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About This Job Aid

This job aid is designed to help USG web managers perform common tasks inside Compliance Center’s Web Manager view. Each job aid is tailored to a specific user role within the system and provides step-by-step instructions on tasks available to that role.

Be advised that business processes associated with Compliance Center that exist outside the system itself are considered out of scope for purposes of this document.

About This Role

The USO Administrator User Role is the single most powerful role in the system and is available to USO staff only. It is designed for Information Technology Services System Administrators responsible for the USG’s shared instance of Compliance Center.

USO Administrator has a wide range of Compliance Center abilities, allowing it to view and interact with all onboarding data for new hires at any USG Institution. This includes sensitive tax, direct deposit, and personal information. USO Administrator also has access to a flexible set of support functions, making it well-suited to assist new hires access Employment Center and complete their onboarding documents.

USO Administrator has the full set of I-9 Management abilities across all USG Institutions. It can theoretically search, view, complete section 2 of Form I-9, complete Section 3 (revalidate existing I-9), and change I-9 information for any new hire in the USG, but these are included for support purposes only.

System Roles:
- HRUserRole (Compliance Center): USOAdmin
- UserRole (I-9 Management): EmployerSuperUser
- Location: All USG Institutions
Log in to Compliance Center

Access Compliance Center’s web manager interface using your Institution’s Single Sign On (SSO) credentials.

1. Go to the Compliance Center web manager URL:
   - https://federationx.talx.com/ClaimsAwareHelper/?whr=https://idpproxy.usg.edu/idp/shibboleth&wctx=HRXWebManager
2. Select your USG Institution from the USG Single Sign on Authentication page.
3. When prompted, enter your Institution SSO login and password.
4. Complete your institution’s two-factor authentication procedure.
5. You will be redirected to the red/gray Compliance Center web manager interface.

Notes:
- Users already logged into an authenticated SSO session with another OneUSG system (ex: OneUSG Connect) will skip steps 2-4.
- Link to DEV environment:
  - https://ct2.federationx.talx.com/ClaimsAwareHelperCT2/?whr=https://idpproxy-dev.usg.edu/idp/shibboleth&wctx=HRXWebManager
Use search criteria to locate a new hire’s onboarding packet.

1. **Log in to Compliance Center**
2. **Click Search Employees**
3. **Enter search criteria:**
   a. Last 4 of SSN
   b. First Name (partial values acceptable)
   c. Last Name (partial values acceptable)
4. **Click View**

5. **Search results will display the following:**
   a. Name / Social Security Number: (last 4 digits only)
   b. Location / Position: (Institution or Department / STANDARD)
   c. Creation Method / Creation Date: Manual or Batch / Timestamp of packet creation)
   d. Start Date / Status (New hire start date / new hire’s current progress through onboarding process)

**Notes:**
- You will only see search results for new hires in your Location(s).
- New hire name / last 4 of SSN will display as a different color in search results if you have previously viewed them.
View Workflow Summary

View summary of all packets in your Location, by current Packet Status.

1. Log in to Compliance Center
2. Click Workflow Summary
3. Enter Filter by criteria:
   a. Workflow Date: All packet states
   b. Creation Date: Date of packet creation
   c. Start Date: New hire start date
4. Set Begin Date and End Date to refine search
5. Click View
6. Click green + to expand individual packet status

Notes:
- You will only see search results for new hires in your Location(s).
View Packet Summary

View a summary of new hire employee information and packet information.

1. **Search Employee**
2. Click name / last 4 of SSN of new hire
3. **Packet Summary** tab will display by default
   a. **Employee Info:**
      i. Login ID: system-generated new hire login for Employment Center
      ii. Social Security Number: last 4 digits only
      iii. Full Name: From Create Packet process or Personal Information document
      iv. Street Address: From Create Packet process or Personal Information document
      v. Telephone Number: From Create Packet process or Personal Information document
      vi. E-mail Address: From Create Packet process or Personal Information document
      vii. Location: Institution or department name. From Create Packet process
      viii. Position: will always show as STANDARD
      ix. Hire Type: New hire packet template. From Create Packet process.
      x. Start Date: New hire start date. From Create Packet process.
   b. **Packet Info:**
      i. Creation Date: Timestamp of packet creation.
      ii. Created By: Name of web manager who created packet
      iii. Creation Method: Manual or Batch
      iv. Workflow State: New hire’s progress through onboarding process
      v. Tax Credit Eligibility
      vi. I-9 Status
### Summary

