow for an Alien Authorized to Work that is to be E-Verified.

HIGHEST LABOR SAVINGS

WHY THE CAPABILITY IS IMPORTANT

- The deadline for E-Verify submission is the same as for I-9 completion. Best Practice is to perform these two items simultaneously so you don't have to take extra steps to perform them separately, and so you don't have to track them separately.
- Automatically submitting data to E-Verify when the Section 2 signature is submitted ("Auto-E-Verify") also increases on-time E-Verify performance.
- The ability to process E-Verify exclusively in the I-9 system allows HR to avoid the burden of training field managers on how to submit queries and manage cases on the E-Verify site.
- It is important that the appropriate person(s) be alerted to any E-Verify status changes as they are posted by USCIS, especially those with sensitive results.
- You want to make sure the solution never inserts processes that endanger on-time compliance. For example, holding up the E-Verify submission for upload of the E-Verify photo-match document puts your compliance at the mercy of your scanner being down, tied up, out of reach or otherwise unavailable. Requiring extra steps of any kind between the I-9 signature and the E-Verify submission adds risk to your on-time E-Verify performance.

HIGHEST LABOR SAVINGS

STREAMLINED PROCESSING IN ALL SITUATIONS

QUESTIONS TO ASK

» IWhen it comes time to re-verify an employee whose citizenship status has changed, describe exactly the complete series of clicks it will take in your solution to add the new documentation and re-verify the employee.

» When an employee has a last name with a period, to be compliant we must enter their name exactly on the I-9, that is, with the period. Yet a period is a character that will not be accepted by E-Verify in the last name field. Describe how your system handles this, and outline the exact series of clicks to make a successful submission to E-Verify in this scenario.

WHY THE CAPABILITY IS IMPORTANT

- The system should be smart enough to handle the less common but not unexpected issues that your field managers will encounter. There should be very few scenarios that leave managers with questions or require HR intervention.

SELF-LEARNING

QUESTIONS TO ASK

» Please list all the training modules/tutorials you make available for users and the length of each. Describe when you recommend a user takes each module/tutorial and how they access it. Provide a copy of (or a link to) these modules/tutorials.

» Outline what role HR plays in training each new user. Describe exactly what you recommend they do to ensure the user is proficient on the system.

WHY THE CAPABILITY IS IMPORTANT

- A sizeable piece of the I-9 & E-Verify overhead burden on the HR organization is training and coaching each new hiring manager. Make sure the electronic I-9 solution does not have a learning curve, and does not have its own language and glossary.
- For high turnover industries, it is critical that newly hired managers learn the I-9 solution in minutes with minimal support. If the solution comes with a series of training classes for your hiring managers, that should serve as a red flag. It should not be so complex and non-intuitive that it requires more than minimal training. Instead, the I-9 solution should be able to walk users through each scenario as it comes, without requiring them to be specialists on those scenarios.

HIGHEST LABOR SAVINGS

I-9 CREATION

QUESTIONS TO ASK

» Outline all the different ways a new I-9 can be initiated. Include processes that are manual, fully automated, and semi-automated (such as clicking a button to trigger a process that creates the I-9 and sends an email to the new hire, along with instructions and a link to Section 1). Include a detailed description of how each works.

WHY THE CAPABILITY IS IMPORTANT

- The ability to create an I-9 in multiple ways will give you the flexibility you need for the different situations you will encounter.
- You want to make sure you have the ability to trigger a workflow that creates an I-9 for a new employee, informs the employee of what they need to do, and adds the I-9 to the dashboard for the responsible manager. You want your HR system to be able to trigger this same process as well, as this not only saves labor but prevents missing forms. Make sure the system also has an easy workflow for processing I-9s for remote employees.

