



## Systematic Alien Verification for Entitlements



# SAVE Program Guide

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# 1. INTRODUCTION

The Systematic Alien Verification for Entitlements (SAVE) Program Guide outlines the Program’s policies and procedures, as well as the roles and responsibilities of participants. This guide contains requirements that are incorporated by reference in the memorandum of agreement (MOA) between the Department of Homeland Security (DHS), United States Citizenship and Immigration Services (USCIS) and the user agency. Some agencies have a computer matching agreement (CMA) rather than an MOA, and although there are some differences, the provisions found in the MOA have a CMA equivalent. Additionally, documents incorporated by reference in this guide may also contain SAVE System requirements. Your agency must monitor SAVE notifications to be aware when SAVE updates requirements and training tutorials and ensure that SAVE users are aware of these updates. The design of this guide provides both training and reference materials to help answer questions that may arise regarding the SAVE Program and the verification process.

## 1.1 Document Structure

The SAVE Program Guide is divided into several sections that explain important aspects of the Program. The table below addresses the topics in this guide.

SECTION TITLE	DESCRIPTION
1. Introduction	Introduces the document and outlines the structure
2. SAVE Program Overview and SAVE Governing Legislation	Provides an overview of the SAVE Program and an overview of the legal basis for the SAVE Program and history of the SAVE Program
3. MOA, Anticipated Collection Addendum (ACA), Roles and Responsibilities	Describes the User Agency eligibility, MOA requirements, ACA, Transaction Charges, billing, and responsibilities
4. Safeguards	Details the compliance process, legal obligations, and safeguards to which all users must adhere
5. Verification Process	Outlines each step in the verification process and the associated transaction charge
6. Customer Support	Provides an overview of the various customer support resources available to users, including training and technical support
7. Appendices	Contain additional reference materials to assist SAVE users

## 2. SAVE PROGRAM OVERVIEW

### 2.1 What is the SAVE Program

The SAVE Program is an inter-governmental initiative using a web-based service to help federal, state and local benefit-issuing and licensing agencies and other governmental entities determine the immigration status of applicants for public benefits or licenses (hereinafter “benefits”) so only entitled applicants receive them. The SAVE Program verifies the status of non-immigrants, immigrants, and certain naturalized and derived U.S. citizens. The SAVE Program does not determine an applicant’s eligibility for a specific benefit.

The SAVE Program will provide timely customer-focused immigration status information to authorized agencies in order to assist them in maintaining the integrity of their programs. It will promote the use of automated systems to enhance inter-agency collaboration, customer service, efficiency, and information privacy.

### 2.2 Governing Legislation

#### 2.2.1 The Creation of the SAVE Program

In 1986, Congress passed the Immigration Reform and Control Act (IRCA), Public Law (Pub. L.) No. 99-603. This legislation altered the relationship between certain federal benefit granting agencies and the applicants for benefits they administered. IRCA prohibited the granting of specified federal public benefits to certain non-U.S. citizens and imposed obligations upon benefit granting agencies to determine the citizenship and/or immigration status of applicants for these benefits.

IRCA required that each applicant benefits declare in writing whether he or she is a citizen or national of the United States. If the applicant is not a citizen or national of the United States, the applicant must show that, he or she is in a satisfactory immigration status, as set forth by federal law, to receive that benefit. IRCA required the Immigration and Naturalization Service (INS), the predecessor agency to what is now Department of Homeland Security (DHS), United States Citizenship and Immigration Services (USCIS), to establish an automated system for verifying the immigration status of noncitizen applicants for certain federal benefits. This system was accessible to federal, state, and local benefit-issuing agencies and institutions that would administer those federal benefits. Table 2 lists the agencies and benefits covered by IRCA.

The SAVE Program was created in 1987 out of a previously existing pilot program to comply with these IRCA requirements and to oversee the automated database used to verify immigration status and naturalized or derived citizenship. Soon after its creation, subsequent legislation built upon and expanded the SAVE Program’s role.

##### 2.2.1.1 Agencies and Benefits Covered by IRCA.

U.S. Department of Health and Human Services (HHS)

- Temporary Assistance to Needy Families (TANF) Program

- Medicaid Program
- Certain Territorial Assistance Programs
- Food Stamps

#### U.S. Department of Labor (DOL)

- Unemployment Compensation Program

#### U.S. Department of Education (DOE)

- Title IV Educational Assistance Programs

#### U.S. Department of Housing and Urban Development (HUD)

- Certain Housing Assistance Programs

**Please Note:** The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 removed the IRCA requirement that state agencies verify eligibility for food stamps with SAVE.

### 2.2.2 The Evolution of the SAVE Program

About a decade after SAVE was created, the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA), Pub. L. No. 104-193, was passed and provided additional restrictions for certain programs funded by federal, state and local governments. PRWORA established stricter citizenship or immigration status eligibility requirements for many programs and rendered certain categories of non-U.S. citizen ineligible for many benefits.

Under PRWORA, an applicant must be a “qualified alien” to be eligible for many benefits. The Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA), Pub. L. No. 104-208, and the Balanced Budget Act of 1997, Pub. L. No. 105-33 defined a “qualified alien” as:

- An alien who is lawfully admitted for permanent residence under the Immigration and Nationality Act (INA) [8 U.S.C. 1101 et seq.];
- An alien who is granted asylum under Section 208 of the INA [8 U.S.C. 1158];
- A refugee who is admitted to the United States under Section 207 of the INA [8 U.S.C. 1157];
- An alien who is paroled into the United States under Section 212(d)(5) of the INA for a period of at least one year [8 U.S.C. 1182(d)(5)];
- An alien whose deportation is being withheld under Section 243(h) of the INA (as in effect prior to April 1, 1997) [8 U.S.C. 1253] or whose removal has been withheld under Section 241(b)(3) [8 U.S.C. 1231(b)(3)];
- An alien who is granted conditional entry pursuant to Section 203(a)(7) of the INA as in effect prior to April 1, 1980 [8 U.S.C. 1153(a)(7)];

- An alien who is a Cuban/Haitian Entrant as defined by Section 501(e) of the Refugee Education Assistance Act of 1980 [8 U.S.C. 1153]; or
- Certain aliens who have been battered or were subjected to extreme cruelty [8 U.S.C. 1641(c)]

Moreover, PRWORA applies only to nonexempt “federal public benefits” and “state and local public benefits.” Thus, PRWORA restrictions do not apply to all federal, state and locally funded activities and programs. Further, access to important emergency health services, public health assistance and community-based services necessary to protect life and safety remain accessible to all non-U.S. citizens. Benefit providers should initially determine whether the particular program they administer is providing a “federal public benefit” or a “state or local benefit”. Once the benefit status is determined, the benefit provider can then determine whether Title IV of PRWORA or other applicable laws require verification of alien eligibility. A “federal public benefit,” as defined in PRWORA, is:

- 1) Any grant, contract, loan, professional license or commercial license provided by an agency of the United States or by appropriated funds of the United States; and
- 2) Any retirement, welfare, disability, public or assisted housing, post-secondary education, food assistance, unemployment benefit or any other similar benefit for which payments or assistance are provided to an individual, household or family eligibility unit by an agency of the United States or by appropriated funds of the United States.

According to PRWORA, the definition of “state and local public benefit” is identical to the federal public benefit, except that it substitutes “state or local government” for “the United States.” A “federal public benefit” will never be a “state or local benefit,” and vice versa, because a benefit cannot meet both definitions. Accordingly, if any federal funds are used, a benefit is by definition federal regardless of whether state or local funding is also used.

