

12.5 Receipt numbers

Receipt numbers are comprised of the three-letter office code, followed by a 10-digit number. Receipt numbers are assigned to applications and petitions filed with the Service, such as Form I-765, Employment Authorization applications and Form I-130, Petition for Alien Relative. If the requester provides a receipt number on their request, log into CLAIMS and verify the information.

If the requester provides only a receipt number and it is for a Service Center we work, then we need to request the receipt file. Enter the receipt information into the Topic field. Make the first part of the description the receipt file number. Use the complete receipt number with no spaces or dashes.

Example of the correct way: EAC0812345678

An example of how **NOT** to do it: EAC-08-123-45678

If every case creator enters receipt information the same way, it is easier for the next case creator to identify duplicate or similar cases. The next case creator may base the search on "EAC081234567%", and if the previous case creator entered dashes, the search will not identify the duplicate.

Do not request receipt files from any offices other than one of the five Service Centers (ESC/EAC, SSC/SRC, WSC/WAC, MSC/NBC or NSC/LIN). For receipt files at HBG, use the NON-FOIA HBG file request. **Do not request DIG T-files at HBG with RPC codes XX, XY, ZG, ZY, or ZZ.** Refer to the Staffing Sheet Guide for the most current information.

12.6 Archives and Records Centers Information System (ARCIS)

ARCIS is a new system used by the Federal Records Center (FRC) to track the location of retired files. The accession data is now 27 digits long. NFTS will not accept the accession data because of the length. Instead, you will see the word "ARCIS" in the location field in NFTS.

When the case you are creating shows the file is located at FRC and you see the word "ARCIS" in the location field in NFTS, use the FRC file request and paste the retired screen from NFTS.

Not all files located at the FRC will have "ARCIS" in the location field. For those files, continue to staff using the FRC file request and paste the retired screen print.

12.7 Staffing Scenarios

12.7.1 Digitized files

If you are requesting an A-file that has been digitized please use the **RDF** file request. If the file has been digitized, the current FCO does not matter; you would still use the RDF file request.

How do I tell if it is a digitized file?

NFTS will show the “Location” of the file as either **RDF** or **NRC**. If the file location is NRC, you will see a banner stating “DIGITIZED ON” The screen print below is a sample of the NFTS screen.

The temptation may be to staff RAFACS/CIS because the file shows available in records at NRC. Do not do that. If it shows “DIGITIZED,” then staff to RDF. Also include any T files you find in the General Inquiry screen.

The screenshot shows the 'General Inquiry For A/c' screen. At the top, there are fields for 'File #', 'Date', and 'Status'. Below this is a table with columns: 'File #', 'Date', 'Status', 'Disposition', and 'Action'. The table contains one row with the following data: File # 100, Date 10/10/10, Status 1, Disposition 1, and Action 1. Below the table, there is a section for 'General Inquiry For A/c' with a search bar and a 'Go' button. The search bar contains the text '100' and the 'Go' button is labeled 'Go'.

Paste in the “General Inquiry” information on the RDF staffing the same as you would on a RAFACS/CIS staffing. Delete the status/action item column, but DO NOT delete any T-files. MSB will know the file is digitized because you have staffed using an RDF file request. This also applies to Retired files that have been digitized. Do not use the retired screen on Retired digitized files. An example has been provided below.

Enter File Number: Search

Search for All Converted Offices Search for Only Specified File Number

Some information entered on an office:

History: ☐ Comments: ☐ Office: ☐ Conversion: ☐

016111710 000 00 107 0000 01 11 20 034

Close Edit

General Inquiry For A092				
File #	Seq	Office	Status/Last Action	Location
A09200	000	000	Status: 01 20 03 Audit Status: 01 20 03 01 20 03 Last Action: 01 20 03 01 20 03	Sect: 000 - 000 - 000 - 000
A09200	000	000	Status: 01 20 03 01 20 03 Audit Status: 01 20 03 01 20 03 Last Action: 01 20 03 01 20 03	Sect: 000 - 000 - 000 - 000
A09200	000	000	Status: 01 20 03 01 20 03 Audit Status: 01 20 03 01 20 03 Last Action: 01 20 03 01 20 03	Sect: 000 - 000 - 000 - 000
A09200	000	000	Status: 01 20 03 01 20 03 Audit Status: 01 20 03 01 20 03 Last Action: 01 20 03 01 20 03	Sect: 000 - 000 - 000 - 000

In the example above, you will have to make two staffings. Notice there is a T-file currently in use at OPLA San Francisco? That also changes the Category of the case to "SFR Cases at NRC."

12.7.2 Files Lost or Not Found LESS THAN NINE MONTHS

Note: Please refer to the **Lost File Flowchart** which you will find in Appendix H.

When an A-file is lost, it will appear in NFTS as a "Lost File" in the Status/Last Action section of the General Inquiry screen.

NFTS Application - Microsoft Internet Explorer provided by OLC

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print

Address: <http://nfts.uscis.dhs.gov/nfts/frameset.asp> Go Links

General Inquiry For A0917				
File #	Seq	Office	Status/Last Action	Location
A0917	000	000	Status: LOST FILE Last Action: 11/18/2004 12:56:50 PM Last File	Sect: PC - SNO RECORDS SECTION Resp: 1000 - LOST FILE

Done Local intranet

A lost file in CIS will appear in the CIS-9504 screen as “N (Not Found)” in the section titled “FILE LOCATED IND:”

If the “Last Action” is more than nine months ago, move to the next section of this guide, Files lost or not found MORE THAN NINE MONTHS.

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IMMIGRATION AND NATURALIZATION SERVICE
CIS - FILE TRANSFER DISPLAY (FTD)
03/30/05
09:15:36

A#: 0917 NAME: GLORIA DOB: 040919

PREVIOUS FCO: NRC FCO CREATING SUB-FILE:
CURRENT FCO: SND SUB-FILE CREATION IND:
REQUEST FCO: SND

FILE LOCATED IND: N (NOT FOUND)

DATE FTR: 04122002 (HHDDYYYY) ACCESSION NUMBER: 0000
DATE FTI: 04152002 INS BOX NUMBER:
DATE FTC: 04162002

PERSON/ACTION: CHU/BP REQUEST NUMBER:
2ND REQUEST DATE:
3RD REQUEST DATE:

YOU MAY REQUEST A DISPLAY OF ANOTHER A-FILE BY KEYING A DIFFERENT A-NUMBER.

CLEAR EXIT PF3 REFRESH PF4 FTS MENU PF5 HELP PF6 CIS MAIN MENU

3270
NUM OVER
  
```

When the file appears lost in CIS 9504 and NFTS, Staff using the Lost File at FCO: _____ file request (include the FCO that shows the file is lost).

Exception: If the file shows lost in CIS-9504 and NFTS shows the file in use, request the file per the FCO in NFTS.

Under “Create File Request” mark the box “File Missing/Lost”.

FIPS v7.0 Training build 06 Work Queries Actions Standalone Search

Processing Fee Information

A-Number: 091712345 ☐ EDMS

Staff Request To **Generate Staffing Sheet**

FRAUD DETECTION AND NATIONAL SECURITY

FRC

H&G

HEL (NON A-FILE MATERIAL)

ICE

INP

LOST FILE AT FCO

MIL

☐ No Staffing Letter

☐ Customs Letter

☒ File Missing/Lost

1. Check File Missing/Lost

2. Select Lost File at FCO:

3. Click Request File

4. Modify the letter

Location Address **Office Contact**

Lost File at FCO: _____

Name: _____

Email: _____

CC Email: _____

Contents	Discussions	Case Actions	History
Task		Status	
Search for Duplicate Cases		Completed	
Create Additional Cases		Not Started	
Create File Request		Not Started	
Acknowledgement Letter		Not Started	
Final Action Letter		Not Started	
Specialty Letter		Not Started	
Status Letter		Not Started	
Blank Letter		Not Started	
Interest Letter		Not Started	
Expedited Denial Letter		Not Started	

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Fund	Reassign Office	52
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Microsoft Word - [Document Name].doc

File Edit View Insert Format Tools Table Window Help

Normal Times New Roman 11 75%

1 2 3 4 5 6 7

Staffed to: Lost File at FCO: SND
CIRCULAR / SPECIAL / LOST FILE SEARCH REQUEST

Office Code: NRC Control Number: NRC2010000808 Date: December 6, 2010

Alien Number: 091712345 Subject: Gloria Diaz Hernandez

General Inquiry For A0917			
File #	Sec Office	Status/Last Action	Location
A0917	000 270	Status: LOST FILE Last Action: 11/05/2010 12:58:45 PM Request: RPT LOST FILE	Sec: FCO ENSURE DEFC SECTION

The attached FOIA/PA request is forwarded to your office for action. As a result of the attached system search, we request that you conduct a circular / special / lost file search for the subject records.

Please certify by your signature and date that the lost / missing / not found record has been placed on the circular / special / lost file search list and its location is actively being sought or that the file has been found. This file

☐ is on the circular / special / lost file search list,
☐ is attached
☐ could not be located

Printed Name _____ Phone _____

Signature _____ Date _____

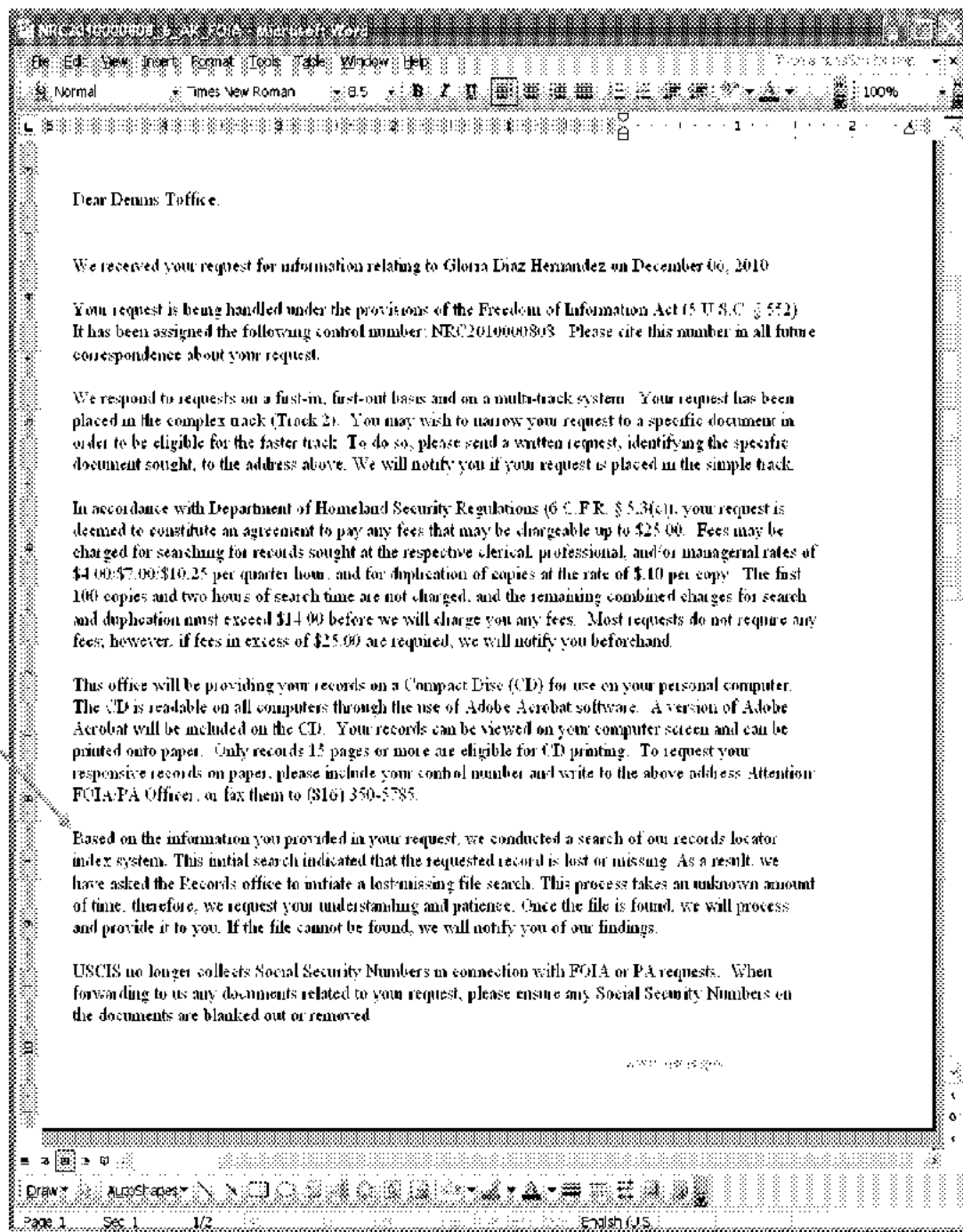
NRC2010000808

Page 1 Sec 1 1/1 At 2" Ln 21 Col 1 English U.S.

Generate the acknowledgement letter.

Processing Fee Information	
Acknowledgement Letter Options	Additional Documents Required
Fee Estimate: <input type="text"/> Prepayment Required: <input type="text"/> <input type="checkbox"/> Advance Payment Returned <input checked="" type="checkbox"/> Add Lost File Paragraph <input type="checkbox"/> Add Track 3 Denial Paragraph	<input type="checkbox"/> Other Requester Documentation
<div style="display: flex; justify-content: space-between;"> <div> 1. Click Add Lost File Paragraph 2. Click Generate Letter </div> <div style="text-align: center;"> </div> </div>	
Additional Options No options found.	
<input type="button" value="Generate Letter"/> <input type="button" value="Cancel"/>	

FIPS inserts the Lost File Paragraph right after the CD Paragraph:



When the case create process is complete and the creator is ready to exit the case, click the "Pend."

12.7.3 Files Lost or Not Found **MORE THAN NINE MONTHS**

(Please note: this is NOT the procedure for a request for alien number only or for petitions destroyed in accordance with federal paperwork retention guidelines.)

Note: Please refer to the **Lost File Flowchart** which you will find in Appendix H.

12.7.3.1 If the A-file is lost but other records exist (such as receipt files we would normally request or other a-files), please go to paragraph 12.7.3.9 now. *Otherwise*,

- a. **if** the file has been marked as lost for more than nine months
- b. **and** there is no recent activity in CLAIMS (within last 2 years) or PCQS,
- c. **and** there are no additional files, then: a FOIA/PA Assistant working in Records Locator queue should put in the following Discussion: **A-file has been lost for more than 9 months and no other records exist. Closing as UT.** Detail all systems searched as part of this Discussion.

12.7.3.2 Complete the attached Lost File Worksheet (and send it for scanning as CSD with any screen prints you do.)

12.7.3.3 If the file was not staffed to OPLA, please move to step four now. *Otherwise*, if the file was staffed to OPLA, look at NFTS history. If the NRC file request was cancelled and the file indicator was subsequently changed to "Lost File," create a Discussion with the subject "Unit Chief" listing the date the file was staffed, the date the request was cancelled, and the date the file status was changed to lost. Send the case to Unit Chief. You're done.

12.7.3.4 If there is no CIS screen referencing "EARM" "DACS" or "NAILS," please move to the next step now. *Otherwise*, if there is a 9101 screen containing "EARM-X" "DACS-X" or "NAIL-X," or if there are CLAIMS screens showing "NAIL: Y" or "NAIL: N," go to the next step.

12.7.3.5 Create a Final Action Letter and select the status UT. In the final action letter, after the sentence "You may, if you wish, resubmit at a later date," please add the following sentence: "As we were unable to locate a physical file, we are including screen prints of the electronic record." Go to the next step.

12.7.3.6 In the UT final action letter, attach the screen prints to the letter electronically (cut and paste). Do not make any redactions to the screen prints. Save and close the letter and send to Up-front Approver. You're done, *unless* the case is later returned to you for further research.

12.7.3.7 The Up-front Approver will review the UT letter with the inserted screen prints. If he or she is satisfied that a thorough search was conducted, the approver will forward the case to FOIA Approver. If the approver is not satisfied with the search results, he or she will return it to you for further research.

12.7.3.8 The FOIA Approver will review the research and either close the case or return it for further action. If the case is approved, the FOIA Approver will close the case.

12.7.3.9 **If the A-file is lost but other records exist** (such as receipt files we would normally request or other a-files, including T-Files, wherever they may be, including NRC) Request the additional records. Put in a Discussion that reads:

A-file number XXXXXXXXXX is currently showing as lost. Staffed for the following additional files: XXXXXXXX, XXXXXXXX, XXXXXXXX. Once they are received, please review. Please also verify that the original a-file is still lost. If the original a-file has been consolidated in fact but not in the systems, please process and send your case to approver. Also send an e-mail to the MSB for resolution. Include both a-numbers. If no documents exist from the original a-file, please process what is available. Advise the requester that the original a-file is lost. Your case will close as a PD even if no redactions are made. Thank you.

12.7.3.10 Cancel the lost file staffing and pend for responsive records.

LOST FILE WORKSHEET

A-number _____

Name of Alien _____

Date shown as Not Found in CIS _____

Date shown as lost in NFTS _____

1. Search CIS for potential second a-number and/or consolidation
 - a. Second a-number? _____
 - b. Any T-files? Yes _____ No _____
 - i. If yes, have they been staffed and scanned? If not, please do so now.
 - c. Consolidated with? _____
 - d. Does the EOIR screen show an upcoming hearing date?

Yes _____ No _____
2. Check CLAIMS for petition/applications
 - a. Were any found? Yes _____ No _____
 - b. If so, either provide screen prints with receipt number or list below

3. Check NFTS. Any current file movement. Yes _____ No _____

4. Check PCQS for any indication that file is with the naturalization unit.

NOTES:

12.7.4 Staffing FAQ's

Q: What screen print do I attach?

A: The screen prints attached are typically a NFTS screen. In some situations, there is no screen print attached at all. See the Staffing Sheet Guide for current information.

Q: Which file request do I use?

A: Each office has its own file request in FIPS. The Staffing Sheet Guide details which sheet to use in specific circumstances.

Q: What if they have two alien files with two different numbers?

A: In cases like this, we request each alien file on a separate file request and write MULTIPLE STAFFINGS at the top of each sheet.

12.7.5 Records Indexing / Manual Requests

If you do not find a person in CIS, CLAIMS or PCQS, do not automatically print the screens and close the case NR. In some instances, the A-number exists but it will not be found in any systems search. This is especially true of individuals who had no business with the Service after the date CIS was put in use. A general rule which applies most of the time is the subject had no business concerning any immigration matter since 1975 or earlier. Look at the information in the request. For instance, if an individual claims to have arrived in the United States in 1960 and naturalized in 1971, it is important not to close the case NR. In these instances, staff the request using a "Records Indexing" staffing so that a manual search can be conducted. It is important that you provide as much information as possible on the Records Indexing file request. The name of the subject, year of birth and country of birth are required information.

Sometimes the requester/subject will provide an A-number and the file cannot be located in NFTS or CIS, but they claim to have done business with the service after 1975. Ensure requesters provide the minimum information to allow a positive identification (i.e., full name, aliases, an alien number, date and country of birth). If the requested records relate to:

- A-Files;
- Dates of birth;
- Dates of entry; or

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Updated on 8/30/2011

- Naturalization dates

which are after 1975, do not create a Records Indexing file request, because no records will exist; check CIS and/or CLAIMS for a record. If you find no record, please refer to the section on NO RECORDS.

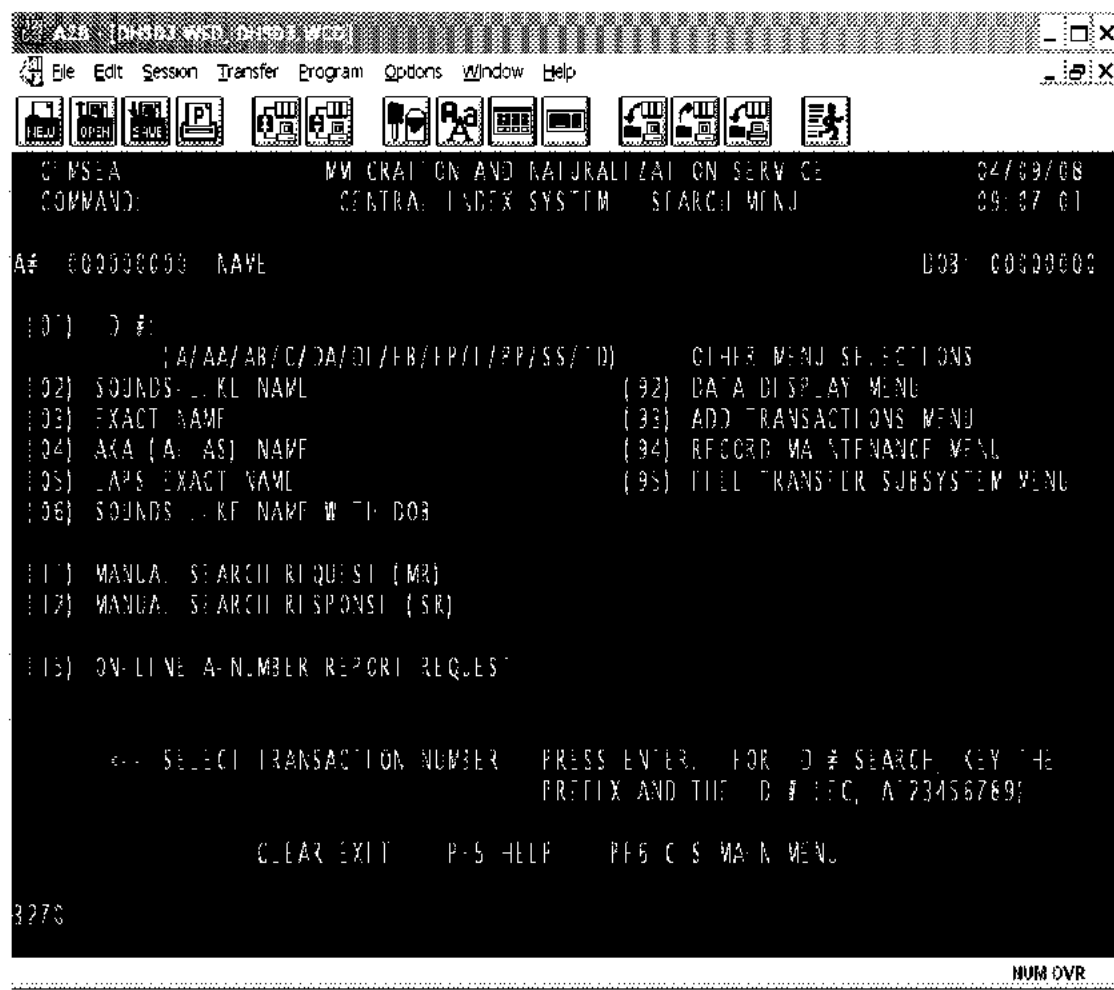
TO RECAP: If the subject has had no business with the service since 1975 or earlier, they may or may not have a CIS record. If they do not, then staff to records indexing. If the subject has had business from 1976 forward, do not staff to records indexing.

12.7.6 No Record:

When closing a case as a NR (No Record), ensure that you have done the required system searches to support your decision. If there is wording on the request that would indicate the subject was detained, stopped, arrested or sent back across the border and a thorough system search yielded no information, you should refer the request to CBP. CBP will possibly have a record responsive to their request. Your search should include CIS, CLAIMS and PCQS. Consult the sections of this manual entitled “Central Index System” and “Computer Linked Application Information Management System” for more information regarding the systems.

When conducting no record research, check the following screens in CIS (Central Index System):

9103 Exact Name
9104 AKA (Alias) Name
9102 Sounds-Like Name



When conducting a search in CLAIMS (Computer Linked Application Information Management System) run alien's name as the beneficiary/applicant (3) **AND** as petitioner (6).

ASB - [PRINTED: 04/03/2009 09:10] NRC2/30A

File Edit Session Transfer Program Options Window Help

NEW OPEN SAVE PRINT F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

PSXMI MN CLAIMS MAINFRAME SYSTEM 04/03/2009
UPDATE PROCESSING MENU 09:10
NRC2/30A

SELECT AND COMPLETE ONE LINE

1. RECD PT NO : |

(SELECT CDS BELOW OR APPLICATIONS AND PETITIONS ONLY)

2. USER ID: DATE: (MMDDCCYY)

3. BENEFICIARY/APPLICANT
NAME (LAST): (FIRST)
BIRTH DATE: (MMDDCCYY)

4. A NUMBER: A

5. REFERENCE NO :

6. PETITIONER
NAME (LAST): (FIRST)

PF3 PF6 PF8 PF10 PF11 PF12
CANCEL MAIN MENU LOCKOFF REMOTE ACT UPD BY CODE ACT UPD BY RCP

3278

NUM OVR

When conducting “no record” research, do the query and provide screen prints of all searches as directed. Print the appropriate CLAIMS screen prints (this should be no less than six pages and may be lengthier if subject has provided multiple names or multiple alias names). Prepare a “Scan As” sheet to be scanned as case supporting documents for the case number you have just created, attach it to the screen prints and take those to the OA room for scanning as CSD and prepare a Final Action Letter with closing code NR. Insert a Discussion outlining the systems you searched and stating that you have sent the documentation to OA for scanning as CSD. Send to Up-front Approver.

Genealogy is exempt from this process.

12.7.7 A-number in CIS but not in NFTS

If there is an A-number in CIS but no information in NFTS, create a file request according to the Staffing Sheet Guide and FCO List, and paste in the 9504 screen of the CIS record rather than the NFTS information. Otherwise, the procedure is the same.

12.7.8 ICE files

There are currently five different types of staffings for files located within the ICE function. Paste the NFTS screen print to the second page of the staffing letter.

OPLA file requests are for files that are located in the following office sections. Choose the FCO where the file is located, such as OPLA-BOS.

<u>Office Section</u>	<u>Acronym</u>
Trial Attorney's Office	TA
Chief Counsel	
Litigation	LI or LIT
Legal Section	LS
District Counsel	DC

DRO file requests are for files that are located in the following office sections. Choose the FCO where the file is located, such as DRO-DEN.

<u>Office Section</u>	<u>Acronym</u>
Detention & Removal	DENTENT, D&R, DET, DRO, DD&P
Criminal Alien Program	CAP
Deportation Officer/Assistant/Clerk	DO, SDDO
Bond Control Spec.	
Immigration Enforcement	IEA
Field District Office	FOI (Washington DC) (DRO-WAS)
Admin Program Office	
Non-Detained or Detained	
Processing Center	OC-Otero County
Detention Facility name	ie... Otay Mesa, Krome
Fugitive Ops	FO

SAC file requests are for files that are located in the following office sections. Choose the FCO where the file is located, such as SAC-ATL. Please note the section that follows concerning SAC locations.

<u>Office Section</u>	<u>Acronym</u>
Investigations	INV, IV
Special Agent in Charge	SAC
Internal Audit	IA
Resident Agent in Charge	RAC
Assistant Special Agent in Charge	ASAC

12.7.9 SAC locations

Occasionally, you will see a requesting a SAC (Special Agent in Charge) case, and not be able to find the File Control Office under SAC in your FIPS staffing list (ex. POO/Portland, Oregon). How do you staff correctly for the file? Would you use the “ICE General” staffing?

Yes, you do, but only as a last resort. Before staffing under ICE General, please check under RAC (Resident Alien in Charge) and ASAC, in consecutive order to find the staffing location. Since you cannot find Portland under SAC, you would next check RAC, and then ASAC (Portland is found under ASAC). Finally, if you cannot find the location after searching SAC, RAC and ASAC, please staff under ICE General.

12.7.10 LESC (LSC) records

On all of these file requests, you must attach the NFTS screen print to page two.

12.7.11 T-files

Q: What if the subject has an A-file at one office other than NRC and a T-file at a different office other than NRC (for example, an A-file in Chicago and a T-file in Milwaukee)?

A: In this case, we will request both files, EXCEPT, do not request T-files at HBG with RPC codes XX or ZG.

Q: What if they have an A-file at an outside office and a T-file here at the NRC?

A: Request the A-file only, but include the T-file portion on the file request. The T-file will get combined with the A-file when it arrives at the facility for scanning. **NEVER CROP THE T-FILE INFORMATION FROM THE NFTS SCREEN PRINT.**

The exception to this rule – We do not receive A-files from ESC, SSC, NSC, WSC or RDF for scanning. Those offices either scan directly into FIPS for us or we export the A-file from EDMS. Therefore, if the A-file is at one of the above service centers and there

is a T-file anywhere else, including at the NRC, you will have to staff for the T-file. MSC is the only service center that sends the A-file to the NRC for scanning. Another example of when we staff for an in-house T-file is when the responsive records are scanned in simultaneously with the request.

12.7.12 Receipt files

(b)(6)

12.7.12.1 Do not request receipt files from any offices other than one of the five Service Centers (**ESC/EAC, SSC/SRC, WSC/WAC, MSC/NBC or NSC/LIN**). For example, [REDACTED] etc., are not receipt files we can request.

12.7.12.2 If the requester does not specifically ask for a receipt file and provides an alien number, request the alien file only.

12.7.12.3 If the requester does not provide any receipt number or alien number, then you must research CIS, CLAIMS and possibly PCQS.

Be cautious about requesting receipt files that are for EAD cards only. There should be another application/petition filed in conjunction with this EAD card. If the only receipt numbers you can find is for an EAD card, and they are within the seven-year retention time, then yes, you will request the EAD card.

If they provide a receipt number, you must research CLAIMS, PCQS and NFTS thoroughly. Ensure the receipt file has not been consolidated into a T-file or into an A-file. Please request the A-file or T-file if the receipt file has been consolidated. Check CLAIMS to be sure that the Service did not reject the receipt. Receipts that are shown as rejected in CLAIMS are returned to the submitter by the Service Center. Print the CLAIMS screen(s) that shows the receipt was rejected by the service. Create a File Request to RAFACS (not RAFACS/CIS). Leave the "Customize Letter" button selected. Attach a "Scan As" cover sheet to the screen prints, mark the box "Responsive Records" and take to person designated to scan RAFACS-only responsive records. Pend the case.

If there is no location information in NFTS, and if NVC does not have the receipt, but there is a record in PCQS, print any PCQS screen(s) concerning the petition. Create a File Request to RAFACS (not RAFACS/CIS). Leave the "Customize Letter" button selected. Attach a "Scan As" cover sheet to the screen prints, mark the box "Responsive Records" and take to person designated to scan RAFACS-only responsive records. Pend the case.

12.7.12.4 As a matter of last resort, if there is neither information about the receipt file in NFTS nor PCQS and you have called National Visa Center and determined NVC does not have the receipt, you should staff to the owner of the receipt file and paste in the CLAIMS screen. This information can be located on the CLAIMS inquiry screen upper right hand corner. The CLAIMS screen will show “owned by.”

12.7.13 Archived receipts

FILE EDIT SESSION TRANSFER PROGRAM OPTIONS WINDOW HELP

FSXMRPT2 CLAIMS MAIN/MENU SYSTEM 01/27/2011 09:35 COW6768C

RECEIPT NUMBER 8AC970110001 HAS BEEN ARCHIVED

TO RECEIVE AN OVERNIGHT DETAIL REPORT
SELECT 'Y' BELOW

GENERATE REPORT - (YES OR NO):

PFC CANCEL PFC MAIN MENU PFC LOGOFF

NUM OVR

This screenshot shows a receipt that has been archived.

If we receive a request for a receipt file and the receipt file has been archived per CLAIMS, create the case as usual. To determine whether we need to request the archived receipt file or redirect the request please do one or all of the following as necessary:

1. Enter the receipt number in NFTS. There may be evidence that the receipt file has been consolidated into an A-file or there may be evidence that the receipt file has been forwarded to the NVC in which case you would redirect the request to NVC. Sometimes, you can discover that an archived receipt has been forwarded to NVC through PCQS.
2. On the USCIS website enter the receipt number in the “Check Case Status.” Checking the receipt number on the website may provide

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Updated on 8/30/2011

evidence that the receipt file has been forwarded to the NVC in which case you would redirect the request to NVC.

3. You may call the NVC automated help line at **603-334-0700** and enter the receipt number. There may be evidence that the receipt file has been forwarded to the NVC in which case you would redirect the request to NVC.
4. If there is no evidence that the archived receipt file has been forwarded to NVC we will create a file request using RAFACS (not RAFACS/CIS). Find the information from the archived receipt in PCQS and print that information. Prepare a "Scan As" sheet to be scanned as responsive records for the case number you have just created, attach it to the screen prints and take those to the person designated to scan RAFACS-only responsive records. Pend the case.
5. If there is no evidence in PCQS, follow the instructions for *Receipt files; Lost receipt file, File destroyed or File cannot locate.*

Reading the request is very important; if the requester is seeking information relating to what appears to be a receipt number and it begins with "CDJ" or one of the other prefixes found in the section National Visa Center Valid Consulate Prefix Codes, call the NVC help line at **603-334-0700** and enter the receipt number. If there is evidence that the NVC has the receipt file, redirect the request to NVC.

To redirect a request to NVC do the following: Click Final Action Letter and choose the code "RD" and select "NVC". Send the case to Up-front Approver.

12.7.14 Receipt files; Lost receipt file, File destroyed or File cannot locate

If a staffing response from one of the service centers (ESC, SSC, NSC or WSC) has been scanned and a screen print from CLAIMS is shown on the staffing response with any of the following verbiage; "FILE CANNOT LOCATE", "FILE DESTROYED", or "LOST RECEIPT FILE", the case creator will need to follow the steps outlined below.

Open a RAFACS (*not* RAFACS/CIS) staffing slot only. The default selection for the letter is "Customize Letter." Be sure that option is selected. Print the appropriate CLAIMS screen prints (should be a minimum of 3 pages if the receipt file is for an I-130). Print the staffing letter, attach it to the screen prints and take to person designated to scan RAFACS-only responsive records. Pend the case.

FIPS v7.0 Training build 00 Work Queue Actions Standalone Search

Processing Fee Information

A-Number

No A-Number entered

EDMS

Click

Staff Request To Generate Staffing Sheet

CIS

Contracting Office

RAFACS/CIS

RAFACS

RECORDS ALIEN FILE

RECORDS INDEXING

RECORDS NATURALIZATION FILE

No Staffing Letter

Customize Letter

File Missing/Lost

Location Address Office Contact

RAFACS

Name

Email

CC Email

Request File Cancel

Contents Discussions Case Actions History

Task	Status
Search for Duplicate Cases	Completed
Create Additional Cases	Not Started
Create Fee Request	Not Started
Acknowledgement Letter	Not Started
Final Action Letter	Not Started
Specialty Letter	Not Started
Status Letter	Not Started
Bank Letter	Not Started
Interest Letter	Not Started
Expedited Denial Letter	Not Started

Records Locator Case Processor Case Approver Unit Chief Up-front Approver Period Reassign Office

Page 1 of 2 5002% Viewing version: 1

This is only if there is no A-number and you have checked and the receipt file is not at the NVC. This is what the response will look like:

**Staffed to: WSC
REQUESTED FILE**

Office Code: NRC Control Number: NRC2009012305 Date: June 5, 2009
 Alien Number: Subject: WAC93 file 1-130 Prisoner Documents for
 Carceras

History Inquiry For WAC93						
File #	Seq	Transaction Date	Transaction Office	Performed By	Detail	
WAC93	000	06/05/2009	Prison	WAC	CONVERSION	
WAC93	000	06/05/2009	Prison	WAC	CONVERSION	

RECEIVED

According to CLAIMS this file is owned by WAC
 2nd Staffing

JUN 05 2009

FILE CANNOT LOCATE

RECEIVED
JUN 05 2009
FOIA

SEARCHED INDEXED SERIALIZED FILED
 JUN 05 2009 FBI - NEW YORK
 WAC93

This is to certify that I have conducted a thorough search for the above listed file and this file:

..... is missing
 would not be located



WAC93

Printed Name

Phone

13. REASSIGN OFFICE

This function is used to move a case that was scanned in the NRC queue to another queue for processing.

Re-assign the case if the request is for a contract (CNT).

Re-assign the case if the request is for CIS Personnel Information (HQS).

Re-assign any SIG case to COW.

First you must select the correct office. Use the drop-down box to select the office where you want the case to go, search for duplicate cases, and then create the case:

.....

FIPS v7.0 Training build 06 Work Queries Actions

Processing		Fee Information	
Office:	NRC	NRC2010006656REQ	Status Request Case Creator mporter
Req:	BLR	Scanned	Created
	CLP	11/05/2010	Perfected
	CNT		Final Action
Request:	DLS	Select the correct office	
	GEN		
	HQS		
	NRC		
	OBL		
Subject information			
First		Middle	
A-Number:			
Topic: H-1B visas filed by OutSource Georgia, Inc., 2008 to present			

.....

After you change the office to COW, create the case. The case will have a COW number.

Next, click on "Reassign Office"

FIPS v7.0 Training build 06 Work Queue Actions Standalone Search

Processing Fee Information

Office: **COW2010080341** Status: **Open Case Creator subposter** Web Entry

Received: 11/5/2010 Scanned: 11/5/2010 Created: 12/3/2010 Perfected: Final Action: Closed: Final Reply Due: 12/31/2010

Requester Information

Requester: **Rhys Porter** **1. Change Office** Edit Requester Change Requester

Subject Information

First: Middle: Last:

A Number:

Topic: **18 years food by Confinement Georgia, Inc. 2006 to present.**

Track: 2 Bureau: **CS** Print To CD

Type: **FOIA Requester** Referred From: **CS** ☐ N/A Cited

Source: **News Media** ☐ In Litigation

Category: **Special Interest Group** ☐ In Circular Search

☐ Delinquent

Calculate Current Position

Save

Document Type	Seq.	Pages	Status	Resp Unit	A Number	Date
<input type="checkbox"/> Duplicate Request Letter	3	2	Scanned			11/8/2010 2:55:08 PM
<input type="checkbox"/> Request Supporting Documents	2	4	Scanned			11/5/2010 8:38:17 AM
<input type="checkbox"/> Request Letter	1	2	Scanned			11/5/2010 8:35:09 AM

2. Click here

Records Locator: Case Processed: 3 Case Approver: Unit Chief: Up-Work Approver: Person: **Reassign Office** Run

Page 1 of 2 50.5% Viewing version: 1.

You will not be creating an acknowledgement letter or staffing. Before you click on "Reassign Office," prepare an e-mail addressed to NRC.FOIASIG with the case number and brief description of the topic, requester or reason you assigned the case to SIG.

14. CLOSING A CASE AS “NA:FOIA or PA not applicable:”

Sometimes a requester will file a FOIA request asking for the return of original documents, the status of a petition, or a question, not asking for records. If FOIA/PA does not apply to the request, you would create a Final Action Letter and select the closing code “NA: FOIA or PA not applicable.” You will have to select a Non-FOIA Operational Unit. Choose “NRC-Director.” Note: if the request for return of original documents is on Form G-884 which was inadvertently scanned in as a request, you will be closing the case “ER.” Please refer to REQUESTS: Return of original documents.

Processing	Fee Information
Final Action Letter DF: Duplicate ER: Created in Error FC: Requester's failure to comply FI: Requester's failure to ID records NB: Not applicable - certified copy NR: Non-possession of records OR: Old records RD: Redirected to another agency RF: Referred to a DHS Component UT: Unable to locate records WD: Request withdrawn	Final Action Dependent Options Records Needed Insert Clerk of Courts/National Archives paragraph Insert women married to U.S. citizens paragraph Non-FOIA Operational Units MIL NRC-Director NCR FOIA Offices Privacy Act Amendment Request REQUEST FOR FILE FROM A FOREIGN FCO Service Centers TFN FOIA/PA UNIT WCF
Reasons	Redirects/Referrals
<input type="button" value="Submit"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>	

You do not have to modify the referral letter. You will have to select the applicable box in the Final Action Letter and possibly add other instruction, if necessary. Send the case to Up-front Approver.

15. ER (created in error) CASE CLOSINGS

Prepare a Final Action Letter using the “ER” option for cases when the following situations arise:

1. When a G-884 Return of Original Documents is scanned in FIPS.
2. When a routine use/child support request has been scanned in FIPS.
3. When subpoenas/court orders have been scanned in FIPS.
4. When a Bond Obligor request has been scanned in FIPS.
5. Requests from Foreign Consulates (no letter required)

FIPS will not create a letter. Prepare a detailed Discussion. Send the case to Up-front Approver. The supervisor will review and close the case.

16. FC (failure to comply) CASE CLOSINGS

If you are closing a case FC because of consent, verification of identity or failure to reasonably describe the record they are seeking, please refer to

O:\Foia\FOIA LIBRARY\Case Create References\Case Create Template Letters\Failure to Comply Letter and select the applicable paragraph for your final action letter. Please enter the date of the last correspondence to the requester/subject.

17. MARKING A DOCUMENT “DO NOT SEND”

From time to time, there will be an instance when we should not mail a system-generated letter. Examples include instances where a status letter is created in error, or a referral memo is erroneously created. To ensure that the letter or memorandum is not inadvertently mailed, please take the following steps:

1. Type “DO NOT SEND” at the top of the page,
2. Delete all the information in the letter/memorandum, and
3. Create a Discussion which explains why the letter/memo should not be mailed.

Accomplishing the steps above will make it easier for the O/A room to identify letters created in error.

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Updated on 8/30/2011

18. ACKNOWLEDGEMENT LETTERS

We prepare acknowledgement letters in all cases **except** for routine use and Red Cross last known address requests. The example in this guide shows how to do a standard acknowledgement letter if we have verified consent and identity, the requester has not asked for expedited treatment or a fee waiver, and we have found a responsive record. As you go through this example, please keep in mind that there are many factors which would require you to prepare the acknowledgement letter differently.

Go to the “Tasks” tab and select “Acknowledgement Letter”

Contents	Discussions	Case Actions	History
Task			
Search For Duplicate Cases		Not Started	
Create Additional Cases		Not Started	
Create File Request		Not Started	
Acknowledgement Letter		Not Started	
Final Action Letter		Not Started	
Specialty Letter		Not Started	
Status Letter		Not Started	
Blank Letter		Not Started	
Increase Letter		Not Started	
Expedited Denial Letter		Not Started	

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Paid	Reassign Office	Se
-----------------	----------------	---------------	------------	-------------------	------	-----------------	----

After selecting “Acknowledgement Letter,” the Acknowledgment Letter Options screen will open. Options on this screen will allow you to ask for other documentation and will also allow you to add a Track 3 Denial or Lost File paragraph:

Case360 Home

FIPS v7.0 Training build 05 Work Queries Actions S

Processing Fee Information

Acknowledgement Letter Options **Additional Documents Required**

Fee Estimate:

Prepayment Required:

☐ Advance Payment Returned

☐ Add Lost File Paragraph

☐ Add Track 3 Denial Paragraph

☐ Other Requester Documentation

Additional Options

No options found.

Since our example case does not require us to select any options, we will click on “Generate Letter.” Our only option at that point is to click OK:

Case360 Home

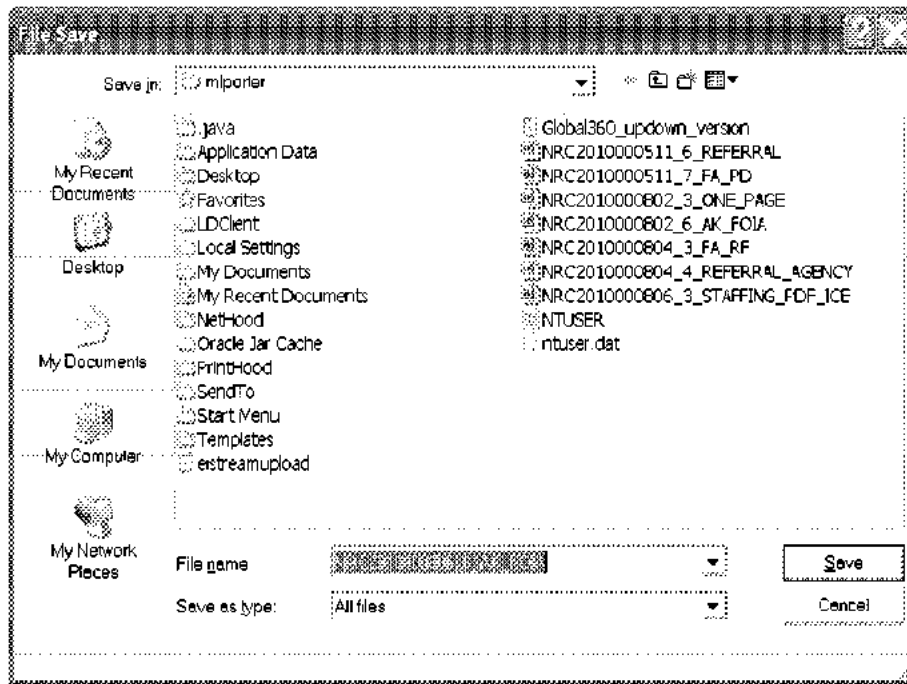
FIPS v7.0 Training build 06 Work Queries Actions Standalone Search

Processing Fee Information

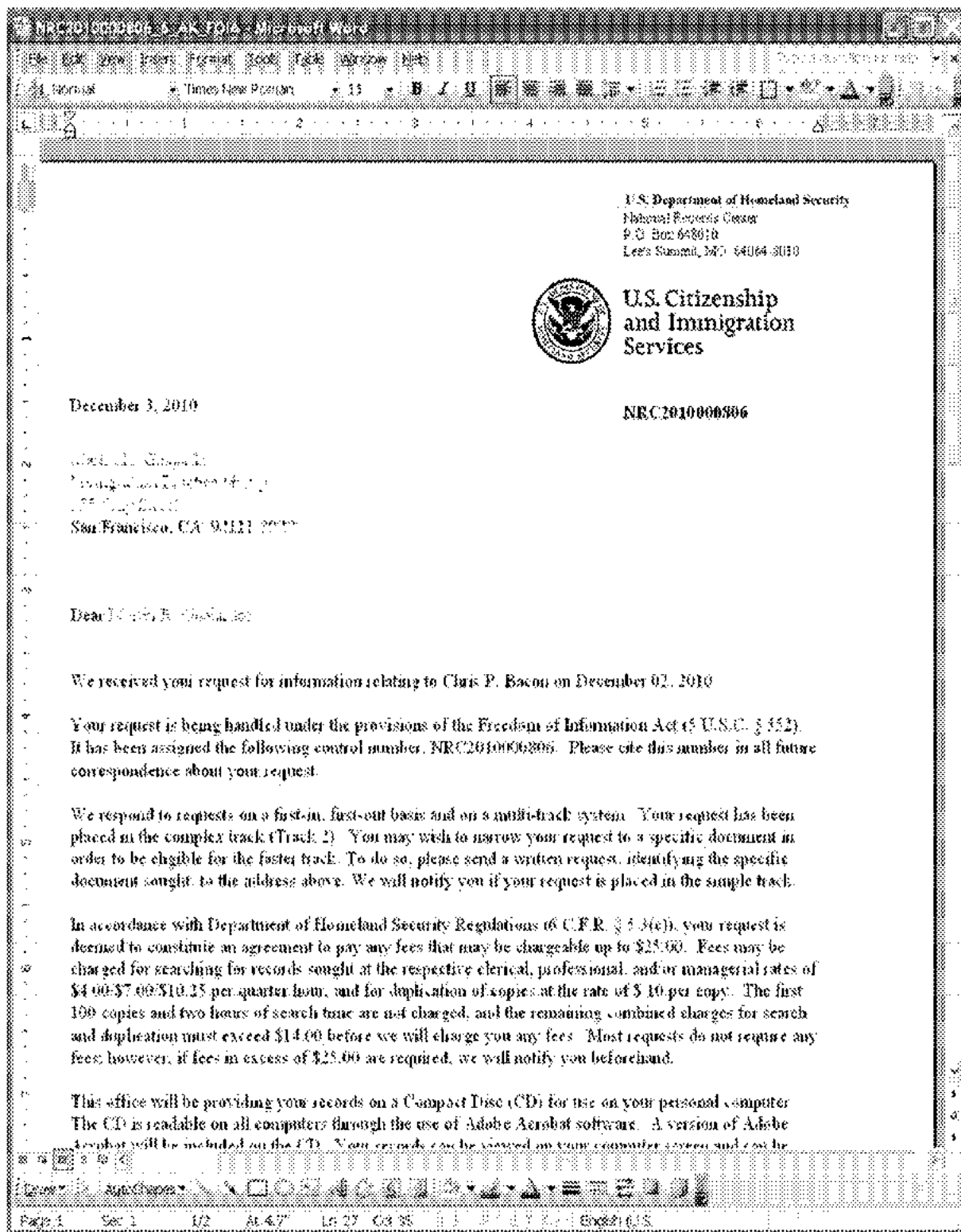
Successfully generated letter Acknowledgement Letter-FOIA.

Click on OK to continue.

As soon as you do, a File Save pop-up window will appear. Click “Save.”



The acknowledgment letter will pop up:

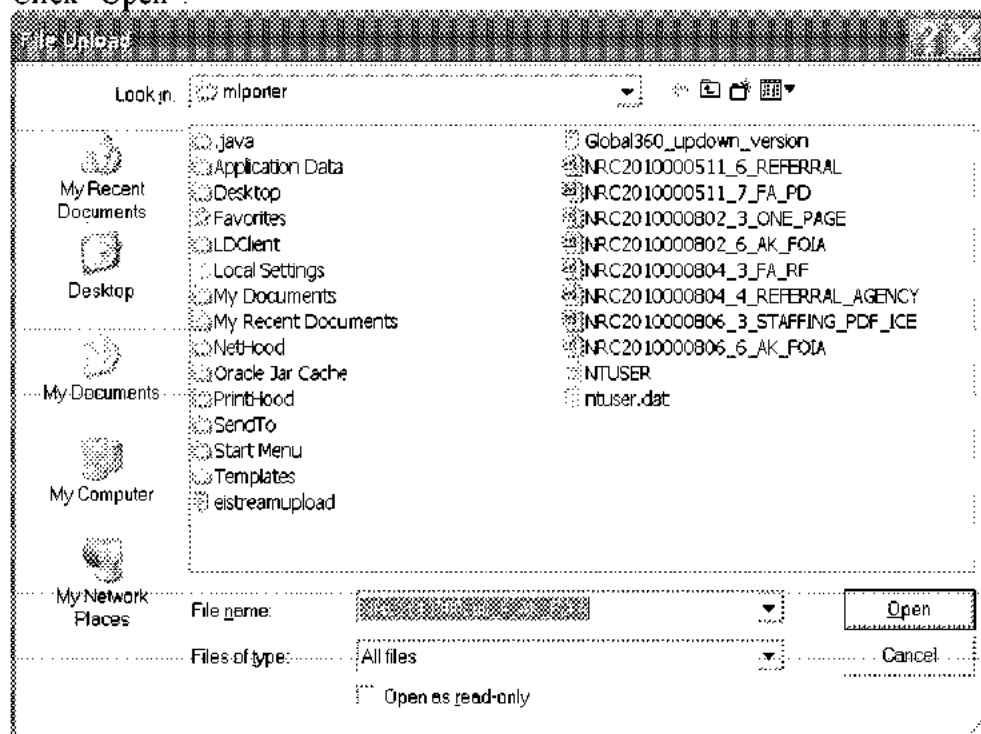


You may have some modifications to make to the letter. After you finish, save the Word document and exit Word. Next, go to the "Contents" tab and click on the "Check in Document" icon.

Tasks Discussions Case Actions History							
Document Type	Seq.	Pages	Status	Resp. Unit	A-Number	Date	
Acknowledgment Letter-FOIA	6		Editing			12/3/2010 10:14:14 AM	
Check In Document	5		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM	
Staffing Response	4		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM	
Staffing Letter - ICE PDF	3		Editing	DRO - SEA Seattle		12/3/2010 8:28:17 AM	
Request Supporting Documents	2	4	Scanned			11/5/2010 8:32:47 AM	
Request Letter	1	2	Scanned			11/5/2010 8:32:45 AM	

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Pend	Reassign Office	Se
-----------------	----------------	---------------	------------	-------------------	------	-----------------	----

Click "Open":



In this example, we are now ready to send this document to "Pend."

19. DISCUSSIONS

Discussion notes are crucial to creating and processing a case. When creators are establishing the case in FIPS, they should note any unusual circumstances or details in a Discussion for later reference. FIPS also automatically generates Discussions in various situations, such as duplicate,

multiples and when responsive records are copied from one case to another. Because Discussions become a permanent part of the case in FIPS, you should not use Discussions to record personal feelings or to debate, question, or even to seek clarification. A FOIA/PA Assistant should discuss issues needing clarification via e-mail, a telephone call or a personal visit to his or her supervisor.

20. CHANGING A REQ TO A CSD

(Note: this article pertains to people who work in the Research Queue)

Occasionally requester documents, certificates of identity, status requests and other correspondence will inadvertently get scanned into FIPS as a new request. If you encounter these types of documents in FIPS as REQ's, please attempt to locate the case to which the documents belong. After you locate the case in FIPS, make a note of the control number. Create a Discussion asking Research to add the request as CSD to the appropriate case. Next, go back to the worksheet in FIPS and Send to Research.

A person working the Research queue will assign the request to CSD as follows:

Search Case Research Queue

Status:

Control Number: COW2010000341

Request Number:

Created After:

Office:

Requester Last Name:

Requester First Name:

Requester Middle Name:

Subject Last Name:

Subject First Name:

Subject Middle Name:


A-Number:

Topic:

1. Enter the case number you are attaching the document to.

2. Click Submit

Control Number Requester Requester A Last First Middle Topic
Last First Middle Topic
Name Name Name Name

 COW2010000341 Porter Rhya H-1B visas filed by OutSource Get

3. Click List Pending Documents Icon

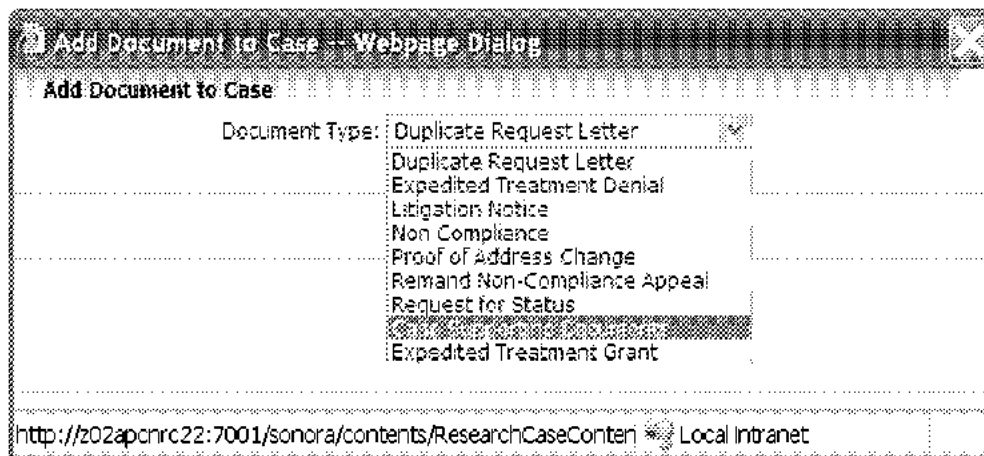
Document Type Seq. Pages Status Responsive Unit A-Number Created Time Modified Time

Total Item(s) found (0 of 0)

4. Click Add Document to create a new CSD slot.

☐ Open next

http://202apcncr32-2001/sunora/Query?cp=msname=sQry_PendingDocumentsForCase&RESEARCHCASEFOLDERID=0&CA



21. TROUBLESHOOTING WORK *FROM* THE OA ROOM

The FOIA/PA Assistants assigned to the mail are responsible for picking up faxes and mail (in the black bins marked Troubleshooter) from the OA room and in the basket located next to the copier in shared workroom each day and are responsible for sorting and working the mail. Individual team members expecting a fax should notify his or her supervisor or retrieve the fax. If the case has been created, insert a Discussion (Scan in fax and notify [me] when the fax has been scanned). If the fax needs to be scanned in before reviewing, the FOIA/PA Assistants can scan it in and notify you. They may also deliver the fax or mail if needed.

22. TROUBLESHOOTING WORK *TO* THE OA ROOM

When new requests are taken to the OA room, place them in the “New Request” bin on the counter.

When taking requester documentation, CSD’s, responsive records or certifications of identity to the OA room, write “Requester Docs” or “CSD” on the first page, along with the date and your initials.

23. FOIA MAILBOXES:

FOIA has access to various e-mail mailboxes that serve different purposes. The paragraphs below describe these mailboxes and their purposes. E-mails to any of the FOIA mailboxes must contain specific instructions.

23.1 THE OA ROOM (NRC, FOIAOA)

Send e-mails to the OA Room when:

- The request letter and supporting docs need to be printed and scanned in as a new case. Include instructions to the case creator, if necessary.
- The original Final Action Letter and responsive records were mailed but the requester never received them. The OA room will reprint the records to CD or paper and re-mail per instructions provided in the e-mail. The instructions must include the control number and whether to print CD or paper, as well as how the case was closed "G1 or PD." Include a Discussion in the original case.
- The responsive records need to be re-printed to CD due to the requester receiving a broken CD.
- The requester has either has a changed or new address; therefore, the records need to be re-printed and re-mailed to the requester. You need to state in your instructions to the OA room that you've made the changes to the address in the final action letter. Correct the address on the final action letter and the FIPS database. State that you've changed the address in a Discussion.

Don't forget to add a Discussion to the original case.

23.2 MSB (NRC, NRCFOIAMS)

Send e-mails to the MSB mailbox when:

- An appeal is encountered in case create that was not previously addressed.
- An expedited treatment is encountered in case create or Records Locator queue that was not previously addressed. Personnel handling the MSB mailbox will forward the e-mail to the supervisor(s) handling the expedited treatment.

All e-mails to the MSB mailbox should contain the control number, the A-number or subject of the case, and specific instructions relating to the case.

23.3 FIPS PROBLEM (NRC, FIPSPROBLEM)

Send e-mails to the FIPS Problem mailbox:

- If errors are encountered in the case

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- If responsive records need to be copied from one case to another
- If records are incorrectly scanned in a case and need to be removed

All e-mails to FIPS Problem mailbox must contain specific instructions, including a description of the problem and the role of the case; standalone, create, locator or processing and the control number or REQ number if you were creating the case.

23.4 FOIA FILE REQUEST (NRC, FOIAFILEREQ)

Send e-mails to FOIA File Request if you discover A file sitting on a shelf and it has not been scanned in to the case. Include the control number and the A-number in these e-mails.

24. E-MAIL TO CUSTOMERS

If necessary, send a message to the USCIS mailbox outlining what needs to be sent. The MSB supervisor will generate the e-mail to the requester and transmit. Include all information in the e-mail that the MSB supervisor will need in order to be able to send the e-mail. Put a Discussion in FIPS outlining your request to MSB. If you are asking for more information from the requester, create a slot in the case in FIPS to ensure that the case will close out automatically if no response is received from the requester.

25. MAIL

The FOIA Division receives two types of mail: Returned Mail and Direct Mail.

25.1 RETURNED MAIL:

25.1.1 *Interim Interest Letters*

Returned Interim Interest Letters are scanned as Requester Docs.

Except for Interim Interest Letters, all returned envelopes and letters are scanned as CSD's.

Do not use forwarding addresses provided by US Postal Service.

OA's will note each case with action taken for each piece of returned mail. Notes are to be complete and concise. They should include the reason the letter was returned, action taken, and the OA's name.

Note: Not all letters are acknowledgment letters. The returned correspondence could be a status letter or request for additional information. Before letters are updated with the correct address, confirm the correct letter is being updated. The Discussion should include the type of letter being corrected and resent.

25.1.2 Acknowledgement letters

Compare address on acknowledgement letter to address on the G-639, G-28 and returned address on the original envelope.

A. If there is a transcription error in the address:

1. Correct the address in the address section of the FIPS worksheet and click on the "U" to update FIPS.
2. Correct the acknowledgement letter and resend letter.
3. Write the ID of the case creator on the returned letter and give to OA Supervisor. Do this in a controlled manner so that you and the supervisor are the only ones who see this paperwork.
4. Note the case. Example of the Discussion:

Title of Discussion: **Returned Mail – no such number**

Body of Discussion: Address on letter did not match G639. Street address should be 1003 Market Street, not 103 Market Street. Updated FIPS and ack letter and resent letter. Name.

5. Returned acknowledgement letters with a requester document need to be repended for additional time. **Give the letter to the OA supervisor to repend.**

B. If the address on the acknowledgement letter matches the address on the G-639, G-28 and/or return address on original envelope:

1. Note the case. Example of the Discussion:

Title of Discussion: **Returned Mail – no forwarding address**

Body of Discussion: Address matches G-639. No other address found. Did not resend ack letter.

2. Give acknowledgement letter to OA Supervisor to Close.

25.1.3 Final Action Letters

Compare address on final action letter to address on the G-639, G-28 and returned address on original envelope. Check all CSDs for a new address.

- A. If address matches G-639 and/or G-28 and no other address is found, note case with the reason the letter and responsive records were returned. Discussion should include “no other address found; did not resend final action letter” and OA’s name. **Scan envelope and front page of letter as CSD.**

Shred the letter and responsive records.

- B. If another address is found in the CSDs:

1. Update FIPS and final action letter, reprint letter, and label and resend. **Scan original letter and envelope as CSD.**
2. Write the ID of the **case processor** on the returned letter and give to OA Supervisor. Do this in a controlled manner so that you and the supervisor are the only ones who see this paperwork.

25.1.4 CDs

- A. CDs Returned for postage.

Make a copy of the CD and re-mail. Attach the copy of the CD to the original CD mailer and give to the OA Supervisor. Note the case with the following Discussion.

Title of Discussion: CD Returned for Additional Postage

Body of Discussion: Re-mailed CD, date and name

- B. CDs Returned due to Incorrect Address.

Compare address on final action letter to address on the G-639, G-28 and return address on original envelope. Check all CSD’s for a new address.

1. If address matches G-639 and/or G-28 and no other address is found, note case with the reason the CD was returned. Discussion should include “no other address found; did not resend CD” and OA’s name.

Shred the CD.

2. If another address is found in the CSD’s:

- a. Make a copy of the CD and returned envelope.
- b. Update FIPS and reprint a new label. (Do not update letter in FIPS). Put the new label on the outside of the CD Mailer (not directly on the CD).
- c. Write the ID of the **case processor** on the copy of the returned CD and give to OA Supervisor. Do this in a controlled manner so that you and the supervisor are the only ones who see this paperwork.

25.2 DIRECT MAIL:

This is mail sent directly to NRC from requesters, subjects, attorneys, etc. The content of direct mail is varied and usually requires some type of action. Direct mail could consist of, but not limited to, any of the following:

- Change of Address (see Request for Change of Address)
- Status Request (see Status Letters)
- Withdrawal of Request (see Withdrawal of FOIA/PA Request)
- A request to change the scope of a FOIA request. The action required to change the scope of a request could involve changing the track of the case; depending upon the type of information/documents requested.
- Correspondence about delinquent payments (including checks)
- Responses to Track 3 denial or Expedited Treatment denial
- Responses to requests for additional information
- Requester asks for their record on paper: scan in as a case supporting document (CSD)

We may respond to direct mail in writing or by phone, and some mail requires no response.

Please create a Discussion describing the problem and how it was corrected. FOIA/PA Assistants assigned to handle mail should initial, date, and write what kind of document (such as CSD or REQ DOCS) on the top page and staple the pages together after scanning. Case creators may deliver the fax or mail with CSD's to the OA room for scanning.

Mail or faxes regarding delinquent payments, payments made or checks received is pulled prior to distributing to the Team. If any of these types of documents are inadvertently left in with the mail, please give them to the Team supervisor.

25.2.1 Mail concerning Track 3 or expedited treatment

If we receive additional correspondence via e-mail, mail or fax relating to an existing case, asking for expedited processing or processing as Track 3; forward the correspondence to the MSB supervisor. A supervisor must review the correspondence and make a determination. We must address within 10 days in writing our response to the expedited or Track 3 processing request, whether we grant or deny. FOIA/PA Assistants assigned to mail will place the mail in the Track 3 or Expedited Review bin.

Insert a Discussion titled "Expedited Treatment Request" or "Track 3 Request." In the text of the Discussion type whether it was denied or approved and the sequence number of the status letter. Scan the additional correspondence in as a CSD.

If the requester responds to our denial of expedited treatment or Track 3 processing, the procedure is essentially the same: forward it to the MSB supervisor, who will make the determination.

If a FOIA/PA Assistant working in Records Locator queue discovers correspondence relating to expedited processing or Track 3 scanned in but has not been addressed by a supervisor; the Assistant should insert a Discussion and send the case to Admin or Unit Chief. Send an e-mail to the supervisor handling the expedited requests and include the control number of the case.

25.2.2 Requester documentation / additional information

This consists of documents or more information that we have asked the requester/subject to provide. When the information is received it is scanned into the requester documentation slot. Use the additional information provided to continue creating the case. If the requester/subject did not provide the alien number, use the information provided to search CIS (9102, 9103 or 9106) and CLAIMS to locate any responsive records, or receipt files. If you cannot locate any records relating to your person, close the case as NR. Copy screen-prints of your searches for scanning in as CSD. (FYI CSD's can be scanned in after a case is closed).

We do not re-open cases that close as FC because the requester failed to reply within the time allotted - unless it is our fault. An example of our fault would be they sent back the requester docs and the envelope was postmarked before the deadline. It doesn't matter if they are one day late returning the requested information. The Team will send the

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requester a letter advising them that their case has been closed as a FC. If the requester still has an interest in receiving the information, he or she will need to submit a new FOIA request. This includes cases closed within the same month. We are handling these FC requests the same for everyone so nobody is getting unfair treatment. However, if you receive a call asking for more time to return the requester docs, and before the case closes, you may repend. A template FC letter is located at: O:\Foia\FOIA LIBRARY\Case Create References\Template Letters\FC Letter.

25.2.3 Request for change of address

If you receive a Form AR-11 or other correspondence from an alien wanting to submit a change of address, forward the original letter and enclosures to the following address:

U.S. Department of Homeland Security
Bureau of Citizenship and Immigration
Change of Address
PO Box 7134
London, KY 40742-7134

For commercial overnight or fast freight services only:

U.S. Department of Homeland Security
Bureau of Citizenship and Immigration
Change of Address
1084-I South Laurel Road
London, KY 40744

25.2.4 Status letters

The public has the ability to check online the status of their FOIA request(s) with NRC at (www.uscis.gov).

From www.uscis.gov, find the link near the bottom of the left column under “Other Services” marked “[FOIA Request Status Check](#).” Click there to navigate to the online status check page.

The on line status check will indicate whether the request is still pending, or whether the case has been processed or closed within the last six months.

If the request is still pending, the online status check will indicate the position of the request relative to all pending USCIS requests in the same processing track. It also provides the date the request was received.

If the request was processed or closed within the last six months the requester will be given the date the request was closed. The system does not discern how the request was closed i.e. DP, GI, PD etc., however it does address cases closed for Failure to Comply.

If the control number entered is not recognized, the requester will be advised the number entered is invalid or the case was processed more than six months ago.

The previous method of providing a status letter did not give the requester accurate information. In order to better serve our customers Teams should paste in the online FOIA Request Status Check every time a status is requested.

If you need to generate a status letter due to correspondence via mail, e-mail or fax, please run the control number with the online FOIA Request Status Check. You should not provide status to the requester using the "Q" button. Change the information on the letter that shows the status of the case, replacing it with the results from the online status check before you close and save. Use the latest Status Letter from O:\Foia\FOIA LIBRARY\Case Create References\Case Create Template Letters, since the letter in FIPS may not be the current version. This ensures that the requester will receive accurate information.

Please print the online status check and send it to be scanned in as a CSD to support the status letter.

25.2.5 Withdrawal of a FOIA/PA request

A requester must send us a document to withdraw a pending request. Upon receipt of a written request to withdraw a FOIA, please have the request scanned into the case as CSD. Make sure that the WD letter has been scanned in before you close the case. Ask your supervisor to send the case to you in Records Locator queue. Add a Discussion indicating that the request was withdrawn per the documents found in CSD.

25.2.6 Mail received in a foreign language

If we receive mail written in a foreign language and you cannot determine whether it is a FOIA request, forward the mail to a supervisor. The supervisor will forward the documentation to MSB, who will then return the translated mail.

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26. BLANK TAPES/CD's

If you receive a blank VHS tape, cassette or CD with a FOIA/PA Request, return it to the requester.

27. VIDEO REPRODUCTION

As responsive records are scanned into FIPS, when the scanner encounters any type of media, they forward the alien file to MSB when their scanning is complete. The MSB staff assigned to audio/video reproduction will copy the media and insert a Discussion that it is complete. Once the case is processed, the processor will send an e-mail to the MSB mailbox with the case number and the page(s) number where the media can be located. MSB will pull the media and process/make any necessary redactions. The media will be mailed to the requester separately.

28. CONGRESSIONAL REQUESTS AND APPEALS

a. Congressional requests. True congressional requests are requests from a congressman or senator for information which usually does not relate to an alien file or receipt file. Most FOIA/PA requests with congressional correspondence should be handled under paragraph b. below. If you feel that you have a true congressional request or appeal, control the case, put the case in Unit Chief and e-mail your supervisor the control number. A supervisor will either send the case to SIG or return the case to you for staffing.

b. Congressional requests on behalf of a constituent: These are requests that have some kind of congressional correspondence included with the request from the subject. These cases should be created in the same manner as any other FOIA or PA request. Please use the subject's name as the requestor, mark "self" in the source block, create the acknowledgment letter and go out for verification of identity or consent as needed. Insert a case note, and e-mail Vicki Ohrnell the control number.

29. INCORRECT PAGE COUNTS:

The OA room will give final action letters with responsive records to the Team supervisors if the page count in the letter differs from the amount of pages printed. The supervisors will distribute to Team members to correct the page counts.

1. Using FIPS Standalone, go into the case that corresponds to the final action letter (NRC2010____). After the case is opened, determine the corrective action needed by comparing the responsive records in the case to the printed responsive records.
2. Correct the final action letter and reprint the letter.
3. Attach the reprinted final action letter to the responsive records.
4. Take the reprinted final action letter with the responsive records to the OA room to be mailed out.
5. Write the User ID Number of the person who created the final action letter in the upper right corner of the incorrect letter, and notate on the letter the corrections that you made. Do this in a controlled manner so that you and the supervisor are the only ones who see this paperwork.
6. Stack the incorrect final action letters in a separate pile. Write "ERRORS" on a post-it note and stick the post-it note to the top page to identify these as the incorrect letters.
7. Give the incorrect letters to the Team supervisors. The supervisors will give the incorrect final action letters to a FOIA supervisor daily for distribution and review.

30. ALIEN'S STATUS VERIFICATION LETTERS:

The National Records Center no longer issues certified Status Verification Letters to aliens. These letters were usually issued to individuals who had lost their Naturalization Certificates and needed verification of their status to apply for a passport or old age pension benefits in another country. If you get a request for certified Status Verification Letters, refer these individuals to USCIS.GOV to make an INFOPASS appointment.

31. INQUIRY FOR FILE REVIEW:

If you receive an e-mail regarding an inquiry for a file review, and the request is not in regard to a FOIA request, do not call the person or forward the e-mail to another NRC Division. Forward the e-mail to a Supervisor.

32. RECORDS LOCATOR QUEUE

Cases assigned to Records Locator queue will require some kind of action. Some of the most common reasons are:

- The staffing has to be re-pended
- Additional PII or consent is needed
- Requester docs have been received
- Requester writes to request the record on paper
- The wrong records were scanned into the case
- We need to send an interim interest letter to an incarcerated individual
- The file is lost
- We got a response of not found or consolidated from a service center.

It is important to read all Discussions as well as insert Discussions as necessary. Listed below are points/actions that you should consider while working cases assigned to Records Locator queue.

32.1 Always check cases in FIPS for duplicates searching all offices using the Alien number and name of the subject of record. If the subject of the request is a petition, it may help to search by the requester to see if that petition has already been addressed.

32.2 Read and follow directions in any Discussion found in the case regardless of age or who put them in. If there is a question, see your supervisor before proceeding with any action on the case.

32.3 Anytime you create a new staffing for the same A-file or receipt, you must cancel the one it replaces.

32.4 Do not cancel file requests and re-staff just because the request is old and has been pending for an extended period. Canceling file requests and re-staffing due to age affects the aging reports and makes it impossible to track these pending cases properly. Please continue to repend these cases as necessary.

32.5 If the A file has been scanned in and we are waiting on a T-file, review T-file staffings in NFTS History. If the T-file has been deleted or combined with an A-file or is from a RAFACS conversion, then cancel that staffing, because the T-files no longer exist. Send the case to the processor.

32.6 If the A-file has been scanned in, but there is an open pending slot for a T-file: Review "T" file history in NFTS. If the "T" file has been consolidated /combined with the A-file, check the date it was consolidated. If the "T" file was scanned in with the A-file, cancel the pending "T" file slot and send the case to the processor.

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32.7 If you see it has been through image process box and returned to a shelf then further research is required.

32.7.1 Check all offices for duplicate cases in FIPS using the alien number.

32.7.2 Does the subject have more than one alien number per a Discussion or on their request? If so, search those for potential duplicate cases.

32.7.3 If you find a duplicate case, make a Discussion and advise NRC, FIPSPROBLEM mailbox with an e-mail and repend.

32.8 Additional PII needed: Sometimes when a processor retrieves a case, he or she will determine that additional PII or verification of identity is needed from the requester/subject. You will have to create an Interim Response Letter and check the other documentation box. Modify the letter and attach the Requester Documentation Attachment (located at: O:\FOIA\FOIA Library\Case Create References\Case Create Template Letters\Requester Docs Attachment). Check the boxes required and pend the case for Requester Documentation. If the processor is asking for information that is already present in the scanned documents, put in a Discussion asking for clarification on what the processor is requesting. You may also have to point them to the slot where the information is currently contained.

32.9 If you pull a case in Records Locator queue and the Requester Documentation has been received: Review the information provided, if the requester/subject has provided the requested PII and/or consent, request the file.

32.10 The requester/subject may respond negatively to the request for PII. If we receive a negative response, attempt to locate an alien file and staff, matching as much of the PII as possible. Pend the case for responsive records.

32.11 If the requester/subject does not return the PII we asked for, and if a positive match cannot be identified in CIS or CLAIMS with the PII provided, generate a FC letter and replace the contents of the letter with the template letter Failure to comply letter-PII. The template is located at: O:\FOIA\FOIA Library\Case Create References\Case Create Template Letters\Failure to Comply Letter. Send the case to approver when you are finished.

32.12 If the requester/subject does not return proper verification of identity, generate a FC letter and replace the contents of the letter with the template letter Failure to comply letter-Consent. The template is located at: O:\FOIA\FOIA Library\Case Create References\Case Create Template Letters\Failure to Comply Letter. Send the case to approver when you are finished.

32.13 If a request for consent is returned but the requester says he or she is a third party requester (they have no relationship to the subject of the record and cannot or will not get

consent), request the file. Create a Discussion advising the processor to process this case as third party without consent.

32.14 Occasionally you will pull a case in Records Locator queue and there is a Discussion stating the wrong records have been scanned into the case. This will require some investigative work before a solution can be determined.

32.14.1 Did the Case Creator use the wrong alien number when the case was originally created or when the records were staffed? If so, please request the correct file. You must then send an e-mail to FIPS Problem mailbox and ask that the wrong records be removed. Clicking the link above will automatically send a copy to the FOIA Program mailbox.

32.14.2 Did the requester ask for a copy of a petition they filed on behalf of a beneficiary? If so, the case was probably set up incorrectly. Check first to see if there are two cases for the requester. If not, you will need to correct the one that exists to become a request for the beneficiary's information. Locate the correct records and re-staff.

32.14.3 Did the scanning contractor scan the wrong records into the case? If you've reviewed the entire file and there was no mistake made by the FOIA unit, it is possible that the scanning contractor has scanned the wrong file into this case. Here are the steps to follow if you believe this may have happened:

32.14.3.1 Look for a pending case for the records that were scanned into your case.

32.14.3.2 If you locate a case, check to see if the responsive records have been scanned.

32.14.3.3 If they have not, you'll need to have the records moved from your case over to the correct case. You will have to have the slots in your case re-set to pending by the NRC, FIPS Problem mailbox. Clicking on the link will automatically send a copy to the NRC FOIA Program mailbox.

32.14.3.4 If the pending case already has records scanned in, review those records.

32.14.3.4.1 Are they the correct records for that case? If so, then you will need to verify that they are a duplicate of the ones in your case.

32.14.3.4.2 If they are duplicates, then you do not have to do anything with that case.

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32.14.3.4.3 You will need to have the wrong records removed from the staffing response and responsive records slots in your case. Send an e-mail to the NRC, FIPS Problem mailbox. Clicking on the link will automatically send a copy to the NRC FOIA Program mailbox.

32.14.3.5 If you pull a case in Records Locator queue and there is a **Discussion instructing you to create an interim response letter because the individual is incarcerated:**

32.14.3.5.1 The request must be over six months old before we send out the interim letter. If your case meets this criterion, create an Interim Interest Letter.

32.14.3.5.2 If the interim interest letter is returned saying the subject is no longer in custody and we do not have another address for the subject, you can close the case FC. **Do not close out the case FC without the returned mail.**

32.14.3.5.3 If the individual is still incarcerated and still interested in receiving the record, send the case to the processing queue.

32.14.3.6 **If you pull a case in Records Locator queue and there is a document scanned into the Staffing Response and the Responsive Records slot which has been changed to Inactive, look at the document scanned in to the Staffing Response.**

32.14.3.6.1 If the case was staffed for a receipt file that has been sent to NVC (National Visa Center), redirect the request to NVC. Create the Final Action Letter, choose "RD" and select "NVC" from the drop-down box. Save the document and check it in. Send the case to Up-front Approver.

32.14.3.6.2 If the receipt file is marked lost, file destroyed, or file cannot locate, go to Receipt files; Lost receipt file. File destroyed or File cannot locate.

32.14.3.6.3 If the receipt file has been rejected by the service, there are no records to retrieve. Close out as No Record, with an explanation of rejected receipt files.

33. REPENDING IN RECORDS LOCATOR QUEUE

33.1 Do not create a Discussion that you repended the case; the system automatically creates a record of case action.

33.2 If you open a case in Records Locator queue and the file has not been scanned in nor is there any staffing response, you will probably have to repend the responsive records slot. However, before you repend the responsive records, verify the location of the A-file in NFTS and on the 9504 screen in CIS.

33.2.1 If the file has moved to another FCO, you should cancel the current file request and create a new one to reflect the new FCO.

33.2.2 If that file has moved from the original staffing location and is now in-transit to the NRC or has been received at the NRC, repend. Do NOT cancel the original file request or re-staff to RAFACS/CIS.

33.2.3 Do not cancel file requests and re-staff just because the request is old and has been pending for an extended period. Canceling file requests and re-staffing due to age affects the aging reports and makes it impossible to track these pending cases properly.

33.3 If the file has been received by NRC and NFTS shows scanning, image processing, image problem files, streamliners (anything except a shelf location) repend.

33.4 If a SIG case comes up for repending in Records Locator queue, please repend and notify NRC, FOIASIG of this. Insert the NRC case number on the subject line.

33.5 If NFTS shows the file is at the NRC and the location is SEIT Admin "FOIA files awaiting partner" do further research. If there is an A-file and a T-file that will be scanned in together when the other arrives, then repend. If there are two separate staffings for files, then e-mail NRC, FOIAFILEREQ to research and to have the file scanned in if necessary.

34. CHANGING THE TRACK OF A CASE

Do not change the track of a case except in the following instances:

34.1 The requester is narrowing the scope of their request from a Track 2 case to a Track 1 case. Prepare a status letter and advise the requester that their case is now on the simple track.

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34.2 The requester has responded to our acknowledgment letter stating that he or she did not mean specific documents only, and this would cause us to move a case from Track 1 to Track 2. Prepare a status letter and advise the requester that their case is now in the complex track.

34.3 The requester has a Track 2 case and provides the required documentation to change their request to a Track 3. Prepare a status letter and advise the requester that their case is now in Track 3.

When you change the track of a case, ensure you click the “SAVE” button prior to exiting the case.

35. RESPONSIVE RECORDS SCANNED IN WITH STAFFING RESPONSE

Occasionally the responsive records are scanned in behind the staffing response, instead of into the responsive records slot. These cases then appear in the processing queue, but cannot be processed. The processor will send a message to the NRC, FIPSPROBLEM mailbox for correction and insert a Discussion explaining the problem.

If the case has not come up for processing and you encounter this situation in Records Locator queue, put a Discussion indicating the problem (Responsive Records scanned into Staffing Response slot), and send a message to the NRC, FIPSPROBLEM mailbox with the following information:

- The NRC control number of the case,
- The A number or Receipt Number of the records,
- The staffing sequence they are scanned into, and
- The number of pages scanned in.

Send the case to Unit Chief/Admin so that the problem can be resolved.

[Click here for instructions](#) if you pull a case in Records Locator queue that has been staffed for a **Lost File**.

36. CASES NEEDING ACKNOWLEDGEMENT LETTERS

Cases received in Records Locator queue that need acknowledgement letters must be re-assigned to a Troubleshooter in the Case Create role. Please contact a supervisor with the NRC Control Number and ask that the case be re-assigned to you in the Case Create role.

37. RE-STAFFING

- If the file has moved to another office, cancel pending slot and staff to the correct FCO.
***Do not confuse this with files that are now in-transit to NRC.**
- If the current staffing is not correct (for example - an Atlanta general staffing instead of an Atlanta ICE staffing): Cancel the pending slot and re-staff properly.

38. FOIA SAFE

Cases staffed to the FOIA Safe are processed in the NRC queue.

While working Records Locator queue, if you pull a case that has been staffed to the FOIA Safe, **NEVER** cancel the staffing. Pend it for responsive records.

The RPC for the FOIA Safe is ZW0004.

If you see an RPC of “ZW” anywhere, it is a classified file.

39. IN TRANSIT FILES

If NFTS shows a file is now in transit to the NRC, repond. ***Do not cancel the staffing and re-staff to NRC.**

40. MODIFICATION OF RECEIPT DATES

Modification of receipt dates is a serious matter. Final approval authority to modify a receipt date is ACD or higher. Any decision to modify a receipt date must take into consideration the negative effect such an action will have on the integrity and accuracy of the data in FIPS, as well as possible legal consequences.

41. MSB DIRECTED PROJECTS

Occasionally, MSB may have special projects that require your assistance.

MSB paralegals must receive prior approval from a supervisor before approaching any member of the team member for assistance on such projects.

Supervisors will select the person(s) to assist with the projects as needed.

APPENDIX A: PHONE NUMBERS

NRC/FOIA Fax: 816-350-5785, 5786, 5787

ILD Incoming Call Line: 816-350-5560

Human Resource Office: 816-350-5661

CIS Forms:

By Phone: 1-800-870-3676

Website: www.uscis.gov

National Customer Service: 1-800-375-5283

EOIR 800-898-7180

APPENDIX B: ADDRESSES

MAILING ADDRESS OF NRC:

PO Box 648010
Lee's Summit, MO 64064-8010

PHYSICAL LOCATION OF NRC:

150 Space Center Loop
Lee's Summit, MO 64064

MAILING ADDRESS OF NBC:

National Benefits Center
PO Box 648005
Lee's Summit, MO 64064

MAILING ADDRESS OF CBP:

U.S. Customs and Border Protection
FOIA Division
799 9th Street NW, Mint Annex
Washington, DC 20229-1177

MAILING ADDRESS OF ICE:

Immigration and Customs Enforcement
800 North Capitol Street, 5th Floor, Suite 585
Washington, DC 20536

MAILING ADDRESS OF NATIONAL VISA CENTER:

32 Rochester Avenue, Suite 200
Portsmouth, NH 03801-2909

MAILING ADDRESS FOR APPEALS

DHS, USCIS, NRC
FOIA Appeals Office
150 Space Center Loop, Suite 500
Lee's Summit, MO 64064-2139

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APPENDIX C: NATIONAL VISA CENTER VALID CONSULATE PREFIX CODES

ABD- Abu Dhabi (United Arab Emirates)

ABJ – Abidjan (Ivory Coast)

ACC- Accra (Ghana)

ACK- Auckland (New Zealand)

ADD- Addis Ababa (Ethiopia)

ALG – Algiers (Algeria)

AMN – Amman (Jordan)

AMS – Amsterdam (Holland)

ANK – Ankara (Turkey)

ANT – Antananarivo (Madagascar)

ASM – Asmara (Eritrea)

ASN – Asuncion (Paraguay)

ATA – Almaty (Kazakhstan)

ATH – Athens (Greece)

BCH – Bucharest (Romania)

BDP – Budapest (Hungary)

BEN – Bern (Switzerland)

BGH – Post not Assigned

BGN – Bridgetown (Barbados)

BGT – Bogota (Colombia)

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BLZ – Belize City (Belize)
BMB – Bombay (aka Mumbai, India)
BNK – Bangkok (Thailand)
BNS – Buenos Aires (Argentina)
BRS – Brussels (Belgium)
BRT – Beirut (Lebanon)
BUJ – Bujumbura (Burundi)
CDJ – Ciudad Juarez (Mexico)
CLM – Colombo (Sri Lanka)
COT – Cotonou (Benin)
CPN – Copenhagen (Denmark)
CRO – Cairo (Egypt)
CRS – Caracas (Venezuela)
CSB – Casablanca (Morocco)
DBL – Dublin (Ireland)
DHK – Dhaka (Bangladesh)
DJI – Djibouti (Djibouti)
DKR – Dakar (Senegal)
DMS – Damascus (Syria)
DOH – Doha (Qatar)
DRS – Dar Es Salaam (Tanzania)
FRN – Frankfurt (Germany)

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FTN – Freetown (Sierra Leone)
GEO – Georgetown (Guyana)
GTM – Guatemala City (Guatemala)
GUZ – Guangzhou (Canton)
GYQ – Guayaquil (Ecuador)
HAV- Havana (Cuba)
HCM – Ho Chi Minh City (Saigon)
HLS – Helsinki (Finland)
HML – Hamilton
HNK – Hong Kong
HRE – Harare (Zimbabwe)
ISL – Islamabad (Pakistan)
JAK – Jakarta (Indonesia)
JHN – Johannesburg (South Africa)
JRS – Jerusalem (Israel)
KDU – Kathmandu (Nepal)
KEV – Kyiv (Ukraine)
KHF – Khartoum (Sudan)
KIN – Kinshasa (Congo)
KLL – Kuala Lumpur (Malaysia)
KNG – Kingston (Jamaica)
KWT – Al Kuwait aka Kuwait City (Kuwait)

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LGS – Lagos (Nigeria)
LIB – Libreville (Gabon)
LIL – Lilongwe (Malawi)
LMA – Lima (Peru)
LND – London (United Kingdom)
LOM – Lome (Togo)
LPZ – La Paz (Bolivia)
LSB – Lisbon (Portugal)
LUA – Luanda (Angola)
LUS – Lusaka (Zambia)
MDD – Madrid (Spain)
MDR – Madras aka Chennai (India)
MNA – Manama (Bahrain)
MNG – Managua (Nicaragua)
MNL – Manila (Philippines)
MOS – Moscow (Russia)
MRV – Monrovia (Liberia)
MST – Muscat (Oman)
MTL – Montreal (Canada)
MTV – Montevideo (Uruguay)
NHA – Naha
NMY – Niamey (Niger)

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NPL – Naples (Italy)
NRB – Nairobi (Kenya)
NSS – Nassau (Bahamas)
NWD – New Delhi (India)
OSL – Oslo (Norway)
OUG – Ouagadougou (Burkina Faso)
PHP – Phnom Penh (Cambodia)
PIA – Praia (Cape Verde)
PNM – Panama City (Panama)
PRG – Prague (Czech Republic)
PRM – Paramaribo (Suriname)
PRS – Paris (France)
PTD – Ponta Delgada (Azores)
PTM – Port Moresby (Papua New Guinea)
PTP – Port-au-Prince (Haiti)
PTS – Port of Spain (Trinidad & Tobago)
RDJ – Rio de Janeiro (Brasil)
RID – Riyadh (Saudi Arabia)
RKJ – Reykjavik (Iceland)
RNG – Rangoon (Burma)
SAA – Sana'a (Yemen)
SAR – Sarajevo (Bosnia & Herzegovina)

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SDO – Santo Domingo (Dominican Republic)

SEO – Seoul (Korea)

SGP – Singapore

SKO – Skopje (Macedonia)

SNJ – San José (Costa Rica)

SNS – San Salvador (El Salvador)

SNT – Santiago (Chile)

SOF – Sofia (Bulgaria)

STK – Stockholm (Sweden)

SUV – Suva (Fiji)

SYD – Sydney (Australia)

TAI – Taipei

TAL – Tallinn (Estonia)

TBL – Tbilisi (Georgia)

TGG – Tegucigalpa (Honduras)

THT – Tashkent (Uzbekistan)

TIA – Tirana (Albania)

TKY – Tokyo (Japan)

TLV – Tel Aviv (Israel)

TNS – Tunis (Tunisia)

VAC – Vancouver (Canada)

VNN – Vienna (Austria)

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VNT – Vientiane (Laos)

WRW – Warsaw (Poland)

YDE – Yaounde (Cameroon)

YRV – Yerevan (Armenia)

ZGB – Zagreb (Croatia)

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APPENDIX D: CASE CLOSING CODES

PD – The case has been processed, responsive records were released in part.

G1 – The case has been processed, responsive records were released in full.

DP – The case was closed as a duplicate of another case.

ER – Created in error. (see **ER Case Closings**)

WD – Case was closed as a withdrawal.

NA – FOIA/PA not applicable. You are required to select the office the request is being redirected to. Select “ALL”, two letters will be generated.

NR – The case was closed as no record. A search of all databases was conducted for any files relating to the subject. No results were found. All (non-responsive) screen prints are scanned in as CSD.

UT – Unable to locate alien file. Cases can be closed if the alien file is marked as lost and it has been more than one year. A thorough search of all systems must be completed.

FC – Cases close failure to comply when requesters fail to supply requested information. (i.e. Interim Interest Project, consent, subject has fugitive status or request for additional information)

FP – Cases close failure to pay when requesters fail to submit payment.

RD – Advise requester to contact another government agency to acquire records. We tell the requester whom they should contact to obtain records responsive to their request.

RF – Cases forwarded to DHS components. We tell the requester the name of the agency we referred their request to.

APPENDIX E: FORMS

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Title	Form Number
<u>Change of Address</u>	AR-11
<u>Alien's Change of Address Card</u>	AR-11SR
<u>Genealogy Index Search Request</u>	G-1041
<u>Genealogy Records Request</u>	G-1041A
<u>Notice of Entry of Appearance as Attorney or Representative</u>	G-28
<u>Biographic Information</u>	G-325
<u>Biographic Information</u>	G-325A
<u>Biographic Information</u>	G-325B
<u>Biographic Information</u>	G-325C
<u>Freedom of Information Act/Privacy Act Request</u>	G-639
<u>Verification Request (Non-SAVE agencies)</u>	G-845
<u>Document Verification Request Supplement</u>	G-845 Supplement
<u>Document Verification Request (SAVE Agencies)</u>	G-845S
<u>Return of Original Documents</u>	G-884
<u>Application for Replacement/Initial Nonimmigrant Arrival-Departure Document</u>	I-102
<u>Petition for a Nonimmigrant Worker</u>	I-129
<u>Petition for Alien Fiance(e)</u>	I-129F
<u>Nonimmigrant Petition Based on Blanket L Petition</u>	I-129S

Title	Form Number
<u>Petition for Alien Relative</u>	I-130
<u>Application for Travel Document</u>	I-131
<u>Affidavit of Support</u>	I-134
<u>Immigrant Petition for Alien Worker</u>	I-140
<u>Application for Advance Permission to Return to Unrelinquished Domicile</u>	I-191
<u>Application for Advance Permission to Enter as a Non-Immigrant</u>	I-192
<u>Application for Waiver for Passport and/or Visa</u>	I-193
<u>Application for Permission to Reapply for Admission into the United States After Deportation or Removal</u>	I-212
<u>Application for Removal</u>	I-243
<u>Notice of Appeal or Motion</u>	I-290B
<u>Petition for Amerasian, Widow(er), or Special Immigrant</u>	I-360
<u>Affidavit of Financial Support and Intent to Petition for Legal Custody for Public Law 97-359 Amerasian</u>	I-361
<u>Request to Enforce Affidavit of Financial Support and Intent to Petition for Legal Custody for P.L. 97-359 Amerasian</u>	I-363
<u>Application to Register Permanent Residence or Adjust Status</u>	I-485
<u>Supplement A to Form I-485</u>	I-485 Supplement A
<u>Instructions for I-485, Supplement C, HRIFA</u>	I-485 Supplement C
<u>Instructions for I-485, Supplement E</u>	I-485 Supplement E
<u>Waiver of Rights, Privileges, Exemptions and Immunities (Under Section 247(b) of the INA)</u>	I-508
<u>Waiver of Rights, Priveleges, Exemptions, and Immunities</u>	I-508F

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Title	Form Number
<u>Immigrant Petition by Alien Entrepreneur</u>	I-526
<u>Application To Extend/Change Nonimmigrant Status</u>	I-539
<u>For persons seeking V nonimmigrant status while in the United States or extension of V status.</u>	I-539, Supplement A
<u>Interagency Record of Request – A, G or NATO Dependent Employment Authorization or Change/Adjustment to/from A, G or NATO Status</u>	I-566
<u>Application for Asylum and Withholding of Removal</u>	I-589
<u>Petition to Classify Orphan as an Immediate Relative</u>	I-600
<u>Application for Advance Processing of Orphan Petition</u>	I-600A
<u>Application for Waiver of Ground of Inadmissibility</u>	I-601
<u>Application By Refugee For Waiver of Grounds of Excludability</u>	I-602
<u>Application for Waiver of the Foreign Residence Requirement (under Section 212(e) of the Immigration and Nationality Act, as Amended)</u>	I-612
<u>Health and Human Services Statistical Data for Refugee/Asylee Adjusting Status</u>	I-643
<u>Application for Status as a Temporary Resident Under Section 245A of the Immigration and Nationality Act</u>	I-687
<u>Application for Waiver of Grounds of Inadmissibility Under Sections 245A or 210 of the Immigration and Nationality Act</u>	I-690
<u>Report of Medical Examination and Vaccination Record</u>	I-693
<u>Notice of Appeal of Decision Under Sections 245A or 210 of the Immigration and Nationality Act</u>	I-694
<u>Application to Adjust Status from Temporary to Permanent Resident (Under Section 245A of Public Law 99-603)</u>	I-698
<u>Refugee/Asylee Relative Petition</u>	I-730

Title	Form Number
<u>Petition to Remove the Conditions of Residence</u>	I-751
<u>Application for Employment Authorization</u>	I-765
<u>Application for Replacement of Northern Mariana Card</u>	I-777
<u>Petition to Classify Convention Adoptee as an Immediate Relative</u>	I-800
<u>Application for Determination of Suitability to Adopt a Child from a Convention Country</u>	I-800A
<u>Application for Family Unity Benefits</u>	I-817
<u>Application for Temporary Protected Status</u>	I-821
<u>Application for Action on an Approved Application or Petition</u>	I-824
<u>Petition by Entrepreneur to Remove Conditions</u>	I-829
<u>Inter-Agency Alien Witness and Informant Record</u>	I-854
<u>Affidavit of Support Under Section 213A of the Act</u>	I-864
<u>Contract Between Sponsor and Household Member</u>	I-864A
<u>Affidavit of Support Under Section 213A of the Act</u>	I-864EZ
<u>Poverty Guidelines</u>	I-864P
<u>Intending Immigrant's Affidavit of Support Exemption</u>	I-864W
<u>Sponsor's Notice of Change of Address</u>	I-865
<u>Application for Suspension of Deportation or Special Rule Cancellation of Removal (Pursuant to Section 203 of Public Law 105-100 (NACARA))</u>	I-881
<u>Employment Eligibility Verification</u>	I-9
<u>Application to Replace Permanent Resident Card</u>	I-90
<u>Application for Authorization to Issue Certification for Health Care Workers</u>	I-905

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Title	Form Number
<u>Request for Premium Processing Service</u>	I-907
<u>Application for T Nonimmigrant Status</u>	I-914
<u>Petition for U Nonimmigrant Status</u>	I-918
<u>Petition for Qualifying Family Member of a U-1 Nonimmigrant</u>	I-929
<u>Application to File Declaration of Intention</u>	N-300
<u>Request for a Hearing on a Decision in Naturalization Proceedings (Under Section 336 of the INA)</u>	N-336
<u>Monthly Report Naturalization Papers</u>	N-4
<u>Application for Naturalization</u>	N-400
<u>Request for Certification of Military or Naval Service</u>	N-426
<u>Application to Preserve Residence for Naturalization Purposes</u>	N-470
<u>Application for Replacement Naturalization/Citizenship Document</u>	N-565
<u>Application for Certificate of Citizenship</u>	N-600
<u>Application for Citizenship and Issuance of Certificate under Section 322</u>	N-600K
<u>Application for Posthumous Citizenship</u>	N-644
<u>Medical Certification for Disability Exceptions</u>	N-648

APPENDIX F: USEFUL ACRONYMS

AAPM	Affirmative Asylum Procedures Manual
ABC	American Baptist Churches
ACPA	Assistant Chief Patrol Agent
ADDE	Assistant District Director of Examinations
ADDD	Assistant District Director of Deportation
ADDI	Assistant District Director of Investigations
ADIS	Arrival Departure Information System
AFACS	A-Files Accountability and Control System
AFM	Adjudicators Field Manual
A File	Alien Registration File (basic Alien File)
AILA	American Immigration Lawyers Association
AO	Asylum Officer
AOBTC	Asylum Officer's Basic Training Course
AOIC	Assistant Officer in Charge
ARB	Administrative Review Board
ARC	Alien Registration Card
ASC	Application Support Center
ASIS	Anti-Smuggling Information System
AUSA	Assistant United States Attorney
ATF	(Bureau) Alcohol, Tobacco and Firearms
AVL	Asylum Virtual Library

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BBAT	Bond Backlog Action Team
BCAA	Background Check and Adjudicative Assessment
BCIC	Border Crossing Identification Card
BCC	Border Crossing Card
BCIS	Bureau of Citizenship and Immigration Services
BEP	Backlog Elimination Plan
BIA	Board of Immigration Appeals; or Bureau of Indian Affairs
BLS	Bureau of Labor Statistics
BOP	Bureau of Prisons
BORTAC	Border Patrol Tactical Unit
BP	Border Patrol
BRP	Backlog Reduction Plan
BSS	Biometric Storage System
CAA	Cuban Adjustment Act
CAP	Criminal Alien Program
CAPES	Classification and Placement Evaluation System
CARRP	Controlled Application Review and Resolution Program
CBO	Congressional Budget Office / Community Based Organization
CBP	Customs and Border Protection
CCB	Child Care Bureau
CCD	Consular Consolidated Database
CDC	Center for Disease Control

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CDSO	Collateral Duty Security/Safety Officer
CFR	Code of Federal Regulations
CIA	Central Intelligence Agency
CIO	Chief Information Officer
CIS	Central Index System
CLAIMS	Computer Linked Application Information Management Systems
CMHS	Center for Mental Health Services
COA	Class of Admission or Change of Address
COMSEC	Communications Security
CONUS	Continental United States
COOP	Continuity of Operations Plan
COTR	Contracting Officer Technical Representative
COW	Central Office Washington
CPA	Chief Patrol Agent
CPO	Chief Privacy Officer
CSAT	Computer Security Awareness Training
CSPA	Child Status Protection Act
CSRS	Civil Service Retirement System
CSWP	Customer Service Web Portal
CUI	Controlled Unclassified Information
CUSA	Citizenship USA
DACS	Deportable Alien Control System

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DAO	District Adjudication Officer
DD	District Director
D&D	Detention & Deportation
DDD	Deputy District Director
DDP	Detention and Deportation Program
DEA	Drug Enforcement Agency
DEO	Detention Enforcement Officer
DFS	Designated Fingerprint Service
DHS	Dept. of Homeland Security
DLEA	Designated Law Enforcement Agency
DOC	Dept. of Commerce
DOD	Dept. of Defense
DOE	Date of Entry; or Dept. of Energy
DOJ	Dept. of Justice
DORA	District Office Rapid Adjudication
DOS	Dept. of State
EABM	Enforce Apprehension Booking Module
EAC	Eastern Adjudications Center
EAP	Employee Assistance Program
EARM	Enforce Alien Removal Module
EDMS	Enterprise Document Management System
EEOC	Equal Employment Opportunity Commission

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EEV	Employment Eligibility Verification
EFOIA	Electronic Freedom of Information Act (initiative)
ENFORCE	Enforcement Case Tracking System
EOIR	Executive Office of Immigration Review
eOPF	Electronic Official Personnel Folder (eOPF)
EPA	Environmental Protection Agency
ERO	Eastern Regional Office
ESC	Eastern Service Center
ETC	Eastern Telephone Center
EVD	Extended Voluntary Departure
EWI	Entry Without Inspection
FAA	Federal Aviation Administration
FARES	Fees and Applications Receipt and Entry System
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
FCO	File Control Office
FD-258	Fingerprint Card
FDL	Forensic Document Laboratory
FDNS	Fraud Detection National Security
FDNS-DS	Fraud Detection National Security – Data System
FDU	Fraud Detection Units
FEDVIP	Federal Employees Dental and Vision Insurance Program

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FEGLI	Federal Employees Group Life Insurance
FEHB	Federal Employees Health Benefits
FEMA	Federal Emergency Management Agency
FHA	Federal Housing Administration
FIPS	Freedom of Information & Privacy Act Processing System
FISMA	Federal Information Security Management Act
FLETC	Federal Law Enforcement Training Center
FMLA	Family Medical Leave Act
FOD	Field Office Director
FOH	Federal Occupational Health
FOIA	Freedom of Information Act
FOSC	Fugitive Operations Support Center
FOUO	For Official Use Only
FPS	Federal Protective Service
FRC	Federal Records Center
FSM	Field Security Manager
G-28	Notice of Entry of Appearance as Attorney or Representative
G-325	Biographic Information
G-325A	Biographic Information
G-639	Freedom of Information/Privacy Act Request
GAO	Government Accountability Office
GILS	Government Information Locator Service

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GPO	Government Printing Office
GSA	General Services Administration
HCFSA	Health Care Flexible Spending Account
HHS	Dept. of Health and Human Services
HQASM	Headquarters Asylum Division
HRIFA	Haitian Refugee Immigration Fairness Act of 1998
HRSA	Health Resources and Services Administration
HSA	Health Savings Account
HSPC	Houston Service Processing Center
HUD	Dept. of Housing and Urban Development
I-90	Application to Replace Permanent Resident Card (Green Card)
I-129	Petition for Nonimmigrant Worker
I-129F	Petition for Alien Fiancée
I-130	Petition for Alien Relative
I-131	Application for Travel Document
I-134	Affidavit of Support
I-140	Immigrant Petition for Alien Worker
I-212	Application for Permission to Reapply for Admission into the United States After Deportation or Removal
I-360	Petition for Amerasian, Widow(er) or Special Immigrant
I-485	Application to Register Permanent Residence or to Adjust Status
I-485A	Supplement to Form I-485

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I-485B	NACARA Supplement to Form I-485 Instructions
I-539	Application to Extend/Change Nonimmigrant Status
I-551	Alien Registration Card (Green Card)
I-589	Application for Asylum and Withholding of Removal
I-600	Petition to Classify Orphan as an Immediate Relative
I-751	Petition to Remove Conditions of Residence
I-765	Application for Employment Authorization
I-821	Application for Temporary Protected Status
I-864	Affidavit of Support under Section 213A of the Act
IA	Immigration Agent; or Investigative Assistant
IBF	Identity and Benefit Fraud (program)
IBIS	Interagency Border Inspection System
ICE	Immigration and Customs Enforcement
ICE-BFU	ICE Benefit Fraud Unit
ICEPIC	ICE Pattern Analysis and Information Collection.
ICF	Immigration Card Facility
ICS	Information and Customer Service
IDDMS	Integrated Digitization Document Management Program
IDENT	Automated Biometric Identification System
IDMS	Identity Management System
IDP	Individual Development Plan
IE	Immigration Examiner

II	Immigration Inspector
IIRIRA	Illegal Immigration Reform and Immigrant Responsibility Act of 1996
IJ	Immigration Judge
IMMACT	Immigration Act of 1990
INA	Immigration and Nationality Act
INS	Immigration and Naturalization Service (legacy)
INTCA	Immigration and Naturalization Technical Corrections Act of 1994
INTERPOL	International Criminal Police Organization
IO	Information Officer
IRCA	Immigration Reform and Control Act
IRS	Internal Revenue Service
ISAP	Intensive Supervision Appearance Program
ISCPM	Identity and Security Checks Procedures Manual
ISO	Immigration Services Officer (USCIS)
ISRS	Image Storage and Retrieval System
ISSM	Information Systems Security Manager
ISSO	Information Systems Security Officer
IT	Information Technology
ITSR	Information Technology Service Request
JABS	Joint Automated Booking Stations
JPATS	Justice Prisoner and Alien Transportation Service
JTTF	Joint Terrorism Task Force

KST	Known Suspected Terrorist
LAPR	Lawfully Admitted Permanent Resident
LAPS	Legalization Application Processing System
LEAD	Leadership Education and Development
LES	Law Enforcement Sensitive
LESC	Law Enforcement Support Center
LIFE	Legal Immigration Family Equity (Act)
LIN	Northern Service Center (Lincoln, NE)
LOU	Limited Official Use
LPR	Lawful Permanent Resident
LULAC	League of United Latin American Citizens
MFAS	Marriage Fraud Amendment System
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
N-300	Application to File Declaration of Intention
N-400	Application for Naturalization
N-565	Application for Replacement of Naturalization/Citizenship Document
N-600	Application for Certification of Citizenship
NACARA	Nicaraguan Adjustment and Central American Relief Act of 1997
NACS	Naturalization Application Casework System
NAILS	National Automated Immigration Lookout System
NBC	National Benefits Center

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NCIC	National Crime Information Center
NCJRS	National Criminal Justice Reference Service
NFTS	National File Tracking System
NIIS	Non-immigrant Information System
NLETS	National Law Enforcement Telecommunications System
NLRB	National Labor Relations Board
NOID	Notice of Intent to Deny
NQP	Naturalization Quality Procedures
NRC	National Records Center / Nuclear Regulatory Commission
NSA	National Security Agency
NSC	Northern Service Center / National Security Council
NSI	National Security Information
NSRV	National Security Records and Verification
NTA	Notice to Appear
NWIRP	Northwest Immigrant Rights Project
OCC	Office of Chief Counsel
OCDETF	Organized Crime Drug Enforcement Task Force
OCIO	Office of the Chief Information Officer
OCSE	Office of Child Support Enforcement
OEM&S	Office of Emergency Management & Safety
OEP	Occupant Emergency Plan
OEPC	Office of Emergency Preparedness and Coordination

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OFR	Office of the Federal Register
OIC	Officer in Charge
OIG	Office of the Inspector General
OIS	Office of Immigration Statistics
OIT	Office of Information Technology
OMB	Office of Management and Budget
OPF	Official Personnel File
OPLA	Office of the Principal Legal Advisor
OPM	Office of Personnel Management
OPSEC	Operational Security
ORR	Office of Refugee Resettlement
ORS	Office of Records Services
OSC	Order to Show Cause / Office of Special Council
OSCE	Office of Child Support Enforcement
OSI	Office of Security and Integrity
OTD	Office of Training and Development
OUO	Official Use Only
OVC	Office for Victims of Crime
OWCP	Office of Workers' Compensation Programs
PA	Privacy Act
PAIC	Patrol Agent in Charge
RAIO	Refugee, Asylum, and International Operations

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PC	Peace Corps
PCII	Protected Critical Infrastructure Information
PIA	Privacy Impact Assessment
PII	Personally Identifiable Information
PLAIN	Plain Language Action and Information Network
POE	Port-of-Entry
PTA	Privacy Threshold Assessment
PTIG	Privacy Technology Implementation Guide
RAC	Resident Agent in Charge
RAFACS	Receipt and Alien File Accountability and Control System
RAIO	Refugee Asylum and International Operations
RAPS	Refugee, Asylum and Parole System
RAVU	Refugee Access Verification Unit
RDF	Records Digitization Facility
RNACS	Redesigned Naturalization Application Casework System
ROH	Record Operations Handbook
RPC	Responsible Party Code
RTD	Refugee Travel Document
SA	Special Agent
SAC	Special Agent in Charge
SAMS	Sunflower Asset Management System
SAO	Supervisor Adjudications Officer

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SAVE	Systematic Alien Verification for Entitlement
SAW	Special Agricultural Worker
SBU	Sensitive But Unclassified
SCCLAIMS	Service Center CLAIMS
SDAO	Supervisory District Adjudications Officer
SDEO	Supervisory Detention Enforcement Officer
SDO	Supervisory Detention Officer
SES	Senior Executive Service
SEVIS	Student and Exchange Visitor Information System
SHSI	Sensitive Homeland Security Information
SIG	Special Interest Group
SII	Supervisory Immigration Inspector
SIO	Supervisory Information Officer
SLOB	Service Lookout Book (old way)
SORN	System of Records Notices
SPBP	Special Public Benefit Parole
SPOT	Screening Passengers by Observation Techniques
SRC	Southern Regional Center (Southern Service Center)
SSA	Supervisory Special Agent, or Social Security Administration
SSC	Southern Service Center
SSI	Sensitive Security Information
SSO	Special Security Officer

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STAR	System for Time and Attendance Reporting
TAC	Third Agency Checks
TAP	Tuition Assistance Program
TCDD	Training and Career Development Division
TECS	Treasury Enforcement Communication System
TPO	Transformation Program Offices
TPS	Temporary Protective Status
TSA	Transportation Security Administration
TSC	Texas Service Center
TSP	Thrift Savings Plan
TVA	Tennessee Valley Authority
UK	United Kingdom
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
USA	United States Army
USACE	U.S. Army Corps of Engineers
USAF	United States Air Force
USC	United States Citizen
U.S.C.	United States Code
USCG	United States Coast Guard
USCIS	United States Citizenship and Immigration Services
USCS	United States Customs Service

USMC	United States Marine Corps
USMS	United States Marshals Service
USN	United States Navy
USNCB	United States National Central Bureau of INTERPOL
USPS	United States Postal Service
USRAP	U.S. Refugee Admissions Program
USSS	United States Secret Service
VA	Department of Veterans Affairs
VAWA	Violence Against Women Act
VAWO	Violence Against Women Office
VD	Voluntary Departure
VIS	Verification Information System
VTVPA	Victims of Trafficking and Violence Protection Act of 2000
VWPP	Visa Pilot Waiver Program
WAC	Western Adjudications Center
WHO	World Health Organization
WHTI	Western Hemisphere Travel Initiative
WSC	Western Service Center (same as California Service Center)
WTC	Western Telephone Center

APPENDIX G: DEFINITIONS

The definitions listed below are words and phrases that frequently appear in FOIA and PA requests. The list is arranged in alphabetical order. Additional definitions can be located at <http://www.uscis.gov/portal/site/uscis/menuitem>. Select the tab titled "Education and Resource."

Access - Includes any form of disclosure, to include oral, visual, or reproduced copy. A reproduced copy, whether in paper or electronic format, always satisfies FOIA/PA access requirements.

Agency - Any executive department, military department, Government corporation, Government controlled corporation, or other establishment in the executive branch of the Government (including the Executive Office of the President), or any independent regulatory agency. This does not include the legislative (Congress) or judicial (Courts) branches of the Government, nor does it apply to state, local, or foreign government agencies. The Department of Homeland Security (DHS) is an agency as defined above. The following are components or bureaus of the Department of Homeland Security; United States Immigration and Customs Enforcement (ICE), United States Customs and Border Protection (CBP), United States Secret Service (USSS), etc.

Agency Record - Any tangible recording of information and/or any item, collection, or grouping of information, including electronic that is maintained and controlled by an agency.

Notes or documents which are made by an employee, kept purely voluntarily, not circulated to nor used by anyone other than the author, and discarded or retained at the author's sole discretion for his/her own individual purposes are personal records. These are not generally agency records because they are not subject to the rules and controls of the agency for records management and disposition. These may, however, become agency records for purposes of the FOIA or PA if used to carry out an agency function (e.g., as the basis for a performance rating).

Component - Each separate bureau, office, board, division, commission, service, or administration, or agency of a Federal Executive Branch Department. For example: Border and Transportation Security (BTS), Citizenship and Immigration Services (USCIS), Federal Emergency Management Agency (FEMA), Immigration and Customs Enforcement (ICE) are components of the Department of Homeland Security.

Conditions of Disclosure - Specific provisions in the Privacy Act (5 U.S.C. § 552a(b)(1) through (12)) allows the agency to disseminate information from a PA system of records without the prior written consent of the record subject.

Congressional Committee Request - A request from either House of Congress, to the extent of matters within its jurisdiction; a subcommittee thereof; any joint committee of Congress; any subcommittee of any such joint committee. Agencies may not use FOIA or PA exemptions to deny records that are the subject of such a request.

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Updated on 8/30/2011

Congressional Request - A request from a Member of Congress on his or her own behalf, or on behalf of a constituent. After acknowledgment under congressional correspondence procedures, congressional requests are to be processed in the same manner as any other FOIA or PA request.

Consolidation – Combination of paperwork into a main file. After the service completes work on a petition or application, we combine it into the person's A-file. If the service discovers two "unconsolidated" A-numbers for a person, we combine the two files. One of the A-numbers becomes the "survivor" and the other becomes the "consolidated A-number."

Consultation - Obtaining the views of another DHS component or Federal agency concerning the release of information that has been incorporated into immigration documents or a reciprocal request. The National Records Center, FOIA/PA Division, makes the final overall determination on release.

Freedom of Information Act Request - A request **in writing** by any person for access to any record maintained by any Federal agency. Federal agencies are not persons for purposes of FOIA.

Included are requests for access to Privacy Act records of another person without the written consent of the record subject, as well as requests from nonimmigrant aliens for access to their own records.

FOIA/PA Information Processing System (FIPS) - Through the use of imaging, workflow, and graphical user interface technologies, FIPS allows USCIS to electronically manage and process FOIA and PA requests.

First Party Requester - A subject or designated representative asking for access to his/her record. A notarized signature or a sworn declaration under penalty of perjury from the record subject is required for access to records.

Forms – Various government forms available from www.uscis.gov/portal/site/uscis that are provided for the use of requesters and their representatives when submitting a FOIA or PA request with USCIS. The more common forms include:

- **G-28 – Notice of Entry of Appearance as Attorney or Representative** - This form is used for information purposes only. It should be signed by the attorney or representative and by the subject of the record. Does not qualify for consent unless the attorney or representative has inserted the penalty of perjury statement and the subject of the file has signed the document.
- **G-639 Freedom of Information/Privacy Act Request** – This form can be used to make a FOIA/PA request. When completed it provides enough information to complete an extensive search for records.

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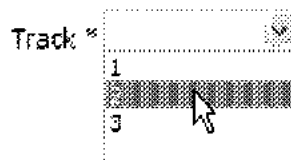
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Updated on 8/30/2011

Individual - The PA describes an individual as follows: a U.S. Citizen (U.S.C.) or alien lawfully admitted for permanent residence (LPR). Conditional residents are considered LPRs. Corporations and organizations are not individuals.

Multi-track System - USCIS utilizes a three-track system to process all FOIA requests.

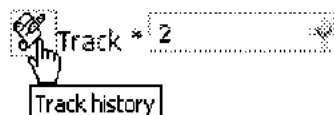
Track Drop-Down List



- **Track 1** is used for the less complex cases. These are cases where only one or a few specific documents are being requested from the file.
- **Track 2** is used for the more complex cases. A complete copy of a file, requests from the news media or special interest groups are considered Track 2 cases.
- **Track 3** is used for cases that specifically involve individuals who have been scheduled to appear before an immigration judge.

To view the track history of the active case, click the **Track history** icon next to the Track drop-down list.

Track History Icon



The track history appears in a separate pop-up window.

Track History Displayed

Modified By	Action	Modified Date
utestb	Track changed from 1 to 2	3/23/2010 9:30:16 AM
utestb	Track changed from 1 to 3	3/23/2010 9:30:11 AM
utestb	Track changed from 2 to 1	3/23/2010 9:30:06 AM
utestb	Track changed from not set to 2	3/24/2010 12:56:11 PM
5090FA	Track changed from 2 to not set	3/4/2013 12:15:56 PM

Privacy Act Amendment Request - A request from a U.S.C. or LPR to amend, expunge, or correct information in his/her PA record that the individual believes is not accurate, relevant, timely or complete.

Privacy Act Record - Any item, collection, or grouping of information about an individual which the maintaining agency retrieves by the person's name, identifying number, symbol, or other identifying particular assigned to that individual. This information includes, but is not limited to, a person's education, financial, medical, criminal or employment history.

Privacy Act Request - A request in writing submitted either in person or by mail, for records that are contained in a Privacy Act system of records. The records must be under the control of DHS and be retrieved by the name of the requester or other personal identifier. Requests are received from:

- A USC or LPR for access to or his/her own records, or
- A third-party with a signed privacy waiver from the record subject acting on the subject's behalf, or
- The parent of an LPR or USC minor child or the legal guardian of a person declared incompetent by a court of competent jurisdiction.

Records Custodian - The official responsible for the maintenance, security, control, and final disposition of official records that are required by law, regulation, or other directive to be kept by the Agency.

Referral - Information found in immigration records – the forwarding of a record that originated with another component of DHS or another Federal agency for direct response to the FOIA/PA requester. Also includes transferring responsibility for responding to a request regarding the release of records to the DHS component best able to determine whether to disclose, or to the Federal agency that originated the record.

Retire – The service sends the A-file to the Federal Records Center (FRC) after a number of years have passed with no activity. This is called “retiring” the file. Occasionally, we have to request a retired file from the FRC.

Rider – A person who is also listed on a petition or application that will also benefit if that petition or application is approved. For example, a woman applying for asylum lists her husband and two children on her asylum application. They are riders.

Routine Use - An established use and authority for disclosure of records from a Privacy Act System of Records, other than an intra-agency disclosure. Disclosure or use must be for a purpose that is compatible with the purpose for it was collected, that would be otherwise prohibited by the PA. Such disclosures do not require the written consent of the record subject, but require Federal Register publication prior to such use.

System of Records - A group of any records under the control of an agency from which information is retrieved by the name of the individual or by some other identifying number, symbol, or identifying particular assigned to the individual.

Third Agency - Other administrative agencies of the Executive Branch of the Federal government, including other components of DHS.

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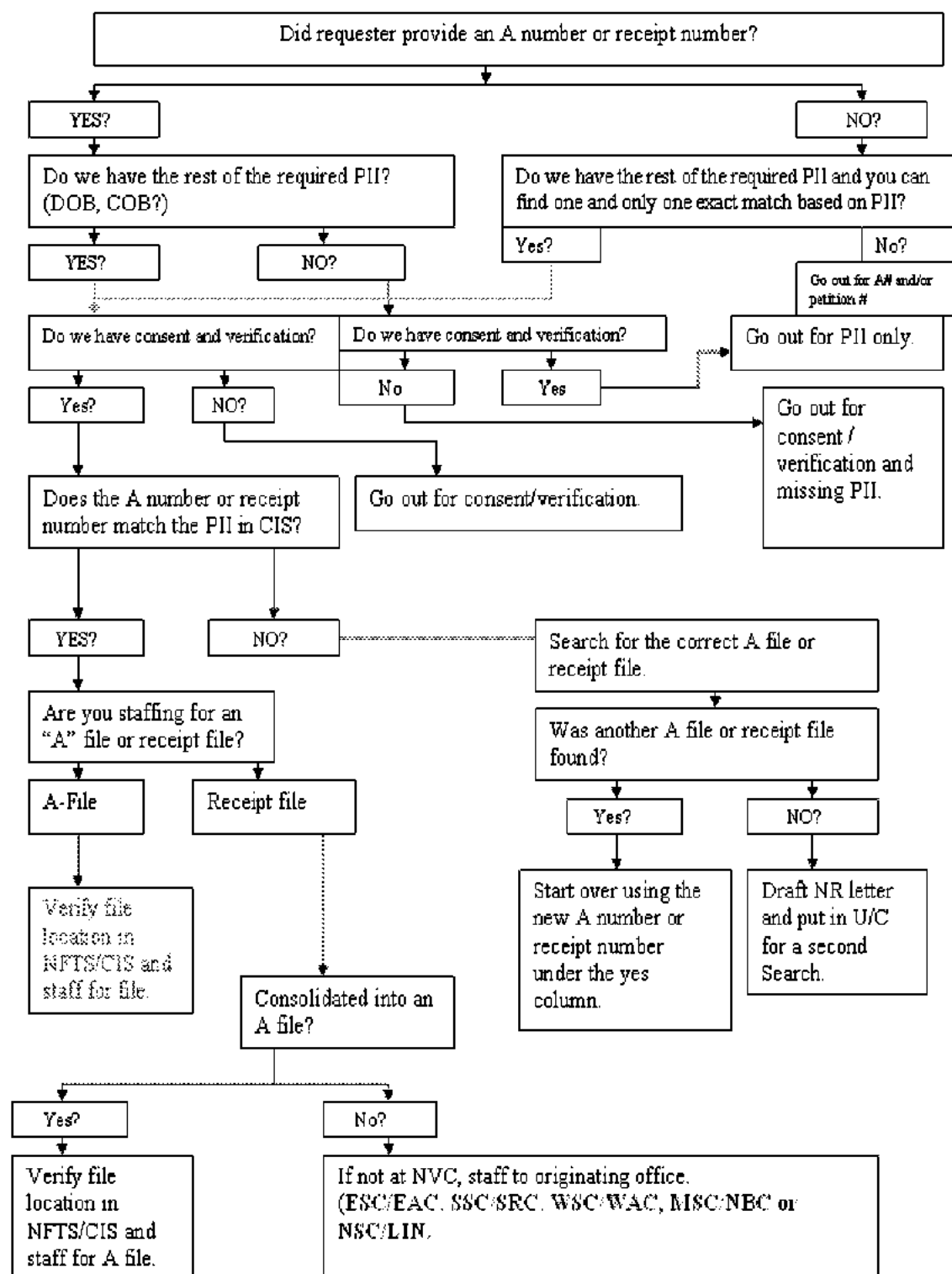
Updated on 8/30/2011

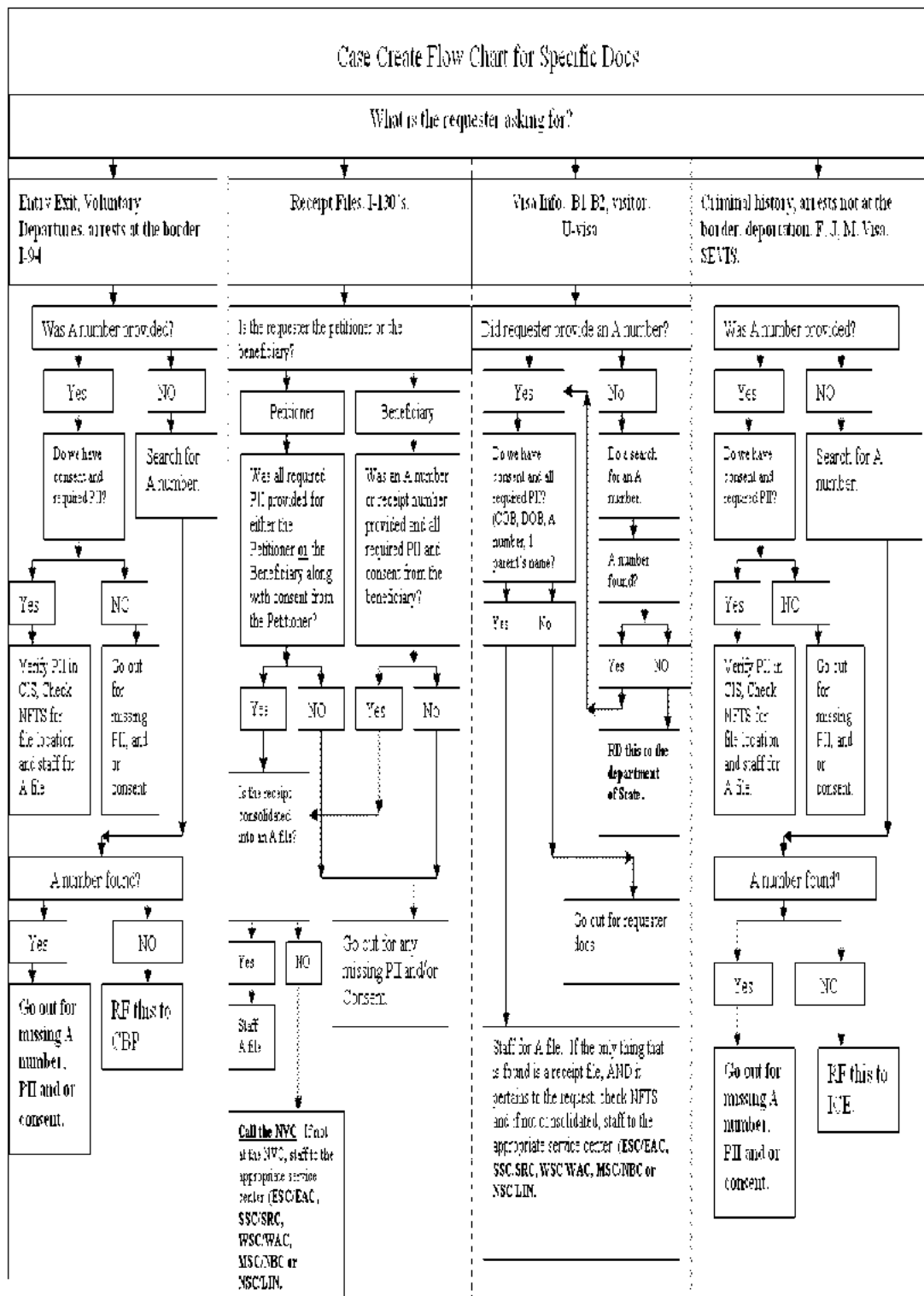
Third Party Request - A request from any person for access to another individual's record without that individual's written consent. The identity of a third party requester and his/her relationship to the subject does not increase (or decrease) his/her rights of access to the records.

White House Inquiries - An official request from any member of the White House staff, or letters of the President forwarded to the agency for response.

APPENDIX H: CASE CREATE FLOW CHARTS

Case Create Flow Chart for All my records.



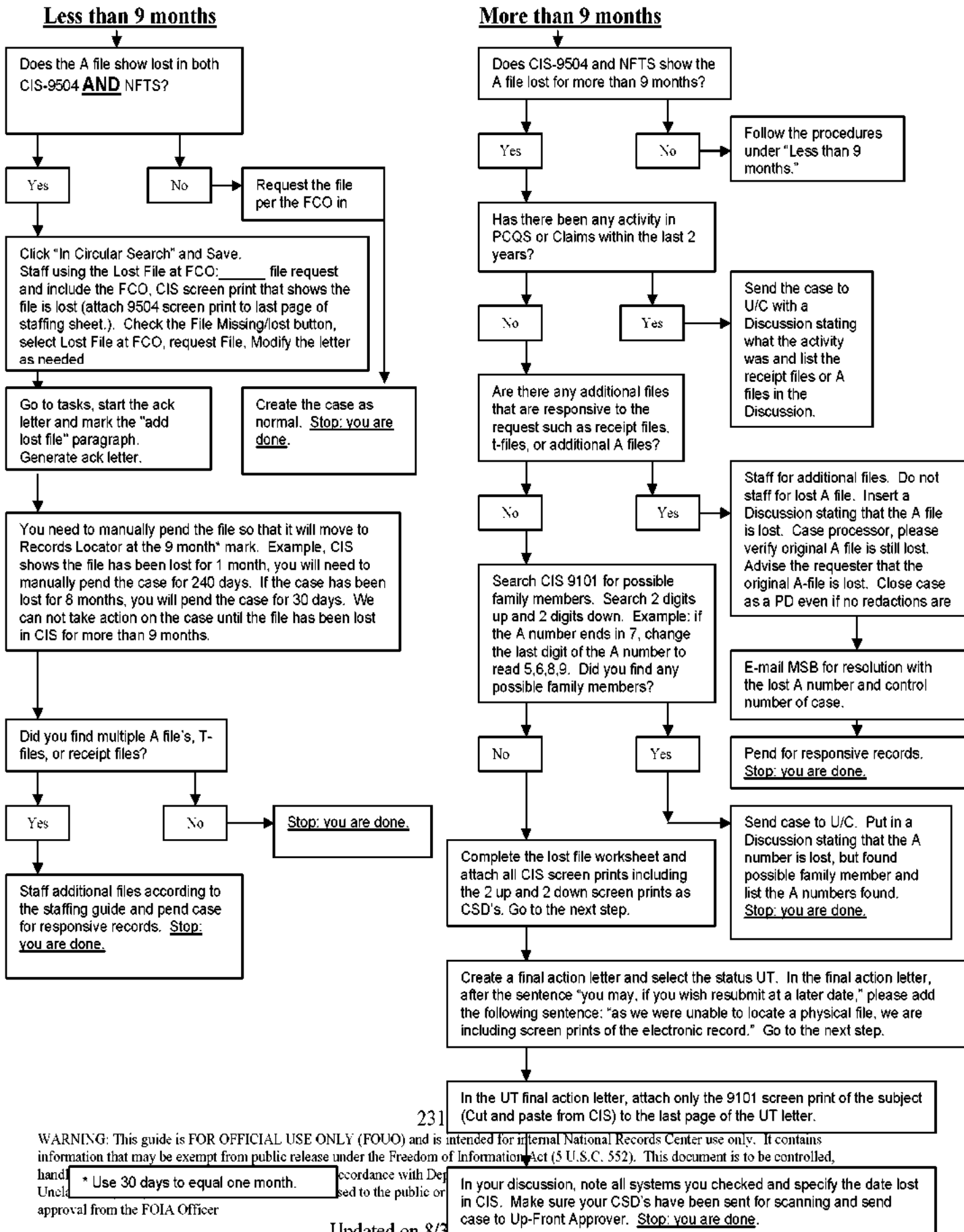


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Updated on 8/30/2011

Lost File Flowchart



APPENDIX I. ALIEN NUMBER ASSIGNMENT

CLASSIFICATION	TYPE OF NUMBER ISSUED	STARTING NUMBER	ENDING NUMBER
ISSUED PRE-1960	PHYSICAL FILES	A 001-000-000	A 011-999-999
ADJUSTMENTS	PHYSICAL FILES	A 012-000-000	A 014-999-999
CREWMAN	PHYSICAL FILES	A 015-000-000	A 016-999-999
ADJUSTMENTS	PHYSICAL FILES	A 017-000-000	A 029-999-999
VISA (STATE DEPT)	PHYSICAL FILES	A 030-000-000	A 069-999-999
ADJUSTMENTS	PHYSICAL FILES	A 070-000-000	A 070-491-200
FAMILY FAIRNESS	PHYSICAL FILES	A 070-491-201	A 070-503-200
ADJUSTMENTS	PHYSICAL FILES	A 070-503-201	A 070-527-200
FAMILY FAIRNESS	PHYSICAL FILES	A 070-527-201	A 070-587-200
ADJUSTMENTS	PHYSICAL FILES	A 070-587-201	A 077-536-951
KOSOVO	PHYSICAL FILES	A 077-536-952	A 077-537-451
ADJUSTMENTS	PHYSICAL FILES	A 070-537-452	A 078-999-999
BORDER APPREHENSIONS	ELECTRONIC ONLY	A 080-000-000	A 086-999-999
ADJUSTMENTS	PHYSICAL FILES	A 084-900-000	A 089-999-999
LEGALIZATION	PHYSICAL FILES	A 090-000-000	A 093-999-999
TEMPORARY PROTECTIVE STATUS (TPS)	PHYSICAL FILES	A 094-000-000	A 094-250-500
TEMPORARY PROTECTIVE STATUS (TPS)	PHYSICAL FILES	A 094-328-751	A 094-334-250
HURRICANE MITCH	PHYSICAL FILES	A 094-328-501	A 094-328-750
HURRICANE MITCH	PHYSICAL FILES	A 094-334-351	A 094-364-250
TEMPORARY PROTECTIVE STATUS (TPS)	PHYSICAL FILES	A 094-364-251	A 094-399-500
KOSOVO	PHYSICAL FILES	A 094-399-501	A 094-404-750
TEMPORARY PROTECTIVE STATUS (TPS)	PHYSICAL FILES	A 094-404-751	A 094-500-000
KOSOVO	PHYSICAL FILES	A 094-502-001	A 094-527-000
TEMPORARY PROTECTIVE STATUS (TPS)	PHYSICAL FILES	A 094-750-000	A 095-999-999
RSC ORPHANS	PHYSICAL FILES	A 094-500-001	A 094-502-000
RSC ORPHANS	PHYSICAL FILES	A 094-527-001	A 094-528-000
REFUGEES	PHYSICAL FILES	A 094-528-001	A 094-628-000

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Updated on 8/30/2011

CLASSIFICATION	TYPE OF VISAS/PERMITS	STARTING NUMBER	ENDING NUMBER
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REFUGEES	PHYSICAL FILES	A 094-635-001	A 094-749-999
ADJUSTMENTS	PHYSICAL FILES	A 095-100-000	A 096-742-999
LIFE ACT	PHYSICAL FILES	A 096-750-000	A 096-999-999
ADJUSTMENTS	PHYSICAL FILES	A 097-000-000	A 099-099-999
ADJUSTMENTS	PHYSICAL FILES	A 098-100-000	A 099-099-999
ADJUSTMENTS	PHYSICAL FILES	A 099-100-000	A 099-399-999
ADJUSTMENTS	PHYSICAL FILES	A 099-300-000	A 099-999-999
EMPLOYMENT AUTHORIZATION DOCUMENT (EAD)	ELECTRONIC ONLY	A 100-000-000	A 199-999-999
ADJUSTMENTS	PHYSICAL FILES	A 200-000-000	A 209-999-999
NOT ISSUED	NOT ISSUED	A 204-000-000	A 2049-999-999
ADJUSTMENTS	PHYSICAL FILES	A 205-000-000	A 205-999-999
NOT ISSUED	NOT ISSUED	A 206-000-000	A 209-000-000
ADJUSTMENTS	PHYSICAL FILES	A 210-000-000	A 211-999-999
REFUGEES	PHYSICAL FILES	A 212-000-000	A 212-399-999
ADJUSTMENTS	NOT ISSUED	A 212-400-000	A 299-999-999
NOT ISSUED	NOT ISSUED	A 300-000-000	A 300-399-999
ADJUSTMENT	PHYSICAL FILES	A 300-300-000	A 300-322-501
NOT ISSUED	NOT ISSUED	A 390-322-502	A 999-999-999

LEDGER:

CREWMAN: Fifteen and sixteen million series have been issued to Alien Crewman Landing Permit and Identification Cards groups. The blocks of numbers are assigned to offices serving such ports:

ELECTRONIC ONLY: No physical jackets are created.

PHYSICAL FILES: A-Number with A-File Jacket.

NOT ISSUED: The numbers are not by used any Office or Program.

VISA (STATE DEPT): Don't electronically assignment blocks of A-Numbers that they assign to Visa problems.

FOREWORD

The FOIA/PA Assistant's Guide has been prepared as a ready reference to assist with day-to-day tasks, such as creating Freedom of Information Act and Privacy Act requests, handling mail, working records locator, and general troubleshooting.

Any previous material distributed in *FOIA Information Bulletins* has been incorporated into this Guide.

For the purposes of this Guide, we may refer to a FOIA/PA Assistant as “you,” or “Assistant,” and in some cases “team member.”

The Guide has been saved in PDF format. The PDF format makes searching for information in the Guide easier. **Please view the guide in PDF/A mode while you have FIPS 7 open.** A potential Java scripting conflict exists if you have the document open in PDF mode while running FIPS 7. Viewing the Guide in PDF/A mode disables Java scripting within the Guide – which means hyperlinks within the Guide will not work, but FIPS 7 will not freeze or crash. You may alternate between PDF and PDF/A mode in Acrobat Reader by selecting Edit ⇨ Preferences ⇨ Documents ⇨ PDF/A View Mode. Select “Never” to turn PDF/A mode off, and select “Only for PDF/A documents” to turn PDF/A mode on.

How does the rulemaking process for this Guide work? The Chief of FOIA/PA Operations and your Supervisors direct how Paralegal Specialists, FOIA/PA Assistants and Office Automation personnel accomplish their missions. Through the Chief of Operations, Supervisors submit a new rule or procedure to the Chief FOIA/PA Program Officer. At the direction of the Chief Program Officer, Program Office may immediately amend the guide, or they may seek clarification from Office of Chief Counsel. After consultation, Program Office will either amend the Guide or propose a modified rule to Chief of FOIA/PA Operations. Major re-writes or revisions of the guide are subject to the final approval of the USCIS FOIA Officer.

You, the FOIA/PA Assistant, may notice something in the Guide that is awkwardly worded, or contains a typographical error, or something that simply is not true. You contact your supervisor and then Program Office amends the guide.

Ideally, before we amend the Guide, we first publish a FOIA Information Bulletin (the exception being a misspelled word or a missing punctuation mark). FOIA Information Bulletins and the latest version of this Guide are available on the USCIS FOIA/PA Operations intranet page. When we make additions or revisions, we create a Record of Revision at the front of the Guide for quick reference.

Record of Revision

May 6, 2011

Paragraph 7.1, Consent of Parents or Guardians, of the FOIA/PA Assistant's Guide has been changed (changed portion is underlined):

If a parent is filing on behalf of a minor child, then the parent must submit proof of parentage. Proof of parentage can be in the form of a birth certificate, adoption decree or similar document, naming them as a legal parent.

If a guardian is filing on behalf of a minor or person judicially determined to be incompetent, he or she must submit proof of guardianship. No consent is necessary from the minor child or the person judicially determined to be incompetent, however the parent/guardian must provide his or her own verification of identity that is notarized or signed under penalty of perjury [6 C.F.R. § 5.21(e)]. The case processor will have to request more information if he or she cannot determine parentage or guardianship within the file.

Minors may request their own files; they do not have to have the consent of their parents or guardians to do so. Attorneys may represent minors also.

Paragraph 12.7.11 T-files of the FOIA/PA Assistant's Guide has been changed (changed portion is underlined):

The exception to this rule – We do not receive A-files from ESC, SSC, NSC, WSC or RDF for scanning. Those offices either scan directly into FIPS for us or we export the A-file from EDMS. Therefore, if the A-file is at one of the above service centers and there is a T-file anywhere else, including at the NRC, you will have to staff for the T-file. MSC is the only service center that sends the A-file to the NRC for scanning. Another example of when we staff for an in-house T-file is when the responsive records are scanned in simultaneously with the request.

Paragraph 12.7.3 Files Lost or Not Found MORE THAN NINE MONTHS of the FOIA/PA Assistant's Guide has been changed (changed portion is underlined):

12.7.3.9 **If the A-file is lost but other records exist** (such as receipt files we would normally request or other a-files, including T-Files, wherever they may be, including NRC) Request the additional records. Put in a Discussion that reads:

A-file number XXXXXXXXXX is currently showing as lost. Staffed for the following additional files: XXXXXXXX, XXXXXXXX, XXXXXXXX. Once they are received, please review. Please also verify that the original a-file is still lost. If the original a-file has been consolidated in fact but not in the systems, please process and send your case to approver. Also send an e-mail to the MSB for resolution. Include both a-numbers. If no documents exist from the original a-file, please process what is available. Advise the requester that the original a-file is lost. Your case will close as a PD even if no redactions are made. Thank you.

APPENDIX H: CASE CREATE FLOW CHARTS has been added to the FOIA/PA Assistant's Guide.

APPENDIX I: ALIEN NUMBER ASSIGNMENT has been added to the FOIA/PA Assistant's Guide.

May 13, 2011

Paragraph 12.7.6 of the **FOIA/PA Assistant's Guide** has been changed as follows (added portion underlined ~~deleted portion stricken through~~):

When conducting "no record" research, do the query and provide screen prints of all searches as directed. ~~Open a RAFACS (not RAFACS/CIS) staffing slot only. Click on "Customize Letter."~~ Print the appropriate CLAIMS screen prints (this should be no less than six pages and may be lengthier if subject has provided multiple names or multiple alias names). Prepare a "Scan As" sheet to be scanned as case supporting documents responsive records for the case number you have just created, attach it to the screen prints and take those to the OA room for scanning as CSD person designated to scan RAFACS-only responsive records. ~~Pend the case~~ prepare a Final Action Letter with closing code

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Updated on 12/19/2011

NR. Insert a Discussion outlining the systems you searched and stating that you have sent the documentation to OA for scanning as CSD. Send to Up-front Approver.

Paragraph 12.7.12 of the **FOIA/PA Assistant's Guide** has been changed as follows (added portion underlined ~~deleted portion stricken through~~):

12.7.12 Receipt files

(b)(6) **12.7.12.1** Do not request receipt files from any offices other than one of the five Service Centers (ESC/EAC, SSC/SRC, WSC/WAC, MSC/NBC or NSC/LIN). For example, [REDACTED] etc., are not receipt files we can request.

12.7.12.2 If the requester does not specifically ask for a receipt file and provides an alien number, request the alien file only. If the requester specifies a receipt file, search NFTS and staff for that receipt file OR if the receipt has been consolidated into an alien file, staff for that alien file.

12.7.12.3 If the requester does not provide any receipt number or alien number, then you must research CIS, CLAIMS and possibly PCQS.

Be cautious about requesting receipt files that are for EAD cards only. There should be another application/petition filed in conjunction with this EAD card. If the only receipt numbers you can find is for an EAD card, and they are within the seven-year retention time, then yes, you will request the EAD card.

If they provide a receipt number, you must research CLAIMS, PCQS and NFTS thoroughly. Ensure the receipt file has not been consolidated into a T-file or into an A-file. Please request the A-file or T-file if the receipt file has been consolidated. Check CLAIMS to be sure that the Service did not reject the receipt. Receipts that are shown as rejected in CLAIMS are returned to the submitter by the Service Center. Print the CLAIMS screen(s) that shows the receipt was rejected by the service. Create a File Request to RAFACS (not RAFACS/CIS). Leave the "Customize Letter" button selected. Attach a "Scan As" cover sheet to the screen prints, mark the box "Responsive Records" and take to person designated to scan RAFACS-only responsive records. Pend the case.

If there is no location information in NFTS, and if NVC does not have the receipt, but there is a record in PCQS, print any PCQS screen(s) concerning the petition. Create a File Request to RAFACS (not RAFACS/CIS). Leave the "Customize Letter" button selected. Attach a "Scan As" cover sheet to the screen

prints, mark the box "Responsive Records" and take to person designated to scan RAFACS-only responsive records. Pend the case.

~~12.7.12.4 If there is no information about the receipt file in NFTS, regardless of the prefix of the receipt number, you should staff to the owner of the receipt file and paste in the CLAIMS screen. This information can be located on the CLAIMS inquiry screen upper right hand corner. The CLAIMS screen will show "owned by."~~

New paragraph:

12.7.12.4 As a matter of last resort, if there is neither information about the receipt file in NFTS nor PCQS and you have called National Visa Center and determined NVC does not have the receipt, you should staff to the owner of the receipt file and paste in the CLAIMS screen. This information can be located on the CLAIMS inquiry screen upper right hand corner. The CLAIMS screen will show "owned by."

May 27, 2011

Paragraph 6.3.4.6 of the FOIA/PA Assistant's Guide will be changed as follows: (changed portion in red)

As it used to read:

The case is not Genealogy unless it meets one of the above criteria. If the case you are creating does meet the criteria for Genealogy, create it as **OTHER** then do the following:

- a. Close the request as an ER and send to Up Front Approver
- b. Send an e-mail to the OA room and include the following information:
 - 1) REQ#
 - 2) NRC#
 - 3) Scanner's initials
 - 4) Date scanned

The OA room will pull the original request, include it in the current days count and follow return procedures.

Updated Paragraph:

The case is not Genealogy unless it meets one of the above criteria. If the case you are creating does meet the criteria for Genealogy, create it as **OTHER** then do the following:

- a. Create the and control the case.
- b. Do not staff for any records and do not prepare an acknowledgment letter.
- c. Send the case to Unit Chief with a discussion explaining it is a possible Genealogy

- d. Send an email to the designated person who handles genealogy cases (currently Donna Brasfield) with the control number.

The designated person will review the request to determine if it is, in fact, a genealogy.

If it does not meet the criteria for genealogy it will be returned to you in Case Create to send an acknowledgment letter and staff for records.

If it does meet the criteria, the designated person will create a letter referring the requester to the Genealogy program and will close the case as ER.

Paragraph 12.5 Receipt Numbers of the FOIA/PA Assistant's Guide has been changed as follows:

As it used to read:

Do not request receipt files from any offices other than one of the five Service Centers (ESC/EAC, SSC/SRC, WSC/WAC, MSC/NBC or NSC/LIN). For receipt files at HBG, use the NON-FOIA MSC/NBC file request. **Do not request DIG T-files at HBG with RPC codes XX or ZG.** Refer to the Staffing Sheet Guide for the most current information.

Updated Paragraph:

Do not request receipt files from any offices other than one of the five Service Centers (ESC/EAC, SSC/SRC, WSC/WAC, MSC/NBC or NSC/LIN). For receipt files at HBG, use the NON-FOIA HBG file request. **Do not request DIG T-files at HBG with RPC codes XX, XY, ZG, ZY, or ZZ.** Refer to the Staffing Sheet Guide for the most current information.

June 10, 2011

The wording of paragraph 28 of the **FOIA/PA Assistant's Guide** has been changed as follows:

Current language:

28. CONGRESSIONAL REQUESTS AND APPEALS

All Congressional Requests and Appeals are pulled out of the in-coming mail and handled by a supervisor. If you encounter a Congressional Request or an Appeal in Records Locator queue that was not previously addressed; send an e-mail to NRC, FOIAMS mailbox, include the control number and alien number of the case and specific instructions as to what needs to be done. Put the case in Unit Chief. FOIA/PA Assistants assigned to mail will place the mail in the MSB or Appeals bin.

6

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Updated on 12/19/2011

Here is the new paragraph:

28. CONGRESSIONAL REQUESTS AND APPEALS

a. Congressional requests. True congressional requests are requests from a congressman or senator for information which usually does not relate to an alien file or receipt file. Most FOIA/PA requests with congressional correspondence should be handled under paragraph b. of this section, however, if you feel that you have a true congressional request or appeal, control the case, put the case in Unit Chief, and e-mail your supervisor the control number. A supervisor will either send the case to SIG or return the case to you for staffing.

b. Congressional requests on behalf of a constituent: These are requests that have some kind of congressional correspondence included with the request from the subject. These cases should be created in the same manner as any other FOIA or PA request. Please use the subject's name as the requestor, mark "self" in the source block, create the acknowledgment letter and go out for verification of identity or consent as needed. Insert a case note, and e-mail Vicki Ohnell the control number.

July 8, 2011

A new flow chart for Lost File procedure has been added to **APPENDIX H:**
CASE CREATE FLOW CHARTS in the FOIA/PA Assistant's Guide.

Additionally, in paragraphs

12.7.2 Files Lost or Not Found LESS THAN NINE MONTHS
and

12.7.3 Files Lost or Not Found MORE THAN NINE MONTHS
the following new sentence has been added:

Note: Please refer to the **Lost File Flowchart** which you will find in Appendix H.

Paragraph 6.1.1.10 of the **FOIA/PA Assistant's Guide** has been changed as follows:

Old version:

6.1.1.10 If the only evidence of an attorney is an envelope or letter, but there is not a duly executed Form G-28, create the case using the name and address of the requester in Section 2,

7

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Updated on 12/19/2011

“Requester Information.” Do not use the address on the envelope or letterhead.

New version:

6.1.1.10 If the request came to us on Form G-639, always use the name and address of the requester in Section 2, *“Requester Information.”* Do not use the address on the envelope, or Form G-28 or letterhead *unless* the requester did not use Form G-639 *or unless* Section 2 of Form G-639 is illegible. If the address on the G-639 is a foreign consulate office, or is a congressional office, you may use the address listed on the G-28, or other documents in the request, such as an envelope. If you can find no other address, insert a case note and send the case to U/C.

Be careful - it is easy to miss apartment or suite numbers because the space for them is at the right side of Form G-639.

The following has been added to 6.4 SEARCH FOR DUPLICATE CASES of the FOIA/PA Assistant’s Guide: (old text lined through, new text in red)

This does not include instances in which the requester has faxed the request and then mailed it. If you open a case and find that the exact same request has very recently been created, chances are that you have opened the mailed copy which followed a few days after the fax. ~~Close this case as ER (created in error).~~ Do not create such a case. Click “Send to Research.” That case will go and you will be ready for your next case.

Ordinarily, you will search by Alien Number, and if you do not find a duplicate or similar case, your search will be complete. If the requester did not provide an alien number, you may search by the subject’s last name and first name, or even by the requester’s last name and first name. You may use a percent sign (%) as a wild-card for these searches. For example, if the requester’s name is Jaime Vazquez, but you see he also has spelled his name Vasquez – you can search by Subject Last Name “Va%” and Subject First Name “Jaime.”

Further on within paragraph 6.4, in the examples, there are two more changes:

~~Create a Final Action Letter and select final action code ER: Created in Error. After this, send the case to Up-front Approver~~ Do not click “Create Case.” Click “Send to Research.” You will then be ready for your next case.

If you determine that it is not a true duplicate, please insert a new Discussion entitled “Similar Case” in each of the cases, so that a processor or approver can review both.

If the date of the request is either the same as your request or within a very few days and:

1. The requester is the same, and
2. The information being requested is the same in both requests,

Do not close this case as a duplicate. ~~Instead, close this case as ER (created in error)~~ Do not click "Create Case." Click "Send to Research."

August 30, 2011

We have added a new paragraph 8.23 to the FOIA/PA Assistant's Guide, as follows:

8.23 SITUATION: Requests from Prospective Adoptive Parents

In the recent past, Vietnam, Cambodia, Guatemala, Nepal, Ethiopia and other countries have had problems concerning adoptions. Birth Certificates have been forged and babies have been taken without consent of the biological parent. In Vietnam, "baby brokers" scour villages looking for unwed, impoverished mothers. They purchase the babies for about \$50 and sell them to commercial adoption services. In Guatemala and elsewhere, people steal babies and sell them to middlemen. Prospective adoptive parents from Spain, Italy and the United States are typically willing to pay as much as \$25,000 to adopt a child. (This information comes from kidsofkathmandu.org).

Normally if we cannot verify consent or prove parentage in a case, we send out for more information. Please do not send out for additional information in pending (not finalized) adoption cases for the following reasons:

1. The Prospective Adoptive Parents (PAP) have the right to all information they submitted for the adoption. It is likely that the adoption never happened. If that is the case, they have no proof of parentage or guardianship.
2. The child is usually too young to give consent.
3. Congress has substantial interest in this matter.

If you decide you need proof of parentage after a full search, please send your case to Admin for supervisor review.

September 16, 2011

The following new bullet has been added to sub-paragraph 12.1.1.6, "Blued-in information":

- * Comments may be important because a File Control Office may not be able to change a file location to "LOST" in NFTS. When that happens, the records person at the FCO will notate in Comments that the file is lost. If that is the situation, please refer to the Lost File Flowchart in Appendix H of this guide.

October 24, 2011

We have added a sentence to **Paragraph 8.21**, as follows, (added material in red):

NFTS may show that the file has been retired and is at a Federal Records Center. If that is the case, request the file.

=====

Paragraph 32.12 is no longer valid because creators now Up-Front close requests without good VOI. The following has been deleted:

32.12 If the requester/subject does not return proper verification of identity, generate a FC letter and replace the contents of the letter with the template letter Failure to comply letter-Consent. The template is located at: O:\FOIA\FOIA Library\Case Create References\Case Create Template Letters\Failure to Comply Letter. Send the case to approver when you are finished.

=====

We have added a sentence to **Paragraph 34**, as follows, (added material in red):

After you have changed the track, send an e-mail to NRC, FIPSPROBLEM and copy NRC, FOIA PROGRAM and your supervisor. The e-mail should include the case number and the action you took.

=====

Paragraph 36 is no longer valid because a person working Records Locator role may now create an acknowledgment letter. The following has been deleted:

36. CASES NEEDING ACKNOWLEDGEMENT LETTERS

[The following paragraph has been deleted in its entirety] Cases received in Records Locator queue that need acknowledgement letters must be re-assigned to a Troubleshooter in the Case Create role. Please contact a supervisor with the NRC Control Number and ask that the case be re-assigned to you in the Case Create role.

Paragraph 6.4, **SEARCH FOR DUPLICATE CASES** has been changed as follows (~~old version in strikethrough~~) (new version in red):

~~Just before you create the case,~~ Before you begin filling in the worksheet, you should look for duplicates.

A new **Appendix J: 16 RULES OF CASE CREATE** has been added to the *FOIA/PA Assistant's Guide*

December 14, 2011

Paragraph 7.4, **Third Party Requests** has been changed as follows (new information in red, deleted information in strikethrough)

Third party requesters are not entitled to any public documents that may be in the file they are seeking, as well as nor documents they provided in support of an application or petition. For example, if a wife is looking for a copy of her husband's file so that she may divorce him, and says in her request letter that she does not know where he is or says she cannot get his consent, do not send a request back to her for her husband's consent. In a situation like this, close the case as a Failure to Comply. simply request the file and put a Discussion in FIPS that it is a third party request without consent. In the above example, if she did not specifically say she cannot get his consent or that she does not know where he is, do not request the file. In a situation like this, send a request for consent and pend the case for requester documentation.

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1. THE FREEDOM OF INFORMATION ACT

Congress passed the Freedom of Information Act (FOIA) in 1966 to establish the public's right to access records created or maintained by federal executive branch agencies. The statute became effective on July 4, 1967. The statute relating to the Freedom of Information Act is 5 U.S.C. § 552.

2. THE PRIVACY ACT

The Privacy Act of 1974 regulates the collection, maintenance, use, and dissemination of personal information by the federal government. The statute relating to the Privacy Act is 5 U.S.C. § 552a. The statute became effective September 27, 1975.

3. WHAT ARE FOIA REQUESTS AND HOW DO WE GET THEM?

A Freedom of Information Act (FOIA) request is a request in writing for a copy of any record maintained by any agency of the executive branch of the government. Persons must reasonably describe the records sought, and those records must already exist. Requests can come in a variety of ways. They can come in on the Form G-639 or as a letter from an attorney or representative. They can come in the form of a letter from the alien himself. The requester may mail, fax, hand deliver, or e-mail a request. No matter how we receive them or what the format is, as long as they are in written form and provide enough information to ascertain that they want documents from us, we treat them as FOIA requests. A Privacy Act (PA) request is a request by a person for a copy of his or her file.

For case creating purposes, the difference between a FOIA and PA request does not matter. You will create all cases as FOIA requests, although some of the requests we receive are PA requests. The case processor determines whether the case falls under the Freedom of Information Act or the Privacy Act.

4. WHO CAN MAKE A FOIA REQUEST?

Anyone can request any record kept by the executive branch of government. The tricky part is determining if we have enough information and consent to provide the record and who is entitled to what. The most common types of requesters are:

- First party requesters, that is, the alien himself or his designee, attorney or representative, are entitled to a complete copy of the alien file, after any applicable exemptions are applied. However, a parent or guardian may make a request for a minor's record. Please refer to the section titled **"CONSENT RELATING TO RECORDS CONCERNING A MINOR OR PERSON JUDICIALLY DETERMINED TO BE INCOMPETENT"** in this guide.
- Third party requesters, that is, an individual seeking a copy of an alien's file without the subject of record's consent, are entitled only to documents of a public nature or documents they provided in support of an application/petition. Please refer to the section titled **"THIRD PARTY REQUESTS"** in this guide.
- Media requesters are typically accredited members of the media.
- Bond obligors, companies who posted immigration bonds for the aliens, are entitled to a copy of the file under a court case entitled *Amwest v. Reno*. Please refer to the section titled **"IMMIGRATION BOND OBLIGORS"** in this guide.
- Other state and local government agencies are entitled to documents from alien files for law enforcement purposes. Requests for information originating with any other federal agency are operational matters and not FOIA or Privacy Act requests. Please refer to the section titled **"ROUTINE USE"** in this guide.

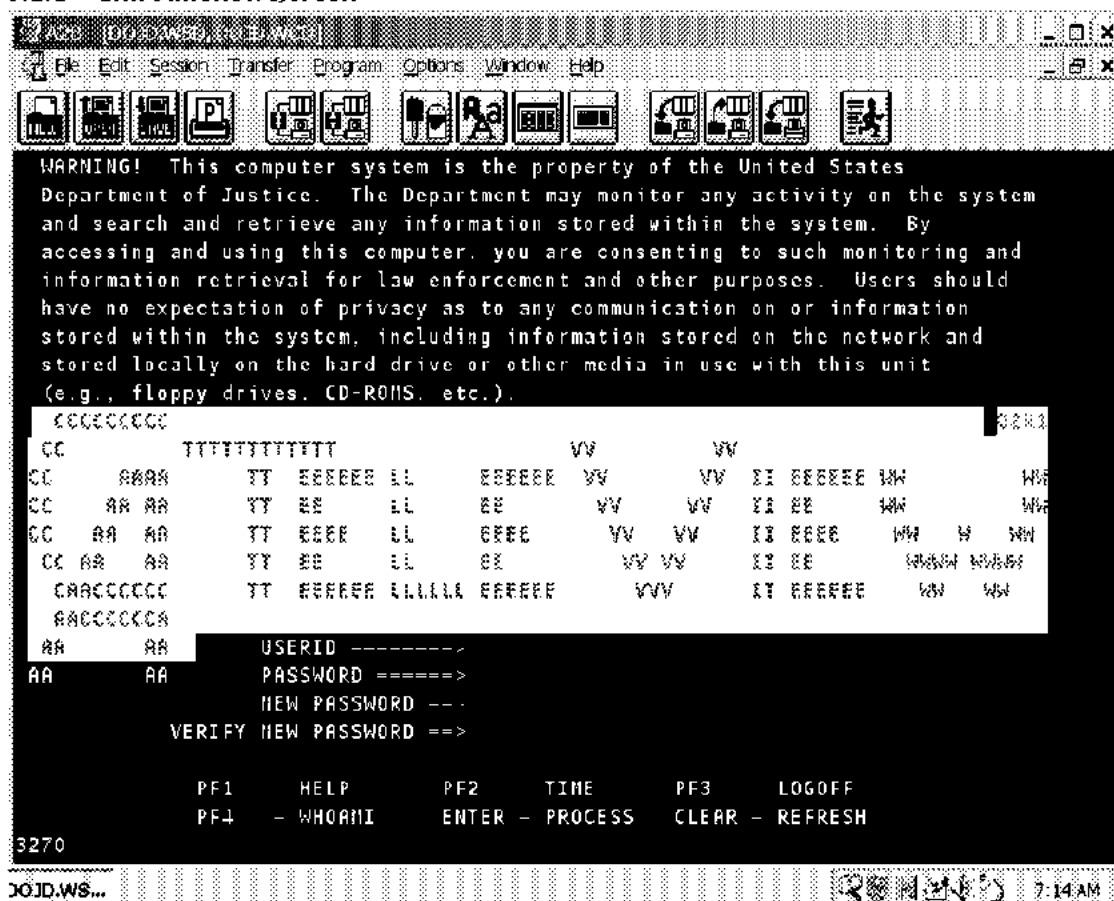
5. SYSTEMS USED AND DESCRIPTION OF THE SYSTEMS

The paragraphs below provide a description of some of the systems used by USCIS, ICE and CBP. Most A-files contain screen prints from one or more of these systems.

5.1 Central Index System

(CIS) is a database used to maintain records, search for records, and display data. CIS is a menu driven system as opposed to a point-and-click graphical user interface system. CIS provides information about persons and information about file location and movement. The CIS user navigates among various screens, depending on the type of information he or she needs. A user may search for a person in CIS by using the a-number, social security number, FBI number or a passport number. CIS provides the option of searching for people using "sounds-like" and exact name searches.

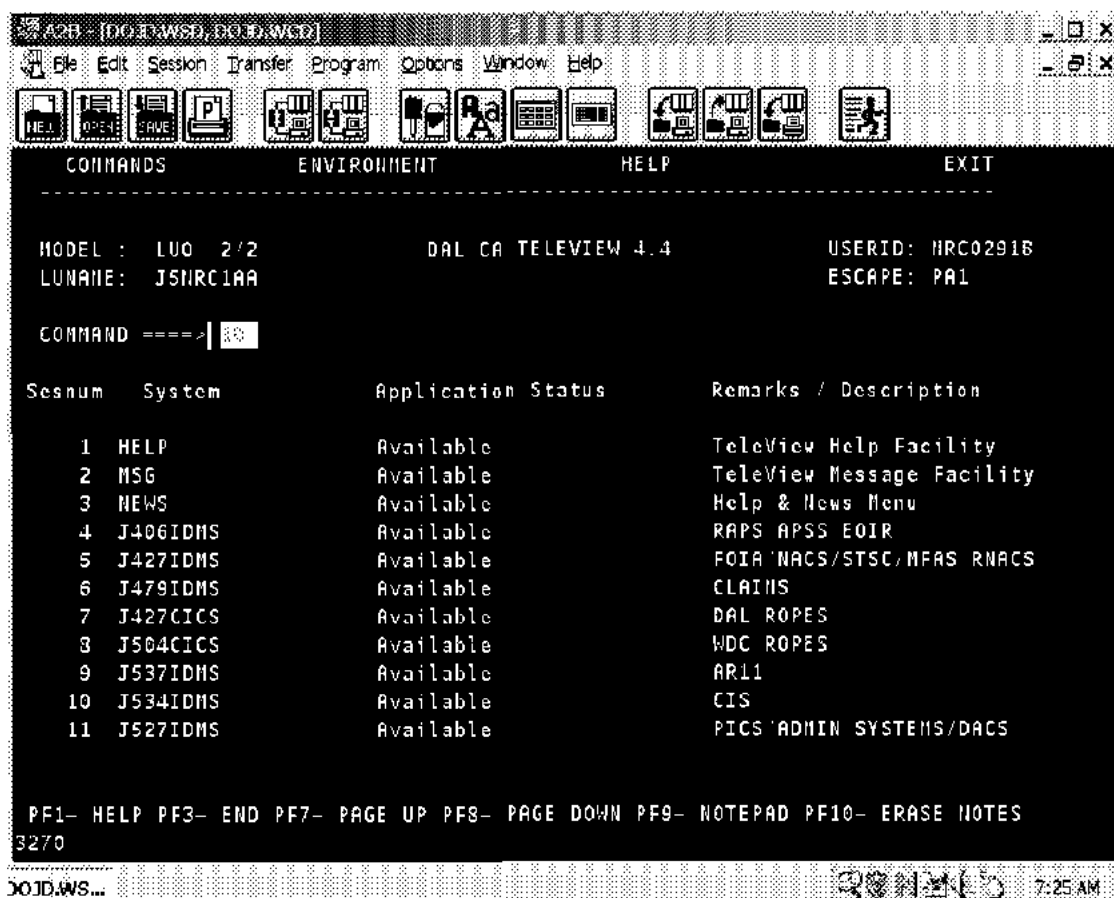
5.1.1 *Introduction Screen*



This screen is the introduction to TeleView. From this screen use the designated UserID (last 4 digits of Social Security Number plus an alpha) and Password to sign onto the database.

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5.1.2 TeleView Main Menu



The number selected to access CIS will vary for each computer.

5.1.3 CIS Login Screen



This is the screen used to navigate through CIS. Pressing enter can access the main menu for CIS.

5.1.4 CIS Main Menu

A25 00000000000000000000

File Edit Session Transfer Program Options Window Help

CIHNEN IMMIGRATION AND NATURALIZATION SERVICE 10.18.05
COMMAND: CENTRAL INDEX SYSTEM MAIN MENU 09:56:36

(91) SEARCH THE DATA BASE
(92) DISPLAY DATA
(93) ADD TRANSACTIONS
(94) RECORD MAINTENANCE
(95) A-FILE TRANSFER SUBSYSTEM

91 <-- SELECT TRANSACTION NUMBER. THEN PRESS ENTER KEY.

CLEAR EXIT PFS HELP

3270

Keyboard Input Form CISResourceGuide 9:02 AM

This screen displays a variety of ways to search for information. The transaction numbers that we use within FOIA are 91, 92, and 95. By typing the number 91 next to select transaction number and pressing enter, another search screen will appear. The main purpose of the “91” transaction number is to search the database for specific information concerning an individual. Transaction number “92” is used to display card information. The transaction number “95” is used mainly to see the location of the A-file.

5.1.4.1 Search Menu Screen