HIGHEST LABOR SAVINGS

EASY ATTACHMENT MANAGEMENT

QUESTIONS TO ASK

- » Does your solution support uploading of files, attaching them to the I-9?
- » What file types does your solution support for documents attached to the I-9? Is this configurable so we can restrict uploads to certain document types? Describe.
- » How many documents can be attached to an I-9?
- » What is the size limitation for documents attached to an I-9?
- » Can meta-data be added to the file attachments (such as title and description), so the documents can be more easily identified?
- » Does your solution display thumbnails of uploaded documents?
- » Is it apparent at a glance what files are attached to an I-9? If yes, please attach a screenshot that illustrates this.
- » Describe in detail who can delete file attachments.

WHY THE CAPABILITY IS IMPORTANT

- There are often separate files that support an I-9, such as images of documents or signed TNC notices you've presented to the employee. Check that the electronic solution gives you the capabilities you need to easily upload, track and manage these document files.
- Make sure the person who is responsible for the particular I-9 is able to manage the file attachments to that I-9.

HIGHEST LABOR SAVINGS

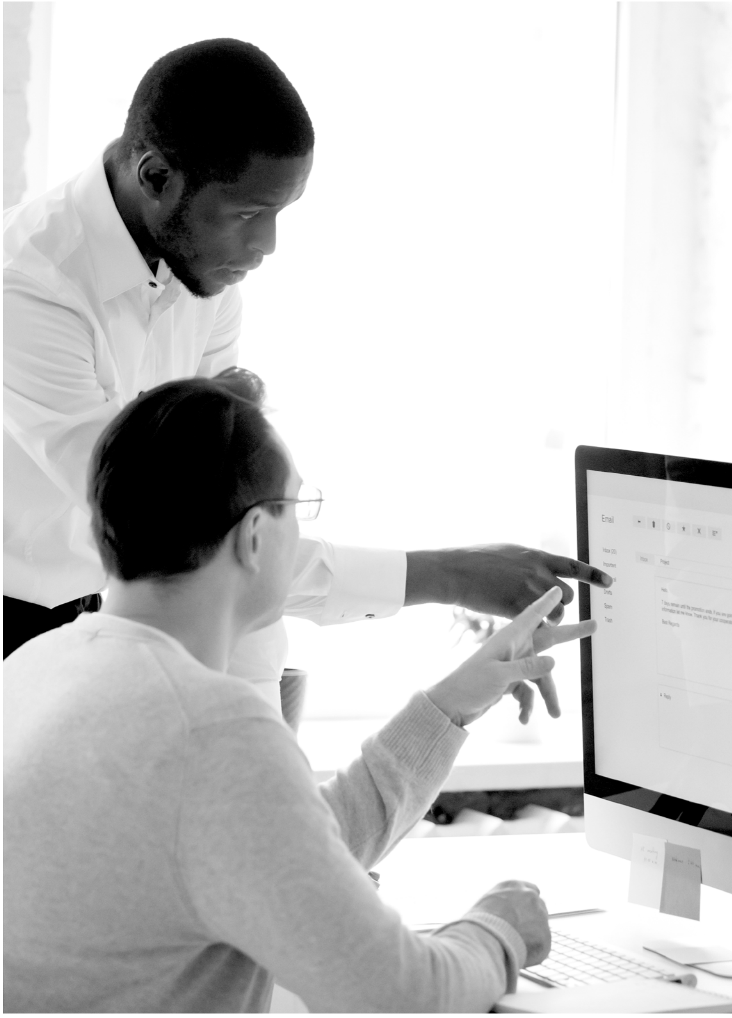
BATCH PROCESSING

QUESTIONS TO ASK

- » Does your solution allow all expired I-9 records to be purged at one time, with a single click?
- » Does your solution allow all authorized E-Verify cases to be closed at once, with a single click?

WHY THE CAPABILITY IS IMPORTANT

- It is much more efficient to purge expired I-9s on a regular cycle rather than one at a time as each record reaches its qualifying purge date. The I-9 solution should let you see a report of all I-9 records ready for purge, and let you purge them all with a single click.
- While it is best practice to close each E-Verify case upon authorization, at times authorized cases are left open. It saves time to be able to close all authorized cases at the same time, rather than clicking through to close each one individually.