Furthermore, IIRIRA, as amended, requires DHS-USCIS to respond to inquiries by federal, state and local benefit-issuing agencies seeking to verify or determine the citizenship or immigration status of any individual within the jurisdiction of the agency for any lawful purpose. DHS-USCIS is currently using the SAVE Program’s automated and manual verification processes to provide federal, state and local benefit-issuing agencies and institutions with information that will assist in determining an individual’s immigration status. Note that DHS uses the Law Enforcement Service Center operated by Immigration and Customs Enforcement to provide immigration information to eligible law enforcement agencies. Please note that SAVE verifies the immigration status, or naturalized or derived citizenship of certain individuals, but does not make any determinations on whether an applicant qualifies for any specific benefit.

The Real ID Act of 2005, Pub. L. No. 109-13 further enhanced the role of the SAVE Program. This Act establishes certain minimum standards for the issuance of state-issued driver’s licenses and identification cards in order for those documents to be acceptable for official federal purposes. The Real ID Act defines official purposes as “accessing federal facilities, boarding federally regulated commercial aircraft, entering nuclear power plants, and any other purpose that the Secretary [DHS] shall determine.” To meet the requirements of the Real ID Act, states must verify the immigration status of every applicant for a Real ID driver’s license and identification card. States must use the

SAVE Program to verify the immigration status for non- U.S. citizens. States may also use the SAVE Program to verify certain naturalized or derived citizens.

SAVE's role was further expanded under the Patient Protection and Affordable Care Act of 2010, Pub. L. No. 111-148, which provides for a variety of healthcare reforms including health insurance benefits for qualified "aliens lawfully present in the United States." The legislation creates state-based health insurance benefit exchanges through which individuals can purchase coverage, with premium and cost-sharing credits available to low-income individuals and families. The legislation requires the Secretary of Health and Human Services, in consultation with the Department of Homeland Security, the Social Security Administration and the Department of Treasury, to establish a program for determining an individual's eligibility for enrollment in Affordable Care Act benefits and for certain existing benefits, such as Medicaid, through the exchanges. As part of this eligibility determination, exchanges and health and human services agencies will use the SAVE Program to verify the immigration status and naturalized or derived citizenship of certain applicants.

## 3. SAVE MEMORANDUM OF AGREEMENT

### 3.1 Eligibility Criteria

The SAVE Program provides verification services to over one thousand agencies. Only federal, state and local benefit-granting agencies may register for the SAVE Program. The agency must be authorized by law to engage in an activity or provide a benefit for which immigration status verification is required.

SAVE requires the agency to submit electronic copies of all applicable legal authorities authorizing the agency to:

- Issue the stated benefit or license or engage in other activity; and
- Verify immigration status before issuing the stated benefit or license or pursuant to engaging in the other activity

The SAVE Program reviews the legal authorities to ensure that the agency is authorized to participate in the program.

If the agency meets the eligibility criteria to participate in the SAVE Program, the agency is required to enter into an MOA with DHS/USCIS outlining the purpose and the responsibilities for participation in the program.

### 3.2 SAVE's Responsibilities

In accordance with the MOA, SAVE will:

- Provide access to and maintain the SAVE System
- Respond to properly submitted verification requests from the user agency by providing the information as stated in the Purpose Section of the MOA
- Process and respond to properly submitted additional verification requests submitted by the user agency through the SAVE System or on the USCIS Form G-845, Document Verification Request
- Provide access to operating instructions and guides, training and information regarding the laws, policies, and procedures that govern verifying, safeguarding, using, maintaining, and disclosing certain citizenship and immigration status information
- Provide SAVE Program point of contact information for questions or problems regarding the user agency's participation in the program
- Provide access to USCIS Form G-845 and other forms and/or supplements as appropriate, which may be reproduced and/or computer generated without prior USCIS approval

### 3.3 SAVE Transaction Charges

Additionally, the agency must complete and sign an Anticipated Collections Addendum (ACA) that contains the agency’s financial information and funding obligations.

For verification services, the SAVE Program assesses charges based upon the number and type(s) of transactions an agency submits each month. An electronic initial verification request incurs a base transaction charge. Certain access methods allow the user to edit or correct the initial verification request information and “retry” the request. If an initial verification request or a “retry” requires additional verification, an additional transaction charge is assessed. The electronic third level is free of charge. Agencies submitting paper-based Forms G-845 (not electronically initiated) are charged \$2.00 per case.

SAVE charges a minimum monthly service transaction fee of \$25.00 for any request activity submitted during the month. For example, if your agency submits only one electronic or paper-based Form G-845 verification request during the month, the agency will be charged \$25.00 for the verification request. The monthly service fee does not apply if there is no request activity submitted.

#### SAVE Transaction Charges

Initial Verification	Retry Initial Verification	Additional Verification	3 <sup>rd</sup> Level Verification	Maximum Charge**	Paper-based Form G-845, Document Verification Request
\$0.50	\$0.50	\$0.50	No charge	\$1.50	\$2.00

### 3.4 Users Responsibilities

In accordance with the MOA, the user agency must ensure that each user follows the requirements set forth in the MOA. The following sections highlight users’ responsibilities. For more information on the agency’s responsibilities, please refer to your agency’s official MOA, SAVE notifications and other documents incorporated by reference in the MOA and this guide for additional requirements. Please refer to the SAVE Self-Assessment Guide (referenced in section 4.5.1 below) that can be found in SAVE “Online Resources” for information on how to comply with SAVE requirements.

#### 3.4.1 Proper System Use

All users are responsible for following the SAVE Program policies and procedures as outlined in this guide, the agency’s MOA, the SAVE tutorial, other documents incorporated by reference and updates to these requirements. SAVE may make notifications in the form of ticker messages on the SAVE System, emails, letters or via the [SAVE Website](#).

Authorized users may run queries only on benefit applicants. If an individual is applying for benefits on behalf of another person, an authorized user may, under federal law, only verify the status of the person who will actually be receiving the benefits. See Department of Justice *Interim Guidance*

*Concerning the Verification of Aliens under the Personal Responsibility and Work Opportunity Reconciliation Act* at 62 Fed. Reg. 61344, 61347 (Nov. 17, 1997). For example, if a child is seeking benefits based upon his or her own eligibility, an authorized user may run a SAVE query on the child, but may not run a SAVE query on his or her parent(s). This is also relevant to the definition of an applicant in other contexts. SAVE requires that an applicant for a grant on behalf of a corporation be, for example, an officer, director or employee so that they have a direct interest in the receipt of the grant by the corporation.

Failure to follow this requirement violates the MOA (the Purpose and Responsibilities sections) and may result in the user agency losing SAVE privileges.

All users must perform any additional verification procedures the SAVE Program requires and/or the applicant requests. When the system returns a response of “Institute Additional Verification,” “Resubmit Doc” or otherwise indicates additional verification is required, or the benefit applicant requests additional verification, the user must continue the verification process to ensure that SAVE can conduct the necessary research on behalf of the benefit applicant. This is necessary because agencies may not rely on a SAVE response to deny an application for benefits unless the agency has followed all SAVE verification procedures—including submitting the request for additional review when prompted by the system, and/or as requested by the applicant—and has received a response from the additional verification regarding the applicant’s immigration status or records. Otherwise, the user agency may deny eligible persons benefits that they are lawfully entitled to receive. Accordingly, SAVE requires the agency to have instituted additional verification and followed all verification steps before it can deny a benefit based on the SAVE response. If an agency has alternative processes upon which to base its decision to grant or deny a benefit, additional verification is not required.