**Pitt, Brad S**

<table>
<thead>
<tr>
<th>Packet Information</th>
<th>Documents</th>
<th>Attachments</th>
<th>Tasks</th>
<th>Notes</th>
<th>Workflow History</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference ID</td>
<td>1542345</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Employee Info**

<table>
<thead>
<tr>
<th>Login ID</th>
<th>brpitt1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Security Number</td>
<td>XXX-XX-9898</td>
</tr>
<tr>
<td>Full Name</td>
<td>Pitt, Brad S</td>
</tr>
</tbody>
</table>
| Street Address    | 123 Test  
                  | Atlanta, GA 30303 |
| Telephone Number  | (404) 888-9988 |
| E-mail Address    | mark.zimmer@usg.edu |
| Location          | Georgia Southern University |
| Position          | STANDARD |
| Hire Type         | GSO - Employee |
| Start Date        | 1/28/2020 |

**Packet Info**

| Creation Date     | 2/19/2020 10:46 AM |
| Created By        | Mark Zimmer |

**Notes:**
- You will only see search results for new hires in your Location(s).
- All system timestamps are in **Central Standard Time (CST)**
View Onboarding Document

View all selections / data entered by a new hire on a specific onboarding document.

1. **View Packet Summary**
2. **Click on Documents**
3. **Click View** next to onboarding document you wish to see
4. You will see a snapshot of the document, complete with all new hire selections and data
5. **Click Return to Summary** when finished

**Notes:**
- You will only see onboarding documents available to your specific User Role.
View Activities Log

View a chronological list of actions taken by the new hire (or the system) on an onboarding packet. Useful for troubleshooting.

1. **View Packet Summary**
2. Click on **Activities**
3. Activities Log will display the following:
   a. **Activity:**
      i. A system-generated event, usually an email notification to the new hire
      ii. An action taken by the new hire, usually completion of an onboarding document
   b. **User:**
      i. <blank> for system activity
      ii. First Name / Last Name for new hire activity
   c. **Date / Time:** (CST)

<table>
<thead>
<tr>
<th>Packet Information</th>
<th>Documents</th>
<th>Attachments</th>
<th>Tasks</th>
<th>Notes</th>
<th>Workflow History</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pitt, Brad S</td>
<td></td>
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<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Activity</th>
<th>User</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Your Georgia Southern New Hire Documents are Ready” Employee Email sent to <a href="mailto:mark.limmer@busg.edu">mark.limmer@busg.edu</a></td>
<td></td>
<td>3/3/2020 3:35 PM</td>
</tr>
<tr>
<td>“Further Action is Required” Employee Email sent to <a href="mailto:mark.limmer@busg.edu">mark.limmer@busg.edu</a></td>
<td></td>
<td>2/19/2020 11:35 PM</td>
</tr>
<tr>
<td>Benefits and Retirement Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:35 AM</td>
</tr>
<tr>
<td>Data Stewardship and Classification Standard Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:35 AM</td>
</tr>
<tr>
<td>General Data Protection Regulation (GDPR) Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:35 AM</td>
</tr>
<tr>
<td>General Work Rules Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:35 AM</td>
</tr>
<tr>
<td>Onboarding documents complete saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:35 AM</td>
</tr>
<tr>
<td>Retire Status Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:35 AM</td>
</tr>
<tr>
<td>Right to Know Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:35 AM</td>
</tr>
<tr>
<td>Affordable Care Act Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:35 AM</td>
</tr>
<tr>
<td>Computer Use Policy Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:35 AM</td>
</tr>
<tr>
<td>Family Medical Leave Act Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:35 AM</td>
</tr>
<tr>
<td>Motor Vehicle Records Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:35 AM</td>
</tr>
<tr>
<td>Non-Discrimination and Anti-Harassment (DOHRA) Policy Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:32 AM</td>
</tr>
<tr>
<td>Policy on Alcohol and Other Drugs Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:32 AM</td>
</tr>
<tr>
<td>University System of Georgia Ethics Policy Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:32 AM</td>
</tr>
<tr>
<td>Workplace Violence Policy Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:32 AM</td>
</tr>
<tr>
<td>Foreign National (GLACIER) Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:31 AM</td>
</tr>
<tr>
<td>Georgia Southern University Non-Disclosure Agreement Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:31 AM</td>
</tr>
<tr>
<td>Provisional Period Notice Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:31 AM</td>
</tr>
</tbody>
</table>

**Notes:**
- You will only see onboarding documents available to your specific User Role.
- All system timestamps are in **Central Standard Time (CST)**
View Workflow History

View a chronological list of workflow states. This list is updated whenever a state is changed. Useful for troubleshooting / audits.