```
CINSEA - [DOE.WSD, DOE.WG2]
File Edit Session Transfer Program Options Window Help
[Icons]
CINSEA      IMMIGRATION AND NATURALIZATION SERVICE      10 13/05
COMMAND:    CENTRAL INDEX SYSTEM - SEARCH MENU          10:02:06

A#: 000000000 NAME:                                     DOB: 00000000

(01) ID #:
      (A AA AB C/DA/DL/FB/FP/I PP,SS,TD)   OTHER MENU SELECTIONS
(02) SOUNDS-LIKE NAME                       (92) DATA DISPLAY MENU
(03) EXACT NAME                             (93) ADD TRANSACTIONS MENU
(04) AKA (ALIAS) NAME                       (94) RECORD MAINTENANCE MENU
(05) LAPS EXACT NAME                       (95) FILE TRANSFER SUBSYSTEM MENU
(06) SOUNDS-LIKE NAME WITH DOB

(11) MANUAL SEARCH REQUEST (MR)
(12) MANUAL SEARCH RESPONSE (SR)

(15) ON LINE A NUMBER REPORT REQUEST

[01] - SELECT TRANSACTION NUMBER.  PRESS ENTER.  FOR ID # SEARCH, KEY THE
      PREFIX AND THE ID # (EG, A123456789).

      CLEAR EXIT      PF5 HELP      PF6 CIS MAIN MENU

3270
Keyboard  Input Form  CISResourceGuide  9:02 AM
```

From this search screen a decision is made as to how to begin a search for an individual's records. The most commonly used methods to search for an individual's record are:

Code Search By Category

- 01 ID # (A-number, certificate number, social security number, passport number ect.)
- 02 Sounds-Like Name Search
- 03 Exact Name Search
- 04 Alias (AKA) Name Search
- 06 Sounds-Like Name Search with DOB

Type in the two-digit code (01) and press enter. The screen displayed will be the screen where the search for records begins. ***Note:** Remember to read the screen in its entirety for additional information.

5.1.4.2 Search by A-number (9101)

```
CINIDM - [DOE.WSD.DOD.WG2]
File Edit Session Transfer Program Options Window Help
[Icons]
CINIDM IMMIGRATION AND NATURALIZATION SERVICE 10 13/05
COMMAND: 9101 CENTRAL INDEX SYSTEM - ID # SEARCH/DISPLAY 10:02:55

ID # (A/AA/AB/C DA): A#: DOB:
(DL/FB/FP.I.PP/SS/TD)
LAST:
FIRST: NATZ DATE:
MIDDLE: COURT:
ALIASES: LOCATION:

SEX: POE: COB: DOE:
FCO: COR: COC: FATHER:
PFCO: SFCO: DFO: BIN: MOTHER:

SSN: CONSOLIDATED A-NOS --OTHER INFORMATION--
I-94 ADM #:
PASSPORT #:
FBI #:
DRIVER LIC:
FINGER CD#:

OVER-KEY ID# TO DISPLAY NEW PERSON. PRESS ENTER. CLEAR EXIT PF1 NEXT CONS A#
PF2 PRIOR CONS A# PF3 REFRESH PF4 RETURN PF5 HELP PF6 MAIN MENU PF8 HISTORY
PF9 EAD PF11 EOIR
3270

Keyboard Input Form CISResourceGuide... 9:03 AM
```

In the ID# field enter the appropriate prefix with information (A = a-number, SS = social security number, PP = passport number, C = naturalization certificate number and I = I-94 number). If there is information in the system on the subject it will populate in the fields below the ID#. Pay special attention to the legend at the bottom of the screen specifically PF8, PF11, and any information listed under (other information). By pressing PF8 the history menu is displayed. This screen holds chronological information about actions that have been taken or changes in the subject's immigration status. The PF11 screen shows EOIR (Executive Office of Immigration Review) information. The significance of this screen is it holds information about ongoing or closed deportation proceedings. In the section of the screen listed (other information) different acronyms may appear such as: CARD, EADS, RAPS and DACS. For additional information on DACS please see Chapter 3.

5.1.5 Sounds-Like Name Search (9102)

A2B [D01AWSD.D01AWGO]

File Edit Session Transfer Program Options Window Help

CIHSD IMMIGRATION AND NATURALIZATION SERVICE 10/19/05
 COMMAND: 9102 CENTRAL INDEX SYSTEM - "SOUNDS LIKE" SEARCH 10:09:04

* LAST NAME: (40-CHARS MAX)
 FIRST NAME: (25-CHARS MAX)

LAST NAME MATCH: (NUMBER OF EXACT CHARACTERS TO MATCH (0-9))
 FIRST NAME MATCH: (NUMBER OF EXACT CHARACTERS TO MATCH (0-9))
 PREVIEW NAME: (Y/N)

EXACT DOB: (MMDDYYYY)
 DOB RANGE: (DATE RANGE = YYYYR: YYYY=YEAR, R=0-9)

COB: (5 CHARACTER COUNTRY CODE)
 COC: (5-CHARACTER COUNTRY CODE)
 POE: (3-CHARACTER PORT OF ENTRY CODE)
 DOE: (MMDDYYYY)
 COA: (3-CHARACTER CLASS OF ADMISSION CODE)
 FCO: (3 CHARACTER FILES CONTROL OFFICE CODE)
 SEX: (M/F)

*LAST NAME IS REQUIRED FIELD. OTHER FIELDS ARE OPTIONAL.
 SPECIFY SEARCH CRITERIA. PRESS ENTER TO INITIATE "SOUND LIKE" SEARCH
 CLEAR EXIT PF3 REFRESH PF4 MENU PF5 HELP PF6 MAIN MENU

3270

Keyboard Input Form CISResourceGuide... 9:09 AM

Use the 9102 screen when there could be variations in the spelling of a name. There are times when the person who created the record in CIS misspelled the name. There could be many spelling variations in a name transcribed from a non-Roman alphabet. The * indicates the minimum amount of information required to search. The search results may be voluminous.

```

A2B [C:\DATA\CD.D\FID.WGS]
File Edit Session Transfer Program Options Window Help
NEW OPEN SAVE PRINT COPY PASTE FIND < F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12
CINEXA IMMIGRATION AND NATURALIZATION SERVICE 12 15:05
COMMAND: 0100 CENTRAL INDEX SYSTEM - EXACT NAME SEARCH 08:44:21

* LAST NAME: (40-CHARS MAX)
* FIRST NAME: (25 CHARS MAX)

MIDDLE NAME: (25 CHARS MAX)

EXACT DOB: (MMDDYYYY)
DOB RANGE: (DATE RANGE = YYYYR; YYYY=YEAR, R=0 9)

COB: (5 CHARACTER COUNTRY CODE)
COC: (5-CHARACTER COUNTRY CODE)
POE: (3 CHARACTER PORT OF ENTRY CODE)
DOE: (MMDDYYYY)
COA: (3 CHARACTER CLASS OF ADMISSION CODE)
FCO: (3-CHARACTER FILES CONTROL OFFICE CODE)
SEX: (M F)

* LAST NAME AND FIRST NAME ARE REQUIRED FIELDS. OTHERS ARE OPTIONAL.
SPECIFY THE SEARCH CRITERIA, THEN PRESS ENTER TO INITIATE THE SEARCH.
CLEAR EXIT PF3 REFRESH
PF4 MENU PF5 HELP PF6 MAIN MENU PF9 SOUNDS LIKE SEARCH
2220

```

9103 is the primary screen used when performing a search based on the subject's name only. The information displayed will be an exact name match.

5.1.7 Alias (AKA) Name Search (9104)

CIHALI [DOE.D.WSL.DOD.DAWCO]

File Edit Session Transfer Program Options Window Help

IMMIGRATION AND NATURALIZATION SERVICE 01/30/06

COMMAND: 9104 CENTRAL INDEX SYSTEM ALIAS (AKA) NAME SEARCH 12:56:45

AKA/NEE LAST NAME: (40-CHARS MAX)

AKA/NEE FIRST NAME: (25-CHARS MAX)

LAST NAME MATCH: (NUMBER OF EXACT CHARACTERS TO MATCH (0-9))

FIRST NAME MATCH: (NUMBER OF EXACT CHARACTERS TO MATCH (0-9))

EXACT DOB: (MMDDYYYY)

DOB RANGE: (DATE RANGE = YYYYR: YYYY=YEAR, R=0-9)

COB: (5-CHARACTER COUNTRY CODE)

COC: (5-CHARACTER COUNTRY CODE)

POE: (3-CHARACTER PORT OF ENTRY CODE)

DOE: (MMDDYYYY)

COA: (3-CHARACTER CLASS OF ADMISSION CODE)

FCO: (3-CHARACTER FILES CONTROL OFFICE CODE)

SEX: (M/F)

YOU MAY REQUEST A SEARCH ON FIRST NAME ONLY ALIASES, ON LAST NAME ONLY ALIASES, AND ON ALIASES CONTAINING BOTH FIRST AND LAST NAMES. OTHER FIELDS ARE OPTIONAL. SPECIFY THE SEARCH CRITERIA, THEN PRESS ENTER TO BEGIN THE ALIAS NAME SEARCH.

CLEAR EXIT PF3 REFRESH PF4 MENU PF5 HELP PF6 MAIN MENU

3270

NUM OVR

The primary use for the 9104 screen would be to perform a search using any alias information provided in the FOIA request.

5.1.8 Sounds Like Name With Date of Birth (DOB) Search (9106)

3270 [DHS DRAWSD: DHS DRAWSD]

File Edit Session Transfer Program Options Window Help

HEU OPE SAE P [Icons]

CINDSND IMMIGRATION AND NATURALIZATION SERVICE 08/03/06
COMMAND: 9106 CENTRAL INDEX SYSTEM "SOUNDS LIKE" NAME 09:25:07
WITH DATE OF BIRTH (DOB) SEARCH

* LAST NAME: (40-CHARS MAX)
* FIRST NAME: (25-CHARS MAX)

EXACT DOB: (MMDDYYYY; YYYY=YEAR; MM=MONTH; DD=DAY)
DOB YEAR RANGE: (YYYY; R=0-9)
DOB MONTH RANGE: (YYYYMMRR; RR=0-12)
DOB DAY RANGE: (YYYYMMDDRR; RR=0-31)

LAST NAME MATCH: (NUMBER OF EXACT CHARACTERS TO MATCH (0-9))
FIRST NAME MATCH: (NUMBER OF EXACT CHARACTERS TO MATCH (0-9))

COB: (COUNTRY CODE) COA: (CLASS OF ADMISSION CODE)
COC: (COUNTRY OF CITIZENSHIP) FCO: (FILES CONTROL OFFICE CODE)
POE: (PORT OF ENTRY CODE) SEX: (M/F)
DOE: (MMDDYYYY)

* LAST NAME, FIRST NAME AND ONE OF THE DOBS ARE REQUIRED. REMAINING FIELDS ARE
OPTIONAL. SPECIFY SEARCH CRITERIA. THEN PRESS ENTER TO INITIATE THE SEARCH.
CLEAR EXIT PF3 REFRESH PF4 MENU PF5 HELP PF6 MAIN MENU

3270 NUM QVR

The 9106 screen allows searches for information pertaining to the subject of the request even if the spelling of the name is incorrect. For example, the requestor made a typographical error in the spelling of the name the search results will yield a list of similar names matching the subjects.

5.1.9 Card Search (9222)

```

A2B [DHSD3 WSD DHSD3 WCD]
File Edit Session Transfer Program Options Window Help
[Icons]
CIMCARD IMMIGRATION AND NATURALIZATION SERVICE 08/01/06
COMMAND: 9222 CENTRAL INDEX SYSTEM - ARR/BC CARD DISPLAY (CARD) 08:22:32
A#: 0 NAME: TAYLOR, FRANCIS DOB: 0809
LEGAL PERMANENT RESIDENT
CARD NAME: TAYLOR, FRANCIS E. BIRTHDATE:
INS A# 0 CARD# SRC0
CATEGORY: PERMANENT RESIDENT SINCE: 12/12/2005
SEX: CARD EXPIRES: 02/22/2016
COB:
C1 USA 0 SRC0
TAYLOR, FRANCIS EDWIN
-----
MOTHER'S NAME: EDWINA FATHER'S NAME: ZACHIOUS
CARD PORT OF ENTRY: BAL
CLEAR EXIT PF4 DISPLAY MENU PF5 HELP PF6 MAIN MENU PF7 CARD HISTORY
3270
NUM OVR

```

The 9222 screen is a snapshot of an actual Legal Permanent Resident (LPR) Card. In addition, this is the same screen to find Border Crossing Card information.

```

A2B IMMEDIUSD IMMEDIACD
File Edit Session Transfer Program Options Window Help
NEW OPEN SAVE PRINT F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12
CIMFTD IMMIGRATION AND NATURALIZATION SERVICE 08/01/06
COMMAND: 0004 CIS FILE TRANSFER DISPLAY (FTD) 11:33:03

A#:  NAME: TAYLOR FRANCIS DOB:

PREVIOUS FCO: BAL FCO CREATING SUB-FILE:
CURRENT FCO: NRC SUB-FILE CREATION IND:
REQUEST FCO: NRC

FILE LOCATED IND: C (FILE TRANSFER COMPLETE)

DATE FTR: 01242006 (MMDDYYYY) ACCESSION NUMBER: 0000
DATE FTI: 01242006 INS BOX NUMBER:
DATE FTC: 02022006

PERSON ACTION: REQUEST NUMBER:
2ND REQUEST DATE:
3RD REQUEST DATE:

YOU MAY REQUEST A DISPLAY OF ANOTHER A-FILE BY KEYING A DIFFERENT A-NUMBER.

CLEAR EXIT PF3 REFRESH PF4 FTS MENU PF5 HELP PF6 CIS MAIN MENU
3270
NUM OVR

```

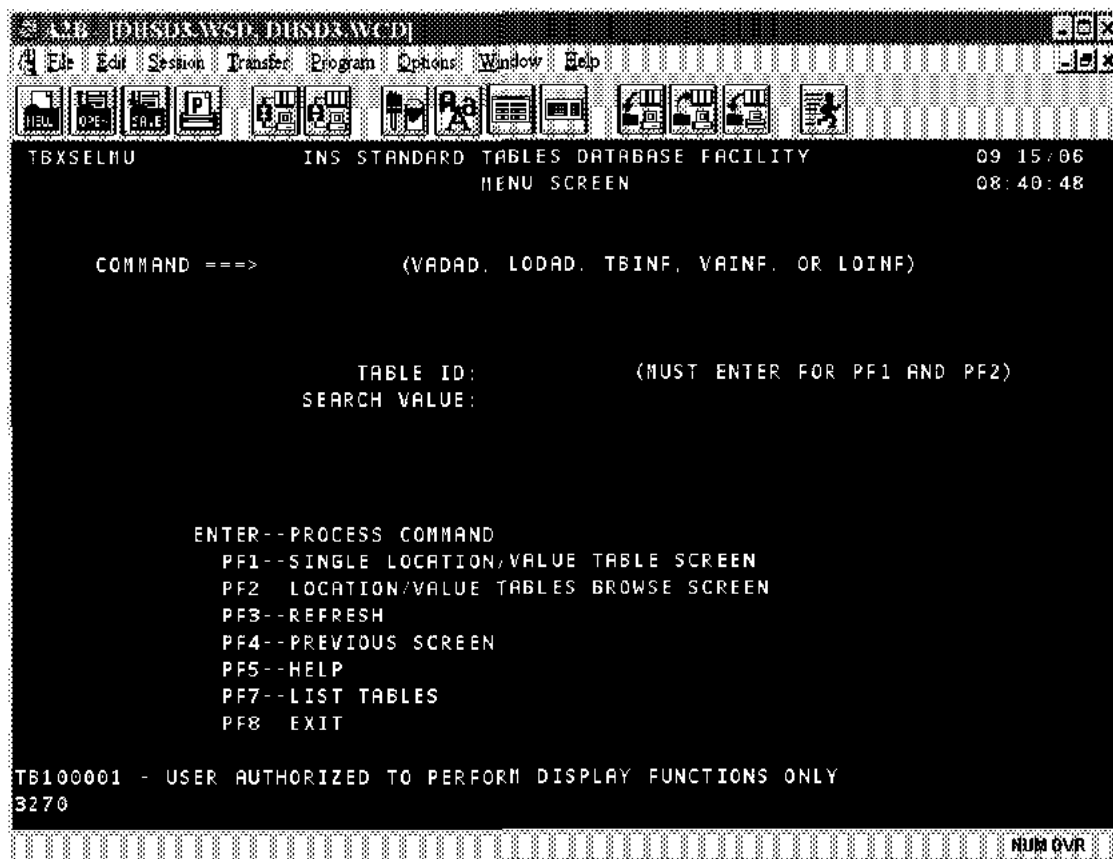
FTR: File Transfer Request
FTI: File Transfer Initiated
FTC: File Transfer Complete

5.1.11 Tables



The **Tables** section contains a wealth of informational codes that can be of assistance in making a decision about the subject of the request, such as **Class of Admission**. To get to this screen select the "keyboard" from the toolbar at the top of the screen and click the clear button on the keyboard. Once this is done type in the word **tables**. The next screen displayed will be the **Tables Menu Screen**.

5.1.12 Tables Menu



Placing the cursor in the **Table ID** field and pressing the function key PF7 a list of tables is displayed.

5.1.13 Tables Information Screen

```

A2B [DHSD3.WSD, DHSD3.WCD]
File Edit Session Transfer Program Options Window Help
[Icons]
TBXTBINF      INS STANDARD TABLES DATABASE FACILITY      PAGE 09/15/06
                  TABLE INFORMATION SCREEN                  0001 08:46:07

COMMAND      (SELNU, VADAD, LODAD, VAINF, OR LOINF)

SEL ONE      TABLE ID      TABLE TYPE      TABLE DESCRIPTION

    AOTX      [ ]      VAL      [ ]      ADJUSTMENT OF STATUS CODES
    AFAC      [ ]      VAL      [ ]      CIS/AFAC FCO CODE TABLE
    AIRX      [ ]      LOC      [ ]      INTERNATIONAL MUNICIPAL AIRPORTS
    ASC       [ ]      LOC      [ ]      APPLICATION SUPPORT CENTERS
    ASIL      [ ]      LOC      [ ]      ASYLUM INTERVIEW OFFICES
    ASYL      [ ]      LOC      [ ]      ASYLUM OFFICES
    BPHQ      [ ]      LOC      [ ]      HEADQUARTERS
    BPHX      [ ]      VAL      [ ]      BORDER PATROL SECTOR CODES
    BPSH      [ ]      LOC      [ ]      BORDER PATROL SECTOR HEADQTRS
    BPST      [ ]      LOC      [ ]      BORDER PATROL STATIONS
    BPSX      [ ]      VAL      [ ]      BORDER PATROL STATION CODES
    CCDI      [ ]      VAL      [ ]      INS/DOS/USCS COUNTRY CODE DISCREPS

    PF1      PF2      PF4      PF6      PF8
    PGFRWD   PGBWRD   PREV SCN   MENU   EXIT

TB100043 - SELECT ONE RECORD OR TRY OTHER FUNCTIONS
3270
HOM OVR
  
```

The tables are in alphabetical order. Place an X in the "SEL ONE" column and press enter and this will bring up a list of different codes.

5.1.14 Value Tables Browse Screen

TBXVAINF INS STANDARD TABLES DATABASE FACILITY PAGE 09/15/06
 VALUE TABLES BROWSE SCREEN 0014 08:56:10

COMMAND (SELNU, VADAD, LODAD, TBINF, OR LOINF)

TABLE ID: ADJX TABLE DESC: ADJUSTMENT OF STATUS CODES

SEL	SEARCH VALUE	VALID CODE	TABLE TEXT
IB7		IB7	SLF-PETITION CHILD OF USC
IB8		IB8	CHILD OF IB6
IC6		IC6	INDOCHINESE REFUGEE
IC7		IC7	SPS CH INDOCHN REF NOT QUA SEC
ID6		ID6	INDOCHINESE PAROLEE
IF1		IF1	ALIEN REC ADJ FOR PER RES CREA
IF2		IF2	MINOR CHILD OF IF1 ALIEN
IR0		IR0	PARENT OF U. S. CITIZEN
IR6		IR6	SPOUSE OF CITIZEN
IR7		IR7	CHILD OF CITIZEN
IR8		IR8	ORPHAN ADOPTED ABROAD BY CITZ

PF1 PF2 PF4 PF6 PF8
 PGFRWD PGBWRD PREV SCN MENU EXIT

TB100043 - SELECT ONE RECORD OR TRY OTHER FUNCTIONS
 3270

NUM OVR

Read the screen in its entirety for navigation instruction and additional information.

5.2. Computer Linked Application Information Management System

5.2.1 Introduction

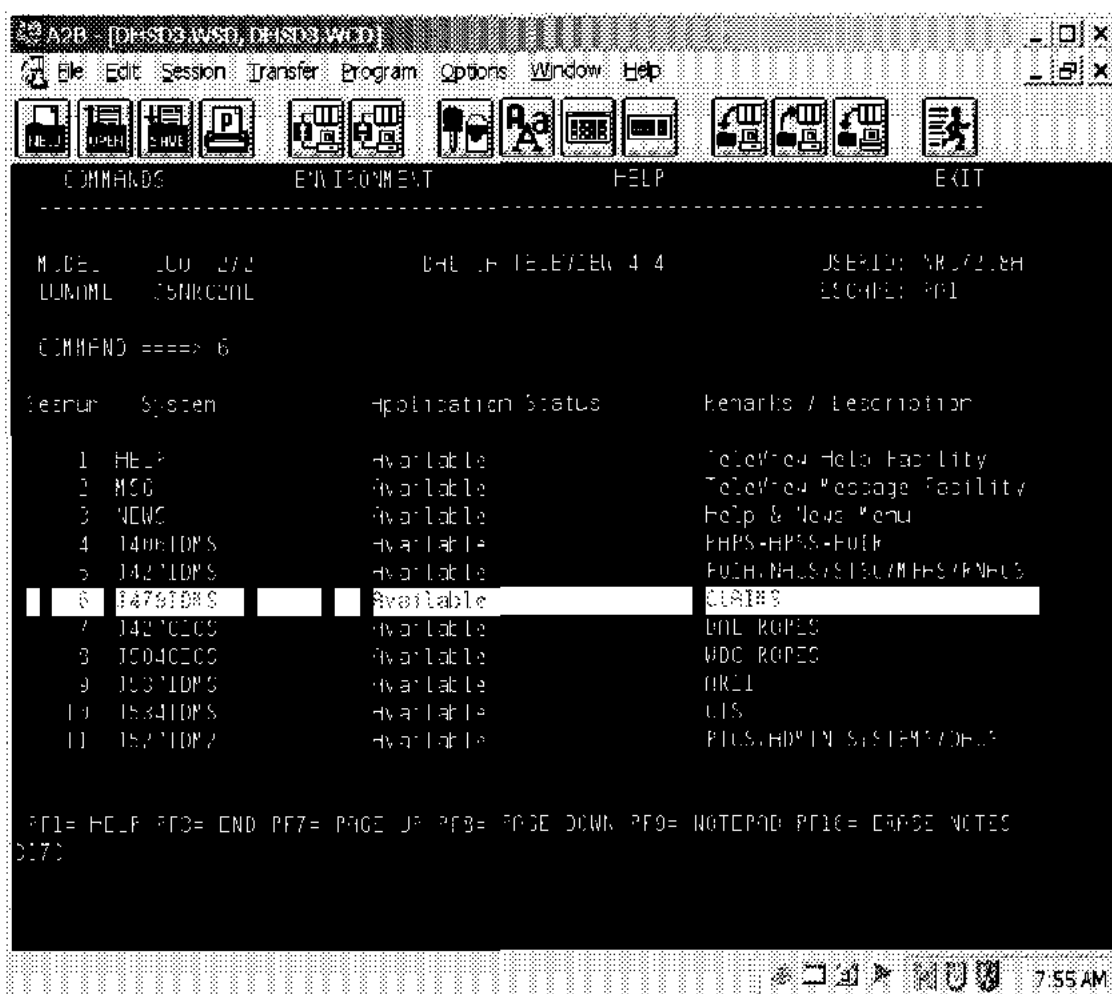
The Computer Linked Application Information Management System (CLAIMS) tracks application and petitions. CLAIMS is a menu driven system. The Inquiry/Update Processing selection on the menu is the only menu NRC FOIA uses because we search for receipts but never modify information in CLAIMS.

5.2.2 Televue Introduction Screen



This screen is the introduction to Televue. From this screen, use the designated UserID (NRC####A) and Password to sign onto the database.

5.2.3 CLAIMS Selection Screen



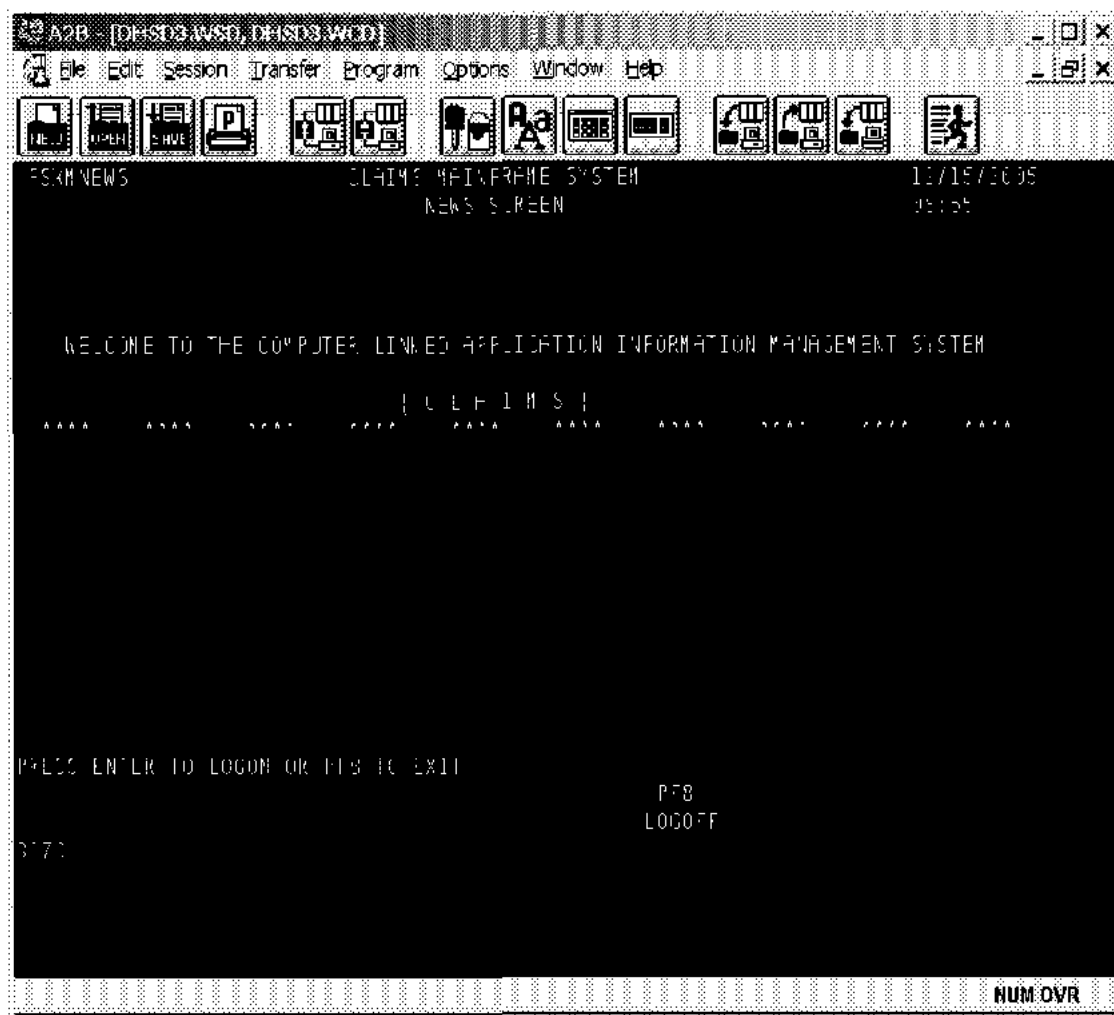
The number selected to access CLAIMS can vary for each computer.

5.2.4 CLAIMS Function Screen



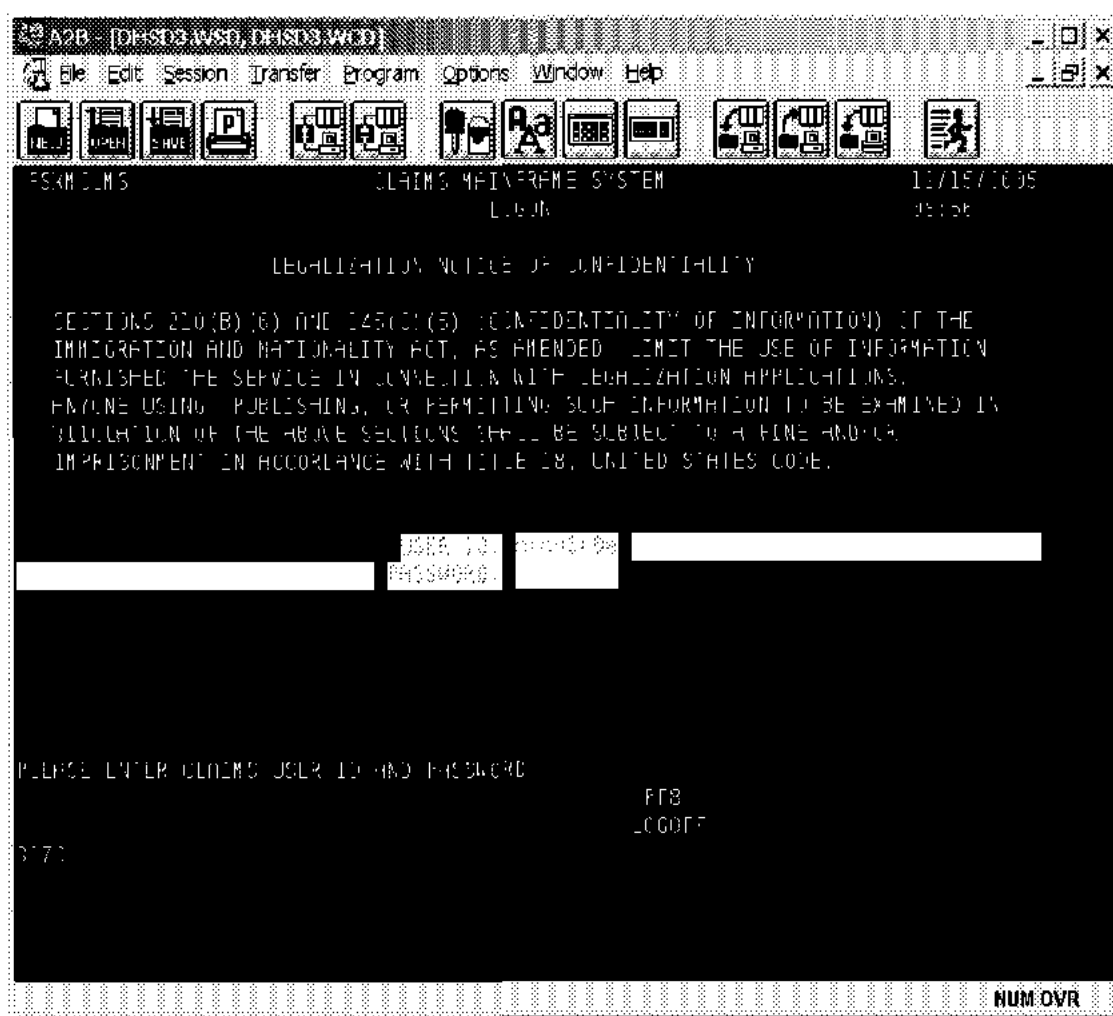
After selecting CLAIMS from the main menu, you will see the screen print shown above. Type in claims and press enter. This screen is not case sensitive.

5.2.5 CLAIMS Welcome Screen



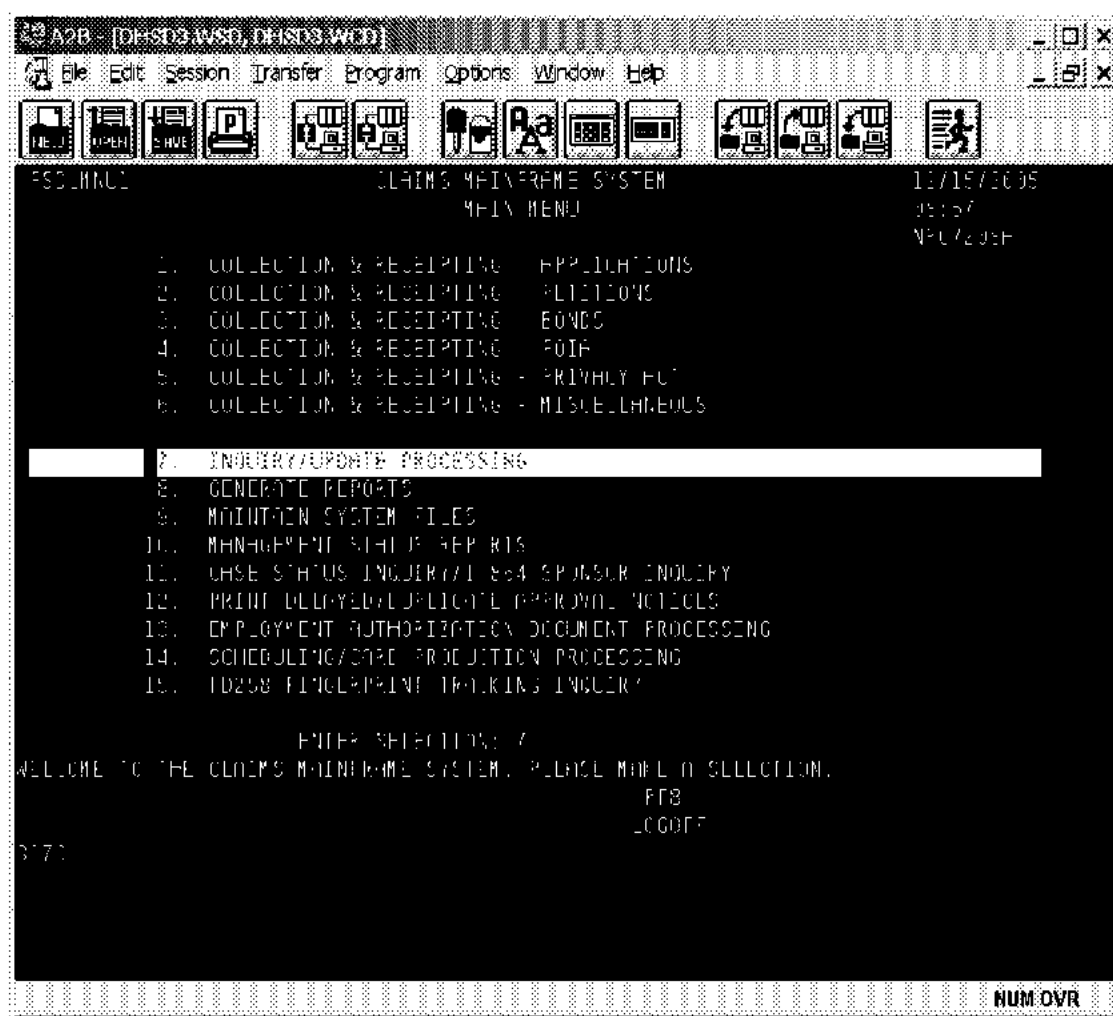
Press enter from here to get to the logon screen.

5.2.6 CLAIMS Login Screen



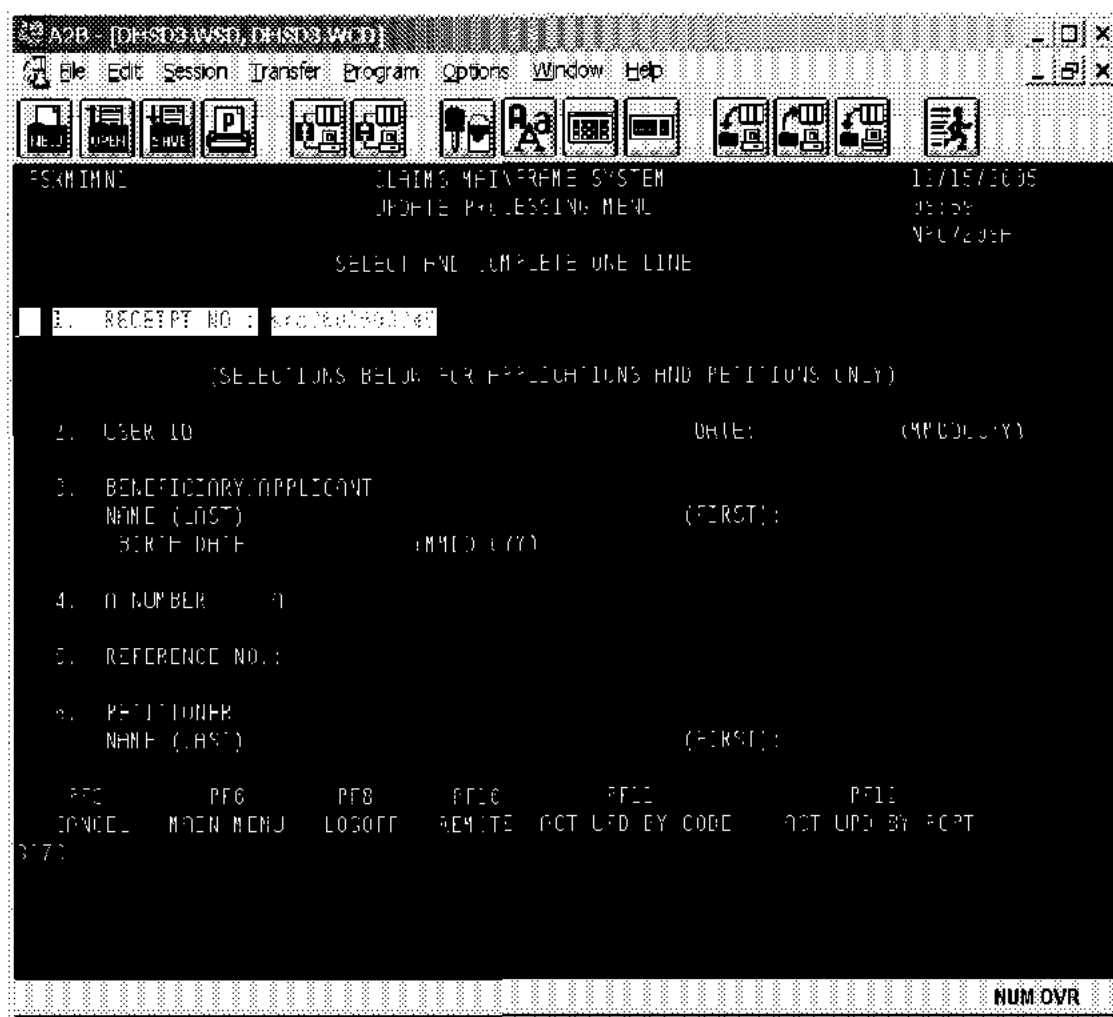
To login, your USER ID will be NRC and the last 4 digits of your social security number followed by a letter (NRC1234A). Check with your supervisor for your password.

5.2.7 CLAIMS Main Menu Screen



From the Main Menu type the number for INQUIRY/UPDATE PROCESSING and press enter.

5.2.8 Inquiry Screen, searching with a Receipt Number



A2B - [DHSD3.WSD, DHSD3.WCD]

File Edit Session Transfer Program Options Window Help

NEW OPEN SAVE PRINT

CLAIMS MAINFRAME SYSTEM 12/15/2005 05:05

UPDATE PROCESSING MENU

SELECT AND COMPLETE ONE LINE

1. RECEIPT NO. : 000000000000

(SELECTIONS BELOW FOR APPLICATIONS AND PETITIONS ONLY)

2. USER ID DATE: (MMDDYY)

3. BENEFICIARY/APPLICANT (FIRST):
NAME (LAST) BIRTH DATE (MMDDYY)

4. ID NUMBER

5. REFERENCE NO.:

6. PETITIONER (FIRST):
NAME (LAST)

PF0 PF6 PF8 PF10 PF11 PF12
CANCEL MAIN MENU LOGOFF REMOTE ACT UPD BY CODE ACT UPD BY PCPT

NUM OVR

On the Inquiry screen, there are several ways to search for records. If you know the receipt number, type the number under the first field to pull up the receipt information.

5.2.9 Searching CLAIMS using a Name and Date of Birth

CLAIMS MAINFRAME SYSTEM
UPDATE PROCESSING MENU
01/07/2006
11:16
VFC/2006

SELECT FNC COMPLETE ONE LINE

1. RECEIPT NO.
(SELECTIONS BELOW FOR APPLICATIONS AND PETITIONS ONLY)

2. USER ID DATE: (MMDDYYYY)

3. BENEFICIARY/APPLICANT
NAME (LAST): [REDACTED] (FIRST): [REDACTED]
BIRTH DATE: [REDACTED] (MMDDYYYY)

4. ID NUMBER [REDACTED]

5. REFERENCE NO.:

6. PETITIONER
NAME (LAST) (FIRST):

PF1 PF6 PF8 PF10 PF11 PF11
CANCEL MAIN MENU LOGOFF REMOTE ACT UPD BY CODE ACT UPD BY PCPT

NUM OVR

You may also search name and birth date. CLAIMS does not forgive spelling errors and will not conduct “sounds-like” searches. If you do not immediately find a receipt, you should also search by alias names and variations of the name. You may also search without the birth date. This may have the results you are looking for depending on how common the name of the subject. Searching using the birth date will narrow the findings.

(b)(6)

ASB [04803480, 04803480]

File Edit Session Transfer Program Options Window Help

FSXMIN1 CLAIMS MAINFRAME SYSTEM 02/21/2007
INQUIRY/UPDATE RECEIPT LIST 11:53
NRC093534

RECEIPT NBR	REF NAME	FD FORM	FEE AMT	REC DATE
1.		109	100.00	02/17/2007
2.		1030	100.00	02/14/2007
3.		1565	200.00	02/14/2007
4.		1765	100.00	02/11/2007
5.		1485	300.00	02/11/2007
6.		1029	100.00	01/04/2007
7.		051550		
8.		109		02/13/2007
9.		1765		02/08/2007
10.		1485		02/08/2007
11.		1029	100.00	09/05/2006
12.		1030	100.00	02/12/2007
13.		109	100.00	02/12/2007
14.		1485		02/09/2007
15.		109		02/09/2007
16.		109	100.00	01/17/2007

TYPE IN SELECTION:

PF1 PF2 PF3 PF4 PF5 PF6
PG FWD PG BACK CANCEL PRIOR MENU MAIN MENU LOGOFF

3276

NUM OVR

If your subject has a very common name, the inquiry may result in several pages of matches. View the screen pertaining to the individual receipt number or look for the type of form. It will show detailed information relating to that specific receipt number. To view the detailed information, type the corresponding number at the bottom of the screen labeled "TYPE IN SELECTION." For example, if you type "3", the detailed information relating to receipt number SRC0710351687 will be displayed.

5.2.10 Searching with the A-Number

The screenshot shows a terminal window titled "A2B - [DHSD3.WSD, DHSD3.WCD]". The menu includes options like File, Edit, Session, Transfer, Program, Options, Window, and Help. The main display area shows the "CLAIMS MAINFRAME SYSTEM" and "UPDATE PROCESSING MENU". It prompts the user to "SELECT FMC COMPLETE ONE LINE". The menu items are:

1. RECEIPT NO.
- (SELECTIONS BELOW FOR APPLICATIONS AND PETITIONS ONLY)
2. USER ID DATE: (MMDDYY)
3. BENEFICIARY/APPLICANT NAME (LAST) (FIRST):
BIRTH DATE (MMDDYY)
4. A NUMBER: [] [] [] [] [] [] [] []
5. REFERENCE NO.:
6. PETITIONER NAME (LAST) (FIRST):

At the bottom, there are function key labels: PF0 (CANCEL), PF6 (MAIN MENU), PF8 (LOGOFF), PF10 (REMOTE), PF11 (ACT UPD BY CODE), and PF12 (ACT UPD BY PCPT). A status bar at the bottom right shows "NUM OVR".

You may search by A-number. Navigate through these fields by tabbing, or to go backwards, use Shift-Tab. CLAIMS used to allow adjudicating officers to enter alien numbers as an eight-digit number without a leading zero. Ordinarily you should enter a leading zero immediately following the letter A (in purple on this screen) and then enter the rest of the A-number. If you do not find what you need, try deleting the zero immediately after the "A." If the person has a nine digit A-number, you will not have to worry about it. Note: if you search by A-number, it may not show every receipt belonging to the person, so you may still have to search by name and date of birth or by petitioner's name.

5.2.11 Searching with the Petitioner's Name

The screenshot shows a terminal window titled "A2B - [DHSD3 AWSB, DHSD3 WCB]". The menu bar includes "File", "Edit", "Session", "Transfer", "Program", "Options", "Window", and "Help". Below the menu bar is a row of icons. The main display area has a black background with white text. At the top, it says "CLAIMS MAINFRAME SYSTEM" and "UPDATE PROCESSING MENU". The date and time "02/07/2006 09:16" and the user "NPO7205F" are in the top right. The prompt "SELECT AND COMPLETE ONE LINE" is centered. The menu items are: 1. RECEIPT NO., (SELECTIONS BELOW FOR APPLICATIONS AND PETITIONS ONLY), 2. USER ID DATE: (MMDDYY), 3. BENEFICIARY/APPLICANT NAME (LAST) (FIRST): BIRTH DATE (MMDDYY), 4. ID NUMBER ID, 5. REFERENCE NO.:, 6. PETITIONER NAME (LAST) (FIRST):. At the bottom, there are function key labels: PF0 (CANCEL), PF6 (MAIN MENU), PF8 (LOGOFF), PF10 (REMOTE), PF11 (ACT UPD BY CODE), and PF12 (ACT UPD BY ACPT). The page number "0170" is in the bottom left, and "NUM OVR" is in the bottom right.

```
A2B - [DHSD3 AWSB, DHSD3 WCB]
File Edit Session Transfer Program Options Window Help

[Icons]

CLAIMS MAINFRAME SYSTEM
UPDATE PROCESSING MENU
02/07/2006 09:16
NPO7205F

SELECT AND COMPLETE ONE LINE

1. RECEIPT NO.
   (SELECTIONS BELOW FOR APPLICATIONS AND PETITIONS ONLY)
2. USER ID          DATE:          (MMDDYY)
3. BENEFICIARY/APPLICANT
   NAME (LAST)          (FIRST):
   BIRTH DATE          (MMDDYY)
4. ID NUMBER        ID
5. REFERENCE NO.:
6. PETITIONER
   NAME (LAST)         (FIRST):