ORGANIZATIONAL STRUCTURE

QUESTIONS TO ASK

- » Does your data structure support the concept of a worksite (that is, a physical place with an address such as a restaurant, store, or office location)?
- » Does your system allow custom groupings of worksites (for example, the ability to group our restaurants/stores/offices into regions), so we could set groupings once, then, as each new manager is hired, assign them to a group we've pre-defined? Describe.

WHY THE CAPABILITY IS IMPORTANT

- It is important that the I-9 system supports the way in which your organizational structure is reflected in your HR system of record. For example, if in your HR system a worksite is a physical place where people work, it should be reflected the same way in your I-9 system. If it is not, you will expend needless resources on an ongoing basis translating between the two different structures.
- You want to be able to align record access to the way your organization defines its roles.

HIGHEST LABOR SAVINGS

AUTO-ADMINISTRATION

QUESTIONS TO ASK

» Is there business intelligence in the system to automatically close tasks and reminders that have been completed? (For example, a task and associated email reminder to create an I-9 for a new employee would get marked "completed" automatically when the I-9 is created for that new employee.) Is there ever a situation where a task or alert must be manually marked completed? Describe every task or alert that needs to be manually marked completed and specify the exact series of clicks required to do so.

WHY THE CAPABILITY IS IMPORTANT

- The I-9 system should have sufficient intelligence to automatically mark "completed" any tasks or alerts set for an action once the action is done. For example, a task to remind of a re-verification due should automatically be marked "completed" when that re-verification is completed. If the system does not automatically close all tasks and alerts upon action completion, you lose the ability to distinguish what is done or not done, you increase resource levels and frustration, and you endanger your compliance as users begin to ignore tasks and alerts because they are cluttered with false alarms.

AUDIT TRAIL & AUDIT SUPPORT

FULL AUDIT TRAIL

QUESTIONS TO ASK

» Does your solution log all system activity as required by ICE into ICE-compliant audit trails? Provide the date your product first included this functionality.

» At the time the Section 2 signature is submitted, does your solution make a read-only copy of the I-9 with a date/time stamp?

» At the time the Section 3 signature is submitted, does your solution make a read-only copy of the I-9 with a date/time stamp?

» If an I-9 is changed, is a new read-only copy made upon new signature submission, with a date/time stamp?

» Is there ever a time where your solution will make a duplicate copy of the same signed I-9? That is, more than one copy of an I-9 with identical signatures, signature dates, and employee data? Explain.

» Does your solution provide a summary report that shows all changes across an I-9's signing history? Please submit a copy.

» Does your solution meet the regulatory requirements for electronic signatures? Please verify that it affixes the electronic signature at the time of the transaction; creates and preserves a record verifying the identity of the person producing the signature; and, upon request of the employee, can provide a printed confirmation of the transaction to the person providing the signature.

WHY THE CAPABILITY IS IMPORTANT

- If you get a Notice of Inspection from ICE, you want your audit to be as painless as possible.
- Make sure the solution creates ICE-compliant audit trails so you will be able to deliver records with the information ICE demands.
- Be prepared that during an audit, ICE often asks to see the change history of I-9s.

