



U.S. Citizenship
and Immigration
Services

Systematic Alien Verification for Entitlements (SAVE) Program

2013 AAMVA Region III

Information Exchange

Agenda

- System Enhancements
- I-94 Automation
- SAVE Case Check
- Future Initiatives
- Customer Service Support



U.S. Citizenship
and Immigration
Services

SAVE Program

System Enhancements



Photo Tool

- SAVE has added photo-matching functionality for Form I-551 and Form I-766
- Photo Tool displays a photo of the applicant, if available in the system
 - ◆ Allows users to compare the photo on the screen with the photo on the immigration document



U.S. Citizenship and Immigration Services
WEB-3 Case Details

Case Verification Number: 2013066081314VV

Online Resources | Download Tutorial | Return to Home | Contact Us | Exit

Case Administration

- Initial Verification
- Search Cases
- User Administration**
 - Change Password
 - Pwd Challenge Q&A
 - Change Profile
- Site Administration**
 - Add User
 - Search Users
 - Change Address
 - Search Groups
- Reports**
 - View Reports

Photo Matching

Does the photo below match the photo on the I-551 (Permanent Resident Card) or I-766 (Employment Authorization Card) presented by the applicant?
Select Yes or No and click the "Next" button.



[Click to Enlarge](#)

Yes - photo matches
 No - photo does not match

* = required entry

[Accessibility](#) [Download Viewers](#)

Additional Verification Case Details Page

The “Case Details” page now offers four options:

1. Enter additional information and submit request
2. Enter additional information, attach a file, and submit request
3. Attach only image(s) of immigration document(s) and submit request
4. Cancel request

Enter Additional Verification Data

User Case Number: ?

A.K.A.:

I-94 Number:

Passport Number: ?

Country of Issuance: ?

Special Comments:

Request Affidavit of Support Data:

Request Grant Date:

POC Name: * ?

POC Phone Number: () *

Attach Document ?

If a copy of the document presented by the applicant is attached, this case will be sent electronically to Third Level verification without requiring the submission a paper G-845.

If a copy of the document presented by the applicant is NOT attached, this case will be sent electronically for Additional Verification and based upon a review of the data, may require resubmission to Third Level verification.

Additional Verification with Upload Function

- Enables agencies to attach and electronically submit a file containing applicant's immigration documents
- Reduces the cycle time
- No longer have to mail in the Form G-845/immigration documents to the Status Verification Office (SVO)
- SVO will return an electronic response

Requirements

The user must:

- Have access to a device that captures images (i.e. scanner, copier with scan function, etc.)
- Capture an image of the front and back of the applicant's document
- Create ONE file containing all documents
 - ◆ Document file must be in the format JPG, JPEG, PNG, TIF, GIF, or PDF
 - ◆ The maximum file size is 1.5 MB

The Form G-845 will not generate when a case is submitted with attached scanned document. The user may print an auto-populated Form G-845, if appropriate.

- Scanned documents may be attached to a case if:
 - ◆ User initiates second step verification
 - ◆ User initiates third step verification
 - ◆ System initiates third step verification



U.S. Citizenship and Immigration Services

Third Level Verification Results

U.S. Citizenship and Immigration Services
WEB-3 Case Details

Online Resources | Download Tutorial | Return to Home | Contact Us | Exit

Third Level Verification has been sent Case Verification Number: 2013107132823HN

Case Administration	Initial Verification		
Initial Verification	Alien Number:	021445692	Benefits:
Search Cases	I-94 Number:		Food Stamps
User Administration	Card Number:	EAC1302400003	
Change Password	Naturalization Number:		Citizenship Cert. Number:
Pwd Challenge Q&A	Visa Number:		SEVIS ID:
Change Profile	Passport Number:		Document Exp. Date:
Site Administration	Country of Issuance:		08/23/2014
Add User	Document Type:	I-766	Other Document Desc:
Search Users	Last Name:	ESBVSLNTHREE	First Name:
Change Address	Middle Name:		ESBVSFNTHREE
Search Groups	Initiated By:	HPER1709	Date of Birth:
Reports			08/23/1986
View Reports			Initiated On:
			04/17/2013
	Photo Matching		
	Returned Photo:	Photo Match:	No - photo does not match
	Initial Verification Results		
	Last Name:	First Name:	
	Middle Name:	COA Code:	
	Country:	Date of Birth:	
	Date of Entry:	Date Admitted To:	
	EAD Expiration Date:		
	System Response:	Institute Third Level Verification	
	Third Level Verification		
	User Case Number:	A.K.A.:	
	I-94 Number:	Country of Issuance:	
	Passport Number:		
	Attached Document:		
			
