

GENERAL FAQ'S

1. What is the Form I-9 and why do I need it?

Good question! The Immigration Reform and Control Act (I.R.C.A.) requires **all** U.S. employers to verify **all** their employees are legally allowed to work in the U.S. This verification is done via the Department of Homeland Security Employment Eligibility Verification Form (known as the Form I-9).

2. What does 'Employment Eligibility' mean?

Employment Eligibility is the term used by the U.S. government to describe the process of determining if a employee/worker being hired has a legal right to work. In other words, proving an employee's Employment Eligibility will show that they are not an Illegal Immigrant, and will allow your company to operate within U.S. Immigration law.

3. I already run background checks on my new hires, isn't that the same thing as employment verification?

No! A background check with a Social Security Number will only show whether or not that Social Security Number matches the Employee's name. ***It absolutely does not prove whether or not the employee is Work Authorized in the United States.*** Only an Employment Eligibility Verification check through I-9 Manager can determine Work Authorization status.

4. Is the Form I-9 important to small business owners like myself?

Yes! Every U.S. employer must complete a Form I-9 for each and every employee they hire, no matter how many employees they hire.

5. What are the chances I'll be targeted for a Form I-9 audit?

You may think only the big guys get targeted for Audits. The truth is, "ICE" has significantly increased its reach and has asked congress for \$1.9 billion to increase the scope of investigations of the enforcement arm, or in other words, increase audits.

The number of individuals arrested on administrative immigration violations in work site enforcement cases has grown from 485 in 2002, the last full year under the old INS, to 3,667 during 2006 under ICE.

6. How much can it cost my business if I don't fill out my Form I-9s correctly?

It depends. Penalties range from \$275 to \$11,000 depending on the number of offenses and the date the employee was hired. Keep in mind these penalties are not just limited to employees, but also cover contract employees **known** to be unauthorized to work in the U.S.

7. What government agencies are affiliated with the Form I-9?

- U.S. Citizenship and Immigration Services
- Department of Homeland Security
- U.S. Immigration and Customs Enforcement

8. I.R.C.A., I.N.S., D.H.S... What do all of these abbreviations stand for?

- **I.R.C.A.** = Immigration Reform and Control Act (of 1986)
- **I.N.S.** = Immigration and Naturalization Service
- **D.H.S.** = Department of Homeland Security
- **I.C.E.** = Immigration and Custom's Enforcement
- **C.A.P.** = Criminal Alien Program
- **N.F.O.P.** = National Fugitive Operations Program
- **I.B.F.U.** = Identity and Benefit Fraud

9. Why is I-9 Manager better than a Paper Based or E-Verify Program?

The government's E-Verify Program only cross checks social security numbers with the government database and the department of homeland security. It does not protect you from costly government audit procedures, validate your form information, and can take months to integrate into your HR hiring procedures. Also, when you're done using the E-Verify Program you're still stuck with a paper form to retain.

If the government audits your company they WILL NOT accept paper forms for medium and large companies, so you would end up having to scan every form into a digital format, name every file, and turn it all in within a 72 hour period to the auditors.

I-9 Manager takes all of the work out of connecting to and dealing with the basic pilot, and will electronically store your I-9 Forms, remind you when forms are expiring, validate and verify each form, as well as help you manage government audits.

TECHNICAL & SUPPORT RELATED ANSWERS

1. How do I sign up?

Once you are logged into OPENonline, applications can be accessed in the Forms & Agreements section in the Customer Support tab. Applications should be sent via email to compliance@openonline.com or by fax to (614) 481-6980.

2. How long will set-up take once I've submitted the application?

Approximate turn around time is 24 hours. Once the application is submitted to OPENonline, a Memorandum of Understanding will be sent to the Administrator for completion. Once OPENonline receives this completed form, log in information will be sent and access to the service granted.

3. How do I log into my account?

Log in to OPENonline and access the I-9 Manager link on the Product Menu. Then enter your user name (email address) and password and press submit.

4. I can't remember/lost my User Name or Password.

Log-in to OPENonline and access the I-9 Manager product by clicking on the I-9 Manager link at the Product Menu. Then click the "Forgot Password" link. This will allow you to reset your password, but only if you remember your user name. If you forgot your user name (which is your email address), please contact Customer Support.

5. Who is in charge of my account with I-9 Manager?

Your company has assigned an Administrator, who is the only person on the account with the ability to sign up new users on I-9 Manager. To find out who your administrator is, contact Customer Support.

1. Why is there a Sign Up fee?

This is a one time fee, which allows an OPENonline Customer Support representative to set up your company account with I-9 Manager and register you under our designated agent status with the U.S. Government.

2. How will I be billed for using I-9 Manager?

Aside from the initial sign-up fee, customers are charged a fee of \$3.00 when an I-9 form is stored or sent through E-verify to determine employment eligibility. This fee will be added to your OPENonline invoice and billed monthly as usual.