PF0      PF6      PF8      PF10     PF11     PF12
CANCEL  MAIN MENU LOGOFF  REMOTE  ACT UPD BY CODE  ACT UPD BY ACPT

0170
NUM OVR
```

You may search by using the petitioner's name, but be forewarned: if the petitioner has a very common name, the results of this search may be overwhelmingly voluminous.

5.2.12 Search Results

The screen print below is the result of a search. The receipt shown is for an I-751, Petition to Remove Conditions on Residence.

ESKNTAPP CLAIMS NETWORKING SYSTEM 01/02/2006 15:31

APPLICATION UPDATE PROCESSING

MODE M

FORM I751 RPT NBR: SPC-06-025-0045 APPEALED FORM: OWNER: SRC

PART 2 A PART 3 RECEIVED DT 10/26/2005

A-NBR A 12345678 REF NBR: ASSOC RPT NBR:

NAME TEST TEST NAME

U/I

STREET 4141 ST AUGUSTINE CITY DALLAS

STATE TX PROVINCE ENTRY ZIP/POSTAL: 75207

GENDER DOB 01161964 COE: AJST? ENTRY OF CITZ SOC SEC #:

EMPLOYER TAX ID

REP CODE REP TYPE: (A-HATY B-LEKT REP. C-OTHER)

NAME

FORM CLASS

STREET CITY

STATE PROVINCE ENTRY ZIP/POSTAL:

STATUS/ACTION

INC STATUS NEW CLASS:

PRIORITY DATE 10262005 DATE VALID FROM: TO:

01087901 VIEW MODE

PR2	PR3	PR4	PR5	PR6	PR7	PR8	PR9	PR11
1	1	1	1	1	1	1	1	1
1	1	1	1	1	1	1	1	1

2/77

NUM OVR

(b)(7)(e)

The receipt information gives the name, date of birth, A-number and address. The status of the receipt file is near the bottom of the screen. (STATUS/ACTION: IBS1)

A2B [D:\SDS.WSD, D:\SDS.WSD]

File Edit Session Transfer Program Options Window Help

FILE OPEN SAVE PRINT F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

ESK1APP CLAIMS MATTERFRAME SYSTEM 01/02/2006 15:31 NFO72APP

APPLICATION UPDATE PROCESSING

MODE M FORM 1751 RCPT NBR: SPC-06-025-00045 APPEALED FORM: OWNER: SRC

PORT 2 G PORT 3 RECEIVED DT 10/20/2005

P-NBR P 12345678 REF NBR: ASSOC RCPT NBR: NAME TEST TEST NAME

STREET 4141 ST AUGUSTINE CITY DALLAS

STATE TX PROVINCE CNTRY ZIP/POSTAL: 75227

GENDER DOB 01161964 CDE: AJST? ENTRY OF CITZ SOC SEC #:

EMPLOYER TAX ID

REP CODE REP TYPE: (A=ATTY B=CERT REP, T=OTHER)

NAME

FIRM CLASS

DIRECT

STATE PROVINCE CNTRY CITY ZIP/POSTAL:

STATUS/ACTION

INS STATUS NEW UPLOAD

PRIORITY DATE 10262005 DATE VALID FROM: TO:

CLASS/DEL FILE MODL

PF2 PF3 PF4 PF5 PF6 PF7 PF8 PF9 PF11

II ING CANCEL BACK END INFO MAIN MENU CODES LOGOFF RE*IT STAT HIST

3/7:

NUM OVR

The top right corner of the screen shows the owner of the file, this may help in determining where to request the receipt file, especially if the receipt information is not in NFTS. This receipt begins with SRC, but that does not matter for staffing – the OWNER would be where you staff.

A2B [D:\803.W80, D:\813.W80]

File Edit Session Transfer Program Options Window Help

NEW OPEN SAVE PRINT F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11

ESAMIST: CLAIMS MATTERFRAME SYSTEM 01/02/2006 15:30
PAGE: 1 OF 1 CASE HISTORY 13072944

RECEIPT DATE: 10/26/2005 RECEIPT NUMBER: SRC-06-005-00045

ACTION CODE	ACTION DATE	USER ID
REF RECEIVED - FEE WAIVED	10262005	SPCANDER
1851	10312005	P00JIBIS

PRESS F14 OR 'ENTER' TO RETURN TO PREVIOUS SCREEN

PF1	PF2	PF4	PF6	PF7	PF8	PF11
PG FWD	PG BACK	RETURN	MAIN MENU	CODES	LOGOFF	EXIT

3071

NUM OVR

(b)(7)(e)

By pressing F11, you may view the history screen. From this screen, we can see the status of the application/petition. If the petition has been approved, destroyed, or transferred, it may make a difference as to how we staff.

5.2.13 Beneficiary Petition for Non Immigrant Worker

CLAIMS MAINFRAME SYSTEM
PETITION UPDATE PROCESSING

01/02/2006 09:37
NFC7203H

MODE -
FORM I-129 RECEIPT NBR: EHL000052201 OWNED BY: EHL
PART 2 (PART 3 (RECEIVED DATE: 01/02/2003 PLPCTE TO:
REF NBR APPLIED FORM: ASSOC RPT NBR:
PETITIONER TEST TEST TEST
HTIN PRE CEPT:
STREET CITY ENROUTE/PO BOX
STATE MI PROVINCE COUNTRY ZIP/POSTAL: 48409
JOB COB SOC SEC NBR H NBR:
EMPLOYER TEST TAX ID
CONSULT PCE: CLASS PREFERENCE: 161
VER BENF : LOU:
STATUS/ACTION PHB PREMIUM PROCESSING CLOCK STOPPED

PRIORITY DATE DATE W/LED FROM 00000000 TO:

PF1 PF2 PF3 PF4 PF5 PF6 PF7 PF8 PF9 PF10 PF11
BEAT CD INFO CANCEL PPV MEN END MAIN MEN CODES LOGOFF REPT REPR HIST
3170

NUM OVR

On an I-129 petition, the petitioner's information is on the first screen you pull up after you enter or select the receipt number.

.....

To view the history, press the F4 key to return to the previous screen, and enter F11.

A2B - [DHSD3.WSD, DHSD3.WCD]

File Edit Session Transfer Program Options Window Help

FILE: 1 OF 1 CLAIMS MAINFRAME SYSTEM 01/02/2006 09:38

CASE HISTORY

RECEIPT DATE: 01/24/2006 RECEIPT NUMBER: ENC 03 088 51191

ACTION CODE	ACTION DATE	USER ID
REH RECEIVED - FEE WAIVED	01242003	EPOLN11
RE DATE CHANGE	01242003	EPOLN11
PR1 PREMIUM PROCESSING CLOCK DATE CHANGED	01242003	EPOLN11
PR CASE MARKED AS PREMIUM PROCESSING	01242003	EPOLN11
PRP PREMIUM PROCESSING CLOCK STARTED	01242003	EPOLN11
PR VOID PRIOR ACTION	01242003	EPOLN11
PRB PREMIUM PROCESSING CLOCK STOPPED	01242003	EPOLN11

PRESS F4 OR ENTER TO RETURN TO PREVIOUS SCREEN

PF1	PF2	PF4	PF6	PF7	PF8	PF11
PG FWD	PG BACK	RETURN	MAIN MENU	CODES	LOGOFF	FUDIT

NUM OVR

A2B [D:\803.W60, D:\813.W60]

File Edit Session Transfer Program Options Window Help

RECEIPT NBR LAST NAME FI FOR# FEE FMT REC DATE

1. NCM300400001	TEST	T	I751	125.00	12-01/1999
2. JFKFC0300006	TEST	T	I765		02-09/2003
3. NCL0601600002	TEST	T	I193		10-19/2005
4. JFKFC0300004	TEST	T	I765		02-09/2003
5. JMAH052110004	TEST	T	I765		04-29/2005
6. SFC0914754001	TEST	T	05155A		04-21/1999
7. NCM000100001	TEST	T	I102		10-01/1999
8. NCL0318700005	TEST	T	I193		04-07/2003
9. NCL0604000012	TEST	T	I193		10-24/2002
10. NCM300600001	TEST	T	I190		01-03/1999
11. JMAH051690016	TEST	T	I765		03-13/2005
12. JFKFC0300005	TEST	T	I765		02-09/2003
13. JMAH052110005	TEST	T	I765		04-29/2005
14. NCL0604300005	TEST	T	I193		11-15/2005
15. JMAH052110010	TEST	T	I765		04-29/2005
16. JMW9812100001	TEST	T	N400	95.00	01-29/1999

TYPE IN SELECTION

PF1 PF2 PF3 PF4 PF5 PF6

PG FWD PG BACK CANCEL PRIOR MENU NEXT MENU LOGOFF

NUM OVR

There may be numerous results on a name search. Press F1 to see the results of the next page. To view number 10 on page 2 of the results, enter "10." To go back to the results of the search, press F4. The screen always returns to the first page of the search results. Remember this if you are going through the results page by page.

5.3. National File Tracking System (NFTS)

NFTS is an automated system that enables USCIS to track and account for nearly 50 million Alien Files (A-Files) and Receipt Files. NFTS allows for local control of all files within a designated USCIS File Control Office (FCO) or Case Control Office (CCO). The system supports the file migration from the USCIS field offices to facilitate a national tracking system that supports the National Records Center (NRC) and a centralization of agency records. You will learn much more about using NFTS in the Staffing section of this guide.

5.4. Person Centric Query Service (PCQS)

PCQS is an automated system that allows a person to submit a single query for all transactions involving an immigrant across a number of USCIS and Department of State (DoS) systems. PCQS returns a consolidated view of the immigrant's past interactions with USCIS and the Department of State as he or she passed through the U.S. immigration system.

Since PCQS can give us a comprehensive overview of a person's immigration history, it can help us locate certain documents to request, for instance, we may find information about an archived receipt in PCQS that we would not find in CLAIMS. You do not have to log in to PCQS to read the PCQS User Guide. Simply go to <https://pcq.esb.uscis.dhs.gov/> and click on the Users Guide link below the Warning.

[illegible][illegible]

5.5. FOIA/PA Information Processing System (FIPS)

The Freedom of Information Processing System (FIPS) is an automated system that allows us to process FOIA/PA requests electronically. This automated system enables the scanning of paper files into electronic images. These images are easily stored, retrieved, and processed. FIPS provides workflow processing for the life of a case. Any time you do any transaction concerning a FOIA/PA case, it will be through FIPS.

Processing Fee Information

Office NRC **NRC2008000157** Status **Open Case Processor 2 p3test** Web Entry ☐

Received 6/25/2008 Scanned 06/25/2008 Created 6/26/2008 Perfected Final Action Closed Final Reply Due 07/25/2008

Requester Information

Abner Doubleday
1 Hall of Fame Drive
Cooperstown NY 12345 987-654-3210

Edit Requester
Change Requester

Subject Information

First Jessica Middle Marie Last Powell

(b)(7)(e) A-Number [REDACTED]

Topic Border Patrol Apprehension Data

Track * 2
Type * FOIA Request
Source * Self
Category * Alien File

Bureau: CIS
Referred From:
Expedited: Not Requested
Fee Waiver: Not Requested

☐ Print To CD
☐ PA Cited
☐ In Litigation
☐ In Circular Search
☐ Delinquent

Calculate Queue Position

Save

Type of request	Source	Track 1, 2 or 3	Category	Print to CD
• Always FOIA	• Attorney		• Alien File	
	• Commercial		• Asylum	
	• Education/Scientific		• Specific Documents	
	• Foreign Government		• Non A-File Material	
	• News Media		• Personnel	
	• Others		• Special Interest Group	
	• Representative		• SFR cases at NRC	
	• Self			
	• White House/Congressional			

6. CREATING THE CASE

FIPS 7.00.90 - 07/28/2010

Work Queries

Case Workflow Queues

Case Creator

Workflow Queries

Available Cases

[Home](#)
[Back](#)
[Forward](#)
[Print](#)
[Refresh](#)
[Close](#)

[File](#)
[Edit](#)
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[Favorites](#)
[Tools](#)
[Help](#)

[Tools](#)
[Tools](#)
[Tools](#)
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[Tools](#)

[Case Workflow](#)

[Page 1](#)
[Page 2](#)

[FPS 7:00 PM - 12:00 PM](#)
[Work Queue](#)
[Agents](#)
[Standards Search](#)
[Officer: EAL](#)
[Orange Office](#)
[Logout](#)

[Processing](#)

[Officer: EAL](#)
[BAL 261006074REQ](#)

[Status: Requested](#)
[Case Creator: CLEB](#)

[Retained](#)
[Scanned](#)
[Created](#)
[Perfected](#)
[Final Action](#)
[Cases](#)
[Final Page Due](#)

[Requester Information](#)

[Requester Case History](#)

[Subject Information](#)

[Subject Case History](#)

[Work Queue](#)

[Print to PDF](#)

[Source](#)

[In Location](#)

[Category](#)

[In Similar Search](#)

[Candidate Queue Position](#)

[536](#)

[Tasks](#)

[Permissions](#)

[Case Actions](#)

[Requester Type](#)

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On the FIPS worksheet under the header “Contents,” you will notice that usually Sequence 1 is the “Request Letter” and Sequence 2 is usually “Request Supporting Documents.” There will be a date and time in the right column.

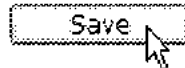
Sometimes the request will be Form G-639 only, sometimes it will be the G-639 and a G-28, Power of Attorney, sometimes it will be a letter from an attorney or representative and a G-28.

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Updated on 12/19/2011

Sometimes it will be a letter from the subject of record. At times, there will be documents scanned in, such as alien registration card, driver's license or other forms of identification. Other documents you may see can include miscellaneous screen prints or memoranda. You should view (almost) all documents scanned in FIPS in the Request Letter and Request Supporting Documents slots before you create the case.

During the Case Create process, you may need to leave your work station, or you may receive a telephone call, or various things may happen to distract you from creating the case. If anything happens and you need to stop work temporarily, it is always a good idea to click:



You must identify the following critical items and enter them into the FIPS worksheet before creating the case:

6.1 REQUESTER INFORMATION

Processing

Office: BAL BAL2010000751REQ Status Request Case Creator cctestb Web Entry

Received Scanned Created Perfected Final Action Closed Final Reply Due

03/04/2010

Requester Information Requester Search/Entry

Subject Information

First Middle Last

A-Number:

Topic:

Track * Bureau

Type

Source

Category

Referred From

Expedited Not Requested

Fee Waiver Not Requested

Print To CD

PA Cited

In Litigation

In Circular Search

Delinquent

Calculate Queue Position

Save

Document Type	Seq.	Pages	Status	Resp Unit	A-Number	Date
Request Letter	1	2	Scanned			3/4/2010 1:06:57 PM

6.1.1 RULES FOR ENTERING INFORMATION ON THE FIPS WORKSHEET

6.1.1.1 Do not use all capital letters in names.

6.1.1.2 Do not use professional titles, such as Doctor or Reverend in the requester information.

6.1.1.3 You may use Jr., Sr. or II, III, etc., if the requester or subject uses it on the request.

6.1.1.4 Do not open cases in the name of a company or firm only. If the name of the requester on the Form G-639 is a company name, please review the supporting documents to try to locate the name of the attorney/representative of the company.

For example, if your request comes in on a G-639 and the name of the requester is only the name of the law firm representing the alien (for example, Wilens & Baker) you will need to look through your supporting documents to see if you can locate the name of the attorney at Wilens & Baker who is representing the alien. If you cannot locate the name of the attorney who is representing the alien, then open the case in the name of the alien, in care of the law firm. Do not use "Wilens & Baker" as the requester name.

6.1.1.5 Do not hyphenate names.

6.1.1.6 Double-check the spelling of the names. If the name of the requester is not clear on the request letter, check the supporting documents for a Form G-28 for a clear copy.

6.1.1.7 Add a period after the middle initial.

6.1.1.8 Rescinded. ~~If the subject does not provide a middle name or initial, enter "NMN" in the "Middle" field.~~

6.1.1.9 Do not use part of the last name as a middle name, for example Hispanic names. Sometimes it is obviously a middle name, such as Juan Jose Gonzalez. Sometimes it is obviously a first and second last name, such as Juan Gonzalez Becerra. Other times, it is not so clear. You might look at the mother's and father's last names, if provided. If you are unsure, contact a supervisor.

6.1.1.10 If the request came to us on Form G-639, always use the name and address of the requester in Section 2, "*Requester Information*." Never use the address on the envelope, or Form G-28 or letterhead *unless* the requester did not use Form G-639 *or unless* Section 2 of Form G-639 is illegible. If the address on the G-639 is a foreign consulate office, or is a congressional office, you may use the address listed on the G-28, or other documents in the request, such as an envelope. If you can find no other address, insert a case note and send the case to U/C.

Be careful - it is easy to miss apartment or suite numbers because the space for them is at the right side of Form G-639.

6.1.1.11 Each line of the address in FIPS can contain no more than 35 characters; this includes spaces and punctuation. When we are printing the responsive records to CD, nothing over 35 characters prints on the CD. This requires the OA clerks to print a label separately for those CD's before mailing.

6.1.1.12 Do not use special characters, such as “&” and “#” in the address field; rather, spell them out or use an abbreviation, such as “and” or “No.” Note: you *may* use spaces, dashes, periods, commas or single quotes (‘). You *may not* use @, #, \$, %, ^, &, *, (,), =, +, [,], {, }, \, <, >, or /.

6.1.1.13 Please include the suite number or apartment number on the same line as the street address. FIPS will allow you to key in more than 4 lines in the address box. The issue is when the case is processed and the CD is printed, it only prints the first 4 lines. The requester’s name is the first line of the address, so you have three lines left. Enter any suite numbers or apartment numbers in the address line.

6.1.1.14 If the requester does not provide a valid address use: 123 Main Street, Washington, DC 12345. Send an e-mail to your supervisor and assign the case to Unit Chief.

6.1.1.15 When the attorney or subject of the request provides both a physical mailing address and a P.O. Box, use the P.O. Box for the official mailing address and do not include the physical address. Please do not use both.

6.1.1.16 The address can only be four lines long, even though FIPS gives you an extra line. The requester’s name is always the first line.

6.1.1.17 If an attorney represents the subject, the first line of the address should be the name of the law firm the attorney is affiliated with, or, Attorney at Law, or “c-o” and the law firm name or the name of the attorney.

6.1.1.18 If the address is foreign, you must check the box marked Foreign. This will change the format of the worksheet to include the Province and Country. You must complete these fields to ensure proper delivery. Before pending this case for any further action, please check the “Print to CD” box and add a Discussion note that you did so.

The following places are NOT foreign countries:

American Samoa
Guam
Puerto Rico
Northern Mariana Islands
Baker Island
Howland Island
Jarvis Island
Kingman Reef
Midway Islands
Navassa Island
Palau
Palmyra Atoll

60

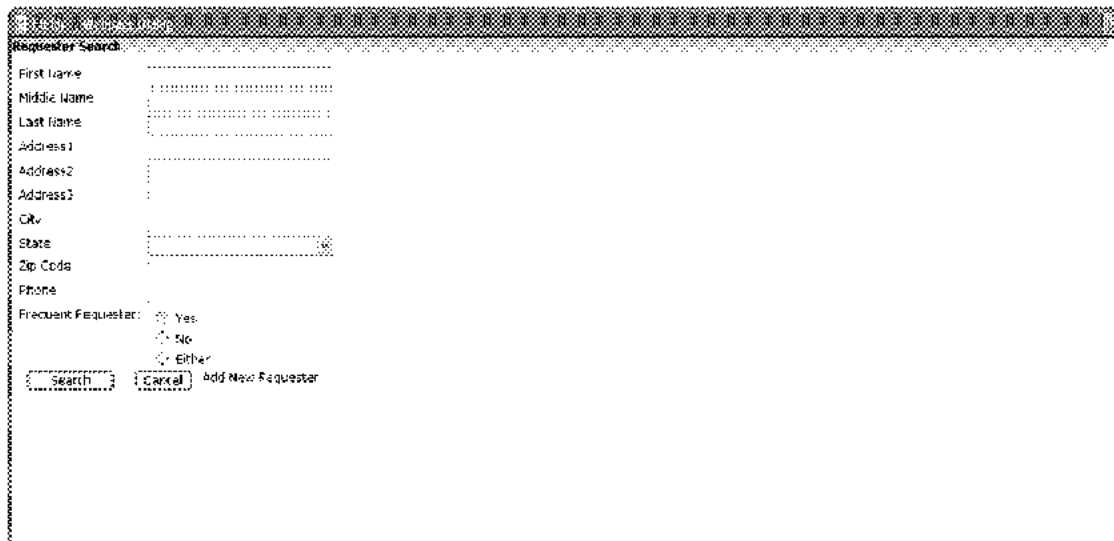
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Updated on 12/19/2011

U.S. Virgin Islands
Wake Island
Micronesia

A foreign address may be very long, and you may have to consult a supervisor to complete the address field correctly.

6.1.2 Requester Search/Entry. To locate and select existing requesters or to enter new requesters, click the **Requester Search/Entry** link to open the Requester Search Form. To search for an existing requester, click in one of the available fields in the Requester Search Form and begin entering pertinent information. When searching for a requester whose last name is Smith, for example, click in the Last Name field and enter a portion or the entire last name. After you have entered enough information, click **Search** to locate requesters with matching information.



Requester Search

First Name
Middle Name
Last Name
Address 1
Address 2
Address 3
City
State
Zip Code
Phone

Frequent Requester: ☐ Yes
☐ No
☐ Either

If you get any matches to your search, you will see a screen that looks like this:

(b)(6)

Search Requester

Requester First Name	Requester Middle Name	Requester Last Name	Address Line 1	Address Line 2	Address Line 3	City	State	Province	Postal Code	Country	Phone
Bernhard		Sauerbraten									
Jones	Mary	Sauerwen									
Todd		Scott									
Milton	Jay	Sheppard									
Bonnie		Simmons									
Timmy		Simpson									

Total item(s) found (6 of 6)

Page 1 of 1

Cancel

If any of those requesters are a perfect match for your requester, you may "Assign this Requester" by clicking on the icon to the left of the name:

Results - Webpage Dialog

Search Requester

Requester First Name	Requester Middle Name	Requester Last Name
Bernhard		Sauerbraten
Jones	Mary	Sauerwen
Todd		Scott
Milton	Jay	Sheppard
Bonnie		Simmons
Timmy		Simpson

Total item(s) found (6 of 6)

Page 1 of 1

Cancel

And it will populate the requester information like this:

Processing

Office: BAL	BAL2010000751REQ	Status: Request Case Creator cctestb	Web Entry
Received	Scanned	Created	Perfected
03/04/2010			
		Final Action	Closed
			Final Reply Due

Requester Information

Bernhard Sauerbraten [Edit Requester](#)

(b)(6)

6.1.3 Add New Requester. If you do **not** find a match, you will have to add a new requester by selecting Add New Requester:

Requester Search

First Name:

Middle Name:

Last Name:

Address1:

Address2:

Address3:

City:

State:

Zip Code:

Phone:

Frequent Requester: ☐ Yes ☐ No ☐ Either

When you click Add New Requester, you will get a dialog box that you fill in. You will enter all information, decide if this is a Frequent Requester, and then click Save.

Requester Information

First Name: Middle Name: Last Name:

Address 1: Address 2: Address 3:

City: State: Postal Code:

☐ Foreign Province: Country:

Phone Number: Email:

Frequent Requester: ☐ Yes ☐ No

6.2 SUBJECT INFORMATION

After saving, look to see if this is a self-request. If so, you can copy the Requester Information to the Subject:

(b)(6)

Requester Information	
C. G. Culpepper	Edit Requester
	Change Requester
	by to Subject

Otherwise, you will have to enter the subject information in the area. If the person gave more than one A-Number, please separate them with a comma in the A-Number field.

(b)(6)

Subject Information		
First	Middle	Last
Melville		Crump
A-Number		
Topic		

6.2.1 Name

Enter the subject's name, as it appears in section 5 of Form G-639 (except in the case of a petitioner asking for a petition).

The name portion of the worksheet is the name of the alien whose file we are requesting. This is usually the name in the subject portion of the Form G-639, or in the subject line of the request letter. However, if the requester is asking for a petition he or she filed on behalf of a beneficiary, then that document will be a separate receipt or it will be in the beneficiary's file, not the requester's file. In situations like this, the subject information would be that of the beneficiary, not the requester.

6.2.2 Alien Number

In the alien number field, enter your subject's alien number, as provided on the request, as an eight-digit or nine-digit number.

6.2.2.1 You should always check the A-number in CIS to be sure it belongs to the correct subject. Once you have established that it is the correct A-number, copying and pasting the A-number will save you from making a typographical error and inadvertently staffing for the wrong file.

6.2.2.2 If the alien provided us with more than one A-Number, please separate these numbers with a comma.

6.2.2.3 If you have created the case and you see less than eight digits in the A-number field, please re-check (by pasting the number into CIS) to make sure you have entered the number correctly.

6.2.2.4 Please do not enter the A-number if the requester is a petitioner asking for a copy of an unconsolidated petition, as it will result in a bad staffing.

6.2.2.5 If the requester is a petitioner asking for a copy of a petition that has been consolidated into the A-file of the beneficiary, you should enter the A-number of the beneficiary, since we will request the beneficiary's A-file.

6.2.3 Topic

If the request is for something other than an alien file, for example, a receipt file or a vacancy announcement, then you will add this information in the "Topic" field in the Subject Information area.

"Topic" is used at different times, such as:

- when there is an unconsolidated receipt file
- when it is a request for a vacancy announcement
- when it is a request for a personnel file
- when it is a request relating to policies and procedures service-wide

6.2.3.1 If the alien is requesting a receipt number, enter the information in the following format:

Correct: MSC0412360000

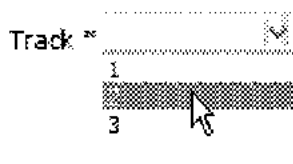
Incorrect: MSC-04-123-60000

6.2.3.2 Enter the receipt number with no dashes or spaces. This format assists the Mission Support Assistants in locating the files and in locating the cases in FIPS when the receipt files come into the facility, and it will make it possible for case creators to spot duplicate or similar cases. If you are requesting multiple receipt files from the same facility, use only one file request. See Staffing Sheet Guide for more guidance.

6.3.2.3 When the request is for vacancy announcements, the vacancy announcement number must be the first part of the description. See CIS Personnel Information for more information on handling personnel related requests. In other types of situations, put as much of the pertinent information in the description line as space will allow. You may need to modify the acknowledgement letter.

6.3 CASE SPECIFICATIONS

6.3.1 Track



6.3.1.1 Track 1 – Requests for receipt files and requests for partial records such as a specific document. A specific document request consists of three documents or less (except asylum or refugee requests, which you should create under category **Alien File** and assign to Track 2).

6.3.1.1.1 Please select the category **Specific Documents** and make the case a Track 1. The first paragraph of the acknowledgement letter sent to the requester must contain the following paragraph:

We respond to requests on a first-in, first-out basis and on a multi-track system. Your request has been placed in the simple track (Track 1). You specifically requested [enter specific document information here]. If you would like a copy of all your records, please send a written request to the address above, otherwise you will receive only the documents you specified.

6.3.1.1.2 Continue to create the case in Track 1 as Specific Documents. The requester may write back later responding that they need the whole file, and a FOIA/PA Assistant working in Records Locator queue can change it to Track 2 at that time.

6.3.1.2 Track 2 – Requests for entire copy of alien file, asylum or refugee requests, and requests from news media or special interest groups.

If the request has “all records” checked and lists more than three documents on the G-639, please select the category **Alien File** and make the case a Track 2.

6.3.1.3 Track 3 – Requests for records of individuals scheduled in the future to appear before an immigration judge. Requesters must provide one of the following documents to receive Track 3 processing:

- Form I-862, Notice to Appear, documenting a future scheduled date of the subject’s hearing before the immigration judge.
- Form I-122, Order to Show Cause, documenting a future scheduled date of the subject’s hearing before the immigration judge.
- Form I-863, Notice of Referral to Immigration Judge

- Written notice of the continuation of a future scheduled hearing before an Immigration Judge.

6.3.1.3.1 A supervisor will review all incoming FOIA requests and identify Track 3 requests. The supervisor will verify that necessary documentation is present with the request. There should be an attached cover sheet indicating to the case creator whether the request for Track 3 is approved or denied.

6.3.1.3.2 If there is no cover sheet, please evaluate the request and make a determination to approve or deny Track 3. If you are unsure, consult your supervisor.

6.3.1.3.3 Before you create the case, look at the documentation. Sometimes you will find a reference to a current, open case which the requester wishes to upgrade to Track 3. After you verify that the case is open, you may simply click “Send to Research” and you are finished with the case.

6.3.1.3.4 Requesters will sometimes request both Track 3 processing and expedited processing. Do not select both. Neither has to do with the other. A requester could be granted either Track 3 processing or expedited processing, but never both on the same case. For expedited processing guidelines, please refer to **“Expedited Treatment”** in this guide.

6.3.1.3.5 Track 3 processing is not “expedited” processing as that term is used and understood in law. It is not appropriate to use the word “expedited” when discussing Track 3 processing of a FOIA request (“priority” or “accelerated” processing are more appropriate terms for Track 3). Don’t confuse the two in correspondence with requesters.

6.3.1.3.6 Refer to the cover sheet the supervisor attached to the request. There should be either an Expedited coversheet or a Track 3 coversheet, but not both. Follow the instructions on the cover sheet attached to the request. If there is no cover sheet, do not mark either box.

6.3.1.3.7 If the requester specified Track 3 processing but the request does not have a cover sheet, please create the case. If you have a request for Track 3 and you see that we have a future court date provided in the request, prepare your response according to the Track 3 Ack Letter found in [O:\Foia\FOIA_LIBRARY\Case_Create_References\Case_Create_Template_Letters](#)

6.3.1.3.8 If the requester did not provide any documentation or if the documentation says “a date and time to be determined” prepare an acknowledgment letter and click “Add Track 3 Denial Paragraph.” Proceed with creating the case.

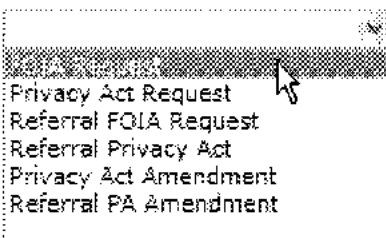
6.3.1.3.9 If you are not sure whether to approve or deny Track 3, please consult your supervisor.

6.3.1.3.10 If you assign the case to Track 3, ensure you put the words “TRACK 3” at the top of the file request.

6.3.1.3.11 If the requested file has already been scanned because of a prior FOIA request that has now been resubmitted for Track 3 processing, do not create the case. You should send the case to Research, where they will attach the new request to the existing case as a CSD. If Track 3 processing has been approved, you have to change the track on the original case to Track 3 and add a Discussion to that case explaining why.

6.3.2 Type

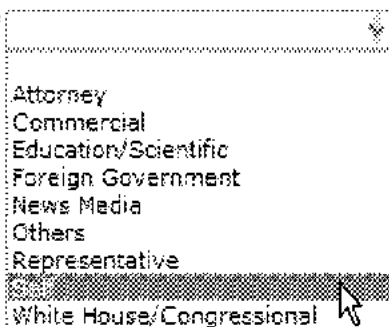
Type *



Always select **FOIA**. It will be incumbent upon the processor to verify the status of the alien, and to change the case type if necessary.

6.3.3 Source

Source *



The source of the request is, quite simply, who is making the request. Is the requester the individual or an attorney or representative speaking on the alien’s behalf? Is it a request from the media or a true third party requester? Below is a list of possibilities for requesters:

- Attorney - The requester is an attorney representing the alien. The attorney will have checked the box on the G-28 marked “Attorney,” or will have sent us a letter on the law firm’s letterhead.
- Commercial

- Education/Scientific
- Foreign Government
- News Media
- Others - The requester of the file is someone other than the alien, an attorney or an accredited representative. They might possibly include a G-28 with something other than "Attorney" or "Accredited Representative" checked.
- Representative - The requester is an accredited representative under the provisions of 8 CFR 103.2(a)(3) and 292.1(a)(1) or 292.1(a)(4). On a G-28, the requester will have marked the box "Accredited Representative."
- Self - This is a request from the alien himself or herself. The request may have the name of an individual followed by "care of" a certain law firm. This is still a self-request.
- White House/Congressional

If you feel that you have a case of a different source of request, please contact a supervisor for further guidance.

6.3.4 Category

Category *

Alien File	▼
Alien File	▲
Appeals	
Asylum	
Child Support	
Citizenship National Review	
Consultation	
Contract	
Debts Owed	
Dual Citizenship	
Family History	
Haitian Refugee Immigration	
Handbooks, Manuals	
Inheritance	
Internal Audit	
Investigations	
Legal Immigration & Family	
Legalization/Admin Appeal	
Medical History	
NOK Addresses	
Nicaraguan & Central Amer	
Non-A-File Material	
OTHER	
Pensions	
Personnel	
Proof of Naturalization	
Referral	
SFR Cases at NRC	
Special Interest Group	
Specific Document	
Waste, Fraud, Abuse	▼

There are 30 different categories of requests. However, the most commonly used ones are:

6.3.4.1 Alien File – The requester is asking for an entire copy of an alien file.

This category includes the following:

- a. Files of living subjects
- b. Naturalization records on or after April 1, 1956
- c. Visa records on or after May 1, 1951 in A-files
- d. A-Files above 8 million (A8000000), and documents therein dated on or after May 1, 1951
- e. Registry records on or after May 1, 1951 in A-Files
- f. Alien Registration Forms on or after May 1, 1951 in A-Files

6.3.4.2 Specific Documents – The requester is asking for specific documents, such as a copy of a receipt file, an application or a copy of his or her naturalization certificate. A Specific Document case is a Track 1 case, and vice versa. As a rule, you should create a case as Specific Documents if the requester is asking for up to three documents. If a requester is asking for an asylum application and supporting documents, you should create it as Alien File. (Refer to the section “*What track is my case?*” that follows.)

6.3.4.3 Personnel – The requester is seeking information relating to USCIS personnel matters.

6.3.4.4 Special Interest Group – Requester(s) are seeking information relating to special interest requests such as news media requests, highly visible or public interest cases. We receive this kind of request from members of the media, activist groups, watchdog organizations or educational institutions. The documents requested are normally associated with a controversial or sensitive subject.

6.3.4.4.1 Select “Special Interest Group” if any of the following criteria are met:

- a. The FOIA request relates to a Presidential or agency priority;
- b. The FOIA requester or requested documents will garner media attention or is receiving media attention;
- c. The FOIA request is for documents associated with meetings with prominent elected, business, and/or community leaders;
- d. The FOIA request is for congressional correspondence;
- e. The FOIA request is from a member of Congress;
- f. The FOIA request is from a member of the media;
- g. The FOIA request is from a member of an activist group, watchdog organization, special interest group, etc.;
- h. The FOIA request is for documents associated with a controversial or sensitive subject;
- i. The FOIA request is for documents associated with a senior official of the component;
- j. A FOIA appeal if it meets one of the “a” through “i” criteria;

Items listed above are suggestive and not exclusive – exercise judgment when marking cases with category “Special Interest Group.”

6.3.4.4.2 If you believe a request qualifies as a Special Interest Group, choose that case category in FIPS, change the office from NRC to COW, search for duplicates and then create the case. Do not create a file request or an acknowledgment letter. Prepare an e-mail explaining the situation for NRC, FOIASIG. Click “Reassign Office.” Send the case to Unit

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Updated on 12/19/2011

Chief. A Special Interest Group (SIG) processor will create the staffing and acknowledgment letter. This enables the Special Interest Group (SIG), responsible for special interest cases, to create a report and determine whether the case is actually a Special Interest Group case and report it accordingly. If the case creators do not mark Special Interest Group cases properly, we have no way to track and report these high visibility cases. When in doubt, choose the Special Interest Group category in FIPS. The Special Interest Group will sort it out later. If you have questions or need to send information regarding SIG cases to the Special Interest Group, their e-mail address is: NRC, FOIASIG.

6.3.4.5 SFR cases at NRC – NRC uses this category to track all workload staffed to SFR. This includes cases retired by or lost by SFR, but **does not include ZSF**.

6.3.4.6 Genealogy: Genealogy cases are requests for searches and/or copies of historical records relating to a deceased person. The lists below represent the records that the public would be able to request from the Genealogy Program:

- a. Naturalization Certificate Files (C-Files) from September 27, 1906 to April 1, 1956.
- b. Microfilmed Alien Registration Forms (AR-2), from August 1, 1940 to March 31, 1944 and Alien Registration Forms from March 31, 1944 to April 30, 1951 in A-Files.
- c. Visa Files from July 1, 1924 to May 1, 1951.
- d. Registry files from March 2, 1929 to March 31, 1944 and Registry records from April 1, 1944 to April 30, 1951.
- e. A-Files numbered below 8 million (A8000000), and documents therein dated prior to May 1, 1951.

The case is not Genealogy unless it meets one of the above criteria. If the case you are creating does meet the criteria for Genealogy, create it as **OTHER** then do the following:

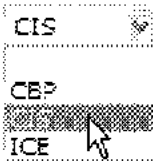
- a. Create the case.
- b. Do not staff for any records and do not prepare an acknowledgment letter.
- (b)(6) c. Send the case to Unit Chief with a discussion explaining it is a possible Genealogy
- d. Send an email to the designated person who handles genealogy cases (currently [redacted] with the control number.

The designated person will review the request to determine if it is, in fact, a genealogy.

If it does not meet the criteria for genealogy it will be returned to you in Case Create to send an acknowledgment letter and staff for records.

If it does meet the criteria, the designated person will create a letter referring the requester to the Genealogy program and will close the case as ER.

6.3.5 Bureau

Bureau 

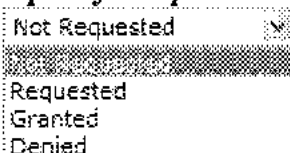
The three possible selections for Bureau are:

ICE – Used to identify requests wherein the requester is seeking information in connection with deportation hearings and other immigration related litigation (OPLA/DRO/SAC)

CIS – Used for all other categories. This is the default in FIPS.

CBP – Used for requests pertaining to documents relating to the Border Patrol, incident reports relating to apprehension, entry without inspection (EWI), smuggled humans, mobile patrol group, voluntary return, repatriation, checkpoints, entry/exit information, inspection, Port of Entry (POE), legacy customs or legacy inspections. Key words that you could see on a request relating to CBP are inspection, Port of Entry, Bridge of the Americas, Friendship Bridge, and smuggled goods. **Note: If request is for entry/exit information and the requester/subject provided an alien number, request the file.**

6.3.6 Is there a request for expedited treatment?

Expedited 

A requester may ask for his or her request to be expedited and processed outside the order of receipt. By law, we must respond to a request for expedited treatment within 10 business days.

USCIS will grant expedited processing if the requester establishes **either**:

(1) circumstances in which the lack of expedited treatment could reasonably be expected to pose an imminent threat to the life or physical safety of an individual;

or

(2) an urgency to inform the public about an actual or alleged federal government activity, if the requester is a person primarily engaged in disseminating information.

The requester must send a statement explaining in detail the basis for requesting expedited treatment. If a requester asks for expedited processing and fails to meet the criteria, we process the request in the appropriate track, using the “first in/first out” rule [See 6 C.F.R. § 5.5(a)].

6.3.6.1 OA personnel normally separate mail and faxes pertaining to expedited treatment prior to scanning. A supervisor then reviews and makes a determination regarding the expedited treatment. The supervisor will attach a cover sheet to the front of the request detailing the determination. Please create the case in accordance with the instructions on the cover sheet.

6.3.6.2 If the requested file has already been scanned because of a *currently open* prior FOIA request that has now been resubmitted for expedited processing, do not create the case. You should send the request to Research where they will attach the new request to the existing case as a CSD.

6.3.6.2.1 If expedited processing has been approved based on new information, you have to check expedited processing approved on the original case and send an expedited treatment approval letter by opening the original case in stand-alone mode, creating a Blank Letter, and adding the following: This letter serves to notify you that your case has been approved for expedited processing.

6.3.6.2.2 If expedited treatment was already denied in the *currently open* prior case, and the supervisor’s decision is the same, if you have not already created the case, you may Send to Research, where they will attach your request to the original case as a CSD. Go to the original case in Standalone, go to Tasks, and create the Expedited Denial Letter.

6.3.6.2.3 If the expedited treatment request refers to a case that *has already been closed*, either close it as DP and send a duplicate letter or create it as a new case, based on the situation. If in doubt, consult your supervisor. Please refer to the section on DP (duplicate) Cases.

6.3.6.3 Sometimes the OA room will miss an expedited request. If this happens, select “Denied” in the drop-down box, create the Expedited Denial Letter, and then create the case as normal.

6.3.6.4 If you believe the requester meets the requirements for expedited treatment (and there was no cover sheet) then select “Requested” and send the request to Unit Chief. E-mail your supervisor with the details. If the supervisor granted expedited processing, you will not create an Expedited Denial Letter, of course. You must select “Granted” in the

Expedited drop-down box. When you create the acknowledgement letter, it will address the fact that Expedited Treatment is granted.

USCIS denies most requests for expedited treatment because the requester failed to establish either of the necessary criteria.

6.3.6.5 If you have made a determination to deny, or if the supervisor has indicated denial, you must select “Denied” in the Expedited drop-box. After this, you should create the Expedited Denial Letter. If you or the supervisor denied expedited processing, we must advise the requester of the criteria for expediting a request and offer an opportunity to resubmit additional justification. The requester also has the right to appeal the decision to the USCIS FOIA Appeals Office.

Contents	Discussions	Case Actions
Task	Status	
Search for Duplicate Cases	Not Started	
Create Additional Cases	Not Started	
Create File Request	Not Started	
Acknowledgement Letter	Not Started	
Final Action Letter	Not Started	
Specialty Letter	Not Started	
Status Letter	Not Started	
Stake Letter	Not Started	
Interest Letter	Not Started	
Expedited Denial Letter	Not Started	

6.3.6.6 Do not mark both “Expedited Treatment Requested” and “Track 3.” A request can be either expedited or Track 3, but not both. If the requester has asked for Expedited Treatment and Track 3, treat it as if it is a Track 3 request and follow the instructions in TRACK 3 PROCEDURES. In such a case, you should not mark “Expedited Treatment Requested” before sending it to Unit Chief.

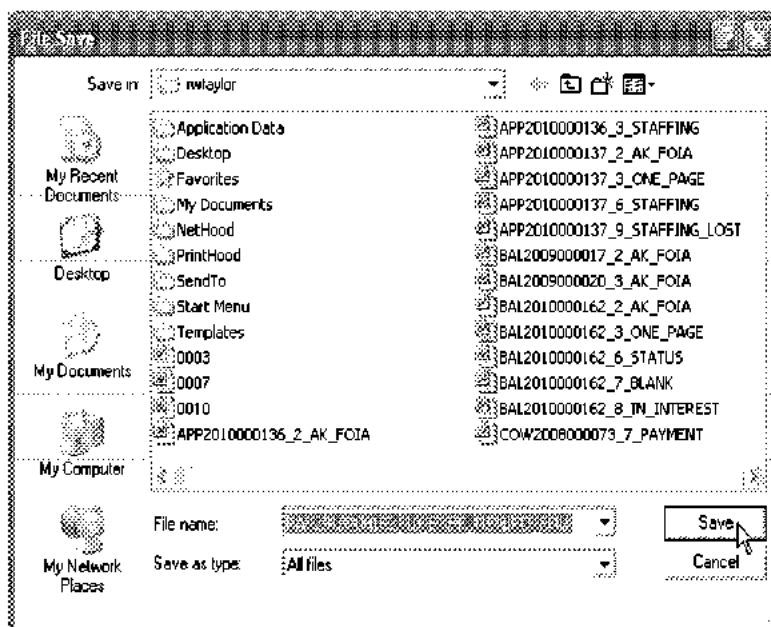
Processing.....

Successfully generated letter Expedited Treatment FOIA Denial.

Click on OK to continue.



A dialog box will pop up. Select “Save”:



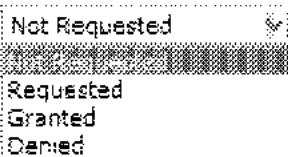
A word document explaining the denial and appeal rights will pop up. After you have done any editing necessary, save the document and check it back in.

After you have made that selection, your acknowledgement letter will address expedited treatment granted.

6.3.6.7 If there is an Expedited Treatment Requested cover sheet, and if you determine during case create that this needs to be a multiple case, you must check the Expedited Treatment Requested box (and create the appropriate response letters) for each child case. On the other hand, it might be that we will treat only the parent case as an expedited treatment request. You may make the determination or the supervisor will make a statement to that effect on the cover sheet, and of course, in such a situation, you would not mark the child cases as expedited treatment requests.

6.3.6.8 If there is an Expedited Treatment Requested cover sheet, and if you determine during case create that we need to close the case RD, RF, DP or ER, then change the Expedited drop-down box to “Not Requested” before you send the case to Up-front Approver. Because we are not generating a letter regarding expedited treatment denial or grant, and because it would cause erroneous reporting of Expedited Treatment Requests, you must change it to “Not Requested.”

6.3.7 Is there a request for fee waiver?

Fee Waiver: 

The requester may ask for a waiver of fees in his or her request or in accompanying documentation submitted with his or her request. USCIS considers all requests for fee waivers on a case-by-case basis.

A requester must meet two requirements in order for USCIS to grant a fee waiver:

1. The disclosure of the requested information must be in the public interest,
2. AND the disclosure of the information is not primarily in the commercial interest of the requester. For a detailed explanation, please refer to the U.S. Department of Justice Guide to the Freedom of Information Act, [“Fees and Fee Waivers.”](#)

Also note: the requester must ask for a fee waiver. Simply including a DOJ Fee Waiver form does not constitute a request for fee waiver. If the requester has written any statement to the effect of a request for fee waiver on the form, then you treat it as a request for fee waiver.

6.3.7.1 When a requester has asked for a fee waiver, there should be a cover sheet advising you of approval or denial. You may determine to deny based upon the two criteria listed above. If you do so, you must select “Denied” in the Fee Waiver drop-down box on the FIPS worksheet. Regardless of the decision on the fee waiver, you must insert a Discussion in FIPS indicating that you addressed the fee waiver request.

6.3.7.2 When you are finished creating a case with a fee waiver request, create a Specialty Letter and select Fee Waiver Denied, edit the document if necessary and then create the case as normal. If you are not sure, please consult your supervisor.

6.3.7.3 If you believe the requester meets the requirements for fee waiver (and there was no cover sheet) then select “Requested” and send the request to Unit Chief. E-mail your supervisor with the details. A supervisor will make the decision to approve or deny the fee waiver and send the case back to you in the case create role. At that point, you will select either “Granted” or “Denied.”

6.3.7.4 Fee Waiver Denied: When you respond to a request for fee waiver, you must add specific language to the acknowledgement letter. Please see [O:\Foia\FOIA LIBRARY\Case Create References\Case Create Template Letters\Fee Waiver\(denied\)](#) for an example of the denial language. Copy and paste this language into the acknowledgement letter. Do not bold, underline, highlight or enlarge the font of the


language. If the font changes to bold when you paste it in, highlight that text and remove the bold.

6.3.7.5 Fee Waiver Granted: If the decision is to grant the fee waiver, then please select “Granted” in the Fee Waiver drop-down box. In the acknowledgement letter, please add the following sentence to the end of the first paragraph:

This is to inform you that your request for a fee waiver has been granted.

6.3.7.6 If there is a Fee Waiver Request cover sheet, and if you determine during case create that we need to close the case RD, RF, DP or ER, then change the Fee Waiver drop-down box to “Not Requested” before you send the case to Up-front Approver. Because we are not generating a letter regarding Fee Waiver denial or grant, and because it would cause erroneous reporting of Fee Waiver Requests, you must change it to “Not Requested.”

6.3.8 *Print to CD*

- ☒ Print To CD
- ☐ PA Cited
- ☐ In Litigation 
- ☐ In Circular Search
- ☐ Delinquent

In an effort to save time, money and resources, the FOIA unit sends out final action responses on CD to all requesters (with two exceptions). When we send out the acknowledgement letter to the requester, it advises them that unless they write in and specifically ask for their documents on paper, they will be receiving them in a CD format. The acknowledgement letter templates reflect the change.

RULES FOR CHECKING “PRINT TO CD”

6.3.8.1 Check the “Print to CD box” on all new case creates, unless the mailing address of requester is to a correctional facility or unless the requester specified paper in the initial request letter (for requesters who are attorneys, the default is Print to CD).

6.3.8.2 If the responsive records are already scanned in when you create the case, you will still check print to CD.


6.3.8.3 All responsive records mailed to a correctional facility must be on paper. In such an instance, you must modify the acknowledgement letter so that we do not tell the requester we are printing the responsive records to CD. Modify the acknowledgement letter by deleting the paragraph that begins with “This office will

be providing your records on a Compact Disc (CD)”

6.3.8.4 If the requester is in prison but we are sending the responsive records to an attorney’s office, we will print to CD.

6.3.8.5 If a requester specifically asks for their records on paper, do not check “Print to CD” box create a Discussion note citing the reason. In such an instance, you must modify the acknowledgment letter so that we do not tell the requester we are printing the responsive records to CD. Modify the acknowledgement letter by removing the paragraph that begins with “This office will be providing your records on a Compact Disc (CD)”

6.3.9 Is this a delinquent requester?

- ☐ Print To CD
- ☐ PA Cited
- ☐ In Litigation 
- ☐ In Circular Search
- ☒ Delinquent

The Delinquent Requester search helps FIPS users identify requesters who have unpaid bills in the system. Requesters are delinquent when case fees remain unpaid for more than 45 days.

After you enter the last name of the requester, FIPS will automatically conduct a search for delinquent fees owed by that requester, using the last name of the requester. If the requester is delinquent on any case in any office nationwide, a box will pop up on the screen (see below).

Requester Information	
Sage Morgan 	(816) 555-5555
123 Drive	x5555
Lees Summit MO 64086	sage@yahoo.com Copy to Subject

To view other cases for the same requester, click the **Query** icon next to the delinquent notice.

Requester Information	
Sage Morgan 	(816) 555-5555
123 Drive	x5555
Lees Summit MO 64086 	sage@yahoo.com Copy to Subject

The query results appear in a separate window.

Query Results			
Delinquent Cases for Requester results - Webpage Dialog			
http://10.63.16.238:7001/sonora/Query?op=m&name=sQry_getDelinquentCasesForCase&CASEID=8704			
Control Number	Closed	Fee Charged	Fee Collected
DL52010000044	4/21/2010	1,500	
Total item(s) found (1)			

If a requester/subject previously submitted a request and owed a fee on a case and he or she did not pay the fee within 30 days, the case closed as FP (failure to pay). If the subject/requester submits a new FOIA request, the Delinquent Requester notification is going to pop up. Your requester may possibly not be on the pop-up list. FIPS conducts a search by the last name(s) of delinquent requesters.

DELINQUENT REQUESTER RULES:

6.3.9.1 Do not treat the case as delinquent if the case was processed on or before January 1, 2004. Send an e-mail to [NRC_FIPSPROBLEM](#) (clicking on the link will automatically include a copy to NRC, FOIAPROGRAM). In the body of the e-mail, include the name of the delinquent requester and the delinquent case number(s).

6.3.9.2 If you encounter a delinquent requester from a FIPS Lite office, do not treat them as delinquent. You will know the request was processed in FIPS Lite when you open the case because you will see a "FIPS Lite placeholder."

6.3.9.3 Make sure the requester of the case you are creating is the same requester that FIPS is showing as delinquent. You must view the delinquent request(s) to make this determination. To view a case, highlight the line and click "view." If the delinquent requester matches your requester, treat the new request as delinquent. To get the delinquent case information (case number, dollar amount) in your acknowledgement letter and in the new case, highlight the name in the box that matches your requester and click ok.

Next, to create the case, go to the Tasks tab and click:

Contents		Discussions	Case Actions
Task	Status		
Create Case	Not Started		
Search for Duplicate Cases	Not Started		

When you complete the case create process and the new case has a control number, FIPS will notate the delinquency on the worksheet.

6.3.9.4 If the requester is delinquent, do not request responsive records until we receive payment.

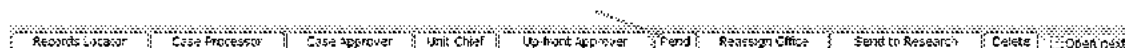
NOTE: If you are creating multiple cases, you should “Create Additional Cases” before you prepare the Acknowledgment Letter and File Request(s) for the original case.

NOTE: A FOIA/PA Assistant working in Records Locator queue may need to cancel pending requester documentation for cases pending requester documentation due to a prior delinquent status that has been removed, because the system does not. If the FOIA/PA Assistant working in Records Locator queue does cancel pending requester documentation, he or she should generate a new interim acknowledgement letter and staff the case as usual.

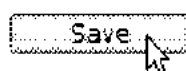
If the requester has more than one delinquent case, you will have to add up the total and modify the delinquent requester letter providing the case number for each delinquent case, the dollar amount owed for each, the total dollar amount owed, and instructions to prepare a check for the total amount made out to “U.S. Treasury.”

When you click “ACK Letter” the following screen pops up. Click OK to generate the letter.

We will take no further action until the delinquency is resolved. Please pend.



Before you move to another part of the case create process, click:



6.4 SEARCH FOR DUPLICATE CASES

Before you begin filling in the worksheet, you should look for duplicates. Duplicate cases are cases in which the request was submitted multiple times to the Service, or was inadvertently scanned into FIPS multiple times, or are cases that we previously processed.

Sometimes a requester will take a “shotgun” approach. He or she will submit the same FOIA request multiple times to ICE, CBP and CIS, hoping to get an answer more quickly. The

receiving offices will then in turn, transfer these requests to NRC. These are duplicate cases when an office has already processed this request with a final action code of either PD or G1, or has it ready to be processed.

This does not include instances in which the requester has faxed the request and then mailed it. If you open a case and find that the exact same request has very recently been created, chances are that you have opened the mailed copy which followed a few days after the fax. Do not create such a case. Click "Send to Research." That case will go to the research queue and you will be ready for your next case.

Ordinarily, you will search by Alien Number, and if you do not find a duplicate or similar case, your search will be complete. If the requester did not provide an alien number, you may search by the subject's last name and first name, or even by the requester's last name and first name. You may use a percent sign (%) as a wild-card for these searches. For example, if the requester's name is Jaime Vazquez, but you see he also has spelled his name Vasquez – you can search by Subject Last Name "Va%" and Subject First Name "Jaime."

Case350 Home

FIPS v7.0 Training build 06 Work Queues Actions Standalone Search

Processing Fee Information

Search Case

Status: ☐ Open ☐ Closed ☒ Both

Control Number:

Request Number:

Created After: 11/23/2008

Office:

Requester Last Name:

Requester First Name:

Requester Middle Name:

Subject Last Name:

Subject First Name:

Subject Middle Name:

A-Number:

Topic:

Contents Discussions Case Actions History

Task	Status
Create Case	Not Started
Search For Duplicate Cases	Not Started

[Click here](#)

Records Location	Case Processor	Case Approver	Unit Chief	Up-front Approver	Pend	Final

Page 2 of 2 65.7% Viewing version: 1

Ordinarily, you will get a blank result.

Processing

Control Number	Scanned	Requester's Last Name	Requester's First Name	Requester's Middle Name	Topic A	Status	Category	Final	In Action	Litigation
Search Complete										
Search Again										

You may select "Search Complete" or you may select "Search Again" to try the search by a single criterion or different combinations such as Subject Last Name, Subject First Name, Requester Last Name, and so forth. However, the search may yield an open case:

Case 2350 Home

FIPS v7.0 Training build 66 Work Queue Actions Standalone Search

Processing Fee Information

Control Number Scanned	Requester's Last Name	Requester's First Name	First Name	Middle Name	Last Name	Topic A Number
10055304	5/28/2010 6:00:00 AM	Requester's Last Name	Requester's First Name	Requester's Middle Name	Requester's Last Name	Requester's Topic A Number

Search Complete Search Again

Contents Discussions Case Actions History

Task	Status
Create Case	Not Started
Search For Duplicate Cases	Not Started

Requester's Location	Case Processor	Case Approver	Unit Chief	Up-Front Approver	Pend	Page

Page 2 of 2 65.7% Viewing (MSDN):

If you do get a match, you should select "Edit" (the icon is a folder with a gear in front of it) to open the matching case and carefully review it to be sure it is a duplicate:

Case360 Home

FIPS v7.0 Training build 06 Work Q...

Processing	Fee Information
Control Number Scanned	Req Last

NRC2010030504 5/28/2010 6:00:00 AM Fig...

Edit

Search Complete Search Again

By highlighting the case you wish to review and then clicking the “Edit” icon, FIPS will open the case for your review. You then review the request to ensure that:

- If there has been a case that was closed G1 or PD within six months from same requester –
- This does not include cases that were closed with any other final action code.

Once you verify those items and you determine the case is a duplicate of another case, you will select “Set this case as duplicate to original case” as follows:

Case360 Home

FIPS v7.0 Training build 06 Work Queries

Processing	Fee Information
Control Number Scanned	Requester's Last Name

NRC2010030504 5/26/2010 6:00:00 AM Figueroa

Set this case as duplicate to original case

Search Complete Search Again

Do not click “Create Case.” Click “Send to Research.” You will then be ready for your next case.

If you determine that it is not a true duplicate, please insert a new Discussion entitled “Similar Case” in each of the cases, so that a processor or approver can review both.

If the date of the request is either the same as your request or within a very few days and:

3. The requester is the same, and
4. The information being requested is the same in both requests,

Do not close this case as a duplicate. Do not click "Create Case." Click "Send to Research."

If you are not sure your case meets the duplicate requirements, create a new Discussion in the case and send the case to Unit Chief. Send your supervisor an e-mail with the case information for his or her review.

6.5 COPYING RECORDS FROM A CLOSED CASE

You may be checking for duplicates and discover responsive records of an existing closed case meet the following criteria:

- Regular (not Appeals) case
- Status of the duplicate case is "Closed" and
- The date closed was within six months of the current date

If the duplicate case meets all those criteria, then you may copy from the existing case into the new (active) case. The Request Type that you have selected for the existing case and the new case will determine whether any redactions are copied with the responsive records. If both new and existing cases are FOIA Requests or both cases are Privacy Act requests, then redactions will be copied into the new case with the responsive records. However, if the new case is a FOIA Request and the existing case is a Privacy Act request (or vice versa), then the responsive records will be copied but without any redactions.

To begin the search, select the Tasks tab and click **Search for Duplicate Cases**.

Contents	Discussions	Case Actions																								
<table><tr><th>Task</th><th>Status</th></tr><tr><td>Search For Duplicate Cases</td><td>Not Started</td></tr><tr><td>Create Additional Cases</td><td>Not Started</td></tr><tr><td>Create File Request</td><td>Not Started</td></tr><tr><td>Acknowledgement Letter</td><td>Not Started</td></tr><tr><td>Final Action Letter</td><td>Not Started</td></tr><tr><td>Specialty Letter</td><td>Not Started</td></tr><tr><td>Status Letter</td><td>Not Started</td></tr><tr><td>Blank Letter</td><td>Not Started</td></tr><tr><td>Interest Letter</td><td>Not Started</td></tr><tr><td>Expedited Denial Letter</td><td>Not Started</td></tr><tr><td>Vaughn Index Letter</td><td>Not Started</td></tr></table>			Task	Status	Search For Duplicate Cases	Not Started	Create Additional Cases	Not Started	Create File Request	Not Started	Acknowledgement Letter	Not Started	Final Action Letter	Not Started	Specialty Letter	Not Started	Status Letter	Not Started	Blank Letter	Not Started	Interest Letter	Not Started	Expedited Denial Letter	Not Started	Vaughn Index Letter	Not Started
Task	Status																									
Search For Duplicate Cases	Not Started																									
Create Additional Cases	Not Started																									
Create File Request	Not Started																									
Acknowledgement Letter	Not Started																									
Final Action Letter	Not Started																									
Specialty Letter	Not Started																									
Status Letter	Not Started																									
Blank Letter	Not Started																									
Interest Letter	Not Started																									
Expedited Denial Letter	Not Started																									
Vaughn Index Letter	Not Started																									







Click the checkboxes next to the populated fields to select which search criteria to use. Case Creators can also type information into other fields to use as search criteria. When have entered all criteria, click **Submit**.

The Search Results screen lists any FIPS cases that match the selected criteria.

To copy the responsive records from the case shown in the search results into the new case, click the **Copy Documents** icon, which looks like two pages:

(b)(6)

Case Info

Control Number	Scanned	Requester's Last Name	Requester's First Name	Requester's Last Name	First Name	Middle Name	Topic
	9/2002 6:00:00 AM	Johnson Esq	Laurence	Nalubwana	Teapista		
	0/31/2002 6:00:00 AM	Steel Esq	Richard	Shin	Un	Soak	
	3/2010 1:34:12 PM	Sitel	Sam	Sitel	Rick		
	3/2010 1:34:12 PM	Sitel	Sam	Sitel	Rick		
	4/2010 1:22:47 PM	Sitel	Sam	Sitel	RoxAnne		
	6/2010 3:02:43 PM	Richards	Tim	Richards	Wiki	Rae	

Search Complete Search Again

A message appears in the Case Info tab confirming that you copied the document into the new case:

Processing
Copied 1 documents without redactions.

The responsive records now appear in the Contents List of the new case:

Document Type	Seq.	Pages	Status	Resp Unit	A-Number	Date
<input checked="" type="checkbox"/> Responsive Records	2	19	Scanned	HOU		8/20/2010 3:24:23 PM
<input checked="" type="checkbox"/> Request Letter	1	1	Scanned			8/20/2010 4:04:41 PM

7. CONSENT, VERIFICATION OF IDENTITY, AND DESCRIPTION OF RECORDS

“Consent” for the purposes of FOIA/PA is written agreement, approval or permission for access to information in the record by the competent individual to whom the record pertains. **The case creator must review the request and supporting documents to determine if proper consent is present.**

5 U.S.C. § 552a(b) No agency shall disclose any record ... except pursuant to a **written** request by, or with the prior **written** consent of, the individual to whom the record pertains.

6 CFR § 5.21(f): If you are making a request for records concerning *(a living) individual (other than yourself)*... You must also provide a statement from the individual certifying the individual's agreement that records concerning the individual may be released to you.

Consent could be:

- Block 3 on Form G-639, or
- A properly executed Form G-28, or
- A separate declaration by the subject, such as:

Pursuant to the Privacy Act of 1974 and DHS policy, I hereby consent to the disclosure to _____ of any record pertaining to me that appears in any system of records of USCIS, USCBP, or USICE.

7.1 Consent of parents or guardians

If a parent is filing on behalf of a minor child, then the parent must submit proof of parentage. Proof of parentage can be in the form of a birth certificate, adoption decree or similar document, naming them as a legal parent.

If a guardian is filing on behalf of a minor or person judicially determined to be incompetent, he or she must submit proof of guardianship. No consent is necessary from the minor child or the person judicially determined to be incompetent, however the parent/guardian must provide his or her own verification of identity that is notarized or signed under penalty of perjury [6 C.F.R. § 5.21(e)]. The case processor will have to request more information if he or she cannot determine parentage or guardianship within the file.

Minors may request their own files; they do not have to have the consent of their parents or guardians to do so. Attorneys may represent minors also.

7.2 Verification of Identity

If a requester is asking for a Privacy Act record, he or she must provide verification of identity.

A Privacy Act record, for USCIS purposes, is any item, collection, or grouping of information about a person which we retrieve by the person's name, identifying number, symbol, or other identifying particular assigned to that person. This information includes, but is not limited to, a person's nationality, immigration status, education, financial, medical, criminal, or employment history.

6 CFR § 5.21(d) *Verification of Identity*, says the requester must provide us:

- Full Name
- Current address
- Date of Birth
- Place of Birth

If the requester did not provide all four required pieces of information, please select “Final Action Letter” from the Tasks tab, select “FC” from the final action codes list, and paste in the body of the “Unperfected Request Letter” which you may find in the Case Create Template Letters folder of the FOIA Library.

A requester who provides full name, current address and alien number only has not provided sufficient verification of identity.

Next, it says the subject of record must sign the request and his or her signature must either be notarized or submitted under 28 U.S.C. 1746 (*penalty of perjury in lieu of notarized signature*).

The notarized signature of the subject or the signature under penalty of perjury does not need to be on the G-639. If a requester has inserted the **penalty of perjury statement on ANY document**, and the subject of the file has signed the document, it fulfills the requirement to verify identity.

The notarized signature or signature under penalty of perjury **might** be on a:

- Separate letter, or any piece of paper *including* a G-28, but then only if the penalty of perjury statement is directly above the signature of the subject of record.
- G-639, when the subject has signed the first page and the second page does not contain the signature of the subject but has been notarized.
- DOJ-361, Certificate of Identity: we may not suggest or require that a requester use a DOJ-361, but we can accept one as certification of identity with a signature under penalty of perjury or a notarized signature.

A current photo ID is for information purposes only and is not verification of identity.

“Verification of Identity” for purposes of FOIA/PA does not include a Form G-28 with a statement made under penalty of perjury by the requesting attorney or representative “that the information I have provided on this form is true and correct.” The statement must come from the subject of the record. A statement made under penalty of perjury must conform to the requirements of 28 U.S.C. § 1746: **Unsworn declarations under penalty of perjury**, which reads as follows:

Wherever, under any law of the United States or under any rule, regulation, order, or requirement made pursuant to law, any matter is required or permitted to be supported, evidenced, established, or proved by the sworn declaration, verification, certificate, statement, oath, or affidavit, in writing of the person making the same (other than a deposition, or an oath of office, or an oath required to be taken before a specified official other than a notary public), such matter may, with like force and effect, be supported, evidenced, established, or proved by the unsworn declaration, certificate, verification, or statement, in writing of such person which is subscribed by him, as true under penalty of perjury, and dated, in substantially the following form:

(1) If executed outside the United States:

"I declare (or certify, verify, or state) under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.
Executed on (date).
(SIGNATURE)".

(2) If executed within the United States, its territories, possessions, or commonwealths:

"I declare (or certify, verify, or state) under penalty of perjury that the foregoing is true and correct. Executed on (date).
(SIGNATURE)".

If the requester is asking for records concerning *(a living)* individual, and if there is only one signature and it does not fall under one of the categories above, please select "Final Action Letter" from the Tasks tab, select "FC" from the final action codes list, and paste in the body of the "Unperfected Request Letter" which you may find in the Case Create Template Letters folder of the FOIA Library. The exception to this rule is a Third-Party Request (see paragraph 7.4).

7.3 Reasonable Description of Records being Sought:

If the requester provided all elements required by 6 CFR § 5.21(d), but did not provide an alien number or receipt number, you may still request a file if there is only one match and there is no other indicator that it may not be the correct subject of record.

You may possibly find multiple matches, or you may find no matches at all. In a situation like this, we do not have a reasonable description of the records the requester wants. We will have to send for additional requester documentation, specifically:

- Alien Number (if known)
- Application/Petition Receipt Number (if known)

Additionally, we may ask for items of information such as mother's and father's names. The requester is not required by law or regulation to provide that information, but if the requester does not, we may be unable to locate a responsive record.

Please request the additional PII with your Acknowledgement Letter. After you create the acknowledgment letter requesting additional documentation, do not create the file request. In the “Contents” tab, you will see a Pending slot for Requester Documentation. Send the case to Pend. After we receive a response from the requester, a FOIA/PA Assistant working in Records Locator queue will request the file. The processor will use the requested information to verify the release of the correct records.

Note: if the requester marks “unknown,” “none” or “N/A” for any element of the above PII, please do not request this information as part of the Acknowledgement Letter.

At this point, you will send an acknowledgment letter requesting additional information. You will not request a file.

Go to the “Tasks” tab and select “Acknowledgement Letter”

Contents		Discussions	Case Actions	History
Task	Status			
Search For Duplicate Cases	Completed			
Create Additional Cases	Not Started			
Create File Request	Completed			
<u>Acknowledgement Letter</u>	Not Started			
Final Action Letter	Not Started			
Specialty Letter	Not Started			
Status Letter	Not Started			
Blank Letter	Not Started			
Interest Letter	Not Started			
Expedited Denial Letter	Not Started			

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Pend	Passign Office	Pa
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After selecting “Acknowledgement Letter,” the Acknowledgment Letter Options screen will open. Options on this screen will allow you to ask for other documentation and will also allow you to add a Track 3 Denial or Lost File paragraph:

FIPS v7.0 Training build 06 Work Queries Actions Stan

Processing Fee Information

Acknowledgement Letter Options **Additional Documents Required**

Fee Estimate ☒ Other Requester Documentation

Prepayment Required ☐ Other Requester Documentation

☐ Advance Payment Returned

☐ Add Lost File Paragraph

☐ Add Track 3 Denial Paragraph

Additional Options

No options found.

We then click on "Generate Letter." Our only option at that point is to click OK:

Case360 Home

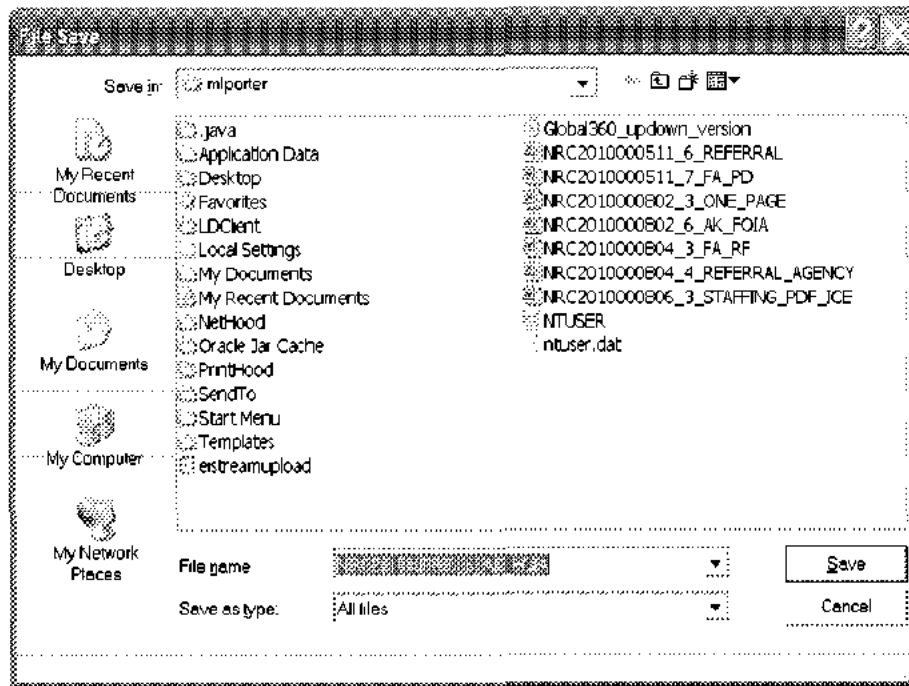
FIPS v7.0 Training build 06 Work Queries Actions Standalone Search

Processing Fee Information

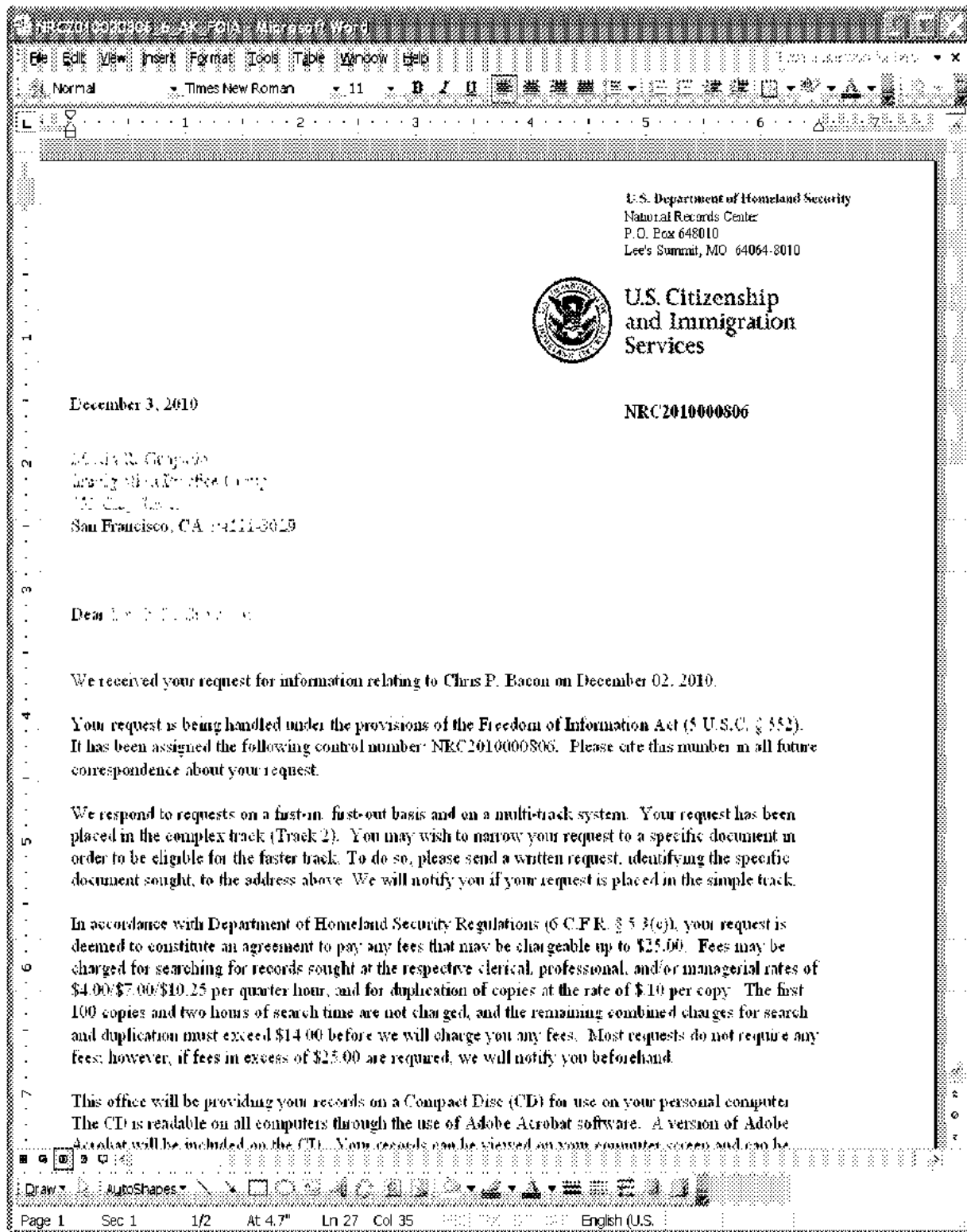
Successfully generated letter Acknowledgement Letter-FOIA.

Click on OK to continue.

As soon as you do, a File Save pop-up window will appear. Click "Save."



The acknowledgment letter will pop up:



Microsoft Word - [REDACTED].doc

File Edit View Insert Format Tools Table Window Help

Normal Times New Roman 11

All requested information is checked below

☐ Consent: It appears that you are requesting records about another individual. If that is the case, please submit either: (a) written authorization signed by that individual permitting disclosure of those records to you or (b) proof that that individual is deceased, e.g. a copy of a death certificate or an obituary. See 6 CFR §5.3(a)

☐ Verification of Identity: It appears that you are requesting records about another individual. If that is the case, along with the consent requested above, please submit a statement prepared by that individual, in which the individual verifies his/her identity by submitting his/her full name, current address, date of birth, and place of birth. This statement must be signed by that individual and the signature must either be notarized or submitted under 28 USC §1746, a law that permits statements to be made under penalty of perjury as a substitute for notarization. 6 CFR §§ 5.3(a) and 5.21(d).

☐ Verification of Identity: It appears that you are requesting records about yourself. If that is the case, please verify your identity by submitting a statement containing your full name, current address, date of birth, and place of birth. This statement must be signed and the signature must either be notarized or submitted by you under 28 USC §1746, a law that permits statements to be made under penalty of perjury as a substitute for notarization. 6 CFR §§ 5.3(a) and 5.21(d).

☒ Description of Records Sought: We have determined that your request does not reasonably describe the records that are being sought. Please provide the following additional information:

☐ Subject's Alien Number

☒ Subject's Application/Petition Receipt Number

☒ Name of Subject's Parents

☐ Other Names Used by Subject

☒ Other: Name of the person who filed the petition for you, when it was filed, other information that could help us locate the petition]

All FOIA/PA related requests, including address changes, must be submitted in writing and be signed by the requester. Please include the NEC number listed above on all correspondence with this office. Requests may be mailed to the FOIA/PA Officer at the PO Box listed at the top of the letterhead, or sent by fax to 815-350-5785. You may also submit FOIA/PA related requests to our e-mail address at uscis.foia@dhs.gov.

Page 3 Sec 2 3/3 At 86" Ln 47 Col 52 English (U.S.)

The acknowledgement letter has a third page. Do not change the wording on the page without specific supervisory instruction to do so. You may add information after the "Other" checkbox to clarify what information we need. Double-click in the area you need additional information, select the radio button marked "Checked" and then click OK for each item of information you need.

Check Box Form Field Options

Check box size
☒ Auto ☐ Exactly: 10 pt

Default value
☐ Not checked ☒ Checked **1st**

Run macro on
 Entry: Exit:

Field settings
 Bookmark: **2nd**

☒ Check box enabled
☐ Calculate on exit

Add Help Text... OK Cancel

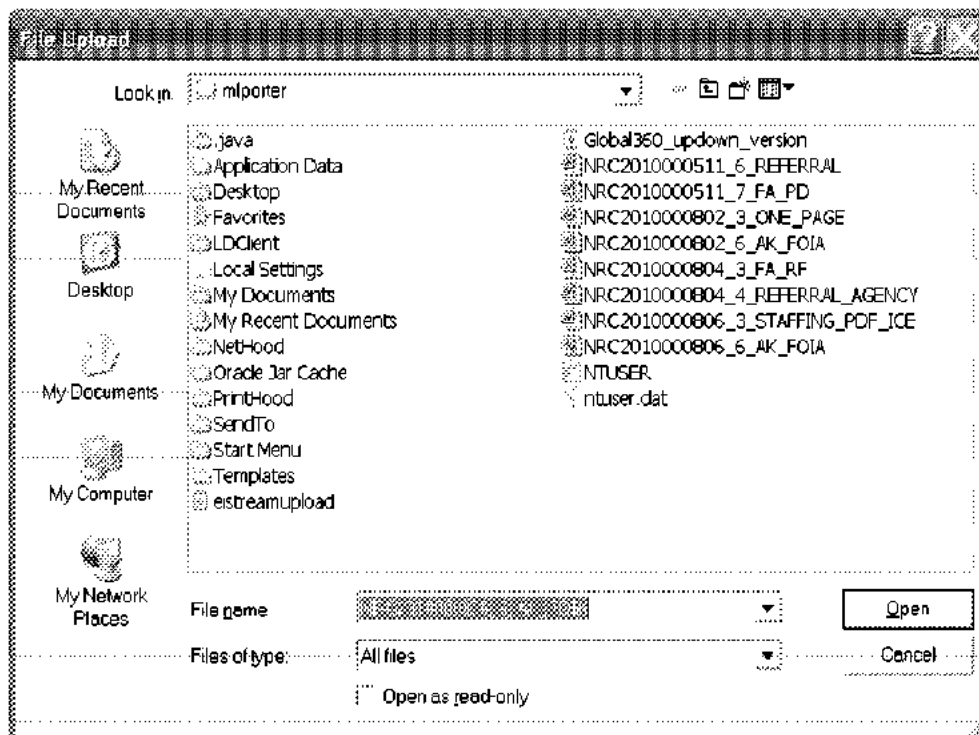
The resulting page will look something like this:

In a situation like this, you would not have created a staffing letter. (Note: If this were a live case, you would not see a pending Responsive Records slot, as in this example.) You save the document, exit Word, and check the document in:

Tasks Discussions Case actions History							
Document	Type	Seq.	Pages	Status	Resp. Unit	A-Number	Date
<input checked="" type="checkbox"/>	Acknowledgement Letter-FOIA	6		Editing			12/3/2010 10:14:14 AM
<input checked="" type="checkbox"/>	Check In Document	5		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM
<input checked="" type="checkbox"/>	Staffing Response	4		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM
<input checked="" type="checkbox"/>	Staffing Letter - ICE PDF	3		Editing	DRO - SEA Seattle		12/3/2010 8:28:17 AM
<input checked="" type="checkbox"/>	Request Supporting Documents	2	4	Scanned			11/5/2010 8:32:47 AM
<input checked="" type="checkbox"/>	Request Letter	1	2	Scanned			11/5/2010 8:32:45 AM

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Pend	Reassign Office	Se
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Click "Open":



You will notice that there is now a slot for “Requester Documentation” and the Responsive Unit is “Requester.” After this, you send the case to “Pend.”

Tasks Discussions Case Actions History							
Document Type	Seq.	Pages	Status	Resp Unit	A-Number	Date	
Requester Documentation	8		Pending	Requester		12/3/2010 10:40:40 AM	
Acknowledgement Letter-FOIA	7		Editing			12/3/2010 10:40:40 AM	
Acknowledgement Letter-FOIA	6		Inactive			12/3/2010 10:14:14 AM	
Responsive Records	5		Pending	DRO - SEA Seattle	011345676	12/3/2010 8:28:17 AM	
Staffing Response	4		Pending	DRO - SEA Seattle	011345676	12/3/2010 8:28:17 AM	
Staffing Letter - ICE PDF	3		Editing	DRO - SEA Seattle		12/3/2010 8:28:17 AM	
Request Supporting Documents	2	4	Scanned			11/5/2010 8:32:47 AM	
Request Letter	1	2	Scanned			11/5/2010 8:32:45 AM	

Click

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Pend	Reassign Office	Send
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When the requester provides the additional information, A FOIA/PA Assistant working in Records Locator queue will request the records.

7.4 Third party requests

Sometimes consent is not necessary. For instance, a requester asking for a “*list of all employers in Utah who use E-Verify*” does not have to provide consent. Commercial, contract, and media requests are usually third party requests.

On the other hand, USCIS will not release personally identifying information (PII) or personally sensitive information to a third party without consent. If the requester is asking for records concerning an individual and does not provide consent, nor does it appear likely that the requester is going to get consent, we treat it as a third party request without consent. It may be obvious from the request that the requester will not be able to obtain consent from the subject of record. If you have a doubt, consult your supervisor. The supervisor may have you send for consent, call the requester to see if you can make a determination, or create the case as third party without consent.

Third party requesters are not entitled to any public documents that may be in the file they are seeking, nor documents they provided in support of an application or petition. For example, if a wife is looking for a copy of her husband’s file so that she may divorce him, and says in her request letter that she does not know where he is or says she cannot get his consent, do not send a request back to her for her husband’s consent. In a situation like this, close the case as a Failure to Comply.

7.5 Deceased subjects and the 100-year rule

If the subject of a request is deceased, it is incumbent upon the requester to provide proof of death. Proof of death could be any of the following:

- Death Certificate;
- Obituary;
- Funeral Memorial; or
- Photograph of headstone

If the subject of a request is over 100 years old, USCIS assumes he or she is deceased and no proof of death is required.

8. CASE CREATE SITUATIONS/OTHER PROBLEMS

At any time during the case-create process you may encounter a quirky or unusual situation. Some not-so-usual situations follow this paragraph, but as a case creator, you will inevitably see situations you have never seen before. Case creators should seek assistance from their

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Updated on 12/19/2011

supervisors as a first step. If the problem cannot be resolved, the creator should send the case to the Unit Chief and send an e-mail to the supervisor for clarification. If it is not a situation that needs clarification but some type of FIPS error, send an e-mail to the FIPS Problem mailbox ([NRC, FIPSPROBLEM](#)), or in other situations to the MSB mailbox ([NRC, NRCFOIAMSMB](#)).

Clicking on the FIPSPROBLEM link above will automatically generate an e-mail addressed to both the NRC, FIPSPROBLEM mailbox and the NRC, FOIA PROGRAM mailbox.

8.1 REQUESTS: Foreign Consulate

Immediately forward any type of correspondence, FOIA request or inquiry received from the consulate of a foreign nation to the Director's Office for handling. USCIS Headquarters is the only one authorized to correspond with foreign consulates.

Please make sure it is a consulate requesting the records and not the subject of the request putting the consulate's address on the G-639 to mail the records to the consulate (for passports). If the request is from a consulate, please send the FOIA request to Up-front Approver to be closed as an ER and send an e-mail to [NRC, FOIAOA](#) mailbox with the case information. The supervisor will review and close the case. If the subject mailed the request and wrote the consulate's address on the G-639, use the subject's address from the envelope and set it up as a self request.

8.2 REQUESTS: Non-immigrant visa material

If the requester specifically asks for non-immigrant visa data and there is no record of the person in CIS or CLAIMS; do not close the request as NR. If the requester is asking a question about being a student, au pair, camp counselor, or participating in a summer work/travel program, or if the requester specifically mentions visa type F-1, F-3, J-1, M-1 or M-3, then you should refer the request to ICE, since that record will be tracked in SEVIS (Student and Exchange Visitor Information System.) An example of a "refer to ICE" type request might be: "Type of visa, visa number and legal documents allowing entry into the US. The subject was a student at the University of Nebraska."

Otherwise, redirect the requester to Department of State. An example of a "re-direct to State" type request might be for a B1/B2 visa, such as: "Type of visa, visa number and legal documents allowing entry into the US. The subject visited Disney World and Cape Canaveral and entered at Orlando International Airport."

8.3 REQUESTS: Routine use, no consent required, not FOIA

USCIS may disclose records to an appropriate Federal, State, tribal, local, international, or foreign agency, including law enforcement, or other appropriate authority charged with investigating or prosecuting a violation or enforcing or implementing a law, rule, regulation, or

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order, where a record, either on its face or in conjunction with other information, indicates a violation or potential violation of law, which includes criminal, civil, or regulatory violations and such disclosure is proper and consistent with the official duties of the person making the disclosure.

What does that mean? We may disclose records from alien files to other Federal, State and local government agencies as a normal course of operation for law enforcement purposes. Consent is not necessary for the processing of these types of requests. Some examples of these types of requests include requests relating to child support enforcement and aliens seeking public assistance.

Requests from government agencies (federal, state or local) for verification of status of aliens are routine use.

These types of requests are not a part of FOIA and should not be in FIPS. For example, you may open a request from a county public assistance agency attempting to locate a child's father who is avoiding financial responsibility. If you open a request from a state or local government agency requesting information about an alien, send the case to Up-front Approver for closing as ER. The only exception to this rule is if there is a cover sheet with instructions to create as FOIA.

8.4 REQUESTS: Bond obligor, no consent required, not USCIS FOIA

Criminal bonds are bonds posted by individuals or bail bondsmen relating to non-immigration violations of the law. These requests are processed by Immigration and Customs Enforcement.

Immigration bond obligors are surety companies who have posted an immigration bond (I-352) for an alien who has been taken into custody by the Service. If the alien fails to attend his or her hearing, then he or she forfeits the bond. Under the court case *Amwest v. Reno*, the surety companies, or their attorneys, are entitled to a complete copy of the alien's file to assist them in trying to locate the alien. Consent is not required for the bond obligor; however, they should provide a copy of the bond contract, Form I-352, with their FOIA request.

We no longer process requests received from immigration bond obligors or criminal bond obligors. Please send any new requests that are scanned into FIPS to Up-front Approver for closing as ER. Please send an e-mail to NRC, FOIAOA and provide the REQ number or control number, and also include the requester's name.

OA room will mail the request to the following address:

Immigration and Customs Enforcement
Attention: Catrina Pavlik-Keenan
ICE FOIA/PA Unit

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8.5 REQUESTS: A-number only

If a requester/subject is asking for his or her alien number **only**, follow these steps:

- Search CIS with the information provided on the request to locate an A-number.
- If you locate an A-number, compare the information provided on the request with the information in CIS to make a positive ID.
- You must have proper consent and all of the required PII in order to proceed. If consent or any PII are missing, generate the acknowledgement letter and request the additional information.
- If proper consent is present and all of the required PII is present:
 - Open a RAFACS staffing slot only
 - Print a copy of CIS 9101 screen, attach a “Scan As” cover sheet and mark the box “Responsive Records.” Take the screen print to the designated person (currently John Latimer) for scanning.

Make the case a Track 1 case and pend the case for responsive records. When the responsive records are scanned in, the case will move to the processing queue.

8.6 REQUESTS: Bracero Program

The Bracero Program (1942-1964) began as a temporary World War II program to fill agricultural labor shortages, and continued in one form or another for more than twenty years. Initially the program included workers from Mexico, the Virgin Islands, British West Indies, and elsewhere. After about 1945, the program was limited to agricultural workers from Mexico, and the term “bracero” refers to an imported farm worker from Mexico. “Brazo” means arm, and “bracero” means a person who works with his arms.

Begin with a thorough search of CIS. If no record is located, request a manual search. Create a Records Indexing Staffing and enter all information provided by the requester. If the manual search produces no record, generate a “NR” letter and send the case to Up-front Approver. The supervisor will review and close the case.

In these no record cases, the researcher’s only recourse may be to search for a record of admission at the National Archives (NARA). Today NARA holds microfilm of arrivals at US-

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Mexico Border ports of entry from ca. 1905 to 1954 (some to 1957). A Bracero admitted in 1960 will not appear in these records due to the cut-off dates.

The requester can request a search by writing directly to NARA. In their letter, the requester should ask for a search of Mexican border arrival manifests in Record Group 85. The correspondence to NARA should contain the date and port of entry, as well as the name used at the time of entry, age at the time of entry and any other identifying information.

NATIONAL ARCHIVES AND RECORDS
ADMINISTRATION
CIVIL REFERENCE
7th AND PENNSYLVANIA AVENUE NW
WASHINGTON DC 20408

8.7 REQUESTS: Referrals and Consultations received from other agencies

As other agencies process FOIA/PA requests, they will sometimes find our agency's documents within their files. These documents will be referred to us for processing. The responsive records could be USCIS documents being referred to us for review or joint documents i.e., co-authored by the referring agency and other agencies. A transmittal memorandum advising us to respond directly to the referring agency is a consultation. A transmittal memorandum advising us to reply directly to the requester is a referral.

Send the case to processor. Send an e-mail to the MSB mailbox advising them that you have created the case and that it is a referral/consultation from another agency. Include the alien name and the NRC control number.

8.8 REQUESTS: USCIS personnel information

- Requests that deal specifically with USCIS vacancy announcements, performance ratings and awards are scanned and handled in the HQS queue by the Special Interest Group.
- If a request for CIS Personnel Information mistakenly is scanned in the NRC queue, create the case and reassign the case to **HQS**. Create the case as a Track 2 case. Use **PER** for the category and **CIS** for the bureau, in the "Topic" field, enter the vacancy announcement number.

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Send	Reassign Office	Send to Research	Delete	Open next
-----------------	----------------	---------------	------------	-------------------	------	-----------------	------------------	--------	-----------

Click on the "Reassign Office" and select the HQS office. The case will be staffed when it is re-assigned to the HQS queue. Send an e-mail to NRC, FOIASIG with the case information.

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8.9 REQUESTS: Official Personnel File

You may open a FOIA request received from an individual for a copy of his or her Official Personnel File (OPF). Inform such requesters in the final action letter that they may access their OPFs on-line at:

http://cbpnet.cbp.dhs.gov/xp/cbpnet/hrm/for_employees/info_about_you/eopf_folder/eopf_logon.xml

You should then create a Final Action Letter and select the closing code "NA: FOIA or PA not applicable." You will have to select a Non-FOIA Operational Unit. Choose "NRC-Director." You do not have to modify the referral letter, but you should make the appropriate edits in the Final Action Letter. Next, send the case to Up-front Approver. The supervisor will review and close the case.

Processing		Fee Information	
Final Action Letter		Final Action Dependent Options	
<div>OP: Duplicate ER: Created in Error FC: Requestor's failure to comply FI: Requestor's failure to ID records NA: FOIA or PA not applicable NR: Not applicable - certified copy NR: Non-possession of records OR: Old records RD: Redirected to another agency RF: Referred to a DHS Component UT: Unable to locate records WD: Request withdrawn</div>		<div>Records Needed <input type="checkbox"/> Insert Clerk of Courts/National Archives paragraph <input type="checkbox"/> Insert women married to U.S. citizens paragraph</div>	
Reasons		Non-FOIA Operational Units	
<div></div>		<div>MR NRC-Director Non-FOIA Offices Privacy Act Amendment Request REQUEST FOR FILE FROM A FOREIGN ECO Service Centers TRN FOIA/PA UNIT WCF</div>	
Redirects/Referrals			
<div></div>			
		<div>Submit Reset Cancel</div>	

8.10 REQUESTS: Red Cross / Last known address

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Requests from the Red Cross or from some other non-governmental organization (such as Salvation Army, etc.) looking for the last known address of an alien are normal FOIA requests. You should create the case and request the file as a specific document request. It is not necessary to create an acknowledgement letter if the request is from the Red Cross.

8.11 REQUESTS: Federal, state, local agencies

Governmental agencies, including county public assistance agencies, are seeking the alien to enforce court ordered support or enforcement of some other lawful responsibility. These types of requests fall under the routine use category.

8.12 REQUESTS: Return of original documents

Requesters will sometimes ask for the return of original documents, such as adoption decrees, birth certificates or other documents of a personal nature on a request addressed to FOIA. If the request for the return of original documents is submitted on a G-639, we are required to provide the requester with a copy of the specific documents requested. For return of original documents, the requester must submit a G-884 to the SAVE Unit of their local district office. Insert the following verbiage in the acknowledgement letter.

In your FOIA request you have specifically asked for the return of original documents. We will provide you with a copy of these documents. In order to obtain the original documents you must submit a G-884, "Request for the Return of Original Documents" to the Save Unit of the nearest district office.

If a Form G-884 has accidentally been scanned into FIPS as a FOIA request, send the case to Up-front Approver for closure as "ER" (created in error). A letter is not created by FIPS; you will need to create a Blank Letter explaining the reason we did not accept their request as a FOIA request. Print two copies of the letter. Attach a cover sheet on one copy to be scanned in as a CSD and send the other copy to the OA room for mailing to the requester. Include a detailed Discussion note. Send the case to Up-front Approver. The supervisor will review and close the case.

If the alien file is located at the NRC, the Case Resolution Team at the NRC handles all G-884's (Request for Return of Original Documents). OA ordinarily forwards any requests for return of original documents to Case Resolution.

8.13 REQUESTS: Privacy Act Amendment

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A person who is a United States Citizen or a Lawful Permanent Resident may request that we amend, expunge, or correct information in his/her PA record that the individual believes is not accurate, relevant, timely or complete. Sometimes a supervisor will place a coversheet on the request stating "Privacy Act Amendment."

If you are creating a Privacy Act Amendment request, please do the following:

1. Begin as usual, filling in requester and subject information and searching for duplicates.
2. Assign it to Track 2. Assign it to Category: Special Interest Group.
3. Create the case.
4. Prepare an email for NRC, FOIASIG and insert the case number in the body of the e-mail.
5. Change the Office to "COW." Click "SAVE." Click "Reassign Office." You are now ready to move on to the next case.

8.14 SITUATION: Untranslated Foreign Language Documents

If you find an untranslated foreign language document which may contain essential information needed to create a case, and you are unable to determine what that information is, there are individuals at the NRC available to translate. Here is the procedure:

- Insert a Discussion titled "Untranslated Documents" and the reference page numbers.
- Copy the text of the Discussion and paste it into an e-mail to NRC, NRCFOIAMS.
- Send the case to Unit Chief.
- After translation, a copy of the translated information may be scanned in, or the translator may add a Discussion response. The translator will then return it to you for creation and/or staffing.

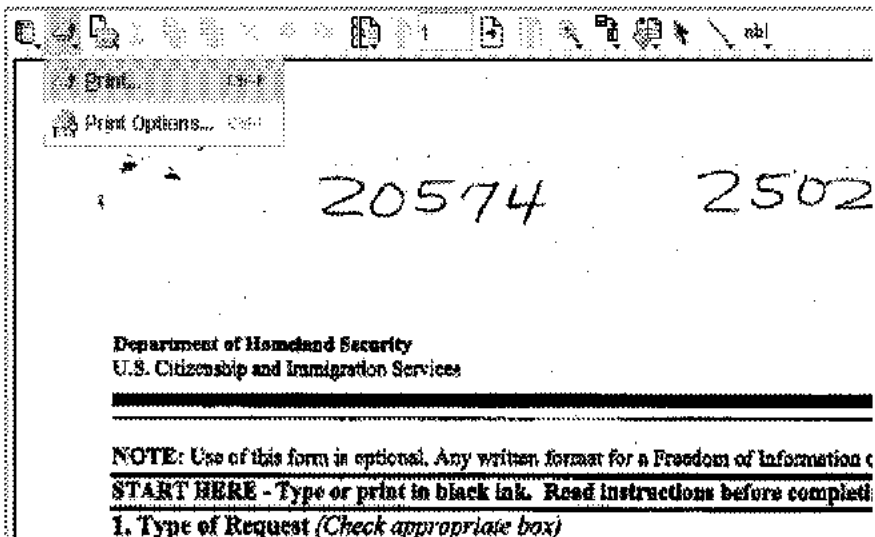
8.15 SITUATION: Congressional correspondence

When the unit receives correspondence from a member of Congress, the creator will need to create the case as a track two case, mark the category as Congressional, request the requested documents and send an e-mail to the MSB Mailbox advising them of the control number, congressional contact information and name of the subject of the request. Do not use the Congressional office address as the address for the FOIA request. If an address for the subject cannot be found, please contact a member of the MSB for more guidance.

8.16 SITUATION: Appeals

While case creating, you may open a request and see that it is marked "Appeal." The requester will include the case number he or she is appealing. If this happens, you do not create the case. In the upper right hand of the image portion of the FIPS worksheet, there is a printer logo:

..... Office: NRC Change Office



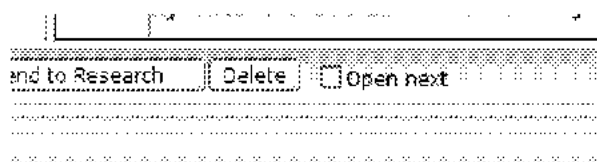
Print Print Options...

20574 2502

Department of Homeland Security
U.S. Citizenship and Immigration Services

NOTE: Use of this form is optional. Any written format for a Freedom of Information c
START HERE - Type or print in black ink. Read instructions before completi
1. Type of Request (Check appropriate box)

Select "Print." FIPS will then print out all the pages of the request. Get those pages and take them to the designated appeals POC (Currently Claire Gage). After you are sure the pages printed correctly and you have control of those pages, click "Delete." This is possibly the only time you ever click "Delete."



and to Research Delete Open next

8.17 SITUATION: New requests received on the I-694

If you see a case in the creator role or the processor role that has the I-694, Notice of Appeal of Decision Under Sections 245A or 210 of the Immigration and Nationality Act (INA), scanned as the FOIA request letter, this is considered a legitimate request. The Administrative Appeals Office sends this form along with the A-file to the NRC for processing under FOIA.

Form I-694 is used to notify USCIS that an individual is appealing the denial of their permanent residence, temporary residence, or a waiver of grounds of inadmissibility.

To assist you in identifying this request, the words “NEW REQUEST” should have been written on the top of the form before scanning. Please note the request may not have a current date. The case creator should create the case, and request additional information or consent if needed. If additional information or consent is not necessary, send the case to processor.

8.18 SITUATION: Subpoena or court order

If you pull a new request that is a subpoena or court order, please send it to Up-front Approver for closure as ER. Send a message to NRC, FOIA PROGRAM: McDaniel, Marcia M (clicking the link generates the e-mail) providing the REQ number and information indicating the request was a subpoena or court order. The NRC Program Office is currently addressing these requests. Subpoenas or court orders are a high priority. Please notify NRC, FOIA PROGRAM as soon as possible. If you aren't sure, please contact your supervisor for guidance on how to proceed.

8.19 SITUATION: Certification of record

When creating a new case, insert a Discussion “requester wants documents certified.” The processor or approver will handle the certification process.

Certification of records is done in accordance with 8 C.F.R. § 103.7(d) and the Records Operations Handbook (ROH).

The NRC will certify certain documents from A-files as being true and correct copies. The physical file must be located at either the NRC or the FRC. Genealogy requests that were received, staffed and processed by NRC can also be certified by the NRC. The NRC will not certify copies of documents that belong to other agencies. Information will be provided to the requester on how to obtain certified copies of these documents. The NRC can also provide a certified letter giving information such as the date of entry and the status of the individual.

First, evaluate if the request qualifies under the Genealogy Program. Refer to the section entitled Case Specifications, Category 4 (Other).

NRC will not certify naturalization certificates for living persons. If the individual has his or her original naturalization certificate and want or need a certified copy of it, he or she must make an INFOPASS appointment. An individual must submit an N-565, Application for Replacement Naturalization/Citizenship Document if he or she has lost or misplaced the original.

Records Services Branch, USCIS does all certificates of non-existence; these requests must be submitted in writing to the address shown below:

U.S. Citizenship and Immigration Services

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Updated on 12/19/2011

ATTN: Records Service Branch
1200 First Street, NE, 2nd Floor
Washington, DC 20529-2204

8.20 SITUATION: Certification of record for dual Italian citizenship

If we receive a request asking for a certified copy of a relative's naturalization certificate for the purpose of applying for dual Italian citizenship:

Evaluate if the request qualifies under the Genealogy Program. Refer to the section entitled Case Specifications, Category 4 (Other).

If the requester's relative is deceased, he or she must submit the request to the USCIS Genealogy Program. The web address for more information and instructions for submitting their request is USCIS.gov or;

If the requester's relative is living, please include the following paragraph in your acknowledgement letter:

This is in response to your request for a certified copy of a relative's naturalization certificate in order to apply for dual Italian citizenship. According to information obtained from the Italian Embassy in Washington, D.C., certified copies of naturalization certificates are not required for the dual citizenship application. The Italian Embassy requires the naturalization certificate copy along with our USCIS cover letter and envelope. The records that we release as part of this FOIA request will serve that purpose.

8.21 SITUATION: Record at National Archives and Records Administration (NARA)

The National Archives and Records Administration has designated alien files as permanent records for the Federal Government, ensuring their retention indefinitely. As with all permanent records of the Federal Government, ownership and physical custody of the record is transferred to NARA at a designated point and NARA becomes the custodian of the record. Once the record is transferred to NARA, anyone who wants documents out of the file will have to file his or her FOIA request directly with NARA. The "magic date" for alien files to be turned over to NARA is when the subject of the file passes 100 years of age. The NRC has begun the process of transferring the targeted files into the custody of NARA.

As a result, case creators need to pay close attention to those cases in which the subject of the file was born more than one hundred years ago, particularly if the request does not meet the criteria for a genealogy case.

For example, the requester writes in and makes the following request:

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“I want the records of Joe Crab, date of birth, March 22, 1899. Mr. Crab naturalized in 1957 and died in 1969. Enclosed is proof of his death and alien number.”

NOTE: You may find the complete list of criteria in Section 3, “Category of request” in the sub-paragraph “GEN.”

Mr. Crab meets one prong of the criteria for genealogy because he was born long ago; however, since he was naturalized in 1957, he does not meet the prong of having no documents in his file dated after 1951. If you are creating a case and the subject of the request is 100 years of age or older, **but** the person DOES NOT fully meet the criteria for a genealogy case, please pay special attention to NFTS. NFTS may show that the file has been retired and is at a Federal Records Center. If that is the case, request the file. If NFTS shows that the a-number has been retired to NARA, it means we have turned the records over to NARA permanently. The requester will have to send a request to NARA. Please select FINAL ACTION OPTIONS when creating the Acknowledgement Letter, select NA and replace the normal Acknowledgement Letter with the NARA Historical Record Letter located at

O:\Foia\FOIA_LIBRARY\Case_Create_References\Case_Create_Template_Letters\Historical_Record_Letter.

It may happen that USCIS has not yet transferred the file to NARA. If NFTS still shows a shelf location within NRC (or any other office), request the file.

8.22 SITUATION: Old records

Occasionally we will receive a request for records pre-dating our recordkeeping system. The agency maintains immigrant arrival records created since 1892; and naturalization records since 1906.

When a request is for records older than those maintained by the agency, create a Final Action Letter and select “OR.” This generates a letter to the requester explaining that the records being requested are older than those maintained by the agency. After generating the final action letter, send the case to Up-front Approver. The supervisor will review and close the case.

8.23 SITUATION: Requests from Prospective Adoptive Parents

In the recent past, Vietnam, Cambodia, Guatemala, Nepal, Ethiopia and other countries have had problems concerning adoptions. Birth Certificates have been forged and babies have been taken without consent of the biological parent. In Vietnam, “baby brokers” scour villages looking for unwed, impoverished mothers. They purchase the babies for about \$50 and sell them to commercial adoption services. In Guatemala and elsewhere, people steal babies and sell them to

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middlemen. Prospective adoptive parents from Spain, Italy and the United States are typically willing to pay as much as \$25,000 to adopt a child. (This information comes from kidsofkathmandu.org).

Normally if we cannot verify consent or prove parentage in a case, we send out for more information. Please do not send out for additional information in pending (not finalized) adoption cases for the following reasons:

1. The Prospective Adoptive Parents (PAP) have the right to all information they submitted for the adoption. In cases like this, it is likely that the adoption never happened. If that is the case, they have no proof of parentage or guardianship.
2. The child is usually too young to give consent.
3. Congress has substantial interest in this matter.

If you decide you need proof of parentage after a full search, please send your case to Admin for supervisor review.

9. REFERRAL AND REDIRECTION

9.1 Referral

The FOIA requires us not to close a case if there is information in another component of our department. For instance, the Drug Enforcement Administration and the Federal Bureau of Investigation are both components of the Department of Justice. If DEA receives a FOIA request and determines the information is with FBI, they may not close the case and tell the requester to write to FBI (that is redirection). They must send the request to the FBI and advise the requester they have done so (that is referring).

USCIS occasionally receives FOIA requests for non A-file records totally under the purview of another DHS component. When this occurs, we refer the FOIA request in FIPS to the correct component. The following agencies are DHS components:

- Transportation Security Administration (TSA)
- U.S. Customs and Border Protection (CBP)
- U.S. Immigration and Customs Enforcement (ICE)
- U. S. Secret Service (USSS)
- Federal Emergency Management Agency (FEMA)
- U.S. Coast Guard (USCG)

Under the “Tasks” tab, select Final Action Letter. Select “RF: Referred to a DHS Component” as the final action code. Under “Redirects/Referrals” select the component to which we are referring the request and click “Submit.”

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FIPS v7.0 Training build 05 Work Queries Actions Standalone Search

Processing Fee Information

Final Action Letter

DP: Duplicate
 ER: Created in Error
 FC: Requester's failure to comply
 FI: Requester's failure to ID records
 NA: FOIA or PA not applicable
 NB: Not applicable - certified copy
 NR: Non-possession of records
 OR: Old records
 RD: Redirected to another agency
 UT: Unable to locate records
 WD: Request withdrawn

Final Action Dependent Options

Records Needed

- Insert Clerk of Courts/National Archives paragraph
- Insert women married to U.S. citizens paragraph

Non-FOIA Operational Units

AFSC: Air Force	A
AFSC: Air Force	A
AFSC: Air Force	A
AFSC: Air Force	A
AFSC: Air Force	A
AFSC: Air Force	A
AFSC: Air Force	A
AFSC: Air Force	A
AFSC: Air Force	A
AFSC: Air Force	A

Reasons

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Redirects/Referrals

Federal Emergency Management Agency
Immigration and Customs Enforcement
Transportation Security Administration
U.S. Customs and Border Protection
United States Coast Guard

Contents

Discussions

Case Actions

History

Task	Status
Search for Duplicate Cases	Not Started
Create Additional Cases	Not Started
Create File Request	Not Started
Acknowledgement Letter	Not Started
Final Action Letter	Not Started
Specialty Letter	Not Started
Status Letter	Not Started
Blank Letter	Not Started
Interest Letter	Not Started
Expedited Denial Letter	Not Started

Records Locator

Case Processor

Case Approver

Unit Chief

Up-front Approver

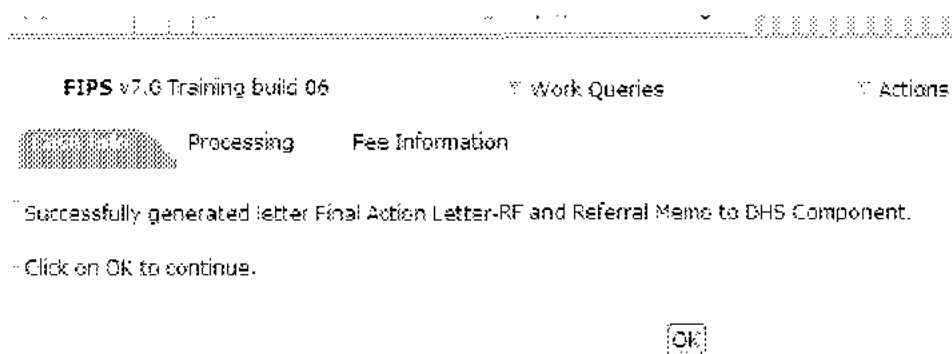
Pend

Reassign Office

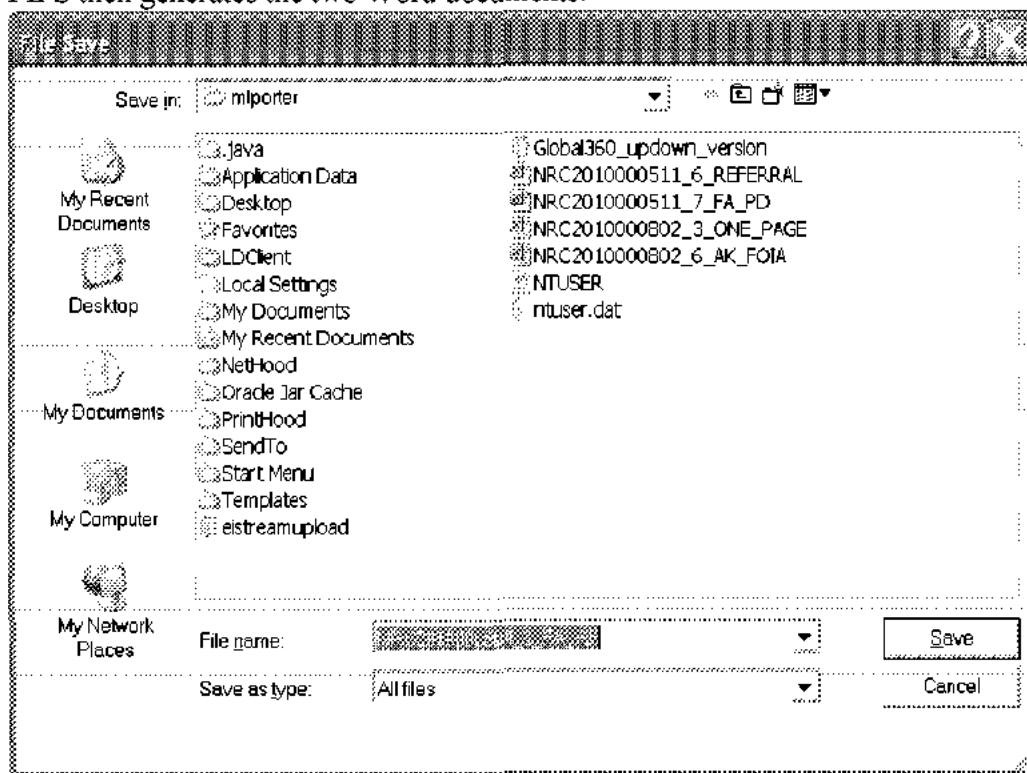
Send

Page 1 of 2 80% Viewing version: 2

FIPS will automatically create two documents: A final action letter to the requester and a referral memorandum to the DHS component.



FIPS then generates the two Word documents:



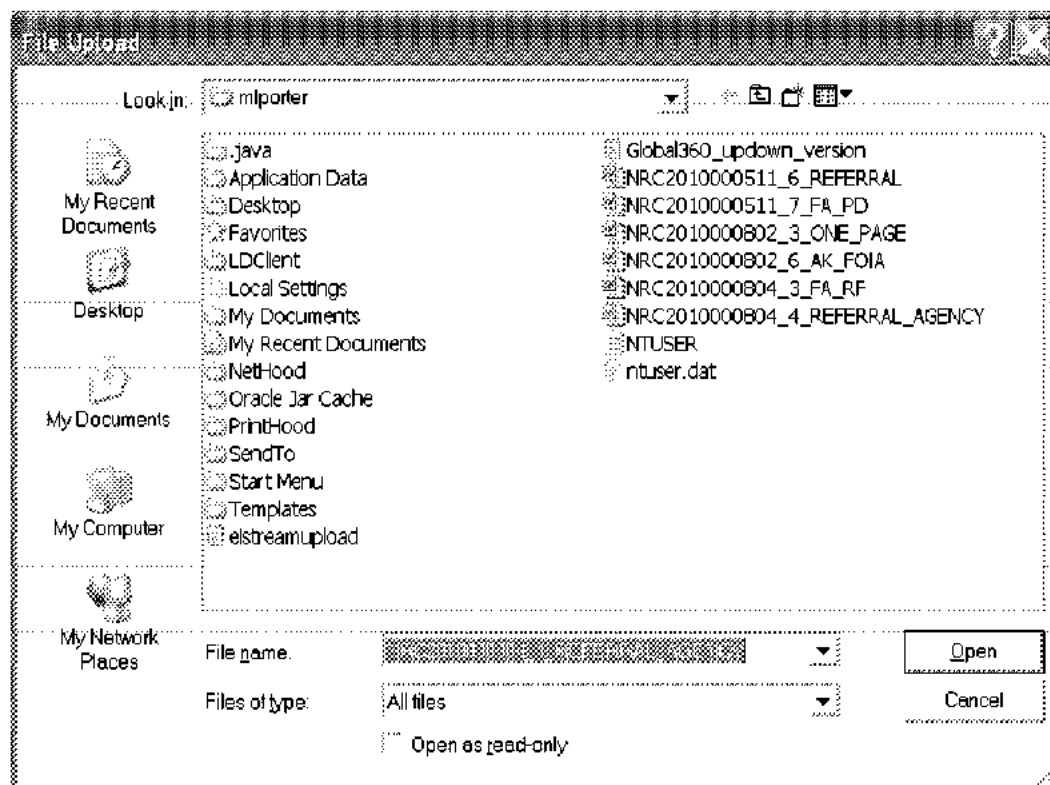
You may have to edit the letter to add needed information. After you exit from the Word documents, they will appear under the “Contents” tab:

Tasks Discussions Case Actions History							
Document Type	Seq.	Pages	Status	Resp Unit	A-Number	Date	
Referral Memo to DHS Component	4		Editing	PER		12/2/2010 11:57:35 AM	
Check In Document	3		Editing			12/2/2010 11:57:34 AM	
Request Supporting Documents	2	1	Scanned			11/5/2010 8:31:58 AM	
Request Letter	1	2	Scanned			11/5/2010 8:31:53 AM	

Records Locator Case Processor Case Approver Unit Chief Up-front Approver Pending Reassign Office Send

<http://z02apcnrc227001/sonora/forms/CheckInFilestore.jsp?docId=5061>

Click on the “Check in Document” icon and you will get a “Save” dialog box. Click “Open.”



After you have done this for both documents, send the case to Up-front Approver.

9.2 Redirection

If we receive a request for records that belong to an agency outside of DHS, we close it and write a “redirect letter.” Under the “Tasks” tab, select Final Action Letter. Select “RD: Redirected to

another agency” as the final action code. Under “Redirects/Referrals” select the agency to which we are referring the request and click “Submit.”

An example of a request we close and redirect is a petition that we discover has been forwarded to the National Visa Center for issuance of an immigrant visa. The redirect letter advises the requester to contact the different agency for the information they are seeking. The procedure for the documents is the same as for referrals. You may have to edit the letters to add needed information. After you exit from the Word documents, they will appear under the “Contents” tab. Click on the “Check in Document” icon and you will get a “Save” dialog box. Click “Open.” After you have done this for both documents, send the case to Up-front Approver.

9.3 Entry/Exit Information referral to CBP

CBP handles FOIA requests for entry and exit information dating back to 1982, inspection, Port of Entry (POE), requests for information relating to air and/or marine incidents, or the U.S. Border Patrol Academy, legacy Customs or legacy Inspections. Key words that you could see on a request relating to CBP are inspection, Port of Entry, Bridge of the Americas, Friendship Bridge, and smuggled goods. A FOIA request for this type of information should be referred to **CBP** at the address shown below.

U.S. Customs and Border Protection
FOIA Division
799 9th Street NW, Mint Annex
Washington, DC 20229-1177

Note: If the request is for entry/exit information and the requester/subject provided an alien number, request the file. If the request is for entry/exit information and the requester/subject did not provide an alien number, you must thoroughly search CIS and CLAIMS to be sure the person does not have an alien number or application. CBP has records on entry and exit information dating back to 1982, but no further back. You may modify the referral letter; any information you can provide as to what the requester is asking for will be helpful to CBP.

9.4 Border Patrol referral to CBP

If you encounter a Border Patrol Request in Case Create, refer the case to CBP. This includes Border Patrol records relating to apprehension, entry without inspection (EWI), smuggled humans, mobile patrol group, voluntary return, repatriation, or checkpoints.

Exception to this rule, if the requester provides an A-number or you locate an A-number through a search of the systems, please request the A-file.

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Updated on 12/19/2011

9.5 Personnel/hiring practices/vacancy announcements

If you receive a request concerning employee records, vacancy announcements, or any personnel matter generally, please create the case as you normally would by filling in the blanks and controlling the case. After that, change the Category to PER. Do not create a staffing and do not send any correspondence to the requester. Add a Discussion note that this appears to be a personnel-type FOIA request. Send an e-mail to [NRC.FOIASIG](#). After that, send the case to Unit Chief.

9.6 US-VT referral to US Visit

Refer requests relating to United States Visit. The United States Visit is a Border Security Program that records biographic, biometric and travel information for all foreign visitors to the United States. The system screens all crewmembers and passengers that travel to the United States by air, sea or land. United States Citizens are not in the system.

If the requester is asking for both a copy of the alien file and for entry and exit information, you should request the file. See [Entry/Exit CBP](#) information above.

10. DETERMINING TO STAFF BASED ON BEST INFORMATION AVAILABLE:

If you determine that the requester has provided all the PII possible after performing the CIS 9102 or 9106 and 9103 screen searches shown above, and there is only one person in the CIS 9101 screen with the same information, please request the file. However, prepare a Discussion explaining why you staffed for the file.

11. SOCIAL SECURITY NUMBER

USCIS does not use Social Security numbers in the Freedom of Information/Privacy Act requests. Even if the alien disclosed his or her SSN in the request, do not enter that number on the FIPS worksheet. We will not request the Social Security number when requesting additional documentation.

12. REQUESTING THE RESPONSIVE RECORDS

After the acknowledgement letter is created, if all required information is present, the next step is to request the records that are responsive to the request.

How do you determine what records are responsive to the request? First, you have to read the request. Typically, the requester will ask for a complete copy of an alien file and they will provide an alien number. If this is the situation, you must verify in CIS that this alien number belongs to the subject.

There is a staffing guide/RPC reference sheet available on the FOIA Operations intranet page to use for requesting the file.

If the requester is only seeking specific documents, please make a Discussion in FIPS detailing what those documents are. You will also be mentioning those specific documents in your acknowledgment letter to the requester.

The Service Centers (except MSC/NBC) scan the responsive records into FIPS when they are the FCO for that file. Please see the staffing guide for more instructions on requesting these types of Service Center files.

If the requester did not provide an alien number or receipt number but did provide enough information to conduct a thorough search, you should search CIS, CLAIMS and possibly PCQS to determine the subject's alien number or receipt number. If the requester did not provide enough information to conduct a thorough search, then you will have to ask the requester for more information.

We do not request "S" (substitute) or "W" (working) files unless instructed to by a supervisor/lead. After the creator has staffed for the appropriate files, the next and final step to case creation is to pend the case for the responsive records.

If the file is located at COW, with the Responsible Party Code (RPC) of RK, please insert a Discussion after you have created the case. The title of the Discussion should read "File is at RK." Send the case to Unit Chief. Send your supervisor an e-mail with the control number of the case and that the file is located at COW with an RPC of RK.

If you see an RPC of "ZW" in NFTS; that indicates the file is classified. Staff the file to the current FCO. If you see an RPC code ZW0004; that indicates the file is here at the NRC in the safe and you should staff: FOIA Safe.

If you pull a case that has a FOIA Safe staffing you should **NEVER** cancel the file request. Send the case to Pend.

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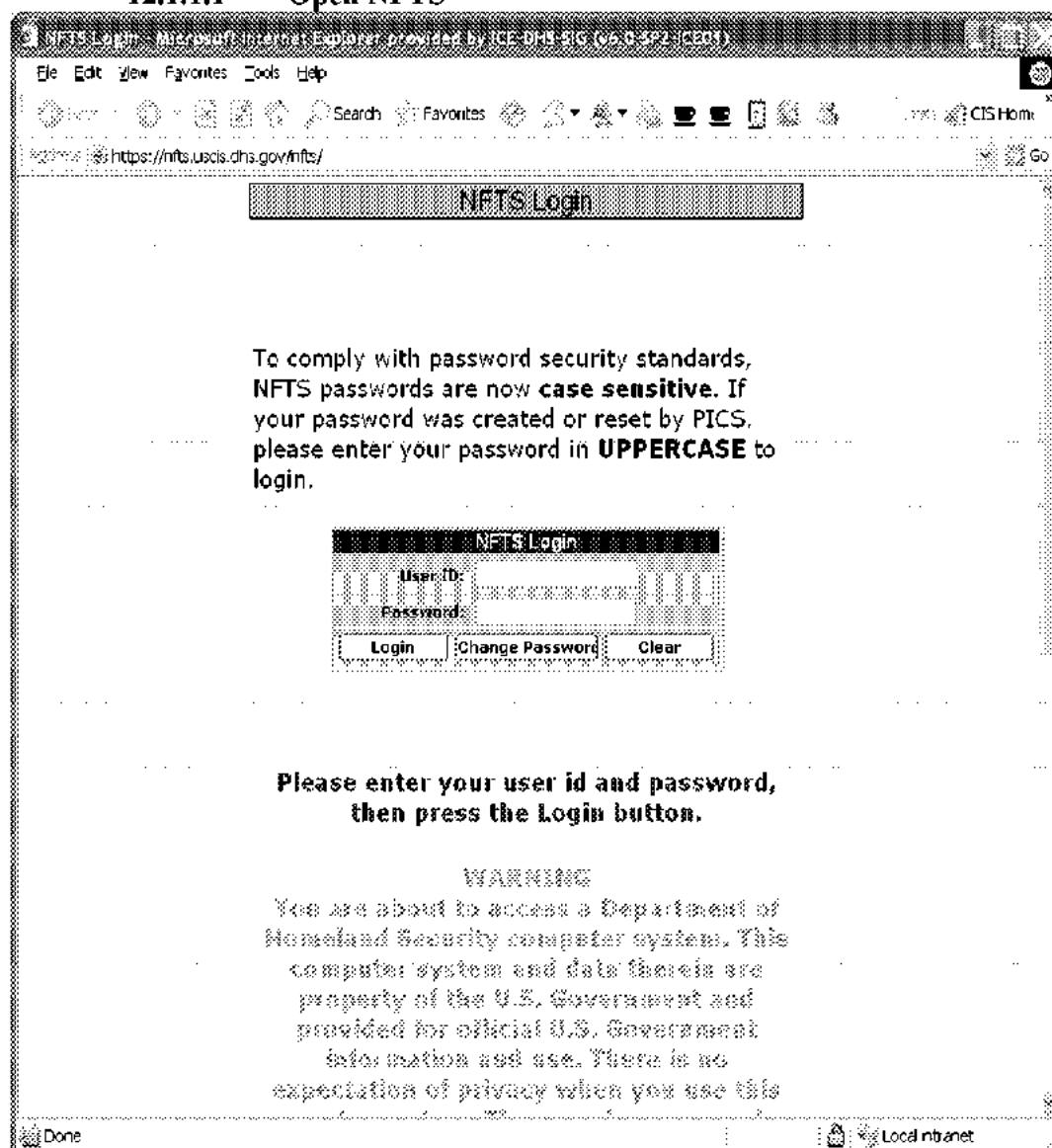
Updated on 12/19/2011

12.1 Staffing by Alien Number

12.1.1 One A-number provided on the request (with example staffing)

If an A-number is provided on the request and CIS confirms that it belongs to the alien, ensure you have all the other required elements (DOB, COB, DOE, POE and parents' names) to complete the case create. If any of the required elements are missing, request the additional information when sending the Acknowledgment Letter. The section that follows is a systematic example of staffing by A-number when the requester has provided one.

12.1.1.1 Open NFTS



12.1.1.2 Submit your location

The screenshot shows a Microsoft Internet Explorer window titled "NFTS Login/Choose Location". The address bar displays "http://nfts.uscis.dhs.gov/nfts/setuseroffice.asp". The page content includes a header "NFTS Login/Choose Location" and a central form titled "Select Office and Default Section". The form contains three fields: "Select Office:" with a dropdown menu showing "AA", "Default Section:" with a dropdown menu showing "AA", and "Default Resp. Party:" with a text input field. A "Submit" button is located at the bottom of the form. The status bar at the bottom of the browser window shows "Done" and "Local intranet".

NFTS Login/Choose Location

Select Office and Default Section

Select Office: AA

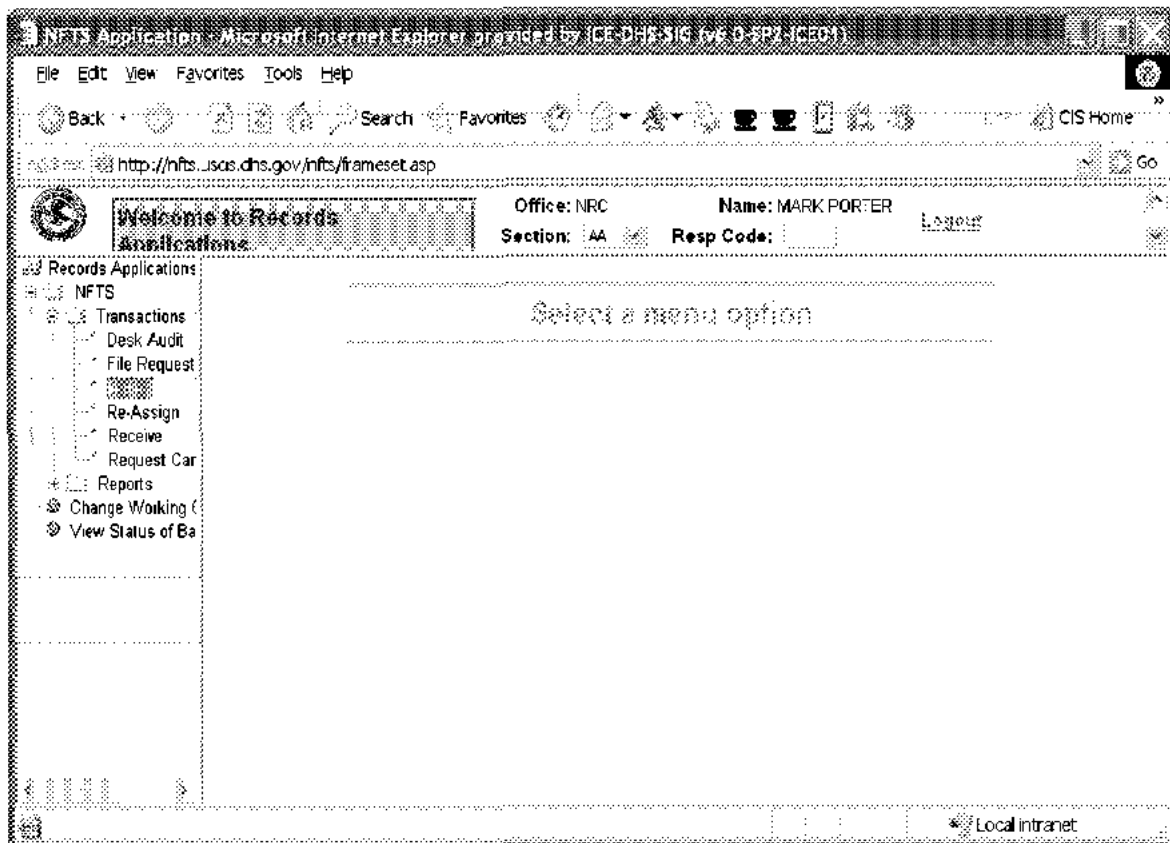
Default Section: AA

Default Resp. Party:

Submit

Done Local intranet

12.1.1.3 Select "Inquiry"



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Updated on 12/19/2011

12.1.1.4 Select “ALL Converted Offices” and enter “A” or a “+” then enter the A-number. Preferably, paste the copied number from CIS so you are sure you are asking for the correct file.

Microsoft Internet Explorer and Security (http://nrt.sic.gov:8080/)

File Edit View Favorites Tools Help

http://nrt.sic.gov:8080/anset.asp

Inquiry Office: NRC Name: MARK PORTER
 Section: 40 Resp Code: Logout

Enter File Number: Search

☒ Search In ALL Converted Offices? ☐ Search For ONLY Specified File Prefixes

Show information entered on or after:

General Inquiry For				
File #	Seq	Office	Status/Last Action	Location

Done

12.1.1.5 The search result provides several pieces of information. First, we can verify from CIS that the File Control Office (FCO) is Seattle. The Responsible Party Code (RPC) is DP0064, and it tells us that DP means Deportation. Do you see the four boxes above the “Exit” button? Those are “Rider,” “Consolidation,” “Retire,” and “In Transit.” If any one of those is “grayed out,” it means there is no information there. If one is “blued in,” it means there is information and we should look at it.

The screenshot shows the NRTS Application web interface. The title bar indicates it's a Microsoft Internet Explorer window. The address bar shows the URL: http://nrt.uscis.dhs.gov/nrts/frameSet.asp. The page has a menu bar (File, Edit, View, Favorites, Tools, Help) and a toolbar with various icons. The main content area is titled "Inquiry" and contains a search form. The search form has fields for "Office: NRC", "Name: MARK PORTER", "Section: AA", and "Resp Code:". Below these are buttons for "Enter File Number:", "Search", "Search in ALL Converted Offices?", "Search For ONLY Specified File Prefix", and "Show information entered in or after:". There are also buttons for "Clear" and "Exit". Below the search form is a section titled "General Inquiry For A074444". This section contains a table with the following data:

File #	Seq	Office	Status	Last Action	Location
A074444	000	SEA	Status: RECORD IN USE	Audit Date: 11/04/2009 01:29:53 PM	Section: DEPORTATION
			Last Action: 11/04/2009 01:29:53 PM		Resp: 0064, RA 2-ELF, TH-01LA

At the bottom of the page, there is a "Done" button and a "Local intranet" link.

12.1.1.6 “Blued in” information

- If “Retire” had been blued in, it would have been important. We would have used that inquiry screen to staff from the FRC.
- If “In Transit” had been blued in, it would have been important. We would have staffed to the receiving FCO.
- If “Consolidation” had been blued in, it would have been important. We would have checked to make sure our file is the “survivor” and not the consolidated file.
- “Rider” could be important to the case processor, but it has nothing to do with how we request this file.
- Comments may be important because a File Control Office may not be able to change a file location to “LOST” in NFTS. When that happens, the records person at the FCO will notate in Comments that the file is lost. If that is the situation, please refer to the Lost File Flowchart in Appendix H of this guide.

12.1.1.7 The FOIA Operations Division Intranet Page

Now, an RPC beginning with “DP” is easy because NFTS shows right beside it that it means “Deportation.” Sometimes an RPC prefix can be important and it’s not obvious right away. If that’s the situation, we need to look at the FCO List, which also has the RPC Reference Guide.

[illegible]

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Updated on 12/19/2011

RPC REFERENCE FOR STAFFING - Updated 3/31/10				
FCO	Codes	Description	Staffing	Notes or Exceptions
ALL		Adjudications	non - FOIA	
ALL		Airports	non - FOIA	are Border Patrol
ALL		Anti Fraud	non - FOIA	
ALL		Anti Smuggling	SAC/RAC/ASAC	
ALL		Chief Counsel	OPLA	
ALL	CAP	Criminal Alien Program	DRO	
ALL	DI	Deferred inspection	non - FOIA	Border Patrol function
ALL	DP	Deportation	DRO	
ALL		Detained	DRO	if Co. Jails, Prisons and Processing Centers.
ALL	D & R	Detention and Removal	DRO	
ALL		Detention Facility Name	DRO	This includes Co. Jails, Prisons and Processing Centers
ALL		District Counsel	OPLA	
ALL	EX	Examination	non - FOIA	
ALL	FD	Fraud detection (FDNS)	non - FOIA	

12.1.1.10 Figuring out a Staffing Scenario

The Guide confirms what we thought. If we staff to DRO, then we choose the FCO where the file is located. We're going to look for DRO-SEA. Note that the quickest way for me to find the information is by searching "DRO." I could have also gone to the table of contents and looked under Staffing Scenarios.

STAFFING SCENARIOS - ICE FILES

There are currently five different types of staffings for files located within the ICE function. The NFS screen print should be pasted to the second page of the staffing letter.

OPLA - Staffing sheets are to be used for files that are located in the following office sections. Choose the FCO where the file is located, such as OPLA-BOS.

Office Section	Acronym
Trial Attorney's Office	TA
Chief Counsel	
Litigation	LI or LIT
Legal Section	LS
District Counsel	DC

OPLA - Staffing sheets are to be used for files that are located in the following office sections. Choose the FCO where the file is located, such as DRO-DEN.

Office Section	Acronym
Detention & Removal	DENTENT, D&R, DET, DRO, DD&P
Criminal Alien Program	CAP
Deportation Officer Assistant/Clerk	DO, SDDO
Bond Control Spec.	
Immigration Enforcement	IEA
Field District Office	FOI (Washington DC) (DRO-WAS)
Admin Program Office	
Not-Detained or Detained	
Processing Center	OC-Crime Center
Detention Facility name	ie. Gray Mesa, Kuome
Processing Area	IEO

Search PDF

Finished searching for:
DRO

Total instances found:
9

Results:

- OPLA/DRO/54C CIS - used for all c
- the drop down box to select the off c
- as DRO-DEA, Office Section Acrony
- DET, DRO, USCP Criminal Alien Prog
- DRO-WAS) Admin Program Office
- action drop down menu, FPS will au
- on drop-down menu need 'Refined'
- the drop-down menu for 'Category'

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12.1.1.11 Generate the file request

Go to the “Tasks” tab and click on “Create File Request.”

FIPS v7.0 Training build 06 * Work Queues * Actions * Randomize Search

Processing Fee Information

A-Number: 112345678 ☐ EDMS

Staff Request To: **Generate Staffing Sheet:**

ASAC:

- ☐ ASAC Blaine WA
- ☐ ASAC Champaign IL
- ☐ ASAC Charlotte NC
- ☐ ASAC Cleveland OH
- ☐ ASAC Douglas AZ
- ☐ ASAC Ft. Lauderdale FL
- ☐ ASAC Houston TX

☐ No Staffing Letter
☒ Customize Letter
☐ File Missing/Lost

Location Address:

Office Contact:

Name: Email: CC Email:

Contents Discussions Case Actions History

Task	Status
Search For Duplicate Cases	Not Started
Create Additional Cases	Not Started
Create File Request	Not Started
Acknowledgement Letter	Not Started
Final Action Letter	Not Started
Specialty Letter	Not Started
Status Letter	Not Started
Blank Letter	Not Started
Interest Letter	Not Started
Expedited Denial Letter	Not Started

Records Locator Case Processor Case Approver Unit Chief Up-front Approver Send Reassign Office Send to

Page 1 of 2 80.5% viewing version: 1

Make sure the button marked “Customize Letter” is selected. The file is not missing or lost, so we won’t check that box. We know the file is at DRO Seattle, so we will scroll down “Staff Request To” until we find it.

12.1.1.12 FIPS – Staffing Request dialog box

We will scroll down the DRO list until we get to SEA, select it and then click Request File:

Processing Fee Information

A-Number 012345678 ☐ EDMS

Staff Request To **Generate Staffing Sheet**

☐ No Staffing Letter
☒ Customize Letter
☐ File Missing/Lost

DRO - POM
 DRO - POO
 DRO - PRO
 DRO - REN Reno
 DRO - SAC Sacramento
 DRO - S&J San Juan PR
 DRO - SFR San Francisco

Request To Staff

Location Address **Office Contact**

DRO - SEA Seattle
 Deportation Asst.
 206-833-0061

Name: Sandy Wong
 Email:
 CC Email:

Request File **Cancel**

Contents	Discussions	Case Actions	History
Task	Status		
Search for Duplicate Cases	Incomplete		
Create Additional Cases	Not Started		
Create File Request	Not Started		
Acknowledgement Letter	Not Started		
Final Action Letter	Not Started		
Specialty Letter	Not Started		
Status Letter	Not Started		
Blank Letter	Not Started		
Interest Letter	Not Started		
Expedited Denial Letter	Not Started		




Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Pend	Reassign Office	Sen
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Page 1 of 2 80.5% Viewing version: 1

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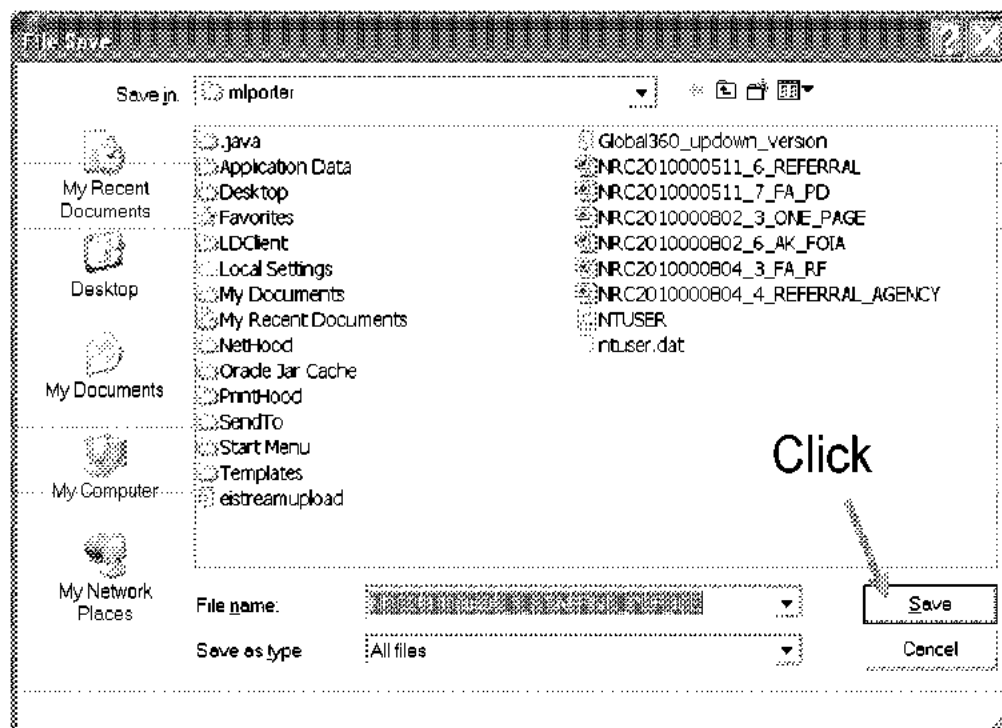
12.1.1.13 Create the customized staffing letter

After that, we get a message that says “Successfully generated letter Staffing Letter – ICE PDF.” Click OK and then move to the “Contents” tab. Click on the Staffing Letter and select “Edit (Check Out).”

Tasks		Discussions	Case Actions	History		
Document Type	Seq.	Pages	Status	Resp Unit	A-Number	Date
 Responsive Records	5		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM
 Staffing Response	4		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM
 Staffing Letter - ICE PDF	3		Editing	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM
View	2	4	Scanned			11/5/2010 8:32:47 AM
Edit (Check Out)	1	2	Scanned			11/5/2010 8:32:45 AM
Manage Document						
Reserve (Lock)						
Download File						
Send to Print Queue						
Cancel Letter						

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Pend	Reassign Office	Send
-----------------	----------------	---------------	------------	-------------------	------	-----------------	------


Page 1 of 2 80.5% Viewing version: 1




As soon as I clicked "SAVE," FIPS opened the staffing letter for me in Word.

File Edit View Insert Format Tools Table Window Help
Normal Times New Roman 11 100%

U.S. Department of Homeland Security
National Records Center
P.O. Box 648010
Lee's Summit, MO 64064-8010

 U.S. Citizenship and Immigration Services

December 3, 2010
MEMORANDUM FOR:
DRO - SEA Seattle
Depotition Asst

(b)(6)

ATTN: Bony Wong

FROM: NRC FOIA/PA

SUBJECT: Freedom of Information/Privacy Act Request NRC2010000806
Alien # 012345678
Subject Name: Chris P. Bacon

The attached FOIA/PA request is forwarded to your office for action. Due to the subject matter, there is a high probability your office will have records responsive to the request.

- Please conduct a thorough search for all responsive records physically in, and within the functional purview of your office.
- Send a copy of all responsive documents to the FOIA office in their entirety. **DO NOT MAKE REDACTIONS.**
- Bracket any documents or portions thereof that you believe should be withheld. Please include a brief explanation for your action. **The FOIA Staff will not release those items so indicated without further discussion with you.**

Should you need other assistance or believe this request should be staffed to another office, please

Page 1 Sec 1 1/2 At 4" Ln 23 Col 19 P.S. B.A. SAT 100% English (U.S.)

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Updated on 12/19/2011

Go to the end of the letter and position your blinking cursor below the word "Attachments."
Next, we go back to NFTS and copy the location information.

Normal Times New Roman 11

Attached is additional information to be used to reply to the requester

Attached is our justification for withholding any responsive material.

The following records system number/title was searched

System	Results	
	Positive	Negative

I certify that I am responsible for the search of records conducted in my office encompassed by this request and the attached records were the only such documents located in response to this request.

Signature _____ Date _____

Printed/Typed Name _____

Title _____

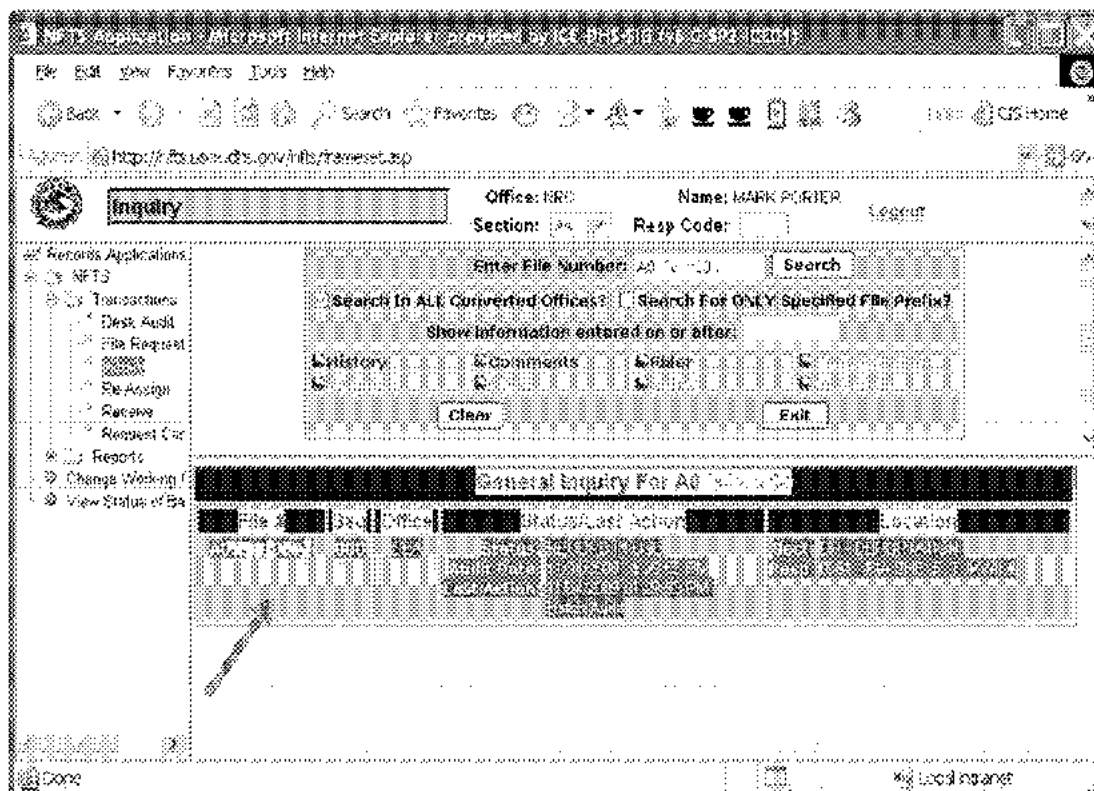
Telephone # _____

Attachment(s) _____

Page 2 Sec 1 2/2 At B' Ln 42 Col 1 English (U.S.)

12.1.1.14 Put the staffing information in the staffing letter

Right-click somewhere in the gray area below “General Inquiry.” You will get a drop-down dialog box. Click on “Select All.” Right-click again and select “Copy.” Now we will paste the information into the staffing letter.



☐ Positive ☐ Negative

I certify that I am responsible for the search of records conducted in my office encompassed by this request and the attached records were the only such documents located in response to this request.

Signature _____ Date _____

Printed Type of Name _____

Title _____

Telephone # _____

Attachment(s) _____

General Inquiry For Amendment				
#	Seq	Office	Status/Last Action	Location
1	000	1000	RECORD IN FILE	QD DEPARTMENT
			Added Date: 11/06/2010 09:11 PM	
			Last Action: 11/06/2010 09:11 PM	QD DEPT 1000
			Doc # 000	

request and the attached records were the only such documents located in response to this request

Signature _____ Date _____

Printed/Typed Name _____

Title _____

Telephone # _____

Attachment(s) _____

General Inquiry For All Records			
#	Seq/Office	Status/Last Action	Location
1	001 004	SEARCHED	RECEIVED
2	001 004	INDEXED	RECEIVED
3	001 004	FILED	RECEIVED
4	001 004	SEARCHED	RECEIVED
5	001 004	INDEXED	RECEIVED
6	001 004	FILED	RECEIVED
7	001 004	SEARCHED	RECEIVED
8	001 004	INDEXED	RECEIVED
9	001 004	FILED	RECEIVED
10	001 004	SEARCHED	RECEIVED
11	001 004	INDEXED	RECEIVED
12	001 004	FILED	RECEIVED
13	001 004	SEARCHED	RECEIVED
14	001 004	INDEXED	RECEIVED
15	001 004	FILED	RECEIVED
16	001 004	SEARCHED	RECEIVED
17	001 004	INDEXED	RECEIVED
18	001 004	FILED	RECEIVED
19	001 004	SEARCHED	RECEIVED
20	001 004	INDEXED	RECEIVED
21	001 004	FILED	RECEIVED
22	001 004	SEARCHED	RECEIVED
23	001 004	INDEXED	RECEIVED
24	001 004	FILED	RECEIVED
25	001 004	SEARCHED	RECEIVED
26	001 004	INDEXED	RECEIVED
27	001 004	FILED	RECEIVED
28	001 004	SEARCHED	RECEIVED
29	001 004	INDEXED	RECEIVED
30	001 004	FILED	RECEIVED
31	001 004	SEARCHED	RECEIVED
32	001 004	INDEXED	RECEIVED
33	001 004	FILED	RECEIVED
34	001 004	SEARCHED	RECEIVED
35	001 004	INDEXED	RECEIVED
36	001 004	FILED	RECEIVED
37	001 004	SEARCHED	RECEIVED
38	001 004	INDEXED	RECEIVED
39	001 004	FILED	RECEIVED
40	001 004	SEARCHED	RECEIVED
41	001 004	INDEXED	RECEIVED
42	001 004	FILED	RECEIVED
43	001 004	SEARCHED	RECEIVED
44	001 004	INDEXED	RECEIVED
45	001 004	FILED	RECEIVED
46	001 004	SEARCHED	RECEIVED
47	001 004	INDEXED	RECEIVED
48	001 004	FILED	RECEIVED
49	001 004	SEARCHED	RECEIVED
50	001 004	INDEXED	RECEIVED
51	001 004	FILED	RECEIVED
52	001 004	SEARCHED	RECEIVED
53	001 004	INDEXED	RECEIVED
54	001 004	FILED	RECEIVED
55	001 004	SEARCHED	RECEIVED
56	001 004	INDEXED	RECEIVED
57	001 004	FILED	RECEIVED
58	001 004	SEARCHED	RECEIVED
59	001 004	INDEXED	RECEIVED
60	001 004	FILED	RECEIVED
61	001 004	SEARCHED	RECEIVED
62	001 004	INDEXED	RECEIVED
63	001 004	FILED	RECEIVED
64	001 004	SEARCHED	RECEIVED
65	001 004	INDEXED	RECEIVED
66	001 004	FILED	RECEIVED
67	001 004	SEARCHED	RECEIVED
68	001 004	INDEXED	RECEIVED
69	001 004	FILED	RECEIVED
70	001 004	SEARCHED	RECEIVED
71	001 004	INDEXED	RECEIVED
72	001 004	FILED	RECEIVED
73	001 004	SEARCHED	RECEIVED
74	001 004	INDEXED	RECEIVED
75	001 004	FILED	RECEIVED
76	001 004	SEARCHED	RECEIVED
77	001 004	INDEXED	RECEIVED
78	001 004	FILED	RECEIVED
79	001 004	SEARCHED	RECEIVED
80	001 004	INDEXED	RECEIVED
81	001 004	FILED	RECEIVED
82	001 004	SEARCHED	RECEIVED
83	001 004	INDEXED	RECEIVED
84	001 004	FILED	RECEIVED
85	001 004	SEARCHED	RECEIVED
86	001 004	INDEXED	RECEIVED
87	001 004	FILED	RECEIVED
88	001 004	SEARCHED	RECEIVED
89	001 004	INDEXED	RECEIVED
90	001 004	FILED	RECEIVED
91	001 004	SEARCHED	RECEIVED
92	001 004	INDEXED	RECEIVED
93	001 004	FILED	RECEIVED
94	001 004	SEARCHED	RECEIVED
95	001 004	INDEXED	RECEIVED
96	001 004	FILED	RECEIVED
97	001 004	SEARCHED	RECEIVED
98	001 004	INDEXED	RECEIVED
99	001 004	FILED	RECEIVED
100	001 004	SEARCHED	RECEIVED

Telephone # _____

Attachment(s)

General Inquiry For Airmen					
File #	Seq	Office	Location		
41	3	000	002	bank	DEPORTATION
				REG.	624, New York, N.Y.

Next, highlight the whole area and change the font size to 12.

Title _____

Telephone # _____

Attachment(s)

File #	Seq	Office	Sect	Location
000	SEA	DP - DEPORTATION	BOSTON FIELD OFFICE	

Page 2 Sec 1 1/2 At 9.7 Ln: 40 Col 1 English (U.S.)

Finally, we exit and save our work. We have successfully staffed for the A-file. The next thing we have to do is check the staffing letter back in.

File Edit View Insert Format Tools Table Window Help

Normal Times New Roman 11

Attached is additional information to be used to reply to the requester

Attached is our justification for withholding any responsive material

The following records system number/title was search:

System	Results	Results	
		Positive	Negative

I certify that I am responsible for the search of records indicated in my request and the attached information.

Signature _____

Printed/Typed Name _____

Title _____

Telephone # _____

Attachments(s)

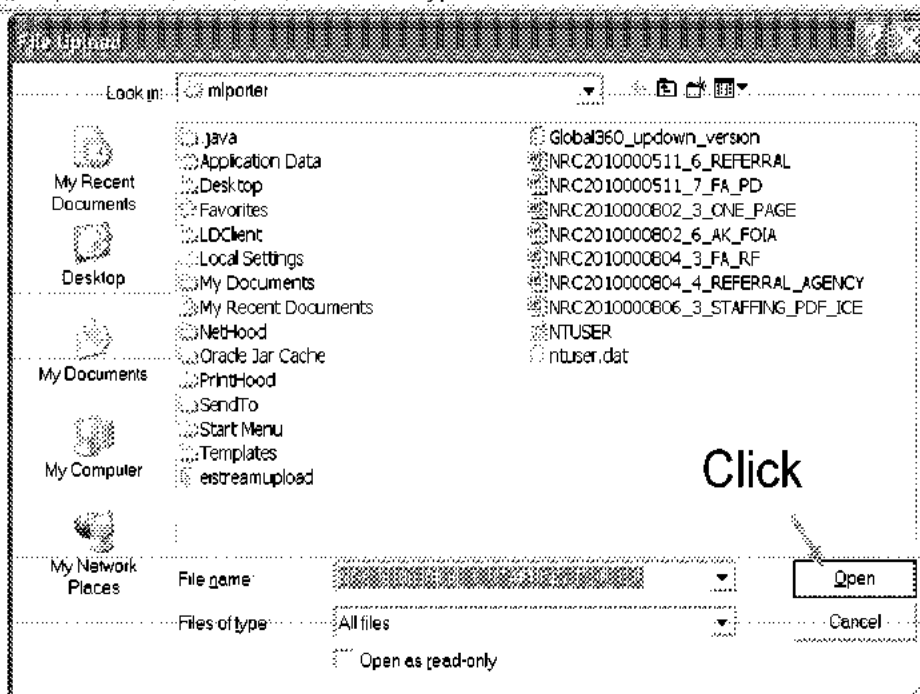
General Inquiry For A07			
File #	Seq	Office	Location
AC 100 000	SEA	Sect:	DP - DEPORTATION
		Resp:	0064 - BIA SHELF TUKWILA

Do you want to save the changes to NRC2010000806_3_STAFFING_PDF_ICE?

Yes No Cancel

12.1.1.15 Save changes and check it back in

The screenshot shows a web application interface. At the top, there are tabs: 'Tasks', 'Discussions', 'Case Actions', and 'History'. Below these is a table with columns: 'Document Type', 'Seq.', 'Pages', 'Status', 'Resp Unit', 'A-Number', and 'Date'. The table lists several documents, including 'Responsive Records', 'Staffing Response', and 'Staffing Letter - ICE PDF'. A context menu is open over the 'Staffing Letter - ICE PDF' row, showing options like 'View', 'Edit', 'Manage Document', 'Save Changes (Check In)', 'Discard', 'Save Changes (Check In)', 'Send to Print Queue', and 'Cancel Letter'. Below the table, there is a row of buttons: 'Records Locator', 'Case Processor', 'Case Approver', 'Unit Chief', 'Up-front Approver', 'Pend', 'Reassign Office', and 'Send'. The 'Case Processor' button is highlighted. Below the buttons, the URL 'http://z02apcnrc22:7001/sonora/forms/CheckInFlestore.jsp?docId=5065' is visible.



After this, send the case to "Pend."

12.1.2 Two or more A-numbers

Multiple unconsolidated A-numbers - If the requester has provided more than one A-number, you must research CIS for each A-number to determine if they relate to the subject. If the subject has multiple A-numbers, you will create one case and do multiple staffings. When you are required to request two or more unconsolidated A-files, the individual file request must

include the words “**MULTIPLE STAFFINGS**” at the top of each sheet. Do not confuse this with the subject of the file having an “A” file and a “T” file. The alien numbers must refer to different unconsolidated A-files and relate to the subject of the request if you are to mark it “**MULTIPLE STAFFINGS.**”

Important note: If one of the files you are requesting is located at RAFACS/CIS, FRC or one of the Service Centers, request those alien numbers first. These locations produce the file faster than other offices. MSB will not know to pull the staffing letters for follow-up unless you noted “Multiple Staffing” on the sheet.

If the alien has multiple unconsolidated A-numbers and the files are both located at the NRC, please add them to the spreadsheet that Records Operations maintains at S:\Record_Ops\Files_to_Consolidate.xls. You are responsible for entering the alien numbers of the files that may possibly need consolidation. Records Operations will review the files and consolidate if necessary. If both files are not at NRC, do not add the information to the spreadsheet.

12.1.3 Consolidated A-numbers

If the alien has a consolidated A-number, then please enter only the lead (or surviving) A-number on the worksheet in FIPS and request that file. Consolidated A-numbers are reflected in CIS on the 9101 screen, under the section titled “Consolidated A-Nos”. The A-number listed first is the primary A-number; the other A-numbers listed below the primary have been consolidated into the primary number.

Note: please do not add consolidated A-numbers to the “files to consolidate” spreadsheet.

12.2 Border crossing card number

If the alien number provided by the requester is an 80,000,000 through 86,899,999 series number, it is a Border Crossing Card number. Even though you can research this number in CIS, there is no physical A-file associated with these types of numbers. You will need to research CIS and CLAIMS to see if there are any other A-files/receipt files associated with this alien.

Previously during the Case Create process, if a requester/subject provided a Border Crossing Card Number and all of the required PII (except an A-Number), we asked the requester/subject to provide additional information (Alien or receipt number, copies of documents from the service, etc.). We used this information to determine if the subject had an A-File. We would find the A-file only in very rare instances.

We no longer request additional information if the requester/subject provides all of the required PII (except an A-Number). Since Border Crossing Cards are strictly electronic records (no actual file), we will have the Border Crossing Card screen prints scanned into a RAFACS slot.

Use the Border Crossing Card Number provided; search and print CIS screens 9101, 9101-history (F8), 9222 and 9223. Open a RAFACS staffing slot. Make sure "Customize Letter" is selected. Prepare the screen prints for scanning into this slot as responsive records. Pend the case for responsive records. Please attach a "Scan As" sheet and mark it as "responsive records" with the screen prints to be scanned. The case will be sent to the processor after screen prints are scanned in. Create it as a Track 1 case.

Note: Alien numbers from 86,900,000 through 87,999,999 are not Border Crossing Card Numbers; they are general alien numbers and have corresponding A-files.

12.3 EAD numbers (100,000,000 through 149,999,999)

If the alien number provided by the requester is 100,000,000 through 149,999,999, it is an EAD (Employment Authorization Document) card number. There is no physical A-file associated with EAD numbers, even though they can be researched in CIS. You will have to research CLAIMS to locate the receipt number that corresponds with the EAD number, and then request that receipt number. Please refer to the section titled *Staffing Scenarios – Receipt Files* for additional information.

12.4 New alien numbers (300,300,000 through 300,322,501)

As of June 2009, the range of numbers 300,300,000 through 300,322,501 are being used as general A-file numbers.

12.5 Receipt numbers

Receipt numbers are comprised of the three-letter office code, followed by a 10-digit number. Receipt numbers are assigned to applications and petitions filed with the Service, such as Form I-765, Employment Authorization applications and Form I-130, Petition for Alien Relative. If the requester provides a receipt number on their request, log into CLAIMS and verify the information.

If the requester provides only a receipt number and it is for a Service Center we work, then we need to request the receipt file. Enter the receipt information into the Topic field. Make the first part of the description the receipt file number. Use the complete receipt number with no spaces or dashes.

Example of the correct way: EAC0812345678

An example of how **NOT** to do it: EAC-08-123-45678

If every case creator enters receipt information the same way, it is easier for the next case creator to identify duplicate or similar cases. The next case creator may base the search on “EAC081234567%,” and if the previous case creator entered dashes, the search will not identify the duplicate.

Do not request receipt files from any offices other than one of the five Service Centers (ESC/EAC, SSC/SRC, WSC/WAC, MSC/NBC or NSC/LIN). For receipt files at HBG, use the NON-FOIA HBG file request. Do not request DIG T-files at HBG with **RPC codes XX, XY, ZG, ZY, or ZZ**. Refer to the Staffing Sheet Guide for the most current information.

12.6 Archives and Records Centers Information System (ARCIS)

ARCIS is a new system used by the Federal Records Center (FRC) to track the location of retired files. The accession data is now 27 digits long. NFTS will not accept the accession data because of the length. Instead, you will see the word “ARCIS” in the location field in NFTS.

When the case you are creating shows the file is located at FRC and you see the word “ARCIS” in the location field in NFTS, use the FRC file request and paste the retired screen from NFTS.

Not all files located at the FRC will have “ARCIS” in the location field. For those files, continue to staff using the FRC file request and paste the retired screen print.

12.7 Staffing Scenarios

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Updated on 12/19/2011

12.7.1 Digitized files

If you are requesting an A-file that has been digitized please use the **RDF** file request. If the file has been digitized, the current FCO does not matter; you would still use the RDF file request.

How do I tell if it is a digitized file?

NFTS will show the “Location” of the file as either **RDF** or **NRC**. If the file location is NRC, you will see a banner stating “DIGITIZED ON” The screen print below is a sample of the NFTS screen.

The temptation may be to staff RAFACS/CIS because the file shows available in records at NRC. Do not do that. If it shows “DIGITIZED,” then staff to RDF. Also include any T files you find in the General Inquiry screen.

File #	Seq	Date	Status	Location
1000	001	06/20/07	Available	NRC

DIGITIZED ON 06/20/07 10:00:00 AM

Paste in the “General Inquiry” information on the RDF staffing the same as you would on a RAFACS/CIS staffing. Delete the status/action item column, but **DO NOT** delete any T-files. MSB will know the file is digitized because you have staffed using an RDF file request. This also applies to Retired files that have been digitized. Do not use the retired screen on Retired digitized files. An example has been provided below.

Enter File Number: 0000 Search

Search in ALL converted offices? Search For ONLY Specified File Profile?

Show Information entered on or after:

Category: A/Cases/Status: L/Cases/Status: L/Cases/Status: L

11/11/2008 08:06:10/2008 01:13:20 AM

Clear Exit

File #	Seq	Office	Status/Last Action	Location
A09004	000	000	Status: A09004 Audit Date: 11/11/2008 12:13:20 AM Last Action: 11/11/2008 12:13:20 AM	Sect: RC - RECORDS SECTION Resp: 1000 - RECORDS SECTION
100001	000	000	Status: 100001 Audit Date: 11/11/2008 12:13:20 AM Last Action: 11/11/2008 12:13:20 AM	Sect: RC - RECORDS SECTION Resp: 1000 - RECORDS SECTION
100002	000	000	Status: 100002 Audit Date: 11/11/2008 12:13:20 AM Last Action: 11/11/2008 12:13:20 AM	Sect: RC - RECORDS SECTION Resp: 1000 - RECORDS SECTION
100003	001	000	Status: 100003 Audit Date: 11/11/2008 12:13:20 AM Last Action: 11/11/2008 12:13:20 AM	Sect: RC - RECORDS SECTION Resp: 1000 - RECORDS SECTION

In the example above, you will have to make two staffings. Notice there is a T-file currently in use at OPLA San Francisco? That also changes the Category of the case to "SFR Cases at NRC."

12.7.2 Files Lost or Not Found LESS THAN NINE MONTHS

Note: Please refer to the **Lost File Flowchart** which you will find in Appendix H.

When an A-file is lost, it will appear in NFTS as a "Lost File" in the Status/Last Action section of the General Inquiry screen.

NFTS Application - Microsoft Internet Explorer provided by

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Print

Address http://nfts.uscis.dhs.gov/nfts/frameset.asp Go Links

File #	Seq	Office	Status/Last Action	Location
A0917	000	000	Status: LOST FILE Last Action: 11/18/2004 12:56:50 PM Last File	Sect: RC - RECORDS SECTION Resp: 1000 - LOST FILE

Done Local intranet

A lost file in CIS will appear in the CIS-9504 screen as “N (Not Found)” in the section titled “FILE LOCATED IND:”

If the “Last Action” is more than nine months ago, move to the next section of this guide, Files lost or not found MORE THAN NINE MONTHS.

```

CIS-9504
-----
FILE LOCATED IND: N (NOT FOUND)
A#: 0937      NAME: GLORIA      DOB: 040919

PREVIOUS FCO: MRC      FCO CREATING SUB-FILE:
CURRENT FCO: SND      SUB-FILE CREATION IND:
REQUEST FCO: SND

FILE LOCATED IND: N (NOT FOUND)
DATE FTR: 04122002 (MMDDYYYY)  ACCESSION NUMBER: 0000
DATE FTI: 04152002             INS BOX NUMBER:
DATE FTC: 04162002             REQUEST NUMBER:
PERSON/ACTION: CHU/BP          2ND REQUEST DATE:
                                3RD REQUEST DATE:

YOU MAY REQUEST A DISPLAY OF ANOTHER A-FILE BY KEYING A DIFFERENT A-NUMBER.

CLEAR EXIT  PF3 REFRESH  PF4 FTS MENU  PF5 HELP  PF6 CIS MAIN MENU

3270
  
```

When the file appears lost in CIS 9504 and NFTS, Staff using the Lost File at FCO: _____ file request (include the FCO that shows the file is lost).

Exception: If the file shows lost in CIS-9504 and NFTS shows the file in use, request the file per the FCO in NFTS.

Under “Create File Request” mark the box “File Missing/Lost”.

FIPS v7.0 Training build 06
Work Queries
Actions
Standalone Search

Processing
Fee Information

A-Number
041712345
EDMS

Staff Request To

FRAUD DETECTION AND NATIONAL SECURITY

FRC

HSC

HEL NON A-FILE MATERIAL

ICE

INP

041712345

MIL

Generate Staffing Sheet

☐ No Staffing Letter
☐ Customize Letter
☒ File Missing/Lost

1. Check File Missing/Lost
2. Select Lost File at FCO:
3. Click Request File
4. Modify the letter

Location Address

Lost File at FCO:

Office Contact

Name

Email

Cell Email

Contents
Discussions
Case Actions
History

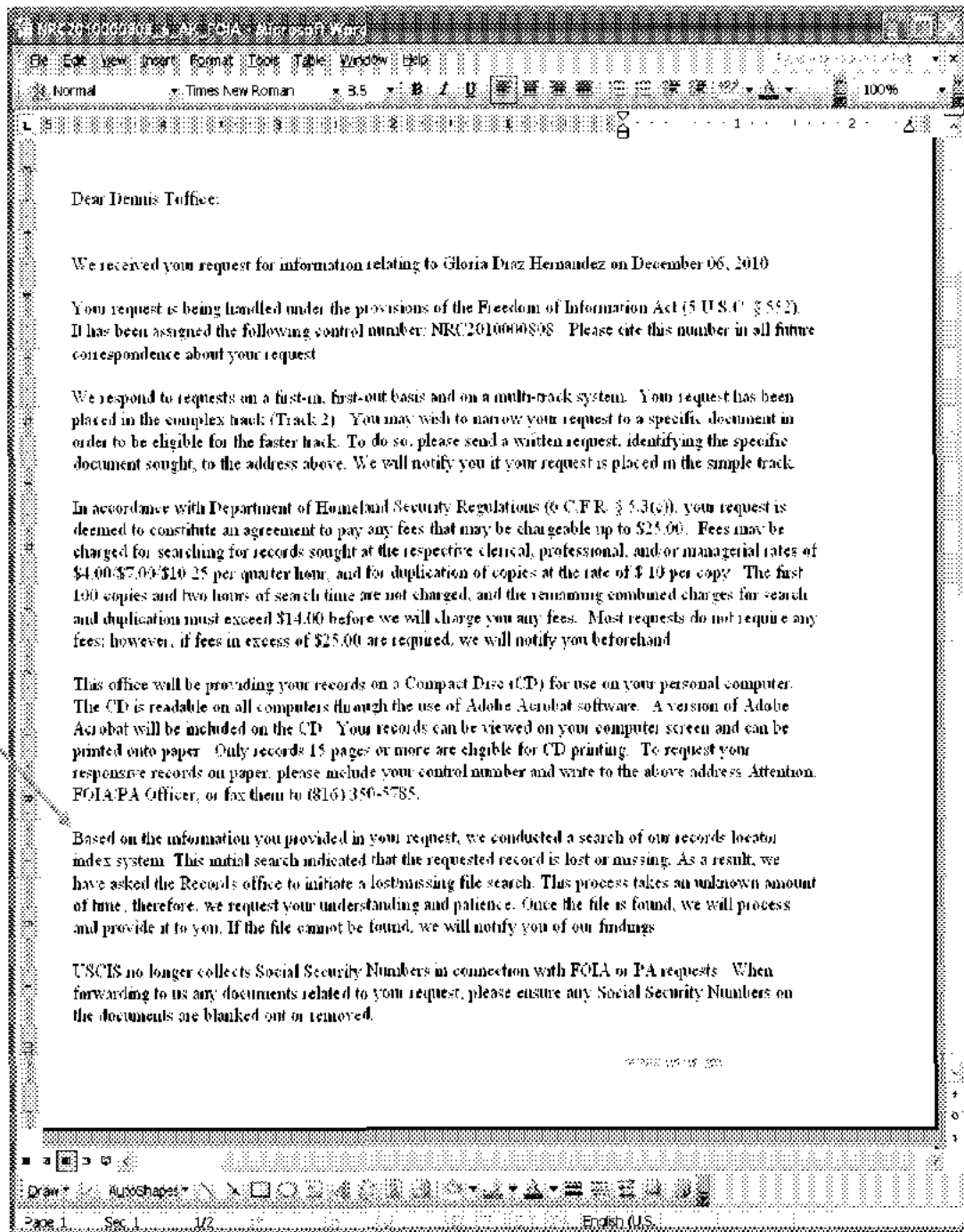
Task	Status
Search For Duplicate Cases	Completed
Create Additional Cases	Not Started
Create File Request	Not Started
Acknowledgement Letter	Not Started
Final Action Letter	Not Started
Specialty Letter	Not Started
Status Letter	Not Started
Blank Letter	Not Started
Interest Letter	Not Started
Expedited Denial Letter	Not Started

Records Locator
Case Processor
Case Approver
Link Case
Up-front Approver
Perm
Reassign Office
Se

Page 1 of 2 - 80% - Viewing version: 1

Processing Fee Information	
Acknowledgement Letter Options	Additional Documents Required
Fee Estimate <input type="text"/> Prepayment Required <input type="text"/> <input type="checkbox"/> Advance Payment Returned <input checked="" type="checkbox"/> Add Lost File Paragraph <input type="checkbox"/> Add Track 3 Denial Paragraph	<input type="checkbox"/> Other Requester Documentation
<div style="display: flex; justify-content: space-between;"> <div> <p>1. Click Add Lost File Paragraph</p> <p>2. Click Generate Letter</p> </div> <div style="text-align: center;"> </div> </div>	
Additional Options No options found.	
<input type="button" value="Generate Letter"/> <input type="button" value="Cancel"/>	

FIPS inserts the Lost File Paragraph right after the CD Paragraph:



When the case create process is complete and the creator is ready to exit the case, click the "Pend."

12.7.3 Files Lost or Not Found **MORE THAN NINE MONTHS**

(Please note: this is NOT the procedure for a request for alien number only or for petitions destroyed in accordance with federal paperwork retention guidelines.)

Note: Please refer to the **Lost File Flowchart** which you will find in Appendix H.

12.7.3.1 If the A-file is lost but other records exist (such as receipt files we would normally request or other a-files), please go to paragraph 12.7.3.9 now. *Otherwise*,

- a. **if** the file has been marked as lost for more than nine months
- b. **and** there is no recent activity in CLAIMS (within last 2 years) or PCQS,
- c. **and** there are no additional files, then: a FOIA/PA Assistant working in Records Locator queue should put in the following Discussion: **A-file has been lost for more than 9 months and no other records exist. Closing as UT. Detail all systems searched as part of this Discussion.**

12.7.3.2 Complete the attached Lost File Worksheet (and send it for scanning as CSD with any screen prints you do.)

12.7.3.3 If the file was not staffed to OPLA, please move to step four now. *Otherwise*, if the file was staffed to OPLA, look at NFTS history. If the NRC file request was cancelled and the file indicator was subsequently changed to "Lost File," create a Discussion with the subject "Unit Chief" listing the date the file was staffed, the date the request was cancelled, and the date the file status was changed to lost. Send the case to Unit Chief. You're done.

12.7.3.4 If there is no CIS screen referencing "EARM" "DACS" or "NAILS," please move to the next step now. *Otherwise*, if there is a 9101 screen containing "EARM-X" "DACS-X" or "NAIL-X," or if there are CLAIMS screens showing "NAIL: Y" or "NAIL: N," go to the next step.

12.7.3.5 Create a Final Action Letter and select the status UT. In the final action letter, after the sentence "You may, if you wish, resubmit at a later date," please add the following sentence: "As we were unable to locate a physical file, we are including screen prints of the electronic record." Go to the next step.

12.7.3.6 In the UT final action letter, attach the screen prints to the letter electronically (cut and paste). Do not make any redactions to the screen prints. Save and close the letter and send to Up-front Approver. You're done, *unless* the case is later returned to you for further research.

12.7.3.7 The Up-front Approver will review the UT letter with the inserted screen prints. If he or she is satisfied that a thorough search was conducted, the approver will forward the case to FOIA Approver. If the approver is not satisfied with the search results, he or she will return it to you for further research.

12.7.3.8 The FOIA Approver will review the research and either close the case or return it for further action. If the case is approved, the FOIA Approver will close the case.

12.7.3.9 **If the A-file is lost but other records exist** (such as receipt files we would normally request or other a-files, including T-Files, wherever they may be, including NRC) Request the additional records. Put in a Discussion that reads:

A-file number XXXXXXXXXX is currently showing as lost. Staffed for the following additional files: XXXXXXXX, XXXXXXXX, XXXXXXXX. Once they are received, please review. Please also verify that the original a-file is still lost. If the original a-file has been consolidated in fact but not in the systems, please process and send your case to approver. Also send an e-mail to the MSB for resolution. Include both a-numbers. If no documents exist from the original a-file, please process what is available. Advise the requester that the original a-file is lost. Your case will close as a PD even if no redactions are made. Thank you.

12.7.3.10 Cancel the lost file staffing and pend for responsive records.

LOST FILE WORKSHEET

A-number _____

Name of Alien _____

Date shown as Not Found in CIS _____

Date shown as lost in NFTS _____

1. Search CIS for potential second a-number and/or consolidation
 - a. Second a-number? _____
 - b. Any T-files? Yes _____ No _____
 - i. If yes, have they been staffed and scanned? If not, please do so now.
 - c. Consolidated with? _____
 - d. Does the EOIR screen show an upcoming hearing date?

Yes___ No ___
2. Check CLAIMS for petition/applications
 - a. Were any found? Yes _____ No _____
 - b. If so, either provide screen prints with receipt number or list below

3. Check NFTS. Any current file movement. Yes _____ No _____

4. Check PCQS for any indication that file is with the naturalization unit.

NOTES:

12.7.4 Staffing FAQ's

Q: What screen print do I attach?

A: The screen prints attached are typically a NFTS screen. In some situations, there is no screen print attached at all. See the Staffing Sheet Guide for current information.

Q: Which file request do I use?

A: Each office has its own file request in FIPS. The Staffing Sheet Guide details which sheet to use in specific circumstances.

Q: What if they have two alien files with two different numbers?

A: In cases like this, we request each alien file on a separate file request and write MULTIPLE STAFFINGS at the top of each sheet.

12.7.5 Records Indexing / Manual Requests

If you do not find a person in CIS, CLAIMS or PCQS, do not automatically print the screens and close the case NR. In some instances, the A-number exists but it will not be found in any systems search. This is especially true of individuals who had no business with the Service after the date CIS was put in use. A general rule which applies most of the time is the subject had no business concerning any immigration matter since 1975 or earlier. Look at the information in the request. For instance, if an individual claims to have arrived in the United States in 1960 and naturalized in 1971, it is important not to close the case NR. In these instances, staff the request using a "Records Indexing" staffing so that a manual search can be conducted.

Sometimes the requester/subject will provide an A-number and the file cannot be located in NFTS or CIS, but they claim to have done business with the service after 1975. Ensure requesters provide the minimum information to allow a positive identification (i.e., full name, aliases, an alien number, date and country of birth). If the requested records relate to:

- A-Files;
- Dates of birth;
- Dates of entry; or
- Naturalization dates

which are after 1975, do not create a Records Indexing file request, because no records will exist; check CIS and/or CLAIMS for a record. If you find no record, please refer to the section on NO RECORDS. It is important that you provide as much information as

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Updated on 12/19/2011

possible on the Records Indexing file request. The name of the subject, year of birth and country of birth are required information. You should use the latest version of records_indexer.doc, which you may find in O:\Foia\FOIA LIBRARY\Case Create References\Case Create Template Letters. A sample records_indexer.doc follows:

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FOIA/PA RECORDS SERVICES BRANCH

CO#:	DATE:
*Name:	*DOB:
Alias:	COB:
A#:	DOE:
C#:	POE:
Natz Date:	Visa File #:

Other Info:

* Required Fields

☒ FOIA personnel checked CIS, CLAIMS and PCQS and located no Records.

FOIA/PA RECORDS ACTION REQUESTED

- | | | |
|---|------------------------------------|--|
| <input checked="" type="checkbox"/> All Files | <input type="checkbox"/> C-File | <input type="checkbox"/> AR-Print |
| <input type="checkbox"/> Alien File | <input type="checkbox"/> Visa File | <input type="checkbox"/> Non-Existence of Record |
| <input type="checkbox"/> Certify True Copy | <input type="checkbox"/> | |

FOIA Remarks:

RECORDS

SYSTEMS CHECKED

Searcher:

- | | | |
|---------------------------------|--------------------------------|--------------------------------|
| <input type="checkbox"/> FLEX | <input type="checkbox"/> MiDAS | <input type="checkbox"/> MI |
| <input type="checkbox"/> CIS | <input type="checkbox"/> EARMs | <input type="checkbox"/> NIIS |
| <input type="checkbox"/> CLAIMS | <input type="checkbox"/> NIDC | <input type="checkbox"/> Other |

Search Section

Receipt Date: _____

I certify that this office conducted a thorough search of Index Systems and no record of the subject was found.

Signature _____

Date _____

Alien Files/ Naturalization Files Section

Receipt Date: _____

I certify that this office conducted a thorough search in the Alien Files/Naturalization Section and no record of the subject was found.

Signature _____

Date _____

Records Remarks:

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Updated on 12/19/2011

TO RECAP RECORDS INDEXING: If the subject has had no business with the service since 1975 or earlier, they may or may not have a CIS record. If they do not, then staff to records indexing. If the subject has had business from 1976 forward, do not staff to records indexing.

12.7.6 No Record:

When closing a case as a NR (No Record), ensure that you have done the required system searches to support your decision. If there is wording on the request that would indicate the subject was detained, stopped, arrested or sent back across the border and a thorough system search yielded no information, you should refer the request to CBP. CBP will possibly have a record responsive to their request. Your search should include CIS, CLAIMS and PCQS. Consult the sections of this manual entitled “Central Index System” and “Computer Linked Application Information Management System” for more information regarding the systems.

When conducting no record research, check the following screens in CIS (Central Index System):

9103 Exact Name
9104 AKA (Alias) Name
9102 Sounds-Like Name



When conducting a search in CLAIMS (Computer Linked Application Information Management System) run alien's name as the beneficiary/applicant (3) **AND** as petitioner (6).

If there is an A-number in CIS but no information in NFTS, create a file request according to the Staffing Sheet Guide and FCO List, and paste in the 9504 screen of the CIS record rather than the NFTS information. Otherwise, the procedure is the same.

12.7.8 ICE files

There are currently five different types of staffings for files located within the ICE function. Paste the NFTS screen print to the second page of the staffing letter. OPLA file requests are for files that are located in the following office sections. Choose the FCO where the file is located, such as OPLA-BOS.

<u>Office Section</u>	<u>Acronym</u>
Trial Attorney's Office	TA
Chief Counsel	
Litigation	LI or LIT
Legal Section	LS
District Counsel	DC

DRO file requests are for files that are located in the following office sections. Choose the FCO where the file is located, such as DRO-DEN.

<u>Office Section</u>	<u>Acronym</u>
Detention & Removal	DENTENT, D&R, DET, DRO, DD&P
Criminal Alien Program	CAP
Deportation Officer/Assistant/Clerk	DO, SDDO
Bond Control Spec.	
Immigration Enforcement	IEA
Field District Office	FOI (Washington DC) (DRO-WAS)
Admin Program Office	
Non-Detained or Detained	
Processing Center	OC-Otero County
Detention Facility name	ie... Otay Mesa, Krome
Fugitive Ops	FO

SAC file requests are for files that are located in the following office sections. Choose the FCO where the file is located, such as SAC-ATL. Please note the section that follows concerning SAC locations.

<u>Office Section</u>	<u>Acronym</u>
Investigations	INV, IV

Special Agent in Charge	SAC
Internal Audit	IA
Resident Agent in Charge	RAC
Assistant Special Agent in Charge	ASAC

12.7.9 SAC locations

Occasionally, you will see a requesting a SAC (Special Agent in Charge) case, and not be able to find the File Control Office under SAC in your FIPS staffing list (ex. POO/Portland, Oregon). How do you staff correctly for the file? Would you use the “ICE General” staffing?

Yes, you do, but only as a last resort. Before staffing under ICE General, please check under RAC (Resident Alien in Charge) and ASAC, in consecutive order to find the staffing location. Since you cannot find Portland under SAC, you would next check RAC, and then ASAC (Portland is found under ASAC). Finally, if you cannot find the location **after** searching SAC, RAC and ASAC, please staff under ICE General.

12.7.10 LESC (LSC) records

On all of these file requests, you must attach the NFTS screen print to page two.

12.7.11 T-files

Q: What if the subject has an A-file at one office other than NRC and a T-file at a different office other than NRC (for example, an A-file in Chicago and a T-file in Milwaukee)?

A: In this case, we will request both files, EXCEPT, do not request T-files at HBG with RPC codes XX or ZG.

Q: What if they have an A-file at an outside office and a T-file here at the NRC?

A: Request the A-file only, but include the T-file portion on the file request. The T-file will get combined with the A-file when it arrives at the facility for scanning. **NEVER CROP THE T-FILE INFORMATION FROM THE NFTS SCREEN PRINT.**

The exception to this rule – We do not receive A-files from ESC, SSC, NSC, WSC or RDF for scanning. Those offices either scan directly into FIPS for us or we export the A-file from EDMS. Therefore, if the A-file is at one of the above service centers and there is a T-file anywhere else, including at the NRC, you will have to staff for the T-file. MSC is the only service center that sends the A-file to the NRC for scanning. Another

example of when we staff for an in-house T-file is when the responsive records are scanned in simultaneously with the request.

12.7.12 Receipt files

12.7.12.1 Do not request receipt files from any offices other than one of the five Service Centers (**ESC/EAC, SSC/SRC, WSC/WAC, MSC/NBC or NSC/LIN**). For example, LOSJ9163201111, DALC922740405 or SPM9606900035, etc., are not receipt files we can request.

12.7.12.2 If the requester does not specifically ask for a receipt file and provides an alien number, request the alien file only.

12.7.12.3 If the requester does not provide any receipt number or alien number, then you must research CIS, CLAIMS and PCQS.

Be cautious about requesting receipt files that are for EAD cards only. There should be another application/petition filed in conjunction with this EAD card. If the only receipt numbers you can find is for an EAD card, and they are within the seven-year retention time, then yes, you will request the EAD card.

If they provide a receipt number, you must research CLAIMS, PCQS and NFTS thoroughly. Ensure the receipt file has not been consolidated into a T-file or into an A-file. Please request the A-file or T-file if the receipt file has been consolidated. Check CLAIMS to be sure that the Service did not reject the receipt. Receipts that are shown as rejected in CLAIMS are returned to the submitter by the Service Center. Print the CLAIMS screen(s) that shows the receipt was rejected by the service. Create a File Request to RAFACS (not RAFACS/CIS). Leave the "Customize Letter" button selected. Attach a "Scan As" cover sheet to the screen prints, mark the box "Responsive Records" and take to person designated to scan RAFACS-only responsive records. Pend the case.

If there is no location information in NFTS, and if NVC does not have the receipt, but there is a record in PCQS, print any PCQS screen(s) concerning the petition. Create a File Request to RAFACS (not RAFACS/CIS). Leave the "Customize Letter" button selected. Attach a "Scan As" cover sheet to the screen prints, mark the box "Responsive Records" and take to person designated to scan RAFACS-only responsive records. Pend the case.

12.7.12.4 As a matter of last resort, if there is **neither information about the receipt file in NFTS nor PCQS and you have called National Visa Center and determined NVC does not have the receipt, you should staff to the owner of the receipt file and paste in the**

CLAIMS screen. This information can be located on the CLAIMS inquiry screen upper right hand corner. The CLAIMS screen will show “owned by.”

12.7.13 Archived receipts

The screenshot shows a mainframe terminal window titled "CLAIMS MAINFRAME SYSTEM". The menu bar includes "File", "Edit", "Session", "Transfer", "Program", "Options", "Window", and "Help". Below the menu bar is a row of icons representing various functions. The main display area shows the following text:

```
FSXMRPT2          CLAIMS MAINFRAME SYSTEM          01/27/2011
                   ARCHIVED RECEIPT REQUEST          09:35
                                                CDW6768C
```

RECEIPT NUMBER ~~WACB7211001~~ HAS BEEN ARCHIVED

TO RECEIVE AN OVERNIGHT DETAIL REPORT
SELECT 'Y' BELOW

.....

GENERATE REPORT - (YES OR NO):

.....

PF7 CANCEL PF8 MAIN MENU PF9 LOGOFF

3770

NUM OVR

This screenshot shows a receipt that has been archived.

If we receive a request for a receipt file and the receipt file has been archived per CLAIMS, create the case as usual. To determine whether we need to request the archived receipt file or redirect the request please do one or all of the following as necessary:

1. Enter the receipt number in NFTS. There may be evidence that the receipt file has been consolidated into an A-file or there may be evidence that the receipt file has been forwarded to the NVC in which case you would redirect the request to NVC. Sometimes, you can discover that an archived receipt has been forwarded to NVC through PCQS.
2. On the USCIS website enter the receipt number in the “Check Case Status.” Checking the receipt number on the website may provide evidence that the receipt file has been forwarded to the NVC in which case you would redirect the request to NVC.

3. You may call the NVC automated help line at **603-334-0700** and enter the receipt number. There may be evidence that the receipt file has been forwarded to the NVC in which case you would redirect the request to NVC.
4. If there is no evidence that the archived receipt file has been forwarded to NVC we will create a file request using RAFACS (not RAFACS/CIS). Find the information from the archived receipt in PCQS and print that information. Prepare a "Scan As" sheet to be scanned as responsive records for the case number you have just created, attach it to the screen prints and take those to the person designated to scan RAFACS-only responsive records. Pend the case.
5. If there is no evidence in PCQS, follow the instructions in Paragraph 12.7.14, *Receipt files; Lost receipt file, File destroyed or File cannot locate*.

Reading the request is very important; if the requester is seeking information relating to what appears to be a receipt number and it begins with "CDJ" or one of the other prefixes found in the section National Visa Center Valid Consulate Prefix Codes, call the NVC help line at **603-334-0700** and enter the receipt number. If there is evidence that the NVC has the receipt file, redirect the request to NVC.

To redirect a request to NVC do the following: Click Final Action Letter and choose the code "RD" and select "NVC". Send the case to Up-front Approver.

12.7.14 Receipt files; Lost receipt file, File destroyed or File cannot locate

If a staffing response from one of the service centers (ESC, SSC, NSC or WSC) has been scanned and a screen print from CLAIMS is shown on the staffing response with any of the following verbiage; "FILE CANNOT LOCATE", "FILE DESTROYED", or "LOST RECEIPT FILE", the case creator will need to follow the steps outlined below.

Open a RAFACS (*not* RAFACS/CIS) staffing slot only. The default selection for the letter is "Customize Letter." Be sure that option is selected. Print the appropriate CLAIMS screen prints (should be a minimum of 3 pages if the receipt file is for an I-130). Print the staffing letter, attach it to the screen prints and take to person designated to scan RAFACS-only responsive records. Pend the case.

FIPS v7.0 Training build 06 Work Queries Actions Standalone Search

Processing File Information

A-Number

No A-Number entered

EDMS

Click

Staff Request To Generate Staffing Sheet

CIS

Contracting Office

RAFACS/CIS

RAFACS

RECORDS ALIEN FILE

RECORDS INDEXING

RECORDS NATURALIZATION FILE

No Staffing Letter

Customize Letter

File Missing/Lost

Location Address Office Contact

RAFACS

Name

Email

CC Email

Request File Cancel

Contents Discussions Case Actions History

Task	Status
Search For Duplicate Cases	Completed
Create Additional Cases	Not Started
Create File Request	Not Started
Acknowledgement Letter	Not Started
Final Action Letter	Not Started
Specialty Letter	Not Started
Status Letter	Not Started
Blank Letter	Not Started
Interest Letter	Not Started
Expedited Denial Letter	Not Started

Records Listbox Case Processor Case Approver Unit Chief Upfront Approver Pending Reassign Office

Page 1 of 2 00.0% Viewing version 1

This is only if there is no A-number and you have checked and the receipt file is not at the NVC. This is what the response will look like:

13. REASSIGN OFFICE

This function is used to move a case that was scanned in the NRC queue to another queue for processing.

Re-assign the case if the request is for a contract (CNT).

Re-assign the case if the request is for CIS Personnel Information (HQS).

Re-assign any SIG case to COW.

First you must select the correct office. Use the drop-down box to select the office where you want the case to go, search for duplicate cases, and then create the case:

FIPS v7.0 Training build 06 Work Queries Actions

Processing Fee Information

Office: NRC	NRC2010006656REQ	Status	Request Case Creator mlporter
Re: BLR	Scanned	Created	Perfected
11 CLP	11/05/2010		Final Action
CNT			

Request: 11/05/2010

Select the correct office

DLS
GEN
HQS
NRC
OBL

Porter
ita Journal-Constitution
Perimeter Center Parkway
ita GA 30303

Subject information

First: _____ Middle: _____

A-Number: _____

Topic: H-1B Visas filed by OutSource Georgia, Inc., 2008 to present.

After you change the office to COW, create the case. The case will have a COW number.

Next, click on "Reassign Office"

FIPS v7.0 Training build 06 Work Queues Actions Standard Search

Processing Fee Information

Office: **COW2010000341** Status: **Open Case Creator reporter** Web Entry

Received: **11/3/2010** Scanned: **11/5/2010** Created: **12/9/2010** Perfected: Final Action: **Closed** Final Reply Date: **12/31/2010**

Requester Information

(b)(6) **Rhea Porter** **1. Change Office** Edit Requester Change Requester

Subject Information

First: Middle: Last:

A-Number:

Topic: **H-1B Visa Denial by Quasource Georgia, Inc. 2009 to present.**

Track: **2** Bureau: **CRS** ☐ Print To CD

Type: **FOIA request** ☒ Expedited ☐ PA Cited

Source: **News Media** ☒ Not Requested ☐ In Litigation

Category: **Special Interest Group** ☒ Fee Waiver ☐ Not Requested ☐ In Computer Search

☐ Delinquent

Calculate Queue Position

Save

Task	Discussions	Case Actions	History
Document Type	Seq.	Pages	Status
<input type="checkbox"/> Duplicate Request Letter	3	2	Scanned
<input type="checkbox"/> Request Supporting Documents	2	4	Scanned
<input type="checkbox"/> Request Letter	1	2	Scanned
			Date
			11/4/2010 2:30:08 PM
			11/5/2010 8:36:12 AM
			11/3/2010 8:36:09 AM

2. Click here

Records Locator **Case Process** **Case Approver** **Unit Chief** **Supervisor Approver** **Reassign Office** **Don**

Page 1 of 2 80.5% Viewing version: 1.

You will not be creating an acknowledgement letter or staffing. Before you click on "Reassign Office," prepare an e-mail addressed to NRC, FOIASIG with the case number and brief description of the topic, requester or reason you assigned the case to SIG.

14. CLOSING A CASE AS “NA:FOIA or PA not applicable:”

Sometimes a requester will file a FOIA request asking for the return of original documents, the status of a petition, or a question, not asking for records. If FOIA/PA does not apply to the request, you would create a Final Action Letter and select the closing code “NA: FOIA or PA not applicable.” You will have to select a Non-FOIA Operational Unit. Choose “NRC-Director.”

Note: if the request for return of original documents is on Form G-884 which was inadvertently scanned in as a request, you will be closing the case “ER.” Please refer to REQUESTS: Return of original documents.

Processing	Fee Information
Final Action Letter DP: Duplicate ER: Created in Error FC: Requestor's failure to comply FI: Requestor's failure to ID records NB: Not applicable - certified copy NR: Non-possession of records OR: Old records RD: Redirected to another agency RF: Referred by a DHS Component UT: Unable to locate records WD: Request withdrawn	Final Action Dependent Options Records Needed Insert Clerk of Courts/National Archives paragraph Insert Women married to U.S. citizens paragraph Non-FOIA Operational Units NIL Non-FOIA Offices Privacy Act Amendment Request REQUEST FOR FILE FROM A FOREIGN ECO Service Centers TRN FOIA/PA UNIT EWCF
Reasons	Redirects/Referrals
<input type="button" value="Submit"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>	

You do not have to modify the referral letter. You will have to select the applicable box in the Final Action Letter and possibly add other instruction, if necessary. Send the case to Up-front Approver.

15. ER (created in error) CASE CLOSINGS

Prepare a Final Action Letter using the “ER” option for cases when the following situations arise:

1. When a G-884 Return of Original Documents is scanned in FIPS.
2. When a routine use/child support request has been scanned in FIPS.
3. When subpoenas/court orders have been scanned in FIPS.
4. When a Bond Obligor request has been scanned in FIPS.
5. Requests from Foreign Consulates (no letter required)

FIPS will not create a letter. Prepare a detailed Discussion. Send the case to Up-front Approver. The supervisor will review and close the case.

16. FC (failure to comply) CASE CLOSINGS

If you are closing a case FC because of consent, verification of identity or failure to reasonably describe the record they are seeking, please refer to

O:\Foia\FOIA_LIBRARY\Case_Create_References\Case_Create_Template_Letters\Failure to Comply Letter and select the applicable paragraph for your final action letter. Please enter the date of the last correspondence to the requester/subject.

17. MARKING A DOCUMENT “DO NOT SEND”

From time to time, there will be an instance when we should not mail a system-generated letter. Examples include instances where a status letter is created in error, or a referral memo is erroneously created. To ensure that the letter or memorandum is not inadvertently mailed, please take the following steps:

1. Type “DO NOT SEND” at the top of the page,
2. Delete all the information in the letter/memorandum, and
3. Create a Discussion which explains why the letter/memo should not be mailed.

Accomplishing the steps above will make it easier for the O/A room to identify letters created in error.

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Updated on 12/19/2011

18. ACKNOWLEDGEMENT LETTERS

We prepare acknowledgement letters in all cases **except** for routine use and Red Cross last known address requests. The example in this guide shows how to do a standard acknowledgement letter if we have verified consent and identity, the requester has not asked for expedited treatment or a fee waiver, and we have found a responsive record. As you go through this example, please keep in mind that there are many factors which would require you to prepare the acknowledgement letter differently.

Go to the “Tasks” tab and select “Acknowledgement Letter”

Contents	Discussions	Case Actions	History
Task		Status	
Search For Duplicate Cases		Completed	
Create Additional Cases		Not Started	
Create File Request		Completed	
<u>Acknowledgement Letter</u>		Not Started	
Final Action Letter		Not Started	
Specialty Letter		Not Started	
Status Letter		Not Started	
Blank Letter		Not Started	
Interest Letter		Not Started	
Expedited Denial Letter		Not Started	

Records Locator	Case Processor	Case Approver	Unit Chief	Up-Front Approver	Paid	Reassign Office	Se
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After selecting “Acknowledgement Letter,” the Acknowledgment Letter Options screen will open. Options on this screen will allow you to ask for other documentation and will also allow you to add a Track 3 Denial or Lost File paragraph:

Case360 Home

FIPS v7.0 Training build 06 Work Queries Actions S

Processing Fee Information

Acknowledgement Letter Options **Additional Documents Required**

Fee Estimate:

Prepayment Required:

☐ Other Requester Documentation

☐ Advance Payment Returned

☐ Add Lost File Paragraph

☐ Add Track 3 Denial Paragraph

Additional Options

No options found.

Since our example case does not require us to select any options, we will click on “Generate Letter.” Our only option at that point is to click OK:

Case360 Home

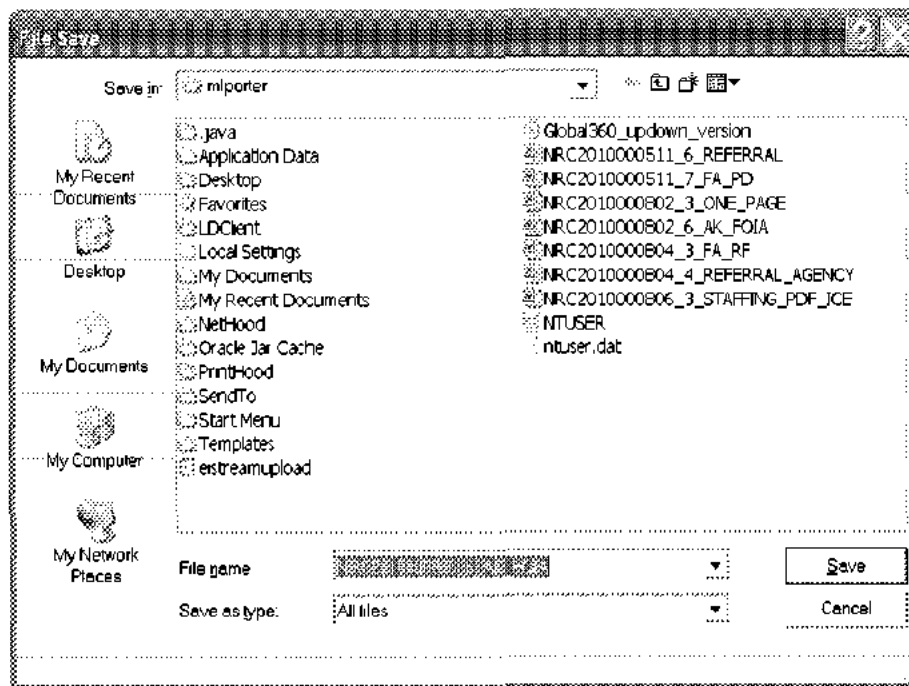
FIPS v7.0 Training build 06 Work Queries Actions Standalone Search

Processing Fee Information

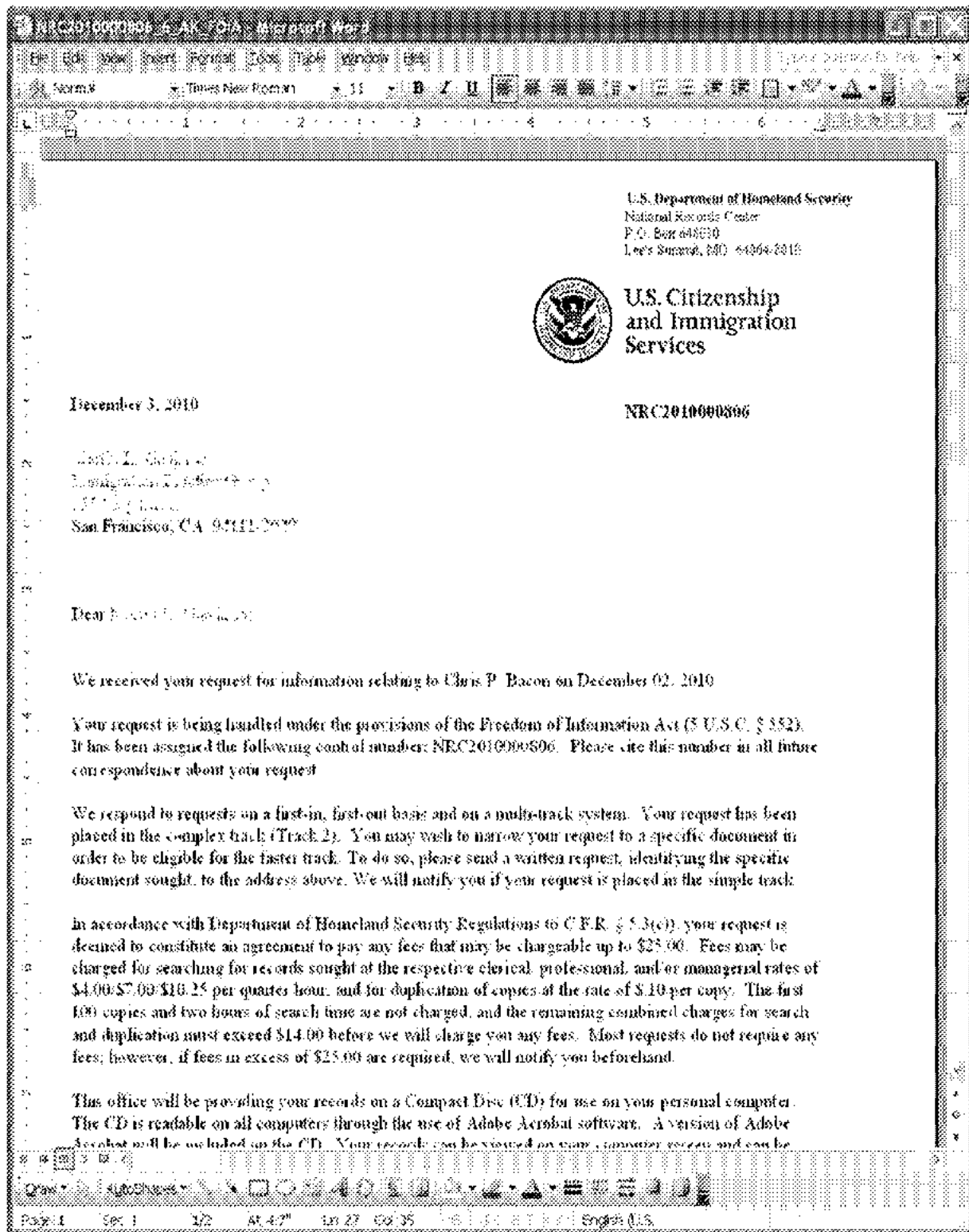
Successfully generated letter Acknowledgement Letter-FOIA.

Click on OK to continue.

As soon as you do, a File Save pop-up window will appear. Click “Save.”



The acknowledgment letter will pop up:



You may have some modifications to make to the letter. After you finish, save the Word document and exit Word. Next, go to the "Contents" tab and click on the "Check in Document" icon.

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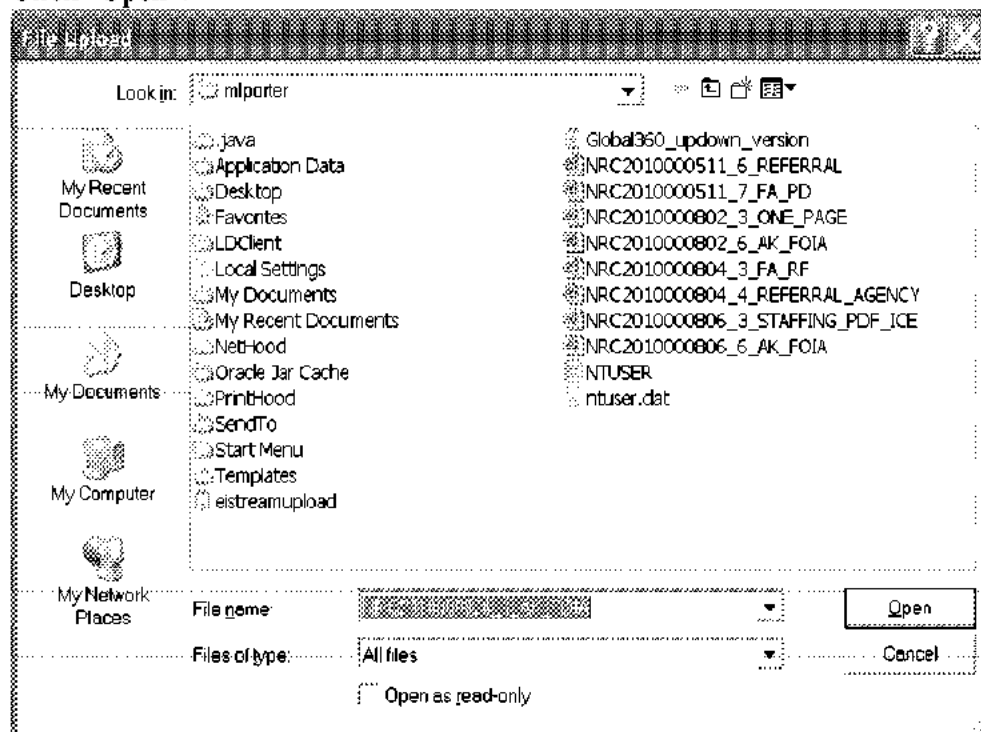
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Updated on 12/19/2011

Tasks		Discussions	Case Actions	History			
Document Type	Seq.	Pages	Status	Resp Unit	A Number	Date	
Acknowledgement Letter-FOIA	6		Editing			12/3/2010 10:14:14 AM	
Check In Document	5		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM	
Staffing Response	4		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM	
Staffing Letter - ICE PDF	3		Editing	DRO - SEA Seattle		12/3/2010 8:28:17 AM	
Request Supporting Documents	2	4	Scanned			11/5/2010 8:32:47 AM	
Request Letter	1	2	Scanned			11/5/2010 8:32:45 AM	

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Pend	Reassign Office	Se
-----------------	----------------	---------------	------------	-------------------	------	-----------------	----

Click “Open”:



In this example, we are now ready to send this document to “Pend.”

19. DISCUSSIONS

Discussion notes are crucial to creating and processing a case. When creators are establishing the case in FIPS, they should note any unusual circumstances or details in a Discussion for later reference. FIPS also automatically generates Discussions in various situations, such as duplicate,

multiples and when responsive records are copied from one case to another. Because Discussions become a permanent part of the case in FIPS, you should not use Discussions to record personal feelings or to debate, question, or even to seek clarification. A FOIA/PA Assistant should discuss issues needing clarification via e-mail, a telephone call or a personal visit to his or her supervisor.

20. CHANGING A REQ TO A CSD

(Note: this article pertains to people who work in the Research Queue)

Occasionally requester documents, certificates of identity, status requests and other correspondence will inadvertently get scanned into FIPS as a new request. If you encounter these types of documents in FIPS as REQ's, please attempt to locate the case to which the documents belong. After you locate the case in FIPS, make a note of the control number. Create a Discussion asking Research to add the request as CSD to the appropriate case. Next, go back to the worksheet in FIPS and Send to Research.

A person working the Research queue will assign the request to CSD as follows:

Search Case Research Queue

Status

Control Number COW2010000341

Request Number

Created After

Office

Requester Last Name

Requester First Name

Requester Middle Name

Subject Last Name

Subject First Name

Subject Middle Name

A-Number

Topic

1. Enter the case number you are attaching the document to.

2. Click Submit

Control Number	Requester Last Name	Requester First Name	Requester A Number	Last Name	First Name	Middle Name	Topic
COW2010000341	Porter	Rhea					H-1B visas filed by OutSource, Inc.

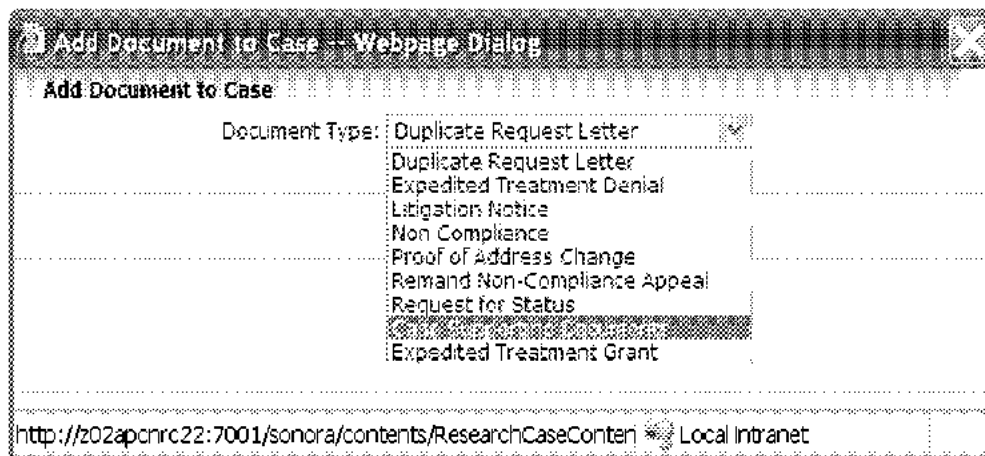
3. Click List Pending Documents Icon

Document Type	Seq.	Pages	Status	Responsive Unit	A-Number	Created Time	Modified Time
Total item(s) found: 0 of 0							

4. Click Add Document to create a new CSD slot.

☐ Open next

http://202apocrc22.2001/bonora/Query?op=main&name=sQry_PendingDocument&forCase=RESEARCHCASEFOLDERID=0&C



21. TROUBLESHOOTING WORK *FROM* THE OA ROOM

The FOIA/PA Assistants assigned to the mail are responsible for picking up faxes and mail (in the black bins marked Troubleshooter) from the OA room and in the basket located next to the copier in shared workroom each day and are responsible for sorting and working the mail. Individual team members expecting a fax should notify his or her supervisor or retrieve the fax. If the case has been created, insert a Discussion (Scan in fax and notify [me] when the fax has been scanned). If the fax needs to be scanned in before reviewing, the FOIA/PA Assistants can scan it in and notify you. They may also deliver the fax or mail if needed.

22. TROUBLESHOOTING WORK *TO* THE OA ROOM

When new requests are taken to the OA room, place them in the “New Request” bin on the counter.

When taking requester documentation, CSD’s, responsive records or certifications of identity to the OA room, write “Requester Docs” or “CSD” on the first page, along with the date and your initials.

23. FOIA MAILBOXES:

FOIA has access to various e-mail mailboxes that serve different purposes. The paragraphs below describe these mailboxes and their purposes. E-mails to any of the FOIA mailboxes must contain specific instructions.

23.1 THE OA ROOM (NRC, FOIAOA)

Send e-mails to the OA Room when:

- The request letter and supporting docs need to be printed and scanned in as a new case. Include instructions to the case creator, if necessary.
- The original Final Action Letter and responsive records were mailed but the requester never received them. The OA room will reprint the records to CD or paper and re-mail per instructions provided in the e-mail. The instructions must include the control number and whether to print CD or paper, as well as how the case was closed "G1 or PD." Include a Discussion in the original case.
- The responsive records need to be re-printed to CD due to the requester receiving a broken CD.
- The requester has either has a changed or new address; therefore, the records need to be re-printed and re-mailed to the requester. You need to state in your instructions to the OA room that you've made the changes to the address in the final action letter. Correct the address on the final action letter and the FIPS database. State that you've changed the address in a Discussion.

Don't forget to add a Discussion to the original case.

23.2 MSB (NRC, NRCFOIAMS)

Send e-mails to the MSB mailbox when:

- An appeal is encountered in case create that was not previously addressed.
- An expedited treatment is encountered in case create or Records Locator queue that was not previously addressed. Personnel handling the MSB mailbox will forward the e-mail to the supervisor(s) handling the expedited treatment.

All e-mails to the MSB mailbox should contain the control number, the A-number or subject of the case, and specific instructions relating to the case.

23.3 FIPS PROBLEM (NRC, FIPSPROBLEM)

Send e-mails to the FIPS Problem mailbox:

- If errors are encountered in the case

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Updated on 12/19/2011

- If responsive records need to be copied from one case to another
- If records are incorrectly scanned in a case and need to be removed

All e-mails to FIPS Problem mailbox must contain specific instructions, including a description of the problem and the role of the case; standalone, create, locator or processing and the control number or REQ number if you were creating the case.

23.4 FOIA FILE REQUEST (NRC, FOIAFILEREQ)

Send e-mails to FOIA File Request if you discover A file sitting on a shelf and it has not been scanned in to the case. Include the control number and the A-number in these e-mails.

24. E-MAIL TO CUSTOMERS

If necessary, send a message to the USCIS mailbox outlining what needs to be sent. The MSB supervisor will generate the e-mail to the requester and transmit. Include all information in the e-mail that the MSB supervisor will need in order to be able to send the e-mail. Put a Discussion in FIPS outlining your request to MSB. If you are asking for more information from the requester, create a slot in the case in FIPS to ensure that the case will close out automatically if no response is received from the requester.

25. MAIL

The FOIA Division receives two types of mail: Returned Mail and Direct Mail.

25.1 RETURNED MAIL:

25.1.1 *Interim Interest Letters*

Returned Interim Interest Letters are scanned as Requester Docs.

Except for Interim Interest Letters, all returned envelopes and letters are scanned as CSD's.

Do not use forwarding addresses provided by US Postal Service.

OA's will note each case with action taken for each piece of returned mail. Notes are to be complete and concise. They should include the reason the letter was returned, action taken, and the OA's name.

Note: Not all letters are acknowledgment letters. The returned correspondence could be a status letter or request for additional information. Before letters are updated with the correct address, confirm the correct letter is being updated. The Discussion should include the type of letter being corrected and resent.

25.1.2 Acknowledgement letters

Compare address on acknowledgement letter to address on the G-639, G-28 and returned address on the original envelope.

A. If there is a transcription error in the address:

1. Correct the address in the address section of the FIPS worksheet and click on the "U" to update FIPS.
2. Correct the acknowledgement letter and resend letter.
3. Write the ID of the case creator on the returned letter and give to OA Supervisor. Do this in a controlled manner so that you and the supervisor are the only ones who see this paperwork.
4. Note the case. Example of the Discussion:

Title of Discussion: **Returned Mail – no such number**

Body of Discussion: Address on letter did not match G639. Street address should be 1003 Market Street, not 103 Market Street. Updated FIPS and ack letter and resent letter. Name.

5. Returned acknowledgement letters with a requester document need to be repended for additional time. **Give the letter to the OA supervisor to repend.**

B. If the address on the acknowledgement letter matches the address on the G-639, G-28 and/or return address on original envelope:

1. Note the case. Example of the Discussion:

Title of Discussion: **Returned Mail – no forwarding address**

Body of Discussion: Address matches G-639. No other address found. Did not resend ack letter.

2. Give acknowledgement letter to OA Supervisor to Close.

25.1.3 Final Action Letters

Compare address on final action letter to address on the G-639, G-28 and returned address on original envelope. Check all CSDs for a new address.

- A. If address matches G-639 and/or G-28 and no other address is found, note case with the reason the letter and responsive records were returned. Discussion should include “no other address found; did not resend final action letter” and OA’s name. **Scan envelope and front page of letter as CSD.**

Shred the letter and responsive records.

- B. If another address is found in the CSDs:

- 1. Update FIPS and final action letter, reprint letter, and label and resend. **Scan original letter and envelope as CSD.**
- 2. Write the ID of the **case processor** on the returned letter and give to OA Supervisor. Do this in a controlled manner so that you and the supervisor are the only ones who see this paperwork.

25.1.4 CDs

- A. CDs Returned for postage.

Make a copy of the CD and re-mail. Attach the copy of the CD to the original CD mailer and give to the OA Supervisor. Note the case with the following Discussion.

Title of Discussion: CD Returned for Additional Postage
Body of Discussion: Re-mailed CD, date and name

- B. CDs Returned due to Incorrect Address.

Compare address on final action letter to address on the G-639, G-28 and return address on original envelope. Check all CSD’s for a new address.

- 1. If address matches G-639 and/or G-28 and no other address is found, note case with the reason the CD was returned. Discussion should include “no other address found; did not resend CD” and OA’s name.

Shred the CD.

- 2. If another address is found in the CSD’s:

- a. Make a copy of the CD and returned envelope.

- b. Update FIPS and reprint a new label. (Do not update letter in FIPS). Put the new label on the outside of the CD Mailer (not directly on the CD).
- c. Write the ID of the **case processor** on the copy of the returned CD and give to OA Supervisor. Do this in a controlled manner so that you and the supervisor are the only ones who see this paperwork.

25.2 DIRECT MAIL:

This is mail sent directly to NRC from requesters, subjects, attorneys, etc. The content of direct mail is varied and usually requires some type of action. Direct mail could consist of, but not limited to, any of the following:

- Change of Address (see Request for Change of Address)
- Status Request (see Status Letters)
- Withdrawal of Request (see Withdrawal of FOIA/PA Request)
- A request to change the scope of a FOIA request. The action required to change the scope of a request could involve changing the track of the case; depending upon the type of information/documents requested.
- Correspondence about delinquent payments (including checks)
- Responses to Track 3 denial or Expedited Treatment denial
- Responses to requests for additional information
- Requester asks for their record on paper: scan in as a case supporting document (CSD)

We may respond to direct mail in writing or by phone, and some mail requires no response.

Please create a Discussion describing the problem and how it was corrected. FOIA/PA Assistants assigned to handle mail should initial, date, and write what kind of document (such as CSD or REQ DOCS) on the top page and staple the pages together after scanning. Case creators may deliver the fax or mail with CSD's to the OA room for scanning.

Mail or faxes regarding delinquent payments, payments made or checks received is pulled prior to distributing to the Team. If any of these types of documents are inadvertently left in with the mail, please give them to the Team supervisor.

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Updated on 12/19/2011

25.2.1 Mail concerning Track 3 or expedited treatment

If we receive additional correspondence via e-mail, mail or fax relating to an existing case, asking for expedited processing or processing as Track 3; forward the correspondence to the MSB supervisor. A supervisor must review the correspondence and make a determination. We must address within 10 days in writing our response to the expedited or Track 3 processing request, whether we grant or deny. FOIA/PA Assistants assigned to mail will place the mail in the Track 3 or Expedited Review bin.

Insert a Discussion titled "Expedited Treatment Request" or "Track 3 Request." In the text of the Discussion type whether it was denied or approved and the sequence number of the status letter. Scan the additional correspondence in as a CSD.

If the requester responds to our denial of expedited treatment or Track 3 processing, the procedure is essentially the same: forward it to the MSB supervisor, who will make the determination.

If a FOIA/PA Assistant working in Records Locator queue discovers correspondence relating to expedited processing or Track 3 scanned in but has not been addressed by a supervisor, the Assistant should insert a Discussion and send the case to Admin or Unit Chief. Send an e-mail to the supervisor handling the expedited requests and include the control number of the case.

25.2.2 Requester documentation / additional information

This consists of documents or more information that we have asked the requester/subject to provide. When the information is received it is scanned into the requester documentation slot. Use the additional information provided to continue creating the case. If the requester/subject did not provide the alien number, use the information provided to search CIS (9102, 9103 or 9106) and CLAIMS to locate any responsive records, or receipt files. If you cannot locate any records relating to your person, close the case as NR. Copy screen-prints of your searches for scanning in as CSD. (FYI CSD's can be scanned in after a case is closed).

We do not re-open cases that close as FC because the requester failed to reply within the time allotted - unless it is our fault. An example of our fault would be they sent back the requester docs and the envelope was postmarked before the deadline. It doesn't matter if they are one day late returning the requested information. The Team will send the requester a letter advising them that their case has been closed as a FC. If the requester still has an interest in receiving the information, he or she will need to submit a new FOIA request. This includes cases closed within the same month. We are handling these

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FC requests the same for everyone so nobody is getting unfair treatment. However, if you receive a call asking for more time to return the requester docs, and before the case closes, you may repend. A template FC letter is located at: O\Foia\FOIA LIBRARY\Case Create References\Template Letters\FC Letter.

25.2.3 Request for change of address

If you receive a Form AR-11 or other correspondence from an alien wanting to submit a change of address, forward the original letter and enclosures to the following address:

U.S. Department of Homeland Security
Bureau of Citizenship and Immigration
Change of Address
PO Box 7134
London, KY 40742-7134

For commercial overnight or fast freight services only:

U.S. Department of Homeland Security
Bureau of Citizenship and Immigration
Change of Address
1084-I South Laurel Road
London, KY 40744

25.2.4 Status letters

The public has the ability to check online the status of their FOIA request(s) with NRC at (www.uscis.gov).

From www.uscis.gov, find the link near the bottom of the left column under “Other Services” marked “[FOIA Request Status Check](#).” Click there to navigate to the online status check page.

The on line status check will indicate whether the request is still pending, or whether the case has been processed or closed within the last six months.

If the request is still pending, the online status check will indicate the position of the request relative to all pending USCIS requests in the same processing track. It also provides the date the request was received.

If the request was processed or closed within the last six months the requester will be given the date the request was closed. The system does not discern how the request was closed i.e. DP, G1, PD etc., however it does address cases closed for Failure to Comply.

If the control number entered is not recognized, the requester will be advised the number entered is invalid or the case was processed more than six months ago.

The previous method of providing a status letter did not give the requester accurate information. In order to better serve our customers Teams should paste in the online FOIA Request Status Check every time a status is requested.

If you need to generate a status letter due to correspondence via mail, e-mail or fax, please run the control number with the online FOIA Request Status Check. You should not provide status to the requester using the "Q" button. Change the information on the letter that shows the status of the case, replacing it with the results from the online status check before you close and save. Use the latest Status Letter from O:\Foia\FOIA LIBRARY\Case Create References\Case Create Template Letters, since the letter in FIPS may not be the current version. This ensures that the requester will receive accurate information.

Please print the online status check and send it to be scanned in as a CSD to support the status letter.

25.2.5 Withdrawal of a FOIA/PA request

A requester must send us a document to withdraw a pending request. Upon receipt of a written request to withdraw a FOIA, please have the request scanned into the case as CSD. Make sure that the WD letter has been scanned in before you close the case. Ask your supervisor to send the case to you in Records Locator queue. Add a Discussion indicating that the request was withdrawn per the documents found in CSD.

25.2.6 Mail received in a foreign language

If we receive mail written in a foreign language and you cannot determine whether it is a FOIA request, forward the mail to a supervisor. The supervisor will forward the documentation to MSB, who will then return the translated mail.

26. BLANK TAPES/CD's

If you receive a blank VHS tape, cassette or CD with a FOIA/PA Request, return it to the requester.

27. VIDEO REPRODUCTION

As responsive records are scanned into FIPS, when the scanner encounters any type of media, they forward the alien file to MSB when their scanning is complete. The MSB staff assigned to audio/video reproduction will copy the media and insert a Discussion that it is complete. Once the case is processed, the processor will send an e-mail to the MSB mailbox with the case number and the page(s) number where the media can be located. MSB will pull the media and process/make any necessary redactions. The media will be mailed to the requester separately.

28. CONGRESSIONAL REQUESTS AND APPEALS

a. Congressional requests. True congressional requests are requests from a congressman or senator for information which usually does not relate to an alien file or receipt file. Most FOIA/PA requests with congressional correspondence should be handled under paragraph b. below. If you feel that you have a true congressional request or appeal, control the case, put the case in Unit Chief and e-mail your supervisor the control number. A supervisor will either send the case to SIG or return the case to you for staffing.

b. Congressional requests on behalf of a constituent: These are requests that have some kind of congressional correspondence included with the request from the subject. These cases should be created in the same manner as any other FOIA or PA request. Please use the subject's name as the requestor, mark "self" in the source block, create the acknowledgment letter and go out for verification of identity or consent as needed. Insert a case note, and e-mail Vicki Ohmell the control number.

29. INCORRECT PAGE COUNTS:

The OA room will give final action letters with responsive records to the Team supervisors if the page count in the letter differs from the amount of pages printed. The supervisors will distribute to Team members to correct the page counts.

1. Using FIPS Standalone, go into the case that corresponds to the final action letter (NRC2010____). After the case is opened, determine the corrective action needed by comparing the responsive records in the case to the printed responsive records.
2. Correct the final action letter and reprint the letter.

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3. Attach the reprinted final action letter to the responsive records.
4. Take the reprinted final action letter with the responsive records to the OA room to be mailed out.
5. Write the User ID Number of the person who created the final action letter in the upper right corner of the incorrect letter, and notate on the letter the corrections that you made. Do this in a controlled manner so that you and the supervisor are the only ones who see this paperwork.
6. Stack the incorrect final action letters in a separate pile. Write "ERRORS" on a post-it note and stick the post-it note to the top page to identify these as the incorrect letters.
7. Give the incorrect letters to the Team supervisors. The supervisors will give the incorrect final action letters to a FOIA supervisor daily for distribution and review.

30. ALIEN'S STATUS VERIFICATION LETTERS:

The National Records Center no longer issues certified Status Verification Letters to aliens. These letters were usually issued to individuals who had lost their Naturalization Certificates and needed verification of their status to apply for a passport or old age pension benefits in another country. If you get a request for certified Status Verification Letters, refer these individuals to USCIS.GOV to make an INFOPASS appointment.

31. INQUIRY FOR FILE REVIEW:

If you receive an e-mail regarding an inquiry for a file review, and the request is not in regard to a FOIA request, do not call the person or forward the e-mail to another NRC Division. Forward the e-mail to a Supervisor.

32. RECORDS LOCATOR QUEUE

Cases assigned to Records Locator queue will require some kind of action. Some of the most common reasons are:

- The staffing has to be re-pended
- Additional PII or consent is needed

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- Requester docs have been received
- Requester writes to request the record on paper
- The wrong records were scanned into the case
- We need to send an interim interest letter to an incarcerated individual
- The file is lost
- We got a response of not found or consolidated from a service center.

It is important to read all Discussions as well as insert Discussions as necessary. Listed below are points/actions that you should consider while working cases assigned to Records Locator queue.

32.1 Always check cases in FIPS for duplicates searching all offices using the Alien number and name of the subject of record. If the subject of the request is a petition, it may help to search by the requester to see if that petition has already been addressed.

32.2 Read and follow directions in any Discussion found in the case regardless of age or who put them in. If there is a question, see your supervisor before proceeding with any action on the case.

32.3 Anytime you create a new staffing for the same A-file or receipt, you must cancel the one it replaces.

32.4 Do not cancel file requests and re-staff just because the request is old and has been pending for an extended period. Canceling file requests and re-staffing due to age affects the aging reports and makes it impossible to track these pending cases properly. Please continue to repond these cases as necessary.

32.5 If the A file has been scanned in and we are waiting on a T-file, review T-file staffings in NFTS History. If the T-file has been deleted or combined with an A-file or is from a RAFACS conversion, then cancel that staffing, because the T-files no longer exist. Send the case to the processor.

32.6 If the A-file has been scanned in, but there is an open pending slot for a T-file: Review "T" file history in NFTS. If the "T" file has been consolidated /combined with the A-file, check the date it was consolidated. If the "T" file was scanned in with the A-file, cancel the pending "T" file slot and send the case to the processor.

32.7 If you see it has been through image process box and returned to a shelf then further research is required.

32.7.1 Check all offices for duplicate cases in FIPS using the alien number.

32.7.2 Does the subject have more than one alien number per a Discussion or on their request? If so, search those for potential duplicate cases.

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32.7.3 If you find a duplicate case, make a Discussion and advise NRC_FIPSPROBLEM mailbox with an e-mail and repend.

32.8 Additional PII needed: Sometimes when a processor retrieves a case, he or she will determine that additional PII or verification of identity is needed from the requester/subject. You will have to create an Interim Response Letter and check the other documentation box. Modify the letter and attach the Requester Documentation Attachment (located at: O:\FOIA\FOIA Library\Case Create References\Case Create Template Letters\Requester Docs Attachment). Check the boxes required and pend the case for Requester Documentation. If the processor is asking for information that is already present in the scanned documents, put in a Discussion asking for clarification on what the processor is requesting. You may also have to point them to the slot where the information is currently contained.

32.9 If you pull a case in Records Locator queue and the Requester Documentation has been received: Review the information provided, if the requester/subject has provided the requested PII and/or consent, request the file.

32.10 The requester/subject may respond negatively to the request for PII. If we receive a negative response, attempt to locate an alien file and staff, matching as much of the PII as possible. Pend the case for responsive records.

32.11 If the requester/subject does not return the PII we asked for, and if a positive match cannot be identified in CIS or CLAIMS with the PII provided, generate a FC letter and replace the contents of the letter with the template letter Failure to comply letter-PII. The template is located at: O:\FOIA\FOIA Library\Case Create References\Case Create Template Letters\Failure to Comply Letter. Send the case to approver when you are finished.

32.12 Deleted.

32.13 If a request for consent is returned but the requester says he or she is a third party requester (they have no relationship to the subject of the record and cannot or will not get consent), request the file. Create a Discussion advising the processor to process this case as third party without consent.

32.14 Occasionally you will pull a case in Records Locator queue and there is a Discussion stating the wrong records have been scanned into the case. This will require some investigative work before a solution can be determined.

32.14.1 Did the Case Creator use the wrong alien number when the case was originally created or when the records were staffed? If so, please request the correct file. You must then send an e-mail to FIPS Problem mailbox and ask that the wrong records be removed. Clicking the link above will automatically send a copy to the FOIA Program mailbox.

32.14.2 Did the requester ask for a copy of a petition they filed on behalf of a beneficiary? If so, the case was probably set up incorrectly. Check first to see if there are two cases for the requester. If not, you will need to correct the one that exists to become a request for the beneficiary's information. Locate the correct records and re-staff.

32.14.3 Did the scanning contractor scan the wrong records into the case? If you've reviewed the entire file and there was no mistake made by the FOIA unit, it is possible that the scanning contractor has scanned the wrong file into this case. Here are the steps to follow if you believe this may have happened:

32.14.3.1 Look for a pending case for the records that were scanned into your case.

32.14.3.2 If you locate a case, check to see if the responsive records have been scanned.

32.14.3.3 If they have not, you'll need to have the records moved from your case over to the correct case. You will have to have the slots in your case re-set to pending by the NRC, FIPS Problem mailbox. Clicking on the link will automatically send a copy to the NRC FOIA Program mailbox.

32.14.3.4 If the pending case already has records scanned in, review those records.

32.14.3.4.1 Are they the correct records for that case? If so, then you will need to verify that they are a duplicate of the ones in your case.

32.14.3.4.2 If they are duplicates, then you do not have to do anything with that case.

32.14.3.4.3 You will need to have the wrong records removed from the staffing response and responsive records slots in your case. Send an e-mail to the NRC, FIPS Problem mailbox. Clicking on the link will automatically send a copy to the NRC FOIA Program mailbox.

32.14.3.5 If you pull a case in Records Locator queue and there is a **Discussion instructing you to create an interim response letter because the individual is incarcerated:**

32.14.3.5.1 The request must be over six months old before we

send out the interim letter. If your case meets this criterion, create an Interim Interest Letter.

32.14.3.5.2 If the interim interest letter is returned saying the subject is no longer in custody and we do not have another address for the subject, you can close the case FC. **Do not close out the case FC without the returned mail.**

32.14.3.5.3 If the individual is still incarcerated and still interested in receiving the record, send the case to the processing queue.

32.14.3.6 If you pull a case in Records Locator queue and there is a document scanned into the Staffing Response and the Responsive Records slot which has been changed to Inactive, look at the document scanned in to the Staffing Response.

32.14.3.6.1 If the case was staffed for a receipt file that has been sent to NVC (National Visa Center), redirect the request to NVC. Create the Final Action Letter, choose "RD" and select "NVC" from the drop-down box. Save the document and check it in. Send the case to Up-front Approver.

32.14.3.6.2 If the receipt file is marked lost, file destroyed, or file cannot locate, go to Receipt files; Lost receipt file, File destroyed or File cannot locate.

32.14.3.6.3 If the receipt file has been rejected by the service, there are no records to retrieve. Close out as No Record, with an explanation of rejected receipt files.

33. REPENDING IN RECORDS LOCATOR QUEUE

33.1 Do not create a Discussion that you repended the case; the system automatically creates a record of case action.

33.2 If you open a case in Records Locator queue and the file has not been scanned in nor is there any staffing response, you will probably have to repend the responsive records slot. However, before you repend the responsive records, verify the location of the A-file in NFTS and on the 9504 screen in CIS.

33.2.1 If the file has moved to another FCO, you should cancel the current file request and create a new one to reflect the new FCO.

33.2.2 If that file has moved from the original staffing location and is now in-transit to the NRC or has been received at the NRC, repend. Do NOT cancel the original file request or re-staff to RAFACS/CIS.

33.2.3 Do not cancel file requests and re-staff just because the request is old and has been pending for an extended period. Canceling file requests and re-staffing due to age affects the aging reports and makes it impossible to track these pending cases properly.

33.3 If the file has been received by NRC and NFTS shows scanning, image processing, image problem files, streamliners (anything except a shelf location) repend.

33.4 If a SIG case comes up for repending in Records Locator queue, please repend and notify NRC, FOIASIG of this. Insert the NRC case number on the subject line.

33.5 If NFTS shows the file is at the NRC and the location is SEIT Admin "FOIA files awaiting partner" do further research. If there is an A-file and a T-file that will be scanned in together when the other arrives, then repend. If there are two separate staffings for files, then e-mail NRC, FOIAFILEREQ to research and to have the file scanned in if necessary.

34. CHANGING THE TRACK OF A CASE

Do not change the track of a case except in the following instances:

34.1 The requester is narrowing the scope of their request from a Track 2 case to a Track 1 case. Prepare a status letter and advise the requester that their case is now on the simple track.

34.2 The requester has responded to our acknowledgment letter stating that he or she did not mean specific documents only, and this would cause us to move a case from Track 1 to Track 2. Prepare a status letter and advise the requester that their case is now in the complex track.

34.3 The requester has a Track 2 case and provides the required documentation to change their request to a Track 3. Prepare a status letter and advise the requester that their case is now in Track 3.

When you change the track of a case, ensure you click the “SAVE” button prior to exiting the case. After you have changed the track, send an e-mail to NRC, FIPSPROBLEM and copy NRC, FOIA PROGRAM and your supervisor. The e-mail should include the case number and the action you took.

35. RESPONSIVE RECORDS SCANNED IN WITH STAFFING RESPONSE

Occasionally the responsive records are scanned in behind the staffing response, instead of into the responsive records slot. These cases then appear in the processing queue, but cannot be processed. The processor will send a message to the NRC, FIPSPROBLEM mailbox for correction and insert a Discussion explaining the problem.

If the case has not come up for processing and you encounter this situation in Records Locator queue, put a Discussion indicating the problem (Responsive Records scanned into Staffing Response slot), and send a message to the NRC, FIPSPROBLEM mailbox with the following information:

- The NRC control number of the case,
- The A number or Receipt Number of the records,
- The staffing sequence they are scanned into, and
- The number of pages scanned in.

Send the case to Unit Chief/Admin so that the problem can be resolved.

Click here for instructions if you pull a case in Records Locator queue that has been staffed for a **Lost File**.

36. Deleted

~~Cases received in Records Locator queue that need acknowledgement letters must be re-assigned to a Troubleshooter in the Case Create role. Please contact a supervisor with the NRC Control Number and ask that the case be re-assigned to you in the Case Create role.~~

37. RE-STAFFING

- If the file has moved to another office, cancel pending slot and staff to the correct FCO.
***Do not confuse this with files that are now in-transit to NRC.**
- If the current staffing is not correct (for example - an Atlanta general staffing instead of an Atlanta ICE staffing): Cancel the pending slot and re-staff properly.

38. FOIA SAFE

Cases staffed to the FOIA Safe are processed in the NRC queue.

While working Records Locator queue, if you pull a case that has been staffed to the FOIA Safe, **NEVER** cancel the staffing. Pend it for responsive records.

The RPC for the FOIA Safe is ZW0004.

If you see an RPC of “ZW” anywhere, it is a classified file.

39. IN TRANSIT FILES

If NFTS shows a file is now in transit to the NRC, repond. ***Do not cancel the staffing and re-staff to NRC.**

40. MODIFICATION OF RECEIPT DATES

Modification of receipt dates is a serious matter. Final approval authority to modify a receipt date is ACD or higher. Any decision to modify a receipt date must take into consideration the negative effect such an action will have on the integrity and accuracy of the data in FIPS, as well as possible legal consequences.

41. MSB DIRECTED PROJECTS

Occasionally, MSB may have special projects that require your assistance.

MSB paralegals must receive prior approval from a supervisor before approaching any member of the team member for assistance on such projects.

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Supervisors will select the person(s) to assist with the projects as needed.

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APPENDIX A: PHONE NUMBERS

NRC/FOIA Fax: 816-350-5785, 5786, 5787

ILD Incoming Call Line: 816-350-5560

Human Resource Office: 816-350-5661

CIS Forms:

By Phone: 1-800-870-3676

Website: www.uscis.gov

National Customer Service: 1-800-375-5283

EOIR 800-898-7180

APPENDIX B: ADDRESSES

MAILING ADDRESS OF NRC:

PO Box 648010
Lee's Summit, MO 64064-8010

PHYSICAL LOCATION OF NRC:

150 Space Center Loop
Lee's Summit, MO 64064

MAILING ADDRESS OF NBC:

National Benefits Center
PO Box 648005
Lee's Summit, MO 64064

MAILING ADDRESS OF CBP:

U.S. Customs and Border Protection
FOIA Division
799 9th Street NW, Mint Annex
Washington, DC 20229-1177

MAILING ADDRESS OF ICE:

Immigration and Customs Enforcement
800 North Capitol Street, 5th Floor, Suite 585
Washington, DC 20536

MAILING ADDRESS OF NATIONAL VISA CENTER:

32 Rochester Avenue, Suite 200
Portsmouth, NH 03801-2909

MAILING ADDRESS FOR APPEALS

DHS, USCIS, NRC
FOIA Appeals Office
150 Space Center Loop, Suite 500
Lee's Summit, MO 64064-2139

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APPENDIX C: NATIONAL VISA CENTER VALID CONSULATE PREFIX CODES

ABD- Abu Dhabi (United Arab Emirates)

ABJ – Abidjan (Ivory Coast)

ACC- Accra (Ghana)

ACK- Auckland (New Zealand)

ADD- Addis Ababa (Ethiopia)

ALG – Algiers (Algeria)

AMN – Amman (Jordan)

AMS – Amsterdam (Holland)

ANK – Ankara (Turkey)

ANT – Antananarivo (Madagascar)

ASM – Asmara (Eritrea)

ASN – Asuncion (Paraguay)

ATA – Almaty (Kazakhstan)

ATH – Athens (Greece)

BCH – Bucharest (Romania)

BDP – Budapest (Hungary)

BEN – Bern (Switzerland)

BGH – Post not Assigned

BGN – Bridgetown (Barbados)

BGT – Bogota (Colombia)

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BLZ – Belize City (Belize)
BMB – Bombay (aka Mumbai, India)
BNK – Bangkok (Thailand)
BNS – Buenos Aires (Argentina)
BRS – Brussels (Belgium)
BRT – Beirut (Lebanon)
BUJ – Bujumbura (Burundi)
CDJ – Ciudad Juarez (Mexico)
CLM – Colombo (Sri Lanka)
COT – Cotonou (Benin)
CPN – Copenhagen (Denmark)
CRO – Cairo (Egypt)
CRS – Caracas (Venezuela)
CSB – Casablanca (Morocco)
DBL – Dublin (Ireland)
DHK – Dhaka (Bangladesh)
DJI – Djibouti (Djibouti)
DKR – Dakar (Senegal)
DMS – Damascus (Syria)
DOH – Doha (Qatar)
DRS – Dar Es Salaam (Tanzania)
FRN – Frankfurt (Germany)

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FTN – Freetown (Sierra Leone)
GEO – Georgetown (Guyana)
GTM – Guatemala City (Guatemala)
GUZ – Guangzhou (Canton)
GYQ – Guayaquil (Ecuador)
HAV- Havana (Cuba)
HCM – Ho Chi Minh City (Saigon)
HLS – Helsinki (Finland)
HML – Hamilton
HNK – Hong Kong
HRE – Harare (Zimbabwe)
ISL – Islamabad (Pakistan)
JAK – Jakarta (Indonesia)
JHN – Johannesburg (South Africa)
JRS – Jerusalem (Israel)
KDU – Kathmandu (Nepal)
KEV – Kyiv (Ukraine)
KHF – Khartoum (Sudan)
KIN – Kinshasa (Congo)
KLL – Kuala Lumpur (Malaysia)
KNG – Kingston (Jamaica)
KWT – Al Kuwait aka Kuwait City (Kuwait)

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LGS – Lagos (Nigeria)
LIB – Libreville (Gabon)
LIL – Lilongwe (Malawi)
LMA – Lima (Peru)
LND – London (United Kingdom)
LOM – Lome (Togo)
LPZ – La Paz (Bolivia)
LSB – Lisbon (Portugal)
LUA – Luanda (Angola)
LUS – Lusaka (Zambia)
MDD – Madrid (Spain)
MDR – Madras aka Chennai (India)
MNA – Manama (Bahrain)
MNG – Managua (Nicaragua)
MNL – Manila (Philippines)
MOS – Moscow (Russia)
MRV – Monrovia (Liberia)
MST – Muscat (Oman)
MTL – Montreal (Canada)
MTV – Montevideo (Uruguay)
NHA – Naha
NMY – Niamey (Niger)

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NPL – Naples (Italy)
NRB – Nairobi (Kenya)
NSS – Nassau (Bahamas)
NWD – New Delhi (India)
OSL – Oslo (Norway)
OUG – Ouagadougou (Burkina Faso)
PHP – Phnom Penh (Cambodia)
PIA – Praia (Cape Verde)
PNM – Panama City (Panama)
PRG – Prague (Czech Republic)
PRM – Paramaribo (Suriname)
PRS – Paris (France)
PTD – Ponta Delgada (Azores)
PTM – Port Moresby (Papua New Guinea)
PTP – Port-au-Prince (Haiti)
PTS – Port of Spain (Trinidad & Tobago)
RDJ – Rio de Janeiro (Brasil)
RID – Riyadh (Saudi Arabia)
RKJ – Reykjavik (Iceland)
RNG – Rangoon (Burma)
SAA – Sana'a (Yemen)
SAR – Sarajevo (Bosnia & Herzegovina)

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SDO – Santo Domingo (Dominican Republic)

SEO – Seoul (Korea)

SGP – Singapore

SKO – Skopje (Macedonia)

SNJ – San José (Costa Rica)

SNS – San Salvador (El Salvador)

SNT – Santiago (Chile)

SOF – Sofia (Bulgaria)

STK – Stockholm (Sweden)

SUV – Suva (Fiji)

SYD – Sydney (Australia)

TAI – Taipei

TAL – Tallinn (Estonia)

TBL – Tbilisi (Georgia)

TGG – Tegucigalpa (Honduras)

THT – Tashkent (Uzbekistan)

TIA – Tirana (Albania)

TKY – Tokyo (Japan)

TLV – Tel Aviv (Israel)

TNS – Tunis (Tunisia)

VAC – Vancouver (Canada)

VNN – Vienna (Austria)

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VNT – Vientiane (Laos)

WRW – Warsaw (Poland)

YDE – Yaounde (Cameroon)

YRV – Yerevan (Armenia)

ZGB – Zagreb (Croatia)

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APPENDIX D: CASE CLOSING CODES

PD – The case has been processed, responsive records were released in part.

G1 – The case has been processed, responsive records were released in full.

DP – The case was closed as a duplicate of another case.

ER – Created in error. (see **ER Case Closings**)

WD – Case was closed as a withdrawal.

NA – FOIA/PA not applicable. You are required to select the office the request is being redirected to. Select “ALL”, two letters will be generated.

NR – The case was closed as no record. A search of all databases was conducted for any files relating to the subject. No results were found. All (non-responsive) screen prints are scanned in as CSD.

UT – Unable to locate alien file. Cases can be closed if the alien file is marked as lost and it has been more than one year. A thorough search of all systems must be completed.

FC – Cases close failure to comply when requesters fail to supply requested information. (i.e. Interim Interest Project, consent, subject has fugitive status or request for additional information)

FP – Cases close failure to pay when requesters fail to submit payment.

RD – Advise requester to contact another government agency to acquire records. We tell the requester whom they should contact to obtain records responsive to their request.

RF – Cases forwarded to DHS components. We tell the requester the name of the agency we referred their request to.

APPENDIX E: FORMS

www.uscis.gov

Title	Form Number
<u>Change of Address</u>	AR-11
<u>Alien's Change of Address Card</u>	AR-11SR
<u>Genealogy Index Search Request</u>	G-1041
<u>Genealogy Records Request</u>	G-1041A
<u>Notice of Entry of Appearance as Attorney or Representative</u>	G-28
<u>Biographic Information</u>	G-325
<u>Biographic Information</u>	G-325A
<u>Biographic Information</u>	G-325B
<u>Biographic Information</u>	G-325C
<u>Freedom of Information Act/Privacy Act Request</u>	G-639
<u>Verification Request (Non-SAVE agencies)</u>	G-845
<u>Document Verification Request Supplement</u>	G-845 Supplement
<u>Document Verification Request (SAVE Agencies)</u>	G-845S
<u>Return of Original Documents</u>	G-884
<u>Application for Replacement/Initial Nonimmigrant Arrival-Departure Document</u>	I-102
<u>Petition for a Nonimmigrant Worker</u>	I-129
<u>Petition for Alien Fiance(e)</u>	I-129F
<u>Nonimmigrant Petition Based on Blanket L Petition</u>	I-129S

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Title	Form Number
<u>Petition for Alien Relative</u>	I-130
<u>Application for Travel Document</u>	I-131
<u>Affidavit of Support</u>	I-134
<u>Immigrant Petition for Alien Worker</u>	I-140
<u>Application for Advance Permission to Return to Unrelinquished Domicile</u>	I-191
<u>Application for Advance Permission to Enter as a Non-Immigrant</u>	I-192
<u>Application for Waiver for Passport and/or Visa</u>	I-193
<u>Application for Permission to Reapply for Admission into the United States After Deportation or Removal</u>	I-212
<u>Application for Removal</u>	I-243
<u>Notice of Appeal or Motion</u>	I-290B
<u>Petition for Amerasian, Widow(er), or Special Immigrant</u>	I-360
<u>Affidavit of Financial Support and Intent to Petition for Legal Custody for Public Law 97-359 Amerasian</u>	I-361
<u>Request to Enforce Affidavit of Financial Support and Intent to Petition for Legal Custody for P.L. 97-359 Amerasian</u>	I-363
<u>Application to Register Permanent Residence or Adjust Status</u>	I-485
<u>Supplement A to Form I-485</u>	I-485 Supplement A
<u>Instructions for I-485, Supplement C, HRIFA</u>	I-485 Supplement C
<u>Instructions for I-485, Supplement E</u>	I-485 Supplement E
<u>Waiver of Rights, Privileges, Exemptions and Immunities (Under Section 247(b) of the INA)</u>	I-508
<u>Waiver of Rights, Priveleges, Exemptions, and Immunities</u>	I-508F

Title	Form Number
<u>Immigrant Petition by Alien Entrepreneur</u>	I-526
<u>Application To Extend/Change Nonimmigrant Status</u>	I-539
<u>For persons seeking V nonimmigrant status while in the United States or extension of V status.</u>	I-539, Supplement A
<u>Interagency Record of Request – A, G or NATO Dependent Employment Authorization or Change/Adjustment to/from A, G or NATO Status</u>	I-566
<u>Application for Asylum and Withholding of Removal</u>	I-589
<u>Petition to Classify Orphan as an Immediate Relative</u>	I-600
<u>Application for Advance Processing of Orphan Petition</u>	I-600A
<u>Application for Waiver of Ground of Inadmissibility</u>	I-601
<u>Application By Refugee For Waiver of Grounds of Excludability</u>	I-602
<u>Application for Waiver of the Foreign Residence Requirement (under Section 212(e) of the Immigration and Nationality Act, as Amended)</u>	I-612
<u>Health and Human Services Statistical Data for Refugee/Asylee Adjusting Status</u>	I-643
<u>Application for Status as a Temporary Resident Under Section 245A of the Immigration and Nationality Act</u>	I-687
<u>Application for Waiver of Grounds of Inadmissibility Under Sections 245A or 210 of the Immigration and Nationality Act</u>	I-690
<u>Report of Medical Examination and Vaccination Record</u>	I-693
<u>Notice of Appeal of Decision Under Sections 245A or 210 of the Immigration and Nationality Act</u>	I-694
<u>Application to Adjust Status from Temporary to Permanent Resident (Under Section 245A of Public Law 99-603)</u>	I-698
<u>Refugee/Asylee Relative Petition</u>	I-730

Title	Form Number
<u>Petition to Remove the Conditions of Residence</u>	I-751
<u>Application for Employment Authorization</u>	I-765
<u>Application for Replacement of Northern Mariana Card</u>	I-777
<u>Petition to Classify Convention Adoptee as an Immediate Relative</u>	I-800
<u>Application for Determination of Suitability to Adopt a Child from a Convention Country</u>	I-800A
<u>Application for Family Unity Benefits</u>	I-817
<u>Application for Temporary Protected Status</u>	I-821
<u>Application for Action on an Approved Application or Petition</u>	I-824
<u>Petition by Entrepreneur to Remove Conditions</u>	I-829
<u>Inter-Agency Alien Witness and Informant Record</u>	I-854
<u>Affidavit of Support Under Section 213A of the Act</u>	I-864
<u>Contract Between Sponsor and Household Member</u>	I-864A
<u>Affidavit of Support Under Section 213A of the Act</u>	I-864EZ
<u>Poverty Guidelines</u>	I-864P
<u>Intending Immigrant's Affidavit of Support Exemption</u>	I-864W
<u>Sponsor's Notice of Change of Address</u>	I-865
<u>Application for Suspension of Deportation or Special Rule Cancellation of Removal (Pursuant to Section 203 of Public Law 105-100 (NACARA))</u>	I-881
<u>Employment Eligibility Verification</u>	I-9
<u>Application to Replace Permanent Resident Card</u>	I-90
<u>Application for Authorization to Issue Certification for Health Care Workers</u>	I-905

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Title	Form Number
<u>Request for Premium Processing Service</u>	I-907
<u>Application for T Nonimmigrant Status</u>	I-914
<u>Petition for U Nonimmigrant Status</u>	I-918
<u>Petition for Qualifying Family Member of a U-1 Nonimmigrant</u>	I-929
<u>Application to File Declaration of Intention</u>	N-300
<u>Request for a Hearing on a Decision in Naturalization Proceedings (Under Section 336 of the INA)</u>	N-336
<u>Monthly Report Naturalization Papers</u>	N-4
<u>Application for Naturalization</u>	N-400
<u>Request for Certification of Military or Naval Service</u>	N-426
<u>Application to Preserve Residence for Naturalization Purposes</u>	N-470
<u>Application for Replacement Naturalization/Citizenship Document</u>	N-565
<u>Application for Certificate of Citizenship</u>	N-600
<u>Application for Citizenship and Issuance of Certificate under Section 322</u>	N-600K
<u>Application for Posthumous Citizenship</u>	N-644
<u>Medical Certification for Disability Exceptions</u>	N-648

APPENDIX F: USEFUL ACRONYMS

AAPM	Affirmative Asylum Procedures Manual
ABC	American Baptist Churches
ACPA	Assistant Chief Patrol Agent
ADDE	Assistant District Director of Examinations
ADDD	Assistant District Director of Deportation
ADDI	Assistant District Director of Investigations
ADIS	Arrival Departure Information System
AFACS	A-Files Accountability and Control System
AFM	Adjudicators Field Manual
A File	Alien Registration File (basic Alien File)
AILA	American Immigration Lawyers Association
AO	Asylum Officer
AOBTC	Asylum Officer's Basic Training Course
AOIC	Assistant Officer in Charge
ARB	Administrative Review Board
ARC	Alien Registration Card
ASC	Application Support Center
ASIS	Anti-Smuggling Information System
AUSA	Assistant United States Attorney
ATF	(Bureau) Alcohol, Tobacco and Firearms
AVL	Asylum Virtual Library

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BBAT	Bond Backlog Action Team
BCAA	Background Check and Adjudicative Assessment
BCIC	Border Crossing Identification Card
BCC	Border Crossing Card
BCIS	Bureau of Citizenship and Immigration Services
BEP	Backlog Elimination Plan
BIA	Board of Immigration Appeals; or Bureau of Indian Affairs
BLS	Bureau of Labor Statistics
BOP	Bureau of Prisons
BORTAC	Border Patrol Tactical Unit
BP	Border Patrol
BRP	Backlog Reduction Plan
BSS	Biometric Storage System
CAA	Cuban Adjustment Act
CAP	Criminal Alien Program
CAPES	Classification and Placement Evaluation System
CARRP	Controlled Application Review and Resolution Program
CBO	Congressional Budget Office / Community Based Organization
CBP	Customs and Border Protection
CCB	Child Care Bureau
CCD	Consular Consolidated Database
CDC	Center for Disease Control

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CDSO	Collateral Duty Security/Safety Officer
CFR	Code of Federal Regulations
CIA	Central Intelligence Agency
CIO	Chief Information Officer
CIS	Central Index System
CLAIMS	Computer Linked Application Information Management Systems
CMHS	Center for Mental Health Services
COA	Class of Admission or Change of Address
COMSEC	Communications Security
CONUS	Continental United States
COOP	Continuity of Operations Plan
COTR	Contracting Officer Technical Representative
COW	Central Office Washington
CPA	Chief Patrol Agent
CPO	Chief Privacy Officer
CSAT	Computer Security Awareness Training
CSPA	Child Status Protection Act
CSRS	Civil Service Retirement System
CSWP	Customer Service Web Portal
CUI	Controlled Unclassified Information
CUSA	Citizenship USA
DACS	Deportable Alien Control System

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DAO	District Adjudication Officer
DD	District Director
D&D	Detention & Deportation
DDD	Deputy District Director
DDP	Detention and Deportation Program
DEA	Drug Enforcement Agency
DEO	Detention Enforcement Officer
DFS	Designated Fingerprint Service
DHS	Dept. of Homeland Security
DLEA	Designated Law Enforcement Agency
DOC	Dept. of Commerce
DOD	Dept. of Defense
DOE	Date of Entry; or Dept. of Energy
DOJ	Dept. of Justice
DORA	District Office Rapid Adjudication
DOS	Dept. of State
EABM	Enforce Apprehension Booking Module
EAC	Eastern Adjudications Center
EAP	Employee Assistance Program
EARM	Enforce Alien Removal Module
EDMS	Enterprise Document Management System
EEOC	Equal Employment Opportunity Commission

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EEV	Employment Eligibility Verification
EFOIA	Electronic Freedom of Information Act (initiative)
ENFORCE	Enforcement Case Tracking System
EOIR	Executive Office of Immigration Review
eOPF	Electronic Official Personnel Folder (eOPF)
EPA	Environmental Protection Agency
ERO	Eastern Regional Office
ESC	Eastern Service Center
ETC	Eastern Telephone Center
EVD	Extended Voluntary Departure
EWI	Entry Without Inspection
FAA	Federal Aviation Administration
FARES	Fees and Applications Receipt and Entry System
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
FCO	File Control Office
FD-258	Fingerprint Card
FDL	Forensic Document Laboratory
FDNS	Fraud Detection National Security
FDNS-DS	Fraud Detection National Security – Data System
FDU	Fraud Detection Units
FEDVIP	Federal Employees Dental and Vision Insurance Program

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FEGLI	Federal Employees Group Life Insurance
FEHB	Federal Employees Health Benefits
FEMA	Federal Emergency Management Agency
FHA	Federal Housing Administration
FIPS	Freedom of Information & Privacy Act Processing System
FISMA	Federal Information Security Management Act
FLETC	Federal Law Enforcement Training Center
FMLA	Family Medical Leave Act
FOD	Field Office Director
FOH	Federal Occupational Health
FOIA	Freedom of Information Act
FOSC	Fugitive Operations Support Center
FOUO	For Official Use Only
FPS	Federal Protective Service
FRC	Federal Records Center
FSM	Field Security Manager
G-28	Notice of Entry of Appearance as Attorney or Representative
G-325	Biographic Information
G-325A	Biographic Information
G-639	Freedom of Information/Privacy Act Request
GAO	Government Accountability Office
GILS	Government Information Locator Service

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GPO	Government Printing Office
GSA	General Services Administration
HCFSA	Health Care Flexible Spending Account
HHS	Dept. of Health and Human Services
HQASM	Headquarters Asylum Division
HRIFA	Haitian Refugee Immigration Fairness Act of 1998
HRSA	Health Resources and Services Administration
HSA	Health Savings Account
HSPC	Houston Service Processing Center
HUD	Dept. of Housing and Urban Development
I-90	Application to Replace Permanent Resident Card (Green Card)
I-129	Petition for Nonimmigrant Worker
I-129F	Petition for Alien Fiancée
I-130	Petition for Alien Relative
I-131	Application for Travel Document
I-134	Affidavit of Support
I-140	Immigrant Petition for Alien Worker
I-212	Application for Permission to Reapply for Admission into the United States After Deportation or Removal
I-360	Petition for Amerasian, Widow(er) or Special Immigrant
I-485	Application to Register Permanent Residence or to Adjust Status
I-485A	Supplement to Form I-485

I-485B	NACARA Supplement to Form I-485 Instructions
I-539	Application to Extend/Change Nonimmigrant Status
I-551	Alien Registration Card (Green Card)
I-589	Application for Asylum and Withholding of Removal
I-600	Petition to Classify Orphan as an Immediate Relative
I-751	Petition to Remove Conditions of Residence
I-765	Application for Employment Authorization
I-821	Application for Temporary Protected Status
I-864	Affidavit of Support under Section 213A of the Act
IA	Immigration Agent, or Investigative Assistant
IBF	Identity and Benefit Fraud (program)
IBIS	Interagency Border Inspection System
ICE	Immigration and Customs Enforcement
ICE-BFU	ICE Benefit Fraud Unit
ICEPIC	ICE Pattern Analysis and Information Collection.
ICF	Immigration Card Facility
ICS	Information and Customer Service
IDDMS	Integrated Digitization Document Management Program
IDENT	Automated Biometric Identification System
IDMS	Identity Management System
IDP	Individual Development Plan
IE	Immigration Examiner

II	Immigration Inspector
IIRIRA	Illegal Immigration Reform and Immigrant Responsibility Act of 1996
IJ	Immigration Judge
IMMACT	Immigration Act of 1990
INA	Immigration and Nationality Act
INS	Immigration and Naturalization Service (legacy)
INTCA	Immigration and Naturalization Technical Corrections Act of 1994
INTERPOL	International Criminal Police Organization
IO	Information Officer
IRCA	Immigration Reform and Control Act
IRS	Internal Revenue Service
ISAP	Intensive Supervision Appearance Program
ISCPM	Identity and Security Checks Procedures Manual
ISO	Immigration Services Officer (USCIS)
ISRS	Image Storage and Retrieval System
ISSM	Information Systems Security Manager
ISSO	Information Systems Security Officer
IT	Information Technology
ITSR	Information Technology Service Request
JABS	Joint Automated Booking Stations
JPATS	Justice Prisoner and Alien Transportation Service
JTTF	Joint Terrorism Task Force

KST	Known Suspected Terrorist
LAPR	Lawfully Admitted Permanent Resident
LAPS	Legalization Application Processing System
LEAD	Leadership Education and Development
LES	Law Enforcement Sensitive
LESC	Law Enforcement Support Center
LIFE	Legal Immigration Family Equity (Act)
LIN	Northern Service Center (Lincoln, NE)
LOU	Limited Official Use
LPR	Lawful Permanent Resident
LULAC	League of United Latin American Citizens
MFAS	Marriage Fraud Amendment System
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
N-300	Application to File Declaration of Intention
N-400	Application for Naturalization
N-565	Application for Replacement of Naturalization/Citizenship Document
N-600	Application for Certification of Citizenship
NACARA	Nicaraguan Adjustment and Central American Relief Act of 1997
NACS	Naturalization Application Casework System
NAIS	National Automated Immigration Lookout System
NBC	National Benefits Center

NCIC	National Crime Information Center
NCJRS	National Criminal Justice Reference Service
NFTS	National File Tracking System
NIIS	Non-immigrant Information System
NLETS	National Law Enforcement Telecommunications System
NLRB	National Labor Relations Board
NOID	Notice of Intent to Deny
NQP	Naturalization Quality Procedures
NRC	National Records Center / Nuclear Regulatory Commission
NSA	National Security Agency
NSC	Northern Service Center / National Security Council
NSI	National Security Information
NSRV	National Security Records and Verification
NTA	Notice to Appear
NWIRP	Northwest Immigrant Rights Project
OCC	Office of Chief Counsel
OCDETF	Organized Crime Drug Enforcement Task Force
OCIO	Office of the Chief Information Officer
OCSE	Office of Child Support Enforcement
OEM&S	Office of Emergency Management & Safety
OEP	Occupant Emergency Plan
OEPC	Office of Emergency Preparedness and Coordination

OFR	Office of the Federal Register
OIC	Officer in Charge
OIG	Office of the Inspector General
OIS	Office of Immigration Statistics
OIT	Office of Information Technology
OMB	Office of Management and Budget
OPF	Official Personnel File
OPLA	Office of the Principal Legal Advisor
OPM	Office of Personnel Management
OPSEC	Operational Security
ORR	Office of Refugee Resettlement
ORS	Office of Records Services
OSC	Order to Show Cause / Office of Special Council
OSCE	Office of Child Support Enforcement
OSI	Office of Security and Integrity
OTD	Office of Training and Development
OUO	Official Use Only
OVC	Office for Victims of Crime
OWCP	Office of Workers' Compensation Programs
PA	Privacy Act
PAIC	Patrol Agent in Charge
RAIO	Refugee, Asylum, and International Operations

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PC	Peace Corps
PCII	Protected Critical Infrastructure Information
PIA	Privacy Impact Assessment
PII	Personally Identifiable Information
PLAIN	Plain Language Action and Information Network
POE	Port-of-Entry
PTA	Privacy Threshold Assessment
PTIG	Privacy Technology Implementation Guide
RAC	Resident Agent in Charge
RAFACS	Receipt and Alien File Accountability and Control System
RAIO	Refugee Asylum and International Operations
RAPS	Refugee, Asylum and Parole System
RAVU	Refugee Access Verification Unit
RDF	Records Digitization Facility
RNACS	Redesigned Naturalization Application Casework System
ROH	Record Operations Handbook
RPC	Responsible Party Code
RTD	Refugee Travel Document
SA	Special Agent
SAC	Special Agent in Charge
SAMS	Sunflower Asset Management System
SAO	Supervisor Adjudications Officer

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SAVE	Systematic Alien Verification for Entitlement
SAW	Special Agricultural Worker
SBU	Sensitive But Unclassified
SCCLAIMS	Service Center CLAIMS
SDAO	Supervisory District Adjudications Officer
SDEO	Supervisory Detention Enforcement Officer
SDO	Supervisory Detention Officer
SES	Senior Executive Service
SEVIS	Student and Exchange Visitor Information System
SHSI	Sensitive Homeland Security Information
SIG	Special Interest Group
SII	Supervisory Immigration Inspector
SIO	Supervisory Information Officer
SLOB	Service Lookout Book (old way)
SORN	System of Records Notices
SPBP	Special Public Benefit Parole
SPOT	Screening Passengers by Observation Techniques
SRC	Southern Regional Center (Southern Service Center)
SSA	Supervisory Special Agent, or Social Security Administration
SSC	Southern Service Center
SSI	Sensitive Security Information
SSO	Special Security Officer

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STAR	System for Time and Attendance Reporting
TAC	Third Agency Checks
TAP	Tuition Assistance Program
TCDD	Training and Career Development Division
TECS	Treasury Enforcement Communication System
TPO	Transformation Program Offices
TPS	Temporary Protective Status
TSA	Transportation Security Administration
TSC	Texas Service Center
TSP	Thrift Savings Plan
TVA	Tennessee Valley Authority
UK	United Kingdom
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
USA	United States Army
USACE	U.S. Army Corps of Engineers
USAF	United States Air Force
USC	United States Citizen
U.S.C.	United States Code
USCG	United States Coast Guard
USCIS	United States Citizenship and Immigration Services
USCS	United States Customs Service

USMC	United States Marine Corps
USMS	United States Marshals Service
USN	United States Navy
USNCB	United States National Central Bureau of INTERPOL
USPS	United States Postal Service
USRAP	U.S. Refugee Admissions Program
USSS	United States Secret Service
VA	Department of Veterans Affairs
VAWA	Violence Against Women Act
VAWO	Violence Against Women Office
VD	Voluntary Departure
VIS	Verification Information System
VOI	Verification of Identity
VTVPA	Victims of Trafficking and Violence Protection Act of 2000
VWPP	Visa Pilot Waiver Program
WAC	Western Adjudications Center
WHO	World Health Organization
WHTI	Western Hemisphere Travel Initiative
WSC	Western Service Center (same as California Service Center)
WTC	Western Telephone Center

APPENDIX G: DEFINITIONS

The definitions listed below are words and phrases that frequently appear in FOIA and PA requests. The list is arranged in alphabetical order. Additional definitions can be located at <http://www.uscis.gov/portal/site/uscis/menuitem>. Select the tab titled "Education and Resource."

Access - Includes any form of disclosure, to include oral, visual, or reproduced copy. A reproduced copy, whether in paper or electronic format, always satisfies FOIA/PA access requirements.

Agency - Any executive department, military department, Government corporation, Government controlled corporation, or other establishment in the executive branch of the Government (including the Executive Office of the President), or any independent regulatory agency. This does not include the legislative (Congress) or judicial (Courts) branches of the Government, nor does it apply to state, local, or foreign government agencies. The Department of Homeland Security (DHS) is an agency as defined above. The following are components or bureaus of the Department of Homeland Security; United States Immigration and Customs Enforcement (ICE), United States Customs and Border Protection (CBP), United States Secret Service (USSS), etc.

Agency Record - Any tangible recording of information and/or any item, collection, or grouping of information, including electronic that is maintained and controlled by an agency.

Notes or documents which are made by an employee, kept purely voluntarily, not circulated to nor used by anyone other than the author, and discarded or retained at the author's sole discretion for his/her own individual purposes are personal records. These are not generally agency records because they are not subject to the rules and controls of the agency for records management and disposition. These may, however, become agency records for purposes of the FOIA or PA if used to carry out an agency function (e.g., as the basis for a performance rating).

Component - Each separate bureau, office, board, division, commission, service, or administration, or agency of a Federal Executive Branch Department. For example: Border and Transportation Security (BTS), Citizenship and Immigration Services (USCIS), Federal Emergency Management Agency (FEMA), Immigration and Customs Enforcement (ICE) are components of the Department of Homeland Security.

Conditions of Disclosure - Specific provisions in the Privacy Act (5 U.S.C. § 552a(b)(1) through (12)) allows the agency to disseminate information from a PA system of records without the prior written consent of the record subject.

Congressional Committee Request - A request from either House of Congress, to the extent of matters within its jurisdiction; a subcommittee thereof; any joint committee of Congress; any subcommittee of any such joint committee. Agencies may not use FOIA or PA exemptions to deny records that are the subject of such a request.

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Congressional Request - A request from a Member of Congress on his or her own behalf, or on behalf of a constituent. After acknowledgment under congressional correspondence procedures, congressional requests are to be processed in the same manner as any other FOIA or PA request.

Consolidation – Combination of paperwork into a main file. After the service completes work on a petition or application, we combine it into the person's A-file. If the service discovers two "unconsolidated" A-numbers for a person, we combine the two files. One of the A-numbers becomes the "survivor" and the other becomes the "consolidated A-number."

Consultation - Obtaining the views of another DHS component or Federal agency concerning the release of information that has been incorporated into immigration documents or a reciprocal request. The National Records Center, FOIA/PA Division, makes the final overall determination on release.

Freedom of Information Act Request - A request **in writing** by any person for access to any record maintained by any Federal agency. Federal agencies are not persons for purposes of FOIA.

Included are requests for access to Privacy Act records of another person without the written consent of the record subject, as well as requests from nonimmigrant aliens for access to their own records.

FOIA/PA Information Processing System (FIPS) - Through the use of imaging, workflow, and graphical user interface technologies, FIPS allows USCIS to electronically manage and process FOIA and PA requests.

First Party Requester - A subject or designated representative asking for access to his/her record. A notarized signature or a sworn declaration under penalty of perjury from the record subject is required for access to records.

Forms – Various government forms available from www.uscis.gov/portal/site/uscis that are provided for the use of requesters and their representatives when submitting a FOIA or PA request with USCIS. The more common forms include:

- **G-28 – Notice of Entry of Appearance as Attorney or Representative** - This form is used for information purposes only. It should be signed by the attorney or representative and by the subject of the record. Does not qualify for consent unless the attorney or representative has inserted the penalty of perjury statement and the subject of the file has signed the document.
- **G-639 Freedom of Information/Privacy Act Request** – This form can be used to make a FOIA/PA request. When completed it provides enough information to complete an extensive search for records.

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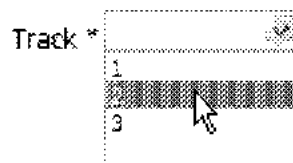
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Individual - The PA describes an individual as follows: a U.S. Citizen (U.S.C.) or alien lawfully admitted for permanent residence (LPR). Conditional residents are considered LPRs. Corporations and organizations are not individuals.

Multi-track System - USCIS utilizes a three-track system to process all FOIA requests.

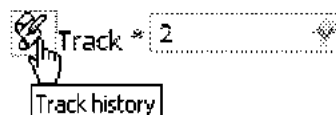
Track Drop-Down List



- Track 1 is used for the less complex cases. These are cases where only one or a few specific documents are being requested from the file.
- Track 2 is used for the more complex cases. A complete copy of a file, requests from the news media or special interest groups are considered Track 2 cases.
- Track 3 is used for cases that specifically involve individuals who have been scheduled to appear before an immigration judge.

To view the track history of the active case, click the **Track history** icon next to the Track drop-down list.

Track History Icon



The track history appears in a separate pop-up window.

Track History Displayed

Modified by	Action	Modified Date
cdbsit	Track changed from 3 to 2	3/25/2010 9:38:16 AM
cdbsit	Track changed from 1 to 3	3/25/2010 9:38:17 AM
cdbsit	Track changed from 2 to 1	3/25/2010 9:38:06 AM
cdbsit	Track changed from not set to 2	3/24/2010 12:55:11 PM
SDUOFA	Track changed from 2 to not set	3/4/2010 12:15:56 PM

Privacy Act Amendment Request - A request from a U.S.C. or LPR to amend, expunge, or correct information in his/her PA record that the individual believes is not accurate, relevant, timely or complete.

Privacy Act Record - Any item, collection, or grouping of information about an individual which the maintaining agency retrieves by the person's name, identifying number, symbol, or other identifying particular assigned to that individual. This information includes, but is not limited to, a person's education, financial, medical, criminal or employment history.

Privacy Act Request - A request in writing submitted either in person or by mail, for records that are contained in a Privacy Act system of records. The records must be under the control of DHS and be retrieved by the name of the requester or other personal identifier. Requests are received from:

- A USC or LPR for access to or his/her own records, or
- A third-party with a signed privacy waiver from the record subject acting on the subject's behalf, or
- The parent of an LPR or USC minor child or the legal guardian of a person declared incompetent by a court of competent jurisdiction.

Records Custodian - The official responsible for the maintenance, security, control, and final disposition of official records that are required by law, regulation, or other directive to be kept by the Agency.

Referral - Information found in immigration records – the forwarding of a record that originated with another component of DHS or another Federal agency for direct response to the FOIA/PA requester. Also includes transferring responsibility for responding to a request regarding the release of records to the DHS component best able to determine whether to disclose, or to the Federal agency that originated the record.

Retire – The service sends the A-file to the Federal Records Center (FRC) after a number of years have passed with no activity. This is called “retiring” the file. Occasionally, we have to request a retired file from the FRC.

Rider – A person who is also listed on a petition or application that will also benefit if that petition or application is approved. For example, a woman applying for asylum lists her husband and two children on her asylum application. They are riders.

Routine Use - An established use and authority for disclosure of records from a Privacy Act System of Records, other than an intra-agency disclosure. Disclosure or use must be for a purpose that is compatible with the purpose for it was collected, that would be otherwise prohibited by the PA. Such disclosures do not require the written consent of the record subject, but require Federal Register publication prior to such use.

System of Records - A group of any records under the control of an agency from which information is retrieved by the name of the individual or by some other identifying number, symbol, or identifying particular assigned to the individual.

Third Agency - Other administrative agencies of the Executive Branch of the Federal government, including other components of DHS.

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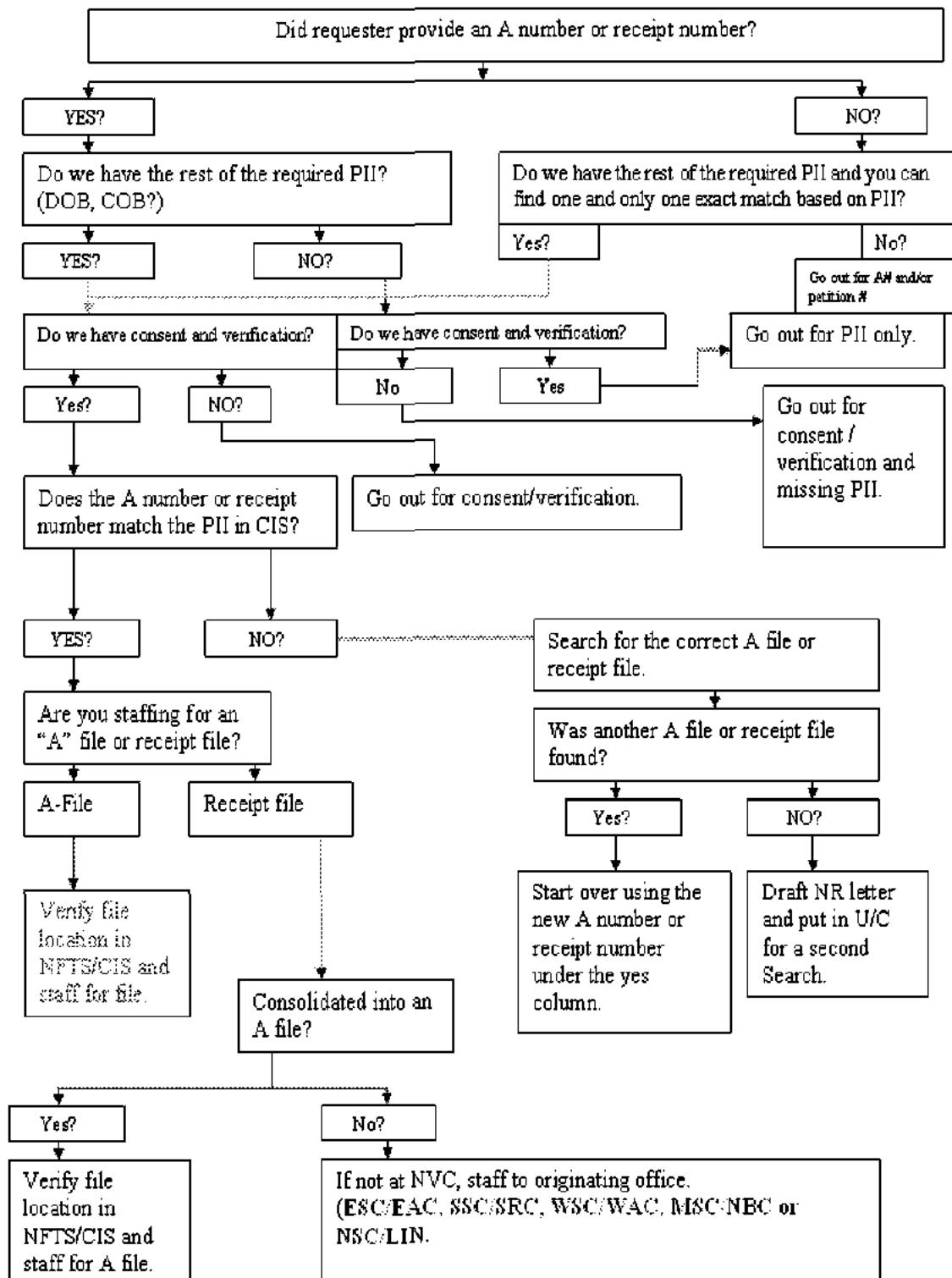
Updated on 12/19/2011

Third Party Request - A request from any person for access to another individual's record without that individual's written consent. The identity of a third party requester and his/her relationship to the subject does not increase (or decrease) his/her rights of access to the records.

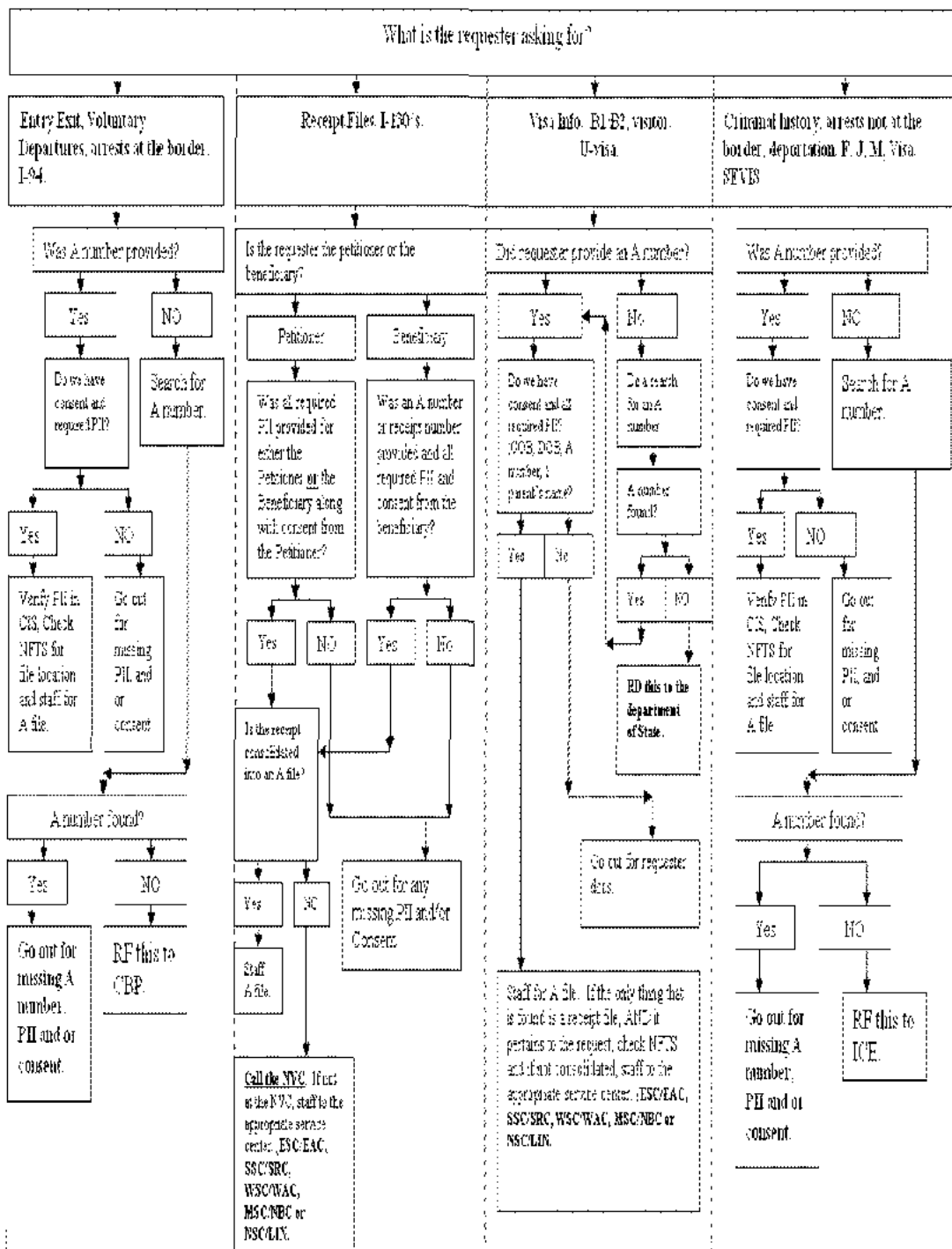
White House Inquiries - An official request from any member of the White House staff, or letters of the President forwarded to the agency for response.

APPENDIX H: CASE CREATE FLOW CHARTS

Case Create Flow Chart for All my records.



Case Create Flow Chart for Specific Docs

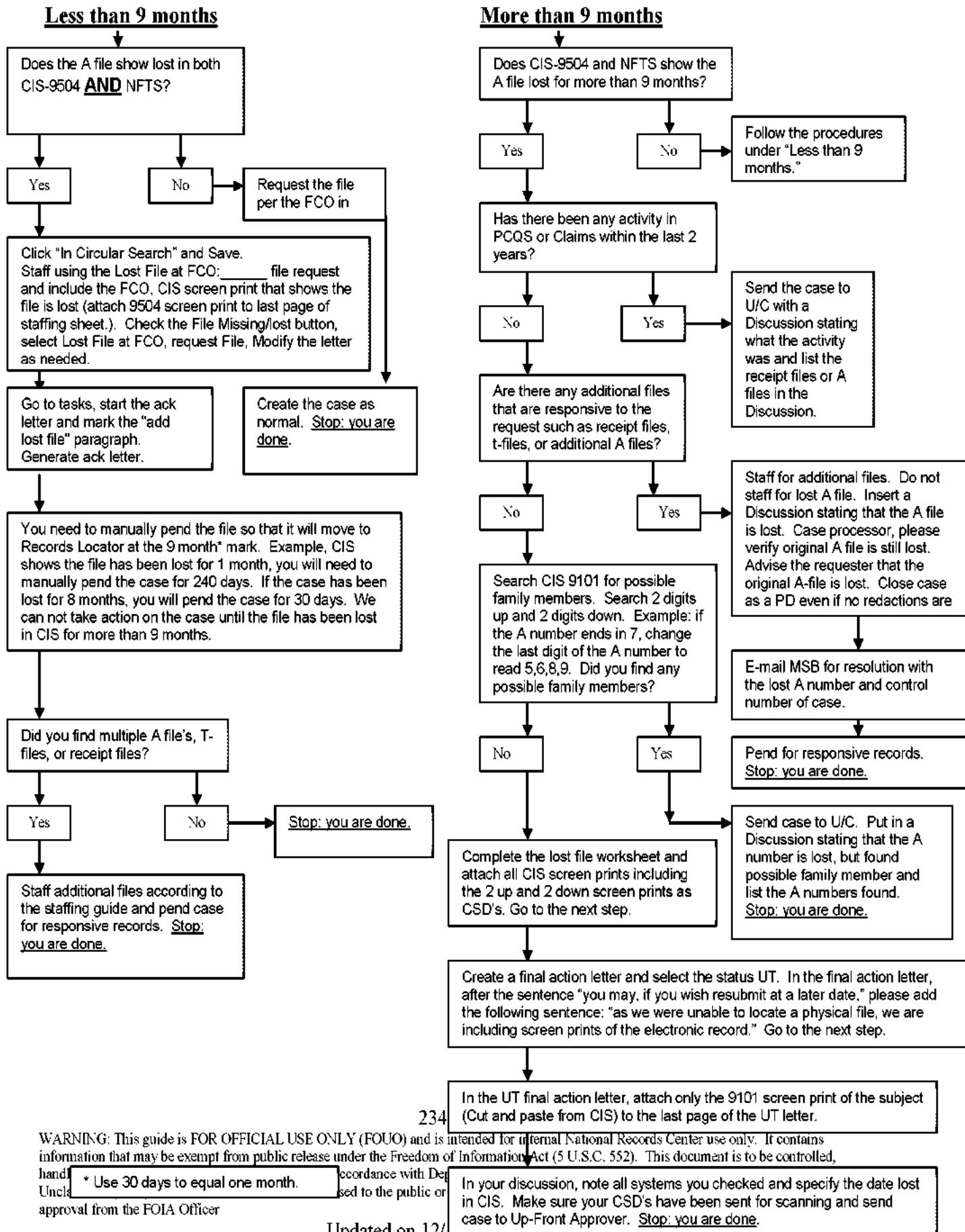


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Lost File Flowchart



APPENDIX I: ALIEN NUMBER ASSIGNMENT

CLASSIFICATION	TYPE OF NUMBER ISSUED	STARTING NUMBER	ENDING NUMBER
ISSUED PRE-1960	PHYSICAL FILES	A 001-000-000	A 011-999-999
ADJUSTMENTS	PHYSICAL FILES	A 012-000-000	A 014-999-999
CREWMAN	PHYSICAL FILES	A 015-000-000	A 016-999-999
ADJUSTMENTS	PHYSICAL FILES	A 017-000-000	A 029-999-999
VISA (STATE DEPT)	PHYSICAL FILES	A 020-000-000	A 069-999-999
ADJUSTMENTS	PHYSICAL FILES	A 070-000-000	A 070-491-200
FAMILY FAIRNESS	PHYSICAL FILES	A 070-491-201	A 070-503-300
ADJUSTMENTS	PHYSICAL FILES	A 070-503-301	A 070-527-200
FAMILY FAIRNESS	PHYSICAL FILES	A 070-527-201	A 070-587-200
ADJUSTMENTS	PHYSICAL FILES	A 070-587-201	A 077-536-951
KOSOVO	PHYSICAL FILES	A 077-536-952	A 077-537-451
ADJUSTMENTS	PHYSICAL FILES	A 070-537-452	A 079-999-999
BORDER APPREHENSIONS	ELECTRONIC ONLY	A 080-000-000	A 089-999-999
ADJUSTMENTS	PHYSICAL FILES	A 086-000-000	A 089-999-999
LEGALIZATION	PHYSICAL FILES	A 090-000-000	A 093-999-999
TEMPORARY PROTECTIVE STATUS (TPS)	PHYSICAL FILES	A 094-000-000	A 094-250-500
TEMPORARY PROTECTIVE STATUS (TPS)	PHYSICAL FILES	A 094-328-751	A 094-334-250
HURRICANE MITCH	PHYSICAL FILES	A 094-250-501	A 094-228-750
HURRICANE MITCH	PHYSICAL FILES	A 094-334-251	A 094-364-250
TEMPORARY PROTECTIVE STATUS (TPS)	PHYSICAL FILES	A 094-364-251	A 094-399-500
KOSOVO	PHYSICAL FILES	A 094-399-501	A 094-404-750
TEMPORARY PROTECTIVE STATUS (TPS)	PHYSICAL FILES	A 094-404-751	A 094-500-000
KOSOVO	PHYSICAL FILES	A 094-502-001	A 094-527-000
TEMPORARY PROTECTIVE STATUS (TPS)	PHYSICAL FILES	A 094-780-000	A 093-999-999
RSC ORPHANS	PHYSICAL FILES	A 094-500-001	A 094-502-000
RSC ORPHANS	PHYSICAL FILES	A 094-527-001	A 094-528-000
REFUGEES	PHYSICAL FILES	A 094-528-001	A 094-629-000

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CLASSIFICATION	TYPE OF NUMBER (SBUK)	STARTING NUMBER	ENDING NUMBER
----------------	-----------------------	-----------------	---------------

REFUGEES	PHYSICAL FILES	A 094-538-001	A 094-749-999
ADJUSTMENTS	PHYSICAL FILES	A 095-100-000	A 096-749-999
LIFE ACT	PHYSICAL FILES	A 096-750-000	A 096-999-999
ADJUSTMENTS	PHYSICAL FILES	A 097-000-000	A 098-099-999
ADJUSTMENTS	PHYSICAL FILES	A 098-100-000	A 099-099-999
ADJUSTMENTS	PHYSICAL FILES	A 099-100-000	A 099-299-999
ADJUSTMENTS	PHYSICAL FILES	A 099-300-000	A 099-999-999
EMPLOYMENT AUTHORIZATION DOCUMENT (EAD)	ELECTRONIC ONLY	A 100-000-000	A 199-999-999
ADJUSTMENTS	PHYSICAL FILES	A 200-000-000	A 203-999-999
NOT ISSUED	NOT ISSUED	A 204-000-000	A 2049-999-999
ADJUSTMENTS	PHYSICAL FILES	A 205-000-000	A 205-999-999
NOT ISSUED	NOT ISSUED	A 206-000-000	A 209-000-000
ADJUSTMENTS	PHYSICAL FILES	A 210-000-000	A 211-999-999
REFUGEES	PHYSICAL FILES	A 212-000-000	A 212-999-999
ADJUSTMENTS	NOT ISSUED	A 212-400-000	A 299-999-999
NOT ISSUED	NOT ISSUED	A 300-000-000	A 300-299-999
ADJUSTMENT	PHYSICAL FILES	A 300-300-000	A 300-322-501
NOT ISSUED	NOT ISSUED	A 300-322-502	A 999-999-999

LEDGER:

CREWMAN: Fifteen and sixteen million series have been issued to Alien Crewman Landing Permit and Identification Cards groups. The blocks of numbers are assigned to officer issuing each card.

ELECTRONIC ONLY: No physical packets are created.

PHYSICAL FILES: A-Number with A-File Jackets.

NOT ISSUED: The numbers are not to be used by any Office or Program.

VISA (STATE SEPT): Do not electronically assign blocks of A-Numbers that they assign to Visa packets.

APPENDIX J: 16 RULES OF CASE CREATE

1. Read the entire request, including all requester documents and case supporting documents. Look for specific language on the bottom of the G-639. What are they requesting? This will give you direction before you start filling in the worksheet.
2. Search for duplicate cases before you fill out the worksheet. Search by A number, if provided, and the subject's first and last name. Send any duplicate cases and/or documents that belong to a previous case (such as CSD's, requester documents, or track changes) to the Research queue.
3. Make sure we have valid consent, and VOI (DOB and COB). If not, close as FC, including a Discussion of your reason for closing it. If you have a question, consult a supervisor.
4. Do not send out for requester docs if we have everything in rule 3. If you feel there are extenuating circumstances that require you to go out for additional information, you must get supervisor approval and case note the reason.
5. Search PCQS every time. Use the "*" symbol to search for double last names. Example, Juan Rodriguez Martinez would be searched under last name as "rodriguez*" This will catch every last name that ends with Rodriguez plus all other last names, including names that are hyphenated. Also set the parameters in PCQS so that it searches at least +/- 3 months on both sides of the birthday.
6. Cross-reference everything you find in PCQS with CIS. If there is a discrepancy between PCQS and CIS, seek out a supervisor for advice.
7. Always check the date of entry on the request. Always do a Records Indexing staffing on subjects who entered prior to 1975.
8. Always Staff, Redirect, or Refer cases based on what is responsive to the request, meaning what they ask for, and not necessarily what they provide. For example, if they ask for voluntary departure information in 1999, don't staff for a receipt file just because they listed it on the back of the G-639. It is not responsive to the request. Always refer to the track 1 and 2 flow charts if you are unsure how to proceed. Make sure you are addressing all of the request. If they ask for a copy of their I-94 and deportation records, you will need to RF them to CBP and include ICE information or vice versa.
9. Always use the address listed on the G-639. If you cannot read the address listed on the G-639, or the address is from a consular office, or a congressional office, you may use the address listed on the G-28, or other documents in the request, such as an envelope. If you find no other

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address, insert a Discussion and send the case to Unit Chief. Don't forget to look for apartment or suite numbers, which are to the far right of Form G-639, and always double check the address.

10. Make sure you are marking the correct track and it matches the category. Specific requests for 3 documents or less are track 1 cases. You must add the specific language on the request (or as close as possible to their language) to the track 1 acknowledgment letter.

11. Make sure you address any Track 3, expedited or fee waiver requests. FOIA/PA assistants may approve or deny Track 3 requests. You must send expedited and fee waiver requests to Unit Chief for approval, or denial, and a supervisor will return it to you to create the letter. If the case is being closed as a NR, RD, RF, DP, or NA, you do not mark it as a track 3, expedited, or fee waiver request.

12. Do not staff for A files that have been lost for more than 9 months. Follow the instructions on the lost file flow chart. A files lost for less than 9 months should be staffed and pended per the instructions on the lost file flow chart, along with any other responsive files such as t-files and unconsolidated receipt files. Always remember to unmark the circular search field when you cancel a lost file staffing. Also, when you staff for additional files such as a receipt file or lost file, you must first uncheck circular search and hit save, then staff for the additional files, and then recheck the circular search field and hit save again. If you do not do this, the additional staffings will be marked as a lost file and the staffings will not get processed.

13. You must e-mail a supervisor when you change tracks on a case. Just changing the track and hitting save will not move the case to the appropriate queue.

14. Proofread your final action letters. Make sure what you are telling them makes sense. There are some final action letters such as FC letters and NA letters that you must change. Specifically, you will need to change the dates or you may need to remove certain paragraphs. You should not bold, highlight, or underline anything on any of the letters generated by FIPS.

15. Every time you move a case from one place to the next, you should create a Discussion. The Discussion should describe what actions you took. The Discussion should be short and to the point, but adequately describe any important facts or issues such as "closing as NR, searched CLAIMS, CIS, PCQS, sending screen prints to be scanned as CSD", or "Sending case to Unit Chief, NFTS is currently down", or "Switched tracks from track 1 to track 2, e-mailed supervisor to move to proper queue". Discussions are the first thing a supervisor reads and they should immediately be able to tell what actions have been taken in the case and what issue needs to be addressed.

16. Unit Chief is not an outlet for questions and should primarily be used after hours when no supervisor is available, or when there are system problems such as NFTS or PCQS outages. If you are stuck on a case, please leave your cube and seek out a supervisor. Please call by phone only as a last resort, because it is harder to give the correct advice without being able to see all the facts. You must include a Discussion in any case you send to Unit Chief. The Discussion

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must adequately describe the nature of the problem, or the supervisor will send the case back to you for clarification.

I have read these rules and understand them. I agree to seek clarification with my supervisor if it becomes necessary to deviate from these rules:

Signature: _____ Date: _____

FOIA/PA ASSISTANT'S GUIDE

FOREWORD

The FOIA/PA Assistant's Guide has been prepared as a ready reference to assist with day-to-day tasks, such as creating Freedom of Information Act and Privacy Act requests, handling mail, working records locator, and general troubleshooting.

Any previous material distributed in *FOIA Information Bulletins* has been incorporated into this Guide.

For the purposes of this Guide, we may refer to a FOIA/PA Assistant as “you,” or “Assistant,” and in some cases “team member.”

The Guide has been saved in PDF format. The PDF format makes searching for information in the Guide easier. **Please view the guide in PDF/A mode while you have FIPS 7 open.** A potential Java scripting conflict exists if you have the document open in PDF mode while running FIPS 7. Viewing the Guide in PDF/A mode disables Java scripting within the Guide – which means hyperlinks within the Guide will not work, but FIPS 7 will not freeze or crash. You may alternate between PDF and PDF/A mode in Acrobat Reader by selecting Edit ⇨ Preferences ⇨ Documents ⇨ PDF/A View Mode. Select “Never” to turn PDF/A mode off, and select “Only for PDF/A documents” to turn PDF/A mode on.

How does the rulemaking process for this Guide work? ACD FOIA/PA Operations and your Supervisors direct how Paralegal Specialists, FOIA/PA Assistants and Office Automation personnel accomplish their missions. Through ACD Operations, Supervisors submit a new rule or procedure to ACD FOIA Program. At the direction of the ACD, Program Office may immediately amend the guide, or they may seek clarification from Office of Chief Counsel. After consultation, Program Office will either amend the Guide or propose a modified rule to ACD Operations.

You, the FOIA/PA Assistant, may notice something in the Guide that is awkwardly worded, or contains a typographical error, or something that simply is not true. You contact your supervisor and then Program Office amends the guide.

Ideally, before we amend the Guide, we first publish a FOIA Information Bulletin (the exception being a misspelled word or a missing punctuation mark). FOIA Information Bulletins and the latest version of this Guide are available on the USCIS FOIA/PA Operations intranet page. When we make additions or revisions, we create a Record of Revision at the front of the Guide for quick reference.

a

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FOIA/PA ASSISTANT'S GUIDE

Record of Revision

b

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THE FREEDOM OF INFORMATION ACT

Congress passed the Freedom of Information Act (FOIA) in 1966 to establish the public's right to access records created or maintained by federal executive branch agencies. The statute became effective on July 4, 1967. The statute relating to the Freedom of Information Act is 5 U.S.C. § 552.

THE PRIVACY ACT

The Privacy Act of 1974 regulates the collection, maintenance, use, and dissemination of personal information by the federal government. The statute relating to the Privacy Act is 5 U.S.C. § 552a. The statute became effective September 27, 1975.

WHAT ARE FOIA REQUESTS AND HOW DO WE GET THEM?

A Freedom of Information Act (FOIA) request is a request in writing for a copy of any record maintained by any agency of the executive branch of the government. Persons must reasonably describe the records sought, and those records must already exist. Requests can come in a variety of ways. They can come in on the Form G-639 or as a letter from an attorney or representative. They can come in the form of a letter from the alien himself. The requester may mail, fax, hand deliver, or e-mail a request. No matter how we receive them or what the format is, as long as they are in written form and provide enough information to ascertain that they want documents from us, we treat them as FOIA requests. A Privacy Act (PA) request is a request by a person for a copy of his or her file.

For case creating purposes, the difference between a FOIA and PA request does not matter. You will create all cases as FOIA requests, although some of the requests we receive are PA requests. The case processor determines whether the case falls under the Freedom of Information Act or the Privacy Act.

FOIA/PA ASSISTANT'S GUIDE

WHO CAN MAKE A FOIA REQUEST?

Anyone can request any record kept by the executive branch of government. The tricky part is determining if we have enough information and consent to provide the record and who is entitled to what. The most common types of requesters are:

- First party requesters, that is, the alien himself or his designee, attorney or representative, are entitled to a complete copy of the alien file, after any applicable exemptions are applied. However, a parent or guardian may make a request for a minor's record. Please refer to the section titled **"CONSENT RELATING TO RECORDS CONCERNING A MINOR OR PERSON JUDICIALLY DETERMINED TO BE INCOMPETENT"** in this guide.
- Third party requesters, that is, an individual seeking a copy of an alien's file without the subject of record's consent, are entitled only to documents of a public nature or documents they provided in support of an application/petition. Please refer to the section titled **"THIRD PARTY REQUESTS"** in this guide.
- Media requesters are typically accredited members of the media.
- Bond obligors, companies who posted immigration bonds for the aliens, are entitled to a copy of the file under a court case entitled *Amwest v. Reno*. Please refer to the section titled **"IMMIGRATION BOND OBLIGORS"** in this guide.
- Other state and local government agencies are entitled to documents from alien files for law enforcement purposes. Requests for information originating with any other federal agency are operational matters and not FOIA or Privacy Act requests. Please refer to the section titled **"ROUTINE USE"** in this guide.

FOIA/PA ASSISTANT'S GUIDE

SYSTEMS USED AND DESCRIPTION OF THE SYSTEMS

The paragraphs below provide a description of some of the systems used by USCIS, ICE and CBP. Most A-files contain screen prints from one or more of these systems.

1 Central Index System

(CIS) is a database used to maintain records, search for records, and display data. CIS is a menu driven system as opposed to a point-and-click graphical user interface system. CIS provides information about persons and information about file location and movement. The CIS user navigates among various screens, depending on the type of information he or she needs. A user may search for a person in CIS by using the a-number, social security number, FBI number or a passport number. CIS provides the option of searching for people using "sounds-like" and exact name searches.

1.1 Introduction Screen



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This screen is the introduction to TeleView. From this screen use the designated UserID (last 4 digits of Social Security Number plus an alpha) and Password to sign onto the database.

1.2 TeleView Main Menu

Sesnum	System	Application Status	Remarks	Description
1	HELP	Available	TeleView Help Facility	
2	HSG	Available	TeleView Message Facility	
3	NEWS	Available	Help & News Menu	
4	J406IDMS	Available	RAPS APSS EOIR	
5	J427IDMS	Available	FOIA/NACS STSC/MFAS/RHACS	
6	J479IDMS	Available	CLAIMS	
7	J427CICS	Available	DAL ROPES	
8	J504CICS	Available	WDC ROPES	
9	J537IDMS	Available	AR11	
10	J534IDMS	Available	CIS	
11	J527IDMS	Available	PICS/ADMIN SYSTEMS.DACS	

PF1 HELP PF3 END PF7 PAGE UP PF8 PAGE DOWN PF9 NOTEPAD PF10 ERASE NOTES
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The number selected to access CIS will vary for each computer.

FOIA/PA ASSISTANT'S GUIDE

1.3 CIS Login Screen



This is the screen used to navigate through CIS. Pressing enter can access the main menu for CIS.

FOIA/PA ASSISTANT'S GUIDE

1.4 CIS Main Menu



This screen displays a variety of ways to search for information. The transaction numbers that we use within FOIA are 91, 92, and 95. By typing the number 91 next to select transaction number and pressing enter, another search screen will appear. The main purpose of the “91” transaction number is to search the database for specific information concerning an individual. Transaction number “92” is used to display card information. The transaction number “95” is used mainly to see the location of the A-file.

FOIA/PA ASSISTANT'S GUIDE

1.4.1 Search Menu Screen



From this search screen a decision is made as to how to begin a search for an individuals records. The most commonly used methods to search for an individual's record are:

Code Search By Category

- 01 ID # (A-number, certificate number, social security number, passport number ect.)
- 02 Sounds-Like Name Search
- 03 Exact Name Search
- 04 Alias (AKA) Name Search
- 06 Sounds-Like Name Search with DOB

Type in the two-digit code (01) and press enter. The screen displayed will be the screen where the search for records begins. ***Note:** Remember to read the screen in its entirety for additional information.

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1.4.2 Search by A-number (9101)

CIS/IDB (10/27/03)

File Edit Session Transfer Program Options Window Help

10/18/05

COMMAND: 9101 CENTRAL INDEX SYSTEM - ID # SEARCH/DISPLAY 10:02:55

ID # (A/AA/AB/C DA): A#: DOB:

(DL/FB/FP/I PP SS/TD)

LAST:

FIRST: NATZ DATE:

MIDDLE: COURT:

ALIASES: LOCATION:

SEX: POE: COB: DOE:

FCO: COR: COC: FATHER:

PFCO: SFCO: DFO: BIN: MOTHER:

SSN: CONSOLIDATED A NOS OTHER INFORMATION

I-94 ADM #:

PASSPORT #:

FBI #:

DRIVER LIC:

FINGER CD#:

OVER-KEY ID# TO DISPLAY NEW PERSON. PRESS ENTER. CLEAR EXIT PF1 NEXT CONS A#

PF2 PRIOR CONS A# PF3 REFRESH PF4 RETURN PF5 HELP PF6 MAIN MENU PF8 HISTORY

PF9 END PF11 EOIR

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Keyboard Input Form CISResourceGuide... 9:03 AM

In the ID# field enter the appropriate prefix with information (A = a-number, SS = social security number, PP = passport number, C = naturalization certificate number and I = I-94 number). If there is information in the system on the subject it will populate in the fields below the ID#. Pay special attention to the legend at the bottom of the screen specifically PF8, PF11, and any information listed under (other information). By pressing PF8 the history menu is displayed. This screen holds chronological information about actions that have been taken or changes in the subject's immigration status. The PF11 screen shows EOIR (Executive Office of Immigration Review) information. The significance of this screen is it holds information about ongoing or closed deportation proceedings. In the section of the screen listed (other information) different acronyms may appear such as: CARD, EADS, RAPS and DACS. For additional information on DACS please see Chapter 3.

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1.5 Sounds-Like Name Search (9102)

CINSND IMMIGRATION AND NATURALIZATION SERVICE 10/18/05
COMMAND: 9102 CENTRAL INDEX SYSTEM - "SOUNDS LIKE" SEARCH 10:09:04

* LAST NAME: (40-CHARS MAX)
FIRST NAME: (25 CHARS MAX)

LAST NAME MATCH: (NUMBER OF EXACT CHARACTERS TO MATCH (0-9))
FIRST NAME MATCH: (NUMBER OF EXACT CHARACTERS TO MATCH (0-9))
PREVIEW NAME: (Y/N)

EXACT DOB: (MMDDYYYY)
DOB RANGE: (DATE RANGE YYYYR; YYYY YEAR, R 0 9)

COB: (5-CHARACTER COUNTRY CODE)
COC: (5 CHARACTER COUNTRY CODE)
POE: (3-CHARACTER PORT OF ENTRY CODE)
DOE: (MMDDYYYY)
COA: (3 CHARACTER CLASS OF ADMISSION CODE)
PCO: (3-CHARACTER FILES CONTROL OFFICE CODE)
SEX: (M/F)

*LAST NAME IS REQUIRED FIELD. OTHER FIELDS ARE OPTIONAL.
SPECIFY SEARCH CRITERIA, PRESS ENTER TO INITIATE "SOUND LIKE" SEARCH
CLEAR EXIT PF3 REFRESH PF4 MENU PF5 HELP PF6 MAIN MENU

3270

Keyboard InputForm CISResourceGuide... 9:09 AM

Use the 9102 screen when there could be variations in the spelling of a name. There are times when the person who created the record in CIS misspelled the name. There could be many spelling variations in a name transcribed from a non-Roman alphabet. The * indicates the minimum amount of information required to search. The search results may be voluminous.

FOIA/PA ASSISTANT'S GUIDE

1.6 Exact Name Search (9103)

CINEXA IMMIGRATION AND NATURALIZATION SERVICE 12/15/05
COMMAND: 9103 CENTRAL INDEX SYSTEM - EXACT NAME SEARCH 08:44:21

* LAST NAME: (40 CHARS MAX)
* FIRST NAME: (25 CHARS MAX)
MIDDLE NAME: (25 CHARS MAX)

EXACT DOB: (HHDDYYYY)
DOB RANGE: (DATE RANGE = YYYYR: YYYY=YEAR, R=0-9)

COB: (5-CHARACTER COUNTRY CODE)
COC: (5-CHARACTER COUNTRY CODE)
POE: (3 CHARACTER PORT OF ENTRY CODE)
DOE: (HHDDYYYY)
COA: (3-CHARACTER CLASS OF ADMISSION CODE)
FCO: (3 CHARACTER FILES CONTROL OFFICE CODE)
SEX: (M F)

* LAST NAME AND FIRST NAME ARE REQUIRED FIELDS. OTHERS ARE OPTIONAL.
SPECIFY THE SEARCH CRITERIA, THEN PRESS ENTER TO INITIATE THE SEARCH.

CLEAR EXIT PF3 REFRESH
PF4 MENU PF5 HELP PF6 MAIN MENU PF9 SOUNDS LIKE SEARCH

2270

ptorDoc... [N] [M] [C] [S] [R] [E] [S] [O] [U] [R] [C] [E] 7:47 AM

9103 is the primary screen used when performing a search based on the subject's name only. The information displayed will be an exact name match.

FOIA/PA ASSISTANT'S GUIDE

1.7 Alias (AKA) Name Search (9104)

ARB [D:\B\WSD\BOD\9104]

File Edit Session Transfer Program Options Window Help

CITALI IMMIGRATION AND NATURALIZATION SERVICE 01/30/06
COMMAND: 9104 CENTRAL INDEX SYSTEM - ALIAS (AKA) NAME SEARCH 12:56:45

AKA/NEE LAST NAME: (40 CHARS MAX)
AKA/NEE FIRST NAME: (25-CHARS MAX)

LAST NAME MATCH: (NUMBER OF EXACT CHARACTERS TO MATCH (0-9))
FIRST NAME MATCH: (NUMBER OF EXACT CHARACTERS TO MATCH (0-9))

EXACT DOB: (MMDDYYYY)
DOB RANGE: (DATE RANGE = YYYYR; YYYY=YEAR, R=0-9)
COB: (5 CHARACTER COUNTRY CODE)
COC: (5 CHARACTER COUNTRY CODE)
POE: (3-CHARACTER PORT OF ENTRY CODE)
DOE: (MMDDYYYY)
COR: (3 CHARACTER CLASS OF ADMISSION CODE)
FCO: (3 CHARACTER FILES CONTROL OFFICE CODE)
SEX: (M/F)

YOU MAY REQUEST A SEARCH ON FIRST-NAME-ONLY ALIASES, ON LAST-NAME-ONLY ALIASES,
AND ON ALIASES CONTAINING BOTH FIRST AND LAST NAMES. OTHER FIELDS ARE OPTIONAL.
SPECIFY THE SEARCH CRITERIA, THEN PRESS ENTER TO BEGIN THE ALIAS NAME SEARCH.

CLEAR EXIT PF3 REFRESH PF4 MENU PF5 HELP PF6 MAIN MENU

3270

NUM OVR

The primary use for the 9104 screen would be to perform a search using any alias information provided in the FOIA request.

FOIA/PA ASSISTANT'S GUIDE

1.8 Sounds Like Name With Date of Birth (DOB) Search (9106)

3270

NUM OVR

The 9106 screen allows searches for information pertaining to the subject of the request even if the spelling of the name is incorrect. For example, the requestor made a typographical error in the spelling of the name the search results will yield a list of similar names matching the subjects.

FOIA/PA ASSISTANT'S GUIDE

1.9 Card Search (9222)

The screenshot displays a terminal window titled "DISP WSD DISP WSD" with a menu bar (File, Edit, Session, Transfer, Program, Options, Window, Help) and a toolbar. The main content area shows the following information:

CIMCARD IMMIGRATION AND NATURALIZATION SERVICE 08/01/06
COMMAND: 9222 CENTRAL INDEX SYSTEM - ARR/BC CARD DISPLAY (CARD) 08:22:32

A#: 0 NAME: TAYLOR, FRANCIS DOB: 0809

LEGAL PERMANENT RESIDENT

CARD NAME: TAYLOR, FRANCIS E. BIRTHDATE: 08/01/06
INS A# 0 CARD# SRCO
CATEGORY: PERMANENT RESIDENT SINCE: 12/12/2005
SEX: CARD EXPIRES: 02/22/2016
COB:

C1 USA 0 SRCOG
TAYLOR, FRANCIS EDWIN

MOTHER'S NAME: EDWINA FATHER'S NAME: ZACHIAS
CARD PORT OF ENTRY: BAL

CLEAR EXIT PF4 DISPLAY MENU PF5 HELP PF6 MAIN MENU PF7 CARD HISTORY

3270 NUM OVR

The 9222 screen is a snapshot of an actual Legal Permanent Resident (LPR) Card. In addition, this is the same screen to find Border Crossing Card information.

FOIA/PA ASSISTANT'S GUIDE

1.10 File Transfer Display (9504)

FILE TRANSFER DISPLAY (9504)

File Edit Session Transfer Program Options Window Help

CINFTD IMMIGRATION AND NATURALIZATION SERVICE 08/01/06
COMMAND: 9504 CIS FILE TRANSFER DISPLAY (FTD) 11:33:03

A#: [redacted] NAME: TAYLOR, FRANCIS DOB: [redacted]

PREVIOUS FCO: BAL FCO CREATING SUB-FILE:
CURRENT FCO: NRC SUB-FILE CREATION IND:
REQUEST FCO: NRC

FILE LOCATED IND: C (FILE TRANSFER COMPLETE)

DATE FTR: 01242006 (MMDDYYYY) ACCESSION NUMBER: 0000
DATE FTI: 01242006 INS BOX NUMBER:
DATE FTC: 02022006

PERSON ACTION: REQUEST NUMBER:
2ND REQUEST DATE:
3RD REQUEST DATE:

YOU MAY REQUEST A DISPLAY OF ANOTHER A FILE BY KEYING A DIFFERENT A NUMBER.

CLEAR EXIT PF3 REFRESH PF4 FTS MENU PF5 HELP PF6 CIS MAIN MENU

3270

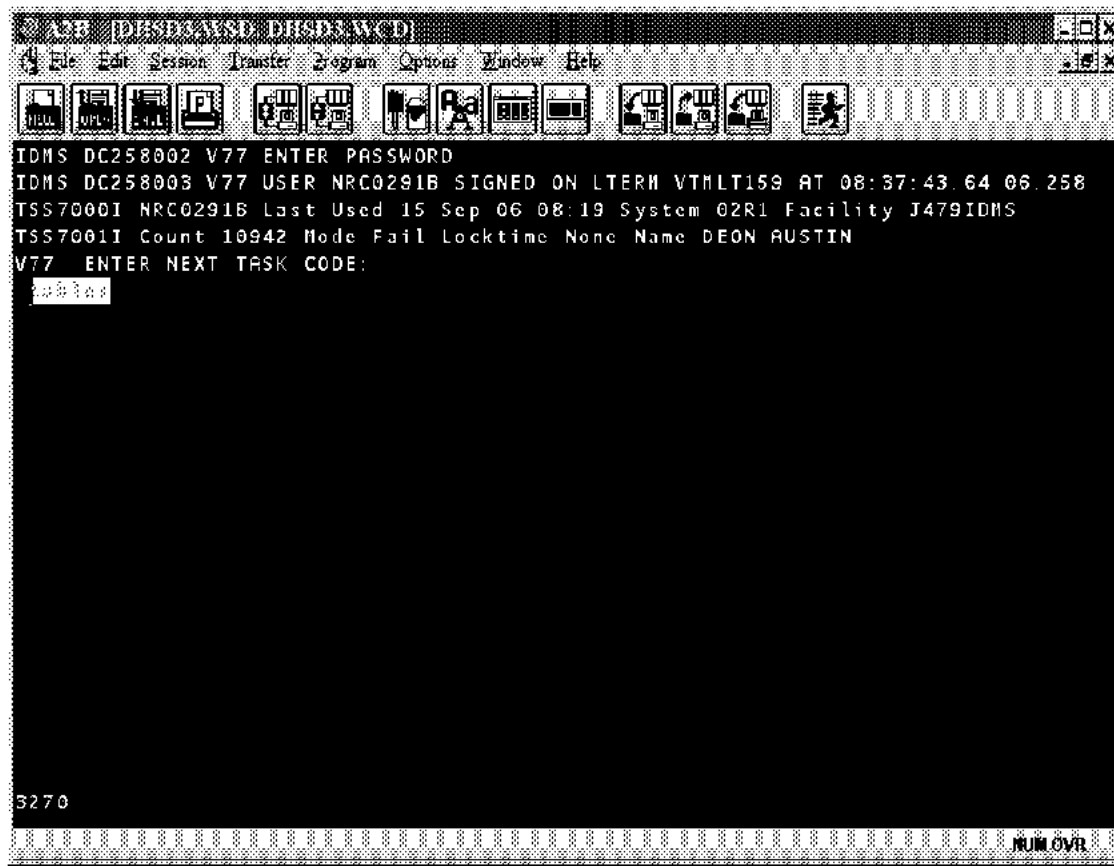
NUM OVR

The main purpose of the 9504 screen is to check the location and movement of files. This screen's primary use as it relates to FOIA is that it will be used in conjunction with NFTS in the case create function. The following is a list of acronyms displayed on this screen.

FTR: File Transfer Request
FTI: File Transfer Initiated
FTC: File Transfer Complete

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1.11 Tables



The **Tables** section contains a wealth of informational codes that can be of assistance in making a decision about the subject of the request, such as **Class of Admission**. To get to this screen select the “keyboard” from the toolbar at the top of the screen and click the clear button on the keyboard. Once this is done type in the word **tables**. The next screen displayed will be the **Tables Menu Screen**.

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1.12 Tables Menu



Placing the cursor in the Table ID field and pressing the function key PF7 a list of tables is displayed.

FOIA/PA ASSISTANT'S GUIDE

1.13 Tables Information Screen

TBXTBINF INS STANDARD TABLES DATABASE FACILITY PAGE 09/15/06
 TABLE INFORMATION SCREEN 0001 08:46:07

COMMAND (SELNU, VADAD, LODAD, VAINF, OR LOINF)

SEL ONE	TABLE ID	TABLE TYPE	TABLE DESCRIPTION
X	ADJX	VAL	ADJUSTMENT OF STATUS CODES
	AFAC	VAL	CIS/AFAC ECO CODE TABLE
	AIRX	LOC	INTERNATIONAL/MUNICIPAL AIRPORTS
	ASC	LOC	APPLICATION SUPPORT CENTERS
	ASIL	LOC	ASYLUM INTERVIEW OFFICES
	ASYL	LOC	ASYLUM OFFICES
	BPHQ	LOC	HEADQUARTERS
	BPHX	VAL	BORDER PATROL SECTOR CODES
	BPSH	LOC	BORDER PATROL SECTOR HEADQTRS
	BPST	LOC	BORDER PATROL STATIONS
	BPSX	VAL	BORDER PATROL STATION CODES
	CCDI	VAL	INS/DOS USCS COUNTRY CODE DISCREPS

PF1 PF2 PF4 PF6 PF8
 PGFRWD PGWRD PREV SCN MENU EXIT

T6100043 SELECT ONE RECORD OR TRY OTHER FUNCTIONS
 3270

NUM OVR

The tables are in alphabetical order. Place an X in the "SEL ONE" column and press enter and this will bring up a list of different codes.

FOIA/PA ASSISTANT'S GUIDE

1.14 Value Tables Browse Screen

APB [DISKBASE DISKMAN] [X] [X] [X]

File Edit Session Transfer Program Options Window Help

TBXVAINF INS STANDARD TABLES DATABASE FACILITY PAGE 09/15/06
VALUE TABLES BROWSE SCREEN 0014 08:56:10

COMMAND (SELNU, VADAD, LODAD, TBINF, OR LOINF)

TABLE ID: ADJX TABLE DESC: ADJUSTMENT OF STATUS CODES

SEL	SEARCH VALUE	VALID CODE	TABLE TEXT
IB7		IB7	SLF PETITION CHILD OF USC
IB8		IB8	CHILD OF IB6
IC6		IC6	INDOCHINESE REFUGEE
IC7		IC7	SPS CH INDCHN REF NOT QUA SEC
ID6		ID6	INDOCHINESE PAROLEE
IF1		IF1	ALIEN REC ADM FOR PER RES CREA
IF2		IF2	MINOR CHILD OF IF1 ALIEN
IR6		IR6	PARENT OF U. S. CITIZEN
IR6		IR6	SPOUSE OF CITIZEN
IR7		IR7	CHILD OF CITIZEN
IR8		IR8	ORPHAN ADOPTED ABROAD BY CITZ

PF1 PF2 PF4 PF6 PF8
PGFRWD PGWRD PREV SCN MENU EXIT

TB100043 SELECT ONE RECORD OR TRY OTHER FUNCTIONS
3270

NUM OVR

Read the screen in its entirety for navigation instruction and additional information.

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2. Computer Linked Application Information Management System

2.1 Introduction

The Computer Linked Application Information Management System (CLAIMS) tracks application and petitions. CLAIMS is a menu driven system. The Inquiry/Update Processing selection on the menu is the only menu NRC FOIA uses because we search for receipts but never modify information in CLAIMS.

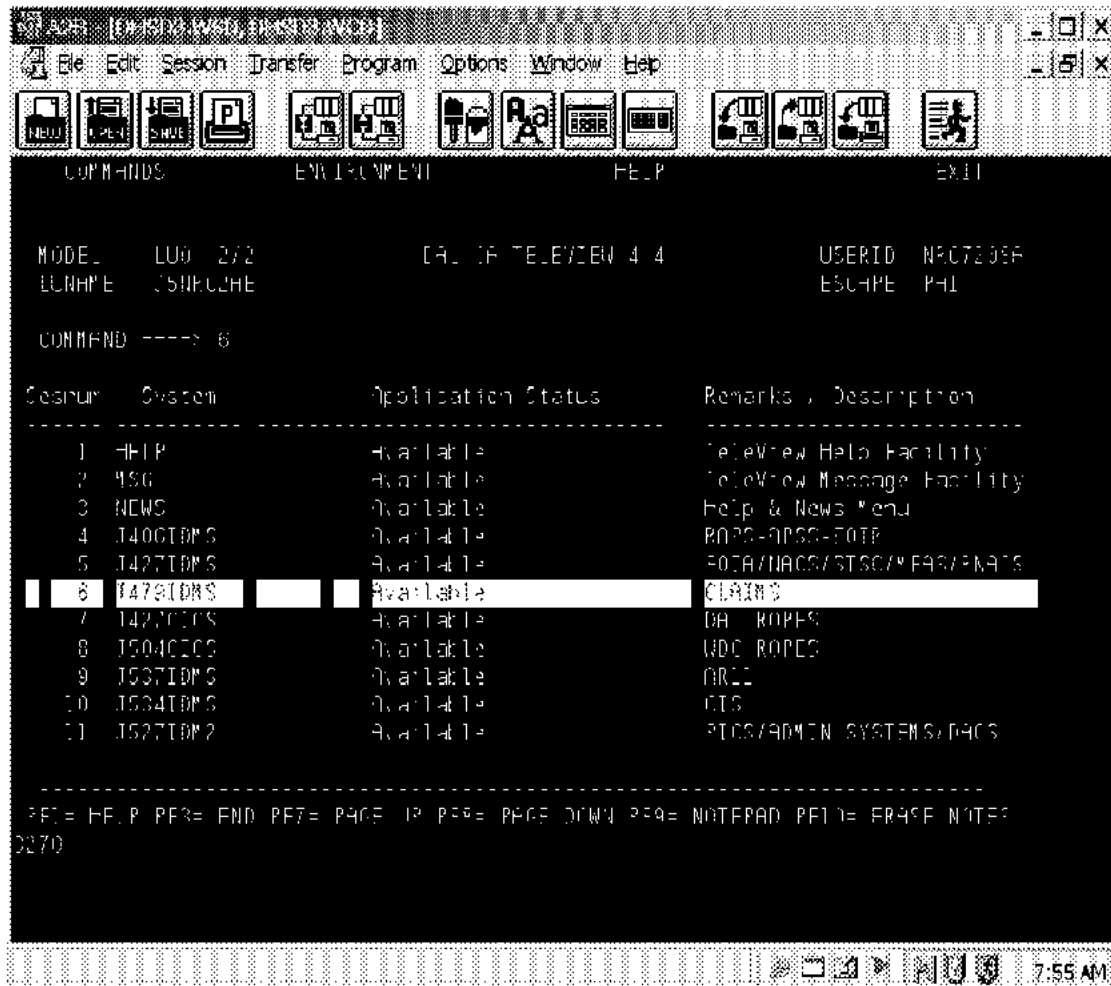
2.2 Teleview Introduction Screen



This screen is the introduction to TeleView. From this screen, use the designated UserID (NRC####A) and Password to sign onto the database.

FOIA/PA ASSISTANT'S GUIDE

2.3 CLAIMS Selection Screen



The number selected to access CLAIMS can vary for each computer.

FOIA/PA ASSISTANT'S GUIDE

2.4 CLAIMS Function Screen



After selecting CLAIMS from the main menu, you will see the screen print shown above. Type in claims and press enter. This screen is not case sensitive.

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2.5 CLAIMS Welcome Screen



Press enter from here to get to the logon screen.

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2.6 CLAIMS Logon Screen

FOXN.DWG CLAIMS MATRAME SYSTEM 12/15/05 08:58

LEGALIZATION NOTICE OF CONFIDENTIALITY

SECTIONS 216(B)(6) AND 2451(C)(5) (CONFIDENTIALITY OF INFORMATION) OF THE IMMIGRATION AND NATIONALITY ACT, AS AMENDED, LIMIT THE USE OF INFORMATION FURNISHED THE SERVICE IN CONNECTION WITH LEGALIZATION APPLICATIONS. ANYONE USING, PUBLISHING, OR PERMITTING SUCH INFORMATION TO BE EXAMINED IN VIOLATION OF THE ABOVE SECTIONS SHALL BE SUBJECT TO A FINE AND/OR IMPRISONMENT IN ACCORDANCE WITH TITLE 18, UNITED STATES CODE.

USER ID: nrc00000

PASSWORD:

PLEASE ENTER CLAIMS USER ID AND PASSWORD

PF8
LOGOFF

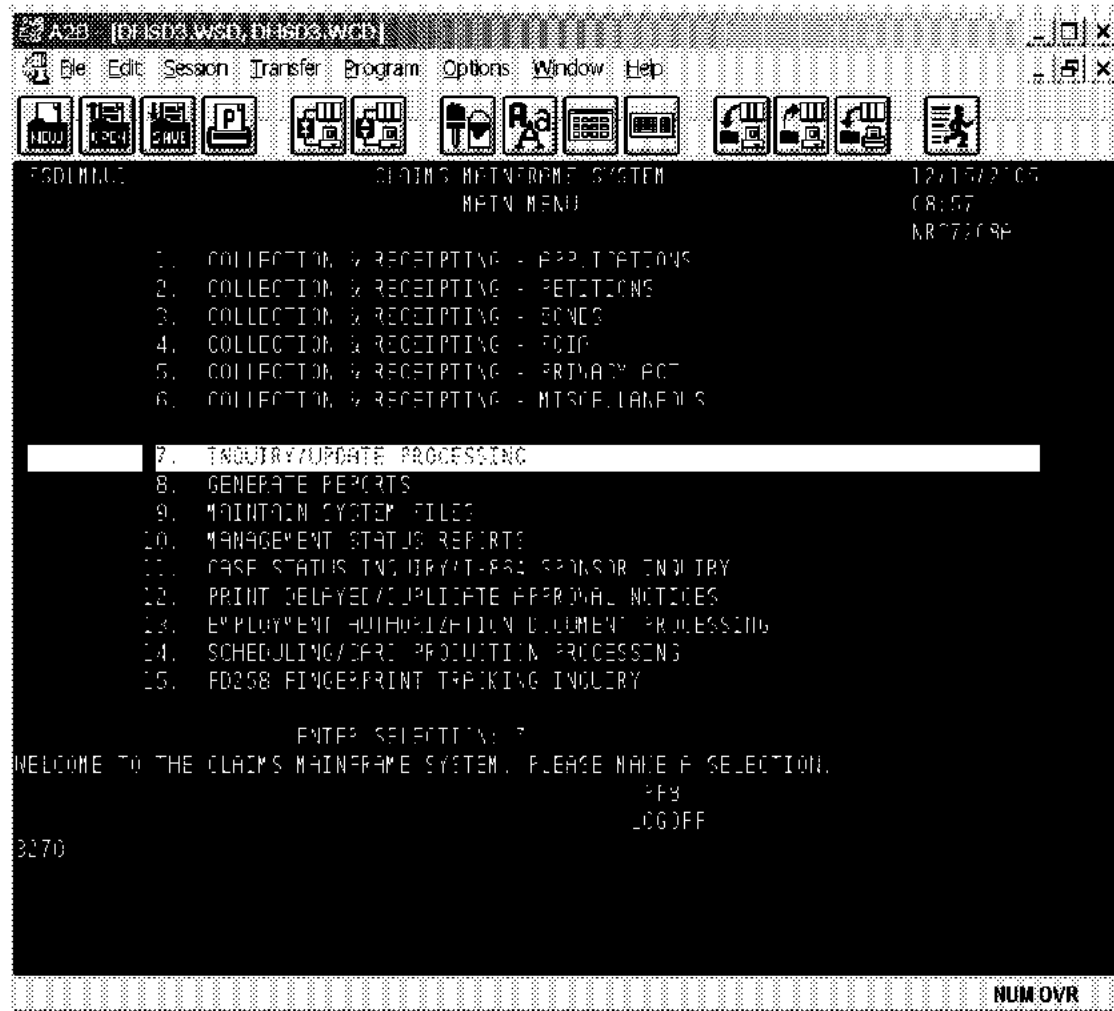
3270

NUM OVR

To logon, your USER ID will be NRC and the last 4 digits of your social security number followed by a letter (NRC1234A). Check with your supervisor for your password.

FOIA/PA ASSISTANT'S GUIDE

2.7 CLAIMS Main Menu Screen



From the Main Menu type the number for INQUIRY/UPDATE PROCESSING and press enter.

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2.8 Inquiry Screen, searching with a Receipt Number

FILE EDIT SESSION TRANSFER PROGRAM OPTIONS WINDOW HELP

NEW OPEN SAVE PRINT F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

PRN INP... JHMINS MAIN-MENU SYSTEM 12/15/2005
UPDATE PROCESSING MENU 08:59
MRC71000

SELECT AND COMPLETE ONE LINE

1. RECEIPT NO.: 1200000000

(SELECTIONS BELOW FOR APPLICATIONS AND PETITIONS ONLY)

2. USER ID: BIRTH MONTH (YY)

3. BENEFICIARY APPLICATION NAME (LAST) (FIRST)
BIRTH DATE IMMIGRATION

4. A NUMBER: A

5. REFERENCE NO.:

6. PETITIONER NAME (LAST) (FIRST)

PPR CANCEL PFA MAIN MENU PFF LOGOFF PF10 REMITE PF11 ACT UPD BY CODE PF12 ACT UPD BY RCPT

0270

NUM OVR

On the Inquiry screen, there are several ways to search for records. If you know the receipt number, type the number under the first field to pull up the receipt information.

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2.9 Searching CLAIMS using a Name and Date of Birth

FORN INL CLAIMS MAIN-MENU SYSTEM 02/07/2006
UPDATE PROCESSING MENU 09:18
MRC71006

SELECT AND COMPLETE ONE LINE

1. RECEIPT NO.

(SELECTIONS BELOW FOR APPLICATIONS AND PETITIONS ONLY)

2. USER ID: (blank) (FIRST): (blank)

3. BENEFICIARY APPLICATION
NAME (LAST): (blank) (FIRST): (blank)
BIRTH DATE: (MMDDCCYY)

4. A NUMBER: 9

5. REFERENCE NO.:

6. PETITIONER
NAME (LAST): (blank) (FIRST): (blank)

PFR CANCEL PFA MAIN MENU PFB LOGOFF PFI1 REMOTE PFI2 ACT UPD BY CODE PFI3 ACT UPD BY RCPT

NUM OVR

You may also search name and birth date. CLAIMS does not forgive spelling errors and will not conduct “sounds-like” searches. If you do not immediately find a receipt, you should also search by alias names and variations of the name. You may also search without the birth date. This may have the results you are looking for depending on how common the name of the subject. Searching using the birth date will narrow the findings.

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(b)(6)

CLAIMS MAINFRAME SYSTEM

INQUIRY/UPDATE RECEIPT LIST

02/21/2007 11:53 NRC09030

RECEIPT NBR	LAST NAME	FORM	DATE
1.		0100	02/17/2007
2.		0100	02/14/2007
3.		0100	02/14/2007
4.		0100	02/11/2007
5.		0100	02/11/2007
6.		0100	02/11/2007
7.		0100	02/11/2007
8.		0100	02/11/2007
9.		0100	02/11/2007
10.		0100	02/11/2007
11.		0100	02/11/2007
12.		0100	02/11/2007
13.		0100	02/11/2007
14.		0100	02/11/2007
15.		0100	02/11/2007
16.		0100	02/11/2007

TYPE IN SELECTION:

PF1 PF2 PF3 PF4 PF5 PF6 PF7 PF8

PG FWD PG BACK CANCEL PRINT MENU MAIN MENU LOGOFF

02/0

NUM OVR

If your subject has a very common name, the inquiry may result in several pages of matches. View the screen pertaining to the individual receipt number or look for the type of form. It will show detailed information relating to that specific receipt number. To view the detailed information, type the corresponding number at the bottom of the screen labeled "TYPE IN SELECTION." For example, if you type "3", the detailed information relating to receipt number SRC0710351687 will be displayed.

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2.10 Searching with the A-Number

CLAIMS MAIN-MENU SYSTEM
UPDATE PROCESSING MENU
02/07/2006
09:18
MRC71006
SELECT AND COMPLETE ONE LINE

1. RECEIPT NO.

(SELECTIONS BELOW FOR APPLICATIONS AND PETITIONS ONLY)

2. USER ID: (LAST) (FIRST) (BIRTH DATE)

3. BENEFICIARY APPLICATION NAME (LAST) (FIRST) (BIRTH DATE)

4. A NUMBER

5. REFERENCE NO.

6. PETITIONER NAME (LAST) (FIRST)

PFR CANCEL PFA MAIN MENU PFF LOGOFF PF10 REMITE PF11 ACT UPD BY CODE PF12 ACT UPD BY RCPT

NUM OVR

You may search by A-number. Navigate through these fields by tabbing, or to go backwards, use Shift-Tab. CLAIMS used to allow adjudicating officers to enter alien numbers as an eight-digit number without a leading zero. Ordinarily you should enter a leading zero immediately following the letter A (in purple on this screen) and then enter the rest of the A-number. If you do not find what you need, try deleting the zero immediately after the "A." If the person has a nine digit A-number, you will not have to worry about it. Note: if you search by A-number, it may not show every receipt belonging to the person, so you may still have to search by name and date of birth or by petitioner's name.

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2.11 Searching with the Petitioner's Name

PGM: A2B DHSD3.WSD, DHSD3.WCD C2/07/2109 C9:19 NR77/09F

SELECT AND COMPLETE ONE LINE

1 RECEIPT NO.

(SELECTIONS BELOW FOR APPLICATIONS AND PETITIONS ONLY)

2 USER ID: DATE MMDDYY

3 BENEFICIARY/APPLICANT NAME (LAST: (FIRST) BIRTH DATE MMDDYY

4 A NUMBER: A

5 REFERENCE NO.:

6 PETITIONER NAME (LAST: (FIRST):

PF1 CANCEL PF6 MAIN MENU PF8 LOGOFF PF10 REMOTE PF11 ACT UPD BY CODE PF12 ACT UPD BY RCPT

NUM OVR

You may search by using the petitioner's name, but be forewarned: if the petitioner has a very common name, the results of this search may be overwhelmingly voluminous.

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2.12 Search Results

The screen print below is the result of a search. The receipt shown is for an I-751, Petition to Remove Conditions on Residence.

A2B [DHSD3.WSD, DHSD3.WCD]

File Edit Session Transfer Program Options Window Help

NEW OPEN SAVE PRINT F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

FSXNIPP2 CLAIMS MAINFRAME SYSTEM 02/02/2008
APPLICATION UPDATE PROCESSING 08:31
MODE M NR07203F
FORM 0751 RPT NBR: SP0100-0200-0000S APPEALED FORM: OWNER: SP0
PART 2 A PART 3 RECEIVED DT 10/26/2005
H-NBR H 12345678 REF NBR: HSSOL RPT NBR:
NAME TEST TEST NAME
C/D
STREET 4141 ST AUGUSTINE CITY: DALLAS
STATE TX PROVINCE: CTRY ZIP, POSTAL 75217
GENDER DOB 01/01/64 CDE: A IATA CTRY OF CITY SOC SEC #
EMPLOYER TAX ID:
REP CODE REP TYPE: (A-ATTY B-CERT REP. C-OTHER)
NAME
FORM CLASS:
STREET CITY:
STATE PROVINCE: CTRY ZIP, POSTAL
STATUS/ACTION: [REDACTED]
INC STATUS: NEW LEADS
PRIORITY DATE: 10/26/2005 DATE VALID FROM: TO
00997961 - VIEW MODE
P-2 P-3 P-4 P-5 P-6 P-7 P-8 P-9 P-11
CL INQ CANCEL BACK EAL INFO MAIN MENU LOGOFF REMIT SFT HIST
3270

NUM OVR

(b)(7)(e)

The receipt information gives the name, date of birth, A-number and address. The status of the receipt file is near the bottom of the screen. (STATUS/ACTION: IBS1)

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ASXNIAP2 CLAIMS MAINFRAME SYSTEM 02/02/2008
APPLICATION UPDATE PROCESSING 08:31
MODE M
FORM 1751 REPT NBR: SAC-13-025-10045 APPEALED FORM: OWNER: SRC
PART 2 H PART 3 RECEIVED LT 10/26/2005
H NBR H 12345678 REF NBR: HSSOC REPT NBR:
NAME TEST TEST NAME
C/O
STREET 4141 ST AUGUSTINE CITY: DALLAS
STATE TX PROVINCE: ENTRY ZIP, POSTAL 75217
GENDER DOB 01161964 COB: F011A ENTRY OF C17 SOC SEC #
EMPLOYER TAX ID:
REP CODE REP TYPE: (A=ATTY B=CERT REP, C=OTHER)
NAME
FORM CLASS:
STREET CITY:
STATE PROVINCE: ENTRY ZIP, POSTAL
STATUS/ACTION:
INS STATUS: NEW CLASS:
PRIORITY DATE: 10262005 DATE VALID FROM: TO
00987961 - VIEW MODE
PF2 PF3 PF4 PF5 PF6 PF7 PF8 PF9 PF11
CI INQ CANCEL BACK EAC INFO MAIN MENU CODES LOGOFF REMIT STAT HIST
3270
NUM OVR

(b)(7)(e)

The top right corner of the screen shows the owner of the file, this may help in determining where to staff for the receipt file, especially if the receipt information is not in NFTS. This receipt begins with SRC, but that does not matter for staffing – the OWNER would be where you staff.

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FILED [D:\PDS\WEB\DECODES\WEB] _ _ _ _ _

File Edit Session Transfer Program Options Window Help

NOU OPEN GIVE P [Icons] [Icons] [Icons] [Icons] [Icons] [Icons] [Icons] [Icons]

FSXNHST CLAIMS MAINFRAME SYSTEM 02/02/2008
PAGE: 1 OF 1 CASE HISTORY 08:33
NR07109F

RECEIPT DATE 10/26/2005 RECEIPT NUMBER SRU-06-025-00045

ACTION CODE	ACTION DATE	USER ID
ABA RECEIVED - FEE WAIVED	10262005	SRJANCEP
[REDACTED]	10312005	FSJ01E13

PRESS PF4 OR ENTER TO RETURN TO PREVIOUS SCREEN

PF1	PF2	PF4	PF6	PF7	PF8	PF11
PG FWD	PG BACK	RETURN	MAIN MENU	CODES	LOGOFF	AUDIT

3270

NUM OVR

(b)(7)(e)

By pressing F11, you may view the history screen. From this screen, we can see the status of the application/petition. If the petition has been approved, destroyed, or transferred, it may make a difference as to how we staff.

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2.13 Beneficiary Petition for Non Immigrant Worker

USFINS MAINFRAME SYSTEM
PETITION UPDATE PROCESSING

MODE: L
FORM: I129
RECEIPT NBR: EF10318652291
OWNED BY: EFC
PART 2: H
PART 3: H
RECEIVED DATE: 01/21/2003
RE*ITE ID:
REF NBR:
APPEAL NBR:
ASSOC RPT NBR:
PETITIONER: TEST
TEST
TEST
CITY: ENOSBURG FALLS
STATE: VT
PROVINCE:
COUNTRY: USA
EMPLOYER: TEST
TAX ID:
CONCLOUT: EFC
CLASS: PREFERENCE: 1B1
NBR BENF: 1
COR:
STATUS/ACTION: PAB PREMIUM PROCESSING CLOCK STOPPED

PRIORITY DATE: DATE VALID FROM: 00000000 TO:

PE1 PE2 PE3 PE4 PE5 PE6 PE7 PE8 PE9 PE10 PE11
BENF C2 INQ CANCEL PFM MEN EAC MAIN MEN CODES LOGOFF PE*IT REPR HIST
3270

NUM OVR

On an I-129 petition, the petitioner's information is on the first screen you pull up after you enter or select the receipt number.

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To see the beneficiary information press F1.

The screenshot displays a mainframe terminal window titled "CLAIMS MAINFRAME SYSTEM". The interface includes a menu bar with options: File, Edit, Session, Transfer, Program, Options, Window, and Help. Below the menu is a toolbar with various icons. The main display area shows the following information:

PORT LBR: FAF0308652141
 PETITIONER: TEST TEST TEST
 NAME: TESTI TESTI TESTI
 C/D:
 STREET: CITY:
 STATE: PROVINCE: COUNTRY: ZIP, POSTAL:
 DOB: 10081974 DOB: NREF: SPO: SET: NER: A-NSP: A
 DOA: I-94 #: EXPIRES:
 CONSLOT: FEE: CLASS: 101 JOB CODE:
 EDUCATION CODE: COMPENSATION: \$ A AD: EL: FGRIF/NOT PROVIDED? Y
 FIELD OF STUDY: NAICS CODE:
 J-1 WAIVER? H-1B ELIGIBLE 6 YRS? PREVIOUS EMPLOYER EXEMPT?
 DECISION: DECISION DATE: VALID FROM 00000000 TO
 BENEFICIARY DISPLAYED
 PF2 PF4
 CE END RETURN
 3270

NUM OVR

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Updated on 3/14/2011

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To view the history, press the F4 key to return to the previous screen, and enter F11.

SKNHOST PAGE: 1 OF 1 JAHIMS MAINFRAME SYSTEM CASE HISTORY 02/01/2006 08:38 MRC71036

RECEIPT DATE: 01/24/2006 RECEIPT NUMBER: EHC-03-086-52291

ACTION CODE	ACTION DATE	USER ID
ADA RECEIVED FEE PAID	01242003	EACCLM01
DI DATA CHANGE	01242003	EACCLM01
PAH PREMIUM PROCESSING CLOCK DATE CHANGED	01242003	EACCLM01
PA CASE MARKED AS PREMIUM PROCESSING	01242003	EACCLM01
PAA PREMIUM PROCESSING CLOCK STARTED	01242003	EACCLM01
PD MOD PRIOR ACTION	01242003	EACCLM01
PAB PREMIUM PROCESSING CLOCK STOPPED	01242003	EACCLM01

PRESS PF4 OR ENTER TO RETURN TO PREVIOUS SCREEN

PF1 PG FWD PF2 PG BACK PF4 RETURN PF6 MAIN MENU PF7 CODES PF8 LOGOFF PF11 AUDIT

0270 NUM OVR

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Updated on 3/14/2011

FOIA/PA ASSISTANT'S GUIDE

The screenshot displays a terminal window titled "CLAIMS MAINFRAME SYSTEM" with a menu bar (File, Edit, Session, Transfer, Program, Options, Window, Help) and a toolbar. The main display area shows a list of receipts with columns: RECEIPT NBR, LAST NAME, FI, FORM, FEE AMT, and REC DATE. The list contains 16 entries, mostly labeled "TEST". At the bottom, there are function key options: PF1 (PG FND), PF2 (PG BACK), PF3 (CANCEL), PF4 (PRIOR MENU), PF5 (MAIN MENU), and PF6 (LOGOFF). A status bar at the bottom right indicates "NUM OVR".

RECEIPT NBR	LAST NAME	FI	FORM	FEE AMT	REC DATE
1	MEM9804400001	TEST	T 1761	125.00	12/01/1998
2	JFKF031310006	TEST	T 1765		02/08/2013
3	NCL0601600002	TEST	T 1193		10/18/2015
4	JFKF031310004	TEST	T 1765		02/08/2013
5	OPAH052110004	TEST	T 1765		02/29/2015
6	SPC9914754001	TEST	T 05155H		04/11/1998
7	MEM0000100001	TEST	T 1102		10/01/1999
8	NCL0318700005	TEST	T 1193		04/07/2013
9	NCL0302400012	TEST	T 1193		10/14/2012
10	MEM9806600001	TEST	T 190		01/08/1998
11	OPAH051690016	TEST	T 1765		03/18/2015
12	JFKF031310005	TEST	T 1765		02/08/2013
13	OPAH052110005	TEST	T 1765		02/29/2015
14	NCL0604300005	TEST	T 1193		11/15/2015
15	OPAH052110010	TEST	T 1765		04/19/2015
16	CCW9812100001	TEST	T 1400	95.00	01/19/1998

PF1 PF2 PF3 PF4 PF5 PF6
PG FND PG BACK CANCEL PRIOR MENU MAIN MENU LOGOFF

NUM OVR

There may be numerous results on a name search. Press F1 to see the results of the next page. To view number 10 on page 2 of the results, enter "10." To go back to the results of the search, press F4. The screen always returns to the first page of the search results. Remember this if you are going through the results page by page.

3. National File Tracking System (NFTS)

NFTS is an automated system that enables USCIS to track and account for nearly 50 million Alien Files (A-Files) and Receipt Files. NFTS allows for local control of all files within a designated USCIS File Control Office (FCO) or Case Control Office (CCO). The system supports the file migration from the USCIS field offices to facilitate a national tracking system

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that supports the National Records Center (NRC) and a centralization of agency records. You will learn much more about using NFTS in the Staffing section of this guide.

4. Person Centric Query Service (PCQS)

PCQS is an automated system that allows a person to submit a single query for all transactions involving an immigrant across a number of USCIS and Department of State (DoS) systems. PCQS returns a consolidated view of the immigrant's past interactions with USCIS and the Department of State as he or she passed through the U.S. immigration system.

Since PCQS can give us a comprehensive overview of a person's immigration history, it can help us locate certain documents to request, for instance, we may find information about an archived receipt in PCQS that we would not find in CLAIMS. You do not have to log in to PCQS to read the PCQS User Guide. Simply go to <https://pcq.esb.uscis.dhs.gov/> and click on the Users Guide link below the Warning.

(b)(6)

Person Centric Search

Search Criteria: Select All

Admission Number:

☐ CLAIMS 1 ☐ CLAIMS 2 ☐ CLAIMS 3 ☐ CLAIMS 4 ☐ CLAIMS 5 ☐ CLAIMS 6 ☐ CLAIMS 7 ☐ CLAIMS 8 ☐ CLAIMS 9 ☐ CLAIMS 10 ☐ CLAIMS 11 ☐ CLAIMS 12 ☐ CLAIMS 13 ☐ CLAIMS 14 ☐ CLAIMS 15 ☐ CLAIMS 16 ☐ CLAIMS 17 ☐ CLAIMS 18 ☐ CLAIMS 19 ☐ CLAIMS 20 ☐ CLAIMS 21 ☐ CLAIMS 22 ☐ CLAIMS 23 ☐ CLAIMS 24 ☐ CLAIMS 25 ☐ CLAIMS 26 ☐ CLAIMS 27 ☐ CLAIMS 28 ☐ CLAIMS 29 ☐ CLAIMS 30 ☐ CLAIMS 31 ☐ CLAIMS 32 ☐ CLAIMS 33 ☐ CLAIMS 34 ☐ CLAIMS 35 ☐ CLAIMS 36 ☐ CLAIMS 37 ☐ CLAIMS 38 ☐ CLAIMS 39 ☐ CLAIMS 40 ☐ CLAIMS 41 ☐ CLAIMS 42 ☐ CLAIMS 43 ☐ CLAIMS 44 ☐ CLAIMS 45 ☐ CLAIMS 46 ☐ CLAIMS 47 ☐ CLAIMS 48 ☐ CLAIMS 49 ☐ CLAIMS 50 ☐ CLAIMS 51 ☐ CLAIMS 52 ☐ CLAIMS 53 ☐ CLAIMS 54 ☐ CLAIMS 55 ☐ CLAIMS 56 ☐ CLAIMS 57 ☐ CLAIMS 58 ☐ CLAIMS 59 ☐ CLAIMS 60 ☐ CLAIMS 61 ☐ CLAIMS 62 ☐ CLAIMS 63 ☐ CLAIMS 64 ☐ CLAIMS 65 ☐ CLAIMS 66 ☐ CLAIMS 67 ☐ CLAIMS 68 ☐ CLAIMS 69 ☐ CLAIMS 70 ☐ CLAIMS 71 ☐ CLAIMS 72 ☐ CLAIMS 73 ☐ CLAIMS 74 ☐ CLAIMS 75 ☐ CLAIMS 76 ☐ CLAIMS 77 ☐ CLAIMS 78 ☐ CLAIMS 79 ☐ CLAIMS 80 ☐ CLAIMS 81 ☐ CLAIMS 82 ☐ CLAIMS 83 ☐ CLAIMS 84 ☐ CLAIMS 85 ☐ CLAIMS 86 ☐ CLAIMS 87 ☐ CLAIMS 88 ☐ CLAIMS 89 ☐ CLAIMS 90 ☐ CLAIMS 91 ☐ CLAIMS 92 ☐ CLAIMS 93 ☐ CLAIMS 94 ☐ CLAIMS 95 ☐ CLAIMS 96 ☐ CLAIMS 97 ☐ CLAIMS 98 ☐ CLAIMS 99 ☐ CLAIMS 100

(b)(6)

Person Centric Search

Search Criteria: Select All

Last Name:

First Name:

Date of Birth:

Gender:

☐ CLAIMS 1 ☐ CLAIMS 2 ☐ CLAIMS 3 ☐ CLAIMS 4 ☐ CLAIMS 5 ☐ CLAIMS 6 ☐ CLAIMS 7 ☐ CLAIMS 8 ☐ CLAIMS 9 ☐ CLAIMS 10 ☐ CLAIMS 11 ☐ CLAIMS 12 ☐ CLAIMS 13 ☐ CLAIMS 14 ☐ CLAIMS 15 ☐ CLAIMS 16 ☐ CLAIMS 17 ☐ CLAIMS 18 ☐ CLAIMS 19 ☐ CLAIMS 20 ☐ CLAIMS 21 ☐ CLAIMS 22 ☐ CLAIMS 23 ☐ CLAIMS 24 ☐ CLAIMS 25 ☐ CLAIMS 26 ☐ CLAIMS 27 ☐ CLAIMS 28 ☐ CLAIMS 29 ☐ CLAIMS 30 ☐ CLAIMS 31 ☐ CLAIMS 32 ☐ CLAIMS 33 ☐ CLAIMS 34 ☐ CLAIMS 35 ☐ CLAIMS 36 ☐ CLAIMS 37 ☐ CLAIMS 38 ☐ CLAIMS 39 ☐ CLAIMS 40 ☐ CLAIMS 41 ☐ CLAIMS 42 ☐ CLAIMS 43 ☐ CLAIMS 44 ☐ CLAIMS 45 ☐ CLAIMS 46 ☐ CLAIMS 47 ☐ CLAIMS 48 ☐ CLAIMS 49 ☐ CLAIMS 50 ☐ CLAIMS 51 ☐ CLAIMS 52 ☐ CLAIMS 53 ☐ CLAIMS 54 ☐ CLAIMS 55 ☐ CLAIMS 56 ☐ CLAIMS 57 ☐ CLAIMS 58 ☐ CLAIMS 59 ☐ CLAIMS 60 ☐ CLAIMS 61 ☐ CLAIMS 62 ☐ CLAIMS 63 ☐ CLAIMS 64 ☐ CLAIMS 65 ☐ CLAIMS 66 ☐ CLAIMS 67 ☐ CLAIMS 68 ☐ CLAIMS 69 ☐ CLAIMS 70 ☐ CLAIMS 71 ☐ CLAIMS 72 ☐ CLAIMS 73 ☐ CLAIMS 74 ☐ CLAIMS 75 ☐ CLAIMS 76 ☐ CLAIMS 77 ☐ CLAIMS 78 ☐ CLAIMS 79 ☐ CLAIMS 80 ☐ CLAIMS 81 ☐ CLAIMS 82 ☐ CLAIMS 83 ☐ CLAIMS 84 ☐ CLAIMS 85 ☐ CLAIMS 86 ☐ CLAIMS 87 ☐ CLAIMS 88 ☐ CLAIMS 89 ☐ CLAIMS 90 ☐ CLAIMS 91 ☐ CLAIMS 92 ☐ CLAIMS 93 ☐ CLAIMS 94 ☐ CLAIMS 95 ☐ CLAIMS 96 ☐ CLAIMS 97 ☐ CLAIMS 98 ☐ CLAIMS 99 ☐ CLAIMS 100