	Click to Enlarge		
	Special Comments:	POC Name:	POC Phone Number:
	POC Name:	Heidi Perez	(202) 443 - 0000 ext. 1234
	Initiated By:	HPER1709	Initiated On:
			04/17/2013
	Third Level Verification Results		
	DHS Response:	DHS Verification in Process	Expires On:
	COA Code:		Date Admitted To:
	USCIS Benefits:		Response Date:
	Revocation Date:		
	Parole Expiration Date:		
	Status Recognized Date:		
	DHS Comments:		

[Print Case Details](#) | [Print G-845 Form](#) | [Return to Previous Page](#)



U.S. Citizenship
and Immigration
Services

Automated Form G-845

- Pre-populated with the case data entered during Third Level Verification
- User may update the agency's "From" address prior to submission
- Agencies that do not use the new upload function must print out the Form G-845 and mail it to SVO with a copy of the applicant's documents
- Do not attach a Form G-845 with the document file for upload

Third-Step Verification
OMB No. 1615-0101, Expires 01/31/2015

Department of Homeland Security
U.S. Citizenship and Immigration Services
Form G-845, Document Verification Request

Section A. To Be Completed by Registered Agency Only

To: U.S. Citizenship and Immigration Services (USCIS)
Attn: USCIS SAVE Program Status Verification Office

From: Type or Stamp Name and Address of Registered Agency
Central Office
PO Box 95026
Lincoln, NE 68509

Print clearly since USCIS may use above agency address with a No. 10 window envelope.

9. Check all that apply:

a. Photocopy of primary immigration document attached. Ensure copies are legible. If there is print on both sides of the immigration document, attach a copy of front and back.

b. Other Information Attached (specify documents):

10. Benefit

<input type="checkbox"/> TANF	<input type="checkbox"/> Unemployment Insurance
<input type="checkbox"/> Education Grant/ Loan/ Work Study	<input type="checkbox"/> Employment Authorization
<input checked="" type="checkbox"/> Food Stamps	<input type="checkbox"/> Social Security Number
<input type="checkbox"/> Housing Assistance	<input type="checkbox"/> SSI or RSDI
<input type="checkbox"/> Medicaid/Medical Assistance	<input type="checkbox"/> Driver's License/ID
<input type="checkbox"/> Background Check	
<input type="checkbox"/> Other (specify below)	

11. Name of Agency Official
v sandover1

12. Title of Agency Official

13. Telephone Number (include area code)
(202) 443-0000

14. Fax Number (include area code):

15. Date (mm/dd/yyyy): 04/05/2013

Form G-845 01/08/12 N



U.S. Citizenship
and Immigration
Services

Customs and Border Protection

I-94 Automation



Operational Overview

- As of May 14, 2013, travelers arriving in the air and sea environments are not given a paper form I-94. Instead, an electronic admission record is now created.
- All travelers requiring an I-94 are provided a properly-annotated admission stamp in their travel document.
- CBP recognizes that Form I-94 is widely used by DHS components and external stakeholders, and has established an I-94 website where a traveler can access their admission number.

I-94 Reference Guide

(available in Web3 Online Resources)

Form I-94: Issued by CBP prior to Automation at Air and Sea Ports of Entry

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

Form I-94: Issued by CBP after Automation at Air and Sea Ports of Entry

This version of the I-94 will be issued by CBP in limited circumstances to special classes of aliens after Form I-94 is automated. The electronic admission number will be handwritten on the form.

Global Entry I-94

This version of the I-94 is issued by Global Entry (GE) kiosks. GE is a program that allows expedited clearance for pre-approved, low risk travelers.

CBP I-94 Website Printout

Once Form I-94 is automated, travelers will have access to their electronic I-94 via www.cbp.gov/I94. The website printout serves the same purpose as any other I-94 version.

Form I-94A: Issued by CBP at Land Border Ports of Entry

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

Passport with Admission Stamp

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

Form I-797A: Issued by U. S. Citizenship and Immigration Services



U.S. Customs and Border Protection *Securing America's Borders*

OMB No. 1651-0111
Expiration Date: 04/30/2015

Get I-94 Number

I-94 FAQ

Admission (I-94) Number Retrieval

Admission (I-94) Record Number: 69001333663

Print

Admit Until Date (MM/DD/YYYY): 08/24/2013

Details provided on Admission (I-94) form:

Family Name:	Testing
First (Given) Name:	Monday
Birth Date (MM/DD/YYYY):	05/06/1985
Passport Number:	123000456
Passport Country of Issuance:	Mexico
Date of Entry (MM/DD/YYYY):	03/13/2013
Class of Admission:	B1

- ▶ If an employer, local, state or federal agency requests admission information, present your admission (I-94) number along with any additional required documents requested by that employer or agency.
- ▶ Note: For security reasons, we recommend that you close your browser after you have finished retrieving your I-94 number.