Agencies have the responsibility to ensure that they have taken appropriate steps to identify the applicant and to ensure that the SAVE response matches the immigration status indicated on the applicant’s immigration documents.

### **3.4.2 Determination of Benefits**

The SAVE Program verifies the immigration status of benefit applicants, but does not make a recommendation regarding the applicant’s eligibility for the benefit. The user agency has the responsibility to use the information provided by SAVE to determine the applicant’s benefit eligibility based on the agency’s criteria.

### **3.4.3 Due Process**

All applicants who are denied benefits based solely or in part on the SAVE response must be provided with adequate written notice and the information necessary to contact USCIS so that they may correct their records in a timely manner. The SAVE Program has Fact Sheets that should be given to all applicants who are denied a benefit based on the SAVE response regarding their immigration status. The Fact Sheets are available in Appendix B, as well as in “Resources” located on SAVE’s System. Notice is sufficient if an agency provides the applicant with the appropriate SAVE Fact Sheet in Appendix B or provides one created by the user agency that provides the information the applicant needs to correct their records.

It is also the user agency's responsibility to provide all applicants who are denied a benefit based upon a SAVE response with the opportunity to challenge the denial through the agency's existing appeals process.

#### **3.4.4 Non-discrimination**

It is the user's obligation to comply with any federal and state laws prohibiting discrimination against applicants. Responses from the SAVE System should not be used to discriminate against applicants based upon their national origin, ethnicity, race, gender, religion, disability, or other characteristics protected by law.

It is important to note that a user may not make any determination about an applicant's immigration or citizenship status, or the need to institute additional verification based upon the factors listed above, the applicant's ability to speak English, manner of dress, or any other prohibited factors.

#### **3.4.5 SAVE Verification Case Status Check**

SAVE Case Check allows an applicant, to check his or her additional verification processing status online at the SAVE public website using their date of birth and the number from the document used by the agency to run their verification with SAVE. The notices to give the applicant about this process are available in the SAVE System under Resources. The agency may also provide the applicant with the 15 digit verification case number to check the status of his/her case. The notices to give the applicant about CaseCheck are available in the SAVE system under Resources.

#### **3.4.6 Training**

It is the agency's responsibility to ensure that all users complete the necessary training prior to submitting requests for verification in the SAVE System. At a minimum, all users must:

- Complete the SAVE tutorial
- Read and understand this SAVE Program Guide
- Maintain a working knowledge of the verification process and procedures

To ensure compliance, your agency must monitor SAVE notifications to be aware when SAVE updates requirements and training tutorials and ensure that SAVE users are aware of these updates. Please see the training options referenced in this guide.

#### **3.4.7 Privacy Protections**

It is essential to protect the privacy of applicants whose personal information is processed through SAVE. It is the user's responsibility to ensure that all personal information is safeguarded and used only for the purposes outlined in the MOA and by reference in this guide. Failure to protect an individual's information can result in identity theft or fraud and can cause considerable inconvenience, harm, or embarrassment to the individual.

All users must comply with the Privacy Act, 5 U.S.C. Section 552a, and other applicable laws, policies and regulations. To that end, users must at minimum implement the following safeguards:

- Allow only authorized employees to access SAVE
- Secure access to SAVE by protecting passwords
- Use and distribute personal information only for official purposes on a need-to-know basis
- Copy or print personal information only when necessary and mark all documents with “For Official Use Only”
- Use a coversheet when faxing personal information and notify the recipient before transmitting
- Report suspicious or inappropriate requests for personal information immediately by calling Customer Support at (877) 469-2563

Only use SAVE for the purposes outlined in your agency’s MOA. In addition, under the Privacy Act all users must:

- Notify individuals applying for benefits that the personal information that your agency is collecting will be used to verify their immigration status through SAVE
- Advise individuals applying for benefits that they do not have to provide the information
- Advise individuals applying for benefits of the consequences of not providing the information

For additional guidance, refer to the Fact Sheet, “Information for SAVE Users: Your Responsibilities for Handling and Protecting Personal Information,” in the SAVE System under Resources.

### **3.5 Dispute Resolution**

The DHS-USCIS procedures for reaching final resolution of a dispute concerning an MOA are based on the Department’s delegations of authority. In the event that a dispute cannot be resolved between the SAVE Program and your agency, the dispute would be elevated within USCIS and possibly to DHS, with legal assistance from the USCIS Office of Chief Counsel and, if necessary, the DHS Office of General Counsel. The DHS General Counsel has final authority to settle and decide all legal matters within the Department. DHS General Counsel can issue a final DHS decision regarding a dispute over the interpretation of an MOA provision.

## 4. SAFEGUARDS

USCIS, participating user agencies and contractors must protect individuals' rights to the fullest extent of the law.

### 4.1 USCIS

The SAVE Program has been implemented in a manner that provides for verification of immigration status without regard to sex, color, race, religion, national origin, disability and other protected characteristics of the individual involved. USCIS stores information in a secure area in order to safeguard its confidentiality. Data usage is restricted to persons whose duties and responsibilities indicate a need for its review.

### 4.2 Participating User Agencies

User agencies must provide an applicant with a reasonable opportunity to furnish evidence of satisfactory immigration status. The user agency should apply any relevant legal authority to determine for itself whether benefits should be provided on an interim or temporary basis to an applicant pending completion of the SAVE process. For example, IRCA's statutory provisions requiring use of SAVE for Medicaid, unemployment compensation, and other federal benefit programs generally prohibit the agency responsible for determining eligibility for these benefits from delaying, denying, reducing, or terminating benefits pending SAVE verification.

### 4.3 USCIS Record Keeping

To comply with the Privacy Act, USCIS retains records on the additional verification process. USCIS may duplicate and forward any documentation submitted to a status verifier that indicates criminal misuse of government documents, information, or the SAVE Program by user agency employees to U.S. Immigration & Customs Enforcement (ICE) or other law enforcement agencies to initiate an investigation or prosecution under federal criminal law. The user agency should follow its own guidelines for investigation and prosecuting cases of fraudulent documentation.

The SAVE System cannot update records. If there are data discrepancies in an applicant's records, USCIS will update the record as necessary. Generally, the applicant will be required to interact with USCIS to correct their record.

### 4.4 SAVE Monitoring and Compliance (M&C)

The SAVE Program's M&C Branch monitors all system use to ensure compliance with policies and procedures. All agencies must allow M&C to monitor and review all system usage patterns, training records, user access, and other relevant data; conduct site visits and/or desk audits to review compliance; and take corrective measures in a timely manner to address all lawful requirements. Please refer to your agency's MOA, SAVE notifications, SAVE Self-Assessment Guide and other documents incorporated by reference in the MOA and this guide for more information regarding SAVE's monitoring and compliance activities.

## 5. VERIFICATION PROCESS OVERVIEW

### 5.1 The Verification Process

The SAVE Program offers two methods, electronic and paper-based, for accessing information to verify an applicant's status when requesting public benefits. During both the electronic and paper-based methods, SAVE uses online systems to check a benefit applicant's immigration status information against records contained in DHS databases.

When applying for public benefits or licenses at an agency that uses SAVE, non-immigrants, immigrants, naturalized or derived citizens must present information from an immigration document. This may be a permanent resident card (a "green card"), an employment authorization document, a valid foreign passport, or some other immigration document. In order to verify an applicant's status, SAVE requires a numeric identifier (such as an Alien Number, I-94 Number, SEVIS ID Number or Unexpired Foreign Passport Number), first and last name, date of birth and the benefit that the applicant is seeking. To confirm the person's immigration status, authorized personnel from the agency then use SAVE to compare the data from the immigration document to federal government records. Additionally, naturalized or derived citizens may present information from a certificate of naturalization or citizenship, in which case their citizenship could be verified through SAVE. SAVE cannot verify status using only the applicant's name and date of birth or social security number.