1. View Packet Summary
2. Click on Workflow History
3. Workflow History will display the following:
   a. Previous Workflow State
      i. The “Before” state
   b. Event
      i. The “After” state
   c. User:
      i. System for system activity (usually triggered by new hire completing documents)
      ii. First Name / Last Name for Web Manager hire activity
   d. Date / Time: (CST)

Notes:
- You will only see onboarding documents available to your specific User Role.
- All system timestamps are in Central Standard Time (CST)
Generate PIN

Reset the PIN number a new hire uses to log in to Employment Center to complete their onboarding documents.

1. View Packet Summary
2. Click Generate PIN
3. Equifax will generate a new PIN and send a “Your New Hire Password” email to the new hire.
4. Click OK

Notes:
- New hires may need to check their Junk Mail filters/folder to see email.
- Emails will typically be sent out from Equifax between 1 to 10 minutes after this action is taken. Depending on a new hire’s email provider, it may take longer for a new hire to receive the message.
- All new hire emails originate from donotreply@equifax.com
- All new hire emails originate from the following Equifax IPs:
  - 12.104.201.4
  - 12.104.201.5
- Emails will typically be sent out from Equifax between 1 to 10 minutes after this action is taken. Depending on a new hire’s email provider, it may take longer for a new hire to receive the message.
Resend Invitation

Resend a “Your New Hire Documents Are Ready” email to new hire.

1. View Packet Summary
2. Click Send Invitation
3. Equifax will send a “Your New Hire Paperwork is Ready” email to the new hire.
4. Click OK

Notes:
- New hires may need to check their Junk Mail filters/folder to see email.
- All new hire emails originate from donotreply@equifax.com
- All new hire emails originate from the following Equifax IPs:
  - 12.104.201.4
  - 12.104.201.5
- Emails will typically be sent out from Equifax between 1 to 10 minutes after this action is taken. Depending on a new hire’s email provider, it may take longer for a new hire to receive the message.
Create an onboarding packet, a login, and a PIN for a new hire so they can access Employment Center and complete their onboarding paperwork.

- Log in to Compliance Center
- Click Create Packet
- Enter new hire SSN (if available)
- Click Continue
- Enter required Personal Data fields:
  - First Name
  - Last Name
  - E-mail Address
  - Confirm E-mail
- Enter required Job Data fields:
  - Start Date: mm / dd / yyyy via pulldowns
  - Location: Click > to access Location chooser. Select Institution or department
  - Position: Always select “STANDARD”
  - Hire Type: Select appropriate new hire packet template
- Click Create Hire Packet
- New hire will be sent the following:
  - “Your [Institution] New Hire Documents Are Ready” email
  - “Your New Hire Password” email
Notes:

- Packet templates for ALL USG Institutions appear in the Hire Type pulldown, regardless of the user’s Location. Be careful!
- All new hire emails originate from donotreply@equifax.com
- All new hire emails originate from the following IPs:
  - 12.104.201.4
  - 12.104.201.5
- Emails will typically be sent out from Equifax between 1 to 10 minutes after this action is taken. Depending on a new hire’s email provider, it may take longer for a new hire to receive the message.
Cancel Packet

Cancel an onboarding packet that was created by mistake or contains inaccurate information.

1. **View Packet Summary**
2. **Click** Cancel Packet
3. **Confirm cancellation by clicking** OK
4. “New hire packet has been cancelled” message will appear. Click OK

**Notes:**
- Cancelling a packet is a quiet action; it does not send any notification to a new hire.
- Packets canceled by mistake can be restored.
- The Cancel Packet button will not appear if a packet is currently in a cancelled state.
Restore a Cancelled Packet

Restore a packet that was cancelled by mistake.

1. **View Packet Summary**
2. Click **Take Action**
3. From pulldown menu, select **Return to Previous State**
4. Click **Apply**
5. Confirm restoration by clicking **OK**

Notes:
- Restoring a canceled packet is a quiet action; it does not send any notification to a new hire.
- New hire’s existing link and login credentials will still function with restored packet.
Edit Hire Packet

Edit basic new hire information entered incorrectly during Create New Hire procedure.