New I-94 Printout



U.S. Citizenship
and Immigration
Services

Web-Based Resources

SAVE Case Check and Online Resources



SAVE Case Check

Step 1: The agency runs a verification case for benefit applicant



Step 2: The agency learns that additional processing is required before verification can be completed



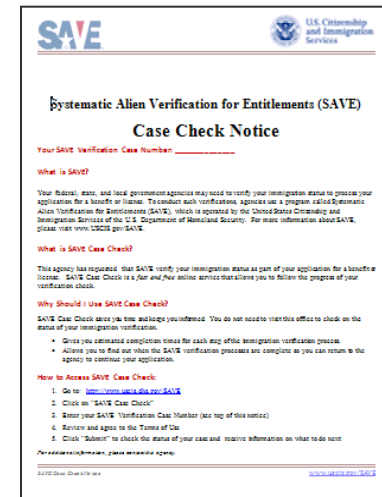
Step 3: The agency gives applicant Case Check Notice, complete with Verification Case #



Step 4: The applicant checks the SAVE Case Check website, which tells him/her when SAVE verification is complete

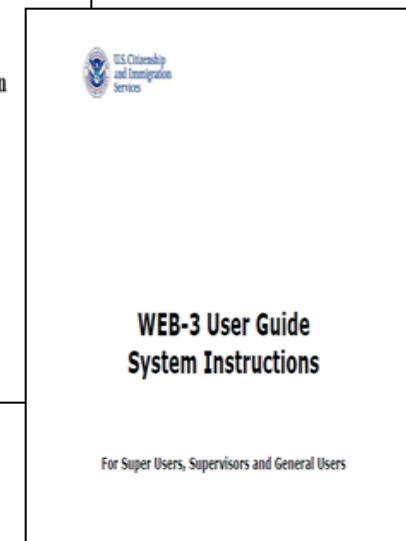
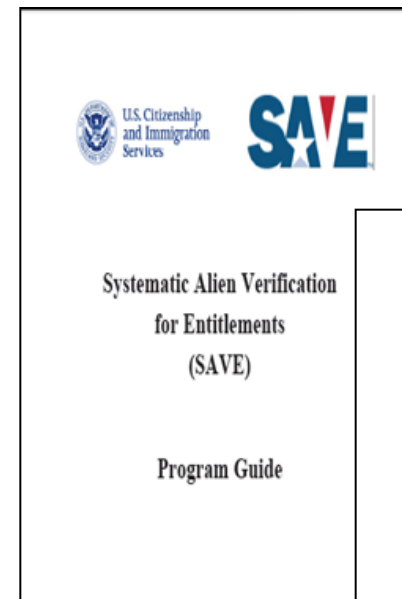


Step 5: When the applicant is informed the case is complete, the agency can continue processing the application for public benefits



Online Resources

- SAVE Program Guide
- SAVE System User Guide
- SAVE Tutorial (currently under construction)
- Where to Mail the Form-G-845
- Fact Sheets
- Frequently Asked Questions
- New Updates and Notices





U.S. Citizenship
and Immigration
Services

SAVE Program

Future Initiatives



Future Initiatives

- SAVE Redesign/Refresh
 - ◆ SAVE intends to modernize the system by refreshing the site, making it more relevant by using federal plain language standards, improving navigation, and ensuring an interactive, user-friendly look and feel
- SAVE Case Check Phase II
 - ◆ SAVE will build a web-based enhancement that allows benefit applicants to view exactly where their case is in the verification process and when they can expect resolution without needing agency participation in the service, removing unnecessary steps and processing burdens from SAVE user agencies.
- Mandatory Tutorial
 - ◆ SAVE is developing an online tutorial to educate users on the verification process and proper use of the system to facilitate greater compliance, as well as serve as an accessible, user-friendly avenue for training and customer support.



U.S. Citizenship
and Immigration
Services

SAVE Program

Customer Support



SAVE Customer Services

Customer Contact Options

- ◆ SAVE Program Assistance
(877) 469-2563
- ◆ Technical Assistance
(800) 741-5023
- ◆ SAVE Website
www.uscis.gov/save
- ◆ USCIS Website
www.uscis.gov
- ◆ SAVE E-Mail:
SAVE.help@uscis.dhs.gov

Customer Training Resources

- ◆ Online Tutorials
- ◆ Live Trainings
- ◆ Webinar Training
- ◆ User Guides
- ◆ Reference Materials