The user agency submits an initial request for verification based upon the information provided by the applicant and SAVE returns a response with the relevant immigration status information. The majority of requests are resolved on initial verification. However, in some instances, status cannot be verified immediately through initial verification and the SAVE Program will require further information or copies of the applicant's immigration document in order to verify the applicant's non-immigrant, immigrant, naturalized or derived citizenship status. This does not necessarily mean that the applicant is not authorized to be in the United States or is ineligible to receive the benefit. It simply means that the user must submit an additional verification request to allow the SAVE Program to conduct further research. **Note:** Refer to 3.4.1. for guidance on proper use of the SAVE System and when additional verification is required.

When submitting documents to SAVE for additional verification, users only need to provide copies of original cards, forms, and documents for verification purposes. Please refer to Appendix "D" for examples of these documents. The user must return the original document to the applicant. Before requesting verification, users should refer applicants without documentation to USCIS to request new documentation, for example, if the document is lost or stolen.

Please refer to the SAVE System User Guide and Frequently Asked Questions under "Resources" in the SAVE System for additional information about the Verification Process.

#### 5.1.1 Electronic Verification

The SAVE Program provides an agency with the proper access method to the SAVE System based on the agency's needs. Currently, the SAVE Program offers two methods:

- **Web-based Access** – Offers secure Internet access to the SAVE System using a Web browser such as Internet Explorer or Netscape.
- **Web Services** – A type of interface designed to support a machine-to-machine connection over a network, such as the Internet. Web Service agencies must build their connection to meet the SAVE Interface Control Agreement (ICA). Agencies will have one year to incorporate new requirements when the ICA is updated based on changes to the SAVE System.

Regardless of the agency's access method, the electronic verification method allows the user to submit both initial and additional requests for verification based upon the information provided to the user by the applicant.

#### 5.1.1.1 Initial Verification

During the initial verification, the user submits a request using information contained in the document presented by the benefit applicant. The SAVE System searches the DHS databases for records that match the applicant's information. Within seconds, the system will provide an electronic response with the applicant's current immigration status or a message prompting the user to "Institute Additional Verification".

If the applicant's immigration status is confirmed, the verification process is complete. If the status is not confirmed, or the user or applicant has a concern about the verification response, the verification process continues by the user requesting additional verification.

#### 5.1.1.2 Additional Verification

There are times with it may be necessary to enter additional information to complete the verification process, for example:

- When the user receives a response "Institute Additional Verification," (IAV) - Users must not interpret an IAV response to mean that the applicant is not in an eligible immigration status
- When the user receives a response to "Resubmit with Docs:"
- The user must also submit a request for additional verification if the applicant is concerned about the response
- If the user has concerns about any information returned by the SAVE System - For example, if the SAVE response does not match the applicant's immigration document information, the user should, as appropriate, request additional verification

**Note:** Refer to 3.4.1. for guidance on proper use of the SAVE System and when additional verification is necessary.

The SAVE System has two additional verification levels, which are referred to as second and third level verification.

Second level verification offers additional information options. The user may submit:

- User Case Number -The number the Agency uses to track verification case
- The applicant's maiden Name or alias
- Another number identifier - I-94 Number or Passport Number and Country of Issuance
- Special Comments -The user may send comments to the status verifier regarding the case
- The applicant's document (front and back) with or without providing additional information for verification and submit the verification request using Scan and Upload. This will avoid the possibility of having to go to third step verification

Once the user submits the additional information for second level verification, a status verifier searches the appropriate immigration databases for the applicant's records. Within 3 to 5 federal working days, the system will return the applicant's status or a request to "Resubmit with Doc". If the applicant's immigration status is confirmed, the verification process is complete and the case is closed.

However, if the response from SAVE is "other" and the user has concerns about any information provided by SAVE on the second level response, the user may request third level verification or contact SAVE at 877-469-2563. Under any other circumstances when an agency has concerns about a SAVE second level response, the agency may contact SAVE at that telephone number.

If the documents are not submitted by Scan and Upload, third level verification may be required to complete the request. There are several options if the user receives a response to "Resubmit Doc":

- The user may attach a copy of the applicant's document (front and back) with or without providing additional information and submit the verification request by scan and upload or
- Submit the request for verification by printing and mailing the pre-populated Third Step Form G-845 to the agency's designated Status Verification Operations (SVO) Office address along with photocopies(front and back) of the applicant's immigration document(s)

If Scan and Upload is used, the response will occur within three to five business days. Because of the added efficiency for both SAVE and the agency, Scan and upload is the preferred method. If the G-845 and copies of the document(s) are mailed, the system returns an electronic response with the applicant's status or a message requesting further action within 10 to 20 Federal working days from the date of receipt of the Form G-845 or the attached immigration document(s).

If the applicant's immigration status is confirmed, the verification process is complete. If the status is not confirmed, the system will provide additional information or guidance concerning how to proceed, e.g., "Unable to Verify, Advise Applicant to visit local USCIS office to inquire" or "Unable to Verify, Advise Applicant to visit local CBP office to inquire about incorrect data on I-94.

Additionally, if the user has concerns about any information provided by SAVE on third level response, the user may contact SAVE Customer Service at 877-469-2563.

### 5.1.2 Paper-based Verification

The SAVE Program provides a paper-based verification method that may be appropriate for agencies in limited situations. Agencies may verify an applicant's immigration status by mailing a USCIS Form G-845, Document Verification Request, with photocopies (front and back) of the applicant's immigration document(s) to a designated SVO Office. The SVO office has 10 to 20 federal working days from the date of receipt to review the Form G-845 and copies of any related immigration document(s) and return the Form G-845 to the agency with the applicant's current immigration status or the action necessary to complete the verification process.

If the applicant's immigration status is confirmed, the verification process is complete. If the status is not confirmed, the G-Form G-845 will provide additional information or guidance concerning how to proceed.

### 5.1.3 Verification Response Times

The design of the verification process allows USCIS to respond quickly to submitting agencies' requests. Initial verifications takes a few seconds. Additional second level verifications take three to five federal working days. Depending on the complexity of the case, and whether scan and upload is used, the third level verification will take approximately 10 to 20 federal working days following receipt of the mailed Form G-845 and associated immigration document or the electronically sent document. If the documents are provided via scan and upload, the response should be received within three to five working days.

### 5.1.4 Special Circumstances

In certain situations, such as when a user suspects fraud or when an applicant is medically disabled, the standard verification process may not be applicable. The following sections describe how to handle these situations.

#### 5.1.4.1 Lack of or Expired Documentation

If an applicant presents an expired document or is unable to present any immigration documentation evidencing his or her immigration status, refer the applicant to the local USCIS office to obtain documentation of his or her immigration status. If the applicant can provide other identifying documentation, such as marriage records, court orders, or similar evidence the user can choose the "other" document type and put all zeros for the Alien Number. The document will not verify, but the agency can submit it using Scan and Upload on additional or third step verification. This should only be done if securing immigration documentation would constitute an undue hardship on the applicant, such as when the:

- Applicant is hospitalized or medically disabled or
- Applicant can otherwise show good cause for their inability to present necessary documentation that would constitute an undue hardship

Please note the expiration of a Lawful Permanent Resident's Permanent Resident card does not affect the lawful permanent residence status of the individual. If an individual has not lost status, SAVE can verify lawful permanent residence status from an expired card.