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5. FOIA/PA Information Processing System (FIPS)

The Freedom of Information Processing System (FIPS) is an automated system that allows us to process FOIA/PA requests electronically. This automated system enables the scanning of paper files into electronic images. These images are easily stored, retrieved, and processed. FIPS provides workflow processing for the life of a case. Any time you do any transaction concerning a FOIA/PA case, it will be through FIPS.

Processing Fee Information

Office: **NRC** **NRC2008000157** Status: **Open Case Processor 2 p3test** Web Entry
 Received: **6/25/2008** Scanned: **06/25/2008** Created: **6/26/2008** Perfected: **Final Action** Closed: **Final Reply Due**
07/25/2008

Requester Information

Abner Doubleday Edit Requester
 1 Hall of Fame Drive Change Requester
 Cooperstown NY 12345 987-654-3210

Subject Information

First: **Jessica** Middle: **Maria** Last: **Powell**
 A-Number: **987654321**
 Topic: **Border Patrol Apprehension Data**

Track: **2** Bureau: **CIS** ☐ Print To CD
 Type: **FOIA Request** Referred From: **_____** ☐ PA Cited
 Source: **Self** Expedited: **Not Requested** ☐ In Litigation
 Category: **Alien File** Fee Waiver: **Not Requested** ☐ In Circular Search
☐ Delinquent

Calculate Queue Position

Save

Type of request	Source	Track 1, 2 or 3	Category	Print to CD
<ul style="list-style-type: none"> Always FOIA 	<ul style="list-style-type: none"> Attorney Commercial Education/Scientific Foreign Government News Media Others Representative Self White House/Congressional 		<ul style="list-style-type: none"> Alien File Asylum Specific Documents Non A-File Material Personnel Special Interest Group SFR cases at NRC 	

CREATING THE CASE

Work Queries



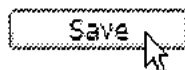
Updated on 3/14/2011

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On the FIPS worksheet under the header "Contents," you will notice that usually Sequence 1 is the "Request Letter" and Sequence 2 is usually "Request Supporting Documents." There will be a date and time in the right column.

Sometimes the request will be Form G-639 only, sometimes it will be the G-639 and a G-28, Power of Attorney, sometimes it will be a letter from an attorney or representative and a G-28. Sometimes it will be a letter from the subject of record. At times, there will be documents scanned in, such as alien registration card, driver's license or other forms of identification. Other documents you may see can include miscellaneous screen prints or memoranda. You should view (almost) all documents scanned in FIPS in the Request Letter and Request Supporting Documents slots before you create the case.

During the Case Create process, you may need to leave your work station, or you may receive a telephone call, or various things may happen to distract you from creating the case. If anything happens and you need to stop work temporarily, it is always a good idea to click:



You must identify the following critical items and enter them into the FIPS worksheet before creating the case:

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REQUESTER INFORMATION

Processing

Office: BAL BAL2010000751REQ Status: Request Case Creator cctestb Web Entry

Received Scanned Created Perfected Final Action Closed Final Reply Due

03/04/2010

Requester Information Requester Search/Entry

First Middle Last

A-Number

Topic

Track * Bureau * ☐ Print To CD

Type * Referred From: ☐ PA Cited

Source * Expedited: Not Requested ☐ In Litigation

Category * Fee Waiver: Not Requested ☐ In Circular Search

☐ Delinquent

Calculate Queue Position

Save

Tasks Discussions Case Actions

Document Type	Seq.	Pages	Status	Resp Unit	A-Number	Date
<input type="checkbox"/> Request Letter	1	2	Scanned			3/4/2010 1:06:57 PM

When entering the information on the FIPS worksheet, please observe the following rules

- Do not use all capital letters when entering names.
- Do not use professional titles, such as Doctor or Reverend in the requester information.
- You may use Jr., Sr. or II, III, etc., if the requester or subject uses it on the request.
- Do not open cases in the name of a company only.
- Do not hyphenate names.

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- Spell the name accurately. If the name of the requester is not clear on the request letter, check the supporting documents for a Form G-28 for a clear copy.
- Add a period after the middle initial.
- If the subject does not provide a middle name or initial, enter "NMN" in the "Middle" field.
- Do not use part of the last name as a middle name, for example Hispanic names. Sometimes it is obviously a middle name, such as Juan Jose Gonzalez. Sometimes it is obviously a first and second last name, such as Juan Gonzalez Becerra. Other times, it is not so clear. You might look at the mother's and father's last names, if provided. If you are unsure, contact a supervisor.

If the only evidence of an attorney is an envelope or letter, but there is not a duly executed Form G-28, create the case using the name and address of the requester in Section 2, "*Requester Information*." Do not use the address on the envelope or letterhead.

Each line of the address in FIPS can contain no more than 35 characters; this includes spaces and punctuation. When we are printing the responsive records to CD, nothing over 35 characters prints on the CD. This requires the OA clerks to print a label separately for those CD's before mailing.

Do not use special characters, such as "&" and "#" in the address field; rather, spell them out or use an abbreviation, such as "and" or "No." Note: you *may* use spaces, dashes, periods, commas or single quotes ('). You *may not* use @, #, \$, %, ^, &, *, (,), =, +, [,], {, }, \, <, >, or /.

Please include the suite number or apartment number on the same line as the street address. FIPS will allow you to key in more than 4 lines in the address box. The issue is when the case is processed and the CD is printed, it only prints the first 4 lines. The requester's name is the first line of the address, so you have three lines left.

If the name of the requester on the Form G-639 is a company name, please review the supporting documents to try to locate the name of the attorney/representative of the company.

For example, if your request comes in on a G-639 and the name of the requester is only the name of the law firm representing the alien (for example, Wilens & Baker) you will need to look through your supporting documents to see if you can locate the name of the attorney at Wilens & Baker who is representing the alien. If you cannot locate the name of the attorney who is representing the alien, then open the case in the name of the alien,

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in care of the law firm. Do not use "Wilens & Baker" as the requester name.

If the requester does not provide a valid address use: 123 Main Street, Washington, DC 12345. Send an e-mail to your supervisor and assign the case to Unit Chief.

When the attorney or subject of the request provides both a physical mailing address and a P.O. Box, use the P.O. Box for the official mailing address. Please do not use both.

The address can only be four lines long, even though FIPS gives you an extra line. The requester's name is always the first line.

Enter any suite numbers or apartment numbers in the address line.

If an attorney represents the subject, the first line of the address should be the name of the law firm the attorney is affiliated with, or, Attorney at Law, or "c-o" and the law firm name or the name of the attorney.

If the address is foreign, you must check the box marked Foreign. This will change the format of the worksheet to include the Province and Country. You must complete these fields to ensure proper delivery. Before pending this case for any further action, please check the "Print to CD" box and add a Discussion note that you did so.

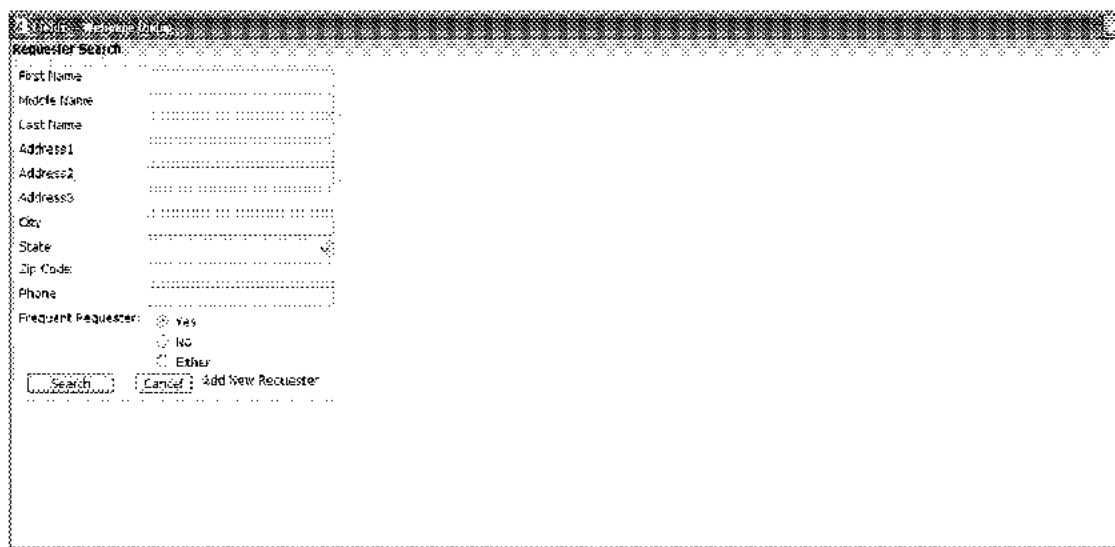
The following places are NOT foreign countries:

- American Samoa
- Guam
- Puerto Rico
- Northern Mariana Islands
- Baker Island
- Howland Island
- Jarvis Island
- Kingman Reef
- Midway Islands
- Navassa Island
- New Mexico
- Palau
- Palmyra Atoll
- U.S. Virgin Islands
- Wake Island
- Micronesia

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A foreign address may be very long, and you may have to consult a supervisor to complete the address field correctly.

To locate and select existing requesters or to enter new requesters, click the **Requester Search/Entry** link to open the Requester Search Form. To search for an existing requester, click in one of the available fields in the Requester Search Form and begin entering pertinent information. When searching for a requester whose last name is Smith, for example, click in the Last Name field and enter a portion or the entire last name. After you have entered enough information, click **Search** to locate requesters with matching information.

A screenshot of a web-based form titled "Requester Search". The form contains several text input fields for "First Name", "Middle Name", "Last Name", "Address1", "Address2", "Address3", "City", "State", "Zip Code", and "Phone". Below these fields are three radio buttons for "Frequent Requester": "Yes", "No", and "Other". At the bottom of the form are three buttons: "Search", "Cancel", and "Add New Requester". The form is displayed within a browser window with a standard address bar and title bar.

If you get any matches to your search, you will see a screen that looks like this:

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If any of those requesters are a perfect match for your requester, you may “Assign this Requester” by clicking on the icon to the left of the name:

And it will populate the requester information like this:

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Processing

Office: BAL BAL2010000751REQ Status: Request Case Creator cctestb Web Entry

Received: Scanned: 03/04/2010 Created: Perfected: Final Action: Closed: Final Reply Due:

Requester Information

Bernhard Sauerbraten

Edit Requester
Change Requester
Copy to Subject

(b)(6)

If you do **not** find a match, you will have to add a new requester by selecting Add New Requester:

Requester Search

First Name: _____

Middle Name: _____

Last Name: _____

Address1: _____

Address2: _____

Address3: _____

City: _____

State: _____

Zip Code: _____

Phone: _____

Frequent Requester: ☐ Yes ☐ No ☐ Other

Search Cancel Add New Requester

When you click Add New Requester, you will get a dialog box that you fill in. You will enter all information, decide if this is a Frequent Requester, and then click Save.

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Requester Information

First Name: [Redacted] Middle Name: [Redacted] Last Name: [Redacted]

Address 1: [Redacted]

Address 2: [Redacted]

Address 3: [Redacted]

City: [Redacted]

State: [Redacted]

Postal Code: [Redacted]

☐ Foreign

Province: [Redacted]

Country: [Redacted]

Phone Number: [Redacted]

Email: [Redacted]

Requester: ☒ Yes ☐ No

Save Cancel

SUBJECT INFORMATION

After saving, look to see if this is a self-request. If so, you can copy the Requester Information to the Subject:

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Requester Information

C. G. Culpepper

Edit Requester

Change Requester

Copy to Subject

Otherwise, you will have to enter the subject information in the area. If the person gave more than one A-Number, please separate them with a comma in the A-Number field.

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Subject Information

First: Melville Middle: Last: Crump

A-Number: [Redacted]

Topic:

1. Name

Enter the subject's name, as it appears in section 5 of Form G-639 (except in the case of a petitioner asking for a petition).

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The name portion of the worksheet is the name of the alien whose file we are requesting. This is usually the name in the subject portion of the Form G-639, or in the subject line of the request letter. However, if the requester is asking for a petition he or she filed on behalf of a beneficiary, then that document will be a separate receipt or it will be in the beneficiary's file, not the requester's file. In situations like this, the subject information would be that of the beneficiary, not the requester.

2. *Alien Number*

In the alien number field, enter your subject's alien number, as provided on the request, as an eight-digit or nine-digit number. You should always check the A-number in CIS to be sure it belongs to the correct subject. If the alien provided us with more than one A-Number, please separate these numbers with a comma. If you have created the case and you see less than eight digits in the A-number field, please re-check (by pasting the number into CIS) to make sure you have entered the number correctly.

Please do not enter the A-number if the requester is a petitioner asking for a copy of an unconsolidated petition, as it will result in a bad staffing.

If the requester is a petitioner asking for a copy of a petition that has been consolidated into the A-file of the beneficiary, you should enter the A-number of the beneficiary, since we will staff for the beneficiary's A-file.

3. *Topic*

If the request is for something other than an alien file, for example, a receipt file or a vacancy announcement, then you will add this information in the "Topic" field in the Subject Information area.

"Topic" is used at different times, such as:

- when there is an unconsolidated receipt file
- when it is a request for a vacancy announcement
- when it is a request for a personnel file
- when it is a request relating to policies and procedures service-wide

If the alien is requesting a receipt number, enter the information in the following format:

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Correct: MSC0412360000

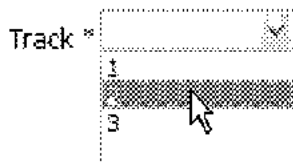
Incorrect: MSC-04-123-60000

Enter the receipt number with no dashes or spaces. This format assists the Mission Support Assistants in locating the files and in locating the cases in FIPS when the receipt files come into the facility, and it will make it possible for case creators to spot duplicate or similar cases. If you are requesting multiple receipt files from the same facility, use only one staffing sheet. See Staffing Sheet Guide for more guidance.

When the request is for vacancy announcements, the vacancy announcement number must be the first part of the description. See CIS Personnel Information for more information on handling personnel related requests. In other types of situations, put as much of the pertinent information in the description line as space will allow. You may need to modify the acknowledgement letter.

CASE SPECIFICATIONS

1. Track



Track 1 – Requests for receipt files and requests for partial records such as a specific document. A specific document request consists of three documents or less (except asylum or refugee requests, which you should create under category **Alien File** and assign to Track 2).

Please select the category **Specific Documents** and make the case a Track 1. The first paragraph of the acknowledgement letter sent to the requester must contain the following paragraph:

We respond to requests on a first-in, first-out basis and on a multi track system. Your request has been placed in the simple track (Track 1). You specifically requested [enter specific document information here]. If you would like a copy of all your records, please send a written request to the address above, otherwise you will receive only the documents you specified.

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Continue to create the case in Track 1 as Specific Documents. The requester may write back later responding that they need the whole file, and a FOIA/PA Assistant working in Records Locator queue can change it to Track 2 at that time.

Track 2 – Requests for entire copy of alien file, asylum or refugee requests, and requests from news media or special interest groups.

If the request has “all records” checked and lists more than three documents on the G-639, please select the category **Alien File** and make the case a Track 2.

Track 3 – Requests for records of individuals scheduled in the future to appear before an immigration judge. Requesters must provide one of the following documents to receive Track 3 processing:

- Form I-862, Notice to Appear, documenting a future scheduled date of the subject's hearing before the immigration judge.
- Form I-122, Order to Show Cause, documenting a future scheduled date of the subject's hearing before the immigration judge.
- Form I-863, Notice of Referral to Immigration Judge
- Written notice of the continuation of a future scheduled hearing before an Immigration Judge.

A supervisor will review all incoming FOIA requests and identify Track 3 requests. The supervisor will verify that necessary documentation is present with the request. There should be an attached cover sheet indicating to the case creator whether the request for Track 3 is approved or denied.

If there is no cover sheet, please evaluate the request and make a determination to approve or deny Track 3. If you are unsure, consult your supervisor.

Before you create the case, look at the documentation. Sometimes you will find a reference to a current, open case which the requester wishes to upgrade to Track 3. After you verify that the case is open, you may simply click “Send to Research” and you are finished with the case.

Requesters will sometimes request both Track 3 processing and expedited processing. Do not select both. Neither has to do with the other. A requester could be granted either

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Track 3 processing or expedited processing, but never both on the same case. For expedited processing guidelines, please refer to **"Expedited Treatment"** in this guide.

Track 3 processing is not "expedited" processing as that term is used and understood in law. It is not appropriate to use the word "expedited" when discussing Track 3 processing of a FOIA request ("priority" or "accelerated" processing are more appropriate terms for Track 3). Don't confuse the two in correspondence with requesters.

Refer to the cover sheet the supervisor attached to the request. There should be either an Expedited coversheet or a Track 3 coversheet, but not both. Follow the instructions on the cover sheet attached to the request. If there is no cover sheet, do not mark either box.

If the requester specified Track 3 processing but the request does not have a cover sheet, please create the case. If you have a request for Track 3 and you see that we have a future court date provided in the request, prepare your response according to the Track 3 Ack Letter found in

O:\Foia\FOIA LIBRARY\Case_Create_References\Case_Create_Template_Letters

If the requester did not provide any documentation or if the documentation says "a date and time to be determined" prepare an acknowledgment letter and click "Add Track 3 Denial Paragraph."

Proceed with creating the case. If you are not sure whether to approve or deny Track 3, please consult your supervisor.

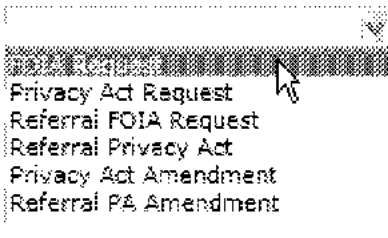
If you assign the case to Track 3, ensure you put the words "TRACK 3" at the top of the staffing sheet.

If the requested file has already been scanned because of a prior FOIA request that has now been resubmitted for Track 3 processing, do not create the case. You should send the case to Research, where they will attach the new request to the existing case as a CSD. If Track 3 processing has been approved, you have to change the track on the original case to Track 3.

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2. Type

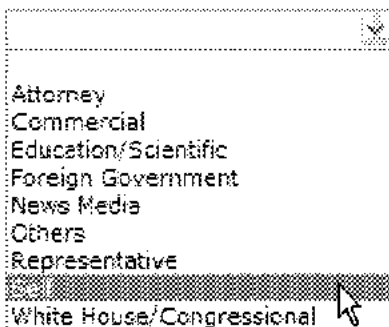
Type *



Always select **FOIA**. It will be incumbent upon the processor to verify the status of the alien, and to change the case type if necessary.

3. Source

Source *



The source of the request is, quite simply, who is making the request. Is the requester the individual or an attorney or representative speaking on the alien's behalf? Is it a request from the media or a true third party requester? Below is a list of possibilities for requesters:

- **Attorney** - The requester is an attorney representing the alien. The attorney will have checked the box on the G-28 marked "Attorney," or will have sent us a letter on the law firm's letterhead.
- **Commercial**
- **Education/Scientific**
- **Foreign Government**
- **News Media**
- **Others** - The requester of the file is someone other than the alien, an attorney or an accredited representative. They might possibly include a G-28 with something other than "Attorney" or "Accredited Representative" checked.

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- **Representative** - The requester is an accredited representative under the provisions of 8 CFR 103.2(a)(3) and 292.1(a)(1) or 292.1(a)(4). On a G-28, the requester will have marked the box "Accredited Representative."
- **Self** - This is a request from the alien himself or herself. The request may have the name of an individual followed by "care of" a certain law firm. This is still a self-request.
- **White House/Congressional**

If you feel that you have a case of a different source of request, please contact a supervisor for further guidance.

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4. *Category*

Category *	Alien File	▼
	Alien File	▲
	Appeals	
	Asylum	
	Child Support	
	Citizenship National Review	
	Consultation	
	Contract	
	Debts Owed	
	Dual Citizenship	
	Family History	
	Haitian Refugee Immigration	
	Handbooks, Manuals	
	Inheritance	
	Internal Audit	
	Investigations	
	Legal Immigration & Family	
	Legalization/Admin Appeal	
	Medical History	
	NOK Addresses	
	Nicaraguan & Central Amer	
	Non-A-File Material	
	OTHER	
	Pensions	
	Personnel	
	Proof of Naturalization	
	Referral	
	SFR Cases at NRC	
	Special Interest Group	
	Special Docs	
	Waste, Fraud, Abuse	▼

There are 30 different categories of requests. However, the most commonly used ones are:

Alien File – The requester is asking for an entire copy of an alien file. This category includes the following:

- a. Files of living subjects
- b. Naturalization records on or after April 1, 1956
- c. Visa records on or after May 1, 1951 in A-files
- d. A-Files above 8 million (A8000000), and documents therein dated on or after May 1, 1951

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- e. Registry records on or after May 1, 1951 in A-Files
- f. Alien Registration Forms on or after May 1, 1951 in A-Files

Specific Documents – The requester is asking for specific documents, such as a copy of a receipt file, an application or a copy of his or her naturalization certificate. As a rule, you should create a case as Specific Documents if the requester is asking for up to three documents. If a requester is asking for an asylum application and supporting documents, you should create it as Alien File. (Refer to the section “*What track is my case?*” that follows.)

Personnel – The requester is seeking information relating to USCIS personnel matters.

Special Interest Group – Requester(s) are seeking information relating to special interest requests such as news media requests, highly visible or public interest cases. We receive this kind of request from members of the media, activist groups, watchdog organizations or educational institutions. The documents requested are normally associated with a controversial or sensitive subject.

Select “Special Interest Group” if any of the following criteria are met:

- a. The FOIA request relates to a Presidential or agency priority;
- b. The FOIA requester or requested documents will garner media attention or is receiving media attention;
- c. The FOIA request is for documents associated with meetings with prominent elected, business, and/or community leaders;
- d. The FOIA request is for congressional correspondence;
- e. The FOIA request is from a member of Congress;
- f. The FOIA request is from a member of the media;
- g. The FOIA request is from a member of an activist group, watchdog organization, special interest group, etc.;
- h. The FOIA request is for documents associated with a controversial or sensitive subject;
- i. The FOIA request is for documents associated with a senior official of the component;
- j. A FOIA appeal if it meets one of the “a” through “i” criteria;

Items listed above are suggestive and not exclusive – exercise judgment when marking cases with category “Special Interest Group.”

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If you believe a request qualifies as a Special Interest Group, choose that case category in FIPS, change the office from NRC to COW, search for duplicates and then create the case. Do not create a staffing sheet or an acknowledgment letter. Prepare an e-mail explaining the situation for NRC, FOIASIG. Click "Reassign Office." Send the case to Unit Chief. A Special Interest Group (SIG) processor will create the staffing and acknowledgment letter. This enables the Special Interest Group (SIG), responsible for special interest cases, to create a report and determine whether the case is actually a Special Interest Group case and report it accordingly. If the case creators do not mark Special Interest Group cases properly, we have no way to track and report these high visibility cases. When in doubt, choose the Special Interest Group category in FIPS. The Special Interest Group will sort it out later. If you have questions or need to send information regarding SIG cases to the Special Interest Group, their e-mail address is: NRC, FOIASIG.

SFR cases at NRC – NRC uses this category to track all workload staffed to SFR. This includes cases retired by or lost by SFR, but **does not include ZSF**.

OTHER: Genealogy cases are requests for searches and/or copies of historical records relating to a deceased person. The lists below represent the records that the public would be able to request from the Genealogy Program:

- a. Naturalization Certificate Files (C-Files) from September 27, 1906 to April 1, 1956.
- b. Microfilmed Alien Registration Forms (AR-2), from August 1, 1940 to March 31, 1944 and Alien Registration Forms from March 31, 1944 to April 30, 1951 in A-Files.
- c. Visa Files from July 1, 1924 to May 1, 1951.
- d. Registry files from March 2, 1929 to March 31, 1944 and Registry records from April 1, 1944 to April 30, 1951.
- e. A-Files numbered below 8 million (A8000000), and documents therein dated prior to May 1, 1951.

The case is not Genealogy unless it meets one of the above criteria. If the case you are creating does meet the criteria for Genealogy, create it as **OTHER** then do the following:

- a. Close the request as an ER and send to Up Front Approver
- b. Send an e-mail to the OA room and include the following information:
 - 1) REQ#

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- 2) NRC#
- 3) Scanner's initials
- 4) Date scanned

The OA room will pull the original request, include it in the current days count and follow return procedures.

5. *Bureau*

Bureau

CIS	▼
CBP	
ICE	▲

The three possible selections for Bureau are:

ICE – Used to identify requests wherein the requester is seeking information in connection with deportation hearings and other immigration related litigation (OPLA/DRO/SAC)

CIS – Used for all other categories. This is the default in FIPS.

CBP – Used for requests pertaining to documents relating to the Border Patrol, incident reports relating to apprehension, entry without inspection (EWI), smuggled humans, mobile patrol group, voluntary return, repatriation, checkpoints, entry/exit information, inspection, Port of Entry (POE), legacy customs or legacy inspections. Key words that you could see on a request relating to CBP are inspection, Port of Entry, Bridge of the Americas, Friendship Bridge, and smuggled goods. **Note: If request is for entry/exit information and the requester/subject provided an alien number, staff for the file.**

6. *Is there a request for expedited treatment?*

Expedited

Not Requested	▼
Requested	
Granted	
Denied	

A requester may ask for his or her request to be expedited and processed outside the order of receipt. By law, we must respond to a request for expedited treatment within 10 business days.

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USCIS will grant expedited processing if the requester establishes **either**:

(1) circumstances in which the lack of expedited treatment could reasonably be expected to pose an imminent threat to the life or physical safety of an individual;

or

(2) an urgency to inform the public about an actual or alleged federal government activity, if the requester is a person primarily engaged in disseminating information.

The requester must send a statement explaining in detail the basis for requesting expedited treatment. If a requester asks for expedited processing and fails to meet the criteria, we process the request in the appropriate track, using the “first in/first out” rule [See 6 C.F.R. § 5.5(a)].

OA personnel normally separate mail and faxes pertaining to expedited treatment prior to scanning. A supervisor then reviews and makes a determination regarding the expedited treatment. The supervisor will attach a cover sheet to the front of the request detailing the determination. Please create the case in accordance with the instructions on the cover sheet.

If the requested file has already been scanned because of a *currently open* prior FOIA request that has now been resubmitted for expedited processing, do not create the case. You should send the request to Research where they will attach the new request to the existing case as a CSD.

- If expedited processing has been approved based on new information, you have to check expedited processing approved on the original case and send an expedited treatment approval letter by opening the original case in stand-alone mode, creating a Blank Letter, and adding the following: This letter serves to notify you that your case has been approved for expedited processing.
- If expedited treatment was already denied in the *currently open* prior case, and the supervisor's decision is the same, if you have not already created the case, you may Send to Research, where they will attach your request to the original case as a CSD. Go to the original case in Standalone, go to Tasks, and create the Expedited Denial Letter.
- If the expedited treatment request refers to a case that *has already been closed*, close it as DP and send a duplicate letter or to create it as a new case, based on the situation. Please refer to the section on DP (duplicate) Cases.

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Sometimes the OA room will miss an expedited request. If this happens, select "Denied" in the drop-down box, create the Expedited Denial Letter, and then create the case as normal.

If you believe the requester meets the requirements for expedited treatment (and there was no cover sheet) then select "Requested" and send the request to Unit Chief. E-mail your supervisor with the details. If the supervisor granted expedited processing, you will not create an Expedited Denial Letter, of course. You must select "Granted" in the Expedited drop-down box. When you create the acknowledgement letter, it will address the fact that Expedited Treatment is granted.

USCIS denies most requests for expedited treatment because the requester failed to establish either of the necessary criteria.

If you have made a determination to deny, or if the supervisor has indicated denial, you must select "Denied" in the Expedited drop-box. After this, you should create the Expedited Denial Letter. If you or the supervisor denied expedited processing, we must advise the requester of the criteria for expediting a request and offer an opportunity to resubmit additional justification. The requester also has the right to appeal the decision to the USCIS FOIA Appeals Office.

Contents	Discussions	Case Actions
Task	Status	
Search For Duplicate Cases	Not Started	
Create Additional Cases	Not Started	
Create File Request	Not Started	
Acknowledgement Letter	Not Started	
Final Action Letter	Not Started	
Specialty Letter	Not Started	
Status Letter	Not Started	
Blank Letter	Not Started	
Interest Letter	Not Started	
Expedited Denial Letter	Not Started	

Notice: Do not mark both "Expedited Treatment Requested" and "Track 3." A request can be either expedited or Track 3, but not both. If the requester has asked for Expedited Treatment and Track 3, treat it as if it is a Track 3 request and follow the instructions in TRACK 3 PROCEDURES. In such a case, you should not mark "Expedited Treatment Requested" before sending it to Unit Chief.

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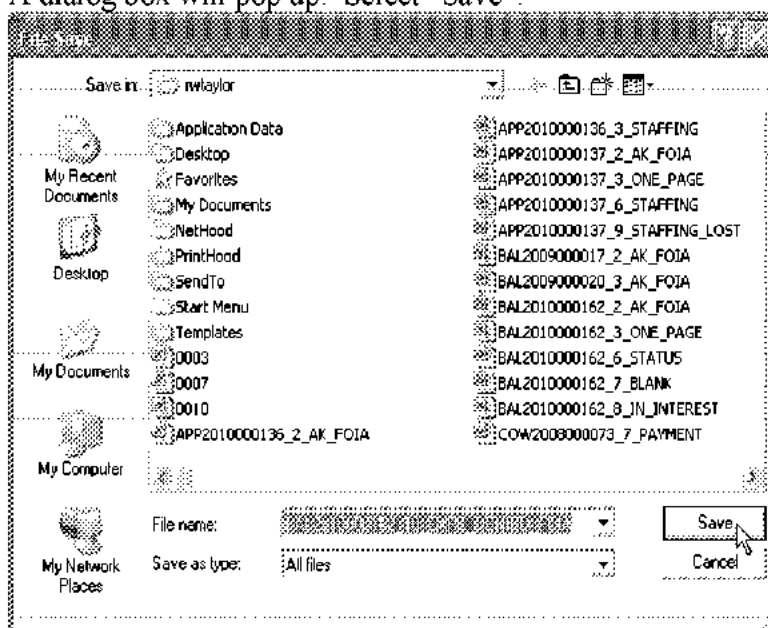


Successfully generated letter Expedited Treatment FOIA Denial.

Click on OK to continue.



A dialog box will pop up. Select "Save":



A word document explaining the denial and appeal rights will pop up. After you have done any editing necessary, save the document and check it back in.

After you have made that selection, your acknowledgement letter will address expedited treatment granted.

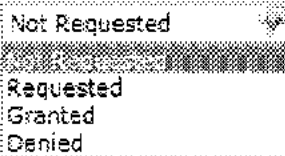
If there is an Expedited Treatment Requested cover sheet, and if you determine during case create that this needs to be a multiple case, you must check the Expedited Treatment Requested box (and create the appropriate response letters) for each child case. On the other hand, it might be that we will treat only the parent case as an expedited treatment request. You may make the determination or the supervisor will make a statement to that

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effect on the cover sheet, and of course, in such a situation, you would not mark the child cases as expedited treatment requests.

If there is an Expedited Treatment Requested cover sheet, and if you determine during case create that we need to close the case RD, RF, DP or ER, then change the Expedited drop-down box to "Not Requested" before you send the case to Up-front Approver. Because we are not generating a letter regarding expedited treatment denial or grant, and because it would cause erroneous reporting of Expedited Treatment Requests, you must change it to "Not Requested."

7. *Is there a request for fee waiver?*

Fee Waiver: 

The requester may ask for a waiver of fees in his or her request or in accompanying documentation submitted with his or her request. USCIS considers all requests for fee waivers on a case-by-case basis.

A requester must meet two requirements in order for USCIS to grant a fee waiver:

1. The disclosure of the requested information must be in the public interest,
2. AND the disclosure of the information is not primarily in the commercial interest of the requester. For a detailed explanation, please refer to the U.S. Department of Justice Guide to the Freedom of Information Act, "Fees and Fee Waivers."

Also note: the requester must ask for a fee waiver. Simply including a DOJ Fee Waiver form does not constitute a request for fee waiver. If the requester has written any statement to the effect of a request for fee waiver on the form, then you treat it as a request for fee waiver.

When a requester has asked for a fee waiver, there should be a cover sheet advising you of approval or denial. You may determine to deny based upon the two criteria listed above. If you do so, you must select "Denied" in the Fee Waiver drop-down box on the FIPS worksheet. Regardless of the decision on the fee waiver, you must insert a Discussion in FIPS indicating that you addressed the fee waiver request.

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When you are finished creating a case with a fee waiver request, create a Specialty Letter and select Fee Waiver Denied, edit the document if necessary and then create the case as normal. If you are not sure, please consult your supervisor.

If you believe the requester meets the requirements for fee waiver (and there was no cover sheet) then select "Requested" and send the request to Unit Chief. E-mail your supervisor with the details. A supervisor will make the decision to approve or deny the fee waiver and send the case back to you in the case create role. At that point, you will select either "Granted" or "Denied."


Fee Waiver Denied: When you respond to a request for fee waiver, you must add specific language to the acknowledgement letter. Please see O:\Foia\FOIA LIBRARY\Case Create References\Case Create Template Letters\Fee Waiver(denied) for an example of the denial language. Copy and paste this language into the acknowledgement letter. Do not bold, underline, highlight or enlarge the font of the language. If the font changes to bold when you paste it in, highlight that text and remove the bold.

Fee Waiver Granted: If the decision is to grant the fee waiver, then please select "Granted" in the Fee Waiver drop-down box. In the acknowledgement letter, please add the following sentence to the end of the first paragraph:

This is to inform you that your request for a fee waiver has been granted.

If there is a Fee Waiver Request cover sheet, and if you determine during case create that we need to close the case RD, RF, DP or ER, then change the Fee Waiver drop-down box to "Not Requested" before you send the case to Up-front Approver. Because we are not generating a letter regarding Fee Waiver denial or grant, and because it would cause erroneous reporting of Fee Waiver Requests, you must change it to "Not Requested."

8. *Print to CD*

- ☒ Print To CD
- ☐ PA Cited
- ☐ In Litigation 
- ☐ In Circular Search
- ☐ Delinquent

In an effort to save time, money and resources, the FOIA unit sends out final action responses on CD to all requesters (with two exceptions). When we send out the


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acknowledgement letter to the requester, it advises them that unless they write in and specifically ask for their documents on paper, they will be receiving them in a CD format. The acknowledgement letter templates reflect the change.

A few guidelines to follow:

- You should mark the "Print to CD box" on all new case creates, unless the mailing address of requester is to a correctional facility or unless the requester specified paper in the initial request letter (for requesters who are attorneys, the default is Print to CD).
- If the responsive records are already scanned in when you create the case, you will still check print to CD.
- All responsive records mailed to a correctional facility must be on paper. In such an instance, you must modify the acknowledgement letter so that we do not tell the requester we are printing the responsive records to CD. Modify the acknowledgement letter by removing the paragraph that begins with "This office will be providing your records on a Compact Disc (CD)"
- If the requester is in prison but we are sending the responsive records to an attorney's office, we will print to CD.
- If a requester specifically asks for their records on paper, do not check "Print to CD" box create a Discussion note citing the reason. In such an instance, you must modify the acknowledgment letter so that we do not tell the requester we are printing the responsive records to CD. Modify the acknowledgement letter by removing the paragraph that begins with "This office will be providing your records on a Compact Disc (CD)"

9. *Is this a delinquent requester?*

- ☐ Print To CD
- ☐ PA Cited
- ☐ In Litigation 
- ☐ In Circular Search
- ☒ Delinquent

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The Delinquent Requester search helps FIPS users identify requesters who have unpaid bills in the system. Requesters are delinquent when case fees remain unpaid for more than 45 days.

After you enter the last name of the requester, FIPS will automatically conduct a search for delinquent fees owed by that requester, using the last name of the requester. If the requester is delinquent on any case in any office nationwide, a box will pop up on the screen (see below).

Requester Information	
Sage Morgan DELINQUENT 123 Drive Lees Summit MO 64086	(616) 555-5555 x5555 sage@yahoo.com Copy to Subject

To view other cases for the same requester, click the **Query** icon next to the delinquent notice.

Requester Information	
Sage Morgan DELINQUENT 123 Drive Lees Summit MO 64086	(616) 555-5555 x5555 sage@yahoo.com Copy to Subject

The query results appear in a separate window.

Query Results			
Delinquent Cases for Requester results - Webpage Dialog			
http://10.63.16.238:7001/sonora/Query?op=m&name=sQry_getDelinquentCasesForCase&CASEID=8704			
Control Number	Closed	Fee Charged	Fee Collected
DLS2010000044	4/21/2010	1,500	
Total item(s) found (1)			

If a requester/subject previously submitted a request and owed a fee on a case and he or she did not pay the fee within 30 days, the case closed as FP (failure to pay). If the subject/requester submits a new FOIA request, the Delinquent Requester notification is

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going to pop up. Your requester may possibly not be on the pop-up list. FIPS conducts a search by the last name(s) of delinquent requesters.

Do not treat the case as delinquent if the case was processed on or before January 1, 2004. Send an e-mail to NRC_FIPSPROBLEM (clicking on the link will automatically include a copy to NRC, FOIAPROGRAM). In the body of the e-mail, include the name of the delinquent requester and the delinquent case number(s).

If the case was processed after January 1, 2004 and your requester's name was on the list:

If you encounter a delinquent requester from a FIPS Lite office, do not treat them as delinquent. You will know the request was processed in FIPS Lite when you open the case because you will see a "FIPS Lite placeholder."

Make sure the requester of the case you are creating is the same requester that FIPS is showing as delinquent. You must view the delinquent request(s) to make this determination. To view a case, highlight the line and click "view." If the delinquent requester matches your requester, treat the new request as delinquent. To get the delinquent case information (case number, dollar amount) in your acknowledgement letter and in the new case, highlight the name in the box that matches your requester and click ok.

Next, to create the case, go to the Tasks tab and click:

Contents		Discussions	Case Actions
Task	Status		
Create Case	Not Started		
Search for Duplicate Cases	Not Started		

When you complete the case create process and the new case has a control number, FIPS will notate the delinquency on the worksheet.

****Do not staff for responsive records until we receive payment.**

NOTE: If you are creating multiple cases, you should "Create Additional Cases" before you prepare the Acknowledgment Letter and File Request(s) for the original case.

NOTE: A FOIA/PA Assistant working in Records Locator queue may need to cancel pending requester documentation for cases pending requester documentation due to a prior delinquent status that has been removed, because the system does not.

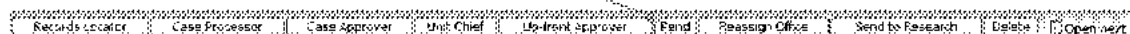
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If the FOIA/PA Assistant working in Records Locator queue does cancel pending requester documentation, he or she should generate a new interim acknowledgement letter and staff the case as usual.

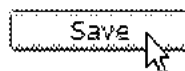
If the requester has more than one delinquent case, you will have to add up the total and modify the delinquent requester letter providing the case number for each delinquent case, the dollar amount owed for each, the total dollar amount owed, and instructions to prepare a check for the total amount made out to "U.S. Treasury."

When you click "ACK Letter" the following screen pops up. Click OK to generate the letter.

We will take no further action until the delinquency is resolved. Please pend.



Before you move to another part of the case create process, click:



SEARCH FOR DUPLICATE CASES

Just before you create the case, you should look for duplicates. Duplicate cases are cases in which the request was submitted multiple times to the Service, or was inadvertently scanned into FIPS multiple times, or are cases that we previously processed.

Sometimes a requester will take a "shotgun" approach. He or she will submit the same FOIA request multiple times to ICE, CBP and CIS, hoping to get an answer more quickly. The receiving offices will then in turn, transfer these requests to NRC. These are duplicate cases when an office has already processed this request with a final action code of either PD or G1, or has it ready to be processed.

This does not include instances in which the requester has faxed the request and then mailed it. If you open a case and find that the exact same request has very recently been created, chances are that you have opened the mailed copy which followed a few days after the fax. Close this case as ER (created in error).

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Case360 Home

FIPS v7.0 Training build 06
 [Work Queries](#)
[Actions](#)
[Standardize Search](#)

[Processing](#)
[Fee Information](#)

Search Case

Status: ☐ Open ☐ Closed ☒ Both

Control Number:

Request Number:

Created After:

Office:

Requester Last Name:

Requester First Name:

Requester Middle Name:

Subject Last Name:

Subject First Name:

Subject Middle Name:

A-Number:

Topic:

[Comments](#)
[Discussions](#)
[Case Actions](#)
[History](#)

Task	Status
Create Case	Not Started
Search For Duplicate Cases	Not Started

Records Locator

Case Processor

Case Approver

Unit Chief

Up-front Approver

Pend

R.

Page 2 of 2 65.7% Viewing version: 1

Ordinarily, you will get a blank result.

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Processing											
Control Number	Scanned	Requester's Last Name	Requester's First Name	Requester's Middle Name	Topic A	Status	Category	Final	In	Action	Litigation
<input type="button" value="Search Complete"/>		<input type="button" value="Search Again"/>									

You may select "Search Complete" or you may select "Search Again" to try the search by a single criterion or different combinations such as Subject Last Name, Subject First Name, Requester Last Name, and so forth. However, the search may yield an open case:

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Updated on 3/14/2011

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Case No. Home									
FIPS v. 7.0 Training build 00		Work Queries		Advisors		Standalone Search			
Processing		Fee Information							
Control Number Submitted		Requester's Last Name		Requester's First Name		First Middle Name		Topic A Number	
		Last Name		First Name		Name Name			
6822010038504 3/26/2010 6:00:00 AM		Figueroa		Laura		Laura Figueroa		6822010038504	
Search Complete		Search Agent							

Task		Status
Create Case		Not Started
Search For Duplicate Cases		Not Started

Records Locator

Case Processor

Case Approver

Unit Chief

Log Entry Approver

Find

PA

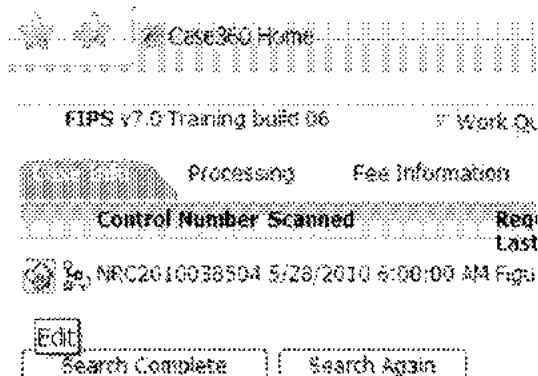
Page 2 of 2 66.7% Viewing Version: 1

If you do get a match, you should select “Edit” (the icon is a folder with a gear in front of it) to open the matching case and carefully review it to be sure it is a duplicate:

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Updated on 3/14/2011

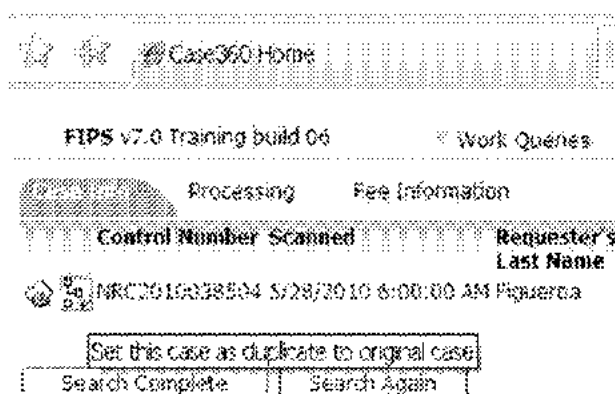
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By highlighting the case you wish to review and then clicking the “Edit” icon, FIPS will open the case for your review. You then review the request to ensure that:

- If there has been a case that was closed G1 or PD within six months from same requester –
- This does not include cases that were closed with any other final action code.

Once you verify those items and you determine the case is a duplicate of another case, you will select “Set this case as duplicate to original case” as follows:



Create a Final Action Letter and select final action code ER: Created in Error. After this, send the case to Up-front Approver.

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If you determine that it is not a true duplicate, please insert a new Discussion entitled "Similar Case" in each of the cases, so that a processor or approver can review both.

If the date of the request is either the same as your request or within a very few days and:

1. The requester is the same, and
2. The information being requested is the same in both requests,

Do not close this case as a duplicate. Instead, close this case as ER (created in error).

If you are not sure your case meets the duplicate requirements, create a new Discussion in the case and send the case to Unit Chief. Send your supervisor an e-mail with the case information for his or her review.

COPYING RECORDS FROM A CLOSED CASE

You may be checking for duplicates and discover responsive records of an existing closed case meet the following criteria:

- Regular (not Appeals) case
- Status of the duplicate case is "Closed" and
- The date closed was within six months of the current date

If the duplicate case meets all those criteria, then you may copy from the existing case into the new (active) case. The Request Type that you have selected for the existing case and the new case will determine whether any redactions are copied with the responsive records. If both new and existing cases are FOIA Requests or both cases are Privacy Act requests, then redactions will be copied into the new case with the responsive records. However, if the new case is a FOIA Request and the existing case is a Privacy Act request (or vice versa), then the responsive records will be copied but without any redactions.



















To begin the search, select the Tasks tab and click **Search for Duplicate Cases**.

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Contents		Discussions	Case Actions
Task	Status		
Search For Duplicate Cases	Not Started		
Create additional Cases	Not Started		
Create File Request	Not Started		
Acknowledgement Letter	Not Started		
Final Action Letter	Not Started		
Specialty Letter	Not Started		
Status Letter	Not Started		
Blank Letter	Not Started		
Interest Letter	Not Started		
Expedited Denial Letter	Not Started		
Vaughn Index Letter	Not Started		

Click the checkboxes next to the populated fields to select which search criteria to use. Case Creators can also type information into other fields to use as search criteria. When have entered all criteria, click **Submit**.

The Search Results screen lists any FIPS cases that match the selected criteria. To copy the responsive records from the case shown in the search results into the new case, click the **Copy Documents** icon, which looks like two pages:

Case Info		Control Number Scanned		Requester's Last Name		Requester's First Name	Requester's Last Name	First Name	Middle Name	Topic
			5/9/2002 6:00:00 AM	Johnson Esq	Laurence	Naiubwama	Teopista			
			10/31/2002 6:00:00 AM	Steel Esq	Richard	Shin	Un	Seok		
			5/3/2010 1:34:12 PM	Sitel	Sam	Sitel	Rick			
			5/3/2010 1:34:12 PM	Sitel	Sam	Sitel	Rick			
			5/4/2010 1:22:47 PM	Sitel	Sam	Sitel	Roxanne			
			5/6/2010 3:02:43 PM	Richards	Tim	Richards	Viki	Rae		

Search Complete Search Again

A message appears in the Case Info tab confirming that you copied the document into the new case:

Processing
Copied 1 documents without redactions.

The responsive records now appear in the Contents List of the new case:

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Tasks		Discussions		Case Actions			
Document Type	Seq.	Pages	Status	Resp Unit	A-Number	Date	
<input type="checkbox"/> Responsive Records	2	19	Scanned	HOU		8/20/2010 3:24:22 PM	
<input type="checkbox"/> Request Letter	1	1	Scanned			8/20/2010 4:04:41 PM	

CONSENT, VERIFICATION OF IDENTITY, AND DESCRIPTION OF RECORDS

“Consent” for the purposes of FOIA/PA is written agreement, approval or permission for access to information in the record by the competent individual to whom the record pertains. **The case creator must review the request and supporting documents to determine if proper consent is present.**

5 U.S.C. § 552a(b) No agency shall disclose any record ... except pursuant to a written request by, or with the prior written consent of, the individual to whom the record pertains.

6 CFR § 5.21(f): If you are making a request for records concerning *(a living) individual (other than yourself)*... You must also provide a statement from the individual certifying the individual's agreement that records concerning the individual may be released to you.

Consent could be:

- Block 3 on Form G-639, or
- A properly executed Form G-28, or
- A separate declaration by the subject, such as:

Pursuant to the Privacy Act of 1974 and DHS policy, I hereby consent to the disclosure to _____ of any record pertaining to me that appears in any system of records of USCIS, USCBP, or USICE.

Consent of parents or guardians

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If a parent is filing on behalf of a minor child, then the parent must submit proof of parentage. Proof of parentage can be in the form of a birth certificate, adoption decree or similar document, naming them as a legal parent.

If a guardian is filing on behalf of a minor or person judicially determined to be incompetent, he or she must submit proof of guardianship. The signature of the parent/guardian must be notarized or signed under penalty of perjury [6 C.F.R. § 5.21(e)]. The case processor will have to request more information if he or she cannot determine parentage or guardianship within the file.

Minors can make a request for their file themselves. They do not have to have the consent of their parent or guardian to make this request. An attorney may also represent a minor.

Verification of Identity

If a requester is asking for a Privacy Act record, he or she must provide verification of identity.

A Privacy Act record, for USCIS purposes, is any item, collection, or grouping of information about a person which we retrieve by the person's name, identifying number, symbol, or other identifying particular assigned to that person. This information includes, but is not limited to, a person's nationality, immigration status, education, financial, medical, criminal, or employment history.

6 CFR § 5.21(d) *Verification of Identity*, says the requester must provide us:

- Full Name
- Current address
- Date of Birth
- Place of Birth
- Alien Registration Number (if known)

Next, it says the subject of record must sign the request and his or her signature must either be notarized or submitted under 28 U.S.C. 1746 (*penalty of perjury in lieu of notarized signature*).

The notarized signature of the subject or the signature under penalty of perjury does not need to be on the G-639. If a requester has inserted the **penalty of perjury statement on ANY document**, and the subject of the file has signed the document, it fulfills the requirement to verify identity.

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The notarized signature or signature under penalty of perjury **might** be on a:

- Separate letter, or any piece of paper *including* a G-28, but then only if the penalty of perjury statement is directly above the signature of the subject of record.
- G-639, when the subject has signed the first page and the second page does not contain the signature of the subject but has been notarized.
- DOJ-361, Certificate of Identity: we may not suggest or require that a requester use a DOJ-361, but we can accept one as certification of identity with a signature under penalty of perjury or a notarized signature.

A current photo ID is for information purposes only and is not verification of identity.

“Verification of Identity” for purposes of FOIA/PA does not include a Form G-28 with a statement made under penalty of perjury by the requesting attorney or representative “that the information I have provided on this form is true and correct.” The statement must come from the subject of the record. A statement made under penalty of perjury must conform to the requirements of 28 U.S.C. § 1746: **Unsworn declarations under penalty of perjury**, which reads as follows:

Wherever, under any law of the United States or under any rule, regulation, order, or requirement made pursuant to law, any matter is required or permitted to be supported, evidenced, established, or proved by the sworn declaration, verification, certificate, statement, oath, or affidavit, in writing of the person making the same (other than a deposition, or an oath of office, or an oath required to be taken before a specified official other than a notary public), such matter may, with like force and effect, be supported, evidenced, established, or proved by the unsworn declaration, certificate, verification, or statement, in writing of such person which is subscribed by him, as true under penalty of perjury, and dated, in substantially the following form:

(1) If executed outside the United States:

"I declare (or certify, verify, or state) under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.
Executed on (date).
(SIGNATURE)".

(2) If executed within the United States, its territories, possessions, or commonwealths:

"I declare (or certify, verify, or state) under penalty of perjury that the foregoing is true and correct. Executed on (date).
(SIGNATURE)".

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If the requester is asking for records concerning *(a living)* individual, and if there is only one signature and it does not fall under one of the categories above, request consent and/or verification of identity using the Track 1, Track 2 or Track 3 Ack Letter Requester Docs located at: O:\Foia\FOIA LIBRARY\Case Create References\Case Create Template Letters or the form "Requester Documentation Attachment" located at: O:\Foia\FOIA LIBRARY\Case Create References\Case Create Template Letters\Requester Docs Attachment. Check the first box on the document.

Reasonable Description of Records being Sought:

If the requester did not provide all of the elements listed:

- Full Name
- Current address
- Date of Birth
- Place of Birth
- Alien Registration Number (if known)

Please request the additional PII with your Acknowledgement Letter. After you create the acknowledgment letter requesting additional documentation, do not create the file request. In the "Contents" tab, you will see a Pending slot for Requester Documentation. Send the case to Pend. After we receive a response from the requester, a FOIA/PA Assistant working in Records Locator queue will staff for the file. The processor will use the requested information to verify the release of the correct records.

Note: if the requester marks "unknown," "none" or "N/A" for any element of the above PII, please do not request this information as part of the Acknowledgement Letter.

At this point, you will send an acknowledgment letter requesting additional information. You will not staff for a file.

Go to the "Tasks" tab and select "Acknowledgement Letter"

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Contents	Discussions	Case Actions	History
Task	Status		
Search For Duplicate Cases	Not Started		
Create Additional Cases	Not Started		
Create File Request	Not Started		
Acknowledgement Letter	Not Started		
Final Action Letter	Not Started		
Specialty Letter	Not Started		
Status Letter	Not Started		
Blank Letter	Not Started		
Interest Letter	Not Started		
Expedited Denial Letter	Not Started		

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Panel	Reason Office	Se
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After selecting "Acknowledgement Letter," the Acknowledgment Letter Options screen will open. Options on this screen will allow you to ask for other documentation and will also allow you to add a Track 3 Denial or Lost File paragraph.

FIPS v7.0 Training build 06 Work Queries Actions Stan:

Processing Fee Information

Acknowledgement Letter Options **Additional Documents Required**

Fee Estimate:

Prepayment Required:

☐ Advance Payment Returned

☐ Add Lost File Paragraph

☐ Add Track 3 Denial Paragraph

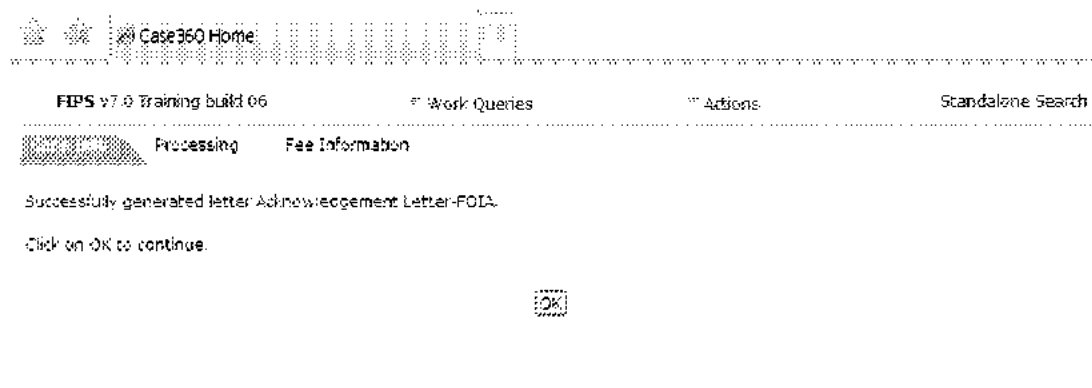
☐ Other Requester Documentation

Additional Options

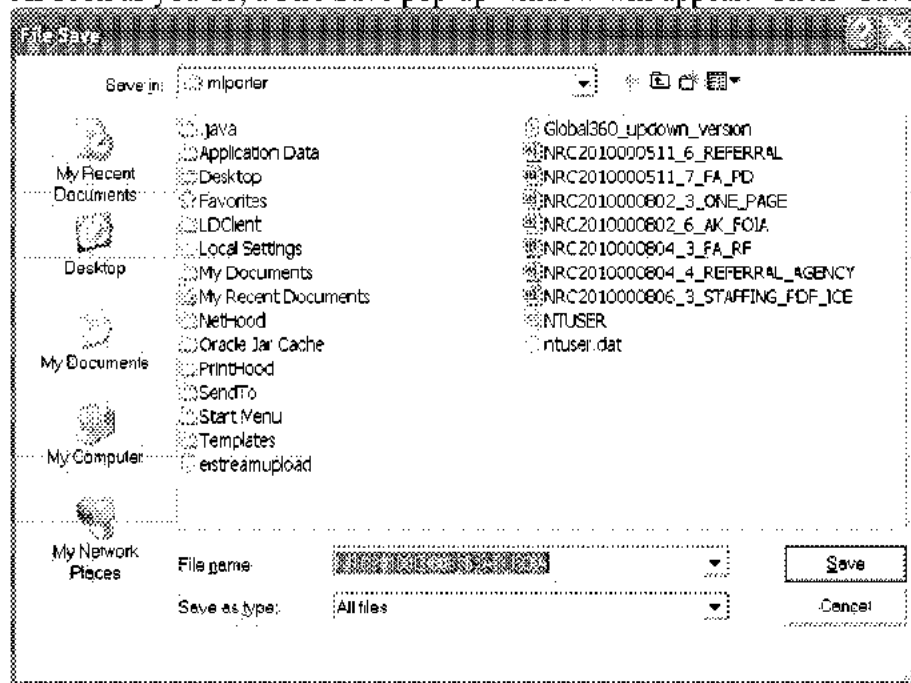
No options found.

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We then click on “Generate Letter.” Our only option at that point is to click OK:

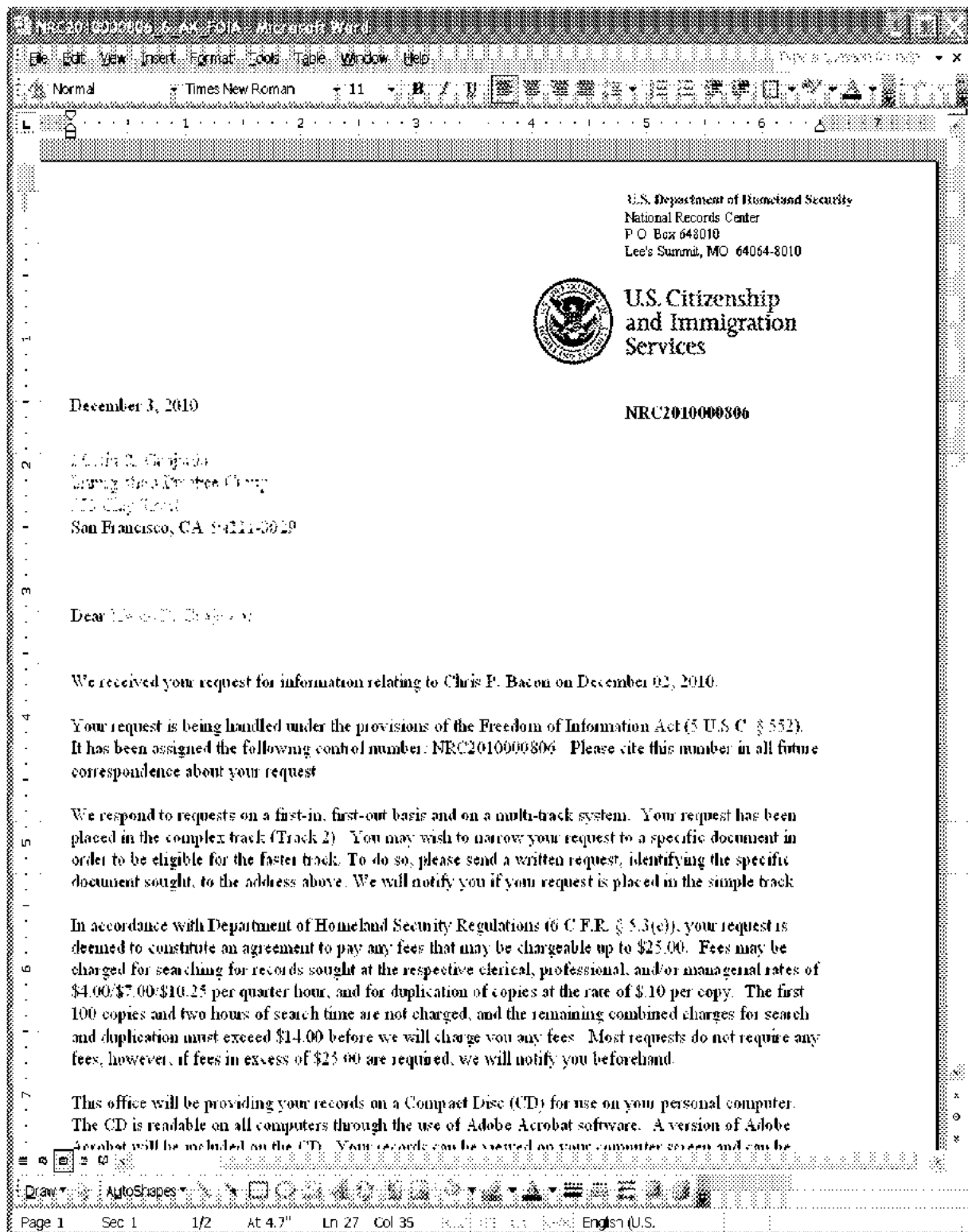


As soon as you do, a File Save pop-up window will appear. Click “Save.”



The acknowledgment letter will pop up:

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Microsoft Word document titled "HRC20100000007-1-1-FOIA - Microsoft Word". The document contains the following text:

All requested information is checked below.

☐ Consent. It appears that you are requesting records about another individual. If that is the case, please submit either: (a) written authorization signed by that individual permitting disclosure of those records to you or (b) proof that that individual is deceased, e.g. a copy of a death certificate or an obituary. See 6 CFR § 5.3(a).

☐ Verification of Identity: It appears that you are requesting records about another individual. If that is the case, along with the consent requested above, please submit a statement prepared by that individual, in which the individual verifies his/her identity by submitting his/her full name, current address, date of birth, and place of birth. This statement must be signed by that individual and the signature must either be notarized or submitted under 28 USC §1746, a law that permits statements to be made under penalty of perjury as a substitute for notarization. 6 CFR §§ 5.3(a) and 5.21(d).

☐ Verification of Identity: It appears that you are requesting records about yourself. If that is the case, please verify your identity by submitting a statement containing your full name, current address, date of birth, and place of birth. This statement must be signed and the signature must either be notarized or submitted by you under 28 USC §1746, a law that permits statements to be made under penalty of perjury as a substitute for notarization. 6 CFR §§ 5.3(a) and 5.21(d).

☒ Description of Records Sought: We have determined that your request does not reasonably describe the records that are being sought. Please provide the following additional information:

- ☐ Subject's Alien Number
- ☒ Subject's Application/Petition Receipt Number
- ☒ Name of Subject's Parents
- ☐ Other Names Used by Subject
- ☒ Other: Name of the person who filed the petition for you, when it was filed, other information that could help us locate the petition.

All FOIA/PA related requests, including address changes, must be submitted in writing and be signed by the requester. Please include the NRC number listed above on all correspondence with this office. Requests may be mailed to the FOIA/PA Officer at the PO Box listed at the top of the letterhead, or sent by fax to 816-350-5735. You may also submit FOIA/PA related requests to our e-mail address at uscis.foia@dhs.gov.

Page 3, Sec 2, 3/3, At 8.6", Ln 47, Col 52, English (U.S.)

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The acknowledgement letter has a third page. Do not change the wording on the page without specific supervisory instruction to do so. You may add information after the "Other" checkbox to clarify what information we need. Double-click in the area you need additional information, select the radio button marked "Checked" and then click OK for each item of information you need:

Check Box Form Field Options

Check box size

☒ Auto ☐ Exactly: 10 pt

Default value

☐ Not checked ☒ Checked 1st

Run macro on:

Entry: Exit:

Field settings

Bookmark:

☒ Check box enabled

☒ Calculate on exit

Add Help Text... OK Cancel

2nd

The resulting page will look something like this:

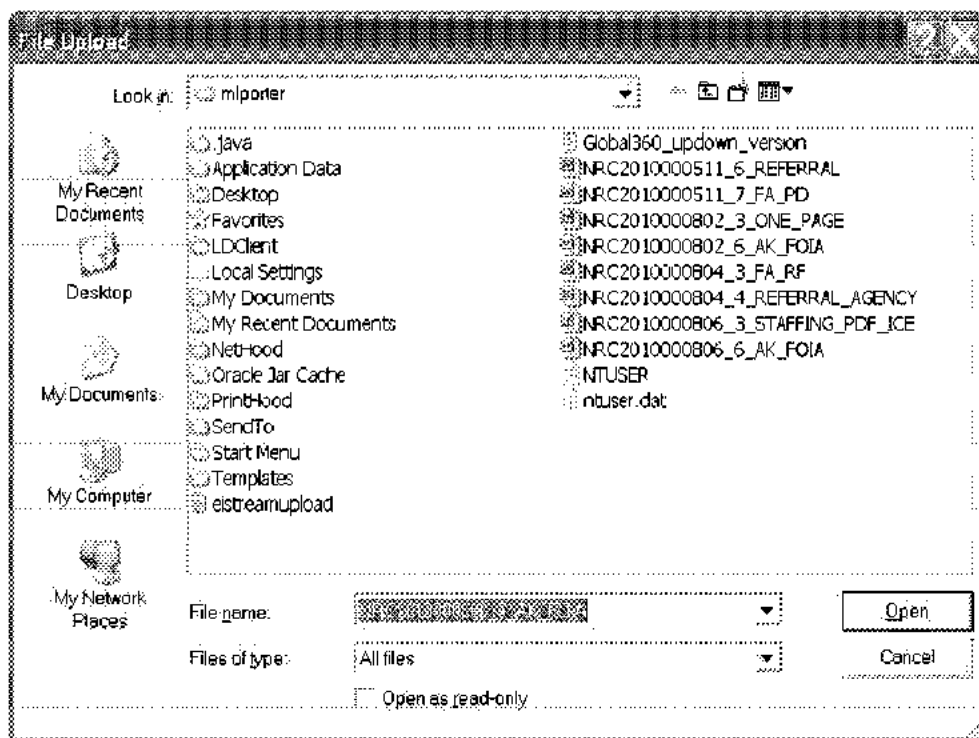
In a situation like this, you would not have created a staffing letter. (Note: If this were a live case, you would not see a pending Responsive Records slot, as in this example.) You save the document, exit Word, and check the document in:

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Tasks Discussions Case Actions History							
Document Type	Seq.	Pages	Status	Resp. Unit	A-Number	Date	
Acknowledgement Letter-FOIA	6		Editing			12/3/2010 10:14:14 AM	
Check In Document	5		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM	
Staffing Response	4		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM	
Staffing Letter - ICE PDF	3		Editing	DRO - SEA Seattle		12/3/2010 8:28:17 AM	
Request Supporting Documents	2	4	Scanned			11/5/2010 8:32:47 AM	
Request Letter	1	2	Scanned			11/5/2010 8:32:45 AM	

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Pend	Reassign Office	Se
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Click "Open":



You will notice that there is now a slot for "Requester Documentation" and the Responsive Unit is "Requester." After this, you send the case to "Pend."

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Tasks		Discussions		Case Actions		History	
Document Type	Seq.	Pages	Status	Resp. Unit	A-Number	Date	
<input type="checkbox"/> Requester Documentation	8		Pending	Requester		12/3/2010 10:40:40 AM	
<input type="checkbox"/> Acknowledgement Letter-FOIA	7		Editing			12/3/2010 10:40:40 AM	
<input type="checkbox"/> Acknowledgement Letter-FOIA	6		Inactive			12/3/2010 10:14:14 AM	
<input type="checkbox"/> Responsive Records	5		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM	
<input type="checkbox"/> Staffing Response	4		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM	
<input type="checkbox"/> Staffing Letter - ICE PDF	3		Editing	DRO - SEA Seattle		12/3/2010 8:28:17 AM	
<input type="checkbox"/> Request Supporting Documents	2	4	Scanned			11/5/2010 8:32:47 AM	
<input type="checkbox"/> Request Letter	1	2	Scanned			11/5/2010 8:32:45 AM	

Click

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Pend	Reassign Office	Send
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When the requester provides the additional information, A FOIA/PA Assistant working in Records Locator queue will staff for the records.

Third party requests

Sometimes consent is not necessary. For instance, a requester asking for a *“list of all employers in Utah who use E-Verify”* does not have to provide consent. Commercial, contract, and media requests are usually third party requests.

On the other hand, USCIS will not release personally identifying information (PII) or personally sensitive information to a third party without consent. If the requester is asking for records concerning an individual and does not provide consent, nor does it appear likely that the requester is going to get consent, we treat it as a third party request without consent. It may be obvious from the request that the requester will not be able to obtain consent from the subject of record. If you have a doubt, consult your supervisor. The supervisor may have you send for consent, call the requester to see if you can make a determination, or create the case as third party without consent. Third party requesters are entitled to any public documents that may be in the file they are seeking, as well as documents they provided in support of an application or petition. For example, if a wife is looking for a copy of her husband's file so that she may divorce him, and says in her request letter that she does not know where he is or says she cannot get his consent, do not send a request back to her for her husband's consent. In a situation like this, simply staff for the file and put a Discussion in FIPS that it is a third party request without

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consent. In the above example, if she did not specifically say she cannot get his consent or that she does not know where he is, do not staff for the file. In a situation like this, send a request for consent and pend the case for requester documentation.

Deceased subjects and the 100-year rule

If the subject of a request is deceased, it is incumbent upon the requester to provide proof of death. Proof of death could be any of the following:

- Death Certificate;
- Obituary;
- Funeral Memorial; or
- Photograph of headstone

If the subject of a request is over 100 years old, USCIS assumes he or she is deceased and no proof of death is required.

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CASE CREATE SITUATIONS/OTHER PROBLEMS

At any time during the case-create process you may encounter a quirky or unusual situation. Some not-so-usual situations follow this paragraph, but as a case creator, you will inevitably see situations you have never seen before. Case creators should seek assistance from their supervisors as a first step. If the problem cannot be resolved, the creator should send the case to the Unit Chief and send an e-mail to the supervisor for clarification. If it is not a situation that needs clarification but some type of FIPS error, send an e-mail to the FIPS Problem mailbox ([NRC, FIPSPROBLEM](#)), or in other situations to the MSB mailbox ([NRC, NRCFOIAMSMB](#)).

Clicking on the FIPSPROBLEM link above will automatically generate an e-mail addressed to both the NRC, FIPSPROBLEM mailbox and the NRC, FOIA PROGRAM mailbox.

REQUESTS: Foreign Consulate

Immediately forward any type of correspondence, FOIA request or inquiry received from the consulate of a foreign nation to the Director's Office for handling. USCIS Headquarters is the only one authorized to correspond with foreign consulates.

Please make sure it is a consulate requesting the records and not the subject of the request putting the consulate's address on the G-639 to mail the records to the consulate (for passports). If the request is from a consulate, please send the FOIA request to Up-front Approver to be closed as an ER and send an e-mail to [NRC, FOIAOA](#) mailbox with the case information. The supervisor will review and close the case. If the subject mailed the request and wrote the consulate's address on the G-639, use the subject's address from the envelope and set it up as a self request.

REQUESTS: Non-immigrant visa material

If the requester specifically asks for non-immigrant visa data and there is no record of the person in CIS or CLAIMS; do not close the request as NR. If the requester is asking a question about being a student, au pair, camp counselor, or participating in a summer work/travel program, or if the requester specifically mentions visa type F-1, F-3, J-1, M-1 or M-3, then you should refer the request to ICE, since that record will be tracked in SEVIS (Student and Exchange Visitor Information System.) An example of a "refer to ICE" type request might be: "Type of visa, visa number and legal documents allowing entry into the US. The subject was a student at the University of Nebraska."

Otherwise, redirect the requester to Department of State. An example of a "re-direct to State" type request might be for a B1/B2 visa, such as: "Type of visa, visa number and legal documents

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allowing entry into the US. The subject visited Disney World and Cape Canaveral and entered at Orlando International Airport.”

REQUESTS: Routine use, no consent required, not FOIA

USCIS may disclose records to an appropriate Federal, State, tribal, local, international, or foreign agency, including law enforcement, or other appropriate authority charged with investigating or prosecuting a violation or enforcing or implementing a law, rule, regulation, or order, where a record, either on its face or in conjunction with other information, indicates a violation or potential violation of law, which includes criminal, civil, or regulatory violations and such disclosure is proper and consistent with the official duties of the person making the disclosure.

What does that mean? We may disclose records from alien files to other Federal, State and local government agencies as a normal course of operation for law enforcement purposes. Consent is not necessary for the processing of these types of requests. Some examples of these types of requests include requests relating to child support enforcement and aliens seeking public assistance.

Requests from government agencies (federal, state or local) for verification of status of aliens are routine use.

These types of requests are not a part of FOIA and should not be in FIPS. For example, you may open a request from a county public assistance agency attempting to locate a child's father who is avoiding financial responsibility. If you open a request from a state or local government agency requesting information about an alien, send the case to Up-front Approver for closing as ER. The only exception to this rule is if there is a cover sheet with instructions to create as FOIA.

REQUESTS: Bond obligor, no consent required, not USCIS FOIA

Criminal bonds are bonds posted by individuals or bail bondsmen relating to non-immigration violations of the law. These requests are processed by Immigration and Customs Enforcement.

Immigration bond obligors are surety companies who have posted an immigration bond (I-352) for an alien who has been taken into custody by the Service. If the alien fails to attend his or her hearing, then he or she forfeits the bond. Under the court case *Amwest v. Reno*, the surety companies, or their attorneys, are entitled to a complete copy of the alien's file to assist them in

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trying to locate the alien. Consent is not required for the bond obligor; however, they should provide a copy of the bond contract, Form I-352, with their FOIA request.

We no longer process requests received from immigration bond obligors or criminal bond obligors. Please send any new requests that are scanned into FIPS to Up-front Approver for closing as ER. Please send an e-mail to NRC, FOIAOA and provide the REQ number or control number, and also include the requester's name.

OA room will mail the request to the following address:

Immigration and Customs Enforcement
Attention: Catrina Pavlik-Keenan
ICE FOIA/PA Unit
800 North Capitol Street, NW, Room 585
Washington, DC 20536-5009

REQUESTS: A-number only

If a requester/subject is asking for his or her alien number **only**, follow these steps:

- Search CIS with the information provided on the request to locate an A-number.
- If you locate an A-number, compare the information provided on the request with the information in CIS to make a positive ID.
- You must have proper consent and all of the required PII in order to proceed. If consent or any PII are missing, generate the acknowledgement letter and request the additional information.
- If proper consent is present and all of the required PII is present:
 - Open a RAFACS staffing slot only
 - Print a copy of CIS 9101 screen, attach a "Scan As" cover sheet and mark the box "Responsive Records." Take the screen print to the designated person (currently John Latimer) for scanning.

Make the case a Track 1 case and pend the case for responsive records. When the responsive records are scanned in, the case will move to the processing queue.

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REQUESTS: Bracero Program

The Bracero Program (1942-1964) began as a temporary World War II program to fill agricultural labor shortages, and continued in one form or another for more than twenty years. Initially the program included workers from Mexico, the Virgin Islands, British West Indies, and elsewhere. After about 1945, the program was limited to agricultural workers from Mexico, and the term "bracero" refers to an imported farm worker from Mexico. "Brazo" means arm, and "bracero" means a person who works with his arms.

Begin with a thorough search of CIS. If no record is located, request a manual search. Create a Records Indexing Staffing and enter all information provided by the requester. If the manual search produces no record, generate a "NR" letter and send the case to Up-front Approver. The supervisor will review and close the case.

In these no record cases, the researcher's only recourse may be to search for a record of admission at the National Archives (NARA). Today NARA holds microfilm of arrivals at US-Mexico Border ports of entry from ca. 1905 to 1954 (some to 1957). A Bracero admitted in 1960 will not appear in these records due to the cut-off dates.

The requester can request a search by writing directly to NARA. In their letter, the requester should ask for a search of Mexican border arrival manifests in Record Group 85. The correspondence to NARA should contain the date and port of entry, as well as the name used at the time of entry, age at the time of entry and any other identifying information.

NATIONAL ARCHIVES AND RECORDS
ADMINISTRATION
CIVIL REFERENCE
7th AND PENNSYLVANIA AVENUE NW
WASHINGTON DC 20408

REQUESTS: Referrals and Consultations received from other agencies

As other agencies process FOIA/PA requests, they will sometimes find our agency's documents within their files. These documents will be referred to us for processing. The responsive records could be USCIS documents being referred to us for review or joint documents i.e., co-authored by the referring agency and other agencies. A transmittal memorandum advising us to respond directly to the referring agency is a consultation. A transmittal memorandum advising us to reply directly to the requester is a referral.

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Send the case to processor. Send an e-mail to the MSB mailbox advising them that you have created the case and that it is a referral/consultation from another agency. Include the alien name and the NRC control number.

REQUESTS: USCIS personnel information

- Requests that deal specifically with USCIS vacancy announcements, performance ratings and awards are scanned and handled in the HQS queue by the Special Interest Group.
- If a request for CIS Personnel Information mistakenly is scanned in the NRC queue, create the case and reassign the case to **HQS**. Create the case as a Track 2 case. Use **PER** for the category and **CIS** for the bureau, in the "Topic" field, enter the vacancy announcement number.

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approval	Pend	Reassign Office	Send to Research	Delete	Open next
-----------------	----------------	---------------	------------	-------------------	------	-----------------	------------------	--------	-----------

Click on the "Reassign Office" and select the HQS office. The case will be staffed when it is re-assigned to the HQS queue. Send an e-mail to NRC_FOIASIG with the case information.

REQUESTS: Official Personnel File

You may open a FOIA request received from an individual for a copy of his or her Official Personnel File (OPF). Inform such requesters in the final action letter that they may access their OPFs on-line at:

http://cbpnet.cbp.dhs.gov/xp/cbpnet/hrm/for_employees/info_about_you/eop_folder/eopf_logon.xml

You should then create a Final Action Letter and select the closing code "NA: FOIA or PA not applicable." You will have to select a Non-FOIA Operational Unit. Choose "NRC-Director." You do not have to modify the referral letter, but you should make the appropriate edits in the Final Action Letter. Next, send the case to Up-front Approver. The supervisor will review and close the case.

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Processing	Fee Information
Final Action Letter DP: Duplicate ER: Created in Error FC: Requestor's failure to comply FI: Requestor's failure to ID records Final Action Letter NP: Not applicable - certified copy NR: Non-possession of records OR: Old records RD: Redirected to another agency RF: Referred to a DHS Component UL: Unable to locate records WD: Request withdrawn	Final Action Dependent Options Records needed Insert Clerk of Courts/National Archives paragraph Insert women married to U.S. citizens paragraph Non-FOIA Operational Units ML Non-FOIA Operational Units Non FOIA Offices Privacy Act Amendment Request REQUEST FOR FILE FROM A FOREIGN FCO Service Centers TRN FOIA/PA UNIT WCF
Reasons	Redirects/Referrals
<input type="button" value="Submit"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>	

REQUESTS: Red Cross / Last known address

Requests from the Red Cross or from some other non-governmental organization (such as Salvation Army, etc.) looking for the last known address of an alien are normal FOIA requests. You should create the case and staff for the file as a specific document request. It is not necessary to create an acknowledgement letter if the request is from the Red Cross.

REQUESTS: Federal, state, local agencies

Governmental agencies, including county public assistance agencies, are seeking the alien to enforce court ordered support or enforcement of some other lawful responsibility. These types of requests fall under the routine use category.

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REQUESTS: Return of original documents

Requesters will sometimes ask for the return of original documents, such as adoption decrees, birth certificates or other documents of a personal nature on a request addressed to FOIA. If the request for the return of original documents is submitted on a G-639, we are required to provide the requester with a copy of the specific documents requested. For return of original documents, the requester must submit a G-884 to the SAVE Unit of their local district office. Insert the following verbiage in the acknowledgement letter.

In your FOIA request you have specifically asked for the return of original documents. We will provide you with a copy of these documents. In order to obtain the original documents you must submit a G-884, "Request for the Return of Original Documents" to the Save Unit of the nearest district office.

If a Form G-884 has accidentally been scanned into FIPS as a FOIA request, send the case to Up-front Approver for closure as "ER" (created in error). A letter is not created by FIPS; you will need to create a Blank Letter explaining the reason we did not accept their request as a FOIA request. Print two copies of the letter. Attach a cover sheet on one copy to be scanned in as a CSD and send the other copy to the OA room for mailing to the requester. Include a detailed Discussion note. Send the case to Up-front Approver. The supervisor will review and close the case.

If the alien file is located at the NRC, the Case Resolution Team at the NRC handles all G-884's (Request for Return of Original Documents). OA ordinarily forwards any requests for return of original documents to Case Resolution.

REQUESTS: Privacy Act Amendment

A person who is a United States Citizen or a Lawful Permanent Resident may request that we amend, expunge, or correct information in his/her PA record that the individual believes is not accurate, relevant, timely or complete. Sometimes a supervisor will place a coversheet on the request stating "Privacy Act Amendment."

If you are creating a Privacy Act Amendment request, please do the following:

1. Begin as usual, filling in requester and subject information and searching for duplicates.
2. Assign it to Track 2. Assign it to Category: Special Interest Group.
3. Create the case.

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4. Prepare an email for NRC, FOIASIG and insert the case number in the body of the e-mail.
5. Change the Office to "COW." Click "SAVE." Click "Reassign Office." You are now ready to move on to the next case.

SITUATION: Untranslated Foreign Language Documents

If you find an untranslated foreign language document which may contain essential information needed to create a case, and you are unable to determine what that information is, there are individuals at the NRC available to translate. Here is the procedure:

- Insert a Discussion titled "Untranslated Documents" and the reference page numbers.
- Copy the text of the Discussion and paste it into an e-mail to NRC, NRCFOIAMS.
- Send the case to Unit Chief.
- After translation, a copy of the translated information may be scanned in, or the translator may add a Discussion response. The translator will then return it to you for creation and/or staffing.

SITUATION: Congressional correspondence

When the unit receives correspondence from a member of Congress, the creator will need to create the case as a track two case, mark the category as Congressional, staff for the requested documents and send an e-mail to the MSB Mailbox advising them of the control number, congressional contact information and name of the subject of the request. Do not use the Congressional office address as the address for the FOIA request. If an address for the subject cannot be found, please contact a member of the MSB for more guidance.

SITUATION: Appeals

While case creating, you may open a request and see that it is marked "Appeal." The requester will include the case number he or she is appealing. If this happens, you do not create the case. In the upper right hand of the image portion of the FIPS worksheet, there is a printer logo:

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Office: NRC Change Office

Print Print Options...

20574 2502

Department of Homeland Security
U.S. Citizenship and Immigration Services

NOTE: Use of this form is optional. Any written format for a Freedom of Information request
START HERE - Type or print in black ink. Read instructions before completing.

I. Type of Request (Check appropriate box)

Select "Print." FIPS will then print out all the pages of the request. Get those pages and take them to the designated appeals POC (Currently Beth Stokes). After you are sure the pages printed correctly and you have control of those pages, click "Delete." This is possibly the only time you ever click "Delete."

Find to Research Delete Open next

SITUATION: New requests received on the I-694

If you see a case in the creator role or the processor role that has the I-694, Notice of Appeal of Decision Under Sections 245A or 210 of the Immigration and Nationality Act (INA), scanned as the FOIA request letter, this is considered a legitimate request. The Administrative Appeals Office sends this form along with the A-file to the NRC for processing under FOIA.

Form I-694 is used to notify USCIS that an individual is appealing the denial of their permanent residence, temporary residence, or a waiver of grounds of inadmissibility.

To assist you in identifying this request, the words "NEW REQUEST" should have been written on the top of the form before scanning. Please note the request may not have a current date. The

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case creator should create the case, and request additional information or consent if needed. If additional information or consent is not necessary, send the case to processor.

SITUATION: Subpoena or court order

If you pull a new request that is a subpoena or court order, please send it to Up-front Approver for closure as ER. Send a message to NRC, FOIA PROGRAM, McDaniel, Marcia M (clicking the link generates the e-mail) providing the REQ number and information indicating the request was a subpoena or court order. The NRC Program Office is currently addressing these requests. Subpoenas or court orders are a high priority. Please notify NRC, FOIA PROGRAM as soon as possible. If you aren't sure, please contact your supervisor for guidance on how to proceed.

SITUATION: Certification of record

When creating a new case, insert a Discussion "requester wants documents certified." The processor or approver will handle the certification process.

Certification of records is done in accordance with 8 C.F.R. § 103.7(d) and the Records Operations Handbook (ROH).

The NRC will certify certain documents from A-files as being true and correct copies. The physical file must be located at either the NRC or the FRC. Genealogy requests that were received, staffed and processed by NRC can also be certified by the NRC. The NRC will not certify copies of documents that belong to other agencies. Information will be provided to the requester on how to obtain certified copies of these documents. The NRC can also provide a certified letter giving information such as the date of entry and the status of the individual.

NRC will not certify naturalization certificates for living persons. If the individual has his or her original naturalization certificate and want or need a certified copy of it, he or she must make an INFOPASS appointment. An individual must submit an N-565, Application for Replacement Naturalization/Citizenship Document if he or she has lost or misplaced the original.

Records Services Branch, USCIS does all certificates of non-existence; these requests must be submitted in writing to the address shown below:

U.S. Citizenship and Immigration Services
ATTN: Records Service Branch

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1200 First Street, NE, 2nd Floor
Washington, DC 20529-2204

SITUATION: Certification of record for dual Italian citizenship

If we receive a request asking for a certified copy of a relative's naturalization certificate for the purpose of applying for dual Italian citizenship:

If the requester's relative is deceased, he or she must submit the request to the USCIS Genealogy Program. The web address for more information and instructions for submitting their request is USCIS.gov or;

If the requester's relative is living, please include the following paragraph in your acknowledgement letter:

This is in response to your request for a certified copy of a relative's naturalization certificate in order to apply for dual Italian citizenship. According to information obtained from the Italian Embassy in Washington, D.C., certified copies of naturalization certificates are not required for the dual citizenship application. The Italian Embassy requires the naturalization certificate copy along with our USCIS cover letter and envelope. The records that we release as part of this FOIA request will serve that purpose.

SITUATION: Record at National Archives and Records Administration (NARA)

The National Archives and Records Administration has designated alien files as permanent records for the Federal Government, ensuring their retention indefinitely. As with all permanent records of the Federal Government, ownership and physical custody of the record is transferred to NARA at a designated point and NARA becomes the custodian of the record. Once the record is transferred to NARA, anyone who wants documents out of the file will have to file his or her FOIA request directly with NARA. The "magic date" for alien files to be turned over to NARA is when the subject of the file passes 100 years of age. The NRC has begun the process of transferring the targeted files into the custody of NARA.

As a result, case creators need to pay close attention to those cases in which the subject of the file was born more than one hundred years ago, particularly if the request does not meet the criteria for a genealogy case.

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For example, the requester writes in and makes the following request:

"I want the records of Joe Crab, date of birth, March 22, 1899. Mr. Crab naturalized in 1957 and died in 1969. Enclosed is proof of his death and alien number."

NOTE: You may find the complete list of criteria in Section 3, "Category of request" in the sub-paragraph "GEN."

Mr. Crab meets one prong of the criteria for genealogy because he was born long ago; however, since he was naturalized in 1957, he does not meet the prong of having no documents in his file dated after 1951. If you are creating a case and the subject of the request is 100 years of age or older, **but** the person DOES NOT fully meet the criteria for a genealogy case, please pay special attention to NFTS. If NFTS shows that the a-number has been retired to NARA, it means we have turned the records over to NARA permanently. The requester will have to send a request to NARA. Please select FINAL ACTION OPTIONS when creating the Acknowledgement Letter, select NA and replace the normal Acknowledgement Letter with the NARA Historical Record Letter located at

O:\Foia\FOIA_LIBRARY\Case Create References\Case Create Template Letters\Historical Record Letter.

It may happen that USCIS has not yet transferred the file to NARA. If NFTS still shows a shelf location within NRC (or any other office), staff for the file.

SITUATION: Old records

Occasionally we will receive a request for records pre-dating our recordkeeping system. The agency maintains immigrant arrival records created since 1892; and naturalization records since 1906.

When a request is for records older than those maintained by the agency, create a Final Action Letter and select "OR." This generates a letter to the requester explaining that the records being requested are older than those maintained by the agency. After generating the final action letter, send the case to Up-front Approver. The supervisor will review and close the case.

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REFERRAL AND REDIRECTION

Referral

The FOIA requires us not to close a case if there is information in another component of our department. For instance, the Drug Enforcement Administration and the Federal Bureau of Investigation are both components of the Department of Justice. If DEA receives a FOIA request and determines the information is with FBI, they may not close the case and tell the requester to write to FBI (that is redirection). They must send the request to the FBI and advise the requester they have done so (that is referring).

USCIS occasionally receives FOIA requests for non A-file records totally under the purview of another DHS component. When this occurs, we refer the FOIA request in FIPS to the correct component. The following agencies are DHS components:

- Transportation Security Administration (TSA)
- U.S. Customs and Border Protection (CBP)
- U.S. Immigration and Customs Enforcement (ICE)
- U. S. Secret Service (USSS)
- Federal Emergency Management Agency (FEMA)
- U.S. Coast Guard (USCG)

Under the "Tasks" tab, select Final Action Letter. Select "RF: Referred to a DHS Component" as the final action code. Under "Redirects/Referrals" select the component to which we are referring the request and click "Submit."

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FIPS v7.0 Training build 06 Work Cases Actions Standalone Search

Processing Fee Information

Final Action Letter

CP: Duplicate
 EC: Created in Error
 FC: Requester's failure to comply
 FI: Requester's failure to file records
 NA: FOIA or PA not applicable
 NS: Not applicable - certified copy
 NR: Non-occurrence of records
 OR: Old records
 RD: Redirected to another agency
 UN: Unable to locate records
 WD: Request withdrawn

Final Action Dependent Options

Records Needed
 Insert Clerk of Courts/National Archives paragraph
 Insert women married to U.S. citizens paragraph

Non-FOIA Operational Units

☐ FBI
☐ CIA
☐ NSA
☐ NGA
☐ DHS
☐ DoJ
☐ DoE
☐ DoH
☐ DoI
☐ DoS
☐ DoT
☐ DoA
☐ DoM
☐ DoG
☐ DoC
☐ DoH
☐ DoI
☐ DoS
☐ DoT
☐ DoA
☐ DoM
☐ DoG
☐ DoC

Reasons

Redirects/Referrals

☐ Federal Emergency Management Agency
☐ Immigration and Customs Enforcement
☐ Transportation Security Administration
☐ U.S. Customs and Border Protection
☐ United States Coast Guard

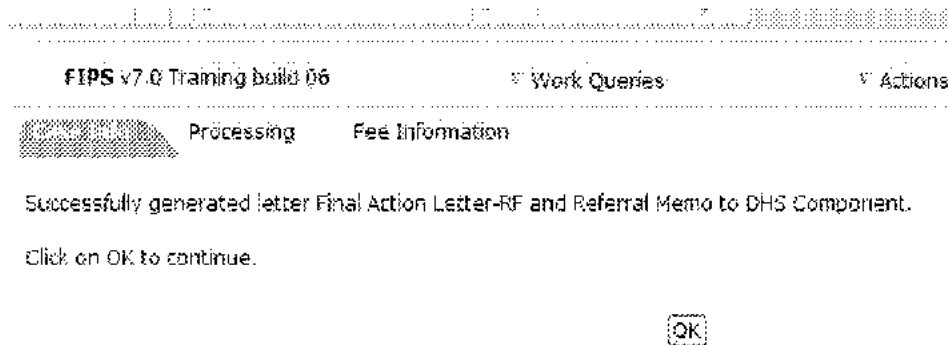
Comments	Discussions	Case Actions	History
Task		Status	
Search For Duplicate Cases		Completed	
Create Additional Cases		Not Started	
Create Fee Request		Not Started	
Acknowledgement Letter		Not Started	
Final Action Letter		Not Started	
Specialty Letter		Not Started	
Status Letter		Not Started	
Stark Letter		Not Started	
Interest Letter		Not Started	
Expected Denial Letter		Not Started	

Records Locator Case Processor Case Splitter Unit Check Pre-Print Approval Print Process Office Send

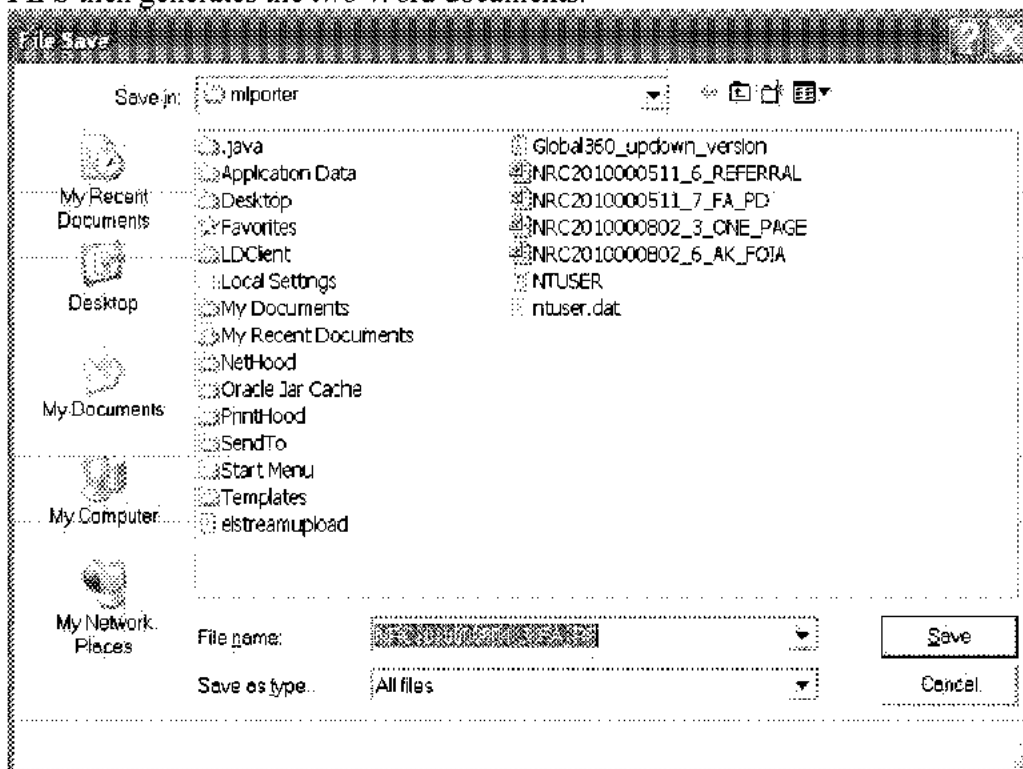
Page 2 of 2 90% Viewing version: 2

FIPS will automatically create two documents: A final action letter to the requester and a referral memorandum to the DHS component.

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FIPS then generates the two Word documents:



You may have to edit the letter to add needed information. After you exit from the Word documents, they will appear under the “Contents” tab:

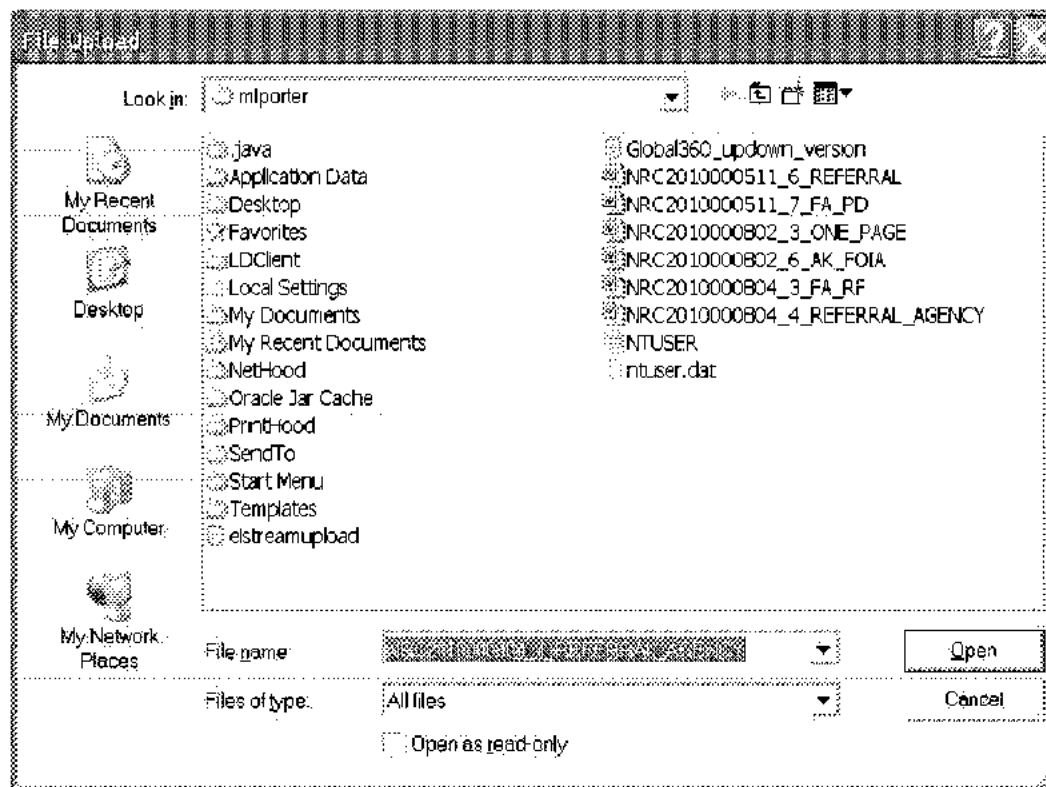
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Tasks Discussions Case Actions History							
Document Type	Seq.	Pages	Status	Resp Unit	A-Number	Date	
Referral Memo to Dir Component	4		Editing	PER		12/2/2010 11:57:35 AM	
Check in Document	3		Editing			12/2/2010 11:57:34 AM	
Supporting Documents	2	1	Scanned			11/5/2010 8:31:58 AM	
Request Letter	1	2	Scanned			11/5/2010 8:31:53 AM	

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Pend	Reassign Office	Send
-----------------	----------------	---------------	------------	-------------------	------	-----------------	------

<http://200agovnc23-0001/nc23/forms/CheckInFeature.jsp?docId=5061>

Click on the “Check in Document” icon and you will get a “Save” dialog box. Click “Open.”



After you have done this for both documents, send the case to Up-front Approver.

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Redirection

If we receive a request for records that belong to an agency outside of DHS, we close it and write a "redirect letter." Under the "Tasks" tab, select Final Action Letter. Select "RD: Redirected to another agency" as the final action code. Under "Redirects/Referrals" select the agency to which we are referring the request and click "Submit."

An example of a request we close and redirect is a petition that we discover has been forwarded to the National Visa Center for issuance of an immigrant visa. The redirect letter advises the requester to contact the different agency for the information they are seeking. The procedure for the documents is the same as for referrals. You may have to edit the letters to add needed information. After you exit from the Word documents, they will appear under the "Contents" tab. Click on the "Check in Document" icon and you will get a "Save" dialog box. Click "Open." After you have done this for both documents, send the case to Up-front Approver.

Entry/Exit Information referral to CBP

CBP handles FOIA requests for entry and exit information dating back to 1982, inspection, Port of Entry (POE), requests for information relating to air and/or marine incidents, or the U.S. Border Patrol Academy, legacy Customs or legacy Inspections. Key words that you could see on a request relating to CBP are inspection, Port of Entry, Bridge of the Americas, Friendship Bridge, and smuggled goods. A FOIA request for this type of information should be referred to **CBP** at the address shown below.

U.S. Customs and Border Protection
FOIA Division
799 9th Street NW, Mint Annex
Washington, DC 20229-1177

Note: If the request is for entry/exit information and the requester/subject provided an alien number, staff for the file. If the request is for entry/exit information and the requester/subject did not provide an alien number, you must thoroughly search CIS and CLAIMS to be sure the person does not have an alien number or application. CBP has records on entry and exit information dating back to 1982, but no further back. You may modify the referral letter; any information you can provide as to what the requester is asking for will be helpful to CBP.

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Border Patrol referral to CBP

If you encounter a Border Patrol Request in Case Create, refer the case to CBP. This includes Border Patrol records relating to apprehension, entry without inspection (EWI), smuggled humans, mobile patrol group, voluntary return, repatriation, or checkpoints.

Exception to this rule; if the requester provides an A-number or you locate an A-number through a search of the systems, please staff for the A-file.

Personnel/hiring practices/vacancy announcements

If you receive a request concerning employee records, vacancy announcements, or any personnel matter generally, please create the case as you normally would by filling in the blanks and controlling the case. After that, change the Category to PER. Do not create a staffing and do not send any correspondence to the requester. Add a Discussion note that this appears to be a personnel-type FOIA request. Send an e-mail to NRC, FOIASIG. After that, send the case to Unit Chief.

US-VT referral to US Visit

Refer requests relating to United States Visit. The United States Visit is a Border Security Program that records biographic, biometric and travel information for all foreign visitors to the United States. The system screens all crewmembers and passengers that travel to the United States by air, sea or land. United States Citizens are not in the system.

If the requester is asking for both a copy of the alien file and for entry and exit information, you should staff for the file. See Entry/Exit CBP information above.

DETERMINING TO STAFF BASED ON BEST INFORMATION AVAILABLE:

If you determine that the requester has provided all the PII possible after performing the CIS 9102 or 9106 and 9103 screen searches shown above, and there is only one person in the CIS 9101 screen with the same information, please staff for the file. However, prepare a Discussion explaining why you staffed for the file.

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SOCIAL SECURITY NUMBER

USCIS does not use Social Security numbers in the Freedom of Information/Privacy Act requests. Even if the alien disclosed his or her SSN in the request, do not enter that number on the FIPS worksheet. We will not request the Social Security number when requesting additional documentation.

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STAFFING FOR THE RESPONSIVE RECORDS

After the acknowledgement letter is created, if all required information is present, the next step is to staff for the records that are responsive to the request.

How do you determine what records are responsive to the request? First, you have to read the request. Typically, the requester will ask for a complete copy of an alien file and they will provide an alien number. If this is the situation, you must verify in CIS that this alien number belongs to the subject.

There is a staffing guide/RPC reference sheet available on the FOIA Operations intranet page to use for staffing.

If the requester is only seeking specific documents, please make a Discussion in FIPS detailing what those documents are. You will also be mentioning those specific documents in your acknowledgment letter to the requester.

The Service Centers (except MSC/NBC) scan the responsive records into FIPS when they are the FCO for that file. Please see the staffing guide for more instructions on staffing for these types of Service Center files.

If the requester did not provide an alien number or receipt number but did provide enough information to conduct a thorough search, you should search CIS, CLAIMS and possibly PCQS to determine the subject's alien number or receipt number. If the requester did not provide enough information to conduct a thorough search, then you will have to ask the requester for more information.

We do not staff for "S" (substitute) or "W" (working) files unless instructed to by a supervisor/lead. After the creator has staffed for the appropriate files, the next and final step to case creation is to pend the case for the responsive records.

If the file is located at COW, with the Responsible Party Code (RPC) of RK, please insert a Discussion after you have created the case. The title of the Discussion should read "File is at RK." Send the case to Unit Chief. Send your supervisor an e-mail with the control number of the case and that the file is located at COW with an RPC of RK.

If you see an RPC of "ZW" in NFTS; that indicates the file is classified. Staff the file to the current FCO. If you see an RPC code ZW0004; that indicates the file is here at the NRC in the safe and you should staff: FOIA Safe.

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If you pull a case that has a FOIA Safe staffing you should NEVER cancel the staffing sheet. Send the case to Pend.

Staffing by Alien Number

One A-number provided on the request (with example staffing)

If an A-number is provided on the request and CIS confirms that it belongs to the alien, ensure you have all the other required elements (DOB, COB, DOE, POE and parents' names) to complete the case create. If any of the required elements are missing, request the additional information when sending the Acknowledgment Letter. The section that follows is a systematic example of staffing by A-number when the requester has provided one.

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1. Open NFTS

The screenshot shows a Microsoft Internet Explorer browser window titled "NFTS Login". The address bar displays "https://nfts.uscis.dhs.gov/nfts/". The page content includes a heading "NFTS Login" and a message: "To comply with password security standards, NFTS passwords are now **case sensitive**. If your password was created or reset by PICS, please enter your password in **UPPERCASE** to login." Below this is a login form with fields for "User ID:" and "Password:", and buttons for "Login", "Change Password", and "Clear". A "WARNING" section follows, stating: "You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this". The browser's status bar at the bottom shows "Done" and "Local intranet".

NFTS Login

To comply with password security standards, NFTS passwords are now **case sensitive**. If your password was created or reset by PICS, please enter your password in **UPPERCASE** to login.

NFTS Login

User ID:

Password:

WARNING

You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this

Done Local intranet

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2. Submit your location

NFTS Login/Choose Location - Microsoft Internet Explorer - provided by ICE DHS-PIG (44.0.572.132015)

File Edit View Favorites Tools Help

Back Search Favorites CTS Home

http://nfts.usos.dhs.gov/nfts/setuseroffice.asp Go

NFTS Login/Choose Location

Select Office and Default Section

Select Office: [Dropdown Menu]

Default Section: AA

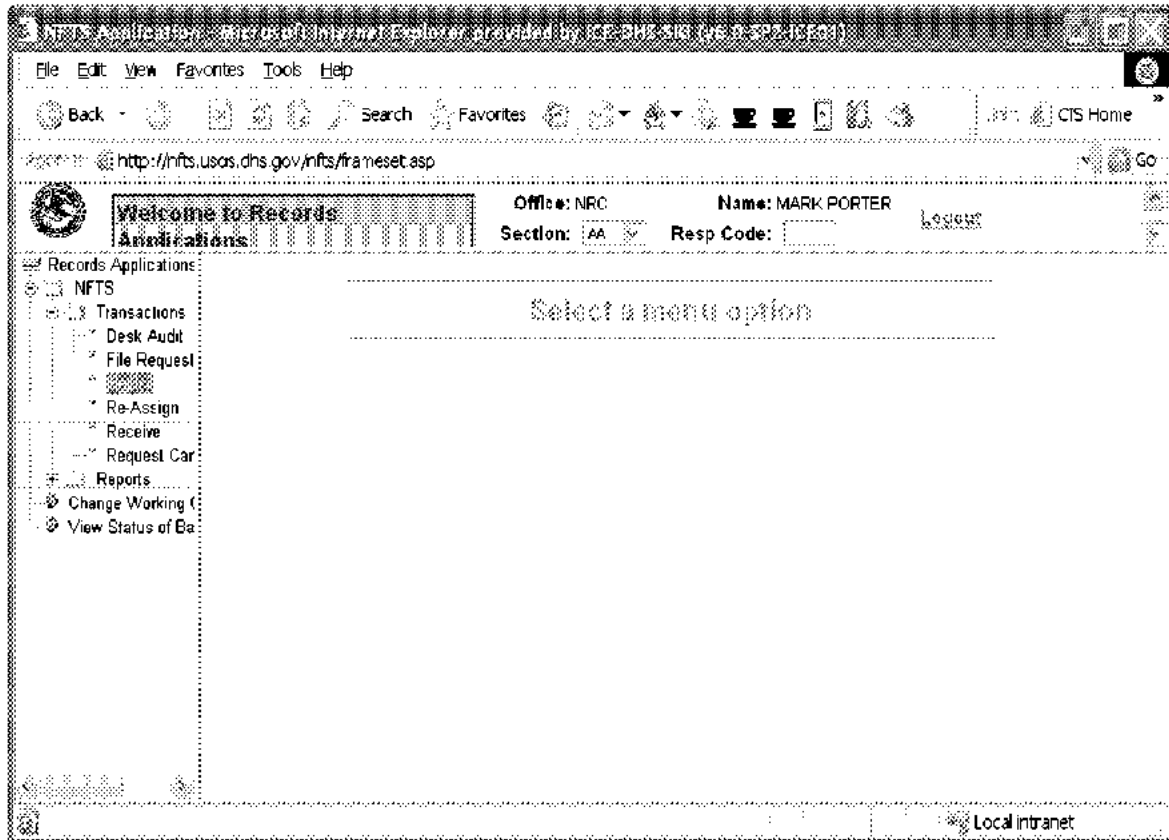
Default Resp. Party: [Text Input]

Submit

Done Local intranet

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3. Select "Inquiry"



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4. Select "ALL Converted Offices" and enter "A" or a "+" then enter the A-number. Preferably, paste the copied number from CIS so you are sure you are asking for the correct file.

The screenshot shows the NRC Application web interface. The top navigation bar includes 'File Edit View Favorites Tools Help'. Below this is a toolbar with icons for back, forward, search, and other functions. The main content area is titled 'Inquiry' and includes fields for 'Office: NRC', 'Name: MARK PORTER', 'Section: A', and 'Resp Code:'. A 'Search' button is present. Below the search fields, there are two radio buttons: 'Search in ALL Converted Offices?' (which is selected and pointed to by a red arrow) and 'Search For ONLY Specified File Prefix'. A 'Clear' button is also visible. The bottom section is titled 'General Inquiry For' and contains a table with columns: 'File', 'Seq', 'Office', 'Status/Last Action', and 'Location'. The table is currently empty.

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5. The search result provides several pieces of information. First, we can verify from CIS that the File Control Office (FCO) is Seattle. The Responsible Party Code (RPC) is DP0064, and it tells us that DP means Deportation. Do you see the four boxes above the "Exit" button? Those are "Rider," "Consolidation," "Retire," and "In Transit." If any one of those is "grayed out," it means there is no information there. If one is "blued in," it means there is information and we should look at it.

The screenshot shows the NRTS Application web interface. At the top, there's a navigation bar with "File", "Edit", "View", "Favorites", "Tools", and "Help". Below that is a search bar with "Search:" and "Favorites" buttons. The main content area is titled "Inquiry" and contains a form for searching. The form includes fields for "Office: NRT", "Name: MARK PORTER", "Section: AA", and "Resp Code:". There are also checkboxes for "Search in ALL Converted Offices?" and "Search For ONLY Specified File Prefix?". Below the form is a table titled "General Inquiry For All NRTS". The table has columns for "File #", "Seq", "Office", "Status/Last Action", and "Location". The first row shows "AB", "000", "SEA", "Status: RECORD REUSE", and "Sect: OR - DEPORTATION". Below the table, there are buttons for "Clear" and "Exit".

File #	Seq	Office	Status/Last Action	Location
AB	000	SEA	Status: RECORD REUSE Audit Date: 1/16/2005 04:28:53 PM Last Action: 1/14/2005 01:26:53 PM Basis: Audit	Sect: OR - DEPORTATION Resp: 0064 BIA SHELF, TAKSVILA

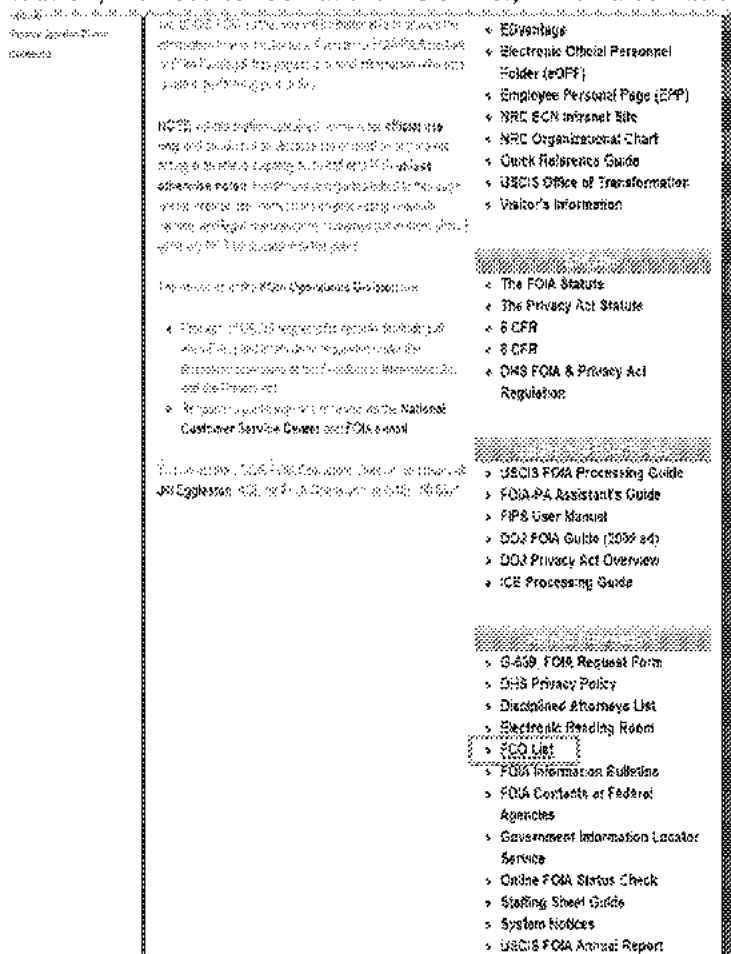
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6. "Blued in" information

- If "Retire" had been blued in, it would have been important. We would have used that inquiry screen to staff from the FRC.
- If "In Transit" had been blued in, it would have been important. We would have staffed to the receiving FCO.
- If "Consolidation" had been blued in, it would have been important. We would have checked to make sure our file is the "survivor" and not the consolidated file.
- "Rider" could be important to the case processor, but it has nothing to do with how we staff for this file.

7. The FOIA Operations Division Intranet Page

Now, an RPC beginning with "DP" is easy because NFTS shows right beside it that it means "Deportation." Sometimes an RPC prefix can be important and it's not obvious right away. If that's the situation, we need to look at the FCO List, which also has the RPC Reference Guide.



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8. The RPC Reference Guide says that no matter what the FCO is, if the RPC starts with DP, we staff to DRO. If you don't already know this, SAC, RAC, ASAC, DRO and OPLA are all ICE functions. That's important for staffing.

Q:\Foia\Foia LIBRARY\Case Create References\Case Create Template Letters\Case Create References\Foia FCO List 3 31 2010

RPC REFERENCE FOR STAFFING - Updated 3/31/10

FCO	Codes	Description	Staffing	Notes or Exceptions
ALL		Adjudications	non - FOIA	
ALL		Airports	non - FOIA	are Border Patrol
ALL		Anti Fraud	non - FOIA	
ALL		Anti Smuggling	SAC/RAC/ASAC	
ALL		Chief Counsel	OPLA	
ALL	CAP	Criminal Alien Program	DRO	
ALL	DI	Deferred Inspection	non - FOIA	Border Patrol function
ALL	DP	Deportation	DRO	
ALL		Detained	DRO	If Co. Jails, Prisons and Processing Centers.
ALL	D & R	Detention and Removal	DRO	
ALL		Detention Facility Name	DRO	This includes Co. Jails, Prisons and Processing Centers.
ALL		District Counsel	OPLA	
ALL	EX	Examination	non - FOIA	
ALL	FD	Fraud detection (FDNS)	non - FOIA	
ALL	FO	Foreign Operations	DRO	

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10. Figuring out a Staffing Scenario

The Guide confirms what we thought. If we staff to DRO, then we choose the FCO where the file is located. We're going to look for DRO-SEA. Note that the quickest way for me to find the information is by searching "DRO." I could have also gone to the table of contents and looked under Staffing Scenarios.

STAFFING SCENARIOS - ICE FILES

There are currently five different types of staffings for files located within the ICE function. The NETS screen print should be posted to the second page of the staffing letter.

OPLA - Staffing sheets are to be used for files that are located in the following office sections. Choose the FCO where the file is located, such as OPLA-BOS.

Office Section	Acronym
Trial Attorney's Office	TA
Chief Counsel	
Litigation	LI or LIT
Legal Section	LS
District Counsel	DC

Staffing sheets are to be used for files that are located in the following office sections. Choose the FCO where the file is located, such as DRO-DEN.

Office Section	Acronym
Detention & Removal	DENT, DSR, DET, DRO, ED&P
Criminal Alien Program	CAP
Deportation Officer Assistant-Clerk	DO, SDDO
Border Control Spec.	
Immigration Enforcement	IEA
Field District Office	FCO (Washington DC) (DRO-WAS)
Admin Program Office	
Non-Detained or Detained	
Processing Center	OC-Ortero County
Detention Facility name	ie., Olney Mesa, Krome
Enforce Ops	EO

Search PDF

Finished searching for:
DRO

Total matches found:
9

New Search

Results:

- ☒ OPLA/DRO/ SAC) CIS - Used for all c
- ☒ the drop down box to select the offi
- ☒ as DRO-DEN Office Section Acronym
- ☒ CET, DRO, DOSP Criminal Alien Progi
- ☒ DRO-WAS) Admin Program Office Ho
- ☒ action drop down menu, FPE will au
- ☒ on drop-down menu titled "Referred
- ☒ the drop-down menu for "Category."

Done

8.53 x 11.00 in

88 of 102

Unknown Zone

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11. Generate the staffing sheet

Go to the “Tasks” tab and click on “Create File Request.”

FIPS v2.0 Training Demo DB Work Queries Add-ons Show/Hide Search

Processing See Information

A Number 002349079 or ☐ FDMS

Shift Request To: _____ Generate Staffing Sheet:

ASAC
☐ ASAC Boone MO
☐ ASAC Calumet IL
☒ ASAC Charlotte NC
☐ ASAC Cleveland OH
☐ ASAC Douglas AZ
☐ ASAC Ft Lauderdale FL
☐ ASAC Harrison TX

No Staffing Letter
Customize Letter
For Missing/Lost

Location Address Office Contact

Name:
Email:
CC Email:

OK Cancel

Contracts	Discussions	Case Actions	History
Task	Status		
Create New Duplicate Cases	In Progress		
Create Additional Cases	Not Started		
Create File Request	Not Started		
Solicit Acknowledgment Letter	Not Started		
Final Action Letter	Not Started		
Specialty Letter	Not Started		
Prioritization Letter	Not Started		
Blank Letters	Not Started		
IMPELW Letter	Not Started		
Expedited Denial Letter	Not Started		

Records Locator	Case Processor	Case Approver	Unit Chief	Liaison Approver	Pend	Reassign Office	Send
-----------------	----------------	---------------	------------	------------------	------	-----------------	------

Page 1 of 2 (33,934 characters)

After we click on “Staffing” we get a “Generate Staffing Sheet” screen. Make sure the button marked “Customize Letter” is selected. The file is not missing or lost, so we won’t check that box. We know the file is at DRO Seattle, so we will scroll down “Staff Request To” until we find it.

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12. FIPS – Staffing Request dialog box

We will scroll down the DRO list until we get to SEA, select it and then click Request File:

Processing ... Fee Information ...

A-Number: 012345678 ☐ EDM5

Staff Request To **Generate Staffing Sheet**

☐ No Staffing Letter
☒ Customize Letter
☐ File Missing/Lost

DRO - POM
 DRO - POO
 DRO - PRO
 DRO - REN Reno
 DRO - SAC Sacramento
 DRO - SAJ San Juan PR
 DRO - SFR San Francisco

Request To Staff

Location Address **Office Contact**

DRO - SEA Seattle
 Deportation Asst.
 206-835-0061

Name: Bobby Wong
 Email:
 CC Email:

Request File Cancel

Contents Discussions Case Actions History

Task	Status
Search for Duplicate Cases	Completed
Create Additional Cases	Not Started
Create File Request	Not Started
Acknowledgement Letter	Not Started
Final Action Letter	Not Started
Specialty Letter	Not Started
Status Letter	Not Started
Blank Letter	Not Started
Interest Letter	Not Started
Expedited Denial Letter	Not Started

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Pend	Reassign Office	Sen
-----------------	----------------	---------------	------------	-------------------	------	-----------------	-----

Page 1 of 2 60.5% Viewing version: 1

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13. Create the customized staffing letter

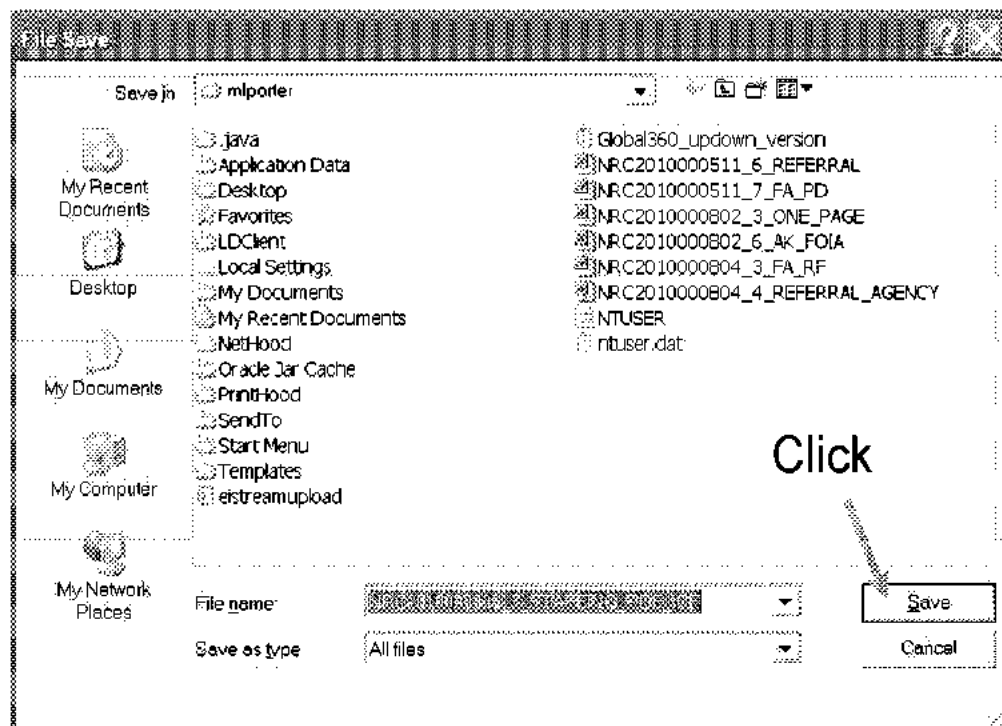
After that, we get a message that says "Successfully generated letter Staffing Letter – ICE PDF." Click OK and then move to the "Contents" tab. Click on the Staffing Letter and select "Edit (Check Out)." (Check Out)."

The screenshot shows the FOIA/PA Assistant interface. At the top, there are tabs for 'Tasks', 'Discussions', 'Case Actions', and 'History'. Below these is a table with columns: Document Type, Seq, Pages, Status, Resp Unit, A-Number, and Date. The table lists several documents, including 'Responsive Records', 'Staffing Response', and 'Staffing Letter - ICE PDF'. The 'Staffing Letter - ICE PDF' document is selected, and a context menu is open with options: 'View', 'Edit (Check Out)', 'Manage Document', 'Reserve (Lock)', 'Download File', 'Send to Print Queue', and 'Cancel Letter'. Below the table is a row of buttons: 'Records Locator', 'Case Processor', 'Case Approver', 'Unit Chief', 'Up-front Approver', 'Pending', 'Reassign Office', and 'Send'. At the bottom, it says 'Page 1 of 2 80.5% Viewing version: 1'.

Document Type	Seq	Pages	Status	Resp Unit	A-Number	Date
Responsive Records	5		Pending	DRD - SEA Seattle	612345676	12/3/2010 9:26:17 AM
Staffing Response	1		Pending	DRD - SEA Seattle	612345676	12/3/2010 9:26:17 AM
Staffing Letter - ICE PDF	1		Editing	DRD - SEA Seattle		12/3/2010 9:26:17 AM
	2	4	Scanned			11/5/2010 8:32:47 AM
	1	2	Scanned			11/5/2010 8:32:45 AM

Records Locator Case Processor Case Approver Unit Chief Up-front Approver Pending Reassign Office Send

Page 1 of 2 80.5% Viewing version: 1




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As soon as I clicked "SAVE," FIPS opened the staffing letter for me in Word.

File Edit View Insert Format Tools Table Window Help

Normal Times New Roman 11 100%

U.S. Department of Homeland Security
National Records Center
P.O. Box 648010
Lee's Summit, MO 64064-8010

 U.S. Citizenship and Immigration Services

December 3, 2010 NRC2010000806

MEMORANDUM FOR:
DRO - SEA Seattle
Deportation Asst.
206-835-0061
Bonty Wong

ATTN: Bonty Wong

FROM: NRC FOIA/PA

SUBJECT: Freedom of Information / Privacy Act Request NRC2010000806
Alien #: 012345678
Subject Name: Chris P. Bacon

The attached FOIA/PA request is forwarded to your office for action. Due to the subject matter, there is a high probability your office will have records responsive to the request.

- Please conduct a thorough search for all responsive records physically in, and within the functional purview of your office.
- Send a copy of all responsive documents to the FOIA office in their entirety. **DO NOT MAKE REDACTIONS.**
- Bracket any documents or portions thereof that you believe should be withheld. Please include a brief explanation for your action. **The FOIA Staff will not release those items so indicated without further discussion with you.**

Should you need other assistance or believe this request should be staffed to another office, please

Page 1 Sec 1 1/2 At 4" Ln 23 Col 19 English (U.S.)

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Go to the end of the letter and position your blinking cursor below the word "Attachments."
Next, we go back to NFTS and copy the location information.

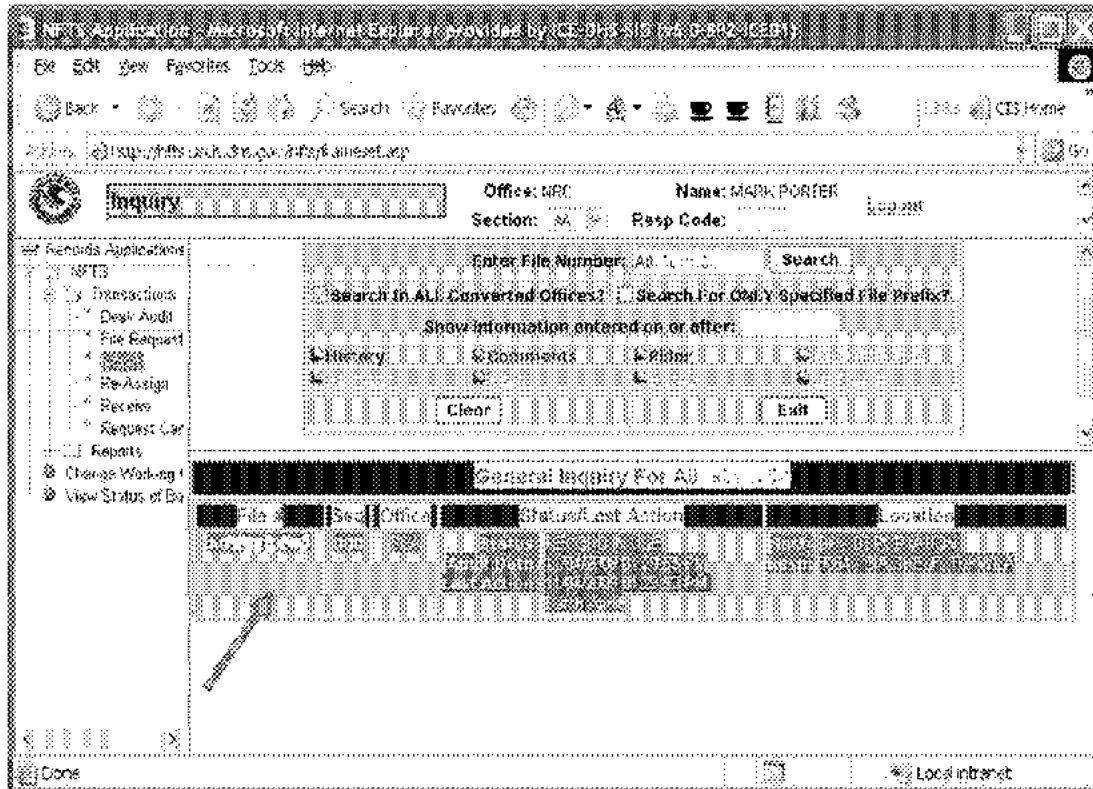
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14. Put the staffing information in the staffing letter

Right-click somewhere in the gray area below “General Inquiry.” You will get a drop-down dialog box. Click on “Select All.” Right-click again and select “Copy.” Now we will paste the information into the staffing letter.



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Immediately after pasting, we notice that the result is imperfect and we will have to repair it.

The image shows a computer screen with a web browser window open. The address bar displays "http://www.fda.gov/cder/adams2000/". The main content area shows a form titled "General Inquiry For ADAMS-2000".

Form Fields:

- Positive: _____ Negative: _____
- I certify that I am responsible for the search of records conducted in my office encompassed by this request and the attached records were the only such documents located in response to this request.
- Signature: _____ Date: _____
- Printed/Typed Name: _____
- Title: _____
- Telephone #: _____
- Attachment(s): _____

Seq	Org	Office	Status	Last Action	Date	Resp	Location
1	FDA	CER	Pending	Initial Review	11/06/98	CDR	CDR - CER - CDR

At the bottom of the screen, there are various icons for file operations and system utilities.

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Left-click and highlight everything in the center column, starting at Status/Last Action, then press Delete.

request and the attached records were the only such documents located in response to this request.

Signature _____ Date _____

Printed/Typed Name _____

Title _____

Telephone # _____

Attachment(s)

General Inquiry For Airmail #1000			
File #	Seq	Office	Location
1000	1	LA	RECEIVED
1000	2	LA	RECEIVED
1000	3	LA	RECEIVED
1000	4	LA	RECEIVED
1000	5	LA	RECEIVED
1000	6	LA	RECEIVED
1000	7	LA	RECEIVED
1000	8	LA	RECEIVED
1000	9	LA	RECEIVED
1000	10	LA	RECEIVED
1000	11	LA	RECEIVED
1000	12	LA	RECEIVED
1000	13	LA	RECEIVED
1000	14	LA	RECEIVED
1000	15	LA	RECEIVED
1000	16	LA	RECEIVED
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1000	93	LA	RECEIVED
1000	94	LA	RECEIVED
1000	95	LA	RECEIVED
1000	96	LA	RECEIVED
1000	97	LA	RECEIVED
1000	98	LA	RECEIVED
1000	99	LA	RECEIVED
1000	100	LA	RECEIVED

Telephone # _____

Attachment(s)

General Inquiry For Airmail #1000			
File #	Seq	Office	Location
1000	1	LA	RECEIVED
1000	2	LA	RECEIVED
1000	3	LA	RECEIVED
1000	4	LA	RECEIVED
1000	5	LA	RECEIVED
1000	6	LA	RECEIVED
1000	7	LA	RECEIVED
1000	8	LA	RECEIVED
1000	9	LA	RECEIVED
1000	10	LA	RECEIVED
1000	11	LA	RECEIVED
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1000	79	LA	RECEIVED
1000	80	LA	RECEIVED
1000	81	LA	RECEIVED
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1000	83	LA	RECEIVED
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1000	89	LA	RECEIVED
1000	90	LA	RECEIVED
1000	91	LA	RECEIVED
1000	92	LA	RECEIVED
1000	93	LA	RECEIVED
1000	94	LA	RECEIVED
1000	95	LA	RECEIVED
1000	96	LA	RECEIVED
1000	97	LA	RECEIVED
1000	98	LA	RECEIVED
1000	99	LA	RECEIVED
1000	100	LA	RECEIVED

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Next, highlight the whole area and change the font size to 12.

File #	Seq	Office	Location
1000	354	DP-REFORMATION	DP-REFORMATION

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Finally, we exit and save our work. We have successfully staffed for the A-file. The next thing we have to do is check the staffing letter back in.

Attached is additional information to be used to reply to the requester.

Attached is our justification for withholding any responsive material

The following records system number/title was searched:

System	Results	Positive	Negative
		/	
		/	
		/	

I certify that I am responsible for the accuracy of the information provided by this request and the attached records.

Signature _____

Printed/Typed Name _____

Title _____

Telephone # _____

Attachment(s)

File #	Seq	Office	Sect	Location	Resp
AC/17/215	000	SEA	DP-DEPORTATION	0054-BIA SHELF TUKWILA	

www.nrcs.gov

BIOGRAPHICAL FILE

FOIA/PA ASSISTANT'S GUIDE

15. Save changes and check it back in

The screenshot shows the FOIA/PA Assistant interface. At the top, there are tabs for Tasks, Discussions, Case Actions, and History. Below these is a table with columns: Document Type, Seq., Pages, Status, Resp Unit, A-Number, and Date. The table lists three documents: Responsive Records (Seq. 3, Status Pending), Staffing Response (Seq. 4, Status Pending), and Staffing Letter - ICE PDF (Seq. 3, Status Edited). Below the table, there are buttons for View, Edit, Manage Document, Save Changes (Check In), Discard, Send to Print, and Cancel Letter. The Save Changes (Check In) button is highlighted with a red box. Below the buttons, there is a row of roles: Records Locator, Case Processor, Case Approver, Unit Chief, Up-front Approver, Pend, Reviewer Office, and Send. Below the roles, there is a URL: http://202apocnrc.22.700/Access/Forms/CheckInFilestore.jspx?docid=5045. Below the URL, there is a file upload dialog box. The dialog box has a 'Look in:' dropdown set to 'mporter'. It shows a list of files and folders, including 'GlobalBEO_updown_version', 'NRC2010000511_6_REFERRAL', 'NRC2010000511_7_FA_PD', 'NRC2010000802_3_ONE_PAGE', 'NRC2010000802_6_AK_FOIA', 'NRC2010000804_3_FA_RF', 'NRC2010000804_4_REFERRAL_AGENCY', 'NRC2010000806_3_STAFFING_PDF_ICE', 'NTUSER', and 'ntuser.dat'. The 'Click' button is highlighted with a red box. Below the file list, there are fields for 'File name:' and 'Files of type:' (set to 'All files'). There are 'Open' and 'Cancel' buttons at the bottom right.

After this, send the case to "Pend."

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Two or more A-numbers

Multiple unconsolidated A-numbers - If the requester has provided more than one A-number, you must research CIS for each A-number to determine if they relate to the subject. If the subject has multiple A-numbers, you will create one case and do multiple staffings. When you are required to staff for two or more unconsolidated A-files, the individual staffing sheet must include the words **"MULTIPLE STAFFINGS"** at the top of each sheet. Do not confuse this with the subject of the file having an "A" file and a "T" file. The alien numbers must refer to different unconsolidated A-files and relate to the subject of the request if you are to mark it **"MULTIPLE STAFFINGS."**

Important note 1: If one of the files you are staffing for is located at RAFACS/CIS, FRC or one of the Service Centers, staff for those alien numbers first. These locations produce the file faster than other offices. MSB will not know to pull the staffing letters for follow-up unless you noted "Multiple Staffing" on the sheet.

Important note 2: If one of the A-numbers you are staffing for is "digitized," do not use that alien number on the FIPS worksheet. Use one of the subject's other alien numbers on the worksheet. To determine if the file has been digitized, look in CIS at screen 9504. The Current FCO will show DIG.

If the alien has multiple unconsolidated A-numbers and the files are both located at the NRC, please add them to the spreadsheet that Records Operations maintains at S:\Record Ops\Files to Consolidate.xls. You are responsible for entering the alien numbers of the files that may possibly need consolidation. Records Operations will review the files and consolidate if necessary. If both files are not at NRC, do not add the information to the spreadsheet.

Consolidated A-numbers

If the alien has a consolidated A-number, then please enter only the lead (or surviving) A-number on the worksheet in FIPS and staff for that file. Consolidated A-numbers are reflected in CIS on the 9101 screen, under the section titled "Consolidated A-Nos". The A-number listed first is the primary A-number; the other A-numbers listed below the primary have been consolidated into the primary number.

Note: please do not add consolidated A-numbers to the "files to consolidate" spreadsheet.

FOIA/PA ASSISTANT'S GUIDE

Border crossing card number

If the alien number provided by the requester is an 80,000,000 through 86,899,999 series number, it is a Border Crossing Card number. Even though you can research this number in CIS, there is no physical A-file associated with these types of numbers. You will need to research CIS and CLAIMS to see if there are any other A-files/receipt files associated with this alien.

Previously during the Case Create process, if a requester/subject provided a Border Crossing Card Number and all of the required PII (except an A-Number), we asked the requester/subject to provide additional information (Alien or receipt number, copies of documents from the service, etc...). We used this information to determine if the subject had an A-File. We would find the A-file only in very rare instances.

We no longer request additional information if the requester/subject provides all of the required PII (except an A-Number). Since Border Crossing Cards are strictly electronic records (no actual file), we will have the Border Crossing Card screen prints scanned into a RAFACS slot.

Use the Border Crossing Card Number provided; search and print CIS screens 9101, 9101-history (F8), 9222 and 9223. Open a RAFACS staffing slot. Make sure "Customize Letter" is selected. Prepare the screen prints for scanning into this slot as responsive records. Pend the case for responsive records. Please attach a "Scan As" sheet and mark it as "responsive records" with the screen prints to be scanned. The case will be sent to the processor after screen prints are scanned in. Create it as a Track 1 case.

Note: Alien numbers from 86,900,000 through 87,999,999 are not Border Crossing Card Numbers; they are general alien numbers and have corresponding A-files.

EAD numbers (100,000,000 through 149,999,999)

If the alien number provided by the requester is 100,000,000 through 149,999,999, it is an EAD (Employment Authorization Document) card number. There is no physical A-file associated with EAD numbers, even though they can be researched in CIS. You will have to research CLAIMS to locate the receipt number that corresponds with the EAD number, and then staff for that receipt number. Please refer to the section titled **Staffing Scenarios – Receipt Files** for additional information.

FOIA/PA ASSISTANT'S GUIDE

New alien numbers (300,300,000 through 300,322,501)

As of June 2009, the range of numbers 300,300,000 through 300,322,501 are being used as general A-file numbers.

Receipt numbers

Receipt numbers are comprised of the three-letter office code, followed by a 10-digit number. Receipt numbers are assigned to applications and petitions filed with the Service, such as Form I-765, Employment Authorization applications and Form I-130, Petition for Alien Relative. If the requester provides a receipt number on their request, log into CLAIMS and verify the information.

If the requester provides only a receipt number and it is for a Service Center we work, then we need to staff for the receipt file. Enter the receipt information into the Topic field. Make the first part of the description the receipt file number. Use the complete receipt number with no spaces or dashes. Do not write the name as "Last Name, First Name."

Example of the correct way: EAC0812345678

An example of how **NOT** to do it: EAC-08-123-45678

If every case creator enters receipt information the same way, it is easier for the next case creator to identify duplicate or similar cases. The next case creator may base the search on "EAC081234567%", and if the previous case creator entered dashes, the search will not identify the duplicate.

Do not staff for receipt files from any offices other than one of the five Service Centers (ESC/EAC, SSC/SRC, WSC/WAC, MSC/NBC or NSC/LIN). For receipt files at HBG, use the NON-FOIA MSC/NBC staffing sheet. **Do not staff for DIG T-files at HBG with RPC codes XX or ZG.** Refer to the Staffing Sheet Guide for the most current information.

Archives and Records Centers Information System (ARCIS)

ARCIS is a new system used by the Federal Records Center (FRC) to track the location of retired files. The accession data is now 27 digits long. NFTS will not accept the accession data because of the length. Instead, you will see the word "ARCIS" in the location field in NFTS.

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When the case you are creating shows the file is located at FRC and you see the word "ARCIS" in the location field in NFTS, use the FRC staffing sheet and paste the retired screen from NFTS.

Not all files located at the FRC will have "ARCIS" in the location field. For those files, continue to staff using the FRC staffing sheet and paste the retired screen print.

Staffing Scenarios

Digitized files

If you are staffing for an A-file that has been digitized please use the **RDF** staffing sheet. If the file has been digitized, the current FCO does not matter; you would still use the RDF staffing sheet.

How do I tell if it is a digitized file?

NFTS will show the "Location" of the file as either **RDF** or **NRC**. If the file location is NRC, you will see a banner stating "DIGITIZED ON" The screen print below is a sample of the NFTS screen.

The temptation may be to staff RAFACS/CIS because the file shows available in records at NRC. Do not do that. If it shows "DIGITIZED," then staff to RDF. Also include any T files you find in the General Inquiry screen.

The screenshot shows the 'General Inquiry For A...' screen in the NFTS system. It features a search bar at the top and a table of results. The table has columns for 'File #', 'Seq', 'Office', 'Status/Action', and 'Location'. The first row shows a file with 'File # 100', 'Seq 100', 'Office 100', 'Status/Action 100', and 'Location 100'. Below the table, there is a section for 'General Inquiry For A...' with a search bar and a 'Search' button. The search results show a list of files with their respective status and location.

Paste in the "General Inquiry" information on the RDF staffing the same as you would on a RAFACS/CIS staffing. Delete the status/action item column, but DO NOT delete any T-files.

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MSB will know the file is digitized because you have staffed using an RDF staffing sheet. This also applies to Retired files that have been digitized. Do not use the retired screen on Retired digitized files. An example has been provided below.

12/01/1984 Number		Search	
Search In All Conversion Offices?		Search For Entry Specified File Prefix	
Show Information returned on all dates			
Category	Comments	Location	Classification
L	S	L	S

DIGITIZED ON 06/10/2008 01:13:20 AM

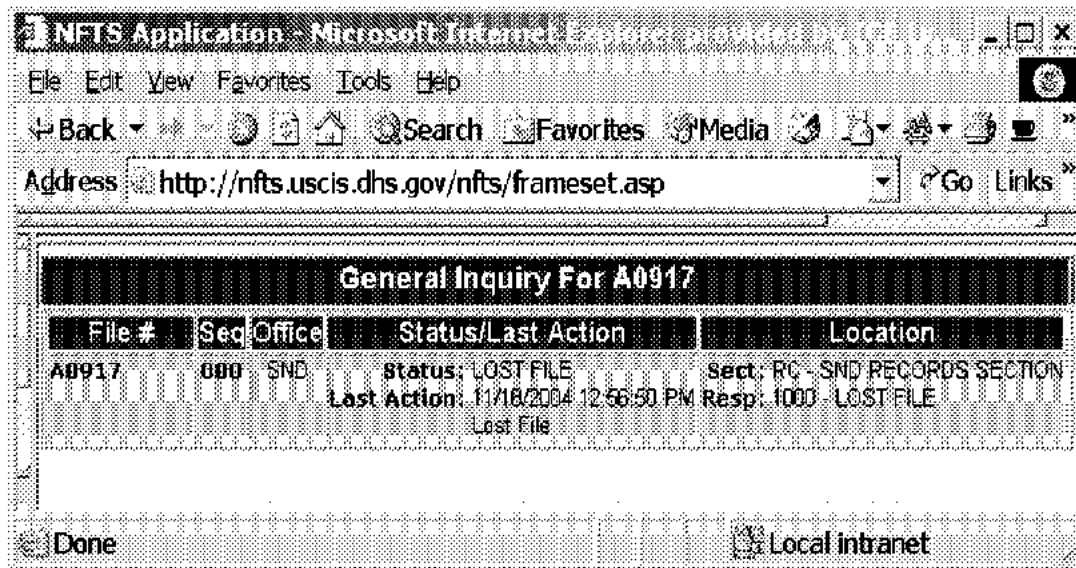
Clear Exit

In the example above, you will have to make two staffings. Notice there is a T-file currently in use at OPLA San Francisco? That also changes the Category of the case to “SFR Cases at NRC.”

Files Lost or Not Found LESS THAN NINE MONTHS

When an A-file is lost, it will appear in NFTS as a “Lost File” in the Status/Last Action section of the General Inquiry screen.

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A lost file in CIS will appear in the CIS-9504 screen as “N (Not Found)” in the section titled “FILE LOCATED IND.”

If the “Last Action” is more than nine months ago, move to the next section of this guide, Files lost or not found MORE THAN NINE MONTHS.

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```

A28 ID01W50 P000 W20
File Edit Session Transfer Program Options Window Help
[Icons]
FINFTD IMMIGRATION AND NATURALIZATION SERVICE 03/30/05
COMMAND: CIS - FILE TRANSFER DISPLAY (FTD) 09:15:36

A#: 0017 NAME: DIAZ HERNANDEZ , GLORIA DOB: 040919

PREVIOUS FCO: NRC FCO CREATING SUB-FILE:
CURRENT FCO: SND SUB-FILE CREATION IND:
REQUEST FCO: SND

FILE LOCATED IND: N (NOT FOUND)

DATE FTR: 04122002 (MMDDYYYY) ACCESSION NUMBER: 0000
DATE FTI: 04152002 INS BOX NUMBER:
DATE FTC: 04162002

PERSON/ACTION: CHU/BP REQUEST NUMBER:
2ND REQUEST DATE:
3RD REQUEST DATE:

YOU MAY REQUEST A DISPLAY OF ANOTHER A-FILE BY KEYING A DIFFERENT A-NUMBER.

CLEAR EXIT PF3 REFRESH PF4 FTS MENU PF5 HELP PF6 CIS MAIN MENU

3270
NUM OVR