1. **View Packet Summary**
2. Click **Edit Hire Packet**
3. Change **Personal Data** (as needed)
   a. Social Security Number
   b. First Name
   c. Middle Initial
   d. Last Name
   e. Physical Address
   f. Telephone Number
   g. E-mail Address
4. Change **Job Data** (as needed)
   a. Start Date
   b. Location
   c. Position
5. Click **Save Changes**

Notes:
- Edit Packet is only available **before** new hire has completed the Personal Information document in their packet.
- Hire Type (a.k.a. Packet Template) cannot be changed once a packet is created. The packet must be cancelled.
Add / View Attachment

Add an attachment to a new hire’s onboarding packet or view an existing one.

1. **View Packet Summary**
2. Click **Attachments**
3. Click **New Attachment**
4. Enter **FileName** you want Compliance Center to use for attachment
5. Click **Choose File**
6. Select document to attach
7. Click **Add**
8. “Changes saved” message will appear. Click **OK**

**Notes:**
- Accepted attachment types: .pdf, .png, .jpg, .jpeg, .gif, .tiff
- Attached documents have 10MB size limit.
- Most common attachment is a scan of signed/notarized **USG Loyalty Oath**.
Download / Print Onboarding Documents

*Generate a single file containing one or more onboarding documents to download and/or print.*

1. **View Packet Summary**
2. Click on **Documents**
3. Click check box next to document(s) you wish to save/print.
4. Click **Print Checked**
5. Compliance Center will generate a single file containing all selected documents in a separate window.
6. Download / print document as needed.

**Notes:**
- It can take some time for Compliance Center to generate a file, especially if a large number of documents are selected.
Access I-9 Dashboard

Access full I-9 dashboard for your Location to complete any I-9 functionality allowed by your role.

1. Log in to Compliance Center
2. Click I-9 Management

Welcome to I-9

Notes:
- The I-9 Management view is separate from, but looks similar to the Compliance Center web manager view. To return to the Web Manager view from I-9 Manager, click Back to Compliance Center.
Search for Employee (I-9)

Search for employee by entering personal information, Location, Start Date, etc.

1. **Log in to Compliance Center**
2. **Click I-9 Management**
3. **Click Search for employees**
4. **Enter one or more search criteria**
   a. First Name
   b. Last Name
   c. SSN
   d. Type of I-9
      i. Completed
      ii. Partner Completed
   e. Group
   f. Location
   g. Date Range (mm/dd/yyyy to mm/dd/yyyy)
   h. Include:
      i. Active Employees
      ii. Terminated Employees
      iii. Current Location Only
5. **Click Search**
6. **Search Results will display:**
   a. Type: I-9 Type
      i. E: E-Verify
      ii. C: Complete
      iii. P: Pending
      iv. R: Reverification
      v. S: SSN Applied For
      vi. D: Receipt Due
      vii. M: Missing
      viii. I: Invalid
      ix. F: E-Verify w/o I-9 (Red: Problem **Bold**: Urgent)
   b. Name: Click to view employee information
   c. Location: USG Institution/Dept of Employment
   d. SSN: last 4-digits only
   e. Employment: New Hire Start Date
Notes:

- Click the **Help** tab inside the I-9 Management view at any time for additional support.
Complete Section 2 of Form I-9

Review and verify new hire information to complete Section 2 of Form I-9.

1. Log in to Compliance Center
2. Click I-9 Management
3. Under Take Action! click on I-9 Pending Completion
4. Click Name of new hire
5. Click one of the following:
   a. List A document (proves identity AND work authorization)
   b. List B and C documents (List B proves identity, List C proves work authorization)
6. Select List A / List B and C documents from pulldown
7. Click Continue
8. Enter data fields as determined by selected document(s)
   a. Click Sample Document for visual verification of document
9. Verify Form I-9 information
   a. Click Change Information button to change Section 1 information
10. Check “I have read and agree with the certification statement above.”
11. Click Continue

Section 2 - Employer Review and Verification

The employer must examine the document(s) presented by the employee and record the issuing authority, document number, and document expiration date, if any.

List A document - U.S. Passport or U.S. Passport Card

Issuing Authority:
U.S. Department of State

Passport #:
645345678

Expiration Date (mm/dd/yyyy):
02/21/2029

[Sample Document]
Notes:

- The I-9 Management view will only display I-9 information for your Location(s).
- Click the Help tab inside the I-9 Management view at any time for additional support.
Correct Section 1 of Form I-9

Correct errors in Section 1 of Form I-9, including new hire Name, Address, DOB, SSN, Start Date, etc.