#### **5.1.4.2 Counterfeit or Altered Documents**

If a document appears to be counterfeit or altered, e.g., it shows characteristics such as photograph substitution and ink discoloration, the user can run it as an initial verification and request additional verification with comments that the user suspects fraud and wants to submit the document to SAVE for verification.

## 6. SUPPORT

The SAVE Program is committed to providing outstanding customer service to its prospective, new and current users. To that end, SAVE offers the following training options and customer support.

### 6.1 Training Options

The SAVE Program provides several training opportunities to users, including webinars and other customized training to meet an agency's specific needs. All trainings are available upon request. To make arrangements:

- Visit to the [SAVE Website Resources](#) or
- Contact us at: (877) 469-2563; or
- E-mail us at: [SAVE.help@uscis.dhs.gov](mailto:SAVE.help@uscis.dhs.gov) please include in the subject line "TRAINING REQUEST: *Desired Course Title.*" Provide your agency's name, telephone number, e-mail address, and desired number of telephone lines (webinars only).

On an as needed basis, the SAVE Program will tailor training to your agency's specific needs. Training courses are subject to change and certain training, such as the SAVE Tutorial, is mandatory, so please be sure to monitor SAVE notifications for updates.

### 6.2 Resources

In addition to the above training options, the SAVE Program provides various resources and reference material to assist you while using the system. The following resources, among others, are available by selecting "Resources" of the SAVE System's Homepage:

- **Glossary of Terms** – Defines all terms and concepts used throughout the online system
- **Class of Admission (COA) Code Table** – Provides a listing of COA codes and a description of the immigration status associate with each code
- **User Reference Guide** – Provides detailed instructions on proper use of the SAVE System
- **Form G-845** – Offers a printable copy of the Form G-845, Document Verification Request
- **Self-Assessment Guide** – Offers a tool for agencies to perform internal monitoring and compliance assessments to support proper use of SAVE and improve the overall integrity of their SAVE verifications. It identifies general SAVE requirements that must be followed by agencies
- **Fact Sheet Information for SAVE Users** - Evidence of Immigration Status for Temporary Protected Status Beneficiaries - Provides guidance on how to identify automatically extended Employment Authorization Documents issued to individuals with Temporary Protected Status when verifying immigration status with SAVE

### 6.3 Contact Information

The SAVE Program is always available to assist you with any additional questions. Please direct your inquiries to the appropriate contact source listed below:

#### Program Assistance

- Program-wide inquiries
- Program policies and procedures
- Registration questions/concerns

**Phone:** (877) 469-2563 from 7:00am to 5:00pm Central Time, Monday through Friday or

Email: [SAVE.help@dhs.gov](mailto:SAVE.help@dhs.gov) – Please include the name of your agency

#### Technical Support

- Technical problems or questions regarding the SAVE system
- Inability to gain access
- System failures
- Unusually slow response times

**Phone:** (800) 741-5023 available 24 hours a day, 7 days a week

#### Case Status Support

- Status of electronic verification requests pending over 10 Federal working days
- Form G-845 requests pending over 20 Federal working days
- DHS Case in Continuance pending over 20 Federal working days
- Congressional inquiry cases
- Any concerns about a SAVE second or third level response

**Phone:** (877) 469-2563 7:00am to 5:00pm Central Time, Monday through Friday (**Agency Use Only**). Please have the case verification number available when making your inquiry.

#### SAVE Website

- SAVE Program information, including governing laws, transaction charges, the verification process, registration process, SAVE Resources and SAVE Case Check

#### USCIS Website

- USCIS policies and resources

- Immigration and naturalizations information

## 7. APPENDIX A: ACRONYMS AND ABBREVIATIONS

<u>Term</u>	<u>Definition</u>
ACA	Anticipated Collections Addendum
Benefit Applicant	An applicant (whether a noncitizen or U.S. citizen) applying for a public benefit
CMA	Computer Matching Agreement
COA	Class of Admission
DHS	Department of Homeland Security
ICE	Immigration and Customs Enforcement
IIRIRA	Illegal Immigration Reform and Immigrant Responsibility Act
INS	Immigration and Naturalization Service
IRCA	Immigration Reform and Control Act
M&C	Monitoring and Compliance
MOA	Memorandum of Agreement
PRWORA	Personal Responsibility and Work Opportunity Reconciliation Act
SAVE	Systematic Alien Verification for Entitlements Program
SVO	Status Verification Operations (DHS-CIS)
USCIS	United States Citizenship and Immigration Services
User Agency	An agency that maintains access to SAVE

## 8. APPENDIX B: FACT SHEETS

### General Records Content

# Fact Sheet for Benefit Applicants

The benefit-granting agency has given you this fact sheet because SAVE could not confirm your current immigration status after the agency followed all verification steps. It is important to note that this does not necessarily mean that you do not have an immigration status or that you are ineligible for the benefit. However, when this happens, the agency must allow you an opportunity to correct or update your immigration record.



### Questions About Your Records? Depending on your immigration document, you may contact:

#### U.S. Citizenship and Immigration Services (USCIS)

- ▶ Visit the USCIS Website at [www.uscis.gov](http://www.uscis.gov) or call the National Customer Service Center at **1-800-375-5283** for information on how to correct your record, renew or replace your:

Certificate of Naturalization or Citizenship	Reentry Permit
Lawful Permanent Resident Card	Refugee Travel Document
Employment Authorization Document	USCIS issued I-94 Arrival/Departure Record

- ▶ Visit the USCIS Website [Freedom of Information and Privacy Act \(FOIA\) page](#) for information on correcting your records by making a Privacy Act request.

#### Customs and Border Protection (CBP)

- ▶ Visit the CBP Website at [www.cbp.gov/contact](http://www.cbp.gov/contact) for information about how to correct your I-94 Arrival/Departure Record or your admission stamp in your foreign passport.

*\*Note: If USCIS issued your I-94, contact USCIS at [www.uscis.gov](http://www.uscis.gov) or call National Customer Service Center at 1-800-375-5283 for information.*

#### Immigration Customs Enforcement (ICE), Student and Exchange Visitor Program (SEVP)

- ▶ Visit the ICE Website at [www.ice.gov/sevis](http://www.ice.gov/sevis). The website contains information on how to update records for foreign students and exchange visitors.

## Records Correction – Voter Registration

U.S. Department of Homeland Security  
U.S. Citizenship and Immigration Services Verification Division  
Washington, DC 20024



U.S. Citizenship  
and Immigration  
Services

# Fact Sheet

### Information for Registrants: Verification of Citizenship Status and

### How to Obtain Your Document or Correct Your Record with USCIS

Many federal, state and local agencies verify the immigration or citizenship status of benefit applicants to ensure that only qualified aliens or naturalized and derived citizens receive benefits. These agencies verify immigration or citizenship status by using the Systematic Alien Verification for Entitlements (SAVE) Program of the U.S. Department of Homeland Security, U.S. Citizenship and Immigration Services (USCIS).

The voter registration agency in your state has submitted information to the SAVE Program for verification of your citizenship. Because the SAVE Program cannot confirm your citizenship status based upon information provided by the agency, you must be given an opportunity by the voter registration agency to provide the correct documentation or correct your records with USCIS and/or appeal the denial of your voter registration. Please note that there are a number of reasons why the SAVE Program may not be able to verify your citizenship, e.g., the SAVE Program can only verify naturalized or derived citizens, to the extent that a derived citizen received an official determination on citizenship by USCIS. The inability of the SAVE Program to verify your citizenship does not necessarily mean that you are not a citizen of the United States and are ineligible to vote.