```

When the file appears lost in CIS 9504 and NFTS, Staff using the Lost File at FCO: staffing sheet (include the FCO that shows the file is lost).

Exception: If the file shows lost in CIS-9504 and NFTS shows the file in use, staff for the file per the FCO in NFTS.

Under “Generate Staffing Sheet” mark the box “File Missing/Lost”.

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FIPS v7.0 Training build 05 Work Queries Actions Standalone Search																							
Processing Fee Information																							
A-Number: 091712345 <input type="checkbox"/> EDMS																							
Staff Request To Generate Staffing Sheet																							
<div style="border: 1px solid black; padding: 5px;"> FRAUD DETECTION AND NATIONAL SECURITY FRC M&G MEL (NON A-FILE MATERIAL) ICE INP <div style="background-color: #cccccc; padding: 2px;">FUGITIVE/VIOLATOR</div> MIL </div>	<div style="border: 1px solid black; padding: 5px;"> <input type="radio"/> No Staffing Letter <input type="radio"/> Customize Letter <input checked="" type="radio"/> File Missing/Lost </div>																						
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Location Address <div style="border: 1px solid black; padding: 2px;">Lost File at FCO: _____</div> </div> <div style="width: 50%;"> Office Contact <div style="display: flex; justify-content: space-between;"> <div style="width: 40%;"> Name Email CC Email </div> <div style="width: 55%;"> <div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px;"></div> </div> </div> </div> </div>																							
<div style="display: flex; justify-content: center; gap: 20px;"> Request File Cancel </div>																							
<div style="display: flex; justify-content: space-around; margin-top: 20px;"> Contents Discussions Case Actions History </div>																							
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Task</th> <th style="text-align: left;">Status</th> </tr> </thead> <tbody> <tr><td>Search For Duplicate Cases</td><td>Completed</td></tr> <tr><td>Create Additional Cases</td><td>Not Started</td></tr> <tr><td>Create File Request</td><td>Not Started</td></tr> <tr><td>Acknowledgement Letter</td><td>Not Started</td></tr> <tr><td>Final action Letter</td><td>Not Started</td></tr> <tr><td>Specialty Letter</td><td>Not Started</td></tr> <tr><td>Status Letter</td><td>Not Started</td></tr> <tr><td>Blank Letter</td><td>Not Started</td></tr> <tr><td>Interest Letter</td><td>Not Started</td></tr> <tr><td>Expedited Denial Letter</td><td>Not Started</td></tr> </tbody> </table>		Task	Status	Search For Duplicate Cases	Completed	Create Additional Cases	Not Started	Create File Request	Not Started	Acknowledgement Letter	Not Started	Final action Letter	Not Started	Specialty Letter	Not Started	Status Letter	Not Started	Blank Letter	Not Started	Interest Letter	Not Started	Expedited Denial Letter	Not Started
Task	Status																						
Search For Duplicate Cases	Completed																						
Create Additional Cases	Not Started																						
Create File Request	Not Started																						
Acknowledgement Letter	Not Started																						
Final action Letter	Not Started																						
Specialty Letter	Not Started																						
Status Letter	Not Started																						
Blank Letter	Not Started																						
Interest Letter	Not Started																						
Expedited Denial Letter	Not Started																						
<div style="display: flex; justify-content: space-around; margin-top: 20px;"> Records Locator Case Processor Case Approver Unit Chief Up front Approver Paid Reassign Office 5a </div>																							

Page 1 of 2 80% Viewing version: 1

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Microsoft Word - STAFFING LOST - Microsoft Word

File Edit View Insert Format Tools Table Window Help

Normal Times New Roman 11 B I U 75%

1 2 3 4 5 6 7

Staffed to: Lost File at FCO: SND

CIRCULAR / SPECIAL / LOST FILE SEARCH REQUEST

Office Code: NRC Control Number: NRC2010000808 Date: December 6, 2010

Alien Number: 091712345 Subject: Gloria Diaz Hernandez

General Inquiry For A0917			
File #	Sec/Office	Status/Last Action	Location
A0917	000 SRO	Missing 12/11/10 Last Action: 11/06/2010 12:58:50 PM Request: NRC - LOST FILE	Sec: RC SRO/MS/STIC SECTION

The attached FOIA/PA request is forwarded to your office for action. As a result of the attached system search, we request that you conduct a circular / special / lost file search for the subject records

Please certify by your signature and date that the lost / missing / not found record has been placed on the circular / special / lost file search list and its location is actively being sought or that the file has been found. This file:

☐ is on the circular / special / lost file search list,
☐ is attached
☐ could not be located

Printed Name _____ Phone _____

Signature _____ Date _____

www.foia.gov

FOIA/PA REQUEST TRACKING SHEET

FOIA/PA REQUEST TRACKING SHEET

Draw AutoShapes

Page 1 Sec 1 1/1 At 2" Ln 21 Col 1 English (U.S.)

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Generate the acknowledgement letter.

Processing Fee Information

Acknowledgement Letter Options

Fee Estimate:

Prepayment Required:

☐ Advance Payment Returned

☒ Add Lost File Paragraph

☐ Add Track 3 Denial Paragraph

Additional Documents Required

☐ Other Requester Documentation

1. Click Add Lost File Paragraph

2. Click Generate Letter

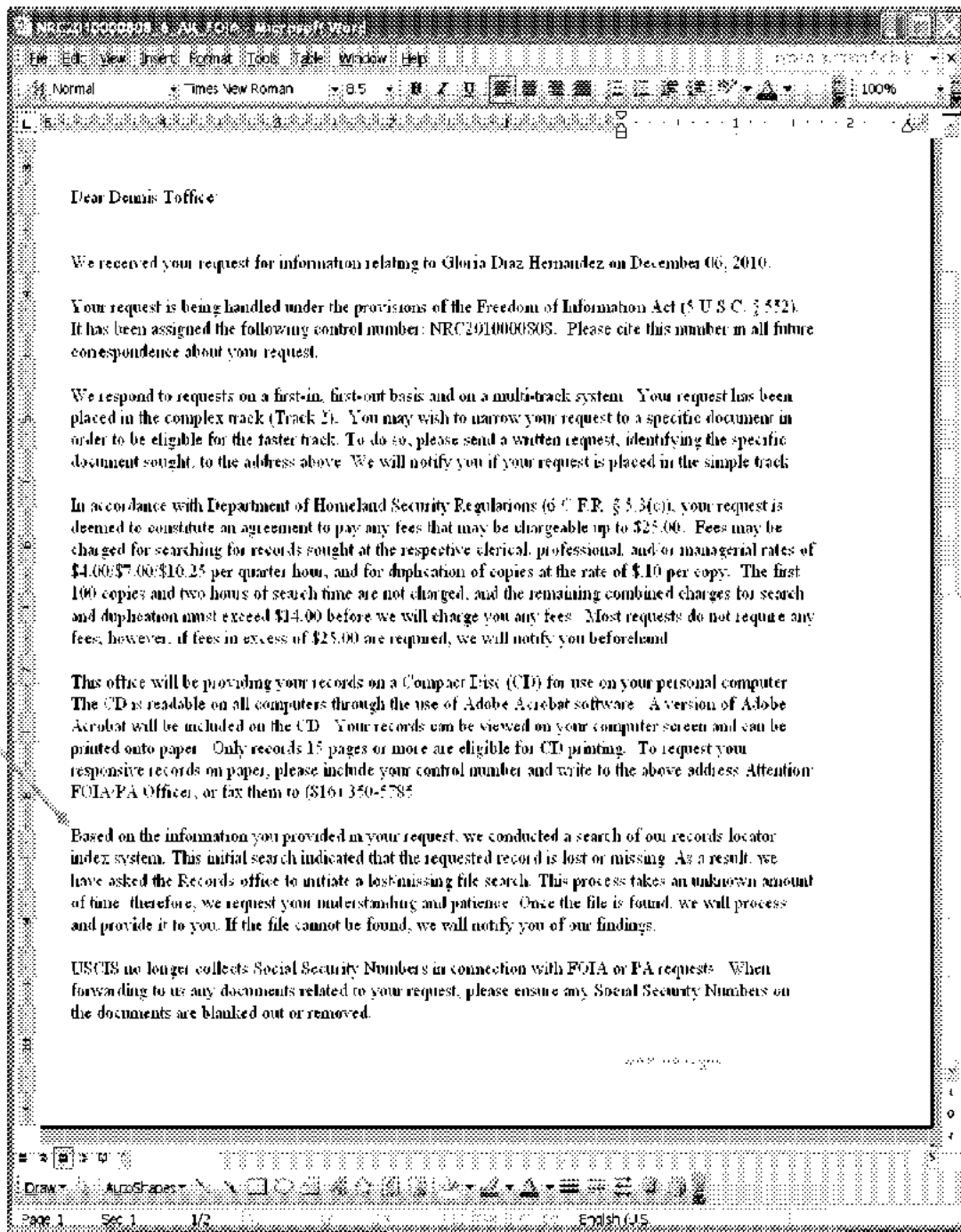
Additional Options

No options found.

Generate Letter Cancel

FIPS inserts the Lost File Paragraph right after the CD Paragraph:

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When the case create process is complete and the creator is ready to exit the case, click the "Pend."

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Files Lost or Not Found MORE THAN NINE MONTHS

(Please note: this is NOT the procedure for a request for alien number only or for petitions destroyed in accordance with federal paperwork retention guidelines.)

1. If the A-file is lost but other records exist (such as receipt files we would normally staff for or other a-files), please go to step 9 now. *Otherwise*,
 - a. **if** the file has been marked as lost for more than nine months
 - b. **and** there is no recent activity in CLAIMS (within last 2 years) or RNACS,
 - c. **and** there are no additional files, then: a FOIA/PA Assistant working in Records Locator queue should put in the following Discussion: **A-file has been lost for more than 9 months and no other records exist. Closing as UT.** Detail all systems searched as part of this Discussion.
2. Complete the attached Lost File Worksheet (and send it for scanning as CSD with any screen prints you do.)
3. If the file was not staffed to OPLA, please move to step four now. *Otherwise*, if the file was staffed to OPLA, look at NFTS history. If the NRC file request was cancelled and the file indicator was subsequently changed to "Lost File," create a Discussion with the subject "Unit Chief" listing the date the file was staffed, the date the request was cancelled, and the date the file status was changed to lost. Send the case to Unit Chief. You're done.
4. If there is no CIS screen referencing "EARM" "DACS" or "NAILS," please move to the next step now. *Otherwise*, if there is a 9101 screen containing "EARM-X" "DACS-X" or "NAIL-X," or if there are CLAIMS screens showing "NAIL: Y" or "NAIL: N," go to the next step.
5. Create a Final Action Letter and select the status UT. In the final action letter, after the sentence "You may, if you wish, resubmit at a later date," please add the following sentence: "As we were unable to locate a physical file, we are including screen prints of the electronic record." Go to the next step.
6. In the UT final action letter, attach the screen prints to the letter electronically (cut and paste). Do not make any redactions to the screen prints. Save and close the letter and send to Up-front Approver. You're done, *unless* the case is later returned to you for further research.
7. The Up-front Approver will review the UT letter with the inserted screen prints. If he or she is satisfied that a thorough search was conducted, the approver will forward the

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case to FOIA Approver. If the approver is not satisfied with the search results, he or she will return it to you for further research.

8. The FOIA Approver will review the research and either close the case or return it for further action. If the case is approved, the FOIA Approver will close the case.
9. **If the A-file is lost but other records exist** (such as receipt files we would normally staff for or other a-files) Staff for the additional records. Put in a Discussion that reads:

A-file number XXXXXXXXXX is currently showing as lost. Staffed for the following additional files: XXXXXXXX, XXXXXXXX, XXXXXXXX. Once they are received, please review. Please also verify that the original a-file is still lost. If the original a-file has been consolidated in fact but not in the systems, please process and send your case to approver. Also send an e-mail to the MSB for resolution. Include both a-numbers. If no documents exist from the original a-file, please process what is available. Advise the requester that the original a-file is lost. Your case will close as a PD even if no redactions are made. Thank you.

10. Cancel the lost file staffing and pend for responsive records.

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LOST FILE WORKSHEET

A-number _____

Name of Alien _____

Date shown as Not Found in CIS _____

Date shown as lost in NFTS _____

1. Search CIS for potential second a-number and/or consolidation
 - a. Second a-number? _____
 - b. Any T-files? Yes _____ No _____
 - i. If yes, have they been staffed and scanned? If not, please do so now.
 - c. Consolidated with? _____
 - d. Does the EOIR screen show an upcoming hearing date?

Yes____ No _____

2. Check CLAIMS for petition/applications
 - a. Were any found? Yes _____ No _____
 - b. If so, either provide screen prints with receipt number or list below

3. Check NFTS. Any current file movement. Yes _____ No _____

4. Check PCQS for any indication that file is with the naturalization unit.

NOTES:

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Staffing FAQ's

Q: What screen print do I attach?

A: The screen prints attached are typically a NFTS screen. In some situations, there is no screen print attached at all. See the Staffing Sheet Guide for current information.

Q: Which staffing sheet do I use?

A: Each office has its own staffing sheet in FIPS. The Staffing Sheet Guide details which sheet to use in specific circumstances.

Q: What if they have two alien files with two different numbers?

A: In cases like this, we staff for each alien file on a separate staffing sheet and write MULTIPLE STAFFINGS at the top of each sheet.

Records Indexing / Manual Requests

If you do not find a person in CIS, CLAIMS or PCQS, do not automatically print the screens and close the case NR. In some instances, the A-number exists but it will not be found in any systems search. This is especially true of individuals who had no business with the Service after the date CIS was put in use. A general rule which applies most of the time is the subject had no business concerning any immigration matter since 1975 or earlier. Look at the information in the request. For instance, if an individual claims to have arrived in the United States in 1960 and naturalized in 1971, it is important not to close the case NR. In these instances, staff the request using a "Records Indexing" staffing so that a manual search can be conducted. It is important that you provide as much information as possible on the Records Indexing staffing sheet. The name of the subject, year of birth and country of birth are required information.

Sometimes the requester/subject will provide an A-number and the file cannot be located in NFTS or CIS, but they claim to have done business with the service after 1975.

Ensure requesters provide the minimum information to allow a positive identification (i.e., full name, aliases, an alien number, date and country of birth). If the requested records relate to:

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- A-Files;
- Dates of birth;
- Dates of entry; or
- Naturalization dates

which are after 1975, do not create a Records Indexing file request, because no records will exist; check CIS and/or CLAIMS for a record. If you find no record, please refer to the section on NO RECORDS.

TO RECAP: If the subject has had no business with the service since 1975 or earlier, they may or may not have a CIS record. If they do not, then staff to records indexing. If the subject has had business from 1976 forward, do not staff to records indexing.

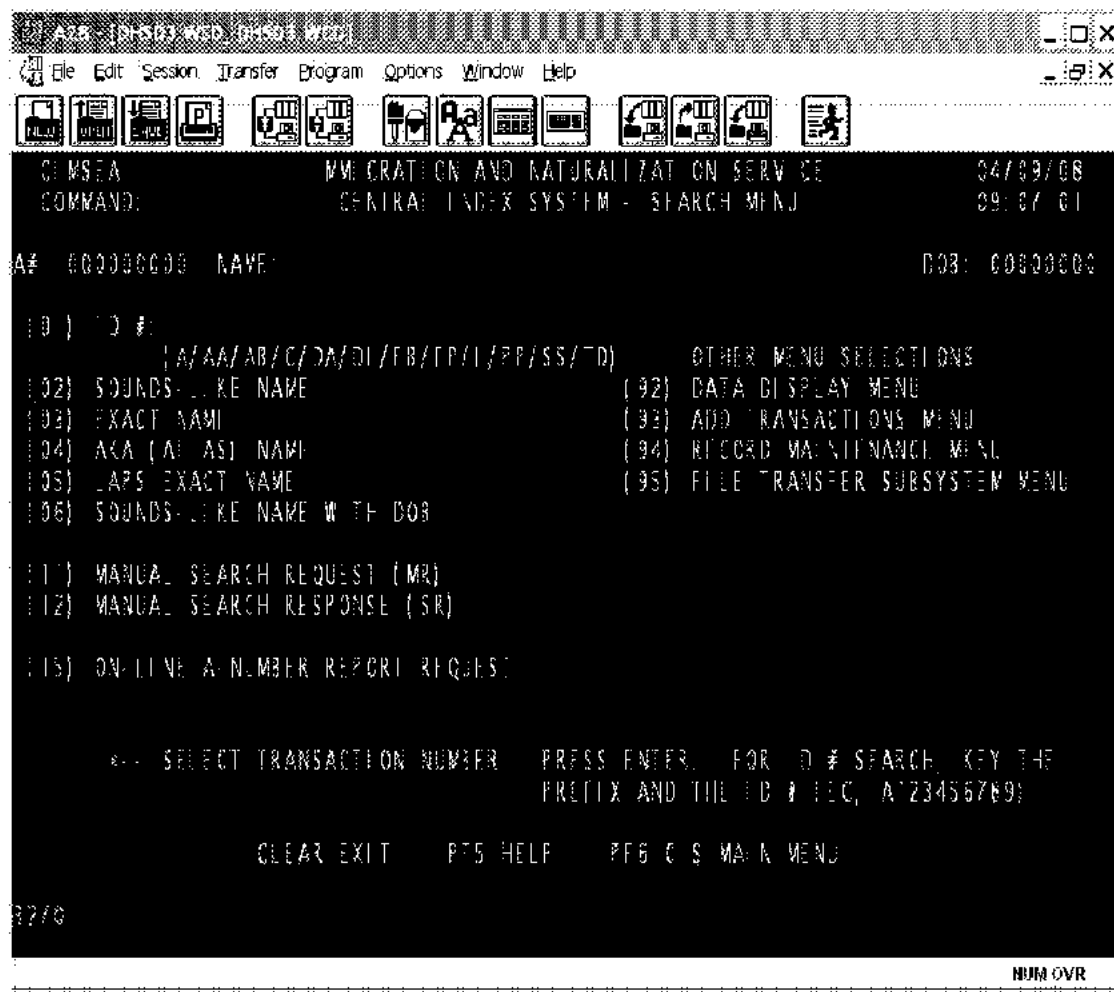
No Record, a RAFACS-only staffing scenario:

When closing a case as a NR (No Record), ensure that you have done the required system searches to support your decision. If there is wording on the request that would indicate the subject was detained, stopped, arrested or sent back across the border and a thorough system search yielded no information, you should refer the request to CBP. CBP will possibly have a record responsive to their request. Your search should include CIS, CLAIMS and PCQS. Consult the sections of this manual entitled "Central Index System" and "Computer Linked Application Information Management System" for more information regarding the systems.

When conducting no record research, check the following screens in CIS (Central Index System):

9103 Exact Name
9104 AKA (Alias) Name
9106 Sounds-Like Name with DOB

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When conducting a search in CLAIMS (Computer Linked Application Information Management System) run alien's name as the beneficiary/applicant (3) **AND** as petitioner (6).

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CLAIMS MAINFRAME SYSTEM
UPDATE PROCESSING MENU

04/03/2005
09:10
NRC2/30A

SELECT AND COMPLETE ONE LINE

1. RECD PT NO. []

(SELECT CNS BELOW FOR APPLICATIONS AND PETITIONS ONLY)

2. JSR ID DATE (MMDDCCYY)

3. BENEFICIARY/APPLICANT
NAME (LAST) (FIRST)
BIRTH DATE: (MMDDCCYY)

4. A NUMBER: A

5. REFERENCE NO.:

6. PETITIONER
NAME (LAST) (FIRST)

PF3 PF6 PF8 PF10 PF11 PF12
CANCEL MAIN MENU LOGOFF REMOTE ACT UPD BY CODE ACT UPD BY REPT

R770

NUM OVR

When conducting “no record” research, do the query and provide screen prints of all searches as directed. Open a RAFACS (*not* RAFACS/CIS) staffing slot only. Click on “Customize Letter.” Print the appropriate CLAIMS screen prints (this should be no less than six pages and may be lengthier if subject has provided multiple names or multiple alias names). Prepare a “Scan As” sheet to be scanned as responsive records for the case number you have just created, attach it to the screen prints and take those to the person designated to scan RAFACS-only responsive records. Pend the case.

Genealogy is exempt from this process.

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A-number in CIS but not in NFTS

If there is an A-number in CIS but no information in NFTS, create a staffing sheet according to the Staffing Sheet Guide and FCO List, and paste in the 9504 screen of the CIS record rather than the NFTS information. Otherwise, the procedure is the same.

ICE files

There are currently five different types of staffings for files located within the ICE function. Paste the NFTS screen print to the second page of the staffing letter.

OPLA staffing sheets are for files that are located in the following office sections. Choose the FCO where the file is located, such as OPLA-BOS.

<u>Office Section</u>	<u>Acronym</u>
Trial Attorney's Office	TA
Chief Counsel	
Litigation	LI or LIT
Legal Section	LS
District Counsel	DC

DRO staffing sheets are for files that are located in the following office sections. Choose the FCO where the file is located, such as DRO-DEN.

<u>Office Section</u>	<u>Acronym</u>
Detention & Removal	DENTENT, D&R, DET, DRO, DD&P
Criminal Alien Program	CAP
Deportation Officer/Assistant/Clerk	DO, SDDO
Bond Control Spec.	
Immigration Enforcement	IEA
Field District Office	FOI (Washington DC) (DRO-WAS)
Admin Program Office	
Non-Detained or Detained	
Processing Center	OC-Otero County
Detention Facility name	ie... Otay Mesa, Krome

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Fugitive Ops	FO
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SAC staffing sheets are for files that are located in the following office sections. Choose the FCO where the file is located, such as SAC-ATL. Please note the section that follows concerning SAC locations.

<u>Office Section</u>	<u>Acronym</u>
Investigations	INV, IV
Special Agent in Charge	SAC
Internal Audit	IA
Resident Agent in Charge	RAC
Assistant Special Agent in Charge	ASAC

SAC locations

Occasionally, you will see a staffing for a SAC (Special Agent in Charge) case, and not be able to find the File Control Office under SAC in your FIPS staffing list (ex. POO/Portland, Oregon). How do you staff correctly for the file? Would you use the "ICE General" staffing?

Yes, you do, but only as a last resort. Before staffing under ICE General, please check under RAC (Resident Alien in Charge) and ASAC, in consecutive order to find the staffing location. Since you cannot find Portland under SAC, you would next check RAC, and then ASAC (Portland is found under ASAC). Finally, if you cannot find the location **after** searching SAC, RAC and ASAC, please staff under ICE General.

LESC (LSC) records

On all of these staffing sheets, you must attach the NFTS screen print to page two.

T-files

Q. What if the subject has an A-file at one office and a T-file at a different office (for example, an A-file in Chicago and a T-file in Milwaukee)?

A: In this case, we will staff for both files, EXCEPT, do not staff for T-files at HBG with RPC codes XX or ZG.

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Q: What if they have an A-file at an outside office and a T-file here at the NRC?

A: Staff for the A-file only, but include the T-file portion on the staffing sheet. The T-file will get combined with the A-file when it arrives at the facility for scanning.

NEVER CROP THE T-FILE INFORMATION FROM THE NFTS SCREEN PRINT.

The exception to this rule – We do not receive A-files from ESC, SSC, NSC, or WSC for scanning. Those offices scan directly into FIPS for us. Therefore if the A-file is at one of the above service centers and there is a T-file anywhere else, including at the NRC, you will have to staff for the T-file. MSC is the only service center that sends the A-file to the NRC for scanning. Another example of when we staff for an in-house T-file is when the responsive records are scanned in simultaneously with the request.

Receipt files

1. Do not staff for receipt files from any offices other than one of the five Service Centers (**ESC/EAC, SSC/SRC, WSC/WAC, MSC/NBC or NSC/LIN**). For example, LOSJ9163201111, DALC922740405 or SPM9606900035, etc., are not receipt files we can request.

2. If the requester does not specifically ask for a receipt file and provides an alien number, staff for the alien file only.

3. If the requester does not provide any receipt number or alien number, then you must research CIS, CLAIMS and possibly PCQS.

Be cautious about staffing for receipt files that are for EAD cards only. There should be another application/petition filed in conjunction with this EAD card. If the only receipt numbers you can find is for an EAD card, and they are within the seven-year retention time, then yes, you will staff for the EAD card.

If they provide a receipt number, you must research CLAIMS and NFTS thoroughly. Ensure the receipt file has not been consolidated into a T-file or into an A-file. Please staff for the A-file or T-file if the receipt file has been consolidated. Check CLAIMS to be sure that the Service did not reject the receipt. Receipts that are shown as rejected in CLAIMS are returned to the submitter by the Service Center. Print the CLAIMS screen(s) that shows the receipt was rejected by the service. Open a RAFACS

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staffing slot only (no staffing sheet is necessary). Attach a "Scan As" cover sheet to the screen prints, mark the box "Responsive Records" and take to the OA room. The documents will be scanned as responsive records. Pend the case.

4. If there is no information about the receipt file in NFTS, regardless of the prefix of the receipt number, you should staff to the owner of the receipt file and paste in the CLAIMS screen. This information can be located on the CLAIMS inquiry screen upper right hand corner. The CLAIMS screen will show "owned by."

Archived receipts

FSXMRPT2 CLAIMS MAINFRAME SYSTEM 01/27/2011
ARCHIVED RECORD REPORT 09:35
COW6768C

RECEIPT NUMBER WACB7339900 HAS BEEN ARCHIVED

TO RECEIVE AN OVERNIGHT DETAIL REPORT
SELECT 'Y' BELOW

GENERATE REPORT - (YES OR NO):

P270 PFB CANCEL PFB MAIN MENU PFB LOGOFF

NUM OVR

This screenshot shows a receipt that has been archived.

If we receive a request for a receipt file and the receipt file has been archived per CLAIMS, create the case as usual. To determine whether we need to staff for the archived receipt file or redirect the request please do one or all of the following as necessary:

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1. Enter the receipt number in NFTS. There may be evidence that the receipt file has been consolidated into an A-file or there may be evidence that the receipt file has been forwarded to the NVC in which case you would redirect the request to NVC. Sometimes, you can discover that an archived receipt has been forwarded to NVC through PCQS.
2. On the USCIS website enter the receipt number in the "Check Case Status." Checking the receipt number on the website may provide evidence that the receipt file has been forwarded to the NVC in which case you would redirect the request to NVC.
3. You may call the NVC automated help line at 603-334-0700 and enter the receipt number. There may be evidence that the receipt file has been forwarded to the NVC in which case you would redirect the request to NVC.
4. If there is no evidence that the archived receipt file has been forwarded to NVC we will create a file request using RAFACS (not RAFACS/CIS). Find the information from the archived receipt in PCQS and print that information. Prepare a "Scan As" sheet to be scanned as responsive records for the case number you have just created, attach it to the screen prints and take those to the person designated to scan RAFACS-only responsive records. Pend the case.
5. If there is no evidence in PCQS, follow the instructions for *Receipt files; Lost receipt file, File destroyed or File cannot locate.*

Reading the request is very important; if the requester is seeking information relating to what appears to be a receipt number and it begins with "CDJ" or one of the other prefixes found in the section **National Visa Center Valid Consulate Prefix Codes**, call the NVC help line at **603-334-0700** and enter the receipt number. If there is evidence that the NVC has the receipt file, redirect the request to NVC.

To redirect a request to NVC do the following: Click Final Action Letter and choose the code "RD" and select "NVC". Send the case to Up-front Approver.

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Receipt files; Lost receipt file, File destroyed or File cannot locate

If a staffing response from one of the service centers (ESC, SSC, NSC or WSC) has been scanned and a screen print from CLAIMS is shown on the staffing response with any of the following verbiage; "FILE CANNOT LOCATE", "FILE DESTROYED", or "LOST RECEIPT FILE", the case creator will need to follow the steps outlined below.

Open a RAFACS (*not RAFACS/CIS*) staffing slot only. Click on "Customize Letter." Print the appropriate CLAIMS screen prints (should be a minimum of 3 pages if the receipt file is for an I-130). Print the staffing letter, attach it to the screen prints and take to the OA room. The documents will be scanned into the slot on the bar-coded staffing letter. Pend the case.

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FIPS V2.0 Training build 06

Work Queries

Actions

Standalone Search

Processing

Fee Information

A-Number

No A-Number entered

EDMS

Staff Request To

Generate Staffing Sheet

CIS

Contracting Office

PAFACS/CIS

RAFACS

RECORDS ALIEN FILE

RECORDS INDEXING

RECORDS NATURALIZATION FILE

No Staffing Letter

Customize Letter

File Missing/Lost

Click

Location Address

Office Contact

RAFACS

Name

Email

CC Email

Request File Cancel

Contents

Discussions

Case Actions

History

Task

Status

Search for Duplicate Cases

Create Additional Cases

Create Fee Request

Acknowledgement Letter

Final Action Letter

Specialty Letter

Status Letter

Share Letter

Interest Letter

Expedited Denial Letter

Completed

Not Started

Not Started

Not Started

Not Started

Not Started

Not Started

Not Started

Not Started

Not Started

Records Locator

Case Processor

Case Approver

Unit Chief

Up front Approver

Pend

Reassign Office

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This is only if there is no A-number and you have checked and the receipt file is not at the NVC. This is what the response will look like:

**Staffed to: WSC
REQUESTED FILE**

Office Code: NRC Control Number: NRC(2009)041295 Date: June 3, 2009

Alien Number: Subject: WAC93 the I-130 Petitioner Documents for Cardenas

History Inquiry For WAC93					
File #	Seq	Transaction Date	Transaction Office	Performed By	Detail
WAC93	000	02/28/2009	Fielding Unit	WAC	WAC93 DOCUMENTATION
WAC93	000	04/21/2009	Fielding Unit	WAC	WAC93 DOCUMENTATION

RECEIVED
JUN 08 2009

According to CLAIMS this file is owned by WAC
2nd Staffing

A18 - (WAC93 WAC, DASH, WAC)

FILE CANNOT LOCATE

RECEIVED
JUN 08 2009
FOIA

NUM 000

This is to certify that I have have conducted a thorough search for the above item(s) and this item
 _____ is not found
 _____ could not be located

Printed Name: _____ Phone: _____

WAC93

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REASSIGN OFFICE

This function is used to move a case that was scanned in the NRC queue to another queue for processing.

Re-assign the case if the request is for a contract (CNT).

Re-assign the case if the request is for CIS Personnel Information (HQS).

Re-assign any SIG case to COW.

First you must select the correct office. Use the drop-down box to select the office where you want the case to go, search for duplicate cases, and then create the case.

FIPS v7.0 Training build 06		Work Queries	Actions
Processing		Fee Information	
Office: NRC	NRC2010006656REQ		Status Request Case Creator mlporter
Re: BLR	Scanned	Created	Perfected
CLP	11/05/2010		Final Action
CNT			
Request	Select the correct office		
DLS	Porter		
GEN	ita Journal-Constitution		
HQS	Perimeter Center Parkway		
NRC	ita GA 30303		
OBL			
Subject information			
First	Middle		
A-Number			
Topic H-1B visas filed by OutSource Georgia, Inc., 2008 to present.			

After you change the office to COW, create the case. The case will have a COW number.

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Next, click on "Reassign Office"

FIPS v7.0 Training Build 10 Work Queue Actions Statistics Search

Processing File Information

Office: **COW2010080341** Status: **Open Case Creator importer** Web Entry

Received: **11/3/2010** Scanned: **11/05/2010** Created: **12/2/2010** Perfected: Final Action: Closed: Final Reply Due: **12/31/2010**

Requester Information

Rhea Porter
Atlanta Journal-Constitution
223 Peachtree Center Parkway
Atlanta, GA 30309

1. Change Office Edit Requester Change Requester

Subject Information

First: Middle: Last:

A-Number:

Topic: **14-18 years filed by OneSource GenCorp, Inc., 2008 to present.**

Track: **2** Remarks: **etc** Print To CD

Type: **FOIA Request** Referred From: PA Chkd

Source: **News Media** Expedited: **Not Requested** In Litigation

Category: **Special Interest Group** Fee Waiver: **Not Requested** In Circular Search

Calculate Queue Position

Save

Document Type	Seq.	Pages	Status	Resp Unit	A-Number	Date
Duplicate Request Letter	3	2	Scanned			11/4/2010 2:50:08 PM
Request Supporting Documents	2	4	Scanned			11/5/2010 6:16:11 AM
Request Letter	1	2	Scanned			11/5/2010 6:38:09 AM

2. Click here

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Pend	Reassign Office	Sort
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Page 1 of 2 60.5% Viewing version: 1

FOIA/PA ASSISTANT'S GUIDE

You will not be creating an acknowledgement letter or staffing. Before you click on "Reassign Office," prepare an e-mail addressed to NRC, FOIASIG with the case number and brief description of the topic, requester or reason you assigned the case to SIG.

CLOSING A CASE AS "NA:FOIA or PA not applicable:"

Sometimes a requester will file a FOIA request asking for the return of original documents, the status of a petition, or a question, not asking for records. If FOIA/PA does not apply to the request, you would create a Final Action Letter and select the closing code "NA: FOIA or PA not applicable." You will have to select a Non-FOIA Operational Unit. Choose "NRC-Director." Note: if the request for return of original documents is on Form G-884 which was inadvertently scanned in as a request, you will be closing the case "ER." Please refer to REQUESTS: Return of original documents.

The screenshot displays a web-based interface for closing a case. At the top, there are tabs for 'Processing' and 'Fee Information'. The main content area is divided into several sections:

- Final Action Letter:** A list of codes with their descriptions:
 - OP: Duplicate
 - ER: Created in Error
 - FC: Requester's failure to comply
 - FD: Requester's failure to ID records
 - FE: Requester's failure to ID fee
 - NE: Not applicable - certified copy
 - NR: Non-possession of records
 - CR: Old records
 - RD: Re-directed to another agency
 - RF: Referred to a DHS Component
 - UT: Unable to locate records
 - WD: Request withdrawn
- Final Action Dependent Options:** A section for 'Records Needed' with two options:
 - Insert Clerk of Courts/National Archives paragraph
 - Insert women married to U.S. citizens paragraph
- Non-FOIA Operational Units:** A list of units with checkboxes:
 - MIL
 - Non-FOIA Offices
 - Privacy Act Amendment Request
 - REQUEST FOR FILE FROM A FOREIGN ECO
 - Service Centers
 - TRN FOIA/PA UNIT
 - WCF
- Reasons:** A large empty text box for providing additional details.
- Redirects/Referrals:** A large empty text box for providing additional details.

At the bottom of the interface, there are three buttons: 'Submit', 'Reset', and 'Cancel'.

You do not have to modify the referral letter. You will have to select the applicable box in the Final Action Letter and possibly add other instruction, if necessary. Send the case to Up-front Approver.

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ER (created in error) CASE CLOSINGS

Prepare a Final Action Letter using the "ER" option for cases when the following situations arise:

1. When a G-884 Return of Original Documents is scanned in FIPS.
2. When a routine use/child support request has been scanned in FIPS.
3. When subpoenas/court orders have been scanned in FIPS.
4. When a Bond Obligor request has been scanned in FIPS.
5. Requests from Foreign Consulates (no letter required)

FIPS will not create a letter. Prepare a detailed Discussion. Send the case to Up-front Approver. The supervisor will review and close the case.

FC (failure to comply) CASE CLOSINGS

If you are closing a case FC because of consent, verification of identity or , please refer to

O:\Foia\FOIA_LIBRARY\Case_Create_References\Case_Create_Template_Letters\Failure to Comply_Letter and select the applicable paragraph for your final action letter. Please enter the date of the last correspondence to the requester/subject.

MARKING A DOCUMENT "DO NOT SEND"

From time to time, there will be an instance when we should not mail a system-generated letter. Examples include instances where a status letter is created in error, or a referral memo is erroneously created. To ensure that the letter or memorandum is not inadvertently mailed, please take the following steps:

1. Type "DO NOT SEND" at the top of the page,
2. Delete all the information in the letter/memorandum, and
3. Create a Discussion which explains why the letter/memo should not be mailed.

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Accomplishing the steps above will make it easier for the O/A room to identify letters created in error.

ACKNOWLEDGEMENT LETTERS

We prepare acknowledgement letters in all cases **except** for routine use and Red Cross last known address requests. The example in this guide shows how to do a standard acknowledgment letter if we have verified consent and identity, the requester has not asked for expedited treatment or a fee waiver, and we have found a responsive record. As you go through this example, please keep in mind that there are many factors which would require you to prepare the acknowledgment letter differently.

Go to the "Tasks" tab and select "Acknowledgement Letter"

Contents	Discussions	Case Actions	History
Task		Status	
Search For Duplicate Cases		In Progress	
Create Additional Cases		Not Started	
Create File Request		Completed	
<u>Acknowledgement Letter</u>		Not Started	
Final Action Letter		Not Started	
Specialty Letter		Not Started	
Status Letter		Not Started	
Blank Letter		Not Started	
Interest Letter		Not Started	
Expedited Denial Letter		Not Started	

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Pend	Reassign Office	Se
-----------------	----------------	---------------	------------	-------------------	------	-----------------	----

After selecting "Acknowledgement Letter," the Acknowledgment Letter Options screen will open. Options on this screen will allow you to ask for other documentation and will also allow you to add a Track 3 Denial or Lost File paragraph:

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Case360 Home

FIPS v7.0 Training Build 06 Work Queries Actions S

Processing Fee Information

Acknowledgement Letter Options **Additional Documents Required**

Fee Estimate

Prepayment Required

☐ Advance Payment Returned

☐ Add Lost File Paragraph

☐ Add Track 3 Denial Paragraph

☐ Other Requester Documentation

Additional Options

No options found.

Generate Letter Cancel

Since our example case does not require us to select any options, we will click on “Generate Letter.” Our only option at that point is to click OK:

Case360 Home

FIPS v7.0 Training Build 06 Work Queries Actions Standalone Search

Processing Fee Information

Successfully generated letter Acknowledgement Letter-FOIA.

Click on OK to continue.

OK

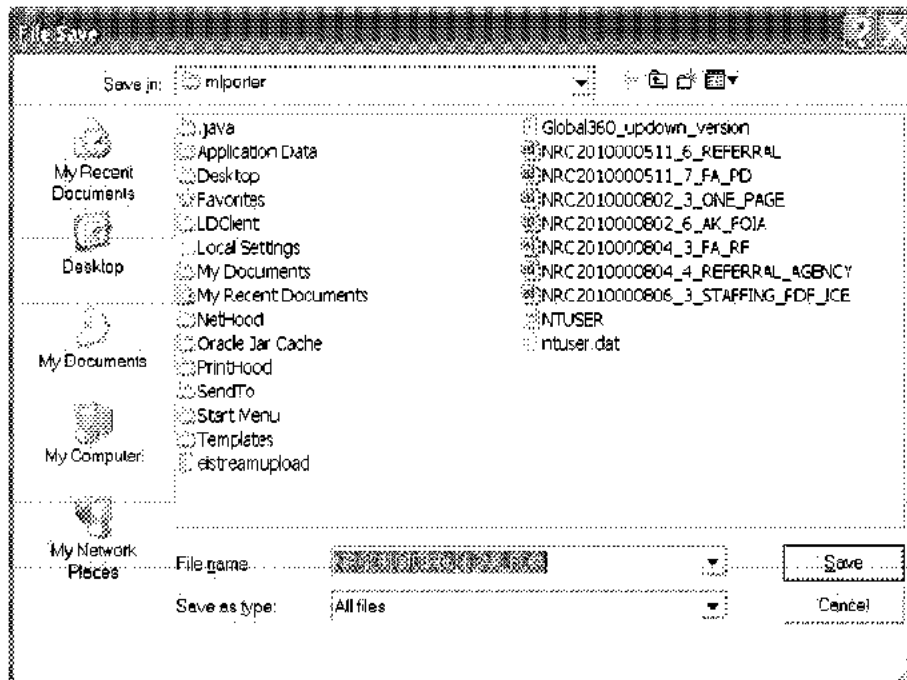
As soon as you do, a File Save pop-up window will appear. Click “Save.”

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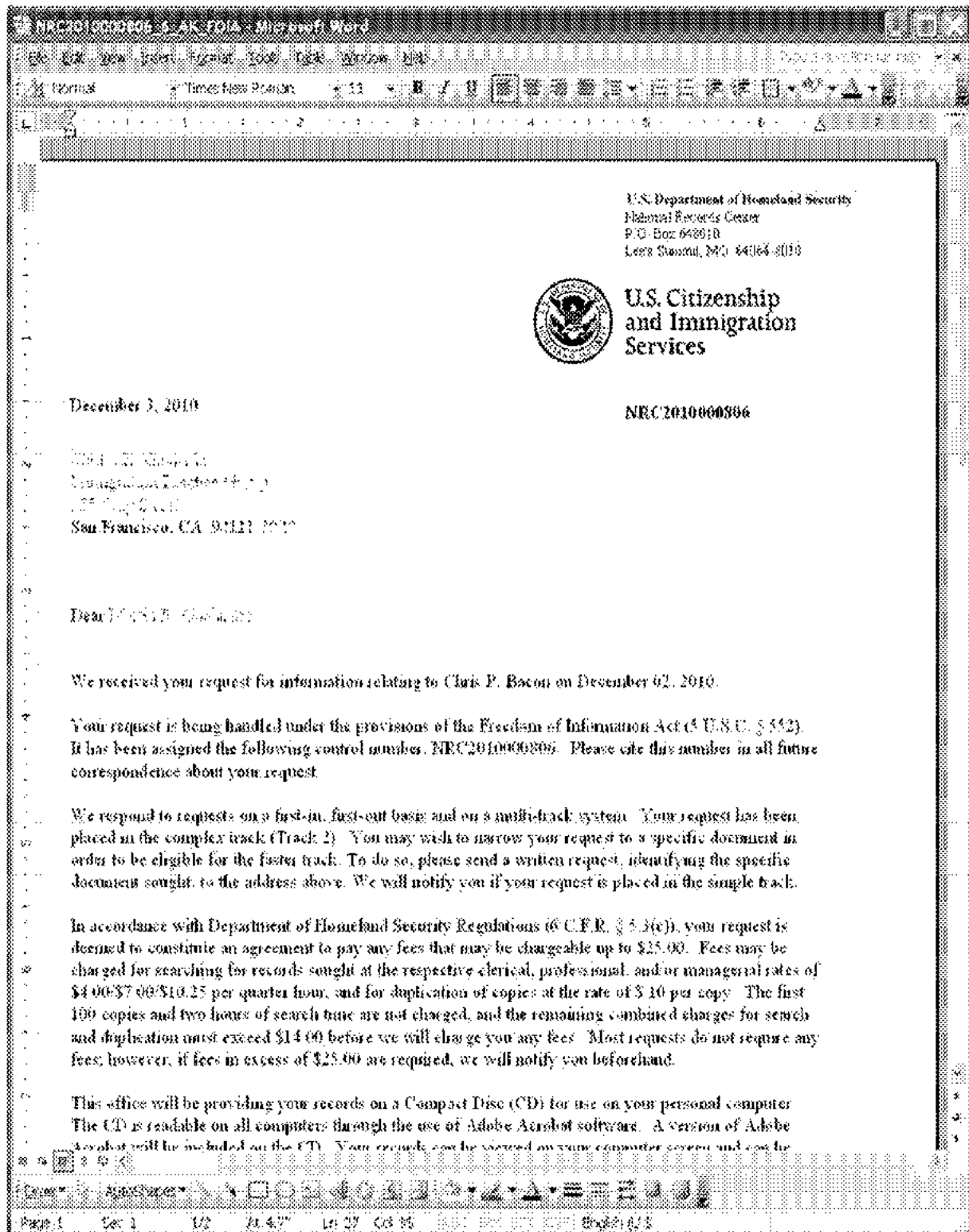
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The acknowledgment letter will pop up:

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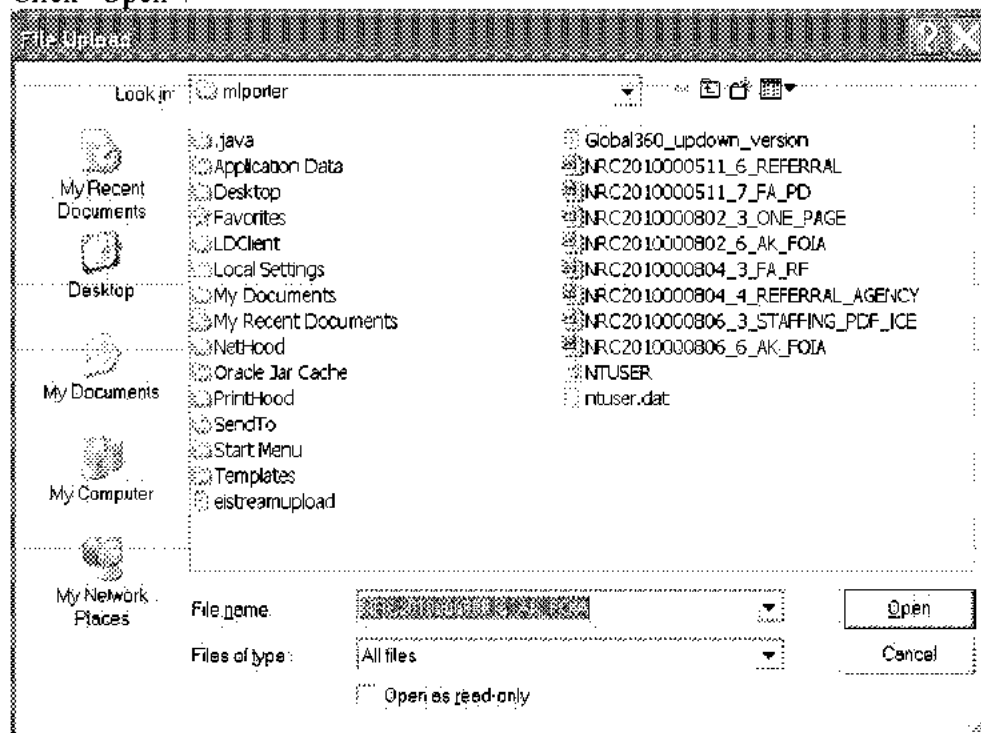
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You may have some modifications to make to the letter. After you finish, save the Word document and exit Word. Next, go to the “Contents” tab and click on the “Check in Document” icon.

Tasks Discussions Case Actions History							
Document Type	Seq.	Pages	Status	Resp Unit	A-Number	Date	
Acknowledgement Letter-FOIA	6		Editing			12/3/2010 10:14:14 AM	
Check In Documents	5		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM	
Staffing Response	4		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM	
Staffing Letter - ICE PDF	3		Editing	DRO - SEA Seattle		12/3/2010 8:28:17 AM	
Request Supporting Documents	2	4	Scanned			11/5/2010 8:32:47 AM	
Request Letter	1	2	Scanned			11/5/2010 8:32:45 AM	

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Pend	Reassign Office	Se
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Click “Open”:



In this example, we are now ready to send this document to “Pend.”

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DISCUSSIONS

Discussion notes are crucial to creating and processing a case. When creators are establishing the case in FIPS, they should note any unusual circumstances or details in a Discussion for later reference. FIPS also automatically generates Discussions in various situations, such as duplicate, multiples and when responsive records are copied from one case to another. Because Discussions become a permanent part of the case in FIPS, you should not use Discussions to record personal feelings or to debate, question, or even to seek clarification. A FOIA/PA Assistant should discuss issues needing clarification via e-mail, a telephone call or a personal visit to his or her supervisor.

CHANGING A REQ TO A CSD

(Note: this article pertains to people who work in the Research Queue)

Occasionally requester documents, certificates of identity, status requests and other correspondence will inadvertently get scanned into FIPS as a new request. If you encounter these types of documents in FIPS as REQ's, please attempt to locate the case to which the documents belong. After you locate the case in FIPS, make a note of the control number. Create a Discussion asking Research to add the request as CSD to the appropriate case. Next, go back to the worksheet in FIPS and Send to Research.

A person working the Research queue will assign the request to CSD as follows:

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EIPS v7.0 Training build 06. Work Queries Actions 93a

Search Case Research Queue

Status ☒
 Control Number COW2019000341
 Request Number
 Created After
 Office
 Requester Last Name
 Requester First Name
 Requester Middle Name
 Subject Last Name
 Subject First Name
 Subject Middle Name
 A-Number
 Topic
 Submit

1. Enter the case number you are attaching the document to.

2. Click Submit

Control Number Requester Requester A Last First Middle Topic
 Last First Number Name Name Name
 Name Name
 COW2019000341 Porter Shea H-1B Visas filed by OutSource Gen

List Pending Documents for this Case

3. Click List Pending Documents Icon

Document Type Seq. Pages Status Responsive Unit A-Number Created Time Modified Time
 Total item(s) found (0 of 0)

Add Document

4. Click Add Document to create a new CSD slot.

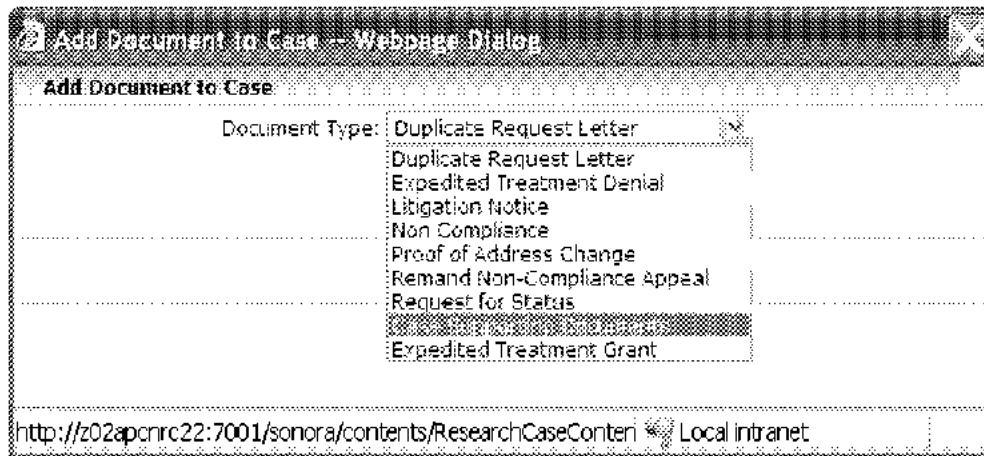
Convert to Request Delete Administrator Open next

http://a92.gcnrc22.3101.tnora22.library.co.mnname=9Cry_Pending_documents_for_LawsPESEARCH-CASEFILEID=1K04

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TROUBLESHOOTING WORK *FROM* THE OA ROOM

The FOIA/PA Assistants assigned to the mail are responsible for picking up faxes and mail (in the black bins marked Troubleshooter) from the OA room and in the basket located next to the copier in shared workroom each day and are responsible for sorting and working the mail. Individual team members expecting a fax should notify his or her supervisor or retrieve the fax. If the case has been created, insert a Discussion (Scan in fax and notify [me] when the fax has been scanned). If the fax needs to be scanned in before reviewing, the FOIA/PA Assistants can scan it in and notify you. They may also deliver the fax or mail if needed.

TROUBLESHOOTING WORK *TO* THE OA ROOM

When new requests are taken to the OA room, place them in the "New Request" bin on the counter.

When taking requester documentation, CSD's, responsive records or certifications of identity to the OA room, write "Requester Docs" or "CSD" on the first page, along with the date and your initials.

FOIA MAILBOXES:

FOIA has access to various e-mail mailboxes that serve different purposes. The paragraphs below describe these mailboxes and their purposes. E-mails to any of the FOIA mailboxes must contain specific instructions.

THE OA ROOM (NRC, FOIAOA)

Send e-mails to the OA Room when:

- The request letter and supporting docs need to be printed and scanned in as a new case. Include instructions to the case creator, if necessary.
- The original Final Action Letter and responsive records were mailed but the requester never received them. The OA room will reprint the records to CD or paper and re-mail

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per instructions provided in the e-mail. The instructions must include the control number and whether to print CD or paper, as well as how the case was closed "G1 or PD." Include a Discussion in the original case.

- The responsive records need to be re-printed to CD due to the requester receiving a broken CD.
- The requester has either has a changed or new address; therefore, the records need to be re-printed and re-mailed to the requester. You need to state in your instructions to the OA room that you've made the changes to the address in the final action letter. Correct the address on the final action letter and the FIPS database. State that you've changed the address in a Discussion.

Don't forget to add a Discussion to the original case.

MSB (NRC, NRCFOIAMS)

Send e-mails to the MSB mailbox when:

- An appeal is encountered in case create that was not previously addressed.
- An expedited treatment is encountered in case create or Records Locator queue that was not previously addressed. Personnel handling the MSB mailbox will forward the e-mail to the supervisor(s) handling the expedited treatment.

All e-mails to the MSB mailbox should contain the control number, the A-number or subject of the case, and specific instructions relating to the case.

FIPS PROBLEM (NRC, FIPSPROBLEM)

Send e-mails to the FIPS Problem mailbox:

- If errors are encountered in the case
- If responsive records need to be copied from one case to another
- If records are incorrectly scanned in a case and need to be removed

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All e-mails to FIPS Problem mailbox must contain specific instructions, including a description of the problem and the role of the case; standalone, create, locator or processing and the control number or REQ number if you were creating the case.

FOIA FILE REQUEST (NRC, FOIAFILEREQ)

Send e-mails to FOIA File Request if the following situation occurs:

- A file is found sitting on a shelf and it has not been scanned in to the case. Include the control number and the A-number in these e-mails.

E-MAIL TO CUSTOMERS

If necessary, send a message to the USCIS mailbox outlining what needs to be sent. The MSB supervisor will generate the e-mail to the requester and transmit. Include all information in the e-mail that the MSB supervisor will need in order to be able to send the e-mail. Put a Discussion in FIPS outlining your request to MSB. If you are asking for more information from the requester, create a slot in the case in FIPS to ensure that the case will close out automatically if no response is received from the requester.

MAIL

The FOIA Division receives two types of mail: Returned Mail and Direct Mail.

RETURNED MAIL:

Interim Interest Letters

Returned Interim Interest Letters are scanned as Requester Docs.

Except for Interim Interest Letters, all returned envelopes and letters are scanned as CSD's.

Do not use forwarding addresses provided by US Postal Service.

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OA's will note each case with action taken for each piece of returned mail. Notes are to be complete and concise. They should include the reason the letter was returned, action taken, and the OA's name.

Note: Not all letters are acknowledgment letters. The returned correspondence could be a status letter or request for additional information. Before letters are updated with the correct address, confirm the correct letter is being updated. The Discussion should include the type of letter being corrected and resent.

Acknowledgement letters

Compare address on acknowledgement letter to address on the G-639, G-28 and returned address on the original envelope.

A. If there is a transcription error in the address:

1. Correct the address in the address section of the FIPS worksheet and click on the "U" to update FIPS.
2. Correct the acknowledgement letter and resend letter.
3. Write the ID of the case creator on the returned letter and give to OA Supervisor. Do this in a controlled manner so that you and the supervisor are the only ones who see this paperwork.
4. Note the case. Example of the Discussion:

Title of Discussion: Returned Mail – no such number

Body of Discussion: Address on letter did not match G639. Street address should be 1003 Market Street, not 103 Market Street.
Updated FIPS and ack letter and resent letter. Name.

5. Returned acknowledgement letters with a requester document need to be repended for additional time. **Give the letter to the OA supervisor to repend.**

B. If the address on the acknowledgement letter matches the address on the G-639, G-28 and/or return address on original envelope:

1. Note the case. Example of the Discussion:

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Title of Discussion: **Returned Mail – no forwarding address**

Body of Discussion: Address matches G-639. No other address found. Did not resend ack letter. Name.

2. Give acknowledgement letter to OA Supervisor to Close.

Final Action Letters

Compare address on final action letter to address on the G-639, G-28 and returned address on original envelope. Check all CSDs for a new address.

- A. If address matches G-639 and/or G-28 and no other address is found, note case with the reason the letter and responsive records were returned. Discussion should include “no other address found; did not resend final action letter” and OA’s name. **Scan envelope and front page of letter as CSD.**

Shred the letter and responsive records.

- B. If another address is found in the CSDs:
 1. Update FIPS and final action letter, reprint letter, and label and resend. **Scan original letter and envelope as CSD.**
 2. Write the ID of the **case processor** on the returned letter and give to OA Supervisor. Do this in a controlled manner so that you and the supervisor are the only ones who see this paperwork.

CDs

- A. CDs Returned for postage.

Make a copy of the CD and re-mail. Attach the copy of the CD to the original CD mailer and give to the OA Supervisor. Note the case with the following Discussion.

Title of Discussion: CD Returned for Additional Postage

Body of Discussion: Re-mailed CD, date and name

- B. CDs Returned due to Incorrect Address.

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Compare address on final action letter to address on the G-639, G-28 and return address on original envelope. Check all CSD's for a new address.

1. If address matches G-639 and/or G-28 and no other address is found, note case with the reason the CD was returned. Discussion should include "no other address found; did not resend CD" and OA's name.

Shred the CD.

2. If another address is found in the CSD's:
 - a. Make a copy of the CD and returned envelope.
 - b. Update FIPS and reprint a new label. (Do not update letter in FIPS). Put the new label on the outside of the CD Mailer (not directly on the CD).
 - c. Write the ID of the **case processor** on the copy of the returned CD and give to OA Supervisor. Do this in a controlled manner so that you and the supervisor are the only ones who see this paperwork.

DIRECT MAIL:

This is mail sent directly to NRC from requesters, subjects, attorneys, etc. The content of direct mail is varied and usually requires some type of action. Direct mail could consist of, but not limited to, any of the following:

- Change of Address (see Request for Change of Address)
- Status Request (see Status Letters)
- Withdrawal of Request (see Withdrawal of FOIA/PA Request)
- A request to change the scope of a FOIA request. The action required to change the scope of a request could involve changing the track of the case, depending upon the type of information/documents requested.
- Correspondence about delinquent payments (including checks)

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- Responses to Track 3 denial or Expedited Treatment denial
- Responses to requests for additional information
- Requester asks for their record on paper: scan in as a case supporting document (CSD)

We may respond to direct mail in writing or by phone, and some mail requires no response.

Please create a Discussion describing the problem and how it was corrected. FOIA/PA Assistants assigned to handle mail should initial, date, and write what kind of document (such as CSD or REQ DOCS) on the top page and staple the pages together after scanning. Case creators may deliver the fax or mail with CSD's to the OA room for scanning.

Mail or faxes regarding delinquent payments, payments made or checks received is pulled prior to distributing to the Team. If any of these types of documents are inadvertently left in with the mail, please give them to the Team supervisor.

Mail concerning Track 3 or expedited treatment

If we receive additional correspondence via e-mail, mail or fax relating to an existing case, asking for expedited processing or processing as Track 3; forward the correspondence to the MSB supervisor. A supervisor must review the correspondence and make a determination. We must address within 10 days in writing our response to the expedited or Track 3 processing request, whether we grant or deny. FOIA/PA Assistants assigned to mail will place the mail in the Track 3 or Expedited Review bin.

Insert a Discussion titled "Expedited Treatment Request" or "Track 3 Request." In the text of the Discussion type whether it was denied or approved and the sequence number of the status letter. Scan the additional correspondence in as a CSD.

If the requester responds to our denial of expedited treatment or Track 3 processing, the procedure is essentially the same: forward it to the MSB supervisor, who will make the determination.

If a FOIA/PA Assistant working in Records Locator queue discovers correspondence relating to expedited processing or Track 3 scanned in but has not been addressed by a supervisor, the Assistant should insert a Discussion and send the case to Admin or Unit Chief. Send an e-mail to the supervisor handling the expedited requests and include the control number of the case.

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Requester documentation / additional information

This consists of documents or more information that we have asked the requester/subject to provide. When the information is received it is scanned into the requester documentation slot. Use the additional information provided to continue creating the case. If the requester/subject did not provide the alien number, use the information provided to search CIS (9102, 9103 or 9106) and CLAIMS to locate any responsive records, or receipt files. If you cannot locate any records relating to your person, close the case as NR. Copy screen-prints of your searches for scanning in as CSD. (FYI CSD's can be scanned in after a case is closed).

We do not re-open cases that close as FC because the requester failed to reply within the time allotted - unless it is our fault. An example of our fault would be they sent back the requester docs and the envelope was postmarked before the deadline. It doesn't matter if they are one day late returning the requested information. The Team will send the requester a letter advising them that their case has been closed as a FC. If the requester still has an interest in receiving the information, he or she will need to submit a new FOIA request. This includes cases closed within the same month. We are handling these FC requests the same for everyone so nobody is getting unfair treatment. However, if you receive a call asking for more time to return the requester docs, and before the case closes, you may repend. A template FC letter is located at: O:\Foia\FOIA LIBRARY\Case Create References\Template Letters\FC Letter.

Request for change of address

If you receive a Form AR-11 or other correspondence from an alien wanting to submit a change of address, forward the original letter and enclosures to the following address:

U.S. Department of Homeland Security
Bureau of Citizenship and Immigration
Change of Address
PO Box 7134
London, KY 40742-7134

For commercial overnight or fast freight services only:

U.S. Department of Homeland Security

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Bureau of Citizenship and Immigration
Change of Address
1084-I South Laurel Road
London, KY 40744

Status letters

The public has the ability to check online the status of their FOIA request(s) with NRC at (www.uscis.gov).

From www.uscis.gov, find the link near the bottom of the left column under "Other Services" marked "[FOIA Request Status Check](#)." Click there to navigate to the online status check page.

The on line status check will indicate whether the request is still pending, or whether the case has been processed or closed within the last six months.

If the request is still pending, the online status check will indicate the position of the request relative to all pending USCIS requests in the same processing track. It also provides the date the request was received.

If the request was processed or closed within the last six months the requester will be given the date the request was closed. The system does not discern how the request was closed i.e. DP, G1, PD etc., however it does address cases closed for Failure to Comply.

If the control number entered is not recognized, the requester will be advised the number entered is invalid or the case was processed more than six months ago.

The previous method of providing a status letter did not give the requester accurate information. In order to better serve our customers Teams should paste in the online FOIA Request Status Check every time a status is requested.

If you need to generate a status letter due to correspondence via mail, e-mail or fax, please run the control number with the online FOIA Request Status Check. You should not provide status to the requester using the "Q" button. Change the information on the letter that shows the status of the case, replacing it with the results from the online status check before you close and save. Use the latest Status Letter from [O:\Foia\FOIA LIBRARY\Case Create References\Case Create Template Letters](#).

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since the letter in FIPS may not be the current version. This ensures that the requester will receive accurate information.

Please print the online status check and send it to be scanned in as a CSD to support the status letter.

Withdrawal of a FOIA/PA request

A requester must send us a document to withdraw a pending request. Upon receipt of a written request to withdraw a FOIA, please have the request scanned into the case as CSD. Make sure that the WD letter has been scanned in before you close the case. Ask your supervisor to send the case to you in Records Locator queue. Add a Discussion indicating that the request was withdrawn per the documents found in CSD.

Mail received in a foreign language

If we receive mail written in a foreign language and you cannot determine whether it is a FOIA request, forward the mail to a supervisor. The supervisor will forward the documentation to MSB, who will then return the translated mail.

BLANK TAPES/CD's

If you receive a blank VHS tape, cassette or CD with a FOIA/PA Request, return it to the requester.

VIDEO REPRODUCTION

As responsive records are scanned into FIPS, when the scanner encounters any type of media, they forward the alien file to MSB when their scanning is complete. The MSB staff assigned to audio/video reproduction will copy the media and insert a Discussion that it is complete. Once the case is processed, the processor will send an e-mail to the MSB mailbox with the case number and the page(s) number where the media can be located. MSB will pull the media and process/make any necessary redactions. The media will be mailed to the requester separately.

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CONGRESSIONAL REQUESTS AND APPEALS

All Congressional Requests and Appeals are pulled out of the in-coming mail and handled by a supervisor. If you encounter a Congressional Request or an Appeal in Records Locator queue that was not previously addressed; send an e-mail to NRC_FOIAMSB mailbox, include the control number and alien number of the case and specific instructions as to what needs to be done. Put the case in Unit Chief. FOIA/PA Assistants assigned to mail will place the mail in the MSB or Appeals bin.

INCORRECT PAGE COUNTS:

The OA room will give final action letters with responsive records to the Team supervisors if the page count in the letter differs from the amount of pages printed. The supervisors will distribute to Team members to correct the page counts.

1. Using FIPS Standalone, go into the case that corresponds to the final action letter (NRC2010__ __ __). After the case is opened, determine the corrective action needed by comparing the responsive records in the case to the printed responsive records.
2. Correct the final action letter and reprint the letter.
3. Attach the reprinted final action letter to the responsive records.
4. Take the reprinted final action letter with the responsive records to the OA room to be mailed out.
5. Write the User ID Number of the person who created the final action letter in the upper right corner of the incorrect letter, and notate on the letter the corrections that you made. Do this in a controlled manner so that you and the supervisor are the only ones who see this paperwork.
6. Stack the incorrect final action letters in a separate pile. Write "ERRORS" on a post-it note and stick the post-it note to the top page to identify these as the incorrect letters.

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7. Give the incorrect letters to the Team supervisors. The supervisors will give the incorrect final action letters to a FOIA supervisor daily for distribution and review.

ALIEN'S STATUS VERIFICATION LETTERS:

The National Records Center no longer issues certified Status Verification Letters to aliens. These letters were usually issued to individuals who had lost their Naturalization Certificates and needed verification of their status to apply for a passport or old age pension benefits in another country. If you get a request for certified Status Verification Letters, refer these individuals to USCIS.GOV to make an INFOPASS appointment.

INQUIRY FOR FILE REVIEW:

If you receive an e-mail regarding an inquiry for a file review, and the request is not in regard to a FOIA request, do not call the person or forward the e-mail to another NRC Division. Forward the e-mail to a Supervisor.

RECORDS LOCATOR QUEUE

Cases assigned to Records Locator queue will require some kind of action. Some of the most common reasons are:

- The staffing has to be re-pended
- Additional PII or consent is needed
- Requester docs have been received
- Requester writes to request the record on paper
- The wrong records were scanned into the case
- We need to send an interim interest letter to an incarcerated individual
- The file is lost
- We got a response of not found or consolidated from a service center.

It is important to read all Discussions as well as insert Discussions as necessary. Listed below are points/actions that you should consider while working cases assigned to Records Locator queue.

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- Always check cases in FIPS for duplicates searching all offices using the Alien number and name of the subject of record. If the subject of the request is a petition, it may help to search by the requester to see if that petition has already been addressed.
- Research cases and take needed action(s) on cases.
- Read and follow directions in any Discussion found in the case regardless of age or who put them in. If there is a question, see your supervisor before proceeding with any action on the case.
- Anytime you create a new staffing, you must cancel the one it replaces.
- Do not cancel staffing sheets and re-staff just because the request is old and has been pending for an extended period. Canceling staffing sheets and re-staffing due to age affects the aging reports and makes it impossible to track these pending cases properly. Please continue to repend these cases as necessary.
- If the A file has been scanned in and we are waiting on a T-file, review T-file staffings in NFTS History. If the T-file has been deleted or combined with an A-file or is from a RAFACS conversion, then cancel that staffing, because the T-files no longer exist. Send the case to the processor.
- A-file has been scanned in, but there is an open pending slot for a T-file: Review "T" file history in NFTS. If the "T" file has been consolidated /combined with the A-file, check the date it was consolidated. If the "T" file was scanned in with the A-file, cancel the pending "T" file slot and send the case to the processor.
- If you see it has been through image process box and returned to a shelf then further research is required.
 - a. Check all offices for duplicate cases in FIPS using the alien number.
 - b. Does the subject have more than one alien number per a Discussion or on their request? If so, search those for potential duplicate cases.
 - c. If you find a duplicate case, make a Discussion and advise NRC, FIPSPROBLEM mailbox with an e-mail and repend.
- **Additional PII needed:** Sometimes when a processor retrieves a case, he or she will determine that additional PII or consent is needed from the requester/subject. You will

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have to create an Interim Response Letter and check the other documentation box. Modify the letter and attach the Requester Documentation Attachment (located at: O:\FOIA\FOIA Library\Case Create References\Case Create Template Letters\Requester Docs Attachment). Check the boxes required and pend the case for Requester Documentation. If the processor is asking for information that is already present in the scanned documents, put in a Discussion asking for clarification on what the processor is requesting. You may also have to point them to the slot where the information is currently contained.

- **If you pull a case in Records Locator queue and the Requester Documentation has been received:** Review the information provided, if the requester/subject has provided the requested PII and/or consent, staff for the file.
- **The requester/subject may respond negatively to the request for PII.** If we receive a negative response, attempt to locate an alien file and staff, matching as much of the PII as possible. Pend the case for responsive records.
- **If the requester/subject does not return the PII we asked for, and if a positive match cannot be identified in CIS or CLAIMS** with the PII provided, generate a FC letter and replace the contents of the letter with the template letter Failure to comply letter-PII. The template is located at: O:\FOIA\FOIA Library\Case Create References\Case Create Template Letters\Failure to Comply Letter. Send the case to approver when you are finished.
- **If the requester/subject does not return proper consent,** generate a FC letter and replace the contents of the letter with the template letter Failure to comply letter-Consent. The template is located at: O:\FOIA\FOIA Library\Case Create References\Case Create Template Letters\Failure to Comply Letter. Send the case to approver when you are finished.
- **If a request for consent is returned but the requester says he or she is a third party requester** (they have no relationship to the subject of the record and cannot or will not get consent), staff for the file. Create a Discussion advising the processor to process this case as third party without consent.

Occasionally you will pull a case in Records Locator queue and there is a Discussion stating the wrong records have been scanned into the case. This will require some investigative work before a solution can be determined.

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- **Did the Case Creator use the wrong alien number when the case was originally created or when the records were staffed?** If so, please staff for the correct file. You must then send an e-mail to FIPS Problem mailbox and ask that the wrong records be removed. Clicking the link above will automatically send a copy to the FOIA Program mailbox.
- **Did the requester ask for a copy of a petition they filed on behalf of a beneficiary?** If so, the case was probably set up incorrectly. Check first to see if there are two cases for the requester. If not, you will need to correct the one that exists to become a request for the beneficiary's information. Locate the correct records and re-staff.
- **Did the scanning contractor scan the wrong records into the case?** If you've reviewed the entire file and there was no mistake made by the FOIA unit, it is possible that the scanning contractor has scanned the wrong file into this case. Here are the steps to follow if you believe this may have happened:
 1. Look for a pending case for the records that were scanned into your case.
 2. If you locate a case, check to see if the responsive records have been scanned.
 3. If they have not, you'll need to have the records moved from your case over to the correct case. You will have to have the slots in your case re-set to pending by the NRC, FIPS Problem mailbox. Clicking on the link will automatically send a copy to the NRC FOIA Program mailbox.
 4. If the pending case already has records scanned in, review those records.
 - i. Are they the correct records for that case? If so, then you will need to verify that they are a duplicate of the ones in your case.
 - ii. If they are duplicates, then you do not have to do anything with that case.
 - iii. You will need to have the wrong records removed from the staffing response and responsive records slots in your case. Send an e-mail to the NRC, FIPS Problem mailbox. Clicking on the link will automatically send a copy to the NRC FOIA Program mailbox.

If you pull a case in Records Locator queue and there is a **Discussion** instructing you to **create an interim response letter because the individual is incarcerated**:

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- The request must be over six months old before we send out the interim letter. If your case meets this criterion, create an Interim Interest Letter.
- If the interim interest letter is returned saying the subject is no longer in custody and we do not have another address for the subject, you can close the case FC. **Do not close out the case FC without the returned mail.**
- If the individual is still incarcerated and still interested in receiving the record, send the case to the processing queue.

If you pull a case in Records Locator queue and there is a document scanned into the Staffing Response and the Responsive Records slot which has been changed to Inactive, look at the document scanned in to the Staffing Response.

- If the case was staffed for a receipt file that has been sent to NVC (National Visa Center), redirect the request to NVC. Create the Final Action Letter, choose "RD" and select "NVC" from the drop-down box. Save the document and check it in. Send the case to Up-front Approver.
- If the receipt file is marked lost, file destroyed, or file cannot locate, go to Receipt files; Lost receipt file, File destroyed or File cannot locate.
- If the receipt file has been rejected by the service, there are no records to retrieve. Close out as No Record, with an explanation of rejected receipt files.

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REPENDING IN RECORDS LOCATOR QUEUE

- Do not create a Discussion that you repended the case; the system automatically creates a record of case action.
- If you open a case in Records Locator queue and the file has not been scanned in nor is there any staffing response, you will probably have to repend the responsive records slot. However, before you repend the responsive records, verify the location of the A-file in NFTS and on the 9504 screen in CIS.
 1. If the file has moved to another FCO, you should cancel the current staffing sheet and create a new one to reflect the new FCO.
 2. If that file has moved from the original staffing location and is now in-transit to the NRC or has been received at the NRC, repend. Do NOT cancel the original staffing sheet or re-staff to RAFACS/CIS.
 3. Do not cancel staffing sheets and re-staff just because the request is old and has been pending for an extended period. Canceling staffing sheets and re-staffing due to age affects the aging reports and makes it impossible to track these pending cases properly.
- If the file has been received by NRC and NFTS shows scanning, image processing, image problem files, streamliners (anything except a shelf location) repend.
- If a SIG case comes up for repending in Records Locator queue, please repend and notify NRC, FOIASIG of this. Insert the NRC case number on the subject line.
- If NFTS shows the file is at the NRC and the location is SEIT Admin "FOIA files awaiting partner" do further research. If there is an A-file and a T-file that will be scanned in together when the other arrives, then repend. If there are two separate staffings for files, then e-mail NRC, FOIAFILEREQ to research and to have the file scanned in if necessary.

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CHANGING THE TRACK OF A CASE

Do not change the track of a case except in the following instances:

- The requester is narrowing the scope of their request from a Track 2 case to a Track 1 case. Prepare a status letter and advise the requester that their case is now on the simple track.
- The requester has responded to our acknowledgment letter stating that he or she did not mean specific documents only, and this would cause us to move a case from Track 1 to Track 2. Prepare a status letter and advise the requester that their case is now in the complex track.
- The requester has a Track 2 case and provides the required documentation to change their request to a Track 3. Prepare a status letter and advise the requester that their case is now in Track 3.

When you change the track of a case, ensure you click the "SAVE" button prior to exiting the case.

RESPONSIVE RECORDS SCANNED IN WITH STAFFING RESPONSE

Occasionally the responsive records are scanned in behind the staffing response, instead of into the responsive records slot. These cases then appear in the processing queue, but cannot be processed. The processor will send a message to the NRC, FIPSPROBLEM mailbox for correction and insert a Discussion explaining the problem.

If the case has not come up for processing and you encounter this situation in Records Locator queue, put a Discussion indicating the problem (Responsive Records scanned into Staffing Response slot), and send a message to the NRC, FIPSPROBLEM mailbox with the following information:

- The NRC control number of the case,
- The A number or Receipt Number of the records,
- The staffing sequence they are scanned into, and

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- The number of pages scanned in.

Send the case to Unit Chief/Admin so that the problem can be resolved.

[Click here for instructions](#) if you pull a case in Records Locator queue that has been staffed for a **Lost File**.

CASES NEEDING ACKNOWLEDGEMENT LETTERS

Cases received in Records Locator queue that need acknowledgement letters must be re-assigned to a Troubleshooter in the Case Create role. Please contact a supervisor with the NRC Control Number and ask that the case be re-assigned to you in the Case Create role.

RE-STAFFING

- If the file has moved to another office, cancel pending slot and staff to the correct FCO.
***Do not confuse this with files that are now in-transit to NRC.**
- If the current staffing is not correct (for example - an Atlanta general staffing instead of an Atlanta ICE staffing): Cancel the pending slot and re-staff properly.

FOIA SAFE

Cases staffed to the FOIA Safe are processed in the NRC queue.

While working Records Locator queue, if you pull a case that has been staffed to the FOIA Safe, **NEVER** cancel the staffing. Pend it for responsive records.

The RPC for the FOIA Safe is ZW0004.

If you see an RPC of "ZW" anywhere, it is a classified file.

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IN TRANSIT FILES

If NFTS shows a file is now in transit to the NRC, repend. ***Do not cancel the staffing and re-staff to NRC.**

MODIFICATION OF RECEIPT DATES

Modification of receipt dates is a serious matter. Final approval authority to modify a receipt date is ACD or higher. Any decision to modify a receipt date must take into consideration the negative effect such an action will have on the integrity and accuracy of the data in FIPS, as well as possible legal consequences.

MSB DIRECTED PROJECTS

Occasionally, MSB may have special projects that require your assistance.

MSB paralegals must receive prior approval from a supervisor before approaching any member of the team member for assistance on such projects.

Supervisors will select the person(s) to assist with the projects as needed.

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APPENDIX A: PHONE NUMBERS

NRC/FOIA Fax: 816-350-5785, 5786, 5787

ILD Incoming Call Line: 816-350-5560

Human Resource Office: 816-350-5661

CIS Forms:

By Phone: 1-800-870-3676

Website: www.uscis.gov

National Customer Service: 1-800-375-5283

EOIR 800-898-7180

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APPENDIX B: ADDRESSES

MAILING ADDRESS OF NRC:

PO Box 648010
Lee's Summit, MO 64064-8010

PHYSICAL LOCATION OF NRC:

150 Space Center Loop
Lee's Summit, MO 64064

MAILING ADDRESS OF NBC:

National Benefits Center
PO Box 648005
Lee's Summit, MO 64064

MAILING ADDRESS OF CBP:

U.S. Customs and Border Protection
FOIA Division
799 9th Street NW, Mint Annex
Washington, DC 20229-1177

MAILING ADDRESS OF ICE:

Immigration and Customs Enforcement
800 North Capitol Street, 5th Floor, Suite 585
Washington, DC 20536

MAILING ADDRESS OF NATIONAL VISA CENTER:

32 Rochester Avenue, Suite 200
Portsmouth, NH 03801-2909

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MAILING ADDRESS FOR APPEALS

DHS, USCIS, NRC
FOIA Appeals Office
150 Space Center Loop, Suite 500
Lee's Summit, MO 64064-2139

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APPENDIX C: NATIONAL VISA CENTER VALID CONSULATE PREFIX CODES

ABD- Abu Dhabi (United Arab Emirates)

ABJ – Abidjan (Ivory Coast)

ACC- Accra (Ghana)

ACK- Auckland (New Zealand)

ADD- Addis Ababa (Ethiopia)

ALG – Algiers (Algeria)

AMN – Amman (Jordan)

AMS – Amsterdam (Holland)

ANK – Ankara (Turkey)

ANT – Antananarivo (Madagascar)

ASM – Asmara (Eritrea)

ASN – Asuncion (Paraguay)

ATA – Almaty (Kazakhstan)

ATH – Athens (Greece)

BCH – Bucharest (Romania)

BDP – Budapest (Hungary)

BEN – Bern (Switzerland)

BGH – Post not Assigned

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BGN – Bridgetown (Barbados)

BGT – Bogota (Colombia)

BLZ – Belize City (Belize)

BMB – Bombay (aka Mumbai, India)

BNK – Bangkok (Thailand)

BNS – Buenos Aires (Argentina)

BRS – Brussels (Belgium)

BRT – Beirut (Lebanon)

BUJ – Bujumbura (Burundi)

CDJ – Ciudad Juarez (Mexico)

CLM – Colombo (Sri Lanka)

COT – Cotonou (Benin)

CPN – Copenhagen (Denmark)

CRO – Cairo (Egypt)

CRS – Caracas (Venezuela)

CSB – Casablanca (Morocco)

DBL – Dublin (Ireland)

DHK – Dhaka (Bangladesh)

DJI – Djibouti (Djibouti)

DKR – Dakar (Senegal)

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DMS – Damascus (Syria)

DOH – Doha (Qatar)

DRS – Dar Es Salaam (Tanzania)

FRN – Frankfurt (Germany)

FTN – Freetown (Sierra Leone)

GEO – Georgetown (Guyana)

GTM – Guatemala City (Guatemala)

GUZ – Guangzhou (Canton)

GYQ – Guayaquil (Ecuador)

HAV- Havana (Cuba)

HCM – Ho Chi Minh City (Saigon)

HLS – Helsinki (Finland)

HML – Hamilton

HNK – Hong Kong

HRE – Harare (Zimbabwe)

ISL – Islamabad (Pakistan)

JAK – Jakarta (Indonesia)

JHN – Johannesburg (South Africa)

JRS – Jerusalem (Israel)

KDU – Kathmandu (Nepal)

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KEV – Kyiv (Ukraine)
KHF – Khartoum (Sudan)
KIN – Kinshasa (Congo)
KLL – Kuala Lumpur (Malaysia)
KNG – Kingston (Jamaica)
KWT – Al Kuwait aka Kuwait City (Kuwait)
LGS – Lagos (Nigeria)
LIB – Libreville (Gabon)
LIL – Lilongwe (Malawi)
LMA – Lima (Peru)
LND – London (United Kingdom)
LOM – Lome (Togo)
LPZ – La Paz (Bolivia)
LSB – Lisbon (Portugal)
LUA – Luanda (Angola)
LUS – Lusaka (Zambia)
MDD – Madrid (Spain)
MDR – Madras aka Chennai (India)
MNA – Manama (Bahrain)
MNG – Managua (Nicaragua)

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MNL – Manila (Philippines)

MOS – Moscow (Russia)

MRV – Monrovia (Liberia)

MST – Muscat (Oman)

MTL – Montreal (Canada)

MTV – Montevideo (Uruguay)

NHA – Naha

NMY – Niamey (Niger)

NPL – Naples (Italy)

NRB – Nairobi (Kenya)

NSS – Nassau (Bahamas)

NWD – New Delhi (India)

OSL – Oslo (Norway)

OUG – Ouagadougou (Burkina Faso)

PHP – Phnom Penh (Cambodia)

PIA – Praia (Cape Verde)

PNM – Panama City (Panama)

PRG – Prague (Czech Republic)

PRM – Paramaribo (Suriname)

PRS – Paris (France)

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PTD – Ponta Delgada (Azores)

PTM – Port Moresby (Papua New Guinea)

PTP – Port-au-Prince (Haiti)

PTS – Port of Spain (Trinidad & Tobago)

RDJ – Río de Janeiro (Brasil)

RID – Riyadh (Saudi Arabia)

RKJ – Reykjavik (Iceland)

RNG – Rangoon (Burma)

SAA – Sana'a (Yemen)

SAR – Sarajevo (Bosnia & Herzegovina)

SDO – Santo Domingo (Dominican Republic)

SEO – Seoul (Korea)

SGP – Singapore

SKO – Skopje (Macedonia)

SNJ – San José (Costa Rica)

SNS – San Salvador (El Salvador)

SNT – Santiago (Chile)

SOF – Sofia (Bulgaria)

STK – Stockholm (Sweden)

SUV – Suva (Fiji)

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SYD – Sydney (Australia)

TAI – Taipei

TAL – Tallinn (Estonia)

TBL – Tbilisi (Georgia)

TGG – Tegucigalpa (Honduras)

THT – Tashkent (Uzbekistan)

TIA – Tirana (Albania)

TKY – Tokyo (Japan)

TLV – Tel Aviv (Israel)

TNS – Tunis (Tunisia)

VAC – Vancouver (Canada)

VNN – Vienna (Austria)

VNT – Vientiane (Laos)

WRW – Warsaw (Poland)

YDE – Yaounde (Cameroon)

YRV – Yerevan (Armenia)

ZGB – Zagreb (Croatia)

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APPENDIX D: CASE CLOSING CODES

PD – The case has been processed, responsive records were released in part.

G1 – The case has been processed, responsive records were released in full.

DP – The case was closed as a duplicate of another case.

ER – Created in error. (see ER Case Closings)

WD – Case was closed as a withdrawal.

NA – FOIA/PA not applicable. You are required to select the office the request is being redirected to. Select “ALL”, two letters will be generated.

NR – The case was closed as no record. A search of all databases was conducted for any files relating to the subject. No results were found. All (non-responsive) screen prints are scanned in as CSD.

UT – Unable to locate alien file. Cases can be closed if the alien file is marked as lost and it has been more than one year. A thorough search of all systems must be completed.

FC – Cases close failure to comply when requesters fail to supply requested information. (i.e. Interim Interest Project, consent, subject has fugitive status or request for additional information)

FP – Cases close failure to pay when requesters fail to submit payment.

RD – Advise requester to contact another government agency to acquire records. We tell the requester whom they should contact to obtain records responsive to their request.

RF – Cases forwarded to DHS components. We tell the requester the name of the agency we referred their request to.

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APPENDIX E: FORMS

www.uscis.gov

Title	Form Number
<u>Change of Address</u>	AR-11
<u>Alien's Change of Address Card</u>	AR-11SR
<u>Genealogy Index Search Request</u>	G-1041
<u>Genealogy Records Request</u>	G-1041A
<u>Notice of Entry of Appearance as Attorney or Representative</u>	G-28
<u>Biographic Information</u>	G-325
<u>Biographic Information</u>	G-325A
<u>Biographic Information</u>	G-325B
<u>Biographic Information</u>	G-325C
<u>Freedom of Information Act/Privacy Act Request</u>	G-639
<u>Verification Request (Non-SAVE agencies)</u>	G-845
<u>Document Verification Request Supplement</u>	G-845 Supplement
<u>Document Verification Request (SAVE Agencies)</u>	G-845S
<u>Return of Original Documents</u>	G-884
<u>Application for Replacement/Initial Nonimmigrant Arrival-Departure Document</u>	I-102
<u>Petition for a Nonimmigrant Worker</u>	I-129

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Title	Form Number
<u>Petition for Alien Fiance(e)</u>	I-129F
<u>Nonimmigrant Petition Based on Blanket L Petition</u>	I-129S
<u>Petition for Alien Relative</u>	I-130
<u>Application for Travel Document</u>	I-131
<u>Affidavit of Support</u>	I-134
<u>Immigrant Petition for Alien Worker</u>	I-140
<u>Application for Advance Permission to Return to Unrelinquished Domicile</u>	I-191
<u>Application for Advance Permission to Enter as a Non-Immigrant</u>	I-192
<u>Application for Waiver for Passport and/or Visa</u>	I-193
<u>Application for Permission to Reapply for Admission into the United States After Deportation or Removal</u>	I-212
<u>Application for Removal</u>	I-243
<u>Notice of Appeal or Motion</u>	I-290B
<u>Petition for Amerasian, Widow(er), or Special Immigrant</u>	I-360
<u>Affidavit of Financial Support and Intent to Petition for Legal Custody for Public Law 97-359 Amerasian</u>	I-361
<u>Request to Enforce Affidavit of Financial Support and Intent to Petition for Legal Custody for P.L. 97-359 Amerasian</u>	I-363
<u>Application to Register Permanent Residence or Adjust Status</u>	I-485
<u>Supplement A to Form I-485</u>	I-485 Supplement A

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Title	Form Number
<u>Instructions for I-485, Supplement C, HRIFA</u>	I-485 Supplement C
<u>Instructions for I-485, Supplement E</u>	I-485 Supplement E
<u>Waiver of Rights, Privileges, Exemptions and Immunities (Under Section 247(b) of the INA)</u>	I-508
<u>Waiver of Rights, Priveleges, Exemptions, and Immunities</u>	I-508F
<u>Immigrant Petition by Alien Entrepreneur</u>	I-526
<u>Application To Extend/Change Nonimmigrant Status</u>	I-539
<u>For persons seeking V nonimmigrant status while in the United States or extension of V status.</u>	I-539, Supplement A
<u>Interagency Record of Request – A, G or NATO Dependent Employment Authorization or Change/Adjustment to/from A, G or NATO Status</u>	I-566
<u>Application for Asylum and Withholding of Removal</u>	I-589
<u>Petition to Classify Orphan as an Immediate Relative</u>	I-600
<u>Application for Advance Processing of Orphan Petition</u>	I-600A
<u>Application for Waiver of Ground of Inadmissibility</u>	I-601
<u>Application By Refugee For Waiver of Grounds of Excludability</u>	I-602
<u>Application for Waiver of the Foreign Residence Requirement (under Section 212(e) of the Immigration and Nationality Act, as Amended)</u>	I-612
<u>Health and Human Services Statistical Data for Refugee/Asylee Adjusting Status</u>	I-643
<u>Application for Status as a Temporary Resident Under Section 245A of the Immigration and Nationality Act</u>	I-687

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Title	Form Number
<u>Application for Waiver of Grounds of Inadmissibility Under Sections 245A or 210 of the Immigration and Nationality Act</u>	I-690
<u>Report of Medical Examination and Vaccination Record</u>	I-693
<u>Notice of Appeal of Decision Under Sections 245A or 210 of the Immigration and Nationality Act</u>	I-694
<u>Application to Adjust Status from Temporary to Permanent Resident (Under Section 245A of Public Law 99-603)</u>	I-698
<u>Refugee/Asylee Relative Petition</u>	I-730
<u>Petition to Remove the Conditions of Residence</u>	I-751
<u>Application for Employment Authorization</u>	I-765
<u>Application for Replacement of Northern Mariana Card</u>	I-777
<u>Petition to Classify Convention Adoptee as an Immediate Relative</u>	I-800
<u>Application for Determination of Suitability to Adopt a Child from a Convention Country</u>	I-800A
<u>Application for Family Unity Benefits</u>	I-817
<u>Application for Temporary Protected Status</u>	I-821
<u>Application for Action on an Approved Application or Petition</u>	I-824
<u>Petition by Entrepreneur to Remove Conditions</u>	I-829
<u>Inter-Agency Alien Witness and Informant Record</u>	I-854
<u>Affidavit of Support Under Section 213A of the Act</u>	I-864
<u>Contract Between Sponsor and Household Member</u>	I-864A

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Title	Form Number
<u>Affidavit of Support Under Section 213A of the Act</u>	I-864EZ
<u>Poverty Guidelines</u>	I-864P
<u>Intending Immigrant's Affidavit of Support Exemption</u>	I-864W
<u>Sponsor's Notice of Change of Address</u>	I-865
<u>Application for Suspension of Deportation or Special Rule Cancellation of Removal (Pursuant to Section 203 of Public Law 105-100 (NACARA))</u>	I-881
<u>Employment Eligibility Verification</u>	I-9
<u>Application to Replace Permanent Resident Card</u>	I-90
<u>Application for Authorization to Issue Certification for Health Care Workers</u>	I-905
<u>Request for Premium Processing Service</u>	I-907
<u>Application for T Nonimmigrant Status</u>	I-914
<u>Petition for U Nonimmigrant Status</u>	I-918
<u>Petition for Qualifying Family Member of a U-1 Nonimmigrant</u>	I-929
<u>Application to File Declaration of Intention</u>	N-300
<u>Request for a Hearing on a Decision in Naturalization Proceedings (Under Section 336 of the INA)</u>	N-336
<u>Monthly Report Naturalization Papers</u>	N-4
<u>Application for Naturalization</u>	N-400
<u>Request for Certification of Military or Naval Service</u>	N-426

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Title	Form Number
<u>Application to Preserve Residence for Naturalization Purposes</u>	N-470
<u>Application for Replacement Naturalization/Citizenship Document</u>	N-565
<u>Application for Certificate of Citizenship</u>	N-600
<u>Application for Citizenship and Issuance of Certificate under Section 322</u>	N-600K
<u>Application for Posthumous Citizenship</u>	N-644
<u>Medical Certification for Disability Exceptions</u>	N-648

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APPENDIX F: USEFUL ACRONYMS

AAPM	Affirmative Asylum Procedures Manual
ABC	American Baptist Churches
ACPA	Assistant Chief Patrol Agent
ADDE	Assistant District Director of Examinations
ADDD	Assistant District Director of Deportation
ADDI	Assistant District Director of Investigations
ADIS	Arrival Departure Information System
AFACS	A-Files Accountability and Control System
AFM	Adjudicators Field Manual
A File	Alien Registration File (basic Alien File)
AILA	American Immigration Lawyers Association
AO	Asylum Officer
AOBTC	Asylum Officer's Basic Training Course
AOIC	Assistant Officer in Charge
ARB	Administrative Review Board
ARC	Alien Registration Card
ASC	Application Support Center
ASIS	Anti-Smuggling Information System
AUSA	Assistant United States Attorney

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ATF	(Bureau) Alcohol, Tobacco and Firearms
AVL	Asylum Virtual Library
BBAT	Bond Backlog Action Team
BCAA	Background Check and Adjudicative Assessment
BCIC	Border Crossing Identification Card
BCC	Border Crossing Card
BCIS	Bureau of Citizenship and Immigration Services
BEP	Backlog Elimination Plan
BIA	Board of Immigration Appeals; or Bureau of Indian Affairs
BLS	Bureau of Labor Statistics
BOP	Bureau of Prisons
BORTAC	Border Patrol Tactical Unit
BP	Border Patrol
BRP	Backlog Reduction Plan
BSS	Biometric Storage System
CAA	Cuban Adjustment Act
CAP	Criminal Alien Program
CAPES	Classification and Placement Evaluation System
CARRP	Controlled Application Review and Resolution Program
CBO	Congressional Budget Office / Community Based Organization

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CBP	Customs and Border Protection
CCB	Child Care Bureau
CCD	Consular Consolidated Database
CDC	Center for Disease Control
CDSO	Collateral Duty Security/Safety Officer
CFR	Code of Federal Regulations
CIA	Central Intelligence Agency
CIO	Chief Information Officer
CIS	Central Index System
CLAIMS	Computer Linked Application Information Management Systems
CMHS	Center for Mental Health Services
COA	Class of Admission or Change of Address
COMSEC	Communications Security
CONUS	Continental United States
COOP	Continuity of Operations Plan
COTR	Contracting Officer Technical Representative
COW	Central Office Washington
CPA	Chief Patrol Agent
CPO	Chief Privacy Officer
CSAT	Computer Security Awareness Training

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CSPA	Child Status Protection Act
CSRS	Civil Service Retirement System
CSWP	Customer Service Web Portal
CUI	Controlled Unclassified Information
CUSA	Citizenship USA
DACS	Deportable Alien Control System
DAO	District Adjudication Officer
DD	District Director
D&D	Detention & Deportation
DDD	Deputy District Director
DDP	Detention and Deportation Program
DEA	Drug Enforcement Agency
DEO	Detention Enforcement Officer
DFS	Designated Fingerprint Service
DHS	Dept. of Homeland Security
DLEA	Designated Law Enforcement Agency
DOC	Dept. of Commerce
DOD	Dept. of Defense
DOE	Date of Entry; or Dept. of Energy
DOJ	Dept. of Justice

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DORA	District Office Rapid Adjudication
DOS	Dept. of State
EABM	Enforce Apprehension Booking Module
EAC	Eastern Adjudications Center
EAP	Employee Assistance Program
EARM	Enforce Alien Removal Module
EDMS	Enterprise Document Management System
EEOC	Equal Employment Opportunity Commission
EEV	Employment Eligibility Verification
EFOIA	Electronic Freedom of Information Act (initiative)
ENFORCE	Enforcement Case Tracking System
EOIR	Executive Office of Immigration Review
eOPF	Electronic Official Personnel Folder (eOPF)
EPA	Environmental Protection Agency
ERO	Eastern Regional Office
ESC	Eastern Service Center
ETC	Eastern Telephone Center
EVD	Extended Voluntary Departure
EWI	Entry Without Inspection
FAA	Federal Aviation Administration

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FOIA/PA ASSISTANT'S GUIDE

FARES	Fees and Applications Receipt and Entry System
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
FCO	File Control Office
FD-258	Fingerprint Card
FDL	Forensic Document Laboratory
FDNS	Fraud Detection National Security
FDNS-DS	Fraud Detection National Security – Data System
FDU	Fraud Detection Units
FEDVIP	Federal Employees Dental and Vision Insurance Program
FEGLI	Federal Employees Group Life Insurance
FEHB	Federal Employees Health Benefits
FEMA	Federal Emergency Management Agency
FHA	Federal Housing Administration
FIPS	Freedom of Information & Privacy Act Processing System
FISMA	Federal Information Security Management Act
FLETC	Federal Law Enforcement Training Center
FMLA	Family Medical Leave Act
FOD	Field Office Director
FOH	Federal Occupational Health

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FOIA	Freedom of Information Act
FOSC	Fugitive Operations Support Center
FOUO	For Official Use Only
FPS	Federal Protective Service
FRC	Federal Records Center
FSM	Field Security Manager
G-28	Notice of Entry of Appearance as Attorney or Representative
G-325	Biographic Information
G-325A	Biographic Information
G-639	Freedom of Information/Privacy Act Request
GAO	Government Accountability Office
GILS	Government Information Locator Service
GPO	Government Printing Office
GSA	General Services Administration
HCFSA	Health Care Flexible Spending Account
HHS	Dept. of Health and Human Services
HQASM	Headquarters Asylum Division
HRIFA	Haitian Refugee Immigration Fairness Act of 1998
HRSA	Health Resources and Services Administration
HSA	Health Savings Account

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HSPC	Houston Service Processing Center
HUD	Dept. of Housing and Urban Development
I-90	Application to Replace Permanent Resident Card (Green Card)
I-129	Petition for Nonimmigrant Worker
I-129F	Petition for Alien Fiancée
I-130	Petition for Alien Relative
I-131	Application for Travel Document
I-134	Affidavit of Support
I-140	Immigrant Petition for Alien Worker
I-212	Application for Permission to Reapply for Admission into the United States After Deportation or Removal
I-360	Petition for Amerasian, Widow(er) or Special Immigrant
I-485	Application to Register Permanent Residence or to Adjust Status
I-485A	Supplement to Form I-485
I-485B	NACARA Supplement to Form I-485 Instructions
I-539	Application to Extend/Change Nonimmigrant Status
I-551	Alien Registration Card (Green Card)
I-589	Application for Asylum and Withholding of Removal
I-600	Petition to Classify Orphan as an Immediate Relative
I-751	Petition to Remove Conditions of Residence

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I-765	Application for Employment Authorization
I-821	Application for Temporary Protected Status
I-864	Affidavit of Support under Section 213A of the Act
IA	Immigration Agent; or Investigative Assistant
IBF	Identity and Benefit Fraud (program)
IBIS	Interagency Border Inspection System
ICE	Immigration and Customs Enforcement
ICE-BFU	ICE Benefit Fraud Unit
ICEPIC	ICE Pattern Analysis and Information Collection.
ICF	Immigration Card Facility
ICS	Information and Customer Service
IDDMS	Integrated Digitization Document Management Program
IDENT	Automated Biometric Identification System
IDMS	Identity Management System
IDP	Individual Development Plan
IE	Immigration Examiner
II	Immigration Inspector
IIRIRA	Illegal Immigration Reform and Immigrant Responsibility Act of 1996
IJ	Immigration Judge
IMMACT	Immigration Act of 1990

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INA	Immigration and Nationality Act
INS	Immigration and Naturalization Service (legacy)
INTCA	Immigration and Naturalization Technical Corrections Act of 1994
INTERPOL	International Criminal Police Organization
IO	Information Officer
IRCA	Immigration Reform and Control Act
IRS	Internal Revenue Service
ISAP	Intensive Supervision Appearance Program
ISCPM	Identity and Security Checks Procedures Manual
ISO	Immigration Services Officer (USCIS)
ISRS	Image Storage and Retrieval System
ISSM	Information Systems Security Manager
ISSO	Information Systems Security Officer
IT	Information Technology
ITSR	Information Technology Service Request
JABS	Joint Automated Booking Stations
JPATS	Justice Prisoner and Alien Transportation Service
JTTF	Joint Terrorism Task Force
KST	Known Suspected Terrorist
LAPR	Lawfully Admitted Permanent Resident

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LAPS	Legalization Application Processing System
LEAD	Leadership Education and Development
LES	Law Enforcement Sensitive
LESC	Law Enforcement Support Center
LIFE	Legal Immigration Family Equity (Act)
LIN	Northern Service Center (Lincoln, NE)
LOU	Limited Official Use
LPR	Lawful Permanent Resident
LULAC	League of United Latin American Citizens
MFAS	Marriage Fraud Amendment System
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
N-300	Application to File Declaration of Intention
N-400	Application for Naturalization
N-565	Application for Replacement of Naturalization/Citizenship Document
N-600	Application for Certification of Citizenship
NACARA	Nicaraguan Adjustment and Central American Relief Act of 1997
NACS	Naturalization Application Casework System
NAIS	National Automated Immigration Lookout System
NBC	National Benefits Center

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NCIC	National Crime Information Center
NCJRS	National Criminal Justice Reference Service
NFTS	National File Tracking System
NIIS	Non-immigrant Information System
NLETS	National Law Enforcement Telecommunications System
NLRB	National Labor Relations Board
NOID	Notice of Intent to Deny
NQP	Naturalization Quality Procedures
NRC	National Records Center / Nuclear Regulatory Commission
NSA	National Security Agency
NSC	Northern Service Center / National Security Council
NSI	National Security Information
NSRV	National Security Records and Verification
NTA	Notice to Appear
NWIRP	Northwest Immigrant Rights Project
OCC	Office of Chief Counsel
OCDETF	Organized Crime Drug Enforcement Task Force
OCIO	Office of the Chief Information Officer
OCSE	Office of Child Support Enforcement
OEM&S	Office of Emergency Management & Safety

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OEP	Occupant Emergency Plan
OEPC	Office of Emergency Preparedness and Coordination
OFR	Office of the Federal Register
OIC	Officer in Charge
OIG	Office of the Inspector General
OIS	Office of Immigration Statistics
OIT	Office of Information Technology
OMB	Office of Management and Budget
OPF	Official Personnel File
OPLA	Office of the Principal Legal Advisor
OPM	Office of Personnel Management
OPSEC	Operational Security
ORR	Office of Refugee Resettlement
ORS	Office of Records Services
OSC	Order to Show Cause / Office of Special Council
OSCE	Office of Child Support Enforcement
OSI	Office of Security and Integrity
OTD	Office of Training and Development
OUO	Official Use Only
OVC	Office for Victims of Crime

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OWCP	Office of Workers' Compensation Programs
PA	Privacy Act
PAIC	Patrol Agent in Charge
RAIO	Refugee, Asylum, and International Operations
PC	Peace Corps
PCII	Protected Critical Infrastructure Information
PIA	Privacy Impact Assessment
PII	Personally Identifiable Information
PLAIN	Plain Language Action and Information Network
POE	Port-of-Entry
PTA	Privacy Threshold Assessment
PTIG	Privacy Technology Implementation Guide
RAC	Resident Agent in Charge
RAFACS	Receipt and Alien File Accountability and Control System
RAIO	Refugee Asylum and International Operations
RAPS	Refugee, Asylum and Parole System
RAVU	Refugee Access Verification Unit
RDF	Records Digitization Facility
RNACS	Redesigned Naturalization Application Casework System
ROH	Record Operations Handbook

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RPC	Responsible Party Code
RTD	Refugee Travel Document
SA	Special Agent
SAC	Special Agent in Charge
SAMS	Sunflower Asset Management System
SAO	Supervisor Adjudications Officer
SAVE	Systematic Alien Verification for Entitlement
SAW	Special Agricultural Worker
SBU	Sensitive But Unclassified
SCCLAIMS	Service Center CLAIMS
SDAO	Supervisory District Adjudications Officer
SDEO	Supervisory Detention Enforcement Officer
SDO	Supervisory Detention Officer
SES	Senior Executive Service
SEVIS	Student and Exchange Visitor Information System
SHSI	Sensitive Homeland Security Information
SIG	Special Interest Group
SII	Supervisory Immigration Inspector
SIO	Supervisory Information Officer
SLOB	Service Lookout Book (old way)

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SORN	System of Records Notices
SPBP	Special Public Benefit Parole
SPOT	Screening Passengers by Observation Techniques
SRC	Southern Regional Center (Southern Service Center)
SSA	Supervisory Special Agent; or Social Security Administration
SSC	Southern Service Center
SSI	Sensitive Security Information
SSO	Special Security Officer
STAR	System for Time and Attendance Reporting
TAC	Third Agency Checks
TAP	Tuition Assistance Program
TCDD	Training and Career Development Division
TECS	Treasury Enforcement Communication System
TPO	Transformation Program Offices
TPS	Temporary Protective Status
TSA	Transportation Security Administration
TSC	Texas Service Center
TSP	Thrift Savings Plan
TVA	Tennessee Valley Authority
UK	United Kingdom

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UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
USA	United States Army
USACE	U.S. Army Corps of Engineers
USAF	United States Air Force
USC	United States Citizen
U.S.C.	United States Code
USCG	United States Coast Guard
USCIS	United States Citizenship and Immigration Services
USCS	United States Customs Service
USMC	United States Marine Corps
USMS	United States Marshals Service
USN	United States Navy
USNCB	United States National Central Bureau of INTERPOL
USPS	United States Postal Service
USRAP	U.S. Refugee Admissions Program
USSS	United States Secret Service
VA	Department of Veterans Affairs
VAWA	Violence Against Women Act
VAWO	Violence Against Women Office

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VD	Voluntary Departure
VIS	Verification Information System
VTVPA	Victims of Trafficking and Violence Protection Act of 2000
VWPP	Visa Pilot Waiver Program
WAC	Western Adjudications Center
WHO	World Health Organization
WHTI	Western Hemisphere Travel Initiative
WSC	Western Service Center (same as California Service Center)
WTC	Western Telephone Center

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APPENDIX G: DEFINITIONS

The definitions listed below are words and phrases that frequently appear in FOIA and PA requests. The list is arranged in alphabetical order. Additional definitions can be located at <http://www.uscis.gov/portal/site/uscis/menuitem>. Select the tab titled "Education and Resource."

Access - Includes any form of disclosure, to include oral, visual, or reproduced copy. A reproduced copy, whether in paper or electronic format, always satisfies FOIA/PA access requirements.

Agency - Any executive department, military department, Government corporation, Government controlled corporation, or other establishment in the executive branch of the Government (including the Executive Office of the President), or any independent regulatory agency. This does not include the legislative (Congress) or judicial (Courts) branches of the Government, nor does it apply to state, local, or foreign government agencies. The Department of Homeland Security (DHS) is an agency as defined above. The following are components or bureaus of the Department of Homeland Security; United States Immigration and Customs Enforcement (ICE), United States Customs and Border Protection (CBP), United States Secret Service (USSS), etc.

Agency Record - Any tangible recording of information and/or any item, collection, or grouping of information, including electronic that is maintained and controlled by an agency.

Notes or documents which are made by an employee, kept purely voluntarily, not circulated to nor used by anyone other than the author, and discarded or retained at the author's sole discretion for his/her own individual purposes are personal records. These are not generally agency records because they are not subject to the rules and controls of the agency for records management and disposition. These may, however, become agency records for purposes of the FOIA or PA if used to carry out an agency function (e.g., as the basis for a performance rating).

Component - Each separate bureau, office, board, division, commission, service, or administration, or agency of a Federal Executive Branch Department. For example: Border and Transportation Security (BTS), Citizenship and Immigration Services (USCIS), Federal Emergency Management Agency (FEMA), Immigration and Customs Enforcement (ICE) are components of the Department of Homeland Security.

Conditions of Disclosure - Specific provisions in the Privacy Act (5 U.S.C. § 552a(b)(1) through (12)) allows the agency to disseminate information from a PA system of records without the prior written consent of the record subject.

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Congressional Committee Request - A request from either House of Congress, to the extent of matters within its jurisdiction; a subcommittee thereof; any joint committee of Congress; any subcommittee of any such joint committee. Agencies may not use FOIA or PA exemptions to deny records that are the subject of such a request.

Congressional Request - A request from a Member of Congress on his or her own behalf, or on behalf of a constituent. After acknowledgment under congressional correspondence procedures, congressional requests are to be processed in the same manner as any other FOIA or PA request.

Consolidation – Combination of paperwork into a main file. After the service completes work on a petition or application, we combine it into the person's A-file. If the service discovers two "unconsolidated" A-numbers for a person, we combine the two files. One of the A-numbers becomes the "survivor" and the other becomes the "consolidated A-number."

Consultation - Obtaining the views of another DHS component or Federal agency concerning the release of information that has been incorporated into immigration documents or a reciprocal request. The National Records Center, FOIA/PA Division, makes the final overall determination on release.

Freedom of Information Act Request - A request **in writing** by any person for access to any record maintained by any Federal agency. Federal agencies are not persons for purposes of FOIA.

Included are requests for access to Privacy Act records of another person without the written consent of the record subject, as well as requests from nonimmigrant aliens for access to their own records.

FOIA/PA Information Processing System (FIPS) - Through the use of imaging, workflow, and graphical user interface technologies, FIPS allows USCIS to electronically manage and process FOIA and PA requests.

First Party Requester - A subject or designated representative asking for access to his/her record. A notarized signature or a sworn declaration under penalty of perjury from the record subject is required for access to records.

Forms – Various government forms available from www.uscis.gov/portal/site/uscis that are provided for the use of requesters and their representatives when submitting a FOIA or PA request with USCIS. The more common forms include:

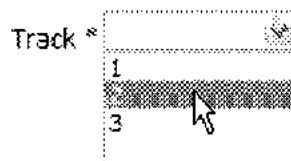
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- G-28 – Notice of Entry of Appearance as Attorney or Representative - This form is used for information purposes only. It should be signed by the attorney or representative and by the subject of the record. Does not qualify for consent unless the attorney or representative has inserted the penalty of perjury statement and the subject of the file has signed the document.
- G-639 Freedom of Information/Privacy Act Request – This form can be used to make a FOIA/PA request. When completed it provides enough information to complete an extensive search for records.

Individual - The PA describes an individual as follows: a U.S. Citizen (U.S.C.) or alien lawfully admitted for permanent residence (LPR). Conditional residents are considered LPRs. Corporations and organizations are not individuals.

Multi-track System - USCIS utilizes a three-track system to process all FOIA requests.

Track Drop-Down List



- Track 1 is used for the less complex cases. These are cases where only one or a few specific documents are being requested from the file.
- Track 2 is used for the more complex cases. A complete copy of a file, requests from the news media or special interest groups are considered Track 2 cases.
- Track 3 is used for cases that specifically involve individuals who have been scheduled to appear before an immigration judge.

To view the track history of the active case, click the **Track history** icon next to the Track drop-down list.

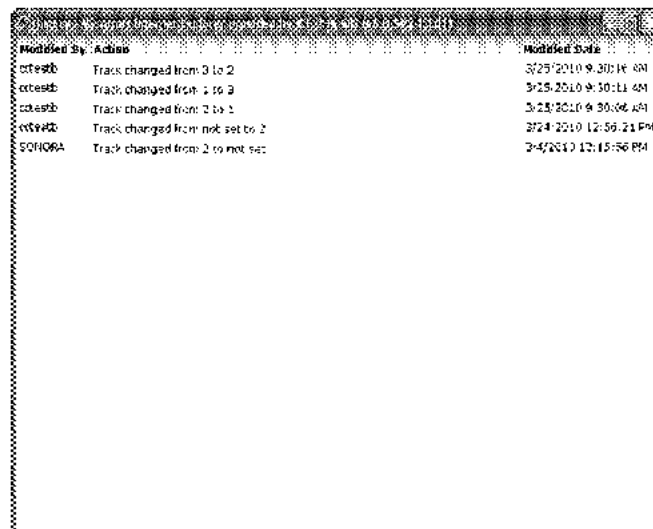
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Track History Icon



The track history appears in a separate pop-up window.

Track History Displayed



Modified By: Admin	Modified Date
ctfashb Track changed from 3 to 2	3/23/2010 9:30:16 AM
ctfashb Track changed from 1 to 3	3/23/2010 9:30:11 AM
ctfashb Track changed from 2 to 1	3/23/2010 9:30:04 AM
ctfashb Track changed from not set to 2	3/24/2010 12:56:21 PM
SONORA Track changed from 2 to not set	3/4/2010 12:15:56 PM

Privacy Act Amendment Request - A request from a U.S.C. or LPR to amend, expunge, or correct information in his/her PA record that the individual believes is not accurate, relevant, timely or complete.

Privacy Act Record - Any item, collection, or grouping of information about an individual which the maintaining agency retrieves by the person's name, identifying number, symbol, or other identifying particular assigned to that individual. This information includes, but is not limited to, a person's education, financial, medical, criminal or employment history.

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Privacy Act Request - A request in writing submitted either in person or by mail, for records that are contained in a Privacy Act system of records. The records must be under the control of DHS and be retrieved by the name of the requester or other personal identifier. Requests are received from:

- A USC or LPR for access to or his/her own records, or
- A third-party with a signed privacy waiver from the record subject acting on the subject's behalf, or
- The parent of an LPR or USC minor child or the legal guardian of a person declared incompetent by a court of competent jurisdiction.

Records Custodian - The official responsible for the maintenance, security, control, and final disposition of official records that are required by law, regulation, or other directive to be kept by the Agency.

Referral - Information found in immigration records – the forwarding of a record that originated with another component of DHS or another Federal agency for direct response to the FOIA/PA requester. Also includes transferring responsibility for responding to a request regarding the release of records to the DHS component best able to determine whether to disclose, or to the Federal agency that originated the record.

Retire – The service sends the A-file to the Federal Records Center (FRC) after a number of years have passed with no activity. This is called “retiring” the file. Occasionally, we have to request a retired file from the FRC.

Rider – A person who is also listed on a petition or application that will also benefit if that petition or application is approved. For example, a woman applying for asylum lists her husband and two children on her asylum application. They are riders.

Routine Use - An established use and authority for disclosure of records from a Privacy Act System of Records, other than an intra-agency disclosure. Disclosure or use must be for a purpose that is compatible with the purpose for it was collected, that would be otherwise prohibited by the PA. Such disclosures do not require the written consent of the record subject, but require Federal Register publication prior to such use.

System of Records - A group of any records under the control of an agency from which information is retrieved by the name of the individual or by some other identifying number, symbol, or identifying particular assigned to the individual.

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Third Agency - Other administrative agencies of the Executive Branch of the Federal government, including other components of DHS.

Third Party Request - A request from any person for access to another individual's record without that individual's written consent. The identity of a third party requester and his/her relationship to the subject does not increase (or decrease) his/her rights of access to the records.

White House Inquiries - An official request from any member of the White House staff, or letters of the President forwarded to the agency for response.

FOREWORD

The FOIA/PA Assistant's Guide has been prepared as a ready reference to assist with day-to-day tasks, such as creating Freedom of Information Act and Privacy Act requests, handling mail, working records locator, and general troubleshooting.

Any previous material distributed in *FOIA Information Bulletins* has been incorporated into this Guide.

For the purposes of this Guide, we may refer to a FOIA/PA Assistant as “you,” or “Assistant,” and in some cases “team member.”

The Guide has been saved in PDF format. The PDF format makes searching for information in the Guide easier. **Please view the guide in PDF/A mode while you have FIPS 7 open.** A potential Java scripting conflict exists if you have the document open in PDF mode while running FIPS 7. Viewing the Guide in PDF/A mode disables Java scripting within the Guide – which means hyperlinks within the Guide will not work, but FIPS 7 will not freeze or crash. You may alternate between PDF and PDF/A mode in Acrobat Reader by selecting Edit ⇨ Preferences ⇨ Documents ⇨ PDF/A View Mode. Select “Never” to turn PDF/A mode off, and select “Only for PDF/A documents” to turn PDF/A mode on.

How does the rulemaking process for this Guide work? ACD FOIA/PA Operations and your Supervisors direct how Paralegal Specialists, FOIA/PA Assistants and Office Automation personnel accomplish their missions. Through ACD Operations, Supervisors submit a new rule or procedure to ACD FOIA Program. At the direction of the ACD, Program Office may immediately amend the guide, or they may seek clarification from Office of Chief Counsel. After consultation, Program Office will either amend the Guide or propose a modified rule to ACD Operations.

You, the FOIA/PA Assistant, may notice something in the Guide that is awkwardly worded, or contains a typographical error, or something that simply is not true. You contact your supervisor and then Program Office amends the guide.

Ideally, before we amend the Guide, we first publish a FOIA Information Bulletin (the exception being a misspelled word or a missing punctuation mark). FOIA Information Bulletins and the latest version of this Guide are available on the USCIS FOIA/PA Operations intranet page. When we make additions or revisions, we create a Record of Revision at the front of the Guide for quick reference.

May 6, 2011

Paragraph 7.1, Consent of Parents or Guardians, of the FOIA/PA Assistant's Guide has been changed (changed portion is underlined):

If a parent is filing on behalf of a minor child, then the parent must submit proof of parentage. Proof of parentage can be in the form of a birth certificate, adoption decree or similar document, naming them as a legal parent.

If a guardian is filing on behalf of a minor or person judicially determined to be incompetent, he or she must submit proof of guardianship. No consent is necessary from the minor child or the person judicially determined to be incompetent, however the parent/guardian must provide his or her own verification of identity that is notarized or signed under penalty of perjury [6 C.F.R. § 5.21(e)]. The case processor will have to request more information if he or she cannot determine parentage or guardianship within the file.

Minors may request their own files; they do not have to have the consent of their parents or guardians to do so. Attorneys may represent minors also.

Paragraph 12.7.11 T-files of the FOIA/PA Assistant's Guide has been changed (changed portion is underlined):

The exception to this rule – We do not receive A-files from ESC, SSC, NSC, WSC or RDF for scanning. Those offices either scan directly into FIPS for us or we export the A-file from EDMS. Therefore, if the A-file is at one of the above service centers and there is a T-file anywhere else, including at the NRC, you will have to staff for the T-file. MSC is the only service center that sends the A-file to the NRC for scanning. Another example of when we staff for an in-house T-file is when the responsive records are scanned in simultaneously with the request.

Paragraph 12.7.3 Files Lost or Not Found MORE THAN NINE MONTHS of the FOIA/PA Assistant's Guide has been changed (changed portion is underlined):

12.7.3.9 **If the A-file is lost but other records exist** (such as receipt files we would normally request or other a-files, including T-Files, wherever they may be, including NRC) Request the additional records. Put in a Discussion that reads:

A-file number XXXXXXXXXX is currently showing as lost. Staffed for the following additional files: XXXXXXXX, XXXXXXXX, XXXXXXXX. Once they are received, please review. Please also verify that the original a-file is still lost. If the original a-file has been consolidated in fact but not in the systems, please process and send your case to approver. Also send an e-mail to the MSB for resolution. Include both a-numbers. If no documents exist from the original a-file, please process what is available. Advise the requester that the original a-file is lost. Your case will close as a PD even if no redactions are made. Thank you.

APPENDIX H: CASE CREATE FLOW CHARTS has been added to the FOIA/PA Assistant's Guide.

APPENDIX I: ALIEN NUMBER ASSIGNMENT has been added to the FOIA/PA Assistant's Guide.

May 13, 2011

Paragraph 12.7.6 of the FOIA/PA Assistant's Guide has been changed as follows (added portion underlined ~~deleted portion stricken through~~):

When conducting "no record" research, do the query and provide screen prints of all searches as directed. ~~Open a RAFACS (not RAFACS/CIS) staffing slot only. Click on "Customize Letter."~~ Print the appropriate CLAIMS screen prints (this should be no less than six pages and may be lengthier if subject has provided multiple names or multiple alias names). Prepare a "Scan As" sheet to be scanned as case supporting documents responsive records for the case number you have just created, attach it to the screen prints and take those to the OA room for scanning as CSD ~~person designated to scan RAFACS-only responsive records. Pend the case prepare a Final Action Letter with closing code~~

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Updated on 7/18/2011

NR. Insert a Discussion outlining the systems you searched and stating that you have sent the documentation to OA for scanning as CSD. Send to Up-front Approver.

Paragraph 12.7.12 of the **FOIA/PA Assistant's Guide** has been changed as follows (added portion underlined ~~deleted portion stricken through~~):

12.7.12 Receipt files

12.7.12.1 Do not request receipt files from any offices other than one of the five Service Centers (ESC/EAC, SSC/SRC, WSC/WAC, MSC/NBC or NSC/LIN). For example, LOSJ9163201111, DALC922740405 or SPM9606900035, etc., are not receipt files we can request.

12.7.12.2 If the requester does not specifically ask for a receipt file and provides an alien number, request the alien file only. If the requester specifies a receipt file, search NFTS and staff for that receipt file OR if the receipt has been consolidated into an alien file, staff for that alien file.

12.7.12.3 If the requester does not provide any receipt number or alien number, then you must research CIS, CLAIMS and possibly PCQS.

Be cautious about requesting receipt files that are for EAD cards only. There should be another application/petition filed in conjunction with this EAD card. If the only receipt numbers you can find is for an EAD card, and they are within the seven-year retention time, then yes, you will request the EAD card.

If they provide a receipt number, you must research CLAIMS, PCQS and NFTS thoroughly. Ensure the receipt file has not been consolidated into a T-file or into an A-file. Please request the A-file or T-file if the receipt file has been consolidated. Check CLAIMS to be sure that the Service did not reject the receipt. Receipts that are shown as rejected in CLAIMS are returned to the submitter by the Service Center. Print the CLAIMS screen(s) that shows the receipt was rejected by the service. Create a File Request to RAFACS (not RAFACS/CIS). Leave the "Customize Letter" button selected. Attach a "Scan As" cover sheet to the screen prints, mark the box "Responsive Records" and take to person designated to scan RAFACS-only responsive records. Pend the case.

If there is no location information in NFTS, and if NVC does not have the receipt, but there is a record in PCQS, print any PCQS screen(s) concerning the petition. Create a File Request to RAFACS (not RAFACS/CIS). Leave the "Customize Letter" button selected. Attach a "Scan As" cover sheet to the screen prints, mark

the box "Responsive Records" and take to person designated to scan RAFACS-only responsive records. Pend the case.

~~12.7.12.4 If there is no information about the receipt file in NFTS, regardless of the prefix of the receipt number, you should staff to the owner of the receipt file and paste in the CLAIMS screen. This information can be located on the CLAIMS inquiry screen upper right hand corner. The CLAIMS screen will show "owned by."~~

New paragraph:

12.7.12.4 As a matter of last resort, if there is neither information about the receipt file in NFTS nor PCQS and you have called National Visa Center and determined NVC does not have the receipt, you should staff to the owner of the receipt file and paste in the CLAIMS screen. This information can be located on the CLAIMS inquiry screen upper right hand corner. The CLAIMS screen will show "owned by."

