

E-Verify+ Information Sheet for a Pending Social Security Number or Receipt for a Lost, Stolen or Damaged Document

Some employees have applied for a Social Security number (SSN) but not yet received it or present a receipt for a lost, stolen, or damaged document. In those cases, the employer is still required to complete the Form I-9, Employment Eligibility Verification, within the required timeframe. E-Verify+ allows for an initial Form I-9 to be completed in these situations. Once the employee has their SSN and/or permanent document and provides it to the employer, the employer will complete the Form I-9 with the permanent document information and create an E-Verify case to confirm employment eligibility.

Pending social security number

Note

Some newly hired employees have applied for an SSN but not yet have received it. E-Verify cases cannot be created without an SSN. Allow the employee to continue to work after completing (except for the missing SSN) Form I-9 and create a case in E-Verify using the employee's SSN as soon as it is available.

1 Employer

Creates a new case request in E-Verify+.

2 Employee

- Receives a welcome E-Verify+ email notification to start their electronic Form I-9 process.
- Creates or signs into an existing myUSCIS account.
- Reviews and accepts the E-Verify+ Terms of Service.
- Completes Profile Creation.
- Enters citizenship status.
- Selects the appropriate box and the SSN required field will become inactive.
- Selects documents to upload and add document details.
- Reviews and confirms information from the acceptable document(s) to be shared with their employer.
- Completes and signs Form I-9, then clicks attest.
- Can download and print Form I-9 for their records

3 Employer

- Clicks appropriate Pending Employee Action case.
- Reviews the information and documentation details the employee provided.
- Completes document examination either physically or remotely via live video interaction.
- To learn more, see [remote examination of documents](#).
- Attests to the information and signs and dates the Form I-9, Section 2. Case status will update to Closed – Pending Employee Action.
- Prints all pages or downloads the completed Form I-9 and copies, as required, of the document(s) the employee presented.
- Attaches an explanation to the employee's Form I-9 and sets it aside.
- Allows the employee to continue to work.

4 Employee

Provides the employer their SSN.

5 Employer

- Manually updates the Form I-9 that was downloaded (off of the E-Verify system to the employer's system of records).
- Creates a new E-Verify case (do not initiate a E-Verify+ case) using the employee's SSN.
- If the employer is unable to create a case by the third business day after the employee's first day of employment, selects *Awaiting Social Security Number* when prompted by E-Verify.
- Retains the Form I-9 and copies, as required, of the document(s) the employee presented. To learn more, see [Form I-9 retention and storage](#).

Receipt for lost, stolen, or damaged document

Note

Employees may present a receipt showing they have applied to replace a lost, stolen, or damaged acceptable Form I-9 document. A receipt fulfills the verification requirements of the List A, B, or C document for which the receipt was issued, and is valid for 90 days from the first day of employment. If employment lasts fewer than three business days, employees may not present receipts for replacement documents, but instead must present unexpired documents.

1 Employer

Creates a new case request in E-Verify+.

2 Employee

- Receives a welcome E-Verify+ email notification to start their electronic Form I-9 process.
- Creates or signs into an existing myUSCIS account.
- Reviews and accepts the E-Verify+ Terms of Service.
- Completes Profile Creation.
- Enters citizenship status.
- Selects receipt and uploads the receipt.
- Adds the document details.
- Reviews and confirms information from the acceptable document(s) to be shared with their employer.
- Completes and signs Form I-9, then clicks attest.
- Can download and print Form I-9 for their records.

3 Employer

- Clicks appropriate Pending Employee Action case.
- Reviews the information and documentation details the employee provided.
- Completes document examination either physically or remotely via live video interaction.
- To learn more, see [remote examination of documents](#).
- Attests to the information and electronically signs and dates the Form I-9, Section 2. Case status will update to Closed – Pending Employee Action.
- Prints all pages or downloads the completed Form I-9 and required copies, as required, of the document(s) the employee presented.
- Attaches an explanation to the employee's Form I-9 and sets it aside.
- Allows the employee to continue to work.

4 Employee

Provides the employer their replacement document.

5 Employer

- Manually updates the Form I-9 that was downloaded (off E-Verify system).
- Creates a new E-Verify case (do not initiate an E-Verify+ case) using the employee's permanent document.
- If the employer is unable to create a case by the third business day after the employee's first day of employment, select *Other* and type reason in the Reason for Delay box when prompted by E-Verify.
- Retains the Form I-9 and copies, as required, of document(s) the employee presented. To learn more, see [Form I-9 retention and storage](#)

Related Resources

- [Missing Social Security Number](#)
- [Form I-9 and Receipts](#)

For more information on E-Verify+, including privacy practices and program rules, email E-VerifyPlus@uscis.dhs.gov or contact us at the E-Verify+ Hotline Number: 1- 800-738-9019.