

FREQUENTLY ASKED QUESTIONS WHEN COMPLETING AN ELECTRONIC I-9

Who should be verified?

- Any new hire beginning January 30, 2010 and forward.

How do new hires enter their information in I-9 eXpress?

- Refer to *QRG – E-verify New Hire/Employee Instructions* for step-by-step instructions when entering information in I-9 eXpress. The quick reference guide is located on the My Lowe's Life home page > information > E-verify.

My store has paper I-9s for some employees hired since 1/30/2010. How do I enter these into I-9 eXpress?

- The new hire must complete Section 1 and the HR Manager must complete Section 2.
- Refer to *QRG – E-verify New Hire/Employee Instructions* for step-by-step instructions when entering information in I-9 eXpress. The quick reference guide is located on the My Lowe's Life home page > information > E-verify.
- Hire dates greater than 30 days in the past will be prompted with "**Submit this employee to E-verify?**" As long as the hire date is 1/30/2010 or later, the response will be **Yes**.

How do I resolve issues the new hire is experiencing?

- If the new hire cannot submit their information, read any messages displayed at the top of the page that might indicate the nature of the problem. Also, be sure to look for any fields that were highlighted green. This highlighting indicates fields that are incomplete or entered incorrectly (e.g., the date format is incorrect).

What happens when the new hire finishes entering their information?

- After the new hire enters their information, login to I-9 eXpress, select the new hire's record, enter the hire date, and then enter details about the new hire's employment eligibility documents.
- For complete information, refer to *QRG – E-verify HRM Instructions*. If you cannot locate the Employee I-9, please contact E-verify@lowes.com.

Do I need to print information from I-9 eXpress or make copies of employment eligibility documents?

- It is not necessary to make copies of employment eligibility documents. However, the E-verify History and the Original I-9 should be printed. The E-verify History should be retained in the employee's personnel file and the Original I-9 should be retained in the I-9 file.
- Instructions for printing documents can be located on the My Lowe's Life home page > information > E-verify > Printing I-9 Documents.

An employee, whose I-9 eXpress previously determined them eligible to work, is appearing in the "reverification due" link. How does this affect their employment eligibility?

- (This is the same process as Signing Section 3 of the I-9)
- You must **re-verify** an employee in I-9 eXpress if their work eligibility is about to expire. To re-verify, refer to the following steps:
 1. Search for the employee using Quick Search/Reverification Due link, and then click, the employee record.
 2. On the **Employee Detail** page, click the **Re-verify** button.
 3. On the **Updating and Reverification** page, verify that the displayed information is correct and select the appropriate document in the **List A or List C Documents** field.

Note:

- The employee is **required** to present documentation.
- If your employee has changed his/her name since the original I-9 was submitted, you may use the re-verify button to change the name.
 4. Click **Continue**.
 5. Enter the required information for the document you selected in Step 3 and click **Continue**.
 6. From the **Employer Review** page, verify that the employee's information is correct. Select the **I have read and agree with the certification statement above** check box, and complete the **PIN** field.
 7. Click **Continue**.

What do I need to do when a former employee, who was terminated due to an I-9-related issue, re-applies to work?

- Have the individual complete a new electronic I-9 using I-9 express.
 - If already in the database, validate name, if OK click Same, employee needs to sign electronically, click continue, enter new hire date, enter document information, sign the I-9, click Continue.
 - If not in the system, refer to the *QRG – E-verify New Hire/Employee Instructions* for step-by-step instructions when entering information in I-9 eXpress

What do I do if I only need to correct the new hire's information (eg. name, date of birth, social security number), but the I-9 status is SSA Tentative Nonconfirmation?

- In the E-verify section, click on Resolve Case.
- Choose the option of Invalid Query, then click Resolve.
- Create a new I-9 for the employee using the New I-9 link from the main menu.
- Complete the I-9 with the corrected information.

I have rehired an employee from last year. Do I have to recreate an I-9?

- If the original I-9 was processed within 3 years of the new hire date, you will be able to pull up the original I-9 by the social security number. Once you enter the SS#, the system will do a search and ask whether the SS# matches the information in I-9 Express.
- If it is the same person, the system will prompt you to section 3 to complete the rehire information. If it is a different person, the system will take you back to section 1 to correct the SS#.
- If the new hire insists they have the correct SS#, advise them that they need to correct the issue with their local Social Security Administration (SSA) office.
- If the original I-9 is more than 3 years old, the system will force you to create a new I-9.

What if the new hire was assigned to the incorrect location?

- Contact E-verify@lowes.com. Once the new hire's status is resolved, E-verify Support can change the location.

An employee has changed their last name. Do I complete a new I-9?

- Name changes are not required on I-9s.

Can I accept expired documents?

- As of August 2009, all documents must be unexpired.

What if I see a name I do not recognize in my list of employees?

- Contact E-verify@lowes.com for assistance.

Which posters should I have posted at the store application kiosk?

- A total of four posters should be posted. The E-verify Poster (English and Spanish versions) and the E-verify Right to Work Poster (English and Spanish versions).
- Posters are located on My Lowe's Life log in page > Information > E-verify

What happens if a new hire is showing as SSA Tentative Nonconfirmation (SSA TNC) and I know the information entered was correct?

- Tentative nonconfirmation does not mean the employee is not authorized. It means the system was not able to instantaneously verify the SSN against the system.
- If the employee wishes to contest, provide him/her with the documents outlined in the QRG – HRM Instructions.
- The employee has 12 calendar days to resolve the issue.