

# Receipt Delay: Frequently Asked Questions

### **QUESTIONS AND ANSWERS:**

## Q: Will this affect my ability to travel? (Expound on #9 in first posted FAQ)

**A**: Possibly. If you leave the country prior to the completion of the receipting process and do not have the appropriate travel documents, you may have difficulty returning to the United States. For more information, please visit the Emergency Travel web page.

# Q: What if I need advance parole?

**A:** We anticipate completing the receipting of the I-131 documents by the end of October 2007. Due to the heavy volume of cases, we are encouraging customers to wait until the end of October before inquiring about their cases. If special circumstances exist and advance parole is needed quickly, please make an InfoPass appointment to visit your local USCIS office or call the National Customer Service Center (NCSC) at 1-800-375-5283. When you visit the local USCIS office, be prepared to explain the need for urgent travel, provide the U.S. Postal Service tracking number associated with the original application filed, and the date the application was received at the Service Center where you filed.

# Q. Will my application be rejected if my check expires?

**A**: No. When USCIS receives notice that your check has expired, we will notify you and suspend processing on your case. You will be given an opportunity to send a new check at the original filing rate and filing date. USCIS will contact you if your check has been returned to us because it is beyond the expiration date.

### Q: What do I do if the information on my receipt is incorrect?

**A:** The information you provided on your application is entered into our system; however, sometimes an error occurs. If you find that we misspelled your name or made any other error, you should call the National Customer Service Center at 1-800-375-5283 to request a correction. A USCIS representative will take the information needed to correct the error(s).

# Q: I have received my receipt notice, but when I check my case online it does not appear. How do I get my case added to the system, so I can check on the progress of my case?

**A**: We have had an unprecedented number of applications filed in the last few months. Our efforts to enter these applications into our systems have caused a delay in the transfer of information from our case control system to the Case Status Online system. We are seeing delays of up to three to four weeks between receipting of your application and its status being available online. We are reviewing solutions to resolve the situation as soon as possible.

# Q: If I filed before July 30 and there is a problem with the check I used to pay my application fees, will I have to pay the new higher fees when I reapply?

**A:** If USCIS is notified that your check for an application fee has been returned due to insufficient funds, your case will be placed in suspense. You will be notified by mail and asked to submit a new payment along with a \$30 administrative fee. If you do so within 14 days, USCIS will honor the original filing date and processing of your case will continue.

### Q: How do I change my address while I am waiting for my receipt notice?

A: The two easiest ways to notify USCIS that you have changed your address are to use the Change of Address Online web page or to call our National Customer Service Center (1-800-375-5283). For the Change of Address Online web page, you will need to know your receipt number. If you paid your application fee by check, your receipt number will usually be printed on the back of the check when it is cashed by USCIS.

### Q: If USCIS has not cashed my check, how do I change my address?

**A**: If we have not cashed your check or you do not have access to your canceled check, please call the National Customer Service Center at 1-800-375-5283. The USCIS representative will initiate action to change your address in our system. However, it may take as long as 90 days to change your address if your case has not yet been receipted into our system.