May 27, 2011

Paragraph 6.3.4.6 of the FOIA/PA Assistant's Guide will be changed as follows: (changed portion in red)

As it used to read:

The case is not Genealogy unless it meets one of the above criteria. If the case you are creating does meet the criteria for Genealogy, create it as **OTHER** then do the following:

- a. Close the request as an ER and send to Up Front Approver
- b. Send an e-mail to the OA room and include the following information:
 - 1) REQ#
 - 2) NRC#
 - 3) Scanner's initials
 - 4) Date scanned

The OA room will pull the original request, include it in the current days count and follow return procedures.

Updated Paragraph:

The case is not Genealogy unless it meets one of the above criteria. If the case you are creating does meet the criteria for Genealogy, create it as **OTHER** then do the following:

- a. Create the and control the case.
- b. Do not staff for any records and do not prepare an acknowledgment letter.
- c. Send the case to Unit Chief with a discussion explaining it is a possible Genealogy

- d. Send an email to the designated person who handles genealogy cases (currently Donna Brasfield) with the control number.

The designated person will review the request to determine if it is, in fact, a genealogy.

If it does not meet the criteria for genealogy it will be returned to you in Case Create to send an acknowledgment letter and staff for records.

If it does meet the criteria, the designated person will create a letter referring the requester to the Genealogy program and will close the case as ER.

Paragraph 12.5 Receipt Numbers of the FOIA/PA Assistant's Guide has been changed as follows:

As it used to read:

Do not request receipt files from any offices other than one of the five Service Centers (ESC/EAC, SSC/SRC, WSC/WAC, MSC/NBC or NSC/LIN). For receipt files at HBG, use the NON-FOIA MSC/NBC file request. **Do not request DIG T-files at HBG with RPC codes XX or ZG.** Refer to the Staffing Sheet Guide for the most current information.

Updated Paragraph:

Do not request receipt files from any offices other than one of the five Service Centers (ESC/EAC, SSC/SRC, WSC/WAC, MSC/NBC or NSC/LIN). For receipt files at HBG, use the NON-FOIA HBG file request. **Do not request DIG T-files at HBG with RPC codes XX, XY, ZG, ZY, or ZZ.** Refer to the Staffing Sheet Guide for the most current information.

June 10, 2011

The wording of paragraph 28 of the **FOIA/PA Assistant's Guide** has been changed as follows:

Current language:

28. CONGRESSIONAL REQUESTS AND APPEALS

All Congressional Requests and Appeals are pulled out of the in-coming mail and handled by a supervisor. If you encounter a Congressional Request or an Appeal in Records Locator queue that was not previously addressed; send an e-mail to NRC, FOIAMS mailbox, include the control number and alien number of the case and specific instructions as to what needs to be done. Put the case in Unit Chief. FOIA/PA Assistants assigned to mail will place the mail in the MSB or Appeals bin.

Here is the new paragraph:

28. CONGRESSIONAL REQUESTS AND APPEALS

a. Congressional requests. True congressional requests are requests from a congressman or senator for information which usually does not relate to an alien file or receipt file. Most FOIA/PA requests with congressional correspondence should be handled under paragraph b. of this section, however, if you feel that you have a true congressional request or appeal, control the case, put the case in Unit Chief, and e-mail your supervisor the control number. A supervisor will either send the case to SIG or return the case to you for staffing.

b. Congressional requests on behalf of a constituent: These are requests that have some kind of congressional correspondence included with the request from the subject. These cases should be created in the same manner as any other FOIA or PA request. Please use the subject's name as the requestor, mark "self" in the source block, create the acknowledgment letter and go out for verification of identity or consent as needed. Insert a case note, and e-mail Vicki Ohrnell the control number.

July 8, 2011

A new flow chart for Lost File procedure has been added to **APPENDIX H:**
CASE CREATE FLOW CHARTS in the FOIA/PA Assistant's Guide.

Additionally, in paragraphs

12.7.2 Files Lost or Not Found LESS THAN NINE MONTHS
and

12.7.3 Files Lost or Not Found MORE THAN NINE MONTHS
the following new sentence has been added:

Note: Please refer to the **Lost File Flowchart** which you will find in Appendix H.

Paragraph 6.1.1.10 of the **FOIA/PA Assistant's Guide** has been changed as follows:

Old version:

6.1.1.10 If the only evidence of an attorney is an envelope or letter, but there is not a duly executed Form G-28, create the case using the name and address of the requester in Section 2,

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Updated on 7/18/2011

“Requester Information.” Do not use the address on the envelope or letterhead.

New version:

6.1.1.10 If the request came to us on Form G-639, always use the name and address of the requester in Section 2, *“Requester Information.”* Do not use the address on the envelope, or Form G-28 or letterhead *unless* the requester did not use Form G-639 *or unless* Section 2 of Form G-639 is illegible. If the address on the G-639 is a foreign consulate office, or is a congressional office, you may use the address listed on the G-28, or other documents in the request, such as an envelope. If you can find no other address, insert a case note and send the case to U/C.

Be careful - it is easy to miss apartment or suite numbers because the space for them is at the right side of Form G-639.

The following has been added to 6.4 SEARCH FOR DUPLICATE CASES of the FOIA/PA Assistant’s Guide: (old text lined through, new text in red)

This does not include instances in which the requester has faxed the request and then mailed it. If you open a case and find that the exact same request has very recently been created, chances are that you have opened the mailed copy which followed a few days after the fax. ~~Create a Final Action Letter and select final action code ER: Created in Error. After this, send the case to Up front Approver~~ Do not create such a case. Click “Send to Research.” That case will go and you will be ready for your next case.

Ordinarily, you will search by Alien Number, and if you do not find a duplicate or similar case, your search will be complete. If the requester did not provide an alien number, you may search by the subject’s last name and first name, or even by the requester’s last name and first name. You may use a percent sign (%) as a wild-card for these searches. For example, if the requester’s name is Jaime Vazquez, but you see he also has spelled his name Vasquez – you can search by Subject Last Name “Va%” and Subject First Name “Jaime.”

Further on within paragraph 6.4, in the examples, there are two more changes:

~~Create a Final Action Letter and select final action code ER: Created in Error. After this, send the case to Up front Approver~~ Do not click “Create Case.” Click “Send to Research.” You will then be ready for your next case.

If you determine that it is not a true duplicate, please insert a new Discussion entitled “Similar Case” in each of the cases, so that a processor or approver can review both.

If the date of the request is either the same as your request or within a very few days and:

1. The requester is the same, and
2. The information being requested is the same in both requests,

Do not close this case as a duplicate. ~~Instead, close this case as ER (created in error)~~ Do not click "Create Case." Click "Send to Research."

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1. THE FREEDOM OF INFORMATION ACT

Congress passed the Freedom of Information Act (FOIA) in 1966 to establish the public's right to access records created or maintained by federal executive branch agencies. The statute became effective on July 4, 1967. The statute relating to the Freedom of Information Act is 5 U.S.C. § 552.

2. THE PRIVACY ACT

The Privacy Act of 1974 regulates the collection, maintenance, use, and dissemination of personal information by the federal government. The statute relating to the Privacy Act is 5 U.S.C. § 552a. The statute became effective September 27, 1975.

3. WHAT ARE FOIA REQUESTS AND HOW DO WE GET THEM?

A Freedom of Information Act (FOIA) request is a request in writing for a copy of any record maintained by any agency of the executive branch of the government. Persons must reasonably describe the records sought, and those records must already exist. Requests can come in a variety of ways. They can come in on the Form G-639 or as a letter from an attorney or representative. They can come in the form of a letter from the alien himself. The requester may mail, fax, hand deliver, or e-mail a request. No matter how we receive them or what the format is, as long as they are in written form and provide enough information to ascertain that they want documents from us, we treat them as FOIA requests. A Privacy Act (PA) request is a request by a person for a copy of his or her file.

For case creating purposes, the difference between a FOIA and PA request does not matter. You will create all cases as FOIA requests, although some of the requests we receive are PA requests. The case processor determines whether the case falls under the Freedom of Information Act or the Privacy Act.

4. WHO CAN MAKE A FOIA REQUEST?

Anyone can request any record kept by the executive branch of government. The tricky part is determining if we have enough information and consent to provide the record and who is entitled to what. The most common types of requesters are:

- First party requesters, that is, the alien himself or his designee, attorney or representative, are entitled to a complete copy of the alien file, after any applicable exemptions are applied. However, a parent or guardian may make a request for a minor's record. Please refer to the section titled **"CONSENT RELATING TO RECORDS CONCERNING A MINOR OR PERSON JUDICIALLY DETERMINED TO BE INCOMPETENT"** in this guide.
- Third party requesters, that is, an individual seeking a copy of an alien's file without the subject of record's consent, are entitled only to documents of a public nature or documents they provided in support of an application/petition. Please refer to the section titled **"THIRD PARTY REQUESTS"** in this guide.
- Media requesters are typically accredited members of the media.
- Bond obligors, companies who posted immigration bonds for the aliens, are entitled to a copy of the file under a court case entitled *Amwest v. Reno*. Please refer to the section titled **"IMMIGRATION BOND OBLIGORS"** in this guide.
- Other state and local government agencies are entitled to documents from alien files for law enforcement purposes. Requests for information originating with any other federal agency are operational matters and not FOIA or Privacy Act requests. Please refer to the section titled **"ROUTINE USE"** in this guide.

5. SYSTEMS USED AND DESCRIPTION OF THE SYSTEMS

The paragraphs below provide a description of some of the systems used by USCIS, ICE and CBP. Most A-files contain screen prints from one or more of these systems.

5.1 Central Index System

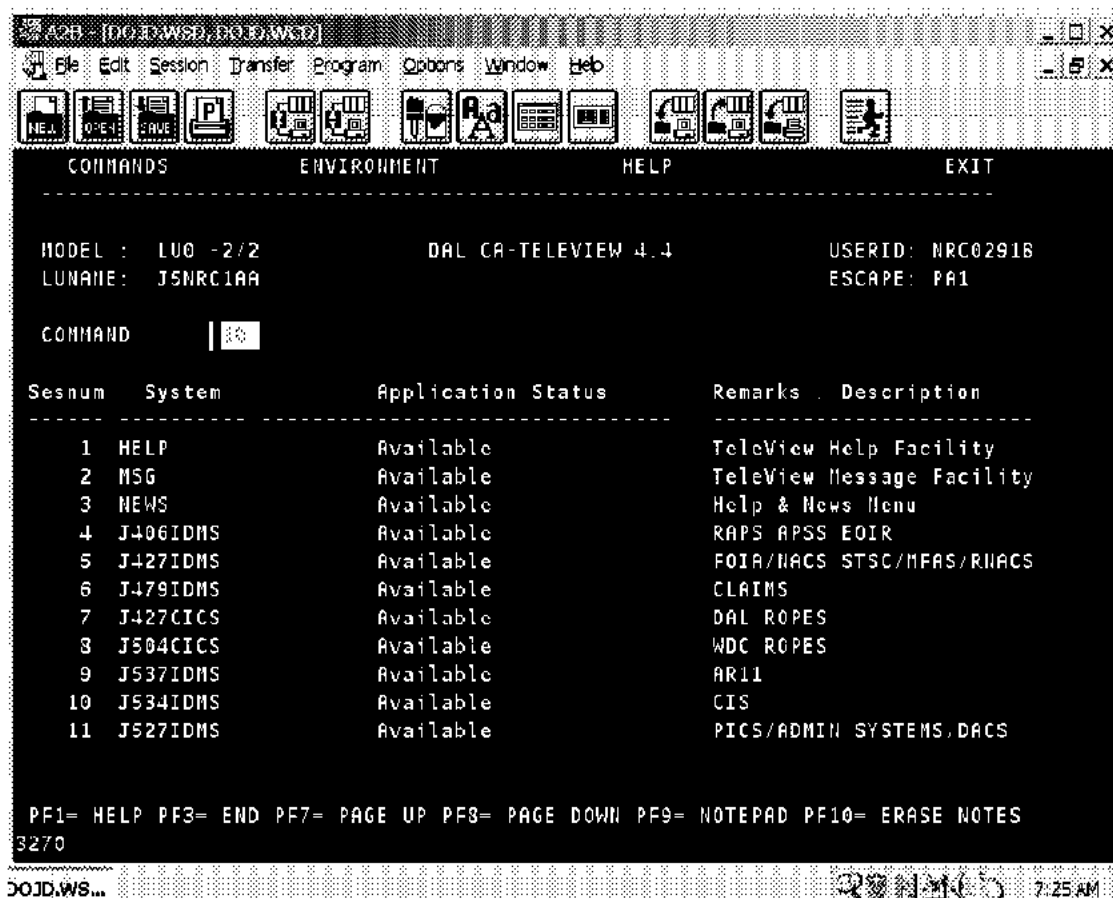
(CIS) is a database used to maintain records, search for records, and display data. CIS is a menu driven system as opposed to a point-and-click graphical user interface system. CIS provides information about persons and information about file location and movement. The CIS user navigates among various screens, depending on the type of information he or she needs. A user may search for a person in CIS by using the a-number, social security number, FBI number or a passport number. CIS provides the option of searching for people using “sounds-like” and exact name searches.

5.1.1 Introduction Screen



This screen is the introduction to TeleView. From this screen use the designated UserID (last 4 digits of Social Security Number plus an alpha) and Password to sign onto the database.

5.1.2 TeleView Main Menu



The number selected to access CIS will vary for each computer.

5.1.3 CIS Login Screen



This is the screen used to navigate through CIS. Pressing enter can access the main menu for CIS.

5.1.4 CIS Main Menu



This screen displays a variety of ways to search for information. The transaction numbers that we use within FOIA are 91, 92, and 95. By typing the number 91 next to select transaction number and pressing enter, another search screen will appear. The main purpose of the "91" transaction number is to search the database for specific information concerning an individual. Transaction number "92" is used to display card information. The transaction number "95" is used mainly to see the location of the A-file.

5.1.4.1 Search Menu Screen

CINSEA IMMIGRATION AND NATURALIZATION SERVICE 10/18/05
COMMAND: CENTRAL INDEX SYSTEM - SEARCH MENU 10:02:06

A#: 00000000 NAME: DOB: 00000000

(01) ID #: (A-AA AB-C/DA/DL/FB-FP/I-PP/SS-TD) OTHER MENU SELECTIONS
(02) SOUNDS LIKE NAME (92) DATA DISPLAY MENU
(03) EXACT NAME (93) ADD TRANSACTIONS MENU
(04) AKA (ALIAS) NAME (94) RECORD MAINTENANCE MENU
(05) LAPS EXACT NAME (95) FILE TRANSFER SUBSYSTEM MENU
(06) SOUNDS-LIKE NAME WITH DOB

(11) MANUAL SEARCH REQUEST (MR)
(12) MANUAL SEARCH RESPONSE (SR)

(15) ON LINE A NUMBER REPORT REQUEST

--- SELECT TRANSACTION NUMBER. PRESS ENTER. FOR ID # SEARCH, KEY THE
PREFIX AND THE ID # (EG. A123456789).

CLEAR EXIT PF5 HELP PF6 CIS MAIN MENU

3270

Keyboard Input Form CISResourceGuide 9:02 AM

From this search screen a decision is made as to how to begin a search for an individual's records. The most commonly used methods to search for an individual's record are:

Code Search By Category

- 01 ID # (A-number, certificate number, social security number, passport number ect.)
- 02 Sounds-Like Name Search
- 03 Exact Name Search
- 04 Alias (AKA) Name Search
- 06 Sounds-Like Name Search with DOB

Type in the two-digit code (01) and press enter. The screen displayed will be the screen where the search for records begins. ***Note:** Remember to read the screen in its entirety for additional information.

5.1.4.2 Search by A-number (9101)

In the ID# field enter the appropriate prefix with information (A = a-number, SS = social security number, PP = passport number, C = naturalization certificate number and I = I-94 number). If there is information in the system on the subject it will populate in the fields below the ID#. Pay special attention to the legend at the bottom of the screen specifically PF8, PF11, and any information listed under (other information). By pressing PF8 the history menu is displayed. This screen holds chronological information about actions that have been taken or changes in the subject's immigration status. The PF11 screen shows EOIR (Executive Office of Immigration Review) information. The significance of this screen is it holds information about ongoing or closed deportation proceedings. In the section of the screen listed (other information) different acronyms may appear such as: CARD, EADS, RAPS and DACS. For additional information on DACS please see Chapter 3.

5.1.5 Sounds-Like Name Search (9102)

A2D [DOD-WEB, LDP-WEB]

File Edit Session Transfer Program Options Window Help

NEW OPEN SAVE PRINT FIND

CISMSD IMMIGRATION AND NATURALIZATION SERVICE 10/18/05
 COMMAND: 9102 CENTRAL INDEX SYSTEM - "SOUNDS LIKE" SEARCH 10:09:04

* LAST NAME: (40 CHARS MAX)
 FIRST NAME: (25-CHARS MAX)

LAST NAME MATCH: (NUMBER OF EXACT CHARACTERS TO MATCH (0-9))
 FIRST NAME MATCH: (NUMBER OF EXACT CHARACTERS TO MATCH (0-9))
 PREVIEW NAME: (Y/N)

EXACT DOB: (MMDDYYYY)
 DOB RANGE: (DATE RANGE = YYYYR; YYYY=YEAR, R=0-9)

COB: (5 CHARACTER COUNTRY CODE)
 COC: (5-CHARACTER COUNTRY CODE)
 POE: (3 CHARACTER PORT OF ENTRY CODE)
 DOE: (MMDDYYYY)
 COA: (3-CHARACTER CLASS OF ADMISSION CODE)
 FCO: (3-CHARACTER FILES CONTROL OFFICE CODE)
 SEX: (M/F)

*LAST NAME IS REQUIRED FIELD. OTHER FIELDS ARE OPTIONAL.
 SPECIFY SEARCH CRITERIA, PRESS ENTER TO INITIATE "SOUND LIKE" SEARCH
 CLEAR EXIT PF3 REFRESH PF4 MENU PF5 HELP PF6 MAIN MENU

3270

keyboard InputForm CISResourceGuide... 9:09 AM

Use the 9102 screen when there could be variations in the spelling of a name. There are times when the person who created the record in CIS misspelled the name. There could be many spelling variations in a name transcribed from a non-Roman alphabet. The * indicates the minimum amount of information required to search. The search results may be voluminous.

```

A2B [D:\B\W50, D:\B\W50]
File Edit Session Transfer Program Options Window Help
[Icons]
CINEXA IMMIGRATION AND NATURALIZATION SERVICE 12/15/05
COMMAND: *103 CENTRAL INDEX SYSTEM - EXACT NAME SEARCH 08:14:21

* LAST NAME: (40-CHARS MAX)
* FIRST NAME: (25 CHARS MAX)

MIDDLE NAME: (25 CHARS MAX)

EXACT DOB: (MMDDYYYY)
DOB RANGE: (DATE RANGE = YYYYR: YYYY=YEAR, R=0 9)

COB: (5 CHARACTER COUNTRY CODE)
COC: (5-CHARACTER COUNTRY CODE)
POE: (3-CHARACTER PORT OF ENTRY CODE)
DOE: (MMDDYYYY)
COA: (3-CHARACTER CLASS OF ADMISSION CODE)
FCO: (3 CHARACTER FILES CONTROL OFFICE CODE)
SEX: (M F)

* LAST NAME AND FIRST NAME ARE REQUIRED FIELDS. OTHERS ARE OPTIONAL.
SPECIFY THE SEARCH CRITERIA, THEN PRESS ENTER TO INITIATE THE SEARCH.
CLEAR EXIT PF3 REFRESH
PF4 MENU PF5 HELP PF6 MAIN MENU PF9 SOUNDS-LIKE SEARCH

```

25

Updated on 7/18/2011

5.1.7 Alias (AKA) Name Search (9104)

A2B [DO.D.WSD.DODAWCD]

File Edit Session Transfer Program Options Window Help

CINHALI IMMIGRATION AND NATURALIZATION SERVICE 01/30/06
COMMAND: 9104 CENTRAL INDEX SYSTEM ALIAS (AKA) NAME SEARCH 12:56:45

AKA/NEE LAST NAME: (40-CHARS MAX)
AKA/NEE FIRST NAME: (25-CHARS MAX)

LAST NAME MATCH: (NUMBER OF EXACT CHARACTERS TO MATCH (0-9))
FIRST NAME MATCH: (NUMBER OF EXACT CHARACTERS TO MATCH (0-9))

EXACT DOB: (MMDDYYYY)
DOB RANGE: (DATE RANGE = YYYYR; YYYY=YEAR, R=0-9)
COB: (5 CHARACTER COUNTRY CODE)
COC: (5-CHARACTER COUNTRY CODE)
POE: (3 CHARACTER PORT OF ENTRY CODE)
DOE: (MMDDYYYY)
COA: (3-CHARACTER CLASS OF ADMISSION CODE)
FCO: (3 CHARACTER FILES CONTROL OFFICE CODE)
SEX: (M/F)

YOU MAY REQUEST A SEARCH ON FIRST-NAME-ONLY ALIASES, ON LAST-NAME-ONLY ALIASES,
AND ON ALIASES CONTAINING BOTH FIRST AND LAST NAMES. OTHER FIELDS ARE OPTIONAL.
SPECIFY THE SEARCH CRITERIA, THEN PRESS ENTER TO BEGIN THE ALIAS NAME SEARCH.

CLEAR EXIT PF3 REFRESH PF4 MENU PF5 HELP PF6 MAIN MENU

3270 RUN OVER

The primary use for the 9104 screen would be to perform a search using any alias information provided in the FOIA request.

5.1.8 Sounds Like Name With Date of Birth (DOB) Search (9106)

```

CINDSND [DISDRAWSD, DISDRAWCD]
File Edit Session Transfer Program Options Window Help
[Icons]

IMMIGRATION AND NATURALIZATION SERVICE
CENTRAL INDEX SYSTEM "SOUNDS LIKE" NAME
WITH DATE OF BIRTH (DOB) SEARCH

* LAST NAME: (40 CHARS MAX)
* FIRST NAME: (25-CHARS MAX)

EXACT DOB: (MMDDYYYY; YYYY YEAR; MM MONTH; DD DAY)
DOB YEAR RANGE: (YYYYR; R-0-9)
DOB MONTH RANGE: (YYYYMMRR; RR 0 12)
DOB DAY RANGE: (YYYYMMDDRR; RR 0 31)

LAST NAME MATCH: (NUMBER OF EXACT CHARACTERS TO MATCH (0 9))
FIRST NAME MATCH: (NUMBER OF EXACT CHARACTERS TO MATCH (0 9))

COB: (COUNTRY CODE) COA: (CLASS OF ADMISSION CODE)
COC: (COUNTRY OF CITIZENSHIP) FCO: (FILES CONTROL OFFICE CODE)
POE: (PORT OF ENTRY CODE) SEX: (M/F)
DOE: (MMDDYYYY)

* LAST NAME, FIRST NAME AND ONE OF THE DOBS ARE REQUIRED. REMAINING FIELDS ARE
OPTIONAL. SPECIFY SEARCH CRITERIA. THEN PRESS ENTER TO INITIATE THE SEARCH.
CLEAR EXIT PF3 REFRESH PF4 MENU PF5 HELP PF6 MAIN MENU

3270
NUM OVR
  
```

The 9106 screen allows searches for information pertaining to the subject of the request even if the spelling of the name is incorrect. For example, the requestor made a typographical error in the spelling of the name the search results will yield a list of similar names matching the subjects.

5.1.9 Card Search (9222)

```

A2B [DHSD3.WSD, DHSD3.WCD]
File Edit Session Transfer Program Options Window Help
[Icons]
CINCARD IMMIGRATION AND NATURALIZATION SERVICE 08/01/06
COMMAND: 9222 CENTRAL INDEX SYSTEM - ARR/BC CARD DISPLAY (CARD) 08:22:32

A#: 0 NAME: TAYLOR, FRANCIS DOB: 0809

LEGAL PERMANENT RESIDENT

CARD NAME: TAYLOR, FRANCIS E. BIRTHDATE:
INS A# 0 CARD# SRCO
CATEGORY: PERMANENT RESIDENT SINCE: 12/12/2005
SEX: CARD EXPIRES: 02/22/2016
COB:

C1 USA SRCO
TAYLOR<FRANCIS<EDWIN<<<<<<<

MOTHER'S NAME: EDWINA FATHER'S NAME: ZACHIOUS
CARD PORT OF ENTRY: BAL

CLEAR EXIT PF4 DISPLAY MENU PF5 HELP PF6 MAIN MENU PF7 CARD HISTORY
3270
NUM OVR

```

The 9222 screen is a snapshot of an actual Legal Permanent Resident (LPR) Card. In addition, this is the same screen to find Border Crossing Card information.

5.1.10 File Transfer Display (9504)

AIB (DISD) AND DISD (AWCD)

File Edit Session Transfer Program Options Window Help

REL. V2.3 S1.2

CIMFTD IMMIGRATION AND NATURALIZATION SERVICE 08/01/06
COMMAND: 0004 CIS FILE TRANSFER DISPLAY (FTD) 11:33:03

A#: 000000 NAME: TAYLOR, FRANCIS DOB: 000000

PREVIOUS FCO: BAL FCO CREATING SUB-FILE:
CURRENT FCO: NRC SUB-FILE CREATION IND:
REQUEST FCO: NRC

FILE LOCATED IND: C (FILE TRANSFER COMPLETE)

DATE FTR: 01242006 (MMDDYYYY) ACCESSION NUMBER: 0000
DATE FTI: 01242006 INS BOX NUMBER:
DATE FTC: 02022006 REQUEST NUMBER:
PERSON ACTION: 2ND REQUEST DATE:
3RD REQUEST DATE:

YOU MAY REQUEST A DISPLAY OF ANOTHER A-FILE BY KEYING A DIFFERENT A-NUMBER.

CLEAR EXIT PF3 REFRESH PF4 FTS MENU PF5 HELP PF6 CIS MAIN MENU

3270

NUM OVR

The main purpose of the 9504 screen is to check the location and movement of files. This screen's primary use as it relates to FOIA is that it will be used in conjunction with NFTS in the case create function. The following is a list of acronyms displayed on this screen.

FTR: File Transfer Request
FTI: File Transfer Initiated
FTC: File Transfer Complete

5.1.11 Tables



The **Tables** section contains a wealth of informational codes that can be of assistance in making a decision about the subject of the request, such as **Class of Admission**. To get to this screen select the “keyboard” from the toolbar at the top of the screen and click the clear button on the keyboard. Once this is done type in the word **tables**. The next screen displayed will be the **Tables Menu Screen**.

5.1.12 Tables Menu



Placing the cursor in the **Table ID** field and pressing the function key PF7 a list of tables is displayed.

5.1.13 Tables Information Screen

```

A2B [DBSD3.WSD DBSD3.WCD]
File Edit Session Transfer Program Options Window Help
[Icons]
TBXTBINF      INS STANDARD TABLES DATABASE FACILITY      PAGE 09:15:06
                  TABLE INFORMATION SCREEN                  0001 08:46:07

COMMAND      (SELNU, VADAD, LODAD, VAINF, OR LOINF)

SEL ONE      TABLE ID      TABLE TYPE      TABLE DESCRIPTION

ADFX [ ]     VAL [ ]       ADJUSTMENT OF STATUS CODES
AFAC [ ]     VAL [ ]       CIS/AFAC FCO CODE TABLE
AIRX [ ]     LOC [ ]       INTERNATIONAL/MUNICIPAL AIRPORTS
ASC [ ]      LOC [ ]       APPLICATION SUPPORT CENTERS
ASIL [ ]     LOC [ ]       ASYLUM INTERVIEW OFFICES
ASYL [ ]     LOC [ ]       ASYLUM OFFICES
BPHQ [ ]     LOC [ ]       HEADQUARTERS
BPHX [ ]     VAL [ ]       BORDER PATROL SECTOR CODES
BPSH [ ]     LOC [ ]       BORDER PATROL SECTOR HEADQTRS
BPST [ ]     LOC [ ]       BORDER PATROL STATIONS
BPSX [ ]     VAL [ ]       BORDER PATROL STATION CODES
CCDI [ ]     VAL [ ]       INS/DOS USCS COUNTRY CODE DISCREPS

PF1 PF2 PF4 PF6 PF8
PGRWD PGBWRD PREV SCN MENU EXIT

TB100043 SELECT ONE RECORD OR TRY OTHER FUNCTIONS
3270
NUM OVR
  
```

The tables are in alphabetical order. Place an X in the "SEL ONE" column and press enter and this will bring up a list of different codes.

5.1.14 Value Tables Browse Screen

TBXVAINF INS STANDARD TABLES DATABASE FACILITY PAGE 09/15 06
 VALUE TABLES BROWSE SCREEN 0014 08:56:10

COMMAND (SELNU, VADAD, LODAD, TBINF, OR LOINF)

TABLE-ID: ADJX TABLE DESC: ADJUSTMENT OF STATUS CODES

SEL	SEARCH VALUE	VALID CODE	TABLE TEXT
IB7		IB7	SLF-PETITION CHILD OF USC
IB8		IB8	CHILD OF IB6
IC6		IC6	INDOCHINESE REFUGEE
IC7		IC7	SPS CH INDCHN REF NOT QUA SEC
ID6		ID6	INDOCHINESE PAROLEE
IF1		IF1	ALIEN REC ADM FOR PER RES CREA
IF2		IF2	MINOR CHILD OF IF1 ALIEN
IR0		IR0	PARENT OF U. S. CITIZEN
IR6		IR6	SPOUSE OF CITIZEN
IR7		IR7	CHILD OF CITIZEN
IR8		IR8	ORPHAN ADOPTED ABROAD BY CITZ

PF1 PF2 PF4 PF6 PF8
 PGFRWD PGBWRD PREV SCN MENU EXIT

TB100043 SELECT ONE RECORD OR TRY OTHER FUNCTIONS
 3270

Read the screen in its entirety for navigation instruction and additional information.

5.2. Computer Linked Application Information Management System

5.2.1 Introduction

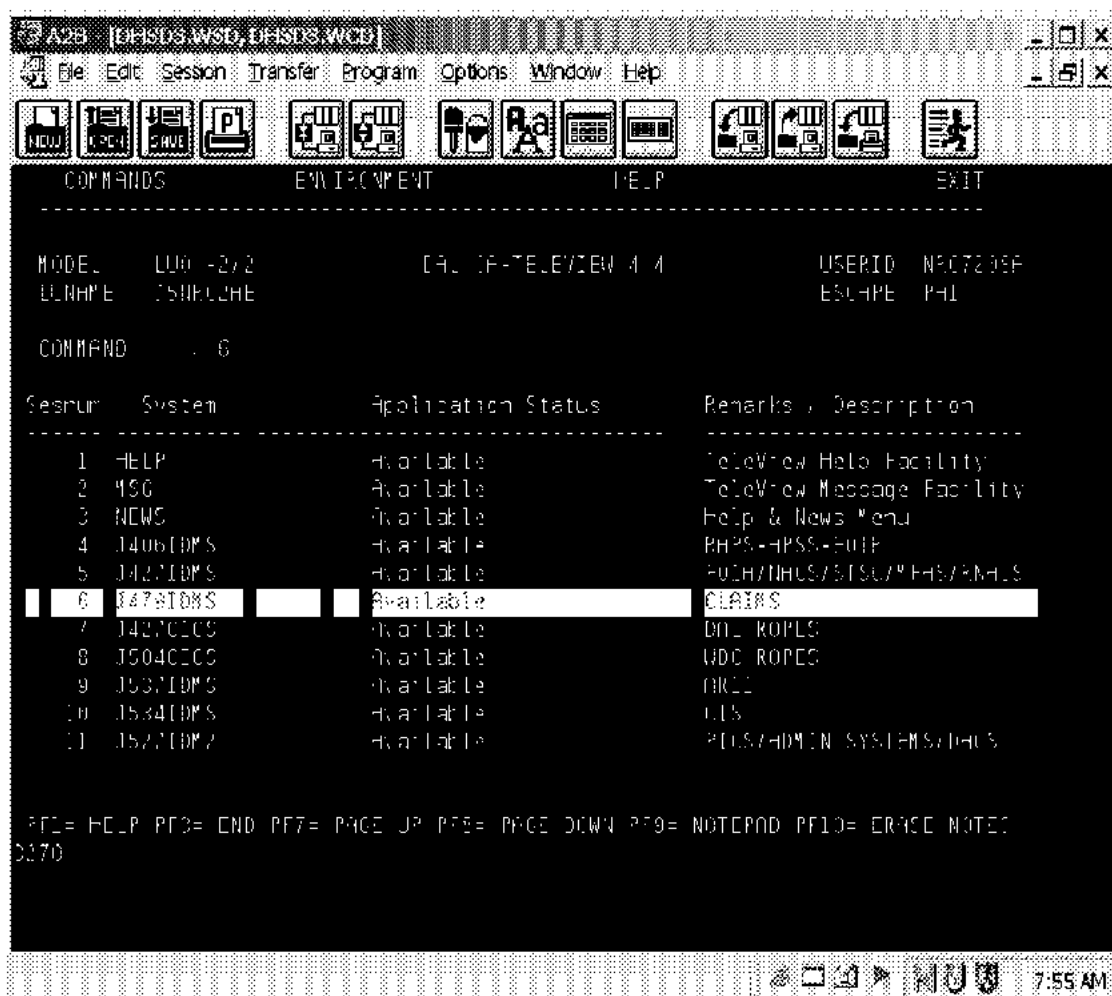
The Computer Linked Application Information Management System (CLAIMS) tracks application and petitions. CLAIMS is a menu driven system. The Inquiry/Update Processing selection on the menu is the only menu NRC FOIA uses because we search for receipts but never modify information in CLAIMS.

5.2.2 Teleview Introduction Screen



This screen is the introduction to TeleView. From this screen, use the designated UserID (NRC####A) and Password to sign onto the database.

5.2.3 CLAIMS Selection Screen



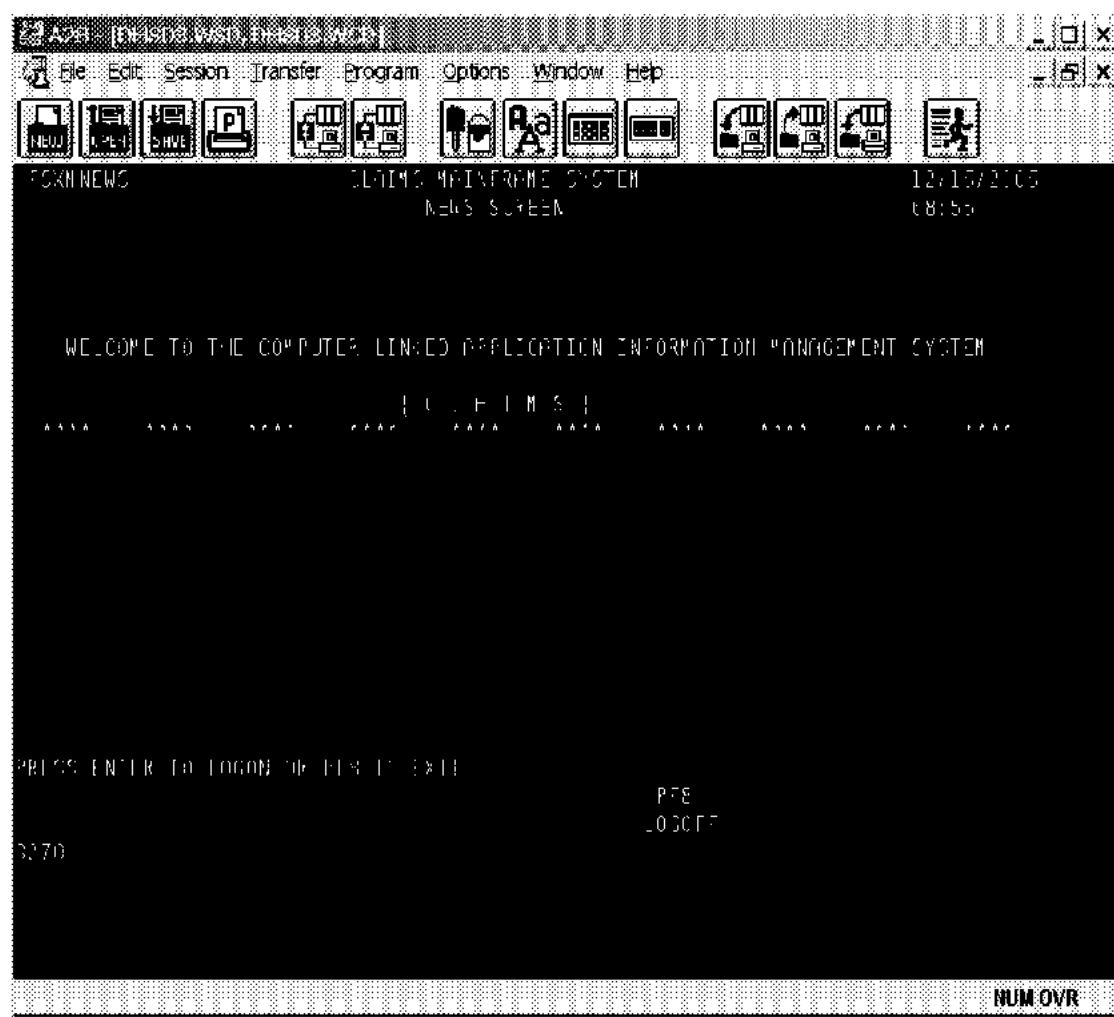
The number selected to access CLAIMS can vary for each computer.

5.2.4 CLAIMS Function Screen



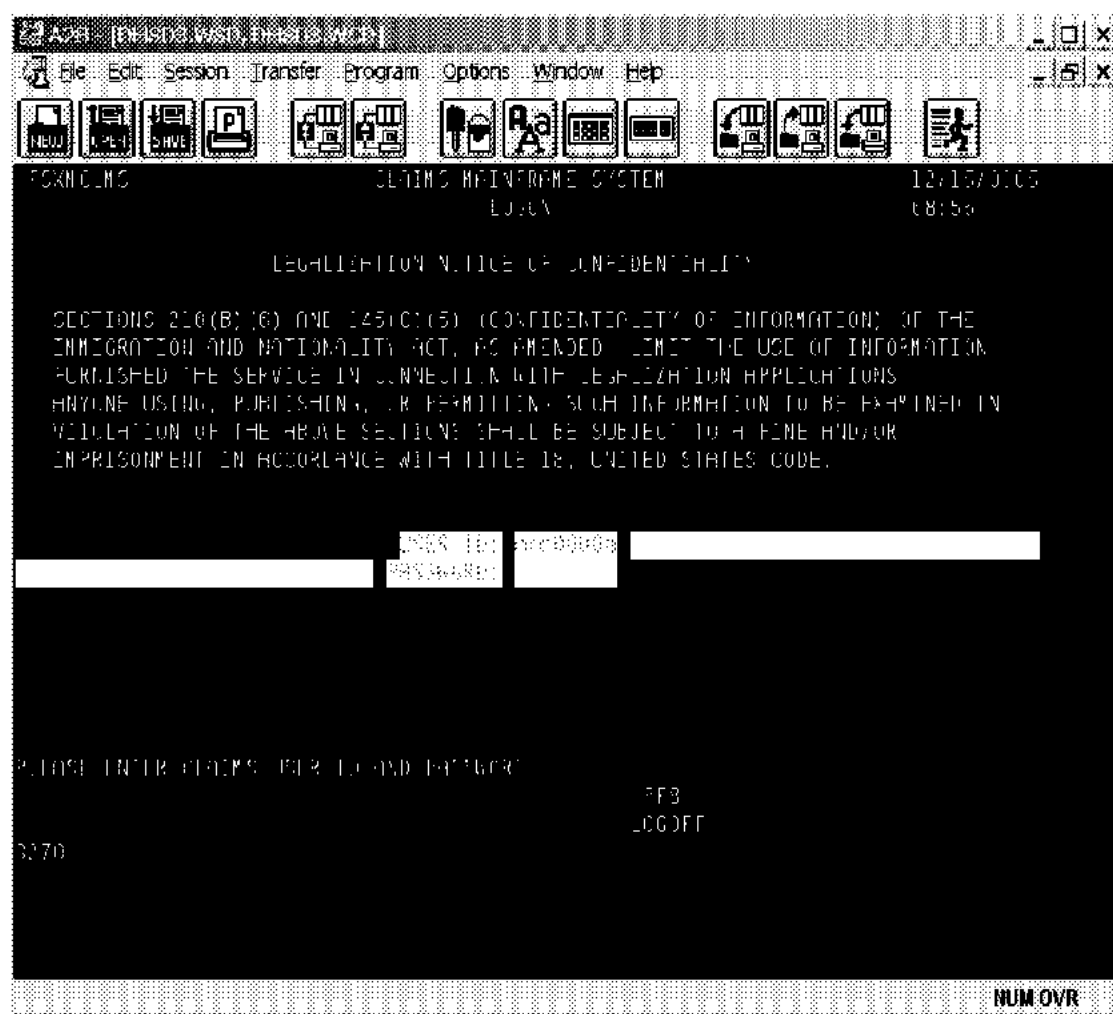
After selecting CLAIMS from the main menu, you will see the screen print shown above. Type in claims and press enter. This screen is not case sensitive.

5.2.5 CLAIMS Welcome Screen



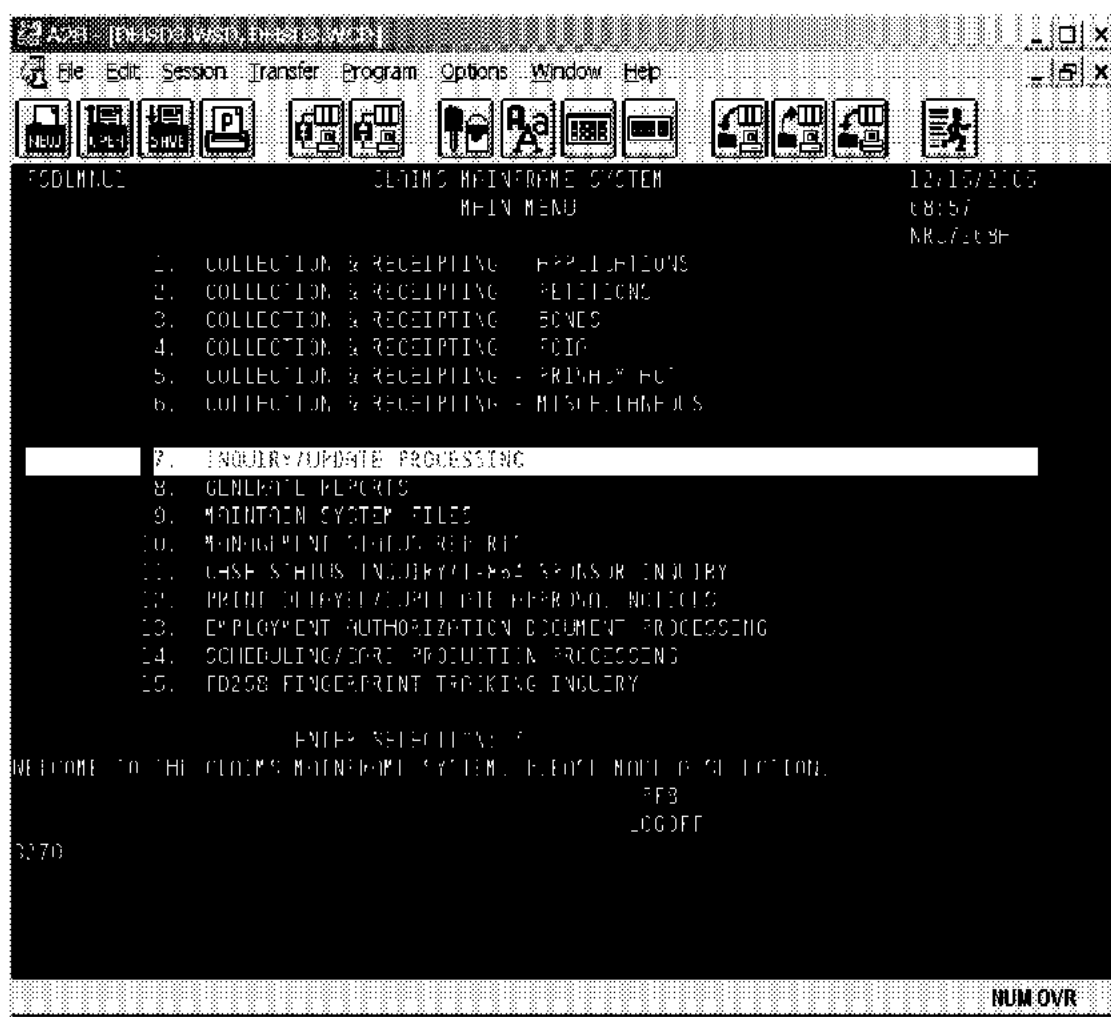
Press enter from here to get to the logon screen.

5.2.6 CLAIMS Logon Screen



To logon, your USER ID will be NRC and the last 4 digits of your social security number followed by a letter (NRC1234A). Check with your supervisor for your password.

5.2.7 CLAIMS Main Menu Screen



From the Main Menu type the number for INQUIRY/UPDATE PROCESSING and press enter.

5.2.8 Inquiry Screen, searching with a Receipt Number

CLAIMS MAINFRAME SYSTEM
UPDATE PROCESSING MENU

12/15/2005
18:59
NR17109F

SELECT AND COMPLETE ONE LINE

1 RECEIPT NO.: 17109F

(SELECTIONS BELOW FOR APPLICATIONS AND PETITIONS ONLY)

2 USER ID: DATE MONTHLY

3 BENEFICIARY/APPLICANT
NAME (LAST) (FIRST)
BIRTH DATE (MM/DD/YY)

4 A NUMBER: A

5 REFERENCE NO.:

6 PETITIONER
NAME (LAST) (FIRST)

PF1 PF6 PF8 PF10 PF11 PF12
CANCEL MAIN MENU LOGOFF REMOTE HOT JPD BY CODE HOT JPD BY RPT

NUM OVR

On the Inquiry screen, there are several ways to search for records. If you know the receipt number, type the number under the first field to pull up the receipt information.

5.2.9 Searching CLAIMS using a Name and Date of Birth

The screenshot shows a terminal window titled "A2B [DHSD3.WCD, DHSD3.WCD]". The menu bar includes "File", "Edit", "Session", "Transfer", "Program", "Options", "Window", and "Help". Below the menu bar is a toolbar with icons for "NEW", "OPEN", "SAVE", "PRINT", and various search and navigation functions. The main display area shows the following text:

```
PSKINIPNL          CLAIMS MAINFRAME SYSTEM          02/07/2005
                   UPDATE PROCESSING MENU             09:18
                                                         NR17109F

                   SELECT AND COMPLETE ONE LINE

1  RECEIPT NO.

      (SELECTIONS BELOW FOR APPLICATIONS AND PETITIONS ONLY)

2  USER ID:                               DATE          MMDDJJYY)

3  BENEFICIARY/APPLICANT
   NAME (LAST): [REDACTED] (FIRST): [REDACTED]
   BIRTH DATE: [REDACTED] (MMDDJJYY)

4  A NUMBER:  A

5  REFERENCE NO.:

6  PETITIONER
   NAME (LAST):                               (FIRST)

PF3 PF6 PF8 PF10 PF11 PF12
CANCEL MAIN MENU LOGOFF REMOTE HOT JPD BY CODE HOT JPD BY RPT
3270
```

At the bottom right of the terminal window, the text "NUM OVR" is visible.

You may also search name and birth date. CLAIMS does not forgive spelling errors and will not conduct "sounds-like" searches. If you do not immediately find a receipt, you should also search by alias names and variations of the name. You may also search without the birth date. This may have the results you are looking for depending on how common the name of the subject. Searching using the birth date will narrow the findings.

(b)(6) PSXMINEL CLAIMS MAINFRAME SYSTEM 02/21/2007
INQUIRY/UPDATE RECEIPT LIST 11:53
NRC93536

RECEIPT NBR	LAST NAME	FE FORM	FE AMT	REC DATE
1.		7 193	183.33	02/17/2007
2.		7 1130	183.33	02/14/2007
3.		7 1555	223.33	02/14/2007
4.		7 1765	183.33	02/11/2007
5.		7 1485	353.33	02/11/2007
6.		7 1179	1183.33	01/04/2007
7.		7 031550		
8.		7 193		02/13/2007
9.		7 1765		02/08/2007
10.		7 1485		02/08/2007
11.		7 1120	193.33	09/05/2006
12.		7 1130	193.33	02/12/2007
13.		7 103	193.33	02/12/2007
14.		7 1485		02/09/2007
15.		7 193		02/09/2007
16.		7 193	193.33	01/17/2007

TYPE IN SELECTION:

PF1 PG FWD PF2 PG BACK PF3 CANCEL PF4 PRIOR MENU PF6 MAIN MENU PF8 LOGOFF

32/6 NUM OVR

If your subject has a very common name, the inquiry may result in several pages of matches. View the screen pertaining to the individual receipt number or look for the type of form. It will show detailed information relating to that specific receipt number. To view the detailed information, type the corresponding number at the bottom of the screen labeled "TYPE IN SELECTION." For example, if you type "3", the detailed information relating to receipt number SRC0710351687 will be displayed.

5.2.10 Searching with the A-Number

```

A2B [DHSDS.WSD, DHSDS.WCD]
File Edit Session Transfer Program Options Window Help
NEW OPEN SAVE P F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12
PSKIMPL CLAIMS MAINFRAME SYSTEM 02/07/2003
UPDATE PROCESSING MENU 09:13
NR07109F

SELECT AND COMPLETE ONE LINE

1 RECEIPT NO.
   (SELECTIONS BELOW FOR APPLICATIONS AND PETITIONS ONLY)

2 USER ID: DATE MMDDYY(1)
3 BENEFICIARY/APPLICANT
  NAME (LAST) (FIRST)
  BIRTH DATE MMDDYY(1)

4 A NUMBER: [REDACTED]

5 REFERENCE NO.:

6 PETITIONER
  NAME (LAST) (FIRST)

PF3 PF6 PF8 PF10 PF11 PF12
CANCEL MAIN MENU LOGOFF REMOTE FCT UPD BY CODE HOT UPD BY RUP1
3370
NUM OVR

```

You may search by A-number. Navigate through these fields by tabbing, or to go backwards, use Shift-Tab. CLAIMS used to allow adjudicating officers to enter alien numbers as an eight-digit number without a leading zero. Ordinarily you should enter a leading zero immediately following the letter A (in purple on this screen) and then enter the rest of the A-number. If you do not find what you need, try deleting the zero immediately after the "A." If the person has a nine digit A-number, you will not have to worry about it. Note: if you search by A-number, it may not show every receipt belonging to the person, so you may still have to search by name and date of birth or by petitioner's name.

5.2.11 Searching with the Petitioner's Name

FOXNIPNL JPRS MAINFRAME SYSTEM 02/07/2009
UPDATE PROCESSING MENU 09:15
NRJ7009H

SELECT AND COMPLETE ONE LINE

1 RECEIPT NO.

(SELECTIONS BELOW FOR APPLICATIONS AND PETITIONS ONLY)

2 USER ID: DATE MMDDJJYY

3 BENEFICIARY/APPLICANT NAME (LAST) (FIRST)
BIRTH DATE MMDDJJYY

4 ID NUMBER: 0

5 REFERENCE NO.:

6 PETITIONER NAME (LAST) (FIRST)

PF3 CANCEL PF6 MAIN MENU PF8 LOGOFF PF10 REWITE PF11 PET UPD BY CODE PF12 PET UPD BY REPT
3270

NUM OVR

You may search by using the petitioner's name, but be forewarned: if the petitioner has a very common name, the results of this search may be overwhelmingly voluminous.

5.2.12 Search Results

The screen print below is the result of a search. The receipt shown is for an I-751, Petition to Remove Conditions on Residence.

File Edit Session Transfer Program Options Window Help

CLAIMS MATTERNAME SYSTEM
APPLICATION UPDATE PROCESSING

MODE: M
FORM: I751
PART 2: 0
A-NBR: A 12345678
NAME: TEST
CITY: DALLAS
STATE: TX
GENDER: BOB
EMPLOYER:
REF CODE:
NAME:
FORM:
STREET:

REPT NBR: SAC-16-021-10045
APPEALED FORM:
RECEIVED ET: 10/20/2005
REF NBR:
TEST
ASSOC POPT NBR:
NAME:
CITY: DALLAS
ZIP, POSTAL: 75217
ENTRY: 01181904
CITY: DALLAS
SOC SEC #:
TAX ID:
REF TYPE: (A=ATTY, B=CBRT REP, C=OTHER)

CLASS:
CITY:
ZIP, POSTAL:
STATUS/ACTION: IBS1

INS STATUS: NEW CASE
PRIORITY DATE: 10/26/2005
DATE WAIT FROM: TO
00997961 - VIEW NAME

PE2 PE3 PE4 PE5 PE6 PE7 PE8 PE9 PE10
CI INQ CANCEL BACK EAC INFO MAIN MENU CODES LOGOFF REMIT STAT HIST

0070

NUM OVR

The receipt information gives the name, date of birth, A-number and address. The status of the receipt file is near the bottom of the screen. (STATUS/ACTION: IBS1)

50 A2B [D:\SD3.WEB, D:\SD3.WEB]

File Edit Session Transfer Program Options Window Help

NOU OPEN SAVE P [Icons]

LOGOFF: CHANGING MAINFRAME SYSTEM 02/06/2005 08:33 KR777CRF

PAGE: 1 OF 1 CASE HISTORY

RECEIPT DATE 10/26/2005 RECEIPT NUMBER SRC-06-005-00045

ACTION CODE	ACTION DATE	USER ID
PRA RECEIVED - FEE WAIVED	10/26/2005	SR94NTER
[REDACTED]	10/31/2005	EST01114

PRESS PF1 OR ENTER TO RETURN TO PREVIOUS SCREEN

PF1	PF2	PF4	PF6	PF7	PF8	PF11
PG FWD	PG BACK	RETURN	MAIN MENU	CODES	LOGOFF	AUDIT

3270

NUM OVR

By pressing F11, you may view the history screen. From this screen, we can see the status of the application/petition. If the petition has been approved, destroyed, or transferred, it may make a difference as to how we staff.

5.2.13 Beneficiary Petition for Non Immigrant Worker

A2B [DHSD3.WCD, DHSD3.WCD]
 File Edit Session Transfer Program Options Window Help
 NEW OPEN SAVE [Icons]
 PSXNIPTE CLAIMS MAINFRAME SYSTEM 02/02/2003 18:37
 PETITION UPDATE PROCESSING NR17109F
 MODE L RECEIPT NBR: EF103.8652091 OWNED BY: EFC
 FORM I129 RECEIVED DATE: 01/20/2003 REMOTE TO:
 PART 2 H PART 3 H APPEARED FORM: DSSDC RPT NBR:
 REF NBR PETITIONER TEST TEST TEST
 H1 IN PRE CERT
 STREET CITY: ENOSBURG HILLS
 STATE VT PROVINCE: ENTRY ZIP/POSTAL 05456
 DOB DOB: B10 011 NER R NBR:
 EMPLOYER TEST TAX ID:
 CONSULT FILE: CUNSS: PREFERENCE: 151
 NBR BENF 1 COA:
 STATUS/ACTION: PAB PREMIUM PROCESSING CLOCK STOPPED
 PRIORITY DATE: DATE FIELD FROM: 00000000 TO:
 REF REF REF REF REF REF REF REF REF REF REF
 BENF CL IND CANCEL PMV MEN EFC MCHN MEN CODES LOGOFF REV11 REPR HIST
 3270
 NUM OVR

On an I-129 petition, the petitioner's information is on the first screen you pull up after you enter or select the receipt number.

To see the beneficiary information press F1.

ADMINISTRATION

File Edit Session Transfer Program Options Window Help

1-128 HIS BENEFICIARY CASE INFORMATION

NAME: TESTI TESTI TESTI

DOB: 10081974

STREET: PROVINCE: COUNTRY: ZIP, POSTAL:

STATE: DOB: 10081974 CURR: NONE: SUC. SE. VER: H. NBR: 1

CONSLT: EXPRES: CLASS: 1B1 JOB CODE:

EDUCATION CODE: COMPENSATION: H. O. OF FIGHT/NOT PROVIDED? Y

FIELD OF STUDY: MAJOR CODE:

J. 1. WAVEVER? H. 10. ELIGIBLE 6 YRS? PREVIOUS EMPLOYER EXEMPT?

DECISION: DECISION DATE: WAIVED FROM 00000000 TO

BENEFICIARY DISPLAYED

PF2 PF4

CE END RETURN

NUM OVR

To view the history, press the F4 key to return to the previous screen, and enter F11.

A2B [DHSD3.WCD, DHSD3.WCD]

File Edit Session Transfer Program Options Window Help

NEW OPEN SAVE PRINT

CLAIMS MAINFRAME SYSTEM

CASE HISTORY

PAGE: 1 OF 1

RECEIPT DATE 01/24/2003 RECEIPT NUMBER EHC 03 086 50191

ACTION CODE	ACTION DATE	USER ID
FBH RECEIVED - FEE PAID	01242003	EHCCLN01
FE DATA CHANGE	01242003	EHCCLN01
FND PREMIUM PROCESSING CLOCK DATE CHANGED	01242003	EHCCLN01
FO CODE MARKED AS PREMIUM PROCESSING	01242003	EHCCLN01
FPI PREMIUM PROCESSING CLOCK STARTED	01242003	EHCCLN01
FO HOLD PRIOR ACTION	01242003	EHCCLN01
FAB PREMIUM PROCESSING CLOCK STOPPED	01242003	EHCCLN01

PRESS PF1 OR ENTER TO RETURN TO PREVIOUS SCREEN

PF1 PREV PF2 PG BACK PF4 RETURN F4 MAIN MENU PF7 CODES PF8 LOGOFF PF11 AUDIT

3270

NUM OVR

50 A2B [D:\SD3.WEB, D:\SD3.WEB]

File Edit Session Transfer Program Options Window Help

NEW OPEN SAVE PRINT F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

ESSENTIALS SEARCHING PARTNERFILE SYSTEM 02/29/2015
 INDUSTRY/UPDATE RECEIPT LIST 12:44
 NR77708F

RECEIPT	USER	LAST NAME	FI	FORM	FFB AMT	FFB DATE
1	MEM9804400001	TEST	T	1751	125.00	12/01/1998
2	JFKF031310000	TEST	T	1765		02/08/2010
3	NCL0601000002	TEST	T	1193		10/18/2010
4	JFKF031310004	TEST	T	1765		02/08/2010
5	OPAA052110004	TEST	T	1765		04/19/2010
6	SP04914742001	TEST	T	05155H		02/11/1999
7	MEM0000100001	TEST	T	1102		10/01/1999
8	NCL0018700005	TEST	T	1103		04/07/2010
9	NCL0302400012	TEST	T	1193		10/24/2012
10	MEM9806600001	TEST	T	190		01/08/1999
11	OPAA051690016	TEST	T	1765		03/18/2010
12	JFKF031310005	TEST	T	1765		02/08/2010
13	OPAA052110005	TEST	T	1765		04/19/2010
14	NCL0004300005	TEST	T	1193		11/15/2010
15	OPAA052110010	TEST	T	1765		04/29/2010
16	OPW9812100001	TEST	T	1400	95.00	01/29/1998

TYPE IN SELECTION

PF1 PF2 PF3 PF4 PF5 PF6
 PG FWD PG BACK CANCEL PRIOR MENU MAIN MENU LOGOFF

3270

NUM OVR

There may be numerous results on a name search. Press F1 to see the results of the next page. To view number 10 on page 2 of the results, enter "10." To go back to the results of the search, press F4. The screen always returns to the first page of the search results. Remember this if you are going through the results page by page.

5.3. National File Tracking System (NFTS)

NFTS is an automated system that enables USCIS to track and account for nearly 50 million Alien Files (A-Files) and Receipt Files. NFTS allows for local control of all files within a designated USCIS File Control Office (FCO) or Case Control Office (CCO). The system supports the file migration from the USCIS field offices to facilitate a national tracking system that supports the National Records Center (NRC) and a centralization of agency records. You will learn much more about using NFTS in the Staffing section of this guide.

5.4. Person Centric Query Service (PCQS)

PCQS is an automated system that allows a person to submit a single query for all transactions involving an immigrant across a number of USCIS and Department of State (DoS) systems. PCQS returns a consolidated view of the immigrant's past interactions with USCIS and the Department of State as he or she passed through the U.S. immigration system.

Since PCQS can give us a comprehensive overview of a person's immigration history, it can help us locate certain documents to request, for instance, we may find information about an archived receipt in PCQS that we would not find in CLAIMS. You do not have to log in to PCQS to read the PCQS User Guide. Simply go to <https://pcq.esb.uscis.dhs.gov/> and click on the Users Guide link below the Warning.

[illegible]

5.5. FOIA/PA Information Processing System (FIPS)

The Freedom of Information Processing System (FIPS) is an automated system that allows us to process FOIA/PA requests electronically. This automated system enables the scanning of paper files into electronic images. These images are easily stored, retrieved, and processed. FIPS provides workflow processing for the life of a case. Any time you do any transaction concerning a FOIA/PA case, it will be through FIPS.

Processing Fee Information

Office: NRC NRC2008000157 Status: Open Case Processor 2 p3test Web Entry

Received Scanned Created Perfected Final Action Closed Final Reply Due

6/25/2008 06/25/2008 6/26/2008 07/25/2008

Requester Information

Abner Doubleday Edit Requester
Change Requester

Subject Information

First Middle Last

Jessica Marie Powell

A-Number

Topic: Border Patrol Apprehension Data

Track * 2 Bureau: CIS

Type * FOIA Request Referred From: ...

Source * Self Expedited: Not Requested

Category * Alien File Fee Waiver: Not Requested

Print To CD
PA Cited
In Litigation
In Circular Search
Delinquent

Calculate Queue Position

Save

(b)(6)

(b)(6)

Type of request	Source	Track 1, 2 or 3	Category	Print to CD
<ul style="list-style-type: none"> Always FOIA 	<ul style="list-style-type: none"> Attorney Commercial Education/Scientific Foreign Government News Media Others Representative Self White House/Congressional 		<ul style="list-style-type: none"> Alien File Asylum Specific Documents Non A-File Material Personnel Special Interest Group SFR cases at NRC 	

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6. CREATING THE CASE

FIPS 7.00.90 - 07/28/2010 Work Queries

Case Workflow Queues

Case Creator
Workflow Queries
Available Cases

FIPS 7.00.90 - 03/09/10 Work Queries Functions Standalone Search Office: BAL Change Office

Processing
Case No. SAL201000074985Q Status: Request Case Creator details Web Entry
Received Screened Created Perforated Final Action Closed Final Score: 0.00

Requester Information
Requester Search Entry
First Middle Last
Address
City State Zip
Phone
Email
Source
Category

Calculate Queue Position
Save

Tasks Dispositions Case Actions
Document Type Seq. Pages Status Date Unit A Number Date
Request Letter 1 2 Screened 3-4-2010 1:06:53 PM

Records Location Case Processor Case Operator Unit Chief User Name Agency Pending Search Office Send to Research Desk Open Case

Page 1 of 2 79% View: 90001

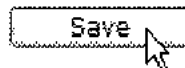
FOIA Case: SAL201000074985Q
Requester: [Redacted]
Request Date: 3/4/2010
Request Type: Request Letter
Request Status: Screened
Request Score: 0.00
Requester Contact: [Redacted]
Requester Address: [Redacted]
Requester City: [Redacted]
Requester State: [Redacted]
Requester Zip: [Redacted]
Requester Phone: [Redacted]
Requester Email: [Redacted]
Requester Source: [Redacted]
Requester Category: [Redacted]
Requester Comments: [Redacted]
Requester Search Entry: [Redacted]
Requester Search Results: [Redacted]
Requester Search Status: [Redacted]
Requester Search Date: [Redacted]
Requester Search Time: [Redacted]
Requester Search User: [Redacted]
Requester Search Agency: [Redacted]
Requester Search Office: [Redacted]
Requester Search Desk: [Redacted]
Requester Search Open Case: [Redacted]

On the FIPS worksheet under the header "Contents," you will notice that usually Sequence 1 is the "Request Letter" and Sequence 2 is usually "Request Supporting Documents." There will be a date and time in the right column.

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Sometimes the request will be Form G-639 only, sometimes it will be the G-639 and a G-28, Power of Attorney, sometimes it will be a letter from an attorney or representative and a G-28. Sometimes it will be a letter from the subject of record. At times, there will be documents scanned in, such as alien registration card, driver's license or other forms of identification. Other documents you may see can include miscellaneous screen prints or memoranda. You should view (almost) all documents scanned in FIPS in the Request Letter and Request Supporting Documents slots before you create the case.

During the Case Create process, you may need to leave your work station, or you may receive a telephone call, or various things may happen to distract you from creating the case. If anything happens and you need to stop work temporarily, it is always a good idea to click:



You must identify the following critical items and enter them into the FIPS worksheet before creating the case:

6.1 REQUESTER INFORMATION

Processing

Office: BAL BAL2010000751REQ Status: Request Case Creator cctestb Web Entry

Received Scanned Created Perfected Final Action Closed Final Reply Due

03/04/2010

Requester Information

Requester Search/Entry

Subject Information

First Middle Last

A-Number

Topic

Track: Type: Source: Category:

Bureau: Referred From: Expedited: Not Requested Fee Waiver: Not Requested

Print To CD PA Cited In Litigation In Circular Search Delinquent

Calculate Queue Position

Save

Document Type	Seq.	Pages	Status	Resp Unit	A-Number	Date
Request Letter	1	2	Scanned			3/4/2010 1:06:57 PM

6.1.1 RULES FOR ENTERING INFORMATION ON THE FIPS WORKSHEET

6.1.1.1 Do not use all capital letters in names.

6.1.1.2 Do not use professional titles, such as Doctor or Reverend in the requester information.

6.1.1.3 You may use Jr., Sr. or II, III, etc., if the requester or subject uses it on the request.

6.1.1.4 Do not open cases in the name of a company or firm only. If the name of the requester on the Form G-639 is a company name, please review the supporting documents to try to locate the name of the attorney/representative of the company.

For example, if your request comes in on a G-639 and the name of the requester is only the name of the law firm representing the alien (for example, Wilens & Baker) you will need to look through your supporting documents to see if you can locate the name of the attorney at Wilens & Baker who is representing the alien. If you cannot locate the name of the attorney who is representing the alien, then open the case in the name of the alien, in care of the law firm. Do not use "Wilens & Baker" as the requester name.

6.1.1.5 Do not hyphenate names.

6.1.1.6 Double-check the spelling of the names. If the name of the requester is not clear on the request letter, check the supporting documents for a Form G-28 for a clear copy.

6.1.1.7 Add a period after the middle initial.

6.1.1.8 Rescinded. ~~If the subject does not provide a middle name or initial, enter "NMN" in the "Middle" field.~~

6.1.1.9 Do not use part of the last name as a middle name, for example Hispanic names. Sometimes it is obviously a middle name, such as Juan Jose Gonzalez. Sometimes it is obviously a first and second last name, such as Juan Gonzalez Becerra. Other times, it is not so clear. You might look at the mother's and father's last names, if provided. If you are unsure, contact a supervisor.

6.1.1.10 If the request came to us on Form G-639, always use the name and address of the requester in Section 2, "*Requester Information*." Never use the address on the envelope, or Form G-28 or letterhead *unless* the requester did not use Form G-639 *or unless* Section 2 of Form G-639 is illegible. If the address on the G-639 is a foreign consulate office, or is a congressional office, you may use the address listed on the G-28, or other documents in the request, such as an envelope. If you can find no other address, insert a case note and send the case to U/C.

Be careful - it is easy to miss apartment or suite numbers because the space for them is at the right side of Form G-639.

6.1.1.11 Each line of the address in FIPS can contain no more than 35 characters; this includes spaces and punctuation. When we are printing the responsive records to CD, nothing over 35 characters prints on the CD. This requires the OA clerks to print a label separately for those CD's before mailing.

6.1.1.12 Do not use special characters, such as “&” and “#” in the address field; rather, spell them out or use an abbreviation, such as “and” or “No.” Note: you *may* use spaces, dashes, periods, commas or single quotes (‘). You *may not* use @, #, \$, %, ^, &, *, (,), =, +, [,], { , }, \, <, >, or /.

6.1.1.13 Please include the suite number or apartment number on the same line as the street address. FIPS will allow you to key in more than 4 lines in the address box. The issue is when the case is processed and the CD is printed, it only prints the first 4 lines. The requester’s name is the first line of the address, so you have three lines left. Enter any suite numbers or apartment numbers in the address line.

6.1.1.14 If the requester does not provide a valid address use: 123 Main Street, Washington, DC 12345. Send an e-mail to your supervisor and assign the case to Unit Chief.

6.1.1.15 When the attorney or subject of the request provides both a physical mailing address and a P.O. Box, use the P.O. Box for the official mailing address and do not include the physical address. Please do not use both.

6.1.1.16 The address can only be four lines long, even though FIPS gives you an extra line. The requester’s name is always the first line.

6.1.1.17 If an attorney represents the subject, the first line of the address should be the name of the law firm the attorney is affiliated with, or, Attorney at Law, or “c-o” and the law firm name or the name of the attorney.

6.1.1.18 If the address is foreign, you must check the box marked Foreign. This will change the format of the worksheet to include the Province and Country. You must complete these fields to ensure proper delivery. Before pending this case for any further action, please check the “Print to CD” box and add a Discussion note that you did so.

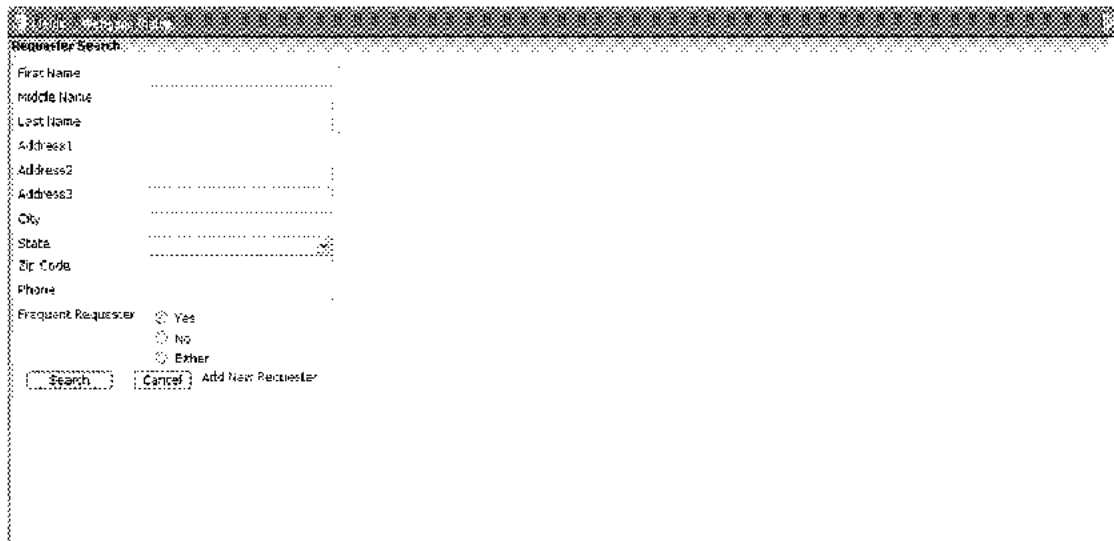
The following places are NOT foreign countries:

- American Samoa
- Guam
- Puerto Rico
- Northern Mariana Islands
- Baker Island
- Howland Island
- Jarvis Island
- Kingman Reef
- Midway Islands
- Navassa Island
- Palau
- Palmyra Atoll

U.S. Virgin Islands
Wake Island
Micronesia

A foreign address may be very long, and you may have to consult a supervisor to complete the address field correctly.

6.1.2 Requester Search/Entry. To locate and select existing requesters or to enter new requesters, click the **Requester Search/Entry** link to open the Requester Search Form. To search for an existing requester, click in one of the available fields in the Requester Search Form and begin entering pertinent information. When searching for a requester whose last name is Smith, for example, click in the Last Name field and enter a portion or the entire last name. After you have entered enough information, click **Search** to locate requesters with matching information.



Requester Search

First Name
Middle Name
Last Name
Address1
Address2
Address3
City
State
Zip Code
Phone

Frequent Requester: ☐ Yes ☐ No ☐ Either

If you get any matches to your search, you will see a screen that looks like this:

(b)(6)

Requester First Name	Requester Middle Name	Requester Last Name	Address Line 1	Address Line 2	Address Line 3	City	State	Province	Postal Code	Country	Phone
Bernhard		Sauerbraten									
Jones	Mary	Sauerwen									
Todd		Scott									
Milton	Jay	Sheppard									
Bonnie		Simmons									
Timmy		Simpson									

Total item(s) found (6 of 6)

Page 1 of 1

Cancel

If any of those requesters are a perfect match for your requester, you may “Assign this Requester” by clicking on the icon to the left of the name:

Requester First Name	Requester Middle Name	Requester Last Name
Bernhard		Sauerbraten
Jones	Mary	Sauerwen
Todd		Scott
Milton	Jay	Sheppard
Bonnie		Simmons
Timmy		Simpson

Total item(s) found (6 of 6)

Page 1 of 1

Cancel

And it will populate the requester information like this:

Processing							
Office BAL	BAL2010000751REQ		Status	Request Case Creator cctestb		Web Entry	
Received	Scanned	Created	Perfected	Final Action	Closed	Final Reply Due	
03/04/2010							

Requester Information

Bernhard Sauerbraten	Edit Requester Change Requester Copy to Subject

(b)(6)

6.1.3 Add New Requester. If you do **not** find a match, you will have to add a new requester by selecting Add New Requester:

Requester Search

First Name
Middle Name
Last Name
Address1
Address2
Address3
City
State
Zip Code
Phone

Frequent Requester: ☐ Yes ☐ No ☐ Either

When you click Add New Requester, you will get a dialog box that you fill in. You will enter all information, decide if this is a Frequent Requester, and then click Save.

Requester Information

First Name
Middle Name
Last Name
Address1
Address2
Address3
City
State
Zip Code
Phone

Frequent Requester: ☐ Yes ☐ No

6.2 SUBJECT INFORMATION

After saving, look to see if this is a self-request. If so, you can copy the Requester Information to the Subject:

(b)(6)

Requester Information	
C. G. Culpepper	Edit Requester Change Requester Copy to Subject
<div></div>	

Otherwise, you will have to enter the subject information in the area. If the person gave more than one A-Number, please separate them with a comma in the A-Number field.

(b)(6)

Subject Information		
First	Middle	Last
Malville		Trump
A-Number	<div></div>	
Topic	<div></div>	

6.2.1 Name

Enter the subject's name, as it appears in section 5 of Form G-639 (except in the case of a petitioner asking for a petition).

The name portion of the worksheet is the name of the alien whose file we are requesting. This is usually the name in the subject portion of the Form G-639, or in the subject line of the request letter. However, if the requester is asking for a petition he or she filed on behalf of a beneficiary, then that document will be a separate receipt or it will be in the beneficiary's file, not the requester's file. In situations like this, the subject information would be that of the beneficiary, not the requester.

6.2.2 Alien Number

In the alien number field, enter your subject's alien number, as provided on the request, as an eight-digit or nine-digit number.

6.2.2.1 You should always check the A-number in CIS to be sure it belongs to the correct subject. Once you have established that it is the correct A-number, copying and pasting the A-number will save you from making a typographical error and inadvertently staffing for the wrong file.

6.2.2.2 If the alien provided us with more than one A-Number, please separate these numbers with a comma.

6.2.2.3 If you have created the case and you see less than eight digits in the A-number field, please re-check (by pasting the number into CIS) to make sure you have entered the number correctly.

6.2.2.4 Please do not enter the A-number if the requester is a petitioner asking for a copy of an unconsolidated petition, as it will result in a bad staffing.

6.2.2.5 If the requester is a petitioner asking for a copy of a petition that has been consolidated into the A-file of the beneficiary, you should enter the A-number of the beneficiary, since we will request the beneficiary's A-file.

6.2.3 Topic

If the request is for something other than an alien file, for example, a receipt file or a vacancy announcement, then you will add this information in the "Topic" field in the Subject Information area.

"Topic" is used at different times, such as:

- when there is an unconsolidated receipt file
- when it is a request for a vacancy announcement
- when it is a request for a personnel file
- when it is a request relating to policies and procedures service-wide

6.2.3.1 If the alien is requesting a receipt number, enter the information in the following format:

Correct: MSC0412360000

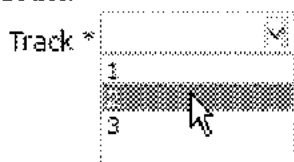
Incorrect: MSC-04-123-60000

6.2.3.2 Enter the receipt number with no dashes or spaces. This format assists the Mission Support Assistants in locating the files and in locating the cases in FIPS when the receipt files come into the facility, and it will make it possible for case creators to spot duplicate or similar cases. If you are requesting multiple receipt files from the same facility, use only one file request. See Staffing Sheet Guide for more guidance.

6.3.2.3 When the request is for vacancy announcements, the vacancy announcement number must be the first part of the description. See CIS Personnel Information for more information on handling personnel related requests. In other types of situations, put as much of the pertinent information in the description line as space will allow. You may need to modify the acknowledgement letter.

6.3 CASE SPECIFICATIONS

6.3.1 Track



6.3.1.1 Track 1 – Requests for receipt files and requests for partial records such as a specific document. A specific document request consists of three documents or less (except asylum or refugee requests, which you should create under category **Alien File** and assign to Track 2).

6.3.1.1.1 Please select the category **Specific Documents** and make the case a Track 1. The first paragraph of the acknowledgement letter sent to the requester must contain the following paragraph:

We respond to requests on a first-in, first-out basis and on a multi track system. Your request has been placed in the simple track (Track 1). You specifically requested [enter specific document information here]. If you would like a copy of all your records, please send a written request to the address above, otherwise you will receive only the documents you specified.

6.3.1.1.2 Continue to create the case in Track 1 as Specific Documents. The requester may write back later responding that they need the whole file, and a FOIA/PA Assistant working in Records Locator queue can change it to Track 2 at that time.

6.3.1.2 Track 2 – Requests for entire copy of alien file, asylum or refugee requests, and requests from news media or special interest groups.

If the request has “all records” checked and lists more than three documents on the G-639, please select the category **Alien File** and make the case a Track 2.

6.3.1.3 Track 3 – Requests for records of individuals scheduled in the future to appear before an immigration judge. Requesters must provide one of the following documents to receive Track 3 processing:

- Form I-862, Notice to Appear, documenting a future scheduled date of the subject’s hearing before the immigration judge.
- Form I-122, Order to Show Cause, documenting a future scheduled date of the subject’s hearing before the immigration judge.
- Form I-863, Notice of Referral to Immigration Judge

- Written notice of the continuation of a future scheduled hearing before an Immigration Judge.

6.3.1.3.1 A supervisor will review all incoming FOIA requests and identify Track 3 requests. The supervisor will verify that necessary documentation is present with the request. There should be an attached cover sheet indicating to the case creator whether the request for Track 3 is approved or denied.

6.3.1.3.2 If there is no cover sheet, please evaluate the request and make a determination to approve or deny Track 3. If you are unsure, consult your supervisor.

6.3.1.3.3 Before you create the case, look at the documentation. Sometimes you will find a reference to a current, open case which the requester wishes to upgrade to Track 3. After you verify that the case is open, you may simply click “Send to Research” and you are finished with the case.

6.3.1.3.4 Requesters will sometimes request both Track 3 processing and expedited processing. Do not select both. Neither has to do with the other. A requester could be granted either Track 3 processing or expedited processing, but never both on the same case. For expedited processing guidelines, please refer to **“Expedited Treatment”** in this guide.

6.3.1.3.5 Track 3 processing is not “expedited” processing as that term is used and understood in law. It is not appropriate to use the word “expedited” when discussing Track 3 processing of a FOIA request (“priority” or “accelerated” processing are more appropriate terms for Track 3). Don’t confuse the two in correspondence with requesters.

6.3.1.3.6 Refer to the cover sheet the supervisor attached to the request. There should be either an Expedited coversheet or a Track 3 coversheet, but not both. Follow the instructions on the cover sheet attached to the request. If there is no cover sheet, do not mark either box.

6.3.1.3.7 If the requester specified Track 3 processing but the request does not have a cover sheet, please create the case. If you have a request for Track 3 and you see that we have a future court date provided in the request, prepare your response according to the Track 3 Ack Letter found in O:\Foia\FOIA LIBRARY\Case Create References\Case Create Template Letters

6.3.1.3.8 If the requester did not provide any documentation or if the documentation says “a date and time to be determined” prepare an acknowledgment letter and click “Add Track 3 Denial Paragraph.” Proceed with creating the case.

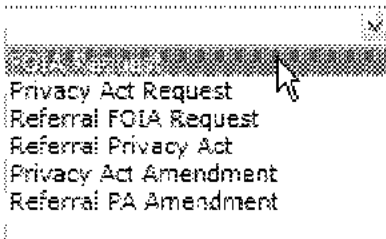
6.3.1.3.9 If you are not sure whether to approve or deny Track 3, please consult your supervisor.

6.3.1.3.10 If you assign the case to Track 3, ensure you put the words “TRACK 3” at the top of the file request.

6.3.1.3.11 If the requested file has already been scanned because of a prior FOIA request that has now been resubmitted for Track 3 processing, do not create the case. You should send the case to Research, where they will attach the new request to the existing case as a CSD. If Track 3 processing has been approved, you have to change the track on the original case to Track 3 and add a Discussion to that case explaining why.

6.3.2 Type

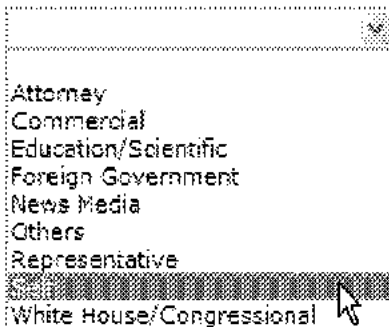
Type *



Always select **FOIA**. It will be incumbent upon the processor to verify the status of the alien, and to change the case type if necessary.

6.3.3 Source

Source *



The source of the request is, quite simply, who is making the request. Is the requester the individual or an attorney or representative speaking on the alien’s behalf? Is it a request from the media or a true third party requester? Below is a list of possibilities for requesters:

- **Attorney** - The requester is an attorney representing the alien. The attorney will have checked the box on the G-28 marked “Attorney,” or will have sent us a letter on the law firm’s letterhead.

- Commercial
- Education/Scientific
- Foreign Government
- News Media
- Others - The requester of the file is someone other than the alien, an attorney or an accredited representative. They might possibly include a G-28 with something other than "Attorney" or "Accredited Representative" checked.
- Representative - The requester is an accredited representative under the provisions of 8 CFR 103.2(a)(3) and 292.1(a)(1) or 292.1(a)(4). On a G-28, the requester will have marked the box "Accredited Representative."
- Self - This is a request from the alien himself or herself. The request may have the name of an individual followed by "care of" a certain law firm. This is still a self-request.
- White House/Congressional

If you feel that you have a case of a different source of request, please contact a supervisor for further guidance.

6.3.4 Category

Category *

Alien File	▼
Alien File	▼
Appeals	
Asylum	
Child Support	
Citizenship National Review	
Consultation	
Contract	
Debts Owed	
Dual Citizenship	
Family History	
Haitian Refugee Immigration	
Handbooks, Manuals	
Inheritance	
Internal Audit	
Investigations	
Legal Immigration & Family	
Legalization/Admin Appeal	
Medical History	
NOK Addresses	
Nicaraguan & Central Amer	
Non-A-File Material	
OTHER	
Pensions	
Personnel	
Proof of Naturalization	
Referral	
SFR Cases at NRC	
Special Interest Group	
Special Interest Group	
Waste, Fraud, Abuse	▼

There are 30 different categories of requests. However, the most commonly used ones are:

6.3.4.1 Alien File – The requester is asking for an entire copy of an alien file.

This category includes the following:

- a. Files of living subjects
- b. Naturalization records on or after April 1, 1956
- c. Visa records on or after May 1, 1951 in A-files
- d. A-Files above 8 million (A8000000), and documents therein dated on or after May 1, 1951
- e. Registry records on or after May 1, 1951 in A-Files
- f. Alien Registration Forms on or after May 1, 1951 in A-Files

6.3.4.2 Specific Documents – The requester is asking for specific documents, such as a copy of a receipt file, an application or a copy of his or her naturalization certificate. A Specific Document case is a Track 1 case, and vice versa. As a rule, you should create a case as Specific Documents if the requester is asking for up to three documents. If a requester is asking for an asylum application and supporting documents, you should create it as Alien File. (Refer to the section “*What track is my case?*” that follows.)

6.3.4.3 Personnel – The requester is seeking information relating to USCIS personnel matters.

6.3.4.4 Special Interest Group – Requester(s) are seeking information relating to special interest requests such as news media requests, highly visible or public interest cases. We receive this kind of request from members of the media, activist groups, watchdog organizations or educational institutions. The documents requested are normally associated with a controversial or sensitive subject.

6.3.4.4.1 Select “Special Interest Group” if any of the following criteria are met:

- a. The FOIA request relates to a Presidential or agency priority;
- b. The FOIA requester or requested documents will garner media attention or is receiving media attention;
- c. The FOIA request is for documents associated with meetings with prominent elected, business, and/or community leaders;
- d. The FOIA request is for congressional correspondence;
- e. The FOIA request is from a member of Congress;
- f. The FOIA request is from a member of the media;
- g. The FOIA request is from a member of an activist group, watchdog organization, special interest group, etc.;
- h. The FOIA request is for documents associated with a controversial or sensitive subject;
- i. The FOIA request is for documents associated with a senior official of the component;
- j. A FOIA appeal if it meets one of the “a” through “i” criteria;

Items listed above are suggestive and not exclusive – exercise judgment when marking cases with category “Special Interest Group.”

6.3.4.4.2 If you believe a request qualifies as a Special Interest Group, choose that case category in FIPS, change the office from NRC to COW, search for duplicates and then create the case. Do not create a file request or an acknowledgment letter. Prepare an e-mail explaining the situation for NRC, FOIASIG. Click “Reassign Office.” Send the case to Unit

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Chief. A Special Interest Group (SIG) processor will create the staffing and acknowledgment letter. This enables the Special Interest Group (SIG), responsible for special interest cases, to create a report and determine whether the case is actually a Special Interest Group case and report it accordingly. If the case creators do not mark Special Interest Group cases properly, we have no way to track and report these high visibility cases. When in doubt, choose the Special Interest Group category in FIPS. The Special Interest Group will sort it out later. If you have questions or need to send information regarding SIG cases to the Special Interest Group, their e-mail address is: NRC.FOIASIG.

6.3.4.5 SFR cases at NRC – NRC uses this category to track all workload staffed to SFR. This includes cases retired by or lost by SFR, but **does not include ZSF**.

6.3.4.6 Genealogy: Genealogy cases are requests for searches and/or copies of historical records relating to a deceased person. The lists below represent the records that the public would be able to request from the Genealogy Program:

- a. Naturalization Certificate Files (C-Files) from September 27, 1906 to April 1, 1956.
- b. Microfilmed Alien Registration Forms (AR-2), from August 1, 1940 to March 31, 1944 and Alien Registration Forms from March 31, 1944 to April 30, 1951 in A-Files.
- c. Visa Files from July 1, 1924 to May 1, 1951.
- d. Registry files from March 2, 1929 to March 31, 1944 and Registry records from April 1, 1944 to April 30, 1951.
- e. A-Files numbered below 8 million (A8000000), and documents therein dated prior to May 1, 1951.

The case is not Genealogy unless it meets one of the above criteria. If the case you are creating does meet the criteria for Genealogy, create it as **OTHER** then do the following:

- a. Create the and control the case.
- b. Do not staff for any records and do not prepare an acknowledgment letter.
- c. Send the case to Unit Chief with a discussion explaining it is a possible Genealogy
- d. Send an email to the designated person who handles genealogy cases (currently Donna Brasfield) with the control number.

The designated person will review the request to determine if it is, in fact, a genealogy.

If it does not meet the criteria for genealogy it will be returned to you in Case Create to send an acknowledgment letter and staff for records.

If it does meet the criteria, the designated person will create a letter referring the requester to the Genealogy program and will close the case as ER.

6.3.5 Bureau

Bureau

CIS	▼
CBP	
ICE	

The three possible selections for Bureau are:

ICE – Used to identify requests wherein the requester is seeking information in connection with deportation hearings and other immigration related litigation (OPLA/DRO/SAC)

CIS – Used for all other categories. This is the default in FIPS.

CBP – Used for requests pertaining to documents relating to the Border Patrol, incident reports relating to apprehension, entry without inspection (EWI), smuggled humans, mobile patrol group, voluntary return, repatriation, checkpoints, entry/exit information, inspection, Port of Entry (POE), legacy customs or legacy inspections. Key words that you could see on a request relating to CBP are inspection, Port of Entry, Bridge of the Americas, Friendship Bridge, and smuggled goods. **Note: If request is for entry/exit information and the requester/subject provided an alien number, request the file.**

6.3.6 Is there a request for expedited treatment?

Expedited

Not Requested	▼
Requested	
Granted	
Denied	

A requester may ask for his or her request to be expedited and processed outside the order of receipt. By law, we must respond to a request for expedited treatment within 10 business days.

USCIS will grant expedited processing if the requester establishes **either**:

(1) circumstances in which the lack of expedited treatment could reasonably be expected to pose an imminent threat to the life or physical safety of an individual;

or

(2) an urgency to inform the public about an actual or alleged federal government activity, if the requester is a person primarily engaged in disseminating information.

The requester must send a statement explaining in detail the basis for requesting expedited treatment. If a requester asks for expedited processing and fails to meet the criteria, we process the request in the appropriate track, using the “first in/first out” rule [See 6 C.F.R. § 5.5(a)].

6.3.6.1 OA personnel normally separate mail and faxes pertaining to expedited treatment prior to scanning. A supervisor then reviews and makes a determination regarding the expedited treatment. The supervisor will attach a cover sheet to the front of the request detailing the determination. Please create the case in accordance with the instructions on the cover sheet.

6.3.6.2 If the requested file has already been scanned because of a *currently open* prior FOIA request that has now been resubmitted for expedited processing, do not create the case. You should send the request to Research where they will attach the new request to the existing case as a CSD.

6.3.6.2.1 If expedited processing has been approved based on new information, you have to check expedited processing approved on the original case and send an expedited treatment approval letter by opening the original case in stand-alone mode, creating a Blank Letter, and adding the following: This letter serves to notify you that your case has been approved for expedited processing.

6.3.6.2.2 If expedited treatment was already denied in the *currently open* prior case, and the supervisor’s decision is the same, if you have not already created the case, you may Send to Research, where they will attach your request to the original case as a CSD. Go to the original case in Standalone, go to Tasks, and create the Expedited Denial Letter.

6.3.6.2.3 If the expedited treatment request refers to a case that *has already been closed*, either close it as DP and send a duplicate letter or create it as a new case, based on the situation. If in doubt, consult your supervisor. Please refer to the section on DP (duplicate) Cases.

6.3.6.3 Sometimes the OA room will miss an expedited request. If this happens, select “Denied” in the drop-down box, create the Expedited Denial Letter, and then create the case as normal.

6.3.6.4 If you believe the requester meets the requirements for expedited treatment (and there was no cover sheet) then select “Requested” and send the request to Unit Chief. E-mail your supervisor with the details. If the supervisor granted expedited processing, you will not create an Expedited Denial Letter, of course. You must select “Granted” in the

Expedited drop-down box. When you create the acknowledgement letter, it will address the fact that Expedited Treatment is granted.

USCIS denies most requests for expedited treatment because the requester failed to establish either of the necessary criteria.

6.3.6.5 If you have made a determination to deny, or if the supervisor has indicated denial, you must select “Denied” in the Expedited drop-box. After this, you should create the Expedited Denial Letter. If you or the supervisor denied expedited processing, we must advise the requester of the criteria for expediting a request and offer an opportunity to resubmit additional justification. The requester also has the right to appeal the decision to the USCIS FOIA Appeals Office.

Contents		Discussions	Case Actions	
Task	Status			
Search For Duplicate Cases	Not Started			
Create Additional Cases	Not Started			
Create File Request	Not Started			
Acknowledgement Letter	Not Started			
Final Action Letter	Not Started			
Specialty Letter	Not Started			
Status Letter	Not Started			
Blank Letter	Not Started			
Interest Letter	Not Started			
Expedited Denial Letter	Not Started			

6.3.6.6 Do not mark both “Expedited Treatment Requested” and “Track 3.” A request can be either expedited or Track 3, but not both. If the requester has asked for Expedited Treatment and Track 3, treat it as if it is a Track 3 request and follow the instructions in TRACK 3 PROCEDURES. In such a case, you should not mark “Expedited Treatment Requested” before sending it to Unit Chief.

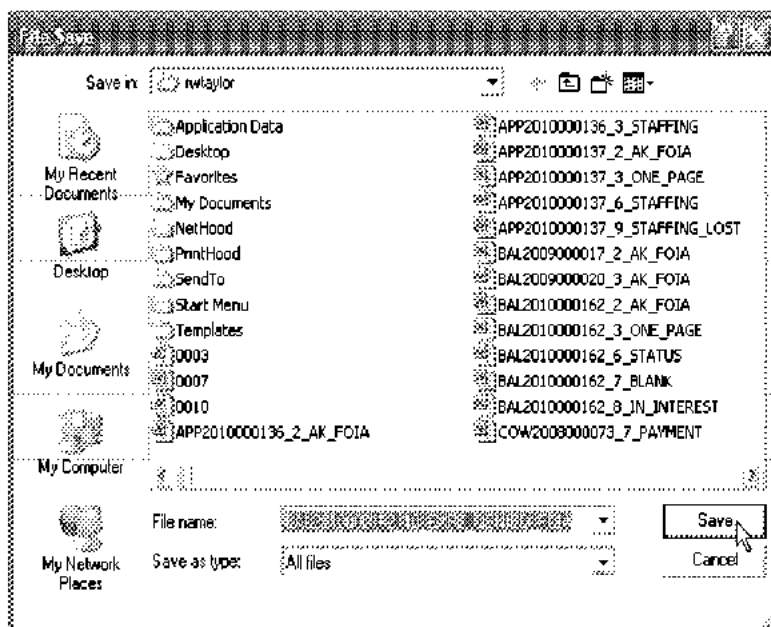
Processing.....

Successfully generated letter Expedited Treatment FOIA Denial.

Click on OK to continue.



A dialog box will pop up. Select “Save”:



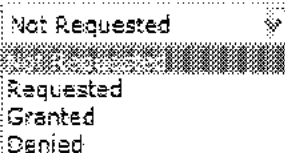
A word document explaining the denial and appeal rights will pop up. After you have done any editing necessary, save the document and check it back in.

After you have made that selection, your acknowledgement letter will address expedited treatment granted.

6.3.6.7 If there is an Expedited Treatment Requested cover sheet, and if you determine during case create that this needs to be a multiple case, you must check the Expedited Treatment Requested box (and create the appropriate response letters) for each child case. On the other hand, it might be that we will treat only the parent case as an expedited treatment request. You may make the determination or the supervisor will make a statement to that effect on the cover sheet, and of course, in such a situation, you would not mark the child cases as expedited treatment requests.

6.3.6.8 If there is an Expedited Treatment Requested cover sheet, and if you determine during case create that we need to close the case RD, RF, DP or ER, then change the Expedited drop-down box to “Not Requested” before you send the case to Up-front Approver. Because we are not generating a letter regarding expedited treatment denial or grant, and because it would cause erroneous reporting of Expedited Treatment Requests, you must change it to “Not Requested.”

6.3.7 *Is there a request for fee waiver?*

Fee Waiver: 

The requester may ask for a waiver of fees in his or her request or in accompanying documentation submitted with his or her request. USCIS considers all requests for fee waivers on a case-by-case basis.

A requester must meet two requirements in order for USCIS to grant a fee waiver:

1. The disclosure of the requested information must be in the public interest,
2. AND the disclosure of the information is not primarily in the commercial interest of the requester. For a detailed explanation, please refer to the U.S. Department of Justice Guide to the Freedom of Information Act, "Fees and Fee Waivers."

Also note: the requester must ask for a fee waiver. Simply including a DOJ Fee Waiver form does not constitute a request for fee waiver. If the requester has written any statement to the effect of a request for fee waiver on the form, then you treat it as a request for fee waiver.

6.3.7.1 When a requester has asked for a fee waiver, there should be a cover sheet advising you of approval or denial. You may determine to deny based upon the two criteria listed above. If you do so, you must select "Denied" in the Fee Waiver drop-down box on the FIPS worksheet. Regardless of the decision on the fee waiver, you must insert a Discussion in FIPS indicating that you addressed the fee waiver request.

6.3.7.2 When you are finished creating a case with a fee waiver request, create a Specialty Letter and select Fee Waiver Denied, edit the document if necessary and then create the case as normal. If you are not sure, please consult your supervisor.

6.3.7.3 If you believe the requester meets the requirements for fee waiver (and there was no cover sheet) then select "Requested" and send the request to Unit Chief. E-mail your supervisor with the details. A supervisor will make the decision to approve or deny the fee waiver and send the case back to you in the case create role. At that point, you will select either "Granted" or "Denied."

6.3.7.4 Fee Waiver Denied: When you respond to a request for fee waiver, you must add specific language to the acknowledgement letter. Please see O:\Foia\FOIA LIBRARY\Case Create References\Case Create Template Letters\Fee Waiver(denied) for an example of the denial language. Copy and paste this language into the acknowledgement letter. Do not bold, underline, highlight or enlarge the font of the


language. If the font changes to bold when you paste it in, highlight that text and remove the bold.

6.3.7.5 Fee Waiver Granted: If the decision is to grant the fee waiver, then please select “Granted” in the Fee Waiver drop-down box. In the acknowledgement letter, please add the following sentence to the end of the first paragraph:

This is to inform you that your request for a fee waiver has been granted.

6.3.7.6 If there is a Fee Waiver Request cover sheet, and if you determine during case create that we need to close the case RD, RF, DP or ER, then change the Fee Waiver drop-down box to “Not Requested” before you send the case to Up-front Approver. Because we are not generating a letter regarding Fee Waiver denial or grant, and because it would cause erroneous reporting of Fee Waiver Requests, you must change it to “Not Requested.”

6.3.8 *Print to CD*

- ☒ Print To CD
- ☐ PA Cited
- ☐ In Litigation 
- ☐ In Circular Search
- ☐ Delinquent

In an effort to save time, money and resources, the FOIA unit sends out final action responses on CD to all requesters (with two exceptions). When we send out the acknowledgement letter to the requester, it advises them that unless they write in and specifically ask for their documents on paper, they will be receiving them in a CD format. The acknowledgement letter templates reflect the change.

RULES FOR CHECKING “PRINT TO CD”

6.3.8.1 Check the “Print to CD box” on all new case creates, unless the mailing address of requester is to a correctional facility or unless the requester specified paper in the initial request letter (for requesters who are attorneys, the default is Print to CD).

6.3.8.2 If the responsive records are already scanned in when you create the case, you will still check print to CD.

6.3.8.3 All responsive records mailed to a correctional facility must be on paper. In such an instance, you must modify the acknowledgement letter so that we do not tell the requester we are printing the responsive records to CD. Modify the acknowledgement letter by deleting the paragraph that begins with “This office will

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be providing your records on a Compact Disc (CD)”

6.3.8.4 If the requester is in prison but we are sending the responsive records to an attorney’s office, we will print to CD.

6.3.8.5 If a requester specifically asks for their records on paper, do not check “Print to CD” box create a Discussion note citing the reason. In such an instance, you must modify the acknowledgment letter so that we do not tell the requester we are printing the responsive records to CD. Modify the acknowledgement letter by removing the paragraph that begins with “This office will be providing your records on a Compact Disc (CD)”

6.3.9 Is this a delinquent requester?

- ☐ Print To CD
- ☐ PA Cited
- ☐ In Litigation 
- ☐ In Circular Search
- ☐ Delinquent

The Delinquent Requester search helps FIPS users identify requesters who have unpaid bills in the system. Requesters are delinquent when case fees remain unpaid for more than 45 days.

After you enter the last name of the requester, FIPS will automatically conduct a search for delinquent fees owed by that requester, using the last name of the requester. If the requester is delinquent on any case in any office nationwide, a box will pop up on the screen (see below).

Requester Information	
Sage Morgan  123 Drive Lees Summit MO 64086	(816) 555-5555 x5555 sage@yahoo.com Copy to Subject

To view other cases for the same requester, click the **Query** icon next to the delinquent notice.

Requester Information	
Sage Morgan  123 Drive Lees Summit MO 64086 	(816) 555-5555 x5555 sage@yahoo.com Copy to Subject

The query results appear in a separate window.

Query Results			
Delinquent Cases for Requester results - Webpage Dialog			
http://10.63.16.238:7001/sonora/Query?op=m&name=sQry_getDelinquentCasesForCase&CASEID=8704			
Control Number	Closed	Fee Charged	Fee Collected
DLS2010000044	4/21/2010	1,500	
Total item(s) found (1)			

If a requester/subject previously submitted a request and owed a fee on a case and he or she did not pay the fee within 30 days, the case closed as FP (failure to pay). If the subject/requester submits a new FOIA request, the Delinquent Requester notification is going to pop up. Your requester may possibly not be on the pop-up list. FIPS conducts a search by the last name(s) of delinquent requesters.

DELINQUENT REQUESTER RULES:

6.3.9.1 Do not treat the case as delinquent if the case was processed on or before January 1, 2004. Send an e-mail to [NRC_FIPSPROBLEM](#) (clicking on the link will automatically include a copy to NRC, FOIAPROGRAM). In the body of the e-mail, include the name of the delinquent requester and the delinquent case number(s).

6.3.9.2 If you encounter a delinquent requester from a FIPS Lite office, do not treat them as delinquent. You will know the request was processed in FIPS Lite when you open the case because you will see a "FIPS Lite placeholder."

6.3.9.3 Make sure the requester of the case you are creating is the same requester that FIPS is showing as delinquent. You must view the delinquent request(s) to make this determination. To view a case, highlight the line and click "view." If the delinquent requester matches your requester, treat the new request as delinquent. To get the delinquent case information (case number, dollar amount) in your acknowledgement letter and in the new case, highlight the name in the box that matches your requester and click ok.

Next, to create the case, go to the Tasks tab and click:

Contents		Discussions	Case Actions
Task	Status		
Create Case	Not Started		
Search for Duplicate Cases	Not Started		

When you complete the case create process and the new case has a control number, FIPS will notate the delinquency on the worksheet.

6.3.9.4 If the requester is delinquent, do not request responsive records until we receive payment.

NOTE: If you are creating multiple cases, you should “Create Additional Cases” before you prepare the Acknowledgment Letter and File Request(s) for the original case.

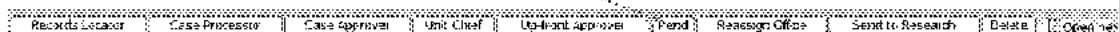
NOTE: A FOIA/PA Assistant working in Records Locator queue may need to cancel pending requester documentation for cases pending requester documentation due to a prior delinquent status that has been removed, because the system does not.

If the FOIA/PA Assistant working in Records Locator queue does cancel pending requester documentation, he or she should generate a new interim acknowledgement letter and staff the case as usual.

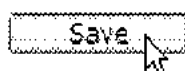
If the requester has more than one delinquent case, you will have to add up the total and modify the delinquent requester letter providing the case number for each delinquent case, the dollar amount owed for each, the total dollar amount owed, and instructions to prepare a check for the total amount made out to “U.S. Treasury.”

When you click “ACK Letter” the following screen pops up. Click OK to generate the letter.

We will take no further action until the delinquency is resolved. Please pend.



Before you move to another part of the case create process, click:



6.4 SEARCH FOR DUPLICATE CASES

Just before you create the case, you should look for duplicates. Duplicate cases are cases in which the request was submitted multiple times to the Service, or was inadvertently scanned into FIPS multiple times, or are cases that we previously processed.

Sometimes a requester will take a “shotgun” approach. He or she will submit the same FOIA request multiple times to ICE, CBP and CIS, hoping to get an answer more quickly. The

receiving offices will then in turn, transfer these requests to NRC. These are duplicate cases when an office has already processed this request with a final action code of either PD or G1, or has it ready to be processed.

This does not include instances in which the requester has faxed the request and then mailed it. If you open a case and find that the exact same request has very recently been created, chances are that you have opened the mailed copy which followed a few days after the fax. ~~Close this case as ER (created in error).~~ Do not create such a case. Click "Send to Research." That case will go to the research queue and you will be ready for your next case.

Ordinarily, you will search by Alien Number, and if you do not find a duplicate or similar case, your search will be complete. If the requester did not provide an alien number, you may search by the subject's last name and first name, or even by the requester's last name and first name. You may use a percent sign (%) as a wild-card for these searches. For example, if the requester's name is Jaime Vazquez, but you see he also has spelled his name Vasquez – you can search by Subject Last Name "Va%" and Subject First Name "Jaime."

FIPS v2.0 Training build 00

Work Queries

Actions

Standard Search

Processing Fee Information

Search Case

Status ☐ Open ☐ Closed ☒ Both

Control Number:

Request Number:

Created After:

Office:

Requester Last Name:

Requester First Name:

Requester Middle Name:

Subject Last Name:

Subject First Name:

Subject Middle Name:

A-Number:

Topic:

Contents Discussions Case Actions History

Task

Create Case **Status**
Not Started

Search For Duplicate Cases **Status**
Not Started

[Click here](#)

Records Locator Case Processor Case Approver Unit Chief Up-front Approver Pending

Page 2 of 2 65.7% Viewing version: 1

Ordinarily, you will get a blank result.

Processing

Control Number	Scanned	Requester's Last Name	Requester's First Name	Requester's Middle Name	Topic A Number	Status	Category	Final	In Action	Litigation
Search Complete										
Search Again										

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Updated on 7/18/2011

CASE RECORD					
FIPS 97-0 Training build 05	P Stack Counts	T Scores	Randomize Search		
Processing	See Information				
Control Number Scanned	Requester's Last Name	Requester's First Name	Last Name	First Name	Middle Initial & Number
89-DC004C8504 5/25/2010 Birth DO AM Figueroa	Laura	Kathleen	Hickman	Wynne	Ayer
Search Complete		Search Again			

Task		Status
Create Case		Not Started
Search For Duplicate Cases		Not Started

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Case360 Home

FIPS v7.0 Training build 06 Work Queues

Processing	Fee Information
Control Number Scanned	Req Last
NRC2010038504	5/28/2010 8:00:00 AM Figu

Edit

Search Complete Search Again

By highlighting the case you wish to review and then clicking the “Edit” icon, FIPS will open the case for your review. You then review the request to ensure that:

- If there has been a case that was closed G1 or PD within six months from same requester –
- This does not include cases that were closed with any other final action code.

Once you verify those items and you determine the case is a duplicate of another case, you will select “Set this case as duplicate to original case” as follows:

Case360 Home

FIPS v7.0 Training build 06 Work Queues

Processing	Fee Information
Control Number Scanned	Requester's Last Name
NRC2010038504	5/28/2010 8:00:00 AM Figueroa

Set this case as duplicate to original case

Search Complete Search Again

~~Create a Final Action Letter and select final action code ER: Created in Error. After this, send the case to Up-front Approver. Do not click “Create Case.” Click “Send to Research.” You will then be ready for your next case.~~

If you determine that it is not a true duplicate, please insert a new Discussion entitled “Similar Case” in each of the cases, so that a processor or approver can review both.

If the date of the request is either the same as your request or within a very few days and:

3. The requester is the same, and
4. The information being requested is the same in both requests,

Do not close this case as a duplicate. ~~Instead, close this case as ER (created in error)~~ Do not click "Create Case." Click "Send to Research."

If you are not sure your case meets the duplicate requirements, create a new Discussion in the case and send the case to Unit Chief. Send your supervisor an e-mail with the case information for his or her review.

6.5 COPYING RECORDS FROM A CLOSED CASE

You may be checking for duplicates and discover responsive records of an existing closed case meet the following criteria:

- Regular (not Appeals) case
- Status of the duplicate case is "Closed" and
- The date closed was within six months of the current date

If the duplicate case meets all those criteria, then you may copy from the existing case into the new (active) case. The Request Type that you have selected for the existing case and the new case will determine whether any redactions are copied with the responsive records. If both new and existing cases are FOIA Requests or both cases are Privacy Act requests, then redactions will be copied into the new case with the responsive records. However, if the new case is a FOIA Request and the existing case is a Privacy Act request (or vice versa), then the responsive records will be copied but without any redactions.

To begin the search, select the Tasks tab and click **Search for Duplicate Cases**.

Contents	Discussions	Case Actions
Task	Status	
<u>Search For Duplicate Cases</u>	Not Started	
Create Additional Cases	Not Started	
Create File Request	Not Started	
Acknowledgement Letter	Not Started	
Final Action Letter	Not Started	
Specialty Letter	Not Started	
Status Letter	Not Started	
Blank Letter	Not Started	
Interest Letter	Not Started	
Expedited Denial Letter	Not Started	
Vaughn Index Letter	Not Started	













Click the checkboxes next to the populated fields to select which search criteria to use. Case Creators can also type information into other fields to use as search criteria. When have entered all criteria, click **Submit**.

The Search Results screen lists any FIPS cases that match the selected criteria.

To copy the responsive records from the case shown in the search results into the new case, click the **Copy Documents** icon, which looks like two pages:

(b)(6)

Case Info

Control Number	Scanned	Requester's Last Name	Requester's First Name	Requester's Last Name	First Name	Middle Name	Topic
		09/2002 6:00:00 AM	Johnson Esq	Laurence	Nalubwama	Teopista	
		0/31/2002 6:00:00 AM	Steel Esq	Richard	Shin	Un	Sook
		03/2010 1:34:12 PM	Sitel	Sam	Sitel	Rick	
		03/2010 1:34:12 PM	Sitel	Sam	Sitel	Rick	
		04/2010 1:22:47 PM	Sitel	Sam	Sitel	RoxAnne	
		06/2010 3:02:43 PM	Richards	Tim	Richards	Viki	Rae

Search Complete Search Again

A message appears in the Case Info tab confirming that you copied the document into the new case:

Processing

Copied 1 documents without redactions.

The responsive records now appear in the Contents List of the new case:

Document Type	Seq.	Pages	Status	Resp Unit	A-Number	Date
Responsive Records	2	19	Scanned	HCU		6/26/2010 3:24:22 PM
Request Letter	1	1	Scanned			8/20/2010 4:04:41 PM

7. CONSENT, VERIFICATION OF IDENTITY, AND DESCRIPTION OF RECORDS

“Consent” for the purposes of FOIA/PA is written agreement, approval or permission for access to information in the record by the competent individual to whom the record pertains. **The case creator must review the request and supporting documents to determine if proper consent is present.**

5 U.S.C. § 552a(b) No agency shall disclose any record ... except pursuant to a **written** request by, or with the prior **written** consent of, the individual to whom the record pertains.

6 CFR § 5.21(f): If you are making a request for records concerning *(a living) individual (other than yourself)*... You must also provide a statement from the individual certifying the individual's agreement that records concerning the individual may be released to you.

Consent could be:

- Block 3 on Form G-639, or
- A properly executed Form G-28, or
- A separate declaration by the subject, such as:

Pursuant to the Privacy Act of 1974 and DHS policy, I hereby consent to the disclosure to _____ of any record pertaining to me that appears in any system of records of USCIS, USCBP, or USICE.

7.1 Consent of parents or guardians

If a parent is filing on behalf of a minor child, then the parent must submit proof of parentage. Proof of parentage can be in the form of a birth certificate, adoption decree or similar document, naming them as a legal parent.

If a guardian is filing on behalf of a minor or person judicially determined to be incompetent, he or she must submit proof of guardianship. No consent is necessary from the minor child or the person judicially determined to be incompetent, however the parent/guardian must provide his or her own verification of identity that is notarized or signed under penalty of perjury [6 C.F.R. § 5.21(e)]. The case processor will have to request more information if he or she cannot determine parentage or guardianship within the file.

Minors may request their own files; they do not have to have the consent of their parents or guardians to do so. Attorneys may represent minors also.

7.2 Verification of Identity

If a requester is asking for a Privacy Act record, he or she must provide verification of identity.

A Privacy Act record, for USCIS purposes, is any item, collection, or grouping of information about a person which we retrieve by the person's name, identifying number, symbol, or other identifying particular assigned to that person. This information includes, but is not limited to, a person's nationality, immigration status, education, financial, medical, criminal, or employment history.

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Updated on 7/18/2011

6 CFR § 5.21(d) *Verification of Identity*, says the requester must provide us:

- Full Name
- Current address
- Date of Birth
- Place of Birth

If the requester did not provide all four required pieces of information, you must send for additional requester documentation. A requester who provides full name, current address and alien number only has not provided sufficient verification of identity.

Next, it says the subject of record must sign the request and his or her signature must either be notarized or submitted under 28 U.S.C. 1746 (*penalty of perjury in lieu of notarized signature*).

The notarized signature of the subject or the signature under penalty of perjury does not need to be on the G-639. If a requester has inserted the **penalty of perjury statement on ANY document**, and the subject of the file has signed the document, it fulfills the requirement to verify identity.

The notarized signature or signature under penalty of perjury **might** be on a:

- Separate letter, or any piece of paper *including* a G-28, but then only if the penalty of perjury statement is directly above the signature of the subject of record.
- G-639, when the subject has signed the first page and the second page does not contain the signature of the subject but has been notarized.
- DOJ-361, Certificate of Identity: we may not suggest or require that a requester use a DOJ-361, but we can accept one as certification of identity with a signature under penalty of perjury or a notarized signature.

A current photo ID is for information purposes only and is not verification of identity.

“Verification of Identity” for purposes of FOIA/PA does not include a Form G-28 with a statement made under penalty of perjury by the requesting attorney or representative “that the information I have provided on this form is true and correct.” The statement must come from the subject of the record. A statement made under penalty of perjury must conform to the requirements of **28 U.S.C. § 1746: Unsworn declarations under penalty of perjury**, which reads as follows:

Wherever, under any law of the United States or under any rule, regulation, order, or requirement made pursuant to law, any matter is required or permitted to be supported, evidenced, established, or proved by the sworn declaration, verification, certificate, statement, oath, or affidavit, in

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Updated on 7/18/2011

writing of the person making the same (other than a deposition, or an oath of office, or an oath required to be taken before a specified official other than a notary public), such matter may, with like force and effect, be supported, evidenced, established, or proved by the unsworn declaration, certificate, verification, or statement, in writing of such person which is subscribed by him, as true under penalty of perjury, and dated, in substantially the following form:

(1) If executed outside the United States:

"I declare (or certify, verify, or state) under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.
Executed on (date).
(SIGNATURE)".

(2) If executed within the United States, its territories, possessions, or commonwealths:

"I declare (or certify, verify, or state) under penalty of perjury that the foregoing is true and correct. Executed on (date).
(SIGNATURE)".

If the requester is asking for records concerning *(a living)* individual, and if there is only one signature and it does not fall under one of the categories above, request consent and/or verification of identity using the Track 1, Track 2 or Track 3 Ack Letter Requester Docs located at: O:\Foia\FOIA LIBRARY\Case_Create_References\Case_Create_Template_Letters or the form "Requester Documentation Attachment" located at: O:\Foia\FOIA LIBRARY\Case_Create_References\Case_Create_Template_Letters\Requester_Docs_Attachment (4). Check the first box on the document.

7.3 Reasonable Description of Records being Sought:

If the requester provided all elements required by 6 CFR § 5.21(d), but did not provide an alien number or receipt number, you may still request a file if there is only one match and there is no other indicator that it may not be the correct subject of record.

You may possibly find multiple matches, or you may find no matches at all. In a situation like this, we do not have a reasonable description of the records the requester wants. We will have to send for additional requester documentation, specifically:

- Alien Number (if known)
- Application/Petition Receipt Number (if known)

Additionally, we may ask for items of information such as mother's and father's names. The requester is not required by law or regulation to provide that information, but if the requester does not, we may be unable to locate a responsive record.

Please request the additional PII with your Acknowledgement Letter. After you create the acknowledgment letter requesting additional documentation, do not create the file request. In the “Contents” tab, you will see a Pending slot for Requester Documentation. Send the case to Pend. After we receive a response from the requester, a FOIA/PA Assistant working in Records Locator queue will request the file. The processor will use the requested information to verify the release of the correct records.

Note: if the requester marks “unknown,” “none” or “N/A” for any element of the above PII, please do not request this information as part of the Acknowledgement Letter.

At this point, you will send an acknowledgment letter requesting additional information. You will not request a file.

Go to the “Tasks” tab and select “Acknowledgement Letter”

Contents		Discussions	Case Actions	History
Task		Status		
Search for Duplicate Cases		Not Started		
Create Additional Cases		Not Started		
Create File Request		Not Started		
Acknowledgement Letter		Not Started		
Final Action Letter		Not Started		
Specialty Letter		Not Started		
Status Letter		Not Started		
Blank Letter		Not Started		
Interact Letter		Not Started		
Expedited Denial Letter		Not Started		

Records Locator	Case Processor	Case Approver	Unit Chief	Upfront Approver	Pend	Passion Office	Se
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After selecting “Acknowledgement Letter,” the Acknowledgment Letter Options screen will open. Options on this screen will allow you to ask for other documentation and will also allow you to add a Track 3 Denial or Lost File paragraph.

FIPS v7.0 Training build 06 Work Queries Actions Stan

Processing Fee Information

Acknowledgement Letter Options **Additional Documents Required**

Fee Estimate

Prepayment Required

☐ Advance Payment Returned

☐ Add Lost File Paragraph

☐ Add Track 3 Denial Paragraph

☒ Other Requester Documentation

Additional Options:

No options found.

We then click on “Generate Letter.” Our only option at that point is to click OK:

Case360 Home

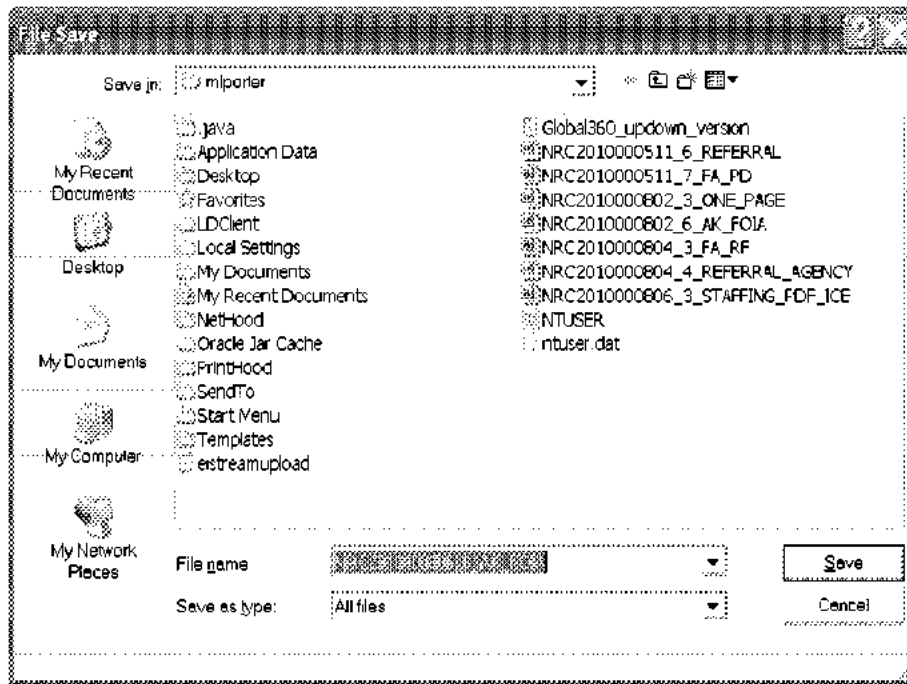
FIPS v7.0 Training build 06 Work Queries Actions Standalone Search

Processing Fee Information

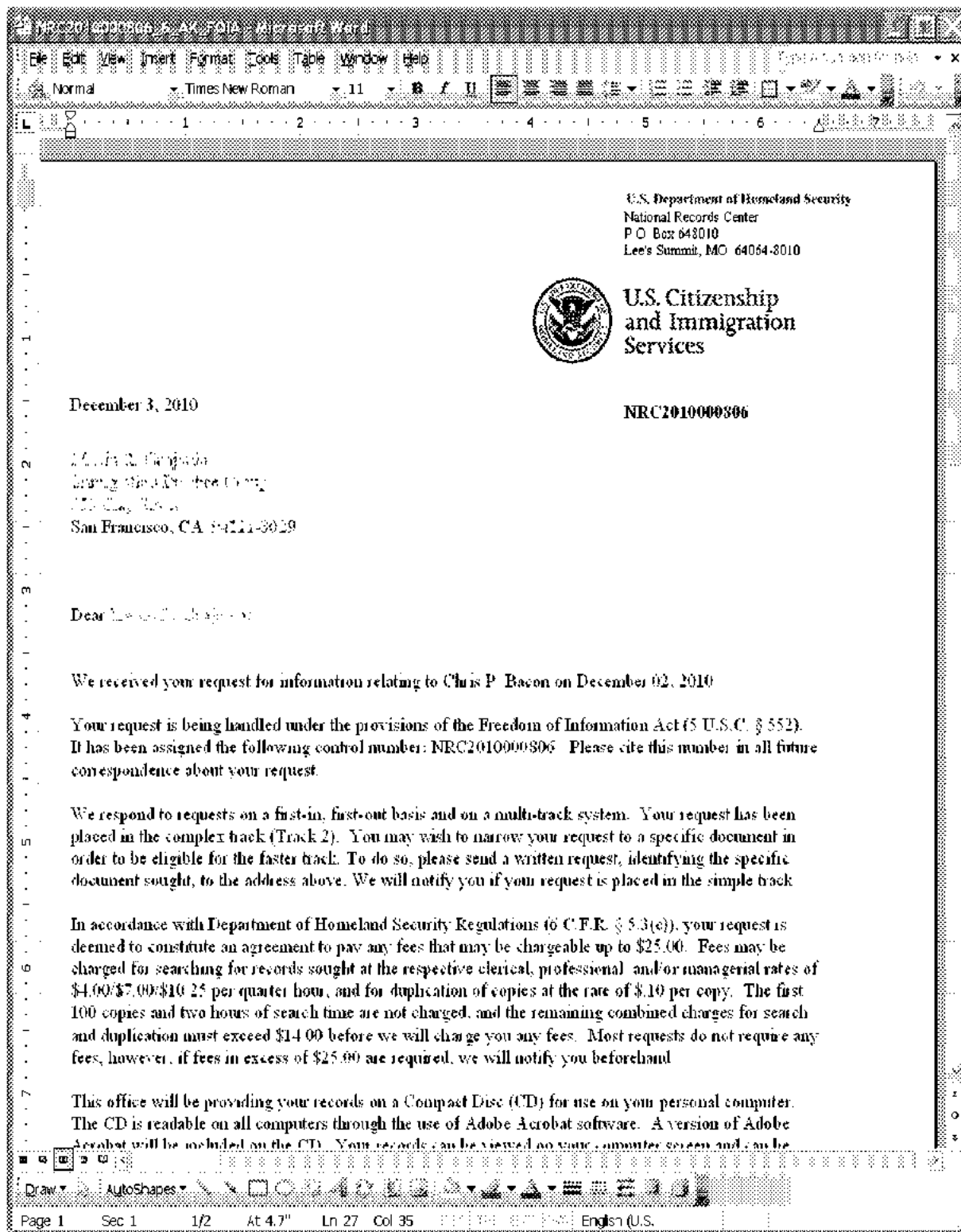
Successfully generated letter Acknowledgement Letter-FOIA.

Click on OK to continue.

As soon as you do, a File Save pop-up window will appear. Click “Save.”



The acknowledgment letter will pop up:



The acknowledgement letter has a third page. Do not change the wording on the page without specific supervisory instruction to do so. You may add information after the “Other” checkbox to clarify what information we need. Double-click in the area you need additional information, select the radio button marked “Checked” and then click OK for each item of information you need.

Check Box Form Field Options

Check box size
☒ Auto ☐ Exactly: 10 pt

Default value
☐ Not checked ☒ Checked **1st**

Run macro on
 Entry: [] Exit: []

Field settings
 Bookmark: [] **2nd**
☒ Check box enabled
☐ Calculate on exit

Add Help Text... OK Cancel

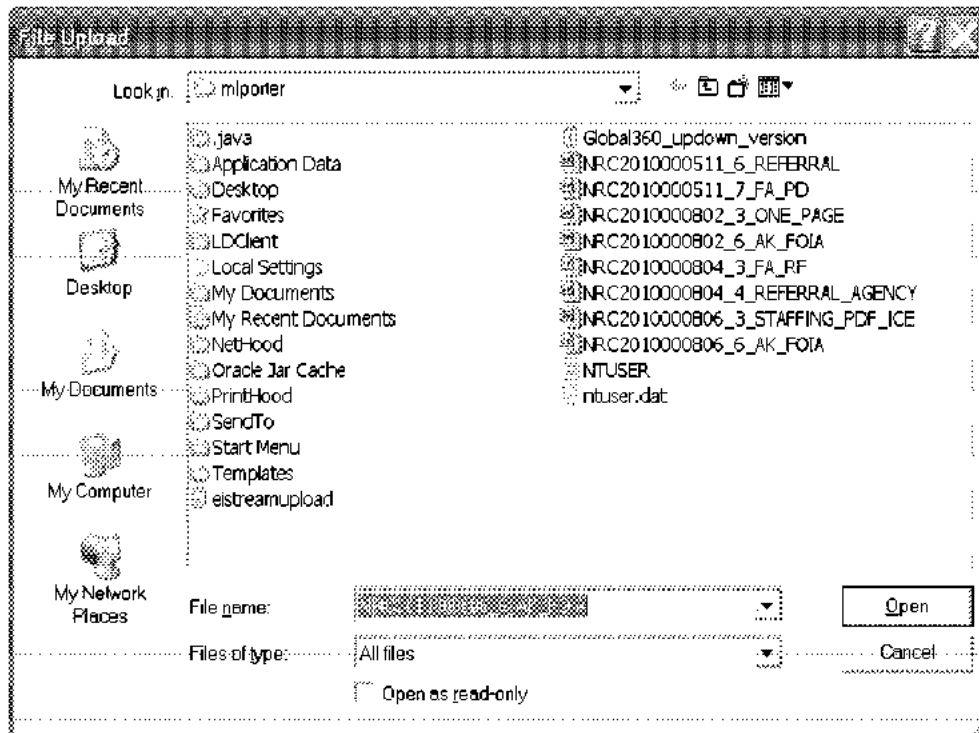
The resulting page will look something like this:

In a situation like this, you would not have created a staffing letter. (Note: If this were a live case, you would not see a pending Responsive Records slot, as in this example.) You save the document, exit Word, and check the document in:

Tasks Discussions Case Actions History							
Document Type	Seq.	Pages	Status	Resp Unit	A Number	Date	
Acknowledgement Letter-FOIA	6		Editing			12/3/2010 10:14:14 AM	
Check In Document	5		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM	
Staffing Response	4		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM	
Staffing Letter - ICE PDF	3		Editing	DRO - SEA Seattle		12/3/2010 8:28:17 AM	
Request Supporting Documents	2	4	Scanned			11/5/2010 8:32:47 AM	
Request Letter	1	2	Scanned			11/5/2010 8:32:45 AM	

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Pend	Reassign Office	Se
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Click "Open":



You will notice that there is now a slot for “Requester Documentation” and the Responsive Unit is “Requester.” After this, you send the case to “Pend.”

Tasks Discussions Case Actions History

Document Type	Seq.	Pages	Status	Resp Unit	A-Number	Date
<input type="checkbox"/> Requester Documentation	8		Pending	Requester		12/3/2010 10:40:40 AM
<input type="checkbox"/> Acknowledgement Letter-FOIA	7		Editing			12/3/2010 10:40:40 AM
<input type="checkbox"/> Acknowledgement Letter-FOIA	6		Inactive			12/3/2010 10:14:14 AM
<input type="checkbox"/> Responsive Records	5		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM
<input type="checkbox"/> Staffing Response	4		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM
<input type="checkbox"/> Staffing Letter - ICE PDF	3		Editing	DRO - SEA Seattle		12/3/2010 8:28:17 AM
<input type="checkbox"/> Request Supporting Documents	2	4	Scanned			11/5/2010 8:32:47 AM
<input type="checkbox"/> Request Letter	1	2	Scanned			11/5/2010 8:32:45 AM

Click

Records Locator Case Processor Case Approver Unit Chief Up-front Approver **Pend** Reassign Office Send

When the requester provides the additional information, A FOIA/PA Assistant working in Records Locator queue will request the records.

7.4 Third party requests

Sometimes consent is not necessary. For instance, a requester asking for a “*list of all employers in Utah who use E-Verify*” does not have to provide consent. Commercial, contract, and media requests are usually third party requests.

On the other hand, USCIS will not release personally identifying information (PII) or personally sensitive information to a third party without consent. If the requester is asking for records concerning an individual and does not provide consent, nor does it appear likely that the requester is going to get consent, we treat it as a third party request without consent. It may be obvious from the request that the requester will not be able to obtain consent from the subject of record. If you have a doubt, consult your supervisor. The supervisor may have you send for consent, call the requester to see if you can make a determination, or create the case as third party without consent.

Third party requesters are entitled to any public documents that may be in the file they are seeking, as well as documents they provided in support of an application or petition. For example, if a wife is looking for a copy of her husband’s file so that she may divorce him, and says in her request letter that she does not know where he is or says she cannot get his consent, do not send a request back to her for her husband’s consent. In a situation like this, simply request the file and put a Discussion in FIPS that it is a third party request without consent. In the above example, if she did not specifically say she cannot get his consent or that she does not know where he is, do not request the file. In a situation like this, send a request for consent and pend the case for requester documentation.

7.5 Deceased subjects and the 100-year rule

If the subject of a request is deceased, it is incumbent upon the requester to provide proof of death. Proof of death could be any of the following:

- Death Certificate;
- Obituary;
- Funeral Memorial; or
- Photograph of headstone

If the subject of a request is over 100 years old, USCIS assumes he or she is deceased and no proof of death is required.

8. CASE CREATE SITUATIONS/OTHER PROBLEMS

At any time during the case-create process you may encounter a quirky or unusual situation. Some not-so-usual situations follow this paragraph, but as a case creator, you will inevitably see situations you have never seen before. Case creators should seek assistance from their supervisors as a first step. If the problem cannot be resolved, the creator should send the case to the Unit Chief and send an e-mail to the supervisor for clarification. If it is not a situation that needs clarification but some type of FIPS error, send an e-mail to the FIPS Problem mailbox ([NRC, FIPSPROBLEM](#)), or in other situations to the MSB mailbox ([NRC, NRCFOIAMSMB](#)).

Clicking on the FIPSPROBLEM link above will automatically generate an e-mail addressed to both the NRC, FIPSPROBLEM mailbox and the NRC, FOIA PROGRAM mailbox.

8.1 REQUESTS: Foreign Consulate

Immediately forward any type of correspondence, FOIA request or inquiry received from the consulate of a foreign nation to the Director's Office for handling. USCIS Headquarters is the only one authorized to correspond with foreign consulates.

Please make sure it is a consulate requesting the records and not the subject of the request putting the consulate's address on the G-639 to mail the records to the consulate (for passports). If the request is from a consulate, please send the FOIA request to Up-front Approver to be closed as an ER and send an e-mail to [NRC, FOIAOA](#) mailbox with the case information. The supervisor will review and close the case. If the subject mailed the request and wrote the consulate's address on the G-639, use the subject's address from the envelope and set it up as a self request.

8.2 REQUESTS: Non-immigrant visa material

If the requester specifically asks for non-immigrant visa data and there is no record of the person in CIS or CLAIMS; do not close the request as NR. If the requester is asking a question about being a student, au pair, camp counselor, or participating in a summer work/travel program, or if the requester specifically mentions visa type F-1, F-3, J-1, M-1 or M-3, then you should refer the request to ICE, since that record will be tracked in SEVIS (Student and Exchange Visitor Information System.) An example of a "refer to ICE" type request might be: "Type of visa, visa number and legal documents allowing entry into the US. The subject was a student at the University of Nebraska."

Otherwise, redirect the requester to Department of State. An example of a "re-direct to State" type request might be for a B1/B2 visa, such as: "Type of visa, visa number and legal documents allowing entry into the US. The subject visited Disney World and Cape Canaveral and entered at Orlando International Airport."

8.3 REQUESTS: Routine use, no consent required, not FOIA

USCIS may disclose records to an appropriate Federal, State, tribal, local, international, or foreign agency, including law enforcement, or other appropriate authority charged with investigating or prosecuting a violation or enforcing or implementing a law, rule, regulation, or order, where a record, either on its face or in conjunction with other information, indicates a violation or potential violation of law, which includes criminal, civil, or regulatory violations and such disclosure is proper and consistent with the official duties of the person making the disclosure.

What does that mean? We may disclose records from alien files to other Federal, State and local government agencies as a normal course of operation for law enforcement purposes. Consent is not necessary for the processing of these types of requests. Some examples of these types of requests include requests relating to child support enforcement and aliens seeking public assistance.

Requests from government agencies (federal, state or local) for verification of status of aliens are routine use.

These types of requests are not a part of FOIA and should not be in FIPS. For example, you may open a request from a county public assistance agency attempting to locate a child's father who is avoiding financial responsibility. If you open a request from a state or local government agency requesting information about an alien, send the case to Up-front Approver for closing as ER. The only exception to this rule is if there is a cover sheet with instructions to create as FOIA.

8.4 REQUESTS: Bond obligor, no consent required, not USCIS FOIA

Criminal bonds are bonds posted by individuals or bail bondsmen relating to non-immigration violations of the law. These requests are processed by Immigration and Customs Enforcement.

Immigration bond obligors are surety companies who have posted an immigration bond (I-352) for an alien who has been taken into custody by the Service. If the alien fails to attend his or her hearing, then he or she forfeits the bond. Under the court case *Amwest v. Reno*, the surety companies, or their attorneys, are entitled to a complete copy of the alien's file to assist them in trying to locate the alien. Consent is not required for the bond obligor; however, they should provide a copy of the bond contract, Form I-352, with their FOIA request.

We no longer process requests received from immigration bond obligors or criminal bond obligors. Please send any new requests that are scanned into FIPS to Up-front Approver for closing as ER. Please send an e-mail to NRC, FOIAOA and provide the REQ number or control number, and also include the requester's name.

OA room will mail the request to the following address:

Immigration and Customs Enforcement
Attention: Catrina Pavlik-Keenan
ICE FOIA/PA Unit
800 North Capitol Street, NW, Room 585
Washington, DC 20536-5009

8.5 REQUESTS: A-number only

If a requester/subject is asking for his or her alien number only, follow these steps:

- Search CIS with the information provided on the request to locate an A-number.
- If you locate an A-number, compare the information provided on the request with the information in CIS to make a positive ID.
- You must have proper consent and all of the required PII in order to proceed. If consent or any PII are missing, generate the acknowledgement letter and request the additional information.
- If proper consent is present and all of the required PII is present:
 - Open a RAFACS staffing slot only
 - Print a copy of CIS 9101 screen, attach a “Scan As” cover sheet and mark the box “Responsive Records.” Take the screen print to the designated person (currently John Latimer) for scanning.

Make the case a Track 1 case and pend the case for responsive records. When the responsive records are scanned in, the case will move to the processing queue.

8.6 REQUESTS: Bracero Program

The Bracero Program (1942-1964) began as a temporary World War II program to fill agricultural labor shortages, and continued in one form or another for more than twenty years. Initially the program included workers from Mexico, the Virgin Islands, British West Indies, and elsewhere. After about 1945, the program was limited to agricultural workers from Mexico, and the term “bracero” refers to an imported farm worker from Mexico. “Brazo” means arm, and “bracero” means a person who works with his arms.

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Updated on 7/18/2011

Begin with a thorough search of CIS. If no record is located, request a manual search. Create a Records Indexing Staffing and enter all information provided by the requester. If the manual search produces no record, generate a "NR" letter and send the case to Up-front Approver. The supervisor will review and close the case.

In these no record cases, the researcher's only recourse may be to search for a record of admission at the National Archives (NARA). Today NARA holds microfilm of arrivals at US-Mexico Border ports of entry from ca. 1905 to 1954 (some to 1957). A Bracero admitted in 1960 will not appear in these records due to the cut-off dates.

The requester can request a search by writing directly to NARA. In their letter, the requester should ask for a search of Mexican border arrival manifests in Record Group 85. The correspondence to NARA should contain the date and port of entry, as well as the name used at the time of entry, age at the time of entry and any other identifying information.

NATIONAL ARCHIVES AND RECORDS
ADMINISTRATION
CIVIL REFERENCE
7th AND PENNSYLVANIA AVENUE NW
WASHINGTON DC 20408

8.7 REQUESTS: Referrals and Consultations received from other agencies

As other agencies process FOIA/PA requests, they will sometimes find our agency's documents within their files. These documents will be referred to us for processing. The responsive records could be USCIS documents being referred to us for review or joint documents i.e., co-authored by the referring agency and other agencies. A transmittal memorandum advising us to respond directly to the referring agency is a consultation. A transmittal memorandum advising us to reply directly to the requester is a referral.

Send the case to processor. Send an e-mail to the MSB mailbox advising them that you have created the case and that it is a referral/consultation from another agency. Include the alien name and the NRC control number.