AUDIT TRAIL & AUDIT SUPPORT

ICE AUDIT SUPPORT

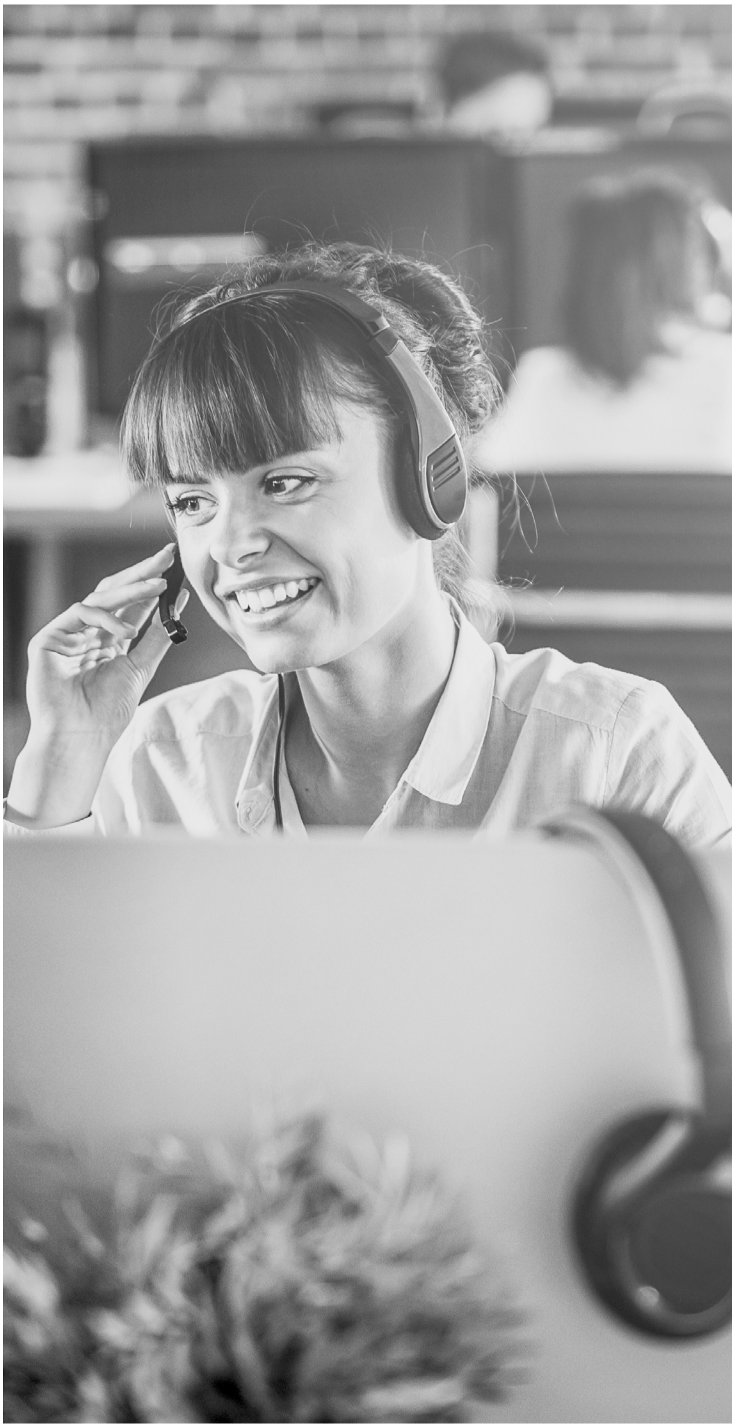
QUESTIONS TO ASK

» Will you provide us with assistance in the event we receive a Notice of Inspection from ICE? If yes, please outline the service you offer including timing and any costs.

» Are there customers of your I-9 system who have gone through an ICE audit? If yes, please describe the audit results for records that were created in your system.

WHY THE CAPABILITY IS IMPORTANT

- Given the prevalence of ICE audits, if a vendor serves large organizations and has been in business for a few years, they'll have experience helping customers through ICE audits.
- It pays to use a vendor who has experience with ICE audits. You want confirmation that records produced by the I-9 system you choose will pass an ICE audit with flying colors. The best way to know how a vendor's records will fare in an ICE audit is to look at the audit outcomes of their other customers.
- Another reason you want a vendor who has experience with ICE audits is that a vendor who has supported their customers through ICE audits is more likely to have a streamlined process for supporting audits, as they've learned through experience what is needed.



END-TO-END INTEGRATION

SINGLE SIGN-ON (SSO)

QUESTIONS TO ASK

» Does your solution support fully integrated single sign-on (SSO)?

WHY THE CAPABILITY IS IMPORTANT

- It is important that the solution support fully integrated single sign-on (SSO) so your staff can work seamlessly between the I-9 system and other applications. Single sign-on also saves significant time by eliminating a user management administrative burden.