If you need a replacement of your Naturalization Certificate or Certificate of Citizenship or believe that the SAVE Program response to the voter registration agency did not provide accurate information about your citizenship status and you need to make corrections to your citizenship record, please contact USCIS by using one of the following methods:

1. **File a Form N-565 to obtain a replacement of your Naturalization Certificate or Certificate of Citizenship.** The Form N-565 and instructions for filing can be found on the USCIS Website at: [Form N-565](#) and [Form N-565 Instructions](#)
2. **Schedule an appointment for an in-person interview at a local USCIS office to correct your record.** You may schedule an appointment at a local USCIS office on the USCIS website, [USCIS Infopass](#) or by calling the National Customer Service Center, **1-800-375-5283**. [Scheduling an appointment is the fastest way to correct your records.](#) We recommend that you bring to your appointment this Fact Sheet, documentation evidencing your citizenship status, and any information provided by the voter registration agency concerning why your citizenship status could not be verified.

3. **Submit a request in writing to correct your record.** If you know the information that needs to be corrected in your record, you may submit a request to correct your records to the Freedom of Information Act/Privacy Act (FOIA/PA) Office at the following address:

Privacy Act Amendment  
U.S. Citizenship and Immigration Services  
National Records Center  
FOIA/PA Office  
P.O. Box 648010  
Lee's Summit, MO 64064-8010

**We recommend that you include the following information in your submission, if available:**

- State that you were denied benefits
- Information that is inaccurate
- Proposed change(s) to the record
- Date and place of birth
- A return address
- Copies of your immigration/naturalization status documents
- Reason it is inaccurate
- A-File number and/or the full name
- Notarized signature of the applicant
- Other information that may assist in locating the record

If you do not know the information you need to correct, you may submit a written request to obtain your records by submitting Form G-639, *FOIA/PA Request*. This form is available from the nearest USCIS office or USCIS Website [Form G-639](#). You should use the address specified above, but mark the envelope "*Privacy Act Request*" rather than "*Privacy Act Amendment*."

## 9. APPENDIX C: GLOSSARY

The definitions in this glossary are informational in nature. The definitions do not represent any formal stance or policy of USCIS. The official definitions have been shortened or edited whenever necessary to facilitate use by appropriate parties.

**NOTE:** For more definitions, please visit [www.uscis.gov/resources](http://www.uscis.gov/resources) and click the “Glossary” link. The USCIS resources webpage also contains other useful immigration information.

### A

**Additional Verification** – A request to verify an applicant’s immigration or naturalized or derived citizenship status, after or in lieu of automated immigration status verification, and can include using Form G-845. Verification is performed by a status verifier using various automated or manual sources.

**Admission Number** – An 11-digit number that is found on the Arrival-Departure Record (Form I-94) and should not be confused with the Alien Registration number (A-Number)/Alien ID number. **Alien (Noncitizen)** – Any person who is not a citizen or national of the United States. **Alien File (A-File)** – The history file containing data and documentation pertaining to an individual alien. An A-File is created or amended when any one of several USCIS actions occurs (e.g., application for permanent resident status).

**Alien Registration Number (A-Number)/Alien Number** –The alien registration number, which the Department of Homeland Security assigns to certain aliens, consists of 8 or 9 digits (example, A 200 345 678). The alien registration number is also referred to as USCIS # on some immigration documents.

**Asylee** – An alien in the United States or at a port of entry who is found to be unable or unwilling to return to his or her country of nationality, or to seek the protection of that country because of persecution or a well-founded fear of persecution. Persecution or the fear thereof must be based on the alien’s race, religion, nationality, membership in a particular social group, or political opinion. For persons with no nationality, the country of nationality is considered to be the country in which the alien last habitually resided. Asylees are eligible to adjust to lawful permanent resident status after one year of continuous presence in the United States. Section 208 of the Immigration and Nationality Act (INA) covers this status. (Also, see the definition for refugee, which explains the difference between asylum and refugee status in the United States.)

**Asylum** – Permission to reside in the United States, granted to persons who are unable or unwilling to return to their countries of nationality because they fear persecution based on race, religion, nationality or membership in a particular social group or political opinion.

### C

**Case Verification Number** – A unique number returned by SAVE after an agency submits an applicant’s information for verification.

**Certificate of Citizenship** - An identity document that proves U.S. citizenship.

**Certificate of Naturalization** – An identity document that proves the U.S. citizenship of an individual who was previously another nationality.

**Change of Non-immigrant Status** – The action of changing a non-immigrant’s classification (e.g., from visitor to student).

**Conditional Entrant** – This was the immigration status used for refugees prior to the Refugee Act of 1980. All conditional entrants entered the United States before 1981, when the federal government stopped using this status. While many conditional entrants have adjusted to lawful permanent residence status, some retain their original status.

**Conditional Resident Alien** – Any alien granted permanent resident status on a conditional basis (for example, an immigrant investor or a spouse of a U.S. citizen), who must petition for the removal of the set conditions before the second anniversary of the approval of his or her conditional status. (The noncitizen’s children may also be granted this status.)

**Customer Processing System (CPS)** – The USCIS/DHS system accessed by user agencies, employers, and other entities to verify immigration and employment eligibility status.

## D

**Deferred Action for Childhood Arrivals (DACA)**: On June 15, 2012, the Secretary of the Department of Homeland Security announced that individuals who came to the United States as children and met other key guidelines could request consideration of deferred action for a period of two years, subject to renewal. Please refer to “Deferred Action for Childhood Arrivals (DACA) and SAVE” posted in “Online Resources” for additional information.

**Document Verification Request (Form G-845)** – The form used by benefit-issuing agencies and institutions to request additional verification of a noncitizen’s immigration status from USCIS.

**Document Verification Request Supplement (Form G-845 Supplement)** – A supplement form that is used in conjunction with the Form G-845 by agencies that award need-based benefits to receive additional information concerning an applicant’s immigration status.

## F

**File Control Office (FCO)** – A USCIS field office--either a district (including USCIS overseas offices) or a sub office of that district--where alien case files are maintained and controlled.

## I

**Immigrant** – See Permanent Resident Alien.

**Immigrant Visa** – A document issued by a U.S. consulate or embassy abroad which authorizes a noncitizen to apply for admission as an immigrant to the United States.

**Immigration and Nationality Act of 1952 (INA)** – The Act, which, along with other immigration laws, treaties, and conventions of the United States, relates to the immigration, temporary admission, naturalization, and removal of aliens. It defined most immigration statuses now in use.

**Immigration Reform and Control Act of 1986 (IRCA)** – Public Law 99-603 (Act of 11/6/86), which was passed in order to control and deter illegal immigration to the United States. Its major provisions stipulate legalization of undocumented aliens who had been continuously unlawfully present since 1982, legalization of certain agricultural workers, and sanctions for employers who knowingly hire undocumented workers, and increased enforcement at U.S. borders. It also prohibits citizenship status discrimination in employment against U.S. citizens, many lawful permanent residents, asylees, refugees and others.

**Immigration Status** – The legal status conferred on a noncitizen in accordance with immigration law.

**Initial Verification** – The first request a user makes to validate the immigration status of an alien or the citizenship status of a naturalized citizen using the SAVE system. Results will either verify an immigration status or require additional verification.

## L

**Lawful Permanent Resident (LPR)** – Any person not a citizen of the United States who is residing in the United States under legally recognized and lawfully recorded permanent residence as an immigrant. See also, Permanent Resident Alien.

## M

**Memorandum of Agreement (MOA)** – An agreement that describes, in detail, the service provided by USCIS/DHS and the requirements and responsibilities of the user agency when using SAVE, including the billing and collections process for use of the SAVE system.