1. Log in to Compliance Center
2. Click I-9 Management
3. Under Take Action! click on I-9 Pending Completion
4. Click Name of new hire
5. Click Review / Change Section 1 Information
6. Correct I-9 data fields as needed
7. Click A preparer(s) and/or translator(s) assisted the employee in completing Section 1.
8. Enter preparer data fields
9. Click Continue

Section 2 - Employer Review and Verification

Notes:
- The I-9 Management view will only display I-9 information for your Location(s).
- Click the Help tab inside the I-9 Management view at any time for additional support.
Additional I-9 Training Links

The tutorials below are available for all users and range from 2-5 minutes long. The full I-9 User Guide and additional tutorials are available in the Help tab within I-9 Management.

- How to Request I-9 Reports
  o https://www.i9express.com/demos/i-9-reports-training-module
- How to Complete Section 2 Using a Pending Record
  o https://www.i9express.com/demos/section-2-training-module
- How to Reverify an Employee Using Section 3
  o https://www.i9express.com/demos/section-3-reverification-training-module
- How to Update an Employee’s Name or Enter a Rehire Date Using Section 3
  o https://www.i9express.com/demos/section-3-name-change-and-rehire-training-module
- How to Update a Receipt Due
  o https://www.i9express.com/demos/i-9-management-receipt-due
- E-Verify Overview
  o https://www.i9express.com/demos/what-is-everify
- Common E-Verify Responses
  o https://www.i9express.com/demos/common-e-verify-responses
- Additional E-Verify Responses
  o https://www.i9express.com/demos/additional-e-verify-responses
As part of the OneUSG Careers project, Compliance Center has multi-tier support model, involving staff from USG Institutions, the Shared Services Center, ITS, and Equifax. This section outlines the different levels of the support model and their high-level support responsibilities.

**Support Model Overview**

Vendor Support:
- **Equifax**
  - Tier 3: ITS Admins
  - Tier 2: SSC Security Admins
  - Tier 1: Shared Services Center
  - Institution HR Practitioners
  - Institution New Hires

- **Institution HR Practitioners**
  - a.k.a. Institution Web Managers
  - Supports Institution’s New Hires
  - Creates / cancels new hire packets
  - Changes new hire passwords
  - Resends new hire email invitations
  - Views documents / completes data entry
  - Completes Form I-9

- **Tier 1 (Shared Services Center)**
  - Supports Institution HR Practitioners
  - Escalates issues to Tier 2

- **Tier 2 (Shared Services Center Security Admins)**
  - Creates Web Managers
  - Sets Web Manager Location
  - Sets Web Manager User Roles
  - Revoke Web Manager access

- **Tier 3 (ITS Admins)**
  - Supports Institution Web Managers + SSC
  - Technical issues
  - Escalates to Tier 3 (Equifax)
  - Liaises with Equifax on:
    - document, packet changes
    - New / custom documents
    - system issues

- **Vendor Support (Equifax)**
Support Resources

- **Contact the USG Shared Services Center**
  - oneusgsupport@usg.edu
  - 1-877-251-2644
  - [https://www.usg.edu/shared_services_center/](https://www.usg.edu/shared_services_center/)

- **Equifax Workforce Solutions Status Page**
  - Provides up to date system status information for Equifax services, including Compliance Center
  - [https://status.equifaxworkforce.com/](https://status.equifaxworkforce.com/)

- **Equifax I-9 Video Tutorials**
  - How to Request I-9 Reports
    - [https://www.i9express.com/demos/i-9-reports-training-module](https://www.i9express.com/demos/i-9-reports-training-module)
  - How to Complete Section 2 Using a Pending Record
    - [https://www.i9express.com/demos/section-2-training-module](https://www.i9express.com/demos/section-2-training-module)
  - How to Reverify an Employee Using Section 3
    - [https://www.i9express.com/demos/section-3-reverification-training-module](https://www.i9express.com/demos/section-3-reverification-training-module)
  - How to Update an Employee's Name or Enter a Rehire Date Using Section 3
    - [https://www.i9express.com/demos/section-3-name-change-and-rehire-training-module](https://www.i9express.com/demos/section-3-name-change-and-rehire-training-module)
  - How to Update a Receipt Due
    - [https://www.i9express.com/demos/i-9-management-receipt-due](https://www.i9express.com/demos/i-9-management-receipt-due)
  - E-Verify Overview
    - [https://www.i9express.com/demos/what-is-everify](https://www.i9express.com/demos/what-is-everify)
  - Common E-Verify Responses
    - [https://www.i9express.com/demos/common-e-verify-responses](https://www.i9express.com/demos/common-e-verify-responses)
  - Additional E-Verify Responses
    - [https://www.i9express.com/demos/additional-e-verify-responses](https://www.i9express.com/demos/additional-e-verify-responses)