REAL-TIME API

QUESTIONS TO ASK

» Does your system support a real-time API? Describe.

WHY THE CAPABILITY IS IMPORTANT

- To reduce your overhead as much as possible, it is advised that you look for an I-9 solution that allows you to integrate with other systems in real-time to display critical information, trigger processes, and keep data synchronized. The best way to do this is with an API, as an API remains intact as the products on either side continue to evolve.

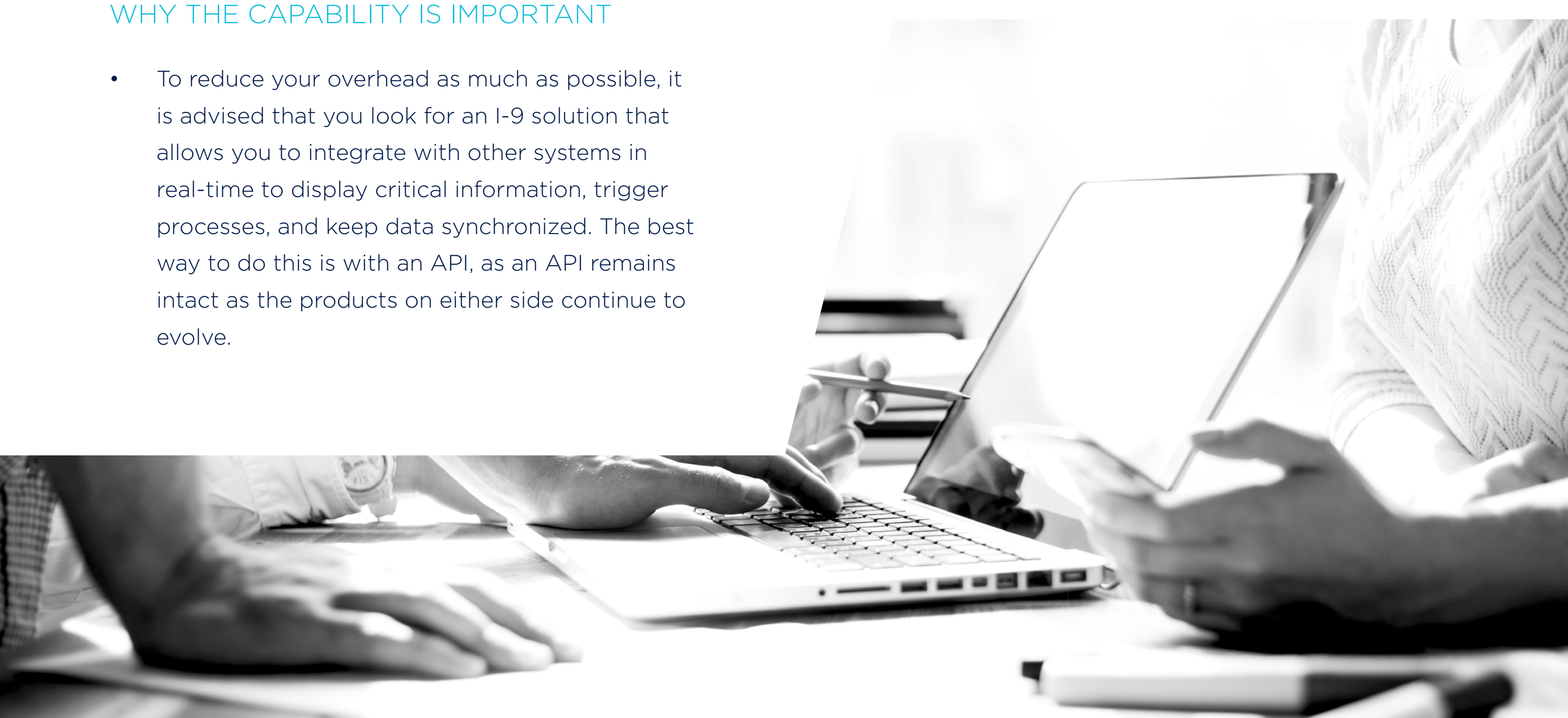
AUTO-TRIGGER NEW I-9S

QUESTIONS TO ASK

» When a new hire is entered into our HR system of record (specify name of HR system), can we automatically command your system to create a new I-9 for the new hire? If yes, does your solution also allow us to automate other necessary steps in the new I-9 workflow, such as automatically sending an email with instructions to the new hire, along with a link and one-time login to Section 1? Describe this new I-9 workflow that can be initiated by our HR system.