8.8 REQUESTS: USCIS personnel information

- Requests that deal specifically with USCIS vacancy announcements, performance ratings and awards are scanned and handled in the HQS queue by the Special Interest Group.
- If a request for CIS Personnel Information mistakenly is scanned in the NRC queue, create the case and reassign the case to **HQS**. Create the case as a Track 2 case. Use

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Updated on 7/18/2011

PER for the category and **CIS** for the bureau, in the “Topic” field, enter the vacancy announcement number.

Records Editor Case Processor Case Approver Unit Chief Up-front Approver Panel Reassign Office Send to Research Delete Open next

Click on the “Reassign Office” and select the HQS office. The case will be staffed when it is re-assigned to the HQS queue. Send an e-mail to NRC, FOIASIG with the case information.

8.9 REQUESTS: Official Personnel File

You may open a FOIA request received from an individual for a copy of his or her Official Personnel File (OPF). Inform such requesters in the final action letter that they may access their OPFs on-line at:

http://cbpnet.cbp.dhs.gov/xp/cbpnet/hrm/for_employees/info_about_you/eop_folder/eopf_logon.xml

You should then create a Final Action Letter and select the closing code “NA: FOIA or PA not applicable.” You will have to select a Non-FOIA Operational Unit. Choose “NRC-Director.” You do not have to modify the referral letter, but you should make the appropriate edits in the Final Action Letter. Next, send the case to Up-front Approver. The supervisor will review and close the case.

Processing Fee Information	
Final Action Letter	Final Action Dependent Options
DP: Duplicate ER: Created in Error FC: Requester's failure to comply FI: Requester's failure to ID records NP: Not applicable - certified copy NR: Non-possession of records OR: Old records RD: Redirected to another agency RF: Referred to a DHS Component UT: Unable to locate records WD: Request withdrawn	Records Needed <input type="checkbox"/> Insert Clerk of Courts/National Archives paragraph <input type="checkbox"/> Insert women married to U.S. citizens paragraph Non-FOIA Operational Units ML Non-FOIA Offices Privacy Act Amendment Request REQUEST FOR FILE FROM A FOREIGN ECO Service Centers TRN FOIA/PA UNIT WCF
Reasons	Redirects/Referrals
<input type="button" value="Submit"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>	

8.10 REQUESTS: Red Cross / Last known address

Requests from the Red Cross or from some other non-governmental organization (such as Salvation Army, etc.) looking for the last known address of an alien are normal FOIA requests. You should create the case and request the file as a specific document request. It is not necessary to create an acknowledgement letter if the request is from the Red Cross.

8.11 REQUESTS: Federal, state, local agencies

Governmental agencies, including county public assistance agencies, are seeking the alien to enforce court ordered support or enforcement of some other lawful responsibility. These types of requests fall under the routine use category.

8.12 REQUESTS: Return of original documents

Requesters will sometimes ask for the return of original documents, such as adoption decrees, birth certificates or other documents of a personal nature on a request addressed to FOIA. If the request for the return of original documents is submitted on a G-639, we are required to provide the requester with a copy of the specific documents requested. For return of original documents, the requester must submit a G-884 to the SAVE Unit of their local district office. Insert the following verbiage in the acknowledgement letter.

In your FOIA request you have specifically asked for the return of original documents. We will provide you with a copy of these documents. In order to obtain the original documents you must submit a G-884, "Request for the Return of Original Documents" to the Save Unit of the nearest district office.

If a Form G-884 has accidentally been scanned into FIPS as a FOIA request, send the case to Up-front Approver for closure as "ER" (created in error). A letter is not created by FIPS; you will need to create a Blank Letter explaining the reason we did not accept their request as a FOIA request. Print two copies of the letter. Attach a cover sheet on one copy to be scanned in as a CSD and send the other copy to the OA room for mailing to the requester. Include a detailed Discussion note. Send the case to Up-front Approver. The supervisor will review and close the case.

If the alien file is located at the NRC, the Case Resolution Team at the NRC handles all G-884's (Request for Return of Original Documents). OA ordinarily forwards any requests for return of original documents to Case Resolution.

8.13 REQUESTS: Privacy Act Amendment

A person who is a United States Citizen or a Lawful Permanent Resident may request that we amend, expunge, or correct information in his/her PA record that the individual believes is not accurate, relevant, timely or complete. Sometimes a supervisor will place a coversheet on the request stating "Privacy Act Amendment."

If you are creating a Privacy Act Amendment request, please do the following:

1. Begin as usual, filling in requester and subject information and searching for duplicates.
2. Assign it to Track 2. Assign it to Category: Special Interest Group.
3. Create the case.
4. Prepare an email for NRC, FOIASIG and insert the case number in the body of the e-mail.
5. Change the Office to "COW." Click "SAVE." Click "Reassign Office." You are now ready to move on to the next case.

8.14 SITUATION: Untranslated Foreign Language Documents

If you find an untranslated foreign language document which may contain essential information needed to create a case, and you are unable to determine what that information is, there are individuals at the NRC available to translate. Here is the procedure:

- Insert a Discussion titled “Untranslated Documents” and the reference page numbers.
- Copy the text of the Discussion and paste it into an e-mail to [NRC, NRCFOIAMS@MSB](#).
- Send the case to Unit Chief.
- After translation, a copy of the translated information may be scanned in, or the translator may add a Discussion response. The translator will then return it to you for creation and/or staffing.

8.15 SITUATION: Congressional correspondence

When the unit receives correspondence from a member of Congress, the creator will need to create the case as a track two case, mark the category as Congressional, request the requested documents and send an e-mail to the [MSB Mailbox](#) advising them of the control number, congressional contact information and name of the subject of the request. Do not use the Congressional office address as the address for the FOIA request. If an address for the subject cannot be found, please contact a member of the MSB for more guidance.

8.16 SITUATION: Appeals

While case creating, you may open a request and see that it is marked “Appeal.” The requester will include the case number he or she is appealing. If this happens, you do not create the case. In the upper right hand of the image portion of the FIPS worksheet, there is a printer logo:

Office: NRC Change Office

Print Delete

Print Options...

20574 2502

Department of Homeland Security
U.S. Citizenship and Immigration Services

NOTE: Use of this form is optional. Any written format for a Freedom of Information request.
START HERE - Type or print in black ink. Read instructions before completing.

I. Type of Request (Check appropriate box)

Select "Print." FIPS will then print out all the pages of the request. Get those pages and take them to the designated appeals POC (Currently Beth Stokes). After you are sure the pages printed correctly and you have control of those pages, click "Delete." This is possibly the only time you ever click "Delete."

Type of Request	Status	Action
Request to Research	Delete	Open next

8.17 SITUATION: New requests received on the I-694

If you see a case in the creator role or the processor role that has the I-694, Notice of Appeal of Decision Under Sections 245A or 210 of the Immigration and Nationality Act (INA), scanned as the FOIA request letter, this is considered a legitimate request. The Administrative Appeals Office sends this form along with the A-file to the NRC for processing under FOIA.

Form I-694 is used to notify USCIS that an individual is appealing the denial of their permanent residence, temporary residence, or a waiver of grounds of inadmissibility.

To assist you in identifying this request, the words "NEW REQUEST" should have been written on the top of the form before scanning. Please note the request may not have a current date. The case creator should create the case, and request additional information or consent if needed. If additional information or consent is not necessary, send the case to processor.

8.18 SITUATION: Subpoena or court order

If you pull a new request that is a subpoena or court order, please send it to Up-front Approver for closure as ER. Send a message to NRC, FOIA PROGRAM; McDaniel, Marcia M (clicking the link generates the e-mail) providing the REQ number and information indicating the request was a subpoena or court order. The NRC Program Office is currently addressing these requests. Subpoenas or court orders are a high priority. Please notify NRC, FOIA PROGRAM as soon as possible. If you aren't sure, please contact your supervisor for guidance on how to proceed.

8.19 SITUATION: Certification of record

When creating a new case, insert a Discussion "requester wants documents certified." The processor or approver will handle the certification process.

Certification of records is done in accordance with 8 C.F.R. § 103.7(d) and the Records Operations Handbook (ROH).

The NRC will certify certain documents from A-files as being true and correct copies. The physical file must be located at either the NRC or the FRC. Genealogy requests that were received, staffed and processed by NRC can also be certified by the NRC. The NRC will not certify copies of documents that belong to other agencies. Information will be provided to the requester on how to obtain certified copies of these documents. The NRC can also provide a certified letter giving information such as the date of entry and the status of the individual.

First, evaluate if the request qualifies under the Genealogy Program. Refer to the section entitled Case Specifications, Category 4 (Other).

NRC will not certify naturalization certificates for living persons. If the individual has his or her original naturalization certificate and want or need a certified copy of it, he or she must make an INFOPASS appointment. An individual must submit an N-565, Application for Replacement Naturalization/Citizenship Document if he or she has lost or misplaced the original.

Records Services Branch, USCIS does all certificates of non-existence; these requests must be submitted in writing to the address shown below:

U.S. Citizenship and Immigration Services
ATTN: Records Service Branch
1200 First Street, NE, 2nd Floor
Washington, DC 20529-2204

8.20 SITUATION: Certification of record for dual Italian citizenship

If we receive a request asking for a certified copy of a relative's naturalization certificate for the purpose of applying for dual Italian citizenship:

Evaluate if the request qualifies under the Genealogy Program. Refer to the section entitled Case Specifications, Category 4 (Other).

If the requester's relative is deceased, he or she must submit the request to the USCIS Genealogy Program. The web address for more information and instructions for submitting their request is **USCIS.gov** or;

If the requester's relative is living, please include the following paragraph in your acknowledgement letter:

This is in response to your request for a certified copy of a relative's naturalization certificate in order to apply for dual Italian citizenship. According to information obtained from the Italian Embassy in Washington, D.C., certified copies of naturalization certificates are not required for the dual citizenship application. The Italian Embassy requires the naturalization certificate copy along with our USCIS cover letter and envelope. The records that we release as part of this FOIA request will serve that purpose.

8.21 SITUATION: Record at National Archives and Records Administration (NARA)

The National Archives and Records Administration has designated alien files as permanent records for the Federal Government, ensuring their retention indefinitely. As with all permanent records of the Federal Government, ownership and physical custody of the record is transferred to NARA at a designated point and NARA becomes the custodian of the record. Once the record is transferred to NARA, anyone who wants documents out of the file will have to file his or her FOIA request directly with NARA. The "magic date" for alien files to be turned over to NARA is when the subject of the file passes 100 years of age. The NRC has begun the process of transferring the targeted files into the custody of NARA.

As a result, case creators need to pay close attention to those cases in which the subject of the file was born more than one hundred years ago, particularly if the request does not meet the criteria for a genealogy case.

For example, the requester writes in and makes the following request:

"I want the records of Joe Crab, date of birth, March 22, 1899. Mr. Crab naturalized in 1957 and died in 1969. Enclosed is proof of his death and alien number."

NOTE: You may find the complete list of criteria in Section 3, “Category of request” in the sub-paragraph “GEN.”

Mr. Crab meets one prong of the criteria for genealogy because he was born long ago; however, since he was naturalized in 1957, he does not meet the prong of having no documents in his file dated after 1951. If you are creating a case and the subject of the request is 100 years of age or older, **but** the person DOES NOT fully meet the criteria for a genealogy case, please pay special attention to NFTS. If NFTS shows that the a-number has been retired to NARA, it means we have turned the records over to NARA permanently. The requester will have to send a request to NARA. Please select FINAL ACTION OPTIONS when creating the Acknowledgement Letter, select NA and replace the normal Acknowledgement Letter with the NARA Historical Record Letter located at

O:\Foia\FOIA LIBRARY\Case Create References\Case Create Template Letters\Historical Record Letter.

It may happen that USCIS has not yet transferred the file to NARA. If NFTS still shows a shelf location within NRC (or any other office), request the file.

8.22 SITUATION: Old records

Occasionally we will receive a request for records pre-dating our recordkeeping system. The agency maintains immigrant arrival records created since 1892; and naturalization records since 1906.

When a request is for records older than those maintained by the agency, create a Final Action Letter and select “OR.” This generates a letter to the requester explaining that the records being requested are older than those maintained by the agency. After generating the final action letter, send the case to Up-front Approver. The supervisor will review and close the case.

9. REFERRAL AND REDIRECTION

9.1 Referral

The FOIA requires us not to close a case if there is information in another component of our department. For instance, the Drug Enforcement Administration and the Federal Bureau of Investigation are both components of the Department of Justice. If DEA receives a FOIA request and determines the information is with FBI, they may not close the case and tell the requester to write to FBI (that is redirection). They must send the request to the FBI and advise the requester they have done so (that is referring).

USCIS occasionally receives FOIA requests for non A-file records totally under the purview of another DHS component. When this occurs, we refer the FOIA request in FIPS to the correct component. The following agencies are DHS components:

- Transportation Security Administration (TSA)
- U.S. Customs and Border Protection (CBP)
- U.S. Immigration and Customs Enforcement (ICE)
- U. S. Secret Service (USSS)
- Federal Emergency Management Agency (FEMA)
- U.S. Coast Guard (USCG)

Under the “Tasks” tab, select Final Action Letter. Select “RF: Referred to a DHS Component” as the final action code. Under “Redirects/Referrals” select the component to which we are referring the request and click “Submit.”

FIPS v7.0 Training Build 06 Work Queues Actions Standalone Search

Processing Fee Information

Final Action Letter

- DP: Duplicate
- ER: Created in Error
- FR: Requester's failure to comply
- FI: Requester's failure to ID records
- NA: FOIA or P4 not applicable
- NR: Not applicable - certified copy
- NR2: No possession of records
- GR: Old records
- RD: Redirected to another agency
- UT: Unable to locate records
- WD: Request withdrawn

Final Action Dependent Options

Records Needed

- Insert Clerk of Courts-National Archives paragraph
- Insert women married to U.S. citizens paragraph

Non-FOIA Operational Units

- 1. FBI
- 2. CIA
- 3. DOD
- 4. DHS
- 5. DOJ
- 6. EPA
- 7. HHS
- 8. ICA
- 9. INS
- 10. IRS
- 11. NGA
- 12. NSA
- 13. SEC
- 14. SDO
- 15. USDOJ
- 16. USDOH
- 17. USDOE
- 18. USDOA
- 19. USDOHHS
- 20. USDOJ
- 21. USDOHHS
- 22. USDOJ
- 23. USDOHHS
- 24. USDOJ
- 25. USDOHHS
- 26. USDOJ
- 27. USDOHHS
- 28. USDOJ
- 29. USDOHHS
- 30. USDOJ

Reasons

Redirects/Referrals

- Federal Emergency Management Agency
- Immigration and Customs Enforcement
- Transportation Security Administration
- U.S. Customs and Border Protection
- United States Coast Guard

Submit Reset Cancel

Contents

Discussions

Case Actions

History

Task	Status
Search for Duplicate Cases	Completed
Create Additional Cases	Not Started
Create Fee Request	Not Started
Acknowledgment Letter	Not Started
Final Action Letter	Not Started
Specialty Letter	Not Started
Status Letter	Not Started
Blank Letter	Not Started
Interest Letter	Not Started
Expedited Denial Letter	Not Started

Records Locator

Case Processor

Case Approver

Unit Chief

Up-front Approver

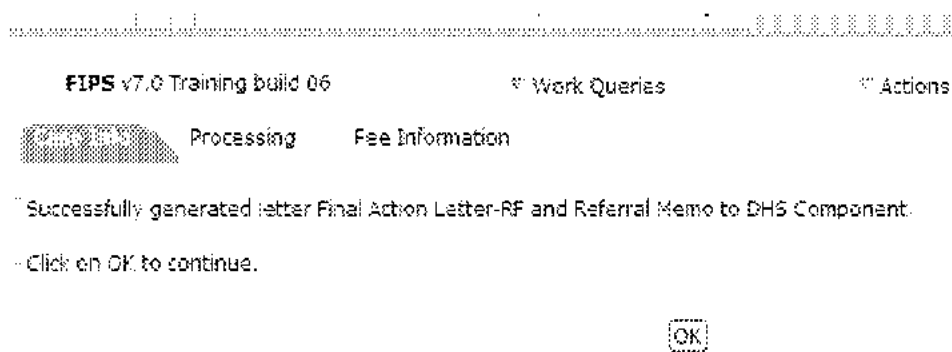
Send

Reason Office

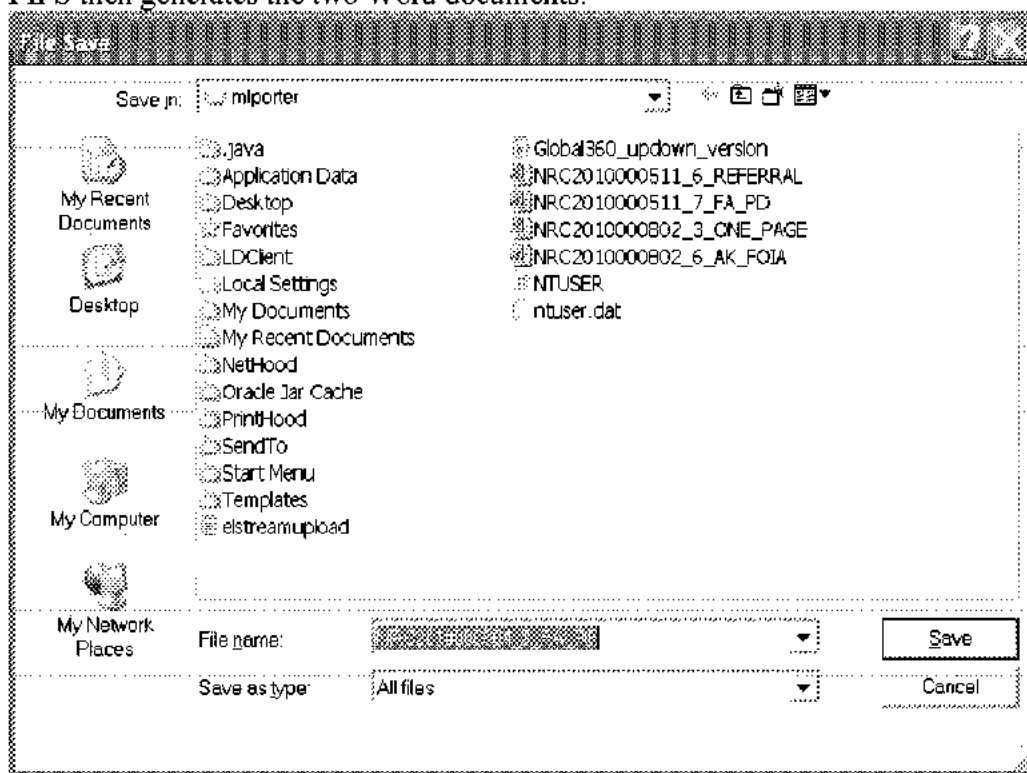
Send

Page 1 of 2 60% Viewing version: 2

FIPS will automatically create two documents: A final action letter to the requester and a referral memorandum to the DHS component.



FIPS then generates the two Word documents:

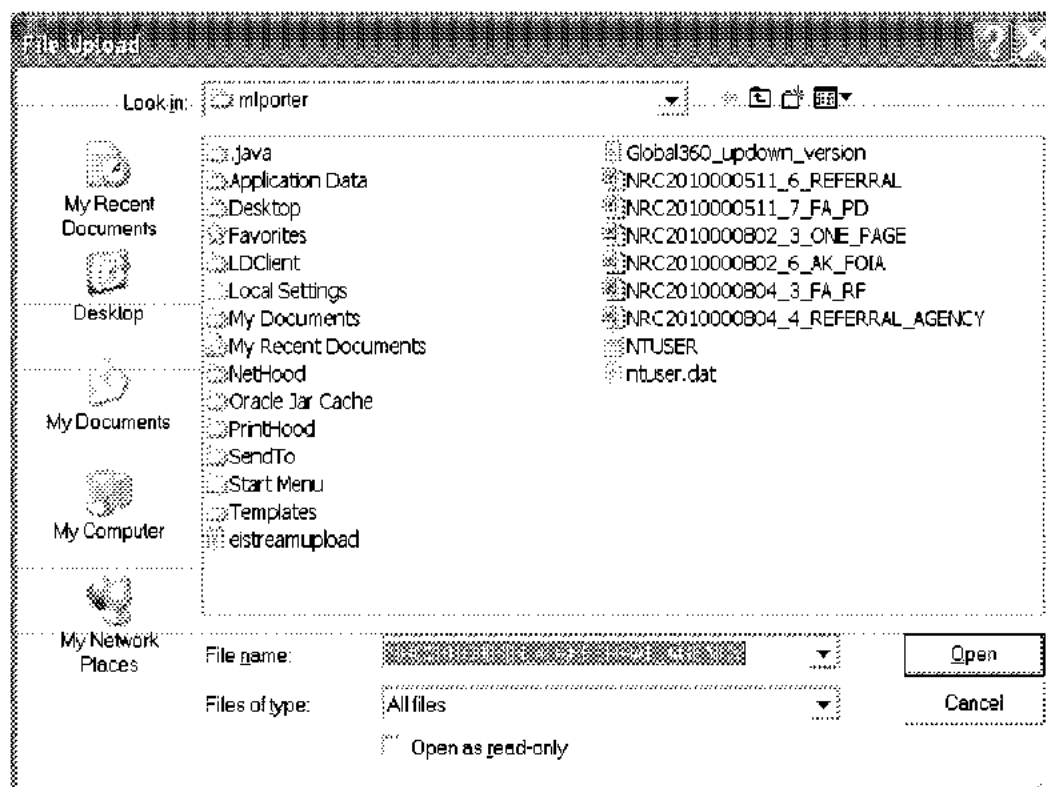


You may have to edit the letter to add needed information. After you exit from the Word documents, they will appear under the “Contents” tab:

Tasks Discussions Case Actions History								
Document Type	Seq.	Pages	Status	Resp Unit	A Number	Date		
Referral Memo to DHS Component	4		Editing	PER		12/2/2010 11:57:35 AM		
Check In Document	3		Editing			12/2/2010 11:57:34 AM		
Request Supporting Documents	2	1	Scanned			11/5/2010 8:01:56 AM		
Request Letter	1	2	Scanned			11/5/2010 8:31:53 AM		

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Paid	Reasoning Office	Send
http://202apnrc221001/recordsra/ra/CheckInFilestore.jsp?docId=5061							

Click on the “Check in Document” icon and you will get a “Save” dialog box. Click “Open.”



After you have done this for both documents, send the case to Up-front Approver.

9.2 Redirection

If we receive a request for records that belong to an agency outside of DHS, we close it and write a “redirect letter.” Under the “Tasks” tab, select Final Action Letter. Select “RD: Redirected to

another agency” as the final action code. Under “Redirects/Referrals” select the agency to which we are referring the request and click “Submit.”

An example of a request we close and redirect is a petition that we discover has been forwarded to the National Visa Center for issuance of an immigrant visa. The redirect letter advises the requester to contact the different agency for the information they are seeking. The procedure for the documents is the same as for referrals. You may have to edit the letters to add needed information. After you exit from the Word documents, they will appear under the “Contents” tab. Click on the “Check in Document” icon and you will get a “Save” dialog box. Click “Open.” After you have done this for both documents, send the case to Up-front Approver.

9.3 Entry/Exit Information referral to CBP

CBP handles FOIA requests for entry and exit information dating back to 1982, inspection, Port of Entry (POE), requests for information relating to air and/or marine incidents, or the U.S. Border Patrol Academy, legacy Customs or legacy Inspections. Key words that you could see on a request relating to CBP are inspection, Port of Entry, Bridge of the Americas, Friendship Bridge, and smuggled goods. A FOIA request for this type of information should be referred to CBP at the address shown below.

U.S. Customs and Border Protection
FOIA Division
799 9th Street NW, Mint Annex
Washington, DC 20229-1177

Note: If the request is for entry/exit information and the requester/subject provided an alien number, request the file. If the request is for entry/exit information and the requester/subject did not provide an alien number, you must thoroughly search CIS and CLAIMS to be sure the person does not have an alien number or application. CBP has records on entry and exit information dating back to 1982, but no further back. You may modify the referral letter; any information you can provide as to what the requester is asking for will be helpful to CBP.

9.4 Border Patrol referral to CBP

If you encounter a Border Patrol Request in Case Create, refer the case to CBP. This includes Border Patrol records relating to apprehension, entry without inspection (EWI), smuggled humans, mobile patrol group, voluntary return, repatriation, or checkpoints.

Exception to this rule; if the requester provides an A-number or you locate an A-number through a search of the systems, please request the A-file.

9.5 Personnel/hiring practices/vacancy announcements

If you receive a request concerning employee records, vacancy announcements, or any personnel matter generally, please create the case as you normally would by filling in the blanks and controlling the case. After that, change the Category to PER. Do not create a staffing and do not send any correspondence to the requester. Add a Discussion note that this appears to be a personnel-type FOIA request. Send an e-mail to [NRC.FOIASIG](#). After that, send the case to Unit Chief.

9.6 US-VT referral to US Visit

Refer requests relating to United States Visit. The United States Visit is a Border Security Program that records biographic, biometric and travel information for all foreign visitors to the United States. The system screens all crewmembers and passengers that travel to the United States by air, sea or land. United States Citizens are not in the system.

If the requester is asking for both a copy of the alien file and for entry and exit information, you should request the file. See [Entry/Exit CBP](#) information above.

10. DETERMINING TO STAFF BASED ON BEST INFORMATION AVAILABLE:

If you determine that the requester has provided all the PII possible after performing the CIS 9102 or 9106 and 9103 screen searches shown above, and there is only one person in the CIS 9101 screen with the same information, please request the file. However, prepare a Discussion explaining why you staffed for the file.

11. SOCIAL SECURITY NUMBER

USCIS does not use Social Security numbers in the Freedom of Information/Privacy Act requests. Even if the alien disclosed his or her SSN in the request, do not enter that number on the FIPS worksheet. We will not request the Social Security number when requesting additional documentation.

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Updated on 7/18/2011

12. REQUESTING THE RESPONSIVE RECORDS

After the acknowledgement letter is created, if all required information is present, the next step is to request the records that are responsive to the request.

How do you determine what records are responsive to the request? First, you have to read the request. Typically, the requester will ask for a complete copy of an alien file and they will provide an alien number. If this is the situation, you must verify in CIS that this alien number belongs to the subject.

There is a staffing guide/RPC reference sheet available on the FOIA Operations intranet page to use for requesting the file.

If the requester is only seeking specific documents, please make a Discussion in FIPS detailing what those documents are. You will also be mentioning those specific documents in your acknowledgment letter to the requester.

The Service Centers (except MSC/NBC) scan the responsive records into FIPS when they are the FCO for that file. Please see the staffing guide for more instructions on requesting these types of Service Center files.

If the requester did not provide an alien number or receipt number but did provide enough information to conduct a thorough search, you should search CIS, CLAIMS and possibly PCQS to determine the subject's alien number or receipt number. If the requester did not provide enough information to conduct a thorough search, then you will have to ask the requester for more information.

We do not request "S" (substitute) or "W" (working) files unless instructed to by a supervisor/lead. After the creator has staffed for the appropriate files, the next and final step to case creation is to pend the case for the responsive records.

If the file is located at COW, with the Responsible Party Code (RPC) of RK, please insert a Discussion after you have created the case. The title of the Discussion should read "File is at RK." Send the case to Unit Chief. Send your supervisor an e-mail with the control number of the case and that the file is located at COW with an RPC of RK.

If you see an RPC of "ZW" in NFTS; that indicates the file is classified. Staff the file to the current FCO. If you see an RPC code ZW0004; that indicates the file is here at the NRC in the safe and you should staff: FOIA Safe.

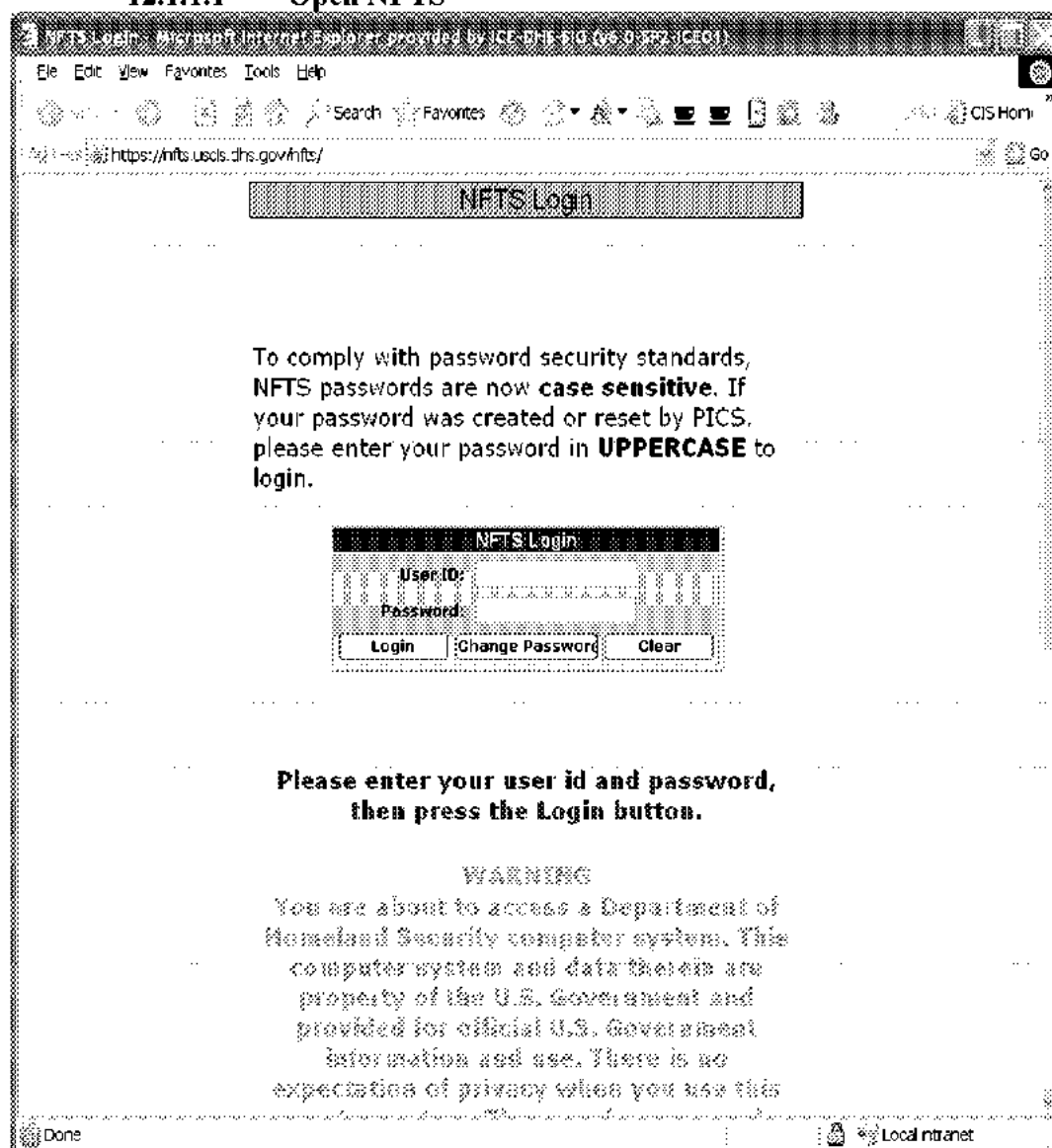
If you pull a case that has a FOIA Safe staffing you should **NEVER** cancel the file request. Send the case to Pend.

12.1 Staffing by Alien Number

12.1.1 One A-number provided on the request (with example staffing)

If an A-number is provided on the request and CIS confirms that it belongs to the alien, ensure you have all the other required elements (DOB, COB, DOE, POE and parents' names) to complete the case create. If any of the required elements are missing, request the additional information when sending the Acknowledgment Letter. The section that follows is a systematic example of staffing by A-number when the requester has provided one.

12.1.1.1 Open NFTS



12.1.1.2 Submit your location

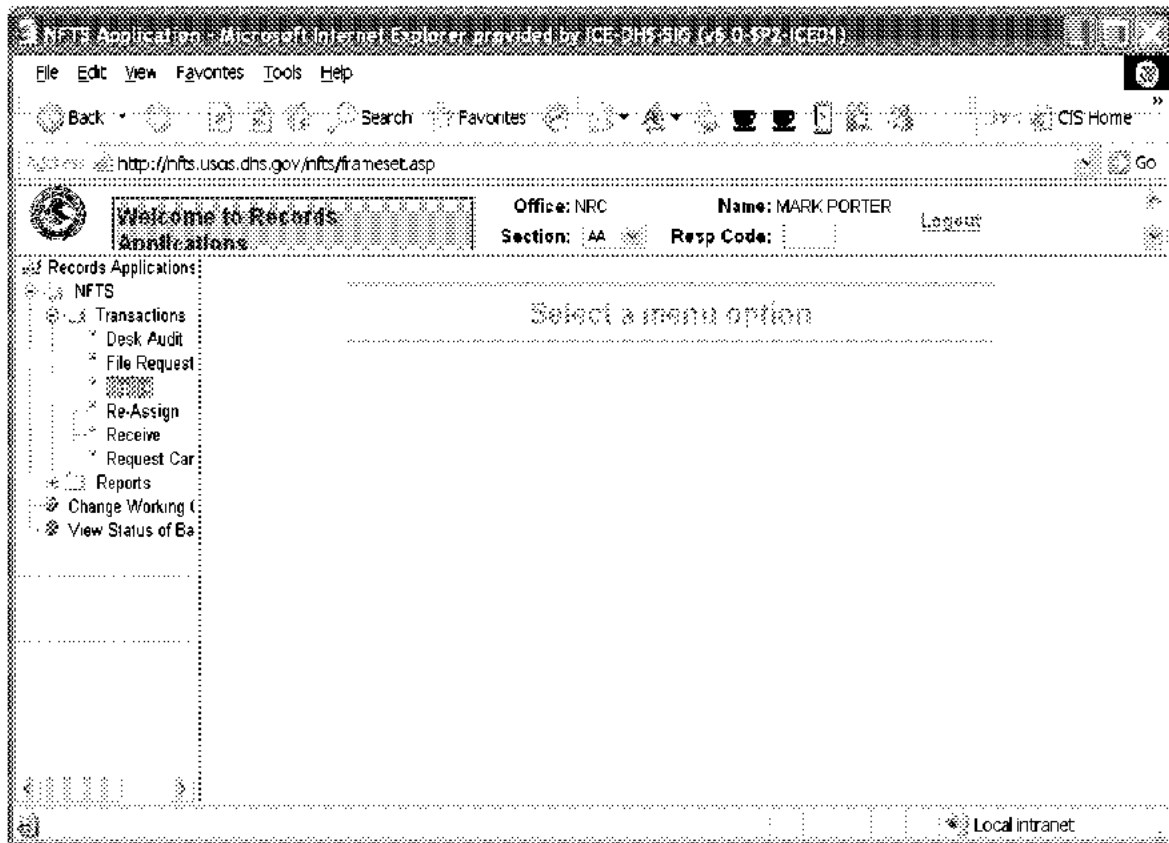
The screenshot shows a Microsoft Internet Explorer window titled "NFTS Login/Choose Location - Microsoft Internet Explorer, provided by ICE-DHS-SIG (v6.0.SP2-ICE01)". The address bar displays "http://nfts.uscis.dhs.gov/nfts/setuseroffice.asp". The main content area features a header "NFTS Login/Choose Location" and a central form titled "Select Office and Default Section". The form includes a "Select Office:" dropdown menu, a "Default Section:" dropdown menu with "AA" selected, and a "Default Resp. Party:" text input field. A "Submit" button is located at the bottom of the form. The status bar at the bottom of the browser window shows "Done" and "Local intranet".

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Updated on 7/18/2011

12.1.1.3 Select "Inquiry"



12.1.1.4 Select “ALL Converted Offices” and enter “A” or a “+” then enter the A-number. Preferably, paste the copied number from CIS so you are sure you are asking for the correct file.

12.1.1.5 The search result provides several pieces of information. First, we can verify from CIS that the File Control Office (FCO) is Seattle. The Responsible Party Code (RPC) is DP0064, and it tells us that DP means Deportation. Do you see the four boxes above the “Exit” button? Those are “Rider,” “Consolidation,” “Retire,” and “In Transit.” If any one of those is “grayed out,” it means there is no information there. If one is “blued in,” it means there is information and we should look at it.

The screenshot shows the NRTS Application web interface in a Microsoft Internet Explorer browser window. The address bar shows the URL: <http://nrtss.uscis.dhs.gov/nrtss/frameset.asp>. The page has a navigation menu on the left with options like Transactions, Desi. Assist, File Request, Reports, Change Working, and View Status of Es. The main content area is titled "General Inquiry For A070410000". It displays a table with columns: File #, Seq, Office, Status/Last Action, and Location. The table contains one row with the following data:

File #	Seq	Office	Status/Last Action	Location
A070410000	000	SEA	Status: RECORD IN USE Audit Date: 11/01/2009 01:34:01 PM Last Action: 11/01/2009 01:32:52 PM Batch Audit	Dept: DP - DEPORTATION Resp: OCA - PIA SHELF, TUGVILA

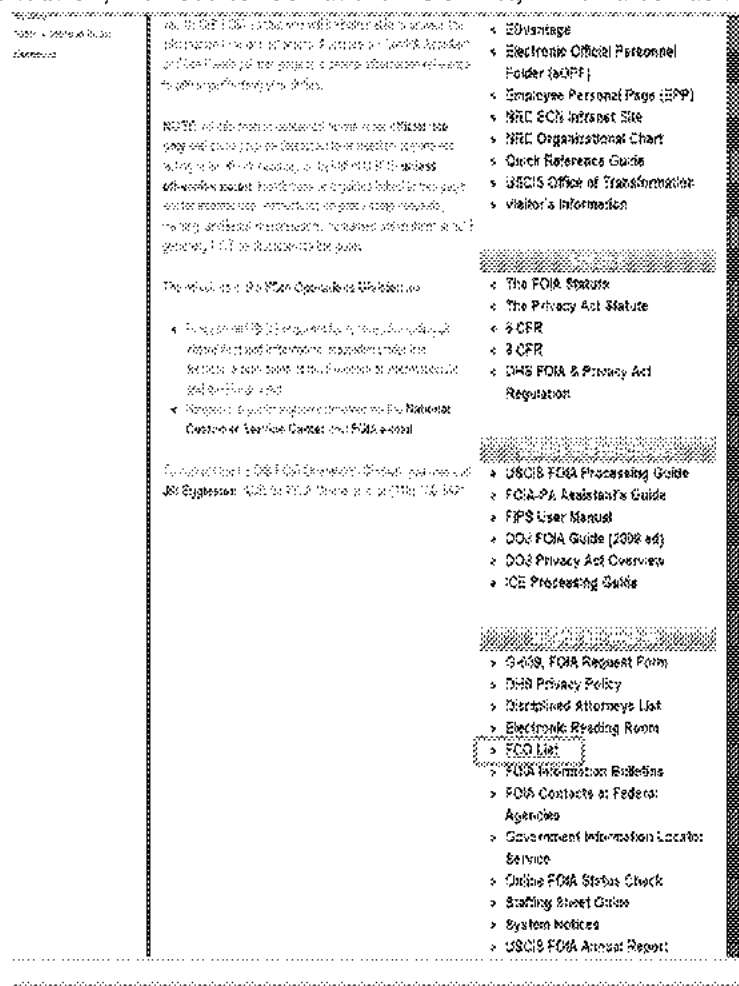
Below the table, there are buttons for "Clear" and "Exit". Above the "Exit" button, there are four small boxes labeled "Rider", "Consolidation", "Retire", and "In Transit". The "Exit" button is highlighted in blue.

12.1.1.6 “Blued in” information

- If “Retire” had been blued in, it would have been important. We would have used that inquiry screen to staff from the FRC.
- If “In Transit” had been blued in, it would have been important. We would have staffed to the receiving FCO.
- If “Consolidation” had been blued in, it would have been important. We would have checked to make sure our file is the “survivor” and not the consolidated file.
- “Rider” could be important to the case processor, but it has nothing to do with how we request this file.

12.1.1.7 The FOIA Operations Division Intranet Page

Now, an RPC beginning with “DP” is easy because NFTS shows right beside it that it means “Deportation.” Sometimes an RPC prefix can be important and it’s not obvious right away. If that’s the situation, we need to look at the FCO List, which also has the RPC Reference Guide.



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Updated on 7/18/2011

12.1.1.8 The RPC Reference Guide says that no matter what the FCO is, if the RPC starts with DP, we staff to DRO. If you don't already know this, SAC, RAC, ASAC, DRO and OPLA are all ICE functions. That's important for staffing.

Internet Explorer - http://ers.uscis.dhs.gov/fmc/pdf/FCOList.pdf

File Edit Go To Favorites Help

Search Favorites

Address: http://ers.uscis.dhs.gov/fmc/pdf/FCOList.pdf

Go

125%

D:\Fols\FOIA LIBRARY\Case Create References\Case Create Template Letters\Case Create References\FOIA FCO List 3/31/2010

RPC REFERENCE FOR STAFFING - Updated 3/31/10				
FCO	Codes	Description	Staffing	Notes or Exceptions
ALL		Adjudications	non - FOIA	
ALL		Airports	non - FOIA	are Border Patrol
ALL		Anti Fraud	non - FOIA	
ALL		Anti Smuggling	SAC/RAC/ASAC	
ALL		Chief Counsel	OPLA	
ALL	CAP	Criminal Alien Program	DRO	
ALL	DI	Deferred Inspection	non - FOIA	Border Patrol function
ALL	DP	Deportation	DRO	
ALL		Detained	DRO	If Co. Jails, Prisons and Processing Centers.
ALL	D & R	Detention and Removal	DRO	
ALL		Detention Facility Name	DRO	This includes Co. Jails, Prisons and Processing Centers.
ALL		District Counsel	OPLA	
ALL	EX	Examination	non - FOIA	
ALL	FD	Fraud detection (FDNS)	non - FOIA	
ALL	FO	Function Code	DRO	

Done Unknown zone

12.1.1.10 Figuring out a Staffing Scenario

The Guide confirms what we thought. If we staff to DRO, then we choose the FCO where the file is located. We're going to look for DRO-SEA. Note that the quickest way for me to find the information is by searching "DRO." I could have also gone to the table of contents and looked under Staffing Scenarios.

STAFFING SCENARIOS - ICE FILES

There are currently five different types of staffings for files located within the ICE function. The NETS screen print should be posted to the second page of the staffing letter.

OPLA – Staffing sheets are to be used for files that are located in the following office sections. Choose the FCO where the file is located, such as OPLA-BOS.

Office Section	Acronym
Trial Attorney's Office	TA
Chief Counsel	
Litigation	LI or LIT
Legal Section	LS
District Counsel	DC

– Staffing sheets are to be used for files that are located in the following office sections. Choose the FCO where the file is located, such as DRO-DEN.

Office Section	Acronym
Detention & Removal	DENTENT, D&R, DET, DRO, DD&P
Criminal Alien Program	CAP
Deportation Officer/Assistant/Clerk	DO, SDO
Bond Control Spec.	
Immigration Enforcement	IEA
Field District Office	FOI (Washington DC) (DRO-WAS)
Admin Program Office	
Non-Detained or Detained	
Processing Center	OC-Orrego County
Detention Facility name	ie. Gray Mesa, Krome
Foreign Office	FO

Results:

- ☒ OPLA/DRO/ SAC OIS – Used for all c
- ☒ the drop-down box to select the offic
- ☒ as DRO-DEN, Office Section Acronym
- ☒ DET, DRO, DOSP Criminal Alien Progi
- ☒ DRO-WAS, Admin Program Office Hic
- ☒ action drop down menu, FIPS will a,
- ☒ on drop-down menu titled "Referral"
- ☒ the drop-down menu for "Category."

12.1.1.11 Generate the file request

Go to the “Tasks” tab and click on “Create File Request.”

EPRS v2.0.0 | **Home** | **Work Center** | **ASACs** | **Staffing Sheet**

Processing | **Page Information**

A-Number 001.0495576 | **EDMS**

Staff Request To | **Generate Staffing Sheet**

ASAC

- ASAC Spine WA
- ASAC Calaveras CA
- ASAC Chumash TR
- ASAC Cleveland OH
- ASAC Douglas AZ
- ASAC Ft. Lauderdale FL
- ASAC Henderson TN

Generate Staffing Sheet

- ☐ No Staffing Letter
- ☒ Customize Letter
- ☐ File Missing/Lost

Location Address | **Office Contact**

Name | **Phone**

Email | **Cell Phone**

Cancel

Contents | **Endowment** | **Case Account** | **History**

Task | **Status**

- Search for duplicate files
- Create Additional Cases
- Create File Request
- Assign/Reassign Letter
- Final Action Letter
- Stipulation Letter
- Status Letter
- Blank Letter
- Interest Letter
- Expedited Denial Letter

Not Started

Page 1 of 2 | **90.5%** | **Version: 1**

Make sure the button marked “Customize Letter” is selected. The file is not missing or lost, so we won’t check that box. We know the file is at DRO Seattle, so we will scroll down “Staff Request To” until we find it.

12.1.1.12 FIPS – Staffing Request dialog box

We will scroll down the DRO list until we get to SEA, select it and then click Request File:

Processing Fee Information

A-Number: 012345678 ☐ EDM5

Staff Request To: **Generate Staffing Sheet**

☐ No Staffing Letter
☒ Customize Letter
☐ File Missing/Lost

DRO - POM
 DRO - POO
 DRO - PRO
 DRO - REN Reno
 DRO - SAC Sacramento
 DRO - SAJ San Juan PR
DRO - SFR San Francisco

Request To Staff

Location Address
 DRO - SEA Seattle
 Deportation + SSC
 206-833-0081

Office Contact
 Name: Boney Wong
 Email:
 CC Email:

Request File Cancel

Contents Discussions Case Actions History

Task	Status
Search For Duplicate Cases	Completed
Create Additional Cases	Not Started
Create File Request	Not Started
Acknowledgement Letter	Not Started
Final Action Letter	Not Started
Specialty Letter	Not Started
Status Letter	Not Started
Blank Letter	Not Started
Interest Letter	Not Started
Expedited Denial Letter	Not Started

Records Locator Case Processor Case Approver Unit Chief Up-front Approver Pend Reassign Office San

Page 1 of 2 80.5% Viewing version: 1

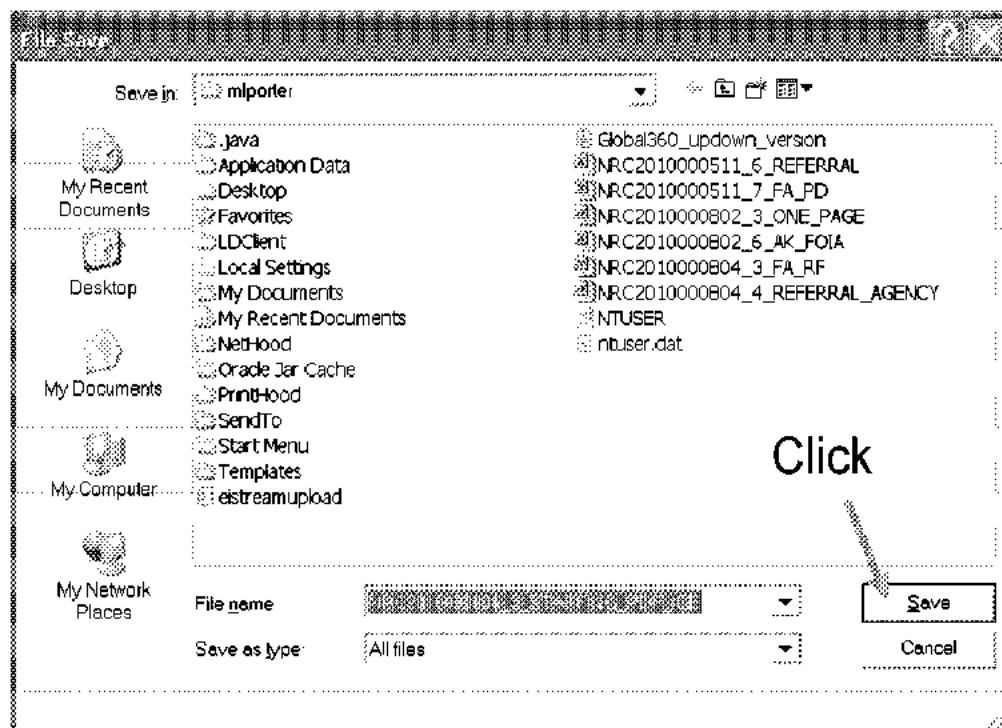
12.1.1.13 Create the customized staffing letter

After that, we get a message that says “Successfully generated letter Staffing Letter – ICE PDF.” Click OK and then move to the “Contents” tab. Click on the Staffing Letter and select “Edit (Check Out).”

Tasks Discussions Case Actions History							
Document Type	Seq.	Paper	Status	Resp Unit	A-Number	Date	
<input type="checkbox"/> Responsive Records	5		Pending	D&O - SEA Seattle	612345676	12/3/2010 9:28:17 AM	
<input type="checkbox"/> Staffing Response	4		Pending	D&O - SEA Seattle	612345676	12/3/2010 9:28:17 AM	
<input type="checkbox"/> Staffing Letter- ICE PDF	3		Editing	D&O - SEA Seattle		12/3/2010 9:28:17 AM	
View	2	4	Scanned			11/5/2010 9:32:47 AM	
Edit (Check Out)	1	2	Scanned			11/5/2010 9:32:49 AM	
Manage Document							
Reserve (Lock)							
Download File							
Send to Print Queue							
Cancel Letter							

Records Locator	Case Processor	Case Approver	Unit Chief	Upfront Approver	Pend	Reassign Office	Send
-----------------	----------------	---------------	------------	------------------	------	-----------------	------

Page 1 of 2 80.5% Viewing version: 1




As soon as I clicked "SAVE," FIPS opened the staffing letter for me in Word.


File Edit View Insert Format Tools Table Window Help

Normal Times New Roman 11

U.S. Department of Homeland Security
National Records Center
P.O. Box 648010
Lee's Summit, MO 64064-8010

 U.S. Citizenship and Immigration Services

December 3, 2010 NRC2010000806

MEMORANDUM FOR:
DRO - SEA Seattle
Deportation Asst.


(b)(6)
ATTN: Bonny Wong

FROM: NRC FOIA/PA

SUBJECT: Freedom of Information /Privacy Act Request NRC2010000806
Alien # 012345678
Subject Name: Chris P. Bacon

The attached FOIA/PA request is forwarded to your office for action. Due to the subject matter, there is a high probability your office will have records responsive to the request.

- Please conduct a thorough search for all responsive records physically in, and within the functional purview of your office.
- Send a copy of all responsive documents to the FOIA office in their entirety. **DO NOT MAKE REDACTIONS.**
- Bracket any documents or portions thereof that you believe should be withheld. Please include a brief explanation for your action. **The FOIA Staff will not release those items so indicated without further discussion with you.**

Should you need other assistance or believe this request should be staffed to another office, please

Draw AutoShapes

Page 1 Sec 1 1/2 At 4" Ln 23 Col 19 English (U.S.)

129

WARNING: This guide is FOR OFFICIAL USE ONLY (FOUO) and is intended for internal National Records Center use only. It contains information that may be exempt from public release under the Freedom of Information Act (5 U.S.C. 552). This document is to be controlled, handled, transmitted, distributed, and disposed of in accordance with Department of Homeland Security policy relating to Sensitive But Unclassified (SBU) information and is not to be released to the public or other personnel who do not have a valid need to know without prior approval from the FOIA Officer.

Updated on 7/18/2011

Go to the end of the letter and position your blinking cursor below the word "Attachments."
Next, we go back to NFTS and copy the location information.

File Edit View Insert Format Tools Table Window Help

Normal Times New Roman 11

1 2 3 4 5 6

Attached is additional information to be used to reply to the requester.

Attached is our justification for withholding any responsive material.

The following records system number title was search

System	Results	
	Positive	Negative

I certify that I am responsible for the search of records conducted in my office encompassed by this request and the attached records were the only such documents located in response to this request.

Signature _____ Date _____

Printed/Typed Name _____

Title _____

Telephone # _____

Attachments(s) _____

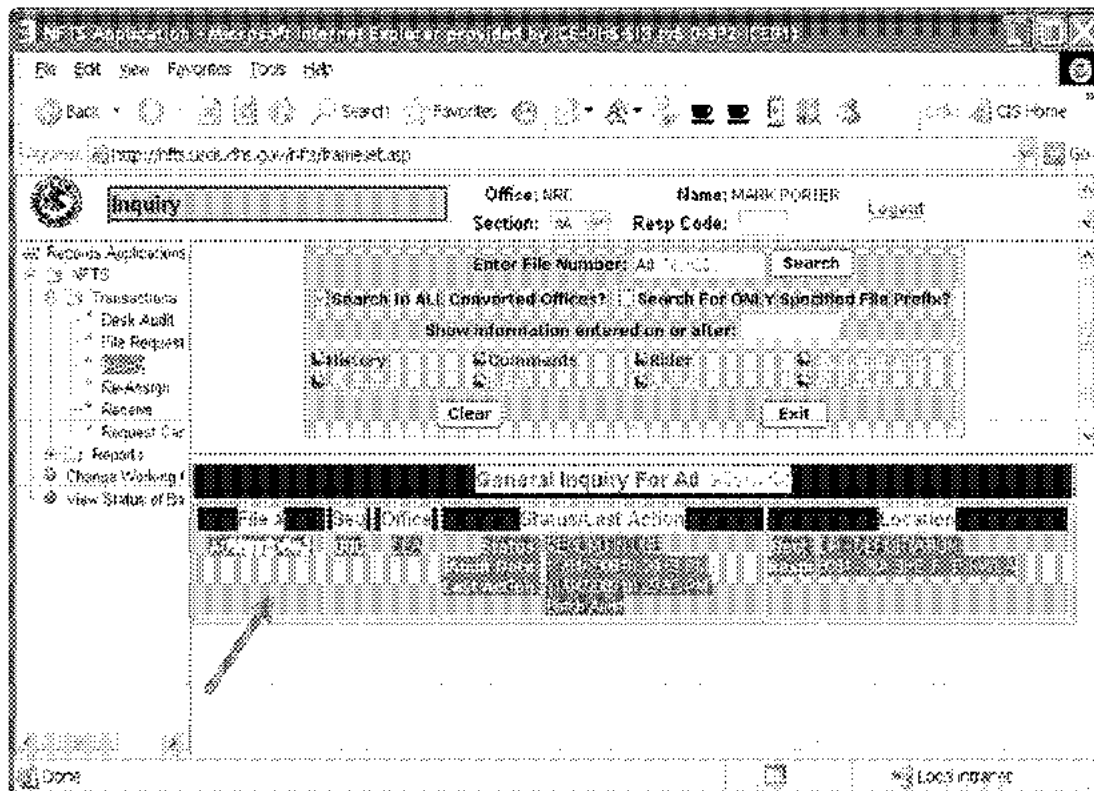
FOIA Request Response

10/28/2016

Page 2 Sec 1 2/2 At 8' Ln 42 Ccl 1

12.1.1.14 Put the staffing information in the staffing letter

Right-click somewhere in the gray area below “General Inquiry.” You will get a drop-down dialog box. Click on “Select All.” Right-click again and select “Copy.” Now we will paste the information into the staffing letter.



Positive		Negative	

I certify that I am responsible for the search of records conducted in my office encompassed by this request and the attached records were the only such documents located in response to this request.

Signature: _____ Date: _____

Printed/Typed Name: _____

Title: _____

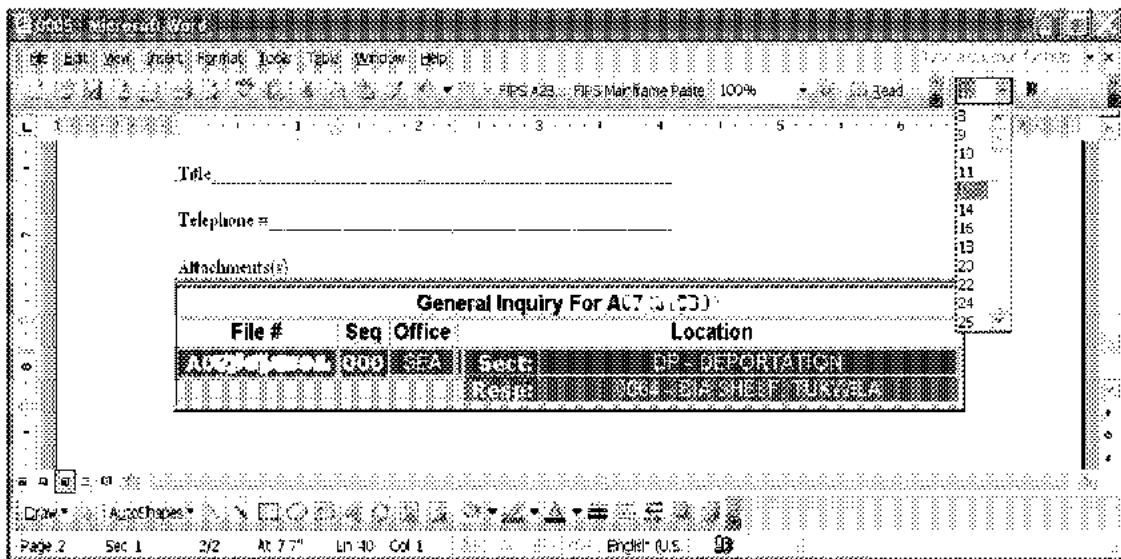
Telephone #: _____

Attachment(s): _____

General Inquiry For AUSA/ASAC				
S	Dep	Office	Status/Last Action	Location
0	000	000	Status: 01/01/01 14:00	000
Audit Date: 11/01/01 14:00			000	000
Last Action: 11/01/01 14:00			000	000
Each Page			000	000

[illegible]

Next, highlight the whole area and change the font size to 12.



Finally, we exit and save our work. We have successfully staffed for the A-file. The next thing we have to do is check the staffing letter back in.

File Edit View Insert Format Tools Table Window Help

Normal Times New Roman 11

Attached is additional information to be used to reply to the requester.

Attached is our justification for withholding any responsive material.

The following records system number/title was search.

System	Results	Positive	Negative
		2	
		2	
		2	

I certify that I am responsible for the accuracy of the information provided in this request and the attached documents.

Signature _____

Printed/Typed Name _____

Title _____

Telephone # _____

Attachments(s)

File #	Seq	Office	Sect	Resp	Location
AC-119-000	SEA	Sect: Resp			DP - DEPORTATION 0084 - BIA SHELF TURKILA

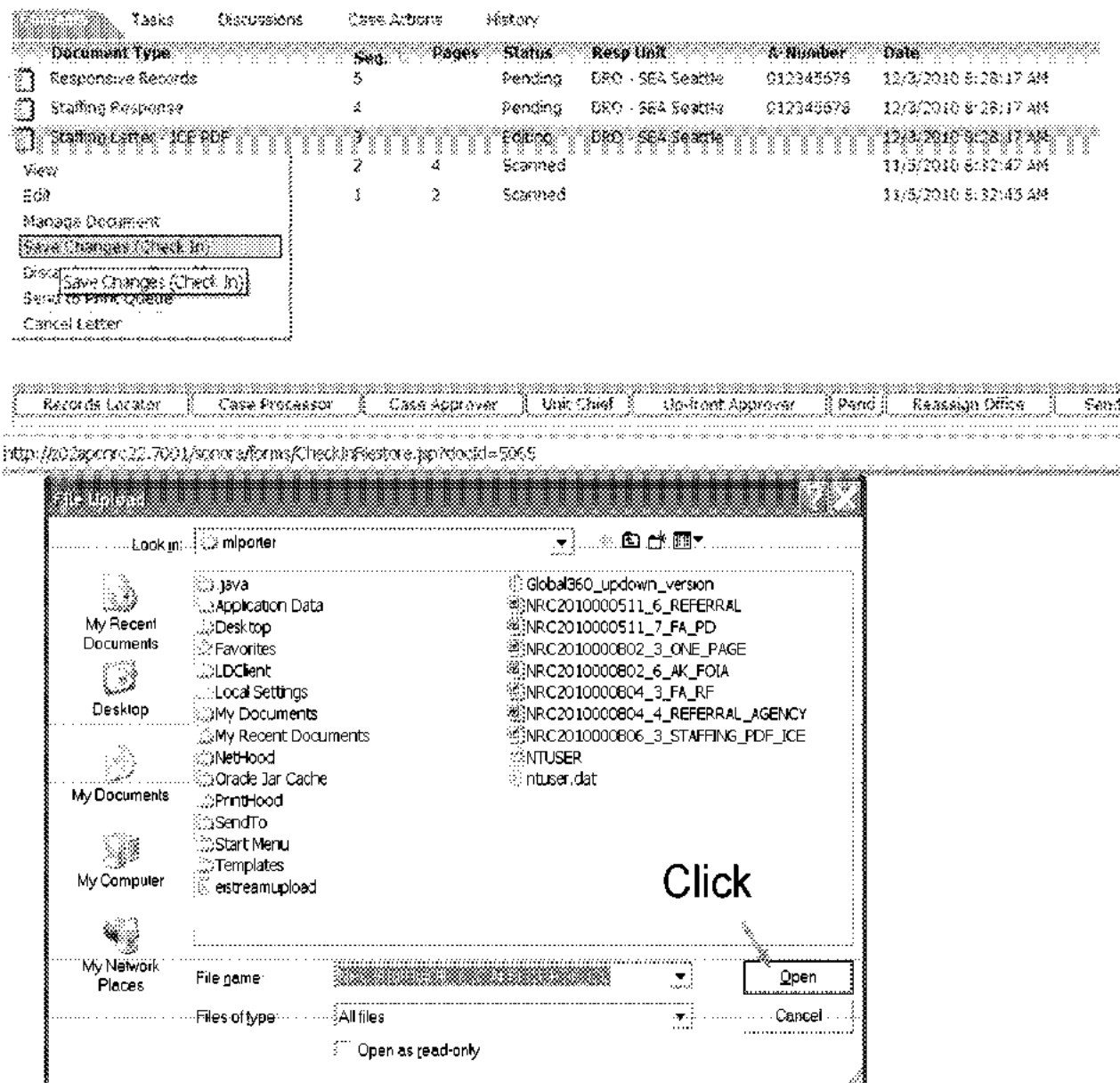
Do you want to save the changes to NRC2010000806_3_STAFFING_PDF_ICE?

Yes No Cancel

www.ice.dhs.gov

NRC2010000806_3_STAFFING_PDF_ICE.docx

12.1.1.15 Save changes and check it back in



After this, send the case to "Pend."

12.1.2 Two or more A-numbers

Multiple unconsolidated A-numbers - If the requester has provided more than one A-number, you must research CIS for each A-number to determine if they relate to the subject. If the subject has multiple A-numbers, you will create one case and do multiple staffings. When you are required to request two or more unconsolidated A-files, the individual file request must

include the words “**MULTIPLE STAFFINGS**” at the top of each sheet. Do not confuse this with the subject of the file having an “A” file and a “T” file. The alien numbers must refer to different unconsolidated A-files and relate to the subject of the request if you are to mark it “**MULTIPLE STAFFINGS.**”

Important note: If one of the files you are requesting is located at RAFACS/CIS, FRC or one of the Service Centers, request those alien numbers first. These locations produce the file faster than other offices. MSB will not know to pull the staffing letters for follow-up unless you noted “Multiple Staffing” on the sheet.

If the alien has multiple unconsolidated A-numbers and the files are both located at the NRC, please add them to the spreadsheet that Records Operations maintains at S:\Record_Ops\Files to Consolidate.xls. You are responsible for entering the alien numbers of the files that may possibly need consolidation. Records Operations will review the files and consolidate if necessary. If both files are not at NRC, do not add the information to the spreadsheet.

12.1.3 Consolidated A-numbers

If the alien has a consolidated A-number, then please enter only the lead (or surviving) A-number on the worksheet in FIPS and request that file. Consolidated A-numbers are reflected in CIS on the 9101 screen, under the section titled “Consolidated A-Nos”. The A-number listed first is the primary A-number; the other A-numbers listed below the primary have been consolidated into the primary number.

Note: please do not add consolidated A-numbers to the “files to consolidate” spreadsheet.

12.2 Border crossing card number

If the alien number provided by the requester is an 80,000,000 through 86,899,999 series number, it is a Border Crossing Card number. Even though you can research this number in CIS, there is no physical A-file associated with these types of numbers. You will need to research CIS and CLAIMS to see if there are any other A-files/receipt files associated with this alien.

Previously during the Case Create process, if a requester/subject provided a Border Crossing Card Number and all of the required PII (except an A-Number), we asked the requester/subject to provide additional information (Alien or receipt number, copies of documents from the service, etc...). We used this information to determine if the subject had an A-File. We would find the A-file only in very rare instances.

We no longer request additional information if the requester/subject provides all of the required PII (except an A-Number). Since Border Crossing Cards are strictly electronic records (no actual file), we will have the Border Crossing Card screen prints scanned into a RAFACS slot.

Use the Border Crossing Card Number provided; search and print CIS screens 9101, 9101-history (F8), 9222 and 9223. Open a RAFACS staffing slot. Make sure "Customize Letter" is selected. Prepare the screen prints for scanning into this slot as responsive records. Pend the case for responsive records. Please attach a "Scan As" sheet and mark it as "responsive records" with the screen prints to be scanned. The case will be sent to the processor after screen prints are scanned in. Create it as a Track 1 case.

Note: Alien numbers from 86,900,000 through 87,999,999 are not Border Crossing Card Numbers; they are general alien numbers and have corresponding A-files.

12.3 EAD numbers (100,000,000 through 149,999,999)

If the alien number provided by the requester is 100,000,000 through 149,999,999, it is an EAD (Employment Authorization Document) card number. There is no physical A-file associated with EAD numbers, even though they can be researched in CIS. You will have to research CLAIMS to locate the receipt number that corresponds with the EAD number, and then request that receipt number. Please refer to the section titled *Staffing Scenarios – Receipt Files* for additional information.

12.4 New alien numbers (300,300,000 through 300,322,501)

As of June 2009, the range of numbers 300,300,000 through 300,322,501 are being used as general A-file numbers.

12.5 Receipt numbers

Receipt numbers are comprised of the three-letter office code, followed by a 10-digit number. Receipt numbers are assigned to applications and petitions filed with the Service, such as Form I-765, Employment Authorization applications and Form I-130, Petition for Alien Relative. If the requester provides a receipt number on their request, log into CLAIMS and verify the information.

If the requester provides only a receipt number and it is for a Service Center we work, then we need to request the receipt file. Enter the receipt information into the Topic field. Make the first part of the description the receipt file number. Use the complete receipt number with no spaces or dashes.

Example of the correct way: EAC0812345678

An example of how **NOT** to do it: EAC-08-123-45678

If every case creator enters receipt information the same way, it is easier for the next case creator to identify duplicate or similar cases. The next case creator may base the search on “EAC081234567%,” and if the previous case creator entered dashes, the search will not identify the duplicate.

Do not request receipt files from any offices other than one of the five Service Centers (ESC/EAC, SSC/SRC, WSC/WAC, MSC/NBC or NSC/LIN). For receipt files at HBG, use the NON-FOIA HBG file request. **Do not request DIG T-files at HBG with RPC codes XX, XY, ZG, ZY, or ZZ.** Refer to the Staffing Sheet Guide for the most current information.

12.6 Archives and Records Centers Information System (ARCIS)

ARCIS is a new system used by the Federal Records Center (FRC) to track the location of retired files. The accession data is now 27 digits long. NFTS will not accept the accession data because of the length. Instead, you will see the word “ARCIS” in the location field in NFTS.

When the case you are creating shows the file is located at FRC and you see the word “ARCIS” in the location field in NFTS, use the FRC file request and paste the retired screen from NFTS.

Not all files located at the FRC will have “ARCIS” in the location field. For those files, continue to staff using the FRC file request and paste the retired screen print.

12.7 Staffing Scenarios

12.7.1 Digitized files

If you are requesting an A-file that has been digitized please use the **RDF** file request. If the file has been digitized, the current FCO does not matter; you would still use the RDF file request.

How do I tell if it is a digitized file?

NFTS will show the “Location” of the file as either **RDF** or **NRC**. If the file location is NRC, you will see a banner stating “**DIGITIZED ON**” The screen print below is a sample of the NFTS screen.

The temptation may be to staff RAFACS/CIS because the file shows available in records at NRC. Do not do that. If it shows “**DIGITIZED,**” then staff to RDF. Also include any T files you find in the General Inquiry screen.

The screenshot shows the 'General Inquiry For A/c' screen. At the top, there are fields for 'File #', 'Date', and 'Status'. Below this is a table with columns: 'File #', 'Date', 'Status', 'Disposition', 'Action', and 'Location'. The table contains one row with the following data: File # 100, Date 10/10/10, Status 1, Disposition 1, Action 1, and Location 1. Below the table, there are fields for 'File #', 'Date', 'Status', 'Disposition', 'Action', and 'Location'.

Paste in the “General Inquiry” information on the RDF staffing the same as you would on a RAFACS/CIS staffing. Delete the status/action item column, but **DO NOT** delete any T-files. MSB will know the file is digitized because you have staffed using an RDF file request. This also applies to Retired files that have been digitized. Do not use the retired screen on Retired digitized files. An example has been provided below.

Enter File Number: Search

Search for All Converted Offices Search for Only Specified File Number

Some information entered on an office:

History: ☐ Comments: ☐ Office: ☐ Conversion: ☐

01611111-00000-1073000-01-11-20-434

Close Edit

General Inquiry For A092				
File #	Seq	Office	Status/Last Action	Location
A09200	000	SND	Status: LOST FILE Audit Status: 10/12/2004 12:56:50 PM Last Action: 11/18/2004 12:56:50 PM Resp: 1000 - LOST FILE	Sect: PC - SND RECORDS SECTION
A09200	000	SND	Status: LOST FILE Audit Status: 10/12/2004 12:56:50 PM Last Action: 11/18/2004 12:56:50 PM Resp: 1000 - LOST FILE	Sect: PC - SND RECORDS SECTION
A09200	000	SND	Status: LOST FILE Audit Status: 10/12/2004 12:56:50 PM Last Action: 11/18/2004 12:56:50 PM Resp: 1000 - LOST FILE	Sect: PC - SND RECORDS SECTION
A09200	000	SND	Status: LOST FILE Audit Status: 10/12/2004 12:56:50 PM Last Action: 11/18/2004 12:56:50 PM Resp: 1000 - LOST FILE	Sect: PC - SND RECORDS SECTION

In the example above, you will have to make two staffings. Notice there is a T-file currently in use at OPLA San Francisco? That also changes the Category of the case to "SFR Cases at NRC."

12.7.2 Files Lost or Not Found LESS THAN NINE MONTHS

Note: Please refer to the **Lost File Flowchart** which you will find in Appendix H.

When an A-file is lost, it will appear in NFTS as a "Lost File" in the Status/Last Action section of the General Inquiry screen.

NFTS Application - Microsoft Internet Explorer provided by GSA

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print

Address <http://nfts.uscis.dhs.gov/nfts/frameset.asp> Go Links

General Inquiry For A0917				
File #	Seq	Office	Status/Last Action	Location
A0917	000	SND	Status: LOST FILE Last Action: 11/18/2004 12:56:50 PM Resp: 1000 - LOST FILE	Sect: PC - SND RECORDS SECTION

Done Local intranet

A lost file in CIS will appear in the CIS-9504 screen as “N (Not Found)” in the section titled “FILE LOCATED IND:”

If the “Last Action” is more than nine months ago, move to the next section of this guide, Files lost or not found MORE THAN NINE MONTHS.

IMMIGRATION AND NATURALIZATION SERVICE
CIS - FILE TRANSFER DISPLAY (FTD)

03/30/05
09:15:36

A#: 0917 NAME: GLORIA DOB: 040919

PREVIOUS FCO: NRC FCO CREATING SUB-FILE:
CURRENT FCO: SND SUB-FILE CREATION IND:
REQUEST FCO: SND

FILE LOCATED IND: N (NOT FOUND)

DATE FTR: 04122002 (HHDDYYYY) ACCESSION NUMBER: 0000
DATE FTI: 04152002 INS BOX NUMBER:
DATE FTC: 04162002

PERSON/ACTION: CHU/BP REQUEST NUMBER:
2ND REQUEST DATE:
3RD REQUEST DATE:

YOU MAY REQUEST A DISPLAY OF ANOTHER A-FILE BY KEYING A DIFFERENT A-NUMBER.

CLEAR EXIT PF3 REFRESH PF4 FTS MENU PF5 HELP PF6 CIS MAIN MENU

3270

NUM OVER

When the file appears lost in CIS 9504 and NFTS, Staff using the Lost File at FCO: _____ file request (include the FCO that shows the file is lost).

Exception: If the file shows lost in CIS-9504 and NFTS shows the file in use, request the file per the FCO in NFTS.

Under “Create File Request” mark the box “File Missing/Lost”.

FIPS v7.0 Training build 06 Work Queries Actions Standalone Search

Processing Fee Information

A-Number: 091712345 ☐ EDMS

Staff Request To **Generate Staffing Sheet**

FRAUD DETECTION AND NATIONAL SECURITY

FRC

H&G

HEL (NON A-FILE MATERIAL)

ICE

INP

LOST FILE AT FCO

MIL

☐ No Staffing Letter

☐ Customs Letter

☒ File Missing/Lost

1. Check File Missing/Lost

2. Select Lost File at FCO:

3. Click Request File

4. Modify the letter

Location Address **Office Contact**

Lost File at FCO: _____

Name: _____

Email: _____

CC Email: _____

Contents	Discussions	Case Actions	History
Task		Status	
Search for Duplicate Cases		Completed	
Create Additional Cases		Not Started	
Create File Request		Not Started	
Acknowledgement Letter		Not Started	
Final Action Letter		Not Started	
Specialty Letter		Not Started	
Status Letter		Not Started	
Blank Letter		Not Started	
Interest Letter		Not Started	
Expedited Denial Letter		Not Started	

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Panel	Reassign Office	Se
-----------------	----------------	---------------	------------	-------------------	-------	-----------------	----

Microsoft Word - NRC2010000808.docx

File Edit View Insert Format Tools Table Window Help

Normal Times New Roman 11 75%

1 2 3 4 5 6 7

Staffed to: Lost File at FCO: SND
CIRCULAR / SPECIAL / LOST FILE SEARCH REQUEST

Office Code: NRC Control Number: NRC2010000808 Date: December 6, 2010

Alien Number: 091712345 Subject: Gloria Diaz Hernandez

General Inquiry For A0917			
File #	Sec Office	Status/Last Action	Location
A0917	000 270	Status: LOST FILE Last Action: 11/15/2010 12:58:45 PM Request: FCO: LOST FILE	Sec: FCO CUSING OFFICE SECTION

The attached FOIA/PA request is forwarded to your office for action. As a result of the attached system search, we request that you conduct a circular / special / lost file search for the subject records.

Please certify by your signature and date that the lost / missing / not found record has been placed on the circular / special / lost file search list and its location is actively being sought or that the file has been found. This file

☐ is on the circular / special / lost file search list,
☐ is attached
☐ could not be located

Printed Name _____ Phone _____

Signature _____ Date _____

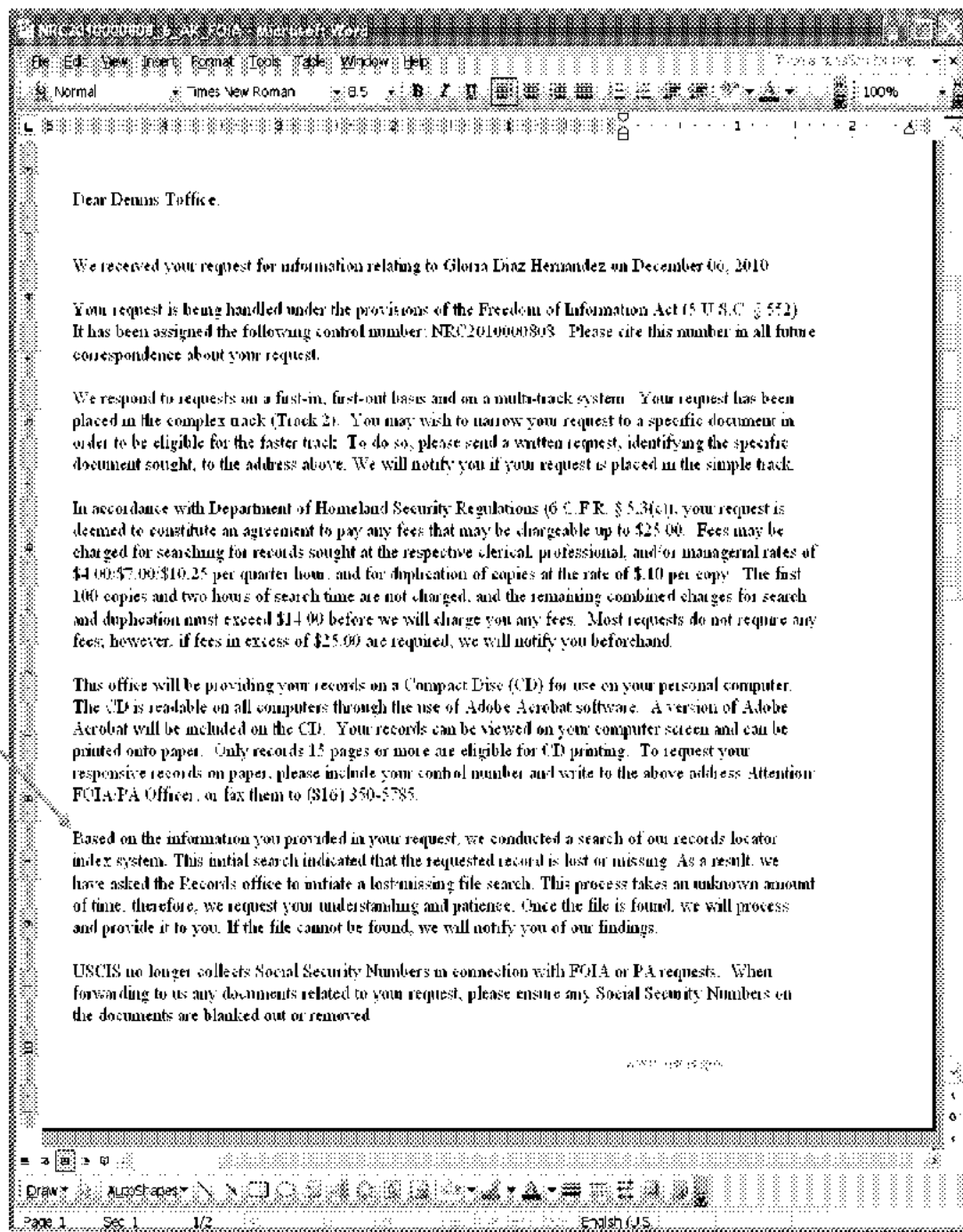
NRC2010000808

Page 1 Sec 1 1/1 At 2" Ln 21 Col 1 English U.S.

Generate the acknowledgement letter.

Processing Fee Information	
Acknowledgement Letter Options	Additional Documents Required
Fee Estimate: <input type="text"/> Prepayment Required: <input type="text"/> <input type="checkbox"/> Advance Payment Returned <input checked="" type="checkbox"/> Add Lost File Paragraph <input type="checkbox"/> Add Track 3 Denial Paragraph	<input type="checkbox"/> Other Requester Documentation
<div style="display: flex; justify-content: space-between;"> <div> 1. Click Add Lost File Paragraph 2. Click Generate Letter </div> <div style="text-align: center;"> </div> </div>	
Additional Options No options found.	
<input type="button" value="Generate Letter"/> <input type="button" value="Cancel"/>	

FIPS inserts the Lost File Paragraph right after the CD Paragraph:



When the case create process is complete and the creator is ready to exit the case, click the "Pend."

12.7.3 Files Lost or Not Found **MORE THAN NINE MONTHS**

(Please note: this is NOT the procedure for a request for alien number only or for petitions destroyed in accordance with federal paperwork retention guidelines.)

Note: Please refer to the **Lost File Flowchart** which you will find in Appendix H.

12.7.3.1 If the A-file is lost but other records exist (such as receipt files we would normally request or other a-files), please go to paragraph 12.7.3.9 now. *Otherwise*,

- a. **if** the file has been marked as lost for more than nine months
- b. **and** there is no recent activity in CLAIMS (within last 2 years) or PCQS,
- c. **and** there are no additional files, then: a FOIA/PA Assistant working in Records Locator queue should put in the following Discussion: **A-file has been lost for more than 9 months and no other records exist. Closing as UT.** Detail all systems searched as part of this Discussion.

12.7.3.2 Complete the attached Lost File Worksheet (and send it for scanning as CSD with any screen prints you do.)

12.7.3.3 If the file was not staffed to OPLA, please move to step four now. *Otherwise*, if the file was staffed to OPLA, look at NFTS history. If the NRC file request was cancelled and the file indicator was subsequently changed to "Lost File," create a Discussion with the subject "Unit Chief" listing the date the file was staffed, the date the request was cancelled, and the date the file status was changed to lost. Send the case to Unit Chief. You're done.

12.7.3.4 If there is no CIS screen referencing "EARM" "DACS" or "NAILS," please move to the next step now. *Otherwise*, if there is a 9101 screen containing "EARM-X" "DACS-X" or "NAIL-X," or if there are CLAIMS screens showing "NAIL: Y" or "NAIL: N," go to the next step.

12.7.3.5 Create a Final Action Letter and select the status UT. In the final action letter, after the sentence "You may, if you wish, resubmit at a later date," please add the following sentence: "As we were unable to locate a physical file, we are including screen prints of the electronic record." Go to the next step.

12.7.3.6 In the UT final action letter, attach the screen prints to the letter electronically (cut and paste). Do not make any redactions to the screen prints. Save and close the letter and send to Up-front Approver. You're done, *unless* the case is later returned to you for further research.

12.7.3.7 The Up-front Approver will review the UT letter with the inserted screen prints. If he or she is satisfied that a thorough search was conducted, the approver will forward the case to FOIA Approver. If the approver is not satisfied with the search results, he or she will return it to you for further research.

12.7.3.8 The FOIA Approver will review the research and either close the case or return it for further action. If the case is approved, the FOIA Approver will close the case.

12.7.3.9 **If the A-file is lost but other records exist** (such as receipt files we would normally request or other a-files, including T-Files, wherever they may be, including NRC) Request the additional records. Put in a Discussion that reads:

A-file number XXXXXXXXXX is currently showing as lost. Staffed for the following additional files: XXXXXXXX, XXXXXXXX, XXXXXXXX. Once they are received, please review. Please also verify that the original a-file is still lost. If the original a-file has been consolidated in fact but not in the systems, please process and send your case to approver. Also send an e-mail to the MSB for resolution. Include both a-numbers. If no documents exist from the original a-file, please process what is available. Advise the requester that the original a-file is lost. Your case will close as a PD even if no redactions are made. Thank you.

12.7.3.10 Cancel the lost file staffing and pend for responsive records.

LOST FILE WORKSHEET

A-number _____

Name of Alien _____

Date shown as Not Found in CIS _____

Date shown as lost in NFTS _____

1. Search CIS for potential second a-number and/or consolidation
 - a. Second a-number? _____
 - b. Any T-files? Yes _____ No _____
 - i. If yes, have they been staffed and scanned? If not, please do so now.
 - c. Consolidated with? _____
 - d. Does the EOIR screen show an upcoming hearing date?

Yes____ No _____
2. Check CLAIMS for petition/applications
 - a. Were any found? Yes _____ No _____
 - b. If so, either provide screen prints with receipt number or list below

3. Check NFTS. Any current file movement. Yes _____ No _____

4. Check PCQS for any indication that file is with the naturalization unit.

NOTES:

12.7.4 Staffing FAQ's

Q: What screen print do I attach?

A: The screen prints attached are typically a NFTS screen. In some situations, there is no screen print attached at all. See the Staffing Sheet Guide for current information.

Q: Which file request do I use?

A: Each office has its own file request in FIPS. The Staffing Sheet Guide details which sheet to use in specific circumstances.

Q: What if they have two alien files with two different numbers?

A: In cases like this, we request each alien file on a separate file request and write MULTIPLE STAFFINGS at the top of each sheet.

12.7.5 Records Indexing / Manual Requests

If you do not find a person in CIS, CLAIMS or PCQS, do not automatically print the screens and close the case NR. In some instances, the A-number exists but it will not be found in any systems search. This is especially true of individuals who had no business with the Service after the date CIS was put in use. A general rule which applies most of the time is the subject had no business concerning any immigration matter since 1975 or earlier. Look at the information in the request. For instance, if an individual claims to have arrived in the United States in 1960 and naturalized in 1971, it is important not to close the case NR. In these instances, staff the request using a "Records Indexing" staffing so that a manual search can be conducted. It is important that you provide as much information as possible on the Records Indexing file request. The name of the subject, year of birth and country of birth are required information.

Sometimes the requester/subject will provide an A-number and the file cannot be located in NFTS or CIS, but they claim to have done business with the service after 1975.

Ensure requesters provide the minimum information to allow a positive identification (i.e., full name, aliases, an alien number, date and country of birth). If the requested records relate to:

- A-Files;
- Dates of birth;
- Dates of entry; or

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- Naturalization dates

which are after 1975, do not create a Records Indexing file request, because no records will exist; check CIS and/or CLAIMS for a record. If you find no record, please refer to the section on NO RECORDS.

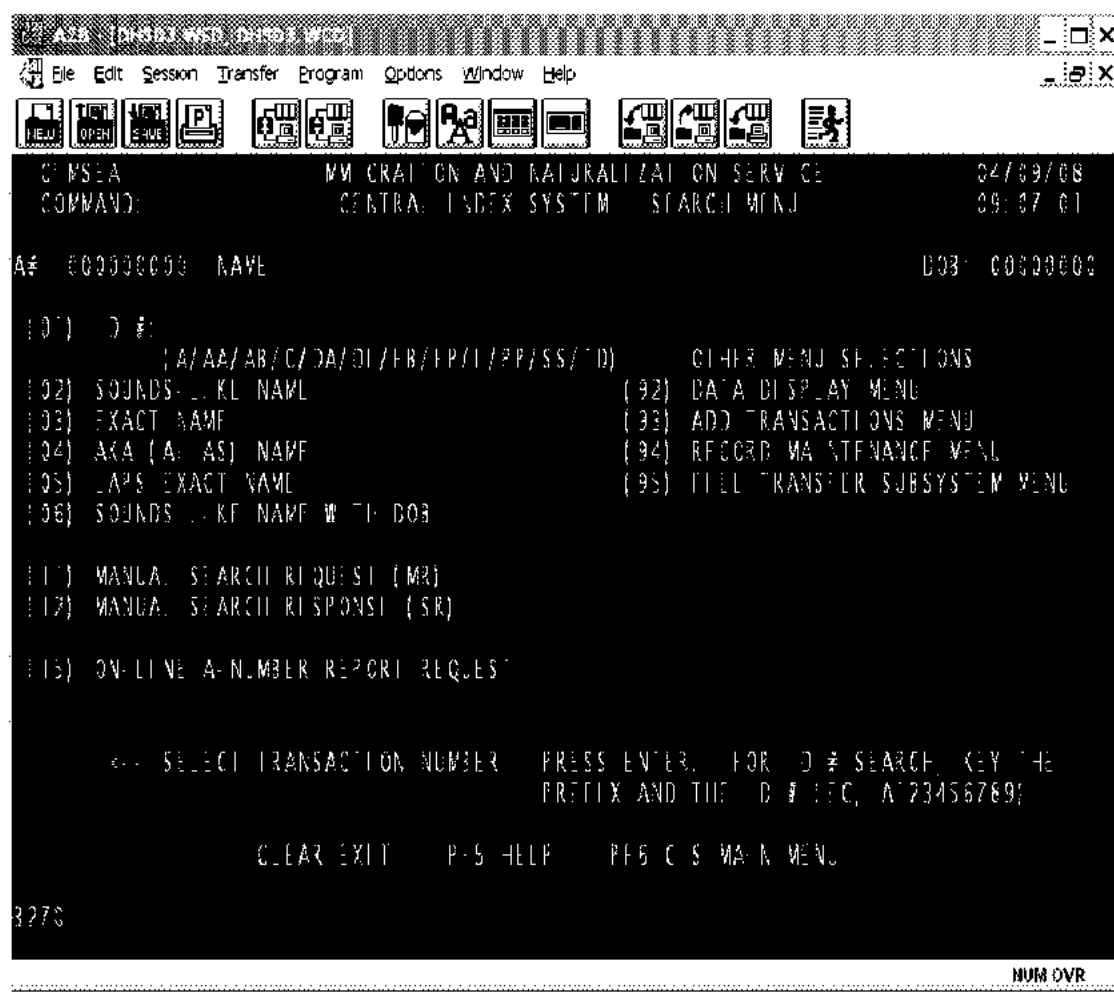
TO RECAP: If the subject has had no business with the service since 1975 or earlier, they may or may not have a CIS record. If they do not, then staff to records indexing. If the subject has had business from 1976 forward, do not staff to records indexing.

12.7.6 No Record:

When closing a case as a NR (No Record), ensure that you have done the required system searches to support your decision. If there is wording on the request that would indicate the subject was detained, stopped, arrested or sent back across the border and a thorough system search yielded no information, you should refer the request to CBP. CBP will possibly have a record responsive to their request. Your search should include CIS, CLAIMS and PCQS. Consult the sections of this manual entitled “Central Index System” and “Computer Linked Application Information Management System” for more information regarding the systems.

When conducting no record research, check the following screens in CIS (Central Index System):

9103 Exact Name
9104 AKA (Alias) Name
9102 Sounds-Like Name



When conducting a search in CLAIMS (Computer Linked Application Information Management System) run alien's name as the beneficiary/applicant (3) **AND** as petitioner (6).

ASB - [PRINTED: 04/03/2009 09:10] NRC2/30A

File Edit Session Transfer Program Options Window Help

NEW OPEN SAVE PRINT F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

PSXMI MN CLAIMS MAINFRAME SYSTEM 04/03/2009
 UPDATE PROCESSING MENU 09:10
 NRC2/30A

SELECT AND COMPLETE ONE LINE

1. RECD PT NO : |

(SELECT CDS BELOW OR APPLICATIONS AND PETITIONS ONLY)

2. USER ID: DATE: (MMDDCCYY)

3. BENEFICIARY/APPLICANT
 NAME (LAST): (FIRST)
 BIRTH DATE: (MMDDCCYY)

4. A NUMBER: A

5. REFERENCE NO :

6. PETITIONER
 NAME (LAST): (FIRST)

PF3 PF6 PF8 PF10 PF11 PF12
 CANCEL MAIN MENU LOCKOFF REMOTE ACT UPD BY CODE ACT UPD BY RCP

3278

NUM OVR

When conducting “no record” research, do the query and provide screen prints of all searches as directed. Print the appropriate CLAIMS screen prints (this should be no less than six pages and may be lengthier if subject has provided multiple names or multiple alias names). Prepare a “Scan As” sheet to be scanned as case supporting documents for the case number you have just created, attach it to the screen prints and take those to the OA room for scanning as CSD and prepare a Final Action Letter with closing code NR. Insert a Discussion outlining the systems you searched and stating that you have sent the documentation to OA for scanning as CSD. Send to Up-front Approver.

Genealogy is exempt from this process.

12.7.7 A-number in CIS but not in NFTS

If there is an A-number in CIS but no information in NFTS, create a file request according to the Staffing Sheet Guide and FCO List, and paste in the 9504 screen of the CIS record rather than the NFTS information. Otherwise, the procedure is the same.

12.7.8 ICE files

There are currently five different types of staffings for files located within the ICE function. Paste the NFTS screen print to the second page of the staffing letter.

OPLA file requests are for files that are located in the following office sections. Choose the FCO where the file is located, such as OPLA-BOS.

<u>Office Section</u>	<u>Acronym</u>
Trial Attorney's Office	TA
Chief Counsel	
Litigation	LI or LIT
Legal Section	LS
District Counsel	DC

DRO file requests are for files that are located in the following office sections. Choose the FCO where the file is located, such as DRO-DEN.

<u>Office Section</u>	<u>Acronym</u>
Detention & Removal	DENTENT, D&R, DET, DRO, DD&P
Criminal Alien Program	CAP
Deportation Officer/Assistant/Clerk	DO, SDDO
Bond Control Spec.	
Immigration Enforcement	IEA
Field District Office	FOI (Washington DC) (DRO-WAS)
Admin Program Office	
Non-Detained or Detained	
Processing Center	OC-Otero County
Detention Facility name	ie... Otay Mesa, Krome
Fugitive Ops	FO

SAC file requests are for files that are located in the following office sections. Choose the FCO where the file is located, such as SAC-ATL. Please note the section that follows concerning SAC locations.

<u>Office Section</u>	<u>Acronym</u>
Investigations	INV, IV
Special Agent in Charge	SAC
Internal Audit	IA
Resident Agent in Charge	RAC
Assistant Special Agent in Charge	ASAC

12.7.9 SAC locations

Occasionally, you will see a requesting a SAC (Special Agent in Charge) case, and not be able to find the File Control Office under SAC in your FIPS staffing list (ex. POO/Portland, Oregon). How do you staff correctly for the file? Would you use the “ICE General” staffing?

Yes, you do, but only as a last resort. Before staffing under ICE General, please check under RAC (Resident Alien in Charge) and ASAC, in consecutive order to find the staffing location. Since you cannot find Portland under SAC, you would next check RAC, and then ASAC (Portland is found under ASAC). Finally, if you cannot find the location after searching SAC, RAC and ASAC, please staff under ICE General.

12.7.10 LESC (LSC) records

On all of these file requests, you must attach the NFTS screen print to page two.

12.7.11 T-files

Q. What if the subject has an A-file at one office other than NRC and a T-file at a different office other than NRC (for example, an A-file in Chicago and a T-file in Milwaukee)?

A: In this case, we will request both files, EXCEPT, do not request T-files at HBG with RPC codes XX or ZG.

Q: What if they have an A-file at an outside office and a T-file here at the NRC?

A: Request the A-file only, but include the T-file portion on the file request. The T-file will get combined with the A-file when it arrives at the facility for scanning. **NEVER CROP THE T-FILE INFORMATION FROM THE NFTS SCREEN PRINT.**

The exception to this rule – We do not receive A-files from ESC, SSC, NSC, WSC or RDF for scanning. Those offices either scan directly into FIPS for us or we export the A-file from EDMS. Therefore, if the A-file is at one of the above service centers and there

is a T-file anywhere else, including at the NRC, you will have to staff for the T-file. MSC is the only service center that sends the A-file to the NRC for scanning. Another example of when we staff for an in-house T-file is when the responsive records are scanned in simultaneously with the request.

12.7.12 Receipt files

12.7.12.1 Do not request receipt files from any offices other than one of the five Service Centers (**ESC/EAC, SSC/SRC, WSC/WAC, MSC/NBC or NSC/LIN**). For example, [REDACTED] etc., are not receipt files we

(b)(6) can request.

12.7.12.2 If the requester does not specifically ask for a receipt file and provides an alien number, request the alien file only.

12.7.12.3 If the requester does not provide any receipt number or alien number, then you must research CIS, CLAIMS and possibly PCQS.

Be cautious about requesting receipt files that are for EAD cards only. There should be another application/petition filed in conjunction with this EAD card. If the only receipt numbers you can find is for an EAD card, and they are within the seven-year retention time, then yes, you will request the EAD card.

If they provide a receipt number, you must research CLAIMS, PCQS and NFTS thoroughly. Ensure the receipt file has not been consolidated into a T-file or into an A-file. Please request the A-file or T-file if the receipt file has been consolidated. Check CLAIMS to be sure that the Service did not reject the receipt. Receipts that are shown as rejected in CLAIMS are returned to the submitter by the Service Center. Print the CLAIMS screen(s) that shows the receipt was rejected by the service. Create a File Request to RAFACS (not RAFACS/CIS). Leave the "Customize Letter" button selected. Attach a "Scan As" cover sheet to the screen prints, mark the box "Responsive Records" and take to person designated to scan RAFACS-only responsive records. Pend the case.

If there is no location information in NFTS, and if NVC does not have the receipt, but there is a record in PCQS, print any PCQS screen(s) concerning the petition. Create a File Request to RAFACS (not RAFACS/CIS). Leave the "Customize Letter" button selected. Attach a "Scan As" cover sheet to the screen prints, mark the box "Responsive Records" and take to person designated to scan RAFACS-only responsive records. Pend the case.

12.7.12.4 As a matter of last resort, if there is neither information about the receipt file in NFTS nor PCQS and you have called National Visa Center and determined NVC does not have the receipt, you should staff to the owner of the receipt file and paste in the CLAIMS screen. This information can be located on the CLAIMS inquiry screen upper right hand corner. The CLAIMS screen will show “owned by.”

12.7.13 Archived receipts

The screenshot shows a terminal window titled "CLAIMS MAINFRAME SYSTEM". The menu bar includes File, Edit, Session, Transfer, Program, Options, Window, and Help. Below the menu bar is a row of icons. The main display area contains the following text:

```

FSXMRPT2                                01/27/2011
                                           09:35
                                           COW6768C

-----
RECEIPT NUMBER #AC970110001 HAS BEEN ARCHIVED
-----
TO RECEIVE AN OVERNIGHT DETAIL REPORT
SELECT 'Y' BELOW

GENERATE REPORT - (YES OR NO):

-----
PFC                                     PFC                                     PFC
CANCEL                                MAIN MENU                                LOGOFF
-----
NUM OVR
  
```

This screenshot shows a receipt that has been archived.

If we receive a request for a receipt file and the receipt file has been archived per CLAIMS, create the case as usual. To determine whether we need to request the archived receipt file or redirect the request please do one or all of the following as necessary:

1. Enter the receipt number in NFTS. There may be evidence that the receipt file has been consolidated into an A-file or there may be evidence that the receipt file has been forwarded to the NVC in which case you would redirect the request to NVC. Sometimes, you can discover that an archived receipt has been forwarded to NVC through PCQS.
2. On the USCIS website enter the receipt number in the “Check Case Status.” Checking the receipt number on the website may provide

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evidence that the receipt file has been forwarded to the NVC in which case you would redirect the request to NVC.

3. You may call the NVC automated help line at **603-334-0700** and enter the receipt number. There may be evidence that the receipt file has been forwarded to the NVC in which case you would redirect the request to NVC.
4. If there is no evidence that the archived receipt file has been forwarded to NVC we will create a file request using RAFACS (not RAFACS/CIS). Find the information from the archived receipt in PCQS and print that information. Prepare a "Scan As" sheet to be scanned as responsive records for the case number you have just created, attach it to the screen prints and take those to the person designated to scan RAFACS-only responsive records. Pend the case.
5. If there is no evidence in PCQS, follow the instructions for *Receipt files; Lost receipt file, File destroyed or File cannot locate.*

Reading the request is very important; if the requester is seeking information relating to what appears to be a receipt number and it begins with "CDJ" or one of the other prefixes found in the section National Visa Center Valid Consulate Prefix Codes, call the NVC help line at **603-334-0700** and enter the receipt number. If there is evidence that the NVC has the receipt file, redirect the request to NVC.

To redirect a request to NVC do the following: Click Final Action Letter and choose the code "RD" and select "NVC". Send the case to Up-front Approver.

12.7.14 Receipt files; Lost receipt file, File destroyed or File cannot locate

If a staffing response from one of the service centers (ESC, SSC, NSC or WSC) has been scanned and a screen print from CLAIMS is shown on the staffing response with any of the following verbiage; "FILE CANNOT LOCATE", "FILE DESTROYED", or "LOST RECEIPT FILE", the case creator will need to follow the steps outlined below.

Open a RAFACS (*not* RAFACS/CIS) staffing slot only. The default selection for the letter is "Customize Letter." Be sure that option is selected. Print the appropriate CLAIMS screen prints (should be a minimum of 3 pages if the receipt file is for an I-130). Print the staffing letter, attach it to the screen prints and take to person designated to scan RAFACS-only responsive records. Pend the case.

FIPS v7.0 Training build 00 Work Queue Actions Standalone Search

Processing Fee Information

A-Number

No A-Number entered

EDMS

Click

Staff Request To Generate Staffing Sheet

CIS

Contracting Office

RAFACS/CIS

RAFACS

RECORDS ALIEN FILE

RECORDS INDEXING

RECORDS NATURALIZATION FILE

No Staffing Letter

Customize Letter

File Missing/Lost

Location Address Office Contact

RAFACS

Name

Email

CC Email

Request File Cancel

Contents Discussions Case Actions History

Task	Status
Search for Duplicate Cases	Completed
Create Additional Cases	Not Started
Create Fee Request	Not Started
Acknowledgement Letter	Not Started
Final Action Letter	Not Started
Specialty Letter	Not Started
Status Letter	Not Started
Bank Letter	Not Started
Interest Letter	Not Started
Expedited Denial Letter	Not Started

Records Locator Case Processor Case Approver Unit Chief Up-front Approver Period Reason Office

Page 1 of 2 5002% Viewing version: 1

This is only if there is no A-number and you have checked and the receipt file is not at the NVC. This is what the response will look like:

**Staffed to: WSC
REQUESTED FILE**

Office Code: NRC Control Number: NRC2009012305 Date: June 5, 2009
 Alien Number: Subject: WAC93 file 1-130 Prisoner Documents for
 Carceras

History Inquiry For WAC93						
File #	Seq	Transaction Date	Transaction Office	Performed By	Detail	
WAC93	000	06/05/2009	Prison	WAC	RECEIVED	
WAC93	000	06/05/2009	Prison	WAC	RECEIVED	

RECEIVED

According to CLAIMS this file is owned by WAC
 2nd Staffing

JUN 05 2009

FILE CANNOT LOCATE

RECEIVED
JUN 05 2009
FOIA

WAC93

This is to certify that I have conducted a thorough search for the above listed file and this file:

..... is missing
 would not be located



WAC93

Printed Name

Phone

13. REASSIGN OFFICE

This function is used to move a case that was scanned in the NRC queue to another queue for processing.

Re-assign the case if the request is for a contract (CNT).

Re-assign the case if the request is for CIS Personnel Information (HQS).

Re-assign any SIG case to COW.

First you must select the correct office. Use the drop-down box to select the office where you want the case to go, search for duplicate cases, and then create the case:

.....

FIPS v7.0 Training build 06		Work Queries		Actions	
Processing		Fee Information			
Office: NRC	NRC2010006656REQ		Status	Request Case Creator mporter	
ReqBLR	Scanned	Created	Perfected	Final Action	
11	11/05/2010				
Request: CNT					
DLS	Select the correct office				
GEN	Porter				
HQS	ita Journal-Constitution				
NRC	Perimeter Center Parkway				
OBL	ita GA 30303				
Subject information					
First		Middle			
A-Number:					
Topic: H-1B visas filed by OutSource Georgia, Inc., 2008 to present					

After you change the office to COW, create the case. The case will have a COW number.

Next, click on "Reassign Office"

FIPS v7.0 Training build 06 Work Queue Actions Standalone Search

Processing Fee Information

Office: **COW2010080341** Status: **Open Case Creator subposter** Web Entry

Received: **11/5/2010** Scanned: **11/5/2010** Created: **12/3/2010** Perfected: Final Action: Closed: Final Reply Due: **12/31/2010**

Requester Information

Rhea Porter
Atlanta Journal Constitution
223 Penimeter Center Parkway
Atlanta GA 30303

1. Change Office Edit Requester
Change Requester

Subject Information

First: Middle: Last: A Number: Topic: **18 years food by Outlaw Georgia, Inc. 200k to present.**

Track: **2** Bureau: **CS** ☐ Print To CD
Type: **FOIA Requester** Referred From: ☐ FA Cited
Source: **News Media** Expedited: **Not Requested** ☐ In Litigation
Category: **Special Interest Group** Fee Waiver: **Not Requested** ☐ In Circular Search
☐ Delinquent

Calculate Service Position

Save

Tasks Discussions Case Actions History

Document Type	Seq.	Pages	Status	Resp Unit	A Number	Date
<input type="checkbox"/> Duplicate Request Letter	3	2	Scanned			11/8/2010 2:55:08 PM
<input type="checkbox"/> Request Supporting Documents	2	4	Scanned			11/5/2010 8:38:17 AM
<input type="checkbox"/> Request Letter	1	2	Scanned			11/5/2010 8:35:09 AM

2. Click here

Records Locator Case Processor Case Approver Unit Chief Up-Work Approver Review Reassign Office Run

Page 1 of 2 50.5% Viewing version: 1.

You will not be creating an acknowledgement letter or staffing. Before you click on "Reassign Office," prepare an e-mail addressed to NRC.FOIASIG with the case number and brief description of the topic, requester or reason you assigned the case to SIG.

14. CLOSING A CASE AS “NA:FOIA or PA not applicable:”

Sometimes a requester will file a FOIA request asking for the return of original documents, the status of a petition, or a question, not asking for records. If FOIA/PA does not apply to the request, you would create a Final Action Letter and select the closing code “NA: FOIA or PA not applicable.” You will have to select a Non-FOIA Operational Unit. Choose “NRC-Director.” Note: if the request for return of original documents is on Form G-884 which was inadvertently scanned in as a request, you will be closing the case “ER.” Please refer to REQUESTS: Return of original documents.

Processing	Fee Information
Final Action Letter DF: Duplicate ER: Created in Error FC: Requestor's failure to comply FI: Requestor's failure to ID records NB: Not applicable - certified copy NR: Non-possession of records OR: Old records RD: Redirected to another agency RF: Referred to a DHS Component UT: Unable to locate records WD: Request withdrawn	Final Action Dependent Options Records needed Insert Clerk of Courts/National Archives paragraph Insert women married to U.S. citizens paragraph Non-FOIA Operational Units MIL NRC-Director NCR FOIA Offices Privacy Act Amendment Request REQUEST FOR FILE FROM A FOREIGN FCO Service Centers TFN FOIA/PA UNIT WCF
Reasons	Redirects/Referrals
<input type="button" value="Submit"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>	

You do not have to modify the referral letter. You will have to select the applicable box in the Final Action Letter and possibly add other instruction, if necessary. Send the case to Up-front Approver.

15. ER (created in error) CASE CLOSINGS

Prepare a Final Action Letter using the “ER” option for cases when the following situations arise:

1. When a G-884 Return of Original Documents is scanned in FIPS.
2. When a routine use/child support request has been scanned in FIPS.
3. When subpoenas/court orders have been scanned in FIPS.
4. When a Bond Obligor request has been scanned in FIPS.
5. Requests from Foreign Consulates (no letter required)

FIPS will not create a letter. Prepare a detailed Discussion. Send the case to Up-front Approver. The supervisor will review and close the case.

16. FC (failure to comply) CASE CLOSINGS

If you are closing a case FC because of consent, verification of identity or failure to reasonably describe the record they are seeking, please refer to

O:\Foia\FOIA LIBRARY\Case Create References\Case Create Template Letters\Failure to Comply Letter and select the applicable paragraph for your final action letter. Please enter the date of the last correspondence to the requester/subject.

17. MARKING A DOCUMENT “DO NOT SEND”

From time to time, there will be an instance when we should not mail a system-generated letter. Examples include instances where a status letter is created in error, or a referral memo is erroneously created. To ensure that the letter or memorandum is not inadvertently mailed, please take the following steps:

1. Type “DO NOT SEND” at the top of the page,
2. Delete all the information in the letter/memorandum, and
3. Create a Discussion which explains why the letter/memo should not be mailed.

Accomplishing the steps above will make it easier for the O/A room to identify letters created in error.

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18. ACKNOWLEDGEMENT LETTERS

We prepare acknowledgement letters in all cases **except** for routine use and Red Cross last known address requests. The example in this guide shows how to do a standard acknowledgement letter if we have verified consent and identity, the requester has not asked for expedited treatment or a fee waiver, and we have found a responsive record. As you go through this example, please keep in mind that there are many factors which would require you to prepare the acknowledgement letter differently.

Go to the “Tasks” tab and select “Acknowledgement Letter”

Contents	Discussions	Case Actions	History
Task			
Search For Duplicate Cases		Not Started	
Create Additional Cases		Not Started	
Create File Request		Not Started	
Acknowledgement Letter		Not Started	
Final Action Letter		Not Started	
Specialty Letter		Not Started	
Status Letter		Not Started	
Blank Letter		Not Started	
Increase Letter		Not Started	
Expedited Denial Letter		Not Started	

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Paid	Reassign Office	Se
-----------------	----------------	---------------	------------	-------------------	------	-----------------	----

After selecting “Acknowledgement Letter,” the Acknowledgment Letter Options screen will open. Options on this screen will allow you to ask for other documentation and will also allow you to add a Track 3 Denial or Lost File paragraph:

Case360 Home

FIPS v7.0 Training build 05 Work Queries Actions S

Processing Fee Information

Acknowledgement Letter Options **Additional Documents Required**

Fee Estimate:

Prepayment Required:

☐ Advance Payment Returned

☐ Add Lost File Paragraph

☐ Add Track 3 Denial Paragraph

☐ Other Requester Documentation

Additional Options

No options found.

Since our example case does not require us to select any options, we will click on “Generate Letter.” Our only option at that point is to click OK:

Case360 Home

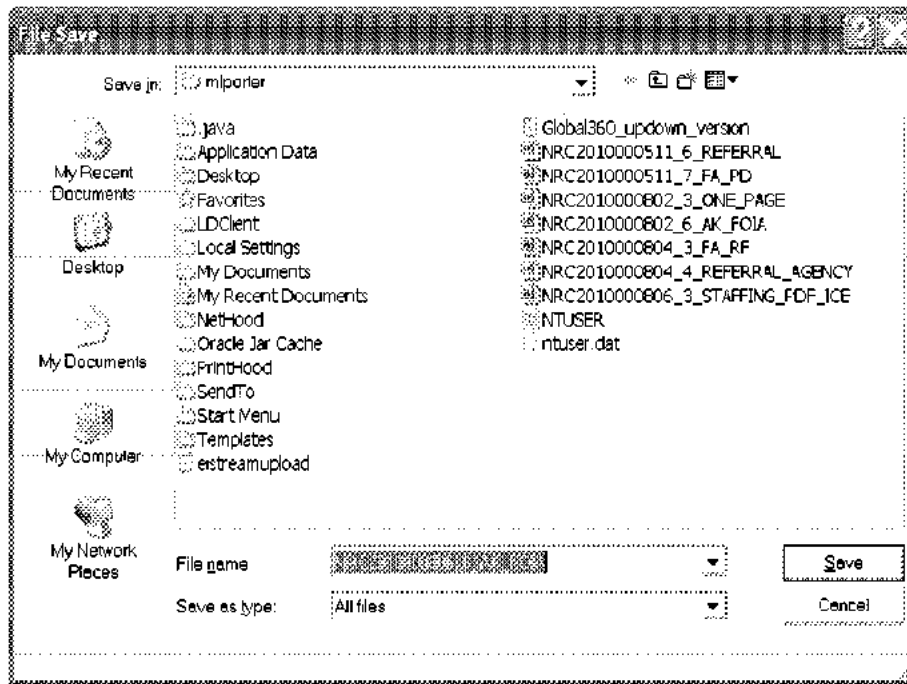
FIPS v7.0 Training build 06 Work Queries Actions Standalone Search

Processing Fee Information

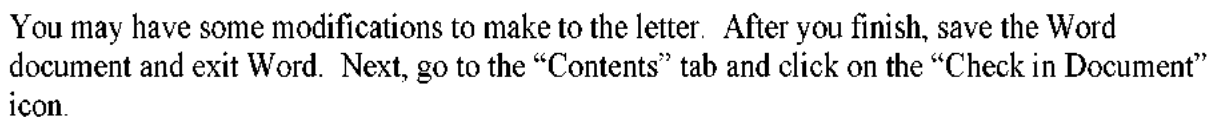
Successfully generated letter Acknowledgement Letter-FOIA.

Click on OK to continue.

As soon as you do, a File Save pop-up window will appear. Click “Save.”



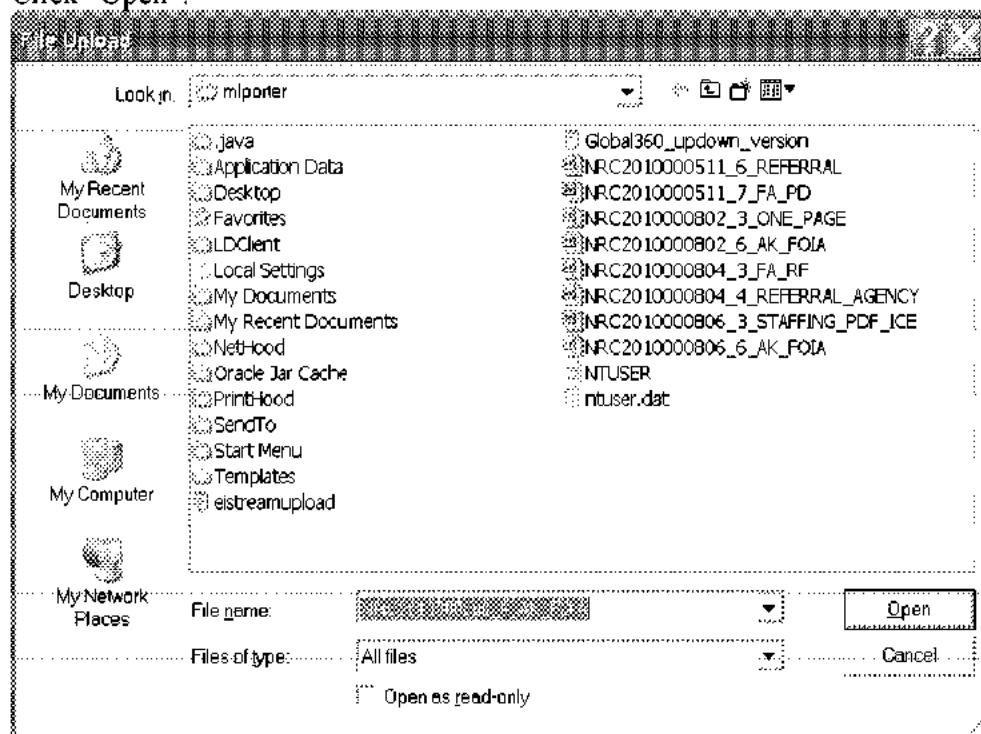
The acknowledgment letter will pop up:



Tasks Discussions Case Actions History							
Document Type	Seq.	Pages	Status	Resp. Unit	A-Number	Date	
Acknowledgment Letter-FOIA	6		Editing			12/3/2010 10:14:14 AM	
Check In Document	5		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM	
Staffing Response	4		Pending	DRO - SEA Seattle	012345678	12/3/2010 8:28:17 AM	
Staffing Letter - ICE PDF	3		Editing	DRO - SEA Seattle		12/3/2010 8:28:17 AM	
Request Supporting Documents	2	4	Scanned			11/5/2010 8:32:47 AM	
Request Letter	1	2	Scanned			11/5/2010 8:32:45 AM	

Records Locator	Case Processor	Case Approver	Unit Chief	Up-front Approver	Pend	Reassign Office	Se
-----------------	----------------	---------------	------------	-------------------	------	-----------------	----

Click "Open":



In this example, we are now ready to send this document to "Pend."

19. DISCUSSIONS

Discussion notes are crucial to creating and processing a case. When creators are establishing the case in FIPS, they should note any unusual circumstances or details in a Discussion for later reference. FIPS also automatically generates Discussions in various situations, such as duplicate,

multiples and when responsive records are copied from one case to another. Because Discussions become a permanent part of the case in FIPS, you should not use Discussions to record personal feelings or to debate, question, or even to seek clarification. A FOIA/PA Assistant should discuss issues needing clarification via e-mail, a telephone call or a personal visit to his or her supervisor.

20. CHANGING A REQ TO A CSD

(Note: this article pertains to people who work in the Research Queue)

Occasionally requester documents, certificates of identity, status requests and other correspondence will inadvertently get scanned into FIPS as a new request. If you encounter these types of documents in FIPS as REQ's, please attempt to locate the case to which the documents belong. After you locate the case in FIPS, make a note of the control number. Create a Discussion asking Research to add the request as CSD to the appropriate case. Next, go back to the worksheet in FIPS and Send to Research.

A person working the Research queue will assign the request to CSD as follows:

Search Case Research Queue

Status:
 Control Number: COW2010000341
 Request Number:
 Created After:
 Office:
 Requester Last Name:
 Requester First Name:
 Requester Middle Name:
 Subject Last Name:
 Subject First Name:
 Subject Middle Name:
 A-Number:
 Topic:

1. Enter the case number you are attaching the document to.

2. Click Submit

Control Number	Requester Last Name	Requester First Name	Requester A Number	Last Name	First Name	Middle Name	Topic
COW2010000341	Porter	Rhea					H-1B Visas filed by OutSource Get

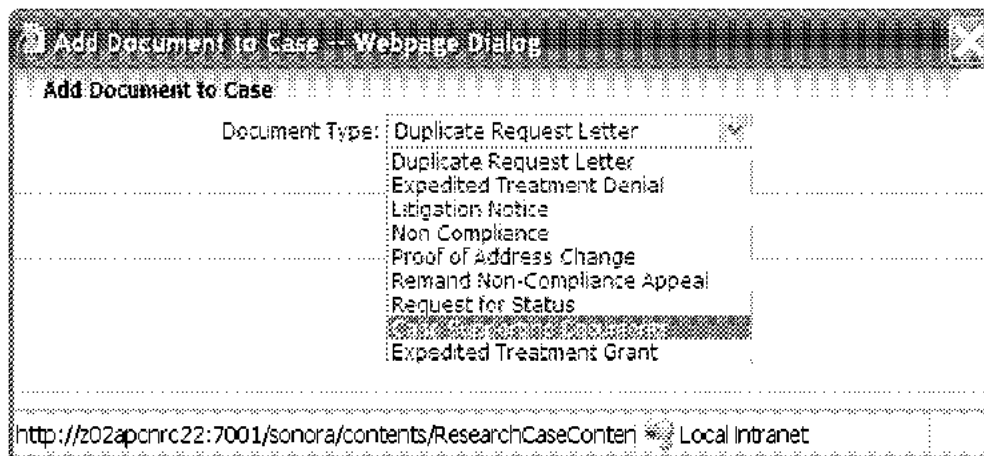
3. Click List Pending Documents Icon

Document Type	Seq.	Pages	Status	Responsive Unit	A-Number	Created Time	Modified Time
Total Item(s) found (0 of 0)							

4. Click Add Document to create a new CSD slot.

☐ Open next

http://202apcnrc22-2001/sunora/Query?cp=msname=sQry_PendingDocumentsForCase&RESEARCHCASEFOLDERID=0&CA



21. TROUBLESHOOTING WORK *FROM* THE OA ROOM

The FOIA/PA Assistants assigned to the mail are responsible for picking up faxes and mail (in the black bins marked Troubleshooter) from the OA room and in the basket located next to the copier in shared workroom each day and are responsible for sorting and working the mail. Individual team members expecting a fax should notify his or her supervisor or retrieve the fax. If the case has been created, insert a Discussion (Scan in fax and notify [me] when the fax has been scanned). If the fax needs to be scanned in before reviewing, the FOIA/PA Assistants can scan it in and notify you. They may also deliver the fax or mail if needed.

22. TROUBLESHOOTING WORK *TO* THE OA ROOM

When new requests are taken to the OA room, place them in the “New Request” bin on the counter.

When taking requester documentation, CSD’s, responsive records or certifications of identity to the OA room, write “Requester Docs” or “CSD” on the first page, along with the date and your initials.

23. FOIA MAILBOXES:

FOIA has access to various e-mail mailboxes that serve different purposes. The paragraphs below describe these mailboxes and their purposes. E-mails to any of the FOIA mailboxes must contain specific instructions.

23.1 THE OA ROOM (NRC, FOIAOA)

Send e-mails to the OA Room when:

- The request letter and supporting docs need to be printed and scanned in as a new case. Include instructions to the case creator, if necessary.
- The original Final Action Letter and responsive records were mailed but the requester never received them. The OA room will reprint the records to CD or paper and re-mail per instructions provided in the e-mail. The instructions must include the control number and whether to print CD or paper, as well as how the case was closed "G1 or PD." Include a Discussion in the original case.
- The responsive records need to be re-printed to CD due to the requester receiving a broken CD.
- The requester has either has a changed or new address; therefore, the records need to be re-printed and re-mailed to the requester. You need to state in your instructions to the OA room that you've made the changes to the address in the final action letter. Correct the address on the final action letter and the FIPS database. State that you've changed the address in a Discussion.

Don't forget to add a Discussion to the original case.

23.2 MSB (NRC, NRCFOIAMS)

Send e-mails to the MSB mailbox when:

- An appeal is encountered in case create that was not previously addressed.
- An expedited treatment is encountered in case create or Records Locator queue that was not previously addressed. Personnel handling the MSB mailbox will forward the e-mail to the supervisor(s) handling the expedited treatment.

All e-mails to the MSB mailbox should contain the control number, the A-number or subject of the case, and specific instructions relating to the case.

23.3 FIPS PROBLEM (NRC, FIPSPROBLEM)

Send e-mails to the FIPS Problem mailbox:

- If errors are encountered in the case

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- If responsive records need to be copied from one case to another
- If records are incorrectly scanned in a case and need to be removed

All e-mails to FIPS Problem mailbox must contain specific instructions, including a description of the problem and the role of the case; standalone, create, locator or processing and the control number or REQ number if you were creating the case.

23.4 FOIA FILE REQUEST (NRC, FOIAFILEREQ)

Send e-mails to FOIA File Request if you discover A file sitting on a shelf and it has not been scanned in to the case. Include the control number and the A-number in these e-mails.

24. E-MAIL TO CUSTOMERS

If necessary, send a message to the USCIS mailbox outlining what needs to be sent. The MSB supervisor will generate the e-mail to the requester and transmit. Include all information in the e-mail that the MSB supervisor will need in order to be able to send the e-mail. Put a Discussion in FIPS outlining your request to MSB. If you are asking for more information from the requester, create a slot in the case in FIPS to ensure that the case will close out automatically if no response is received from the requester.

25. MAIL

The FOIA Division receives two types of mail: Returned Mail and Direct Mail.

25.1 RETURNED MAIL:

25.1.1 *Interim Interest Letters*

Returned Interim Interest Letters are scanned as Requester Docs.

Except for Interim Interest Letters, all returned envelopes and letters are scanned as CSD's.

Do not use forwarding addresses provided by US Postal Service.

OA's will note each case with action taken for each piece of returned mail. Notes are to be complete and concise. They should include the reason the letter was returned, action taken, and the OA's name.

Note: Not all letters are acknowledgment letters. The returned correspondence could be a status letter or request for additional information. Before letters are updated with the correct address, confirm the correct letter is being updated. The Discussion should include the type of letter being corrected and resent.

25.1.2 Acknowledgement letters

Compare address on acknowledgement letter to address on the G-639, G-28 and returned address on the original envelope.

A. If there is a transcription error in the address:

1. Correct the address in the address section of the FIPS worksheet and click on the "U" to update FIPS.
2. Correct the acknowledgement letter and resend letter.
3. Write the ID of the case creator on the returned letter and give to OA Supervisor. Do this in a controlled manner so that you and the supervisor are the only ones who see this paperwork.
4. Note the case. Example of the Discussion:

Title of Discussion: **Returned Mail – no such number**

Body of Discussion: Address on letter did not match G639. Street address should be 1003 Market Street, not 103 Market Street. Updated FIPS and ack letter and resent letter. Name.

5. Returned acknowledgement letters with a requester document need to be repended for additional time. **Give the letter to the OA supervisor to repend.**

B. If the address on the acknowledgement letter matches the address on the G-639, G-28 and/or return address on original envelope:

1. Note the case. Example of the Discussion:

Title of Discussion: **Returned Mail – no forwarding address**

Body of Discussion: Address matches G-639. No other address found. Did not resend ack letter.

2. Give acknowledgement letter to OA Supervisor to Close.

25.1.3 Final Action Letters

Compare address on final action letter to address on the G-639, G-28 and returned address on original envelope. Check all CSDs for a new address.

- A. If address matches G-639 and/or G-28 and no other address is found, note case with the reason the letter and responsive records were returned. Discussion should include “no other address found; did not resend final action letter” and OA’s name. **Scan envelope and front page of letter as CSD.**

Shred the letter and responsive records.

- B. If another address is found in the CSDs:

1. Update FIPS and final action letter, reprint letter, and label and resend. **Scan original letter and envelope as CSD.**
2. Write the ID of the **case processor** on the returned letter and give to OA Supervisor. Do this in a controlled manner so that you and the supervisor are the only ones who see this paperwork.

25.1.4 CDs

- A. CDs Returned for postage.

Make a copy of the CD and re-mail. Attach the copy of the CD to the original CD mailer and give to the OA Supervisor. Note the case with the following Discussion.

Title of Discussion: CD Returned for Additional Postage

Body of Discussion: Re-mailed CD, date and name

- B. CDs Returned due to Incorrect Address.

Compare address on final action letter to address on the G-639, G-28 and return address on original envelope. Check all CSD’s for a new address.

1. If address matches G-639 and/or G-28 and no other address is found, note case with the reason the CD was returned. Discussion should include “no other address found; did not resend CD” and OA’s name.

Shred the CD.

2. If another address is found in the CSD’s:

- a. Make a copy of the CD and returned envelope.
- b. Update FIPS and reprint a new label. (Do not update letter in FIPS). Put the new label on the outside of the CD Mailer (not directly on the CD).
- c. Write the ID of the **case processor** on the copy of the returned CD and give to OA Supervisor. Do this in a controlled manner so that you and the supervisor are the only ones who see this paperwork.

25.2 DIRECT MAIL:

This is mail sent directly to NRC from requesters, subjects, attorneys, etc. The content of direct mail is varied and usually requires some type of action. Direct mail could consist of, but not limited to, any of the following:

- Change of Address (see Request for Change of Address)
- Status Request (see Status Letters)
- Withdrawal of Request (see Withdrawal of FOIA/PA Request)
- A request to change the scope of a FOIA request. The action required to change the scope of a request could involve changing the track of the case; depending upon the type of information/documents requested.
- Correspondence about delinquent payments (including checks)
- Responses to Track 3 denial or Expedited Treatment denial
- Responses to requests for additional information
- Requester asks for their record on paper: scan in as a case supporting document (CSD)

We may respond to direct mail in writing or by phone, and some mail requires no response.

Please create a Discussion describing the problem and how it was corrected. FOIA/PA Assistants assigned to handle mail should initial, date, and write what kind of document (such as CSD or REQ DOCS) on the top page and staple the pages together after scanning. Case creators may deliver the fax or mail with CSD's to the OA room for scanning.

Mail or faxes regarding delinquent payments, payments made or checks received is pulled prior to distributing to the Team. If any of these types of documents are inadvertently left in with the mail, please give them to the Team supervisor.

25.2.1 Mail concerning Track 3 or expedited treatment

If we receive additional correspondence via e-mail, mail or fax relating to an existing case, asking for expedited processing or processing as Track 3; forward the correspondence to the MSB supervisor. A supervisor must review the correspondence and make a determination. We must address within 10 days in writing our response to the expedited or Track 3 processing request, whether we grant or deny. FOIA/PA Assistants assigned to mail will place the mail in the Track 3 or Expedited Review bin.

Insert a Discussion titled "Expedited Treatment Request" or "Track 3 Request." In the text of the Discussion type whether it was denied or approved and the sequence number of the status letter. Scan the additional correspondence in as a CSD.

If the requester responds to our denial of expedited treatment or Track 3 processing, the procedure is essentially the same: forward it to the MSB supervisor, who will make the determination.

If a FOIA/PA Assistant working in Records Locator queue discovers correspondence relating to expedited processing or Track 3 scanned in but has not been addressed by a supervisor; the Assistant should insert a Discussion and send the case to Admin or Unit Chief. Send an e-mail to the supervisor handling the expedited requests and include the control number of the case.

25.2.2 Requester documentation / additional information

This consists of documents or more information that we have asked the requester/subject to provide. When the information is received it is scanned into the requester documentation slot. Use the additional information provided to continue creating the case. If the requester/subject did not provide the alien number, use the information provided to search CIS (9102, 9103 or 9106) and CLAIMS to locate any responsive records, or receipt files. If you cannot locate any records relating to your person, close the case as NR. Copy screen-prints of your searches for scanning in as CSD. (FYI CSD's can be scanned in after a case is closed).

We do not re-open cases that close as FC because the requester failed to reply within the time allotted - unless it is our fault. An example of our fault would be they sent back the requester docs and the envelope was postmarked before the deadline. It doesn't matter if they are one day late returning the requested information. The Team will send the

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requester a letter advising them that their case has been closed as a FC. If the requester still has an interest in receiving the information, he or she will need to submit a new FOIA request. This includes cases closed within the same month. We are handling these FC requests the same for everyone so nobody is getting unfair treatment. However, if you receive a call asking for more time to return the requester docs, and before the case closes, you may repend. A template FC letter is located at: O:\Foia\FOIA LIBRARY\Case Create References\Template Letters\FC Letter.

25.2.3 Request for change of address

If you receive a Form AR-11 or other correspondence from an alien wanting to submit a change of address, forward the original letter and enclosures to the following address:

U.S. Department of Homeland Security
Bureau of Citizenship and Immigration
Change of Address
PO Box 7134
London, KY 40742-7134

For commercial overnight or fast freight services only:

U.S. Department of Homeland Security
Bureau of Citizenship and Immigration
Change of Address
1084-I South Laurel Road
London, KY 40744

25.2.4 Status letters

The public has the ability to check online the status of their FOIA request(s) with NRC at (www.uscis.gov).

From www.uscis.gov, find the link near the bottom of the left column under "Other Services" marked "[FOIA Request Status Check](#)." Click there to navigate to the online status check page.

The on line status check will indicate whether the request is still pending, or whether the case has been processed or closed within the last six months.

If the request is still pending, the online status check will indicate the position of the request relative to all pending USCIS requests in the same processing track. It also provides the date the request was received.

If the request was processed or closed within the last six months the requester will be given the date the request was closed. The system does not discern how the request was closed i.e. DP, GI, PD etc., however it does address cases closed for Failure to Comply.

If the control number entered is not recognized, the requester will be advised the number entered is invalid or the case was processed more than six months ago.

The previous method of providing a status letter did not give the requester accurate information. In order to better serve our customers Teams should paste in the online FOIA Request Status Check every time a status is requested.

If you need to generate a status letter due to correspondence via mail, e-mail or fax, please run the control number with the online FOIA Request Status Check. You should not provide status to the requester using the "Q" button. Change the information on the letter that shows the status of the case, replacing it with the results from the online status check before you close and save. Use the latest Status Letter from O:\Foia\FOIA LIBRARY\Case Create References\Case Create Template Letters, since the letter in FIPS may not be the current version. This ensures that the requester will receive accurate information.

Please print the online status check and send it to be scanned in as a CSD to support the status letter.

25.2.5 Withdrawal of a FOIA/PA request

A requester must send us a document to withdraw a pending request. Upon receipt of a written request to withdraw a FOIA, please have the request scanned into the case as CSD. Make sure that the WD letter has been scanned in before you close the case. Ask your supervisor to send the case to you in Records Locator queue. Add a Discussion indicating that the request was withdrawn per the documents found in CSD.

25.2.6 Mail received in a foreign language

If we receive mail written in a foreign language and you cannot determine whether it is a FOIA request, forward the mail to a supervisor. The supervisor will forward the documentation to MSB, who will then return the translated mail.

26. BLANK TAPES/CD's

If you receive a blank VHS tape, cassette or CD with a FOIA/PA Request, return it to the requester.

27. VIDEO REPRODUCTION

As responsive records are scanned into FIPS, when the scanner encounters any type of media, they forward the alien file to MSB when their scanning is complete. The MSB staff assigned to audio/video reproduction will copy the media and insert a Discussion that it is complete. Once the case is processed, the processor will send an e-mail to the MSB mailbox with the case number and the page(s) number where the media can be located. MSB will pull the media and process/make any necessary redactions. The media will be mailed to the requester separately.

28. CONGRESSIONAL REQUESTS AND APPEALS

a. Congressional requests. True congressional requests are requests from a congressman or senator for information which usually does not relate to an alien file or receipt file. Most FOIA/PA requests with congressional correspondence should be handled under paragraph b. below. If you feel that you have a true congressional request or appeal, control the case, put the case in Unit Chief and e-mail your supervisor the control number. A supervisor will either send the case to SIG or return the case to you for staffing.

b. Congressional requests on behalf of a constituent: These are requests that have some kind of congressional correspondence included with the request from the subject. These cases should be created in the same manner as any other FOIA or PA request. Please use the subject's name as the requestor, mark "self" in the source block, create the acknowledgment letter and go out for verification of identity or consent as needed. Insert a case note, and e-mail Vicki Ohrnell the control number.

29. INCORRECT PAGE COUNTS:

The OA room will give final action letters with responsive records to the Team supervisors if the page count in the letter differs from the amount of pages printed. The supervisors will distribute to Team members to correct the page counts.

1. Using FIPS Standalone, go into the case that corresponds to the final action letter (NRC2010____). After the case is opened, determine the corrective action needed by comparing the responsive records in the case to the printed responsive records.
2. Correct the final action letter and reprint the letter.
3. Attach the reprinted final action letter to the responsive records.
4. Take the reprinted final action letter with the responsive records to the OA room to be mailed out.
5. Write the User ID Number of the person who created the final action letter in the upper right corner of the incorrect letter, and notate on the letter the corrections that you made. Do this in a controlled manner so that you and the supervisor are the only ones who see this paperwork.
6. Stack the incorrect final action letters in a separate pile. Write "ERRORS" on a post-it note and stick the post-it note to the top page to identify these as the incorrect letters.
7. Give the incorrect letters to the Team supervisors. The supervisors will give the incorrect final action letters to a FOIA supervisor daily for distribution and review.

30. ALIEN'S STATUS VERIFICATION LETTERS:

The National Records Center no longer issues certified Status Verification Letters to aliens. These letters were usually issued to individuals who had lost their Naturalization Certificates and needed verification of their status to apply for a passport or old age pension benefits in another country. If you get a request for certified Status Verification Letters, refer these individuals to USCIS.GOV to make an INFOPASS appointment.

31. INQUIRY FOR FILE REVIEW:

If you receive an e-mail regarding an inquiry for a file review, and the request is not in regard to a FOIA request, do not call the person or forward the e-mail to another NRC Division. Forward the e-mail to a Supervisor.

32. RECORDS LOCATOR QUEUE

Cases assigned to Records Locator queue will require some kind of action. Some of the most common reasons are:

- The staffing has to be re-pended
- Additional PII or consent is needed
- Requester docs have been received
- Requester writes to request the record on paper
- The wrong records were scanned into the case
- We need to send an interim interest letter to an incarcerated individual
- The file is lost
- We got a response of not found or consolidated from a service center.

It is important to read all Discussions as well as insert Discussions as necessary. Listed below are points/actions that you should consider while working cases assigned to Records Locator queue.

32.1 Always check cases in FIPS for duplicates searching all offices using the Alien number and name of the subject of record. If the subject of the request is a petition, it may help to search by the requester to see if that petition has already been addressed.

32.2 Read and follow directions in any Discussion found in the case regardless of age or who put them in. If there is a question, see your supervisor before proceeding with any action on the case.

32.3 Anytime you create a new staffing for the same A-file or receipt, you must cancel the one it replaces.

32.4 Do not cancel file requests and re-staff just because the request is old and has been pending for an extended period. Canceling file requests and re-staffing due to age affects the aging reports and makes it impossible to track these pending cases properly. Please continue to repend these cases as necessary.

32.5 If the A file has been scanned in and we are waiting on a T-file, review T-file staffings in NFTS History. If the T-file has been deleted or combined with an A-file or is from a RAFACS conversion, then cancel that staffing, because the T-files no longer exist. Send the case to the processor.

32.6 If the A-file has been scanned in, but there is an open pending slot for a T-file: Review "T" file history in NFTS. If the "T" file has been consolidated /combined with the A-file, check the date it was consolidated. If the "T" file was scanned in with the A-file, cancel the pending "T" file slot and send the case to the processor.

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32.7 If you see it has been through image process box and returned to a shelf then further research is required.

32.7.1 Check all offices for duplicate cases in FIPS using the alien number.

32.7.2 Does the subject have more than one alien number per a Discussion or on their request? If so, search those for potential duplicate cases.

32.7.3 If you find a duplicate case, make a Discussion and advise NRC, FIPSPROBLEM mailbox with an e-mail and repend.

32.8 Additional PII needed: Sometimes when a processor retrieves a case, he or she will determine that additional PII or verification of identity is needed from the requester/subject. You will have to create an Interim Response Letter and check the other documentation box. Modify the letter and attach the Requester Documentation Attachment (located at: O:\FOIA\FOIA Library\Case Create References\Case Create Template Letters\Requester Docs Attachment). Check the boxes required and pend the case for Requester Documentation. If the processor is asking for information that is already present in the scanned documents, put in a Discussion asking for clarification on what the processor is requesting. You may also have to point them to the slot where the information is currently contained.

32.9 If you pull a case in Records Locator queue and the Requester Documentation has been received: Review the information provided, if the requester/subject has provided the requested PII and/or consent, request the file.

32.10 The requester/subject may respond negatively to the request for PII. If we receive a negative response, attempt to locate an alien file and staff, matching as much of the PII as possible. Pend the case for responsive records.

32.11 If the requester/subject does not return the PII we asked for, and if a positive match cannot be identified in CIS or CLAIMS with the PII provided, generate a FC letter and replace the contents of the letter with the template letter Failure to comply letter-PII. The template is located at: O:\FOIA\FOIA Library\Case Create References\Case Create Template Letters\Failure to Comply Letter. Send the case to approver when you are finished.

32.12 If the requester/subject does not return proper verification of identity, generate a FC letter and replace the contents of the letter with the template letter Failure to comply letter-Consent. The template is located at: O:\FOIA\FOIA Library\Case Create References\Case Create Template Letters\Failure to Comply Letter. Send the case to approver when you are finished.

32.13 If a request for consent is returned but the requester says he or she is a third party requester (they have no relationship to the subject of the record and cannot or will not get