## N

**Nationality** – The state or country a person owes legal allegiance. Note that the country of birth does not necessarily correspond to the nationality.

**Naturalization** – The conferring, by any means, of citizenship upon a person after birth.

**Non-Immigrant** – An alien who enters the country is allowed to stay in the United States for a specific reason and for a limited amount of time. The alien must have a permanent residence abroad (for most classes of admission) and qualify for the nonimmigrant classification sought. The nonimmigrant classifications include, but are not limited to: foreign government officials, visitors for business and for pleasure, aliens in transit through the United States, treaty traders and investors, students, international representatives, temporary workers and trainees, representatives of foreign information media, exchange visitors, fiancé(e)s of U.S. citizens, intracompany transferees, NATO officials, and religious workers. Spouses and unmarried minor (or dependent) children can accompany or join the non-immigrant.

## P

**Parolee** – A parolee is an alien, appearing to be inadmissible to the inspecting officer, allowed into the United States for urgent humanitarian reasons or when that alien’s entry is determined to be for significant public benefit. Parole does not constitute a formal admission to the United States and confers temporary status only, requiring parolees to leave when the conditions supporting their parole cease to exist. They may sometimes adjust immigration status. Parolee status is covered by Section 212 of the INA.

**Passport** – Any travel document issued by competent authority showing the bearer’s origin, identity, and nationality, if any, which is valid for entry of the bearer into a foreign country.

**Permanent Resident Alien**– An alien admitted to the United States as a lawful permanent resident. Permanent residents are also commonly referred to as immigrants; however, the Immigration and Nationality Act (INA) broadly defines an immigrant as any alien in the United States, except one legally admitted under specific nonimmigrant categories (INA section 101(a) (15)). An illegal alien who entered the United States without inspection, for example, would be strictly defined as an immigrant under the INA but is not a permanent resident alien. Lawful permanent residents are legally accorded the privilege of residing permanently in the United States. They may be issued immigrant visas by the Department of State overseas or adjusted to permanent resident status by U.S. Citizenship and Immigration Services in the United States.

**Permanent Resident Card (Form I-551)** – A card given to lawful permanent resident that is generally valid for 10 years, except for the card given to conditional lawful permanent residents, which is valid for 2 years. Expiration of the I-551 after 10 years does not affect the lawful permanent residence status of the individual. See also Resident Alien Card (Form I-551).

**PRUCOL** – Refers to persons permanently residing in the United States under the color of law. This is not an immigration status and cannot be verified by SAVE.

## R

**Refugee** – A person outside his or her country of nationality who is unable or unwilling to return to that country because of persecution or a well-founded fear of persecution. Persecution or the fear thereof must be based on the alien’s race, religion, nationality, membership in a particular social group, or political opinion. People with no nationality must generally be outside their country of last habitual residence to qualify as a refugee. Refugees are subject to ceilings by geographic area set annually by the President in consultation with Congress and are eligible to adjust to lawful permanent resident status after one year of continuous presence in the United States. Unlike asylees, refugees apply for and receive this status prior to entry into the United States. This status is covered by Section 207 of the INA.

**Resident Alien Card (Form I-551)** – Although this card is no longer issued, it is valid indefinitely. In addition to the photograph, the I-551 will contain the bearer’s signature. See also Permanent Resident Card (Form I-551).

## S

**Status Verifier** – A USCIS employee assigned to certain local USCIS field offices who is responsible for verifying immigration status.

**Status Verification Operations (SVO)** – This branch of the Verification Division is responsible for managing status verification duties.

**Systematic Alien Verification for Entitlements (SAVE)** – An intergovernmental information-sharing program that is available to benefit-issuing agencies and institutions who need to determine the status of non-immigrants, immigrants, and certain naturalized and derived U.S. citizens.

## T

**Temporary Protected Status (TPS)**: Establishes a legislative basis for allowing a group of people temporary refuge in the United States. Under a provision of the Immigration Act of 1990, the Secretary of Homeland Security may designate nationals of a foreign state to be eligible for TPS with a finding that conditions in that country pose a danger to personal safety because of ongoing armed conflict or an environmental disaster. Grants of TPS are initially made for periods of 6 to 18 months and may be extended depending on the situation. Removal proceedings are suspended against aliens while they are in TPS. Please refer to “Fact Sheet Information for SAVE Users: Evidence of Immigration Status for Temporary Protected Status Beneficiaries” posted on the SAVE System under “Resources” for additional information.

## U

**USCIS #** – Found on some immigration documents. See also Alien Registration Number (A-Number)/Alien Number.

## V

**Verification Division** – The Verification Division of USCIS administers the SAVE Program and E-Verify



### 10.2 Permanent Resident Stamp, I-551

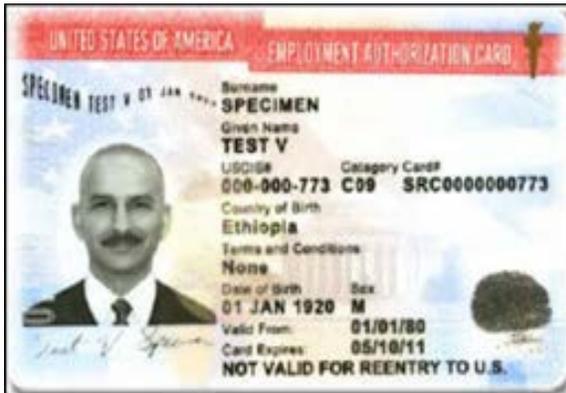
USCIS and CBP issue a stamp in a foreign passport as temporary evidence of permanent residency to permanent residents.



I-551 (Permanent Resident Stamp)

### 10.3 Employment Authorization Document, Form I-766

The Form I-766 card was introduced in January 1997 and is issued to noncitizens that are not permanent residents but have been granted permission to be employed in the United States for a specific period of time. The card is a credit card type document that contains an expiration date. The newer I-766 may also serve as an I-512 Advance Parole document.



Form I-766-Front



Form I-766-Front with I-512 Advance Parole

### 10.4 Arrival Departure Record, Form I-94

The Form I-94 is issued by DHS to nonimmigrants and certain immigrants and is attached to an unexpired foreign passport. Each Form I-94 has an 11-digit admission number in the upper left corner on the back of the arrival and departure sections of the form. It does not contain a photograph. It sometimes indicates an A-Number, but not always. Several agencies within DHS issue I-94s. Customs and Border Protection (CBP) has phased out issuance of I-94 cards upon entry into the U.S. except for certain aliens, such as refugees. Most arriving aliens will only receive a CBP stamp in their passport. Agencies wishing to verify such a person's immigration status may do so using the foreign passport, although whenever possible, agencies should select the I-94 plus foreign passport document type. This allows SAVE to check both the I-94 and the foreign passport. This form may also bear one of the following annotations:

- Section 207 – Refugee
- Section 208 – Asylee
- Section 212(d) (5) – Parolee
- Cuban-Haitian Entrant
- Employment Authorized

The Form I-94 contains an expiration date or says “D/S” for duration of status.

The image shows the front of Form I-94. At the top left, the Departure Number is 742831632 01. In the center, there is a red stamp that reads "U.S. IMMIGRATION 200 WWS 177" and "SEP 13 1991". Below the stamp, it says "ADMITTED B-2" and "UNTIL MARCH 12, 1992". On the left side, it says "Immigration and Naturalization Service" and "I-94 Departure Record". At the bottom left, there is a section for personal information: "14 Family Name: DOE", "15 Present Name: SOFF", "17 Country of Citizenship: ENGLAND", and "16 Birth Date (Day, Month): 01/01/91". At the bottom, it says "See Other Side" and "STAPLE HERE".