WHY THE CAPABILITY IS IMPORTANT

- Automatically triggering an I-9 to be created when a new hire is entered in your HR system of record is a Best Practice. This is the best way to avoid missing forms and it also saves labor and streamlines operations.



END-TO-END INTEGRATION

WORKSITE ALIGNMENT ACROSS SYSTEMS

QUESTIONS TO ASK

» When a worksite is created, modified or deleted in our HR system of record (specify name of HR system), can we automatically create, delete or modify a worksite in your system? What is the time lag before the new information is available in your system?

» Is there any manual intervention required for worksite alignment between our HR system of record and your system? If yes, provide a detailed description of the complete series of clicks required to update your system when a worksite is added, deleted or otherwise modified in our HR system of record.

» If we change an employee's job location in our HR system, can this change be synchronized automatically into your solution? What is the time lag before the new information is available in your system?

» If we give a field manager responsibility for a new worksite, once this change is made in our HR system can it be synchronized automatically into your solution? What is the time lag before the new information is available in your system?

» Describe technically how automated worksite alignment is accomplished, including any feeds or APIs required.

WHY THE CAPABILITY IS IMPORTANT

- Your company may open new stores, restaurants or locations. It may close or move locations. It may even bring on hundreds of new locations at once due to an acquisition. Whatever the cause of the change, you want worksite alignment to be automated across systems. When information about worksites is changed in your HR system, you want the update to be automatically populated into your I-9 system.
- Your employees, including your hiring managers, may move to new locations or take on new responsibilities. You want the information in the I-9 solution to stay accurate and up-to-datewithout manual intervention.
- With alignment automated across systems, you avoid unnecessary labor costs and frustration as your data stays clean and in synch automatically.

END-TO-END INTEGRATION

AUTO-CREATE NEW USER ACCOUNTS

QUESTIONS TO ASK

» When a new hiring manager is entered into our HR system of record (specify name of HR system), can we automatically command your system to create a new user account for the new manager? If yes, does your solution also allow us to automate other necessary steps in the new account workflow, such as sending an email to the new hiring manager with their login, password, and instructions? Describe this new account workflow that can be initiated by our HR system.

WHY THE CAPABILITY IS IMPORTANT

- If you work in a high-turnover industry, you want to take advantage of every opportunity to streamline and automate the series of processes required for each new hire, including manager hires.

AUTO-DEACTIVATE USER ACCOUNTS

QUESTIONS TO ASK

» When a hiring manager is terminated in our HR system of record (specify HR system vendor), can we automatically command your system to deactivate the user's account?

WHY THE CAPABILITY IS IMPORTANT

- You want a system that employs every safety measure to protect your sensitive employee information. It is Best Practice to deactivate a manager's account automatically upon termination so you can be sure this important security step happens.

AUTO-CALCULATE RETENTION DATE

QUESTIONS TO ASK

» When a termination date is entered in our HR system of record, (specify name of HR system), do we have the option to automatically send the date to your I-9 solution? If yes, will your I-9 solution then calculate the purge date for the relevant I-9 record according to ICE rules, and automatically present the record when it is ready for purge?

WHY THE CAPABILITY IS IMPORTANT

- Keeping I-9 records past their required retention date is not advisable. When an employee is terminated in your HR system, you want that termination date to be synchronized automatically into your I-9 system, and used to calculate the purge date of the associated I-9 record.

VENDOR EXPERTISE & VIABILITY

EXPERIENCE WITH HIGH-VOLUME HIRING CUSTOMERS

QUESTIONS TO ASK

» How many total I-9s were created in your system by your customers last year?