Form I-94 Front

The image shows the back of Form I-94. At the top, it says "Warning - A nonimmigrant who accepts unauthorized employment is subject to deportation." Below that, it says "Important - Retain this permit in your possession; you must surrender it when you leave the U.S. Failure to do so may delay your entry into the U.S. in the future. You are authorized to stay in the U.S. only until the date written on this form. To remain past this date, without permission from immigration authorities, is a violation of the law." It then lists where to surrender the permit: "By sea or air, to the transportation line", "Across the Canadian border, to a Canadian Official", and "Across the Mexican border, to a U.S. Official." Below that, it says "Students planning to reenter the U.S. within 30 days to return to the same school, see 'Arrival-Departure' on page 2 of Form I-20 prior to surrendering this permit." There is a section for "Record of Changes" with several blank lines. At the bottom, it says "Form: Departure Record", "Date:", "Carrier:", and "Flight #/Ship Name:". At the very bottom, it says "For sale by the Superintendent of Documents, U.S. Government Printing Office Washington, D.C. 20402".

Form I-94

This version of the I-94 was issued by CBP to air and sea travelers prior to automation.

DEPARTMENT OF HOMELAND SECURITY  
U.S. Customs and Border Protection

OSIS/DC-1000-0001

Departure Record

Admission Number  
442415050 21

CLASS

DATE

20 Family Name  
SIMIITI

20 First Given Name  
MAIRN

20 Birth Date (DDMMYY)  
1310579

21 Country of Citizenship  
PHILIPPINES

See Other Side

CBP Form I-94 (03/08)  
STAPLE HERE

Form I-94 (prior to automation)

This version of the I-94 is issued by CBP in limited circumstances to air and sea travelers who are special classes of aliens. The electronic admission number is handwritten on the form.

DEPARTMENT OF HOMELAND SECURITY  
U.S. Customs and Border Protection

OSIS/DC-1000-0001

Departure Record

Admission Number  
011019558 20

CLASS  
H1B

DATE  
AUG. 4, 2013

20 Family Name  
SIMIITI

20 First Given Name  
RICINALDI

20 Birth Date (DDMMYY)  
11210131717

21 Country of Citizenship  
ITALY

See Other Side

CBP Form I-94 (03/08)  
STAPLE HERE

Form I-94 (after automation)

### 10.4.1 Form I-94A

This version of the I-94 is issued at both Northern and Southern land border ports of entry.

Departure Number  
602410985 20

Department of Homeland Security  
CBP I-94A (11/04)  
Departure Record

**B2**  
04521  
SEP 21 2011  
Mar 20 2012

Family Name  
**RAZURA RENTERIA**

First (Given) Name  
**SANDRA EDITH**

Birth Date (Day Mo Yr)  
**14 09 78**

Country of Citizenship  
**MEXICO**

20110921 US-VISIT 20110921 MULTIPLE

See Other Side **STAPLE HERE**

Form I-94A (land boarder)

### 10.5 Passport with Admission Stamp

The CBP admission stamp is issued at ports of entry upon arrival. The stamp is placed on a passport or travel document and notes the date of admission, class of admission and sometimes, admitted until date.



Passport with Admission Stamp

### 10.6 I-94 in Unexpired Foreign Passport

I-94s are issued by CBP, USCIS, and Immigration and Customs Enforcement (ICE). Unexpired Foreign Passports are issued by foreign countries. CBP scans the foreign passport number when the alien enters the United States. SAVE encourages agencies to use this document type to conduct a query when an applicant presents both an I-94 and Unexpired Foreign Passport.



Form I-94 in Unexpired Foreign Passport

Form I-94 has been automated and travelers have access to their electronic I-94 via CBP Website [Form I-94](#)The website printout serves the same purpose as any other I-94 version.

CPB I-94 Website Printout

### 10.7 Form I-797A, Notice of Action with I-94

The form I-797A is issued to applicants for various immigration benefits by USCIS. This version of the Form I-94 is issued by USCIS to non-immigrants after they are admitted into the United States.

Department of Homeland Security  
U.S. Citizenship and Immigration Services

I-797A, Notice of Action

**THE UNITED STATES OF AMERICA**

RECEIPT NUMBER WAC-11-027-00000000	DATE MAY 24, 2011	CLASSIFICATION H4	CLASS OF ENTRY H4
NAME GUPTA, BHAVNA	DATE OF BIRTH 03/26/1979	CLASS H4	CLASS OF ENTRY H4
VALID FROM 03/26/2011 UNTIL 09/30/2013		PETITIONER GUPTA, BHAVNA 1234 MAIN ST ANYTOWN, ANY STATE, 00000	

The above information is for information only. The complete text of the notice of action is contained in the back of this form. An official Form I-94 is attached.

If the applicant has an authorized representative, this notice and any other notices to the representative should be sent to that person. For more information, see the back of this form.

Please see the additional information on the back. You will be notified separately about any other cases you filed.

RECEIPT NUMBER: WAC-11-027-00000000  
NAME: GUPTA, BHAVNA  
CLASS: H4  
VALID FROM: 03/26/2011 UNTIL: 09/30/2013  
PETITIONER: GUPTA, BHAVNA  
1234 MAIN ST  
ANYTOWN, ANY STATE, 00000

Receipt # WAC-11-027-00000000  
I-94# 992 21  
NAME GUPTA, BHAVNA  
CLASS H4  
VALID FROM 03/26/2011 UNTIL 09/30/2013  
PETITIONER GUPTA, BHAVNA  
1234 MAIN ST  
ANYTOWN, ANY STATE, 00000

8000000000 00  
Receipt Number WAC-11-027-00000000  
Immigration and Naturalization Service  
I-94  
Departure Record    Petitioner:

Tear Away I-94

Form I-797A with I-94

Below is a sample of the I-94 tear-away section of the I-797A

PLEASE TEAR OFF FORM I-94 PRINTED BELOW, AND STAPLE TO ORIGINAL I-94 IF AVAILABLE

<p>Detach This Half for Personal Records</p> <p>Receipt # WAC-11-027-00000000 I-94# 992 21 NAME GUPTA, BHAVNA CLASS H4 VALID FROM 03/26/2011 UNTIL 09/30/2013 PETITIONER: GUPTA, BHAVNA 1234 MAIN ST ANYTOWN, ANY STATE, 00000</p>	<p>92 21</p> <p>Receipt Number WAC-11-027-00000000 Immigration and Naturalization Service I-94 Departure Record    Petitioner:</p> <table border="1"> <tr> <td>14. Family Name GUPTA</td> <td>16. Date of Birth 03/26/1979</td> </tr> <tr> <td>15. First Given Name BHAVNA</td> <td></td> </tr> <tr> <td>17. Country of Birth INDIA</td> <td></td> </tr> </table>	14. Family Name GUPTA	16. Date of Birth 03/26/1979	15. First Given Name BHAVNA		17. Country of Birth INDIA	
14. Family Name GUPTA	16. Date of Birth 03/26/1979						
15. First Given Name BHAVNA							
17. Country of Birth INDIA							

Form I-797A (Rev. 10/31/05) N







### 10.14 Certificate of Naturalization

The below samples are common versions of the Certificate of Naturalization; however, there are many different versions. This document is issued by USCIS when a noncitizen is naturalized and becomes a United States citizen.



Certificate of Naturalization



Certificate of Naturalization

### 10.15 Certificate of Citizenship



Certificate of Citizenship