» List all customer installations where your system is currently being used by more than 1,500 hiring managers.

» List all customer installations currently using your solution at more than 1,500 worksites.

» List all customer installations where your system is currently producing more than 50,000 I-9 records per year.

WHY THE CAPABILITY IS IMPORTANT

- The true test of a system is whether it can achieve full compliance along with great labor efficiencies while being used by a distributed workforce to produce high volumes of I-9s.

KEY DIFFERENTIATORS

- List your 3 major competitors and outline the most important ways your solution is different.

REMEDIATION OF LEGACY I-9 RECORDS

MIGRATION OF LEGACY I-9S

QUESTIONS TO ASK

» Do you offer a service to scan our paper I-9s in a way that the scanned I-9s are cataloged in your system, with their reverification and purge dates automatically tracked? If yes, can these scanned I-9s be included in reports and real-time views of data?

» Similarly, can I-9s created in another system be imported into your system then indexed, tracked and included in reports? Describe.

» Is your solution able to detect when a legacy I-9 has errors that require a new I-9 to be created? If yes, how does your system facilitate the creation of the new I-9? Describe how your system relates the legacy and new I-9 in its real-time views and reports.

» Does your solution fully support all previous versions of the I-9 form? In other words, does it recognize all previous versions and employ business rules that support the laws that were in place for that version of the form? If not, which previous versions of the form I-9 does your system not support?

EASY CLEANSING OF LEGACY I-9S

» If your system can track and manage “legacy I-9s,” that is, I-9s created in another system and/or scanned in from paper, please answer the following questions about cleansing these legacy I-9s:

» Does your solution specify how to correct each error it identifies on the legacy I-9s, so that non-I-9 specialists can correct the errors on the legacy I-9s for which they are responsible? In other words, does your solution deliver manager self-service for correction of errors on legacy I-9s? If yes, what % of fields in error will have the correction specified? How long will it take our field managers to correct each I-9?

» In the process of guiding managers in correcting errors on legacy I-9s, does your system validate the changes the manager makes to the I-9?

» Does your solution automatically correct some of the errors it catches in our legacy I-9s? What % of errors can be automatically corrected by your solution?

WHY THE CAPABILITY IS IMPORTANT

- If you work for a large employer, you probably have a large number of I-9 records that were created before you adopted a fully-compliant I-9 solution. These “legacy I-9s” are often paper records, but can also be electronic records created by an older generation, non-compliant I-9 system. These legacy I-9s represent afinancial risk that can easily be $ tens ofmillions, as ICE can fine up to $1,100 for eachnon-compliant I-9.
- While you want to eliminate this risk, manually correcting a large number of I-9s is not feasible.
- Make sure any I-9 solution you chose will not only audit your legacy I-9 records to identify the errors, but will also make cleansing the records cost-effective and reliable.
- You want the solution to auto-correct as many errors as possible, guide managers in easily correcting the rest, and validate changes to ensure they are compliant.

ABOUT TRACKER I-9

ABOUT TRACKER I-9

Tracker I-9 reduces the resources an organization has to devote to I-9 & E-Verify compliance by more than 85%, while delivering full compliance and complete visibility for HR. I-9 Complete transforms hiring compliance into a highly efficient and reliable operation for the enterprise. Leveraging manager self-service, it guides field managers easily through successful completion of each I-9 with no special training.

With proven enterprise scalability, Tracker I-9 is currently serving the nation's largest employers including companies who are achieving full compliance for over 250,000 hires a year across thousands of locations.

ABOUT RESOLVE

Resolve is the only I-9 remediation solution that automatically cleanses the majority of errors in legacy I-9s and uses manager self-service to easily guide managers in correcting the rest. With Resolve, you can eliminate $ millions in potential liability in minutes instead of months.

ABOUT MITRATECH

Mitratech 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 Mitratech'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.

Mitratech 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.mitratech.com

MITRATECH

info@mitratech.com
www.